

**STAFF REPORT  
ACTION REQUIRED****Toronto Police Service Annual Report: Parking Enforcement Unit – 2017 Parking Ticket Issuance**

<b>Date:</b>	March 12, 2018
<b>To:</b>	Government Management Committee
<b>From:</b>	Andy Pringle, Chair, Toronto Police Services Board

**SUMMARY**

The purpose of this report is to provide the Government Management Committee with the Toronto Police Service (TPS) - Parking Enforcement Unit – 2017 Parking Ticket Issuance Report.

**RECOMMENDATION**

It is recommended that the Government Management Committee receive this report at its meeting of April 30, 2018 and that it be considered in conjunction with the City of Toronto 2017 Parking Ticket Activity Report.

**FINANCIAL IMPACT**

There are no financial implications with regard to the receipt of this report.

**ISSUE BACKGROUND**

At its meeting held on February 22, 2018, the Toronto Police Services Board (Board) was in receipt of a report dated February 1, 2018, from Chief of Police Mark Saunders with regard to the TPS - Parking Enforcement Unit – 2017 Parking Ticket Issuance Report.

**COMMENTS**

The Board received the Chief's report and agreed to forward a copy to the Government Management Committee so that it could be considered at its meeting on April 30, 2018 in conjunction with the City of Toronto 2017 Parking Ticket Activity Report.

**CONCLUSION**

A copy of Board Minute No. P27/18, in the form attached as Appendix “A”, regarding this matter is provided for information.

**CONTACT**

Chief of Police Mark Saunders  
Toronto Police Service  
Telephone No. 416-808-8000  
Fax No. 416-808-8002

**SIGNATURE**

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Andy Pringle  
Chair, Toronto Police Services Board

**ATTACHMENT**

Appendix A – Board Minute No. P27/18

a: Annual Report\_Parking Enforcement Unit\_2017 Parking Ticket Issuance.doc

## **APPENDIX A**

### **This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on February 22, 2018**

P27. Annual Report: 2017 Parking Enforcement Unit – Parking Ticket Issuance

The Board was in receipt of a report dated February 1, 2018 from Mark Saunders, Chief of Police, with regard to this matter.

Recommendation(s):

It is recommended that the Board:

1. Receive the following report; and
2. Forward a copy of this report to the City of Toronto (City) Government Management Committee, for its meeting on April 30, 2018, to be considered in conjunction with the City of Toronto 2017 Parking Ticket Activity Report.

Deputation    Derek Moran

**The Board approved the foregoing report.**

Moved by:            S. Carroll

Seconded by:        K. Jeffers



## Toronto Police Services Board Report

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February 1, 2018

To: Chair and Members  
Toronto Police Services Board

From: Mark Saunders  
Chief of Police

**Subject: Annual Report: 2017 Parking Enforcement Unit – Parking Ticket Issuance**

### **Recommendation(s):**

It is recommended that the Toronto Police Services Board (Board):

- (1) receive the following report; and
- (2) forward a copy of this report to the City of Toronto (City) Government Management Committee, for its meeting on April 30, 2018, to be considered in conjunction with the City of Toronto 2017 Parking Ticket Activity Report.

### **Financial Implications:**

There are no financial implications relating to the recommendations contained within this report.

### **Background / Purpose:**

This report provides information on the Parking Enforcement Unit (P.E.U.) achievements, activities and annual parking ticket issuance during the year 2017 (Appendix A refers).

## **Discussion:**

The P.E.U. reports annually on parking ticket issuance by Parking Enforcement Officers (P.E.O.s), Municipal Law Enforcement Officers (M.L.E.O.s) and Police Officers. The City of Toronto requests this information for use during the annual budget process.

Since 2014, the City has continued to make a number of administrative and operational changes that impact service delivery of parking enforcement services in the City of Toronto. P.E.U. has worked diligently, in partnership with City staff, to align its operations in support of these significant program changes which in many cases has expanded the activities of P.E.U. These initiatives included:

- Implementation of a 10 minute bylaw exemption for pay and display parking;
- Implementation of an enhanced rush hour parking enforcement initiative with increased hours of operation;
- Increases in various parking fines, including rush hour route unique parking offences;
- Implementation of a habitual offender towing program;
- Implementation of dedicated zones for courier parking with an interim solution still pending recommendations from the City's curb-side management study;
- Continuation of bicycle lane and cycle track expansion;
- Implementation of on street Mobile payments for pay and display parking by the Toronto Parking Authority; and
- Implementation of the King Street pilot program in which traffic and parking regulations were redefined.

The launch of Mobile Payments for on-street paid parking has been in continuous operation since October 2016. The initiative offers the public a convenient option to pay for parking using a mobile device, and as such, is achieving motorist compliance in on-street parking areas. The T.P.S. worked together with the Toronto Parking Authority to successfully launch this project.

Rush hour enforcement initiatives, bylaw changes and fine increases had an impact on public behaviour and appear to be achieving increased motorist compliance with some of the municipal parking bylaws. These issues, in combination with deployment strategies aimed at supporting City anti-congestion initiatives, also have a related impact to enforcement numbers and the types of tickets issued. It is important to note that many of these initiatives are more time consuming which detracts from general routine patrol time. Continuing this achievement of increased compliance to the parking regulations, in support of safety, traffic flow and congestion related initiatives, is dependent on maintaining a high visibility of uniformed P.E.O.s in the field.

In spite of the program expansion, the P.E.U. delivered on key accomplishments through the provision of operational support to the Toronto Police Service(T.P.S.) (Appendix A refers) and interoperability with some very successful City initiatives which will be further discussed at the April 30, 2018, Government Management Committee Meeting in the City's Annual Parking Ticket Activity Report.

#### Annual Parking Ticket Issuance:

Preliminary information indicates total parking ticket issuance is estimated to be 2,146,868 in 2017, which is a decrease of 121,242 over 2016 issuance numbers. Total parking ticket issuance includes tags issued by P.E.O.s, M.L.E.O.s, and police officers. The final parking ticket issuance numbers will be presented by the City, Parking Ticket Operations in its 2017 Annual Parking Ticket Activity Report, once all data is captured and reconciled.

The following is a breakdown of the parking ticket issuance estimates by group:

**Table 1: Parking Tag Issuance Summary 2017**

<b>Group</b>	<b>Tags Issued</b>
Parking Enforcement Unit	1,926,330
Municipal Law Enforcement Officers	209,815
Police Officers	10,723
Total Parking Tag Issuance	2,146,868*

\*Preliminary numbers – final numbers to be reported by the after complete data capture and reconciliation.

#### Calls for Service:

The P.E.U. responded to 159,175 calls for parking related service from members of the public which is up by 0.7% over the previous year. This continues a long-term trend of increasing demand for parking related services. The attendance to these calls by civilian P.E.O.s alleviates pressure on the T.P.S. as a whole and allows police officers to focus on core policing duties. The Unit's M.L.E.O. program has successfully serviced a large amount of customized enforcement on private property, which would otherwise detract P.E.O.s from focusing upon on-street enforcement activities.

#### Rush Hour Offences and Bicycle Lanes:

In 2017, the P.E.U. issued 73,245 rush hour offence tickets for the rush hour peak period bylaw in support of the congestion and traffic flow initiatives and a total of

16,582 vehicles were towed from rush hour routes. The P.E.U. issued 7,200 bike lane offence tags in support of safe cycling in the City in an effort to increase public compliance and improve road safety.

#### Habitual Offender Towing:

The City defines a habitual offender as a vehicle that has three or more parking tickets that have been outstanding, with no action taken, in excess of 120 days. P.E.O.s towed a total of 6,162 vehicles under this initiative, including 5,736 Ontario plates and 426 out-of-province plates. The City reports that this enforcement initiative has continued to positively affect their collection rates for parking tickets.

#### Towing, Vehicle Relocations and Stolen Vehicle Recovery:

Members of the P.E.U. were responsible for towing a total of 32,387 vehicles, including 720 that were without properly registered plates. A total of 2,301 vehicles were relocated to assist with T.T.C. subway closures, snow removal, forestry operations, the clearing of parade routes and special events management. P.E.O.s also recovered 871 stolen vehicles, in support of T.P.S. crime management initiatives.

#### Accessible Parking:

The P.E.U. retained 927 Accessible Parking Permits for investigation of possible misuse. The P.E.U. laid 767 Highway Traffic Act charges in this regard. These efforts are in support of maintaining the integrity of the Accessible Parking Program and ensuring parking spaces are available for use by members of the public who have valid Accessible Parking Permits.

#### Training of M.L.E.O.s:

The P.E.U. trained and certified 570 new M.L.E.O.s, pursuant to the Toronto Municipal Code. M.L.E.O.s work for agencies providing parking enforcement on private property. All ticket revenue derived from the issuance of these parking tickets goes directly to the City. The training and oversight of these M.L.E.O.s has allowed P.E.O.s to focus their efforts on public streets as opposed to responding to additional private property calls for service.

#### Staffing Levels:

Throughout the 2016 and 2017 year there was no hiring of new P.E.O.s due to a moratorium on hiring. This has resulted in lower staffing levels as a result of continued staff attrition and separations. In turn, this has had a significant impact on P.E.U. deployment, service delivery and related enforcement/ticket issuance.

### Administrative Penalty System (A.P.S.):

The City implemented the Administrative Penalty System (A.P.S.) which amended the dispute resolution process of a ticket. The P.E.U. worked in partnership with the City to ensure that its operations and systems were aligned with the new process. A successful launch was achieved through close professional working relationships with various City Departments under the parking umbrella. A new ticket was designed and implemented in the form of a Parking Violation Notice (P.V.N.) for manual and electronic tags. This new system is expected to alleviate the pressures on the Courts by moving the dispute resolution process to an Administrative City system. Disputed Violation Notices issued from August 28, 2017, onward will no longer be processed through the Courts as a result of this new process.

### Conclusion:

The P.E.U. continues to contribute positively to the achievement of the goals and priorities of the T.P.S. by:

- ensuring the safe and orderly flow of traffic;
- ensuring enforcement is fair and equitable to all;
- providing a visible uniform presence on the streets;
- ensuring positive outreach to the community through public awareness campaigns and education programs; and
- ensuring interoperability with other T.P.S. Units and City departments.

The parking ticket issuance for 2017 is estimated to be 2,146,868 which is a decrease of 121,242 over 2016 issuance numbers. The City will report the final parking ticket issuance numbers in its 2017 Annual Parking Ticket Activity Report once all data is captured and reconciled.

Rush hour enforcement initiatives, by-law changes and fine increases have an impact on public behaviour and appear to be achieving increased motorist compliance with some of the Municipal parking bylaws. This, in combination with deployment strategies aimed at supporting City anti-congestion initiatives, also has a related impact to enforcement numbers and the types of parking tickets issued. The steady decrease in staffing levels also impact ticket issuance since deploying fewer officers in the field results in less enforcement opportunity.

The P.E.U. continues to work with City staff and all T.P.S. units in order to ensure a successful overall parking program, including effective service delivery to the many communities throughout the City. The P.E.U. is focused on the continued compliance to the parking regulations, in support of safety, traffic flow and congestion related initiatives. Continued compliance, however, is dependent on the deployment of highly visible P.E.O.s in the field and in our neighbourhoods.



Deputy Chief Peter Yuen, Communities and Neighbourhoods Command, will be in attendance to answer any questions the Board may have concerning this report.

Respectfully submitted,

Mark Saunders, O.O.M.  
Chief of Police

## Appendix “A”

<b>Parking Enforcement Unit</b>	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
Parking Ticket Issuance – P.E.O.s	1,970,137	2,028,334	1,926,330
Parking Ticket Issuance – P.E.O.s, M.L.E.O.s, P.C.s	2,183,523*	2,268,110*	2,146,868*
Processable Ticket Rate P.E.O.s	99.8%	99.8%	99.9%
Absenteeism (Short-term sick)	3.5%	3.8%	4.3%
Calls for service received	148,357	158,021	159,175
Stolen Vehicles Recovered	721	874	871
Stolen Autos Recovered - Street Sweeper	552	669	623
Stolen Autos Recovered – P.E.O.s	169	205	248
Hours Spent on Stolen Vehicles Recovered	852	994	1304
Stolen Plates Recovered	33	67	115
Hours Spent on Stolen Plates Recovered	40	77	133
Vehicles Scanned by Street Sweeper	4,565,143	5,277,656	3,411,019
Vehicles Towed	42,763	37,096	32,387
Habitual Offenders Towed	15,681	10,162	6,162
<b>Assistance to T.P.S. Units</b>			
Unplated Vehicles Towed	793	1,155	720
Directed Patrol Requests from Other Police Units	52	85	75
Arrest Assists	24	15	26
Assaults	29	37	45
Language Interpretations	46	35	29
Hours Spent on Language Interpretations	105	67	55
Disabled Permits Retained	1,057	1,350	927
Disabled Permits Cautioned	34	94	13
H.T.A Charges (Disabled Permits)	913	1,122	767
Special Events	106	200	256
Hours Spent On Special Events	1,500	8,633	9,340
Vehicle Relocations	2,793	2,569	2,301

\*Preliminary numbers – final numbers to be reported by City of Toronto after complete data capture and reconciliation.