



## OMBUDSMAN INVESTIGATION REPORT

### An Investigation into the Parking Ticket Dispute System in Toronto

<b>Date:</b>	November 20, 2012
<b>To:</b>	City Council
<b>From:</b>	Ombudsman
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### SUMMARY

---

In accordance with section 170(2) of the *City of Toronto Act, 2006* (COTA), I am providing the attached report which represents a concluded investigation into the City's parking ticket dispute system in Toronto.

#### RECOMMENDATIONS

---

**The Ombudsman recommends that:**

City Council adopts the recommendations contained in this investigation report.

**Financial Impact**

This report has no financial impact.

#### DECISION HISTORY

This investigation was conducted pursuant to section 171(1) of COTA, which allows the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of the City. This function is conferred and exercised independently of Toronto City Council. Under this power, I may make findings and recommendations as I deem necessary to address any problems, which I may then report to Council.

#### COMMENTS

My investigation found that, on balance, the current dispute process provides reasonable service to recipients although there is room for some improvements.

The City Manager has accepted my recommendations. Of note, is a recommendation I have made that will enable further exploration of introducing an Administrative Penalties System as permitted under the Municipal Code to impose an administrative penalty where a person fails to comply with a by-law. In light of concerns about a court challenge, I have recommended that the City ask the Attorney General of Ontario to refer the matter to the Ontario Court of Appeal.

## **CONTACT**

Fiona Crean

Ombudsman

Tel: 416-392-7061

Email: fcrean@toronto.ca

## **SIGNATURE**

(Original signed)

---

Fiona Crean

Ombudsman

## **ATTACHMENT**

An Investigation into the Parking Ticket Dispute System in Toronto