



Toronto Police Services Board

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March 28, 2019

General Government and License Committee
City of Toronto
10th Floor, West Tower, City Hall
100 Queen Street West
Toronto, ON
M5H 2N2

General Government and License Committee Members,

**Re: Toronto Police Service Annual Report: Parking Enforcement Unit – 2018
Parking Ticket Issuance**

At its meeting held on February 21, 2019, the Toronto Police Services Board was in receipt of a report dated January 16, 2019 from Chief of Police Mark Saunders with regard to the Toronto Police Service – Parking Enforcement Unit: 2018 Parking Ticket Issuance Report.

RECOMMENDATIONS

It is recommended that the General Government and License Committee receive this report at its meeting of April 23, 2019 and that it be considered in conjunction with the City of Toronto 2018 Parking Ticket Activity Report.

FINANCIAL IMPACT

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

COMMENTS

The Board received the Chief's report and agreed to forward a copy to the General Government and License Committee so that it could be considered at its meeting on April 23, 2019 in conjunction with the City of Toronto 2018 Parking Ticket Activity Report.

CONTACT

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

SIGNATURE

Andy Pringle
Chair

ATTACHMENTS

A copy of Board Minute No. P40/19, in the form attached as Appendix "A", regarding this matter is provided for information.

This is an Extract from the Minutes of the Public Meeting of the Toronto Police Services Board that was held on February 21, 2019

P40. Annual Report: 2018 Parking Enforcement Unit – Parking Ticket Issuance

The Board was in receipt of a report dated January 16, 2019, from Mark Saunders, Chief of Police, with regard to this matter.

Recommendations:

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) General Government and Licensing Committee, for its meeting on April 23, 2019, to be considered in conjunction with the City of Toronto 2018 Parking Ticket Activity Report.

Deputation: Derek Moran

The Board received the foregoing report.

Moved by: J. Tory

Seconded by: F. Nunziata



Toronto Police Services Board Report

January 16, 2019

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders
Chief of Police

Subject: Annual Report: 2018 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) General Government and Licensing Committee, for its meeting on April 23, 2019, to be considered in conjunction with the City of Toronto 2018 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 2018 (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 have 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 specific parking offences;
- Implementation of a habitual offender towing program;
- Implementation of dedicated zones for delivery vehicle parking;
- 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 project program in which traffic and parking regulations were redefined.

Mobile payments for on-street paid parking has been in continuous operation since its launch in October 2016. The initiative offers the public a convenient option to pay for parking using a mobile device, and as such, is achieving increased motorist compliance to on-street parking areas. The T.P.S. worked together with the Toronto Parking Authority to successfully launch this project. This option continues to make payment for parking more convenient to the public, with ticket issuance showing higher public compliance.

Rush hour enforcement initiatives, bylaw changes and fine increases continues to have an impact on public behaviour and appears 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 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 are discussed in this report.

Annual Parking Ticket Issuance:

Preliminary information indicates total parking ticket issuance is estimated to be 2,045,498 in 2018, which is a decrease of 101,370 over 2017 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 2018 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 2018

Group	Tags Issued
Parking Enforcement Unit	1,823,550
Municipal Law Enforcement Officers	216,154
Police Officers	5,794
Total Parking Tag Issuance	2,045,498*

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

Calls for Service:

The P.E.U. responded to 159,255 calls for parking related service from members of the public which is up by 0.1% over the previous year. 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 2018, the P.E.U. issued 71,168 rush hour offence tickets for the rush hour peak period bylaw in support of the congestion and traffic flow initiatives and a total of 14,648 vehicles were towed from rush hour routes. The P.E.U. issued 7,250 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 4,377 vehicles under this initiative, including 4,093 Ontario plates and 284 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 27,766 vehicles, including 602 that were without properly registered plates. A total of 1,932 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 901 stolen vehicles, in support of T.P.S. crime management initiatives.

Accessible Parking:

The P.E.U. retained 818 Accessible Parking Permits for investigation of possible misuse. The P.E.U. laid 764 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 543 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 2016 and 2017, 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.

In 2018, the P.E.U. was understaffed for the entire year. The P.E.U. commenced P.E.O. hiring in May 2018 and met hiring goals in December 2018, which positioned the P.E.U. at or near strength although still below the historic position of established strength plus 25 P.E.O.s. Historically, the P.E.U. has adopted the strategy, in consultation with T.P.S. Budgeting and Financial Analysis, to operate at approximately 25 P.E.O.s over strength at the beginning of the year in order to mitigate staff attrition and separation impact on enforcement and service delivery. The P.E.U. is in the process to return to its historic staffing strategy since recent T.P.S. hiring initiatives have accelerated P.E.O. separations. T.P.S. hiring initiatives have led the P.E.U. to become one of the recruiting grounds for other areas of the Service including Constable, Special Constable, Court Officer, Communications, and civilian support. The Parking Enforcement Unit anticipates hiring another P.E.O. class in the first quarter of 2019. A new P.E.O. recruit requires approximately eight weeks of in-class and practical training before assuming full enforcement duties.

Administrative Penalty System (A.P.S.) and Parking Handheld System Replacement:

In 2017, The City implemented the Administrative Penalty System (A.P.S.) which amended the dispute resolution process of a Parking Violation Notice (P.V.N.). The P.E.U. worked in partnership with the City to ensure that its operations and systems replacement and upgrades were aligned with the new process. A successful launch was achieved in August 2017 through close professional working relationships with various City Departments under the parking umbrella. In August 2018, the new parking handheld enforcement system was implemented that includes photo evidence functionality to support A.P.S. process. The Board approved the vendor for a new parking system in 2017 (Min. No. P189/17 refers). The new electronic parking enforcement system requires P.E.O.s to take photos of the vehicle as part of Parking Violation Notice in order to facilitate resolution of disputed tickets by City staff. Disputed Parking Violation Notices issued from August 28, 2017 onward will no longer be processed through the Courts as a result of this new process.

Parking Pilot Downtown:

In 2018, P.E.U. implemented a downtown pilot project. This project was designed to utilize the current resources within the Parking Enforcement Unit to create a central subunit located within the downtown core (located at 9 Hanna Avenue, Traffic Services). The new subunit, Parking Enforcement Central (P.K.C.), moved P.E.O.s closer to the areas where they are needed to address the majority of parking concerns, reducing travel time to deployment locations and increasing available enforcement time. P.K.C.'s primary mandate focuses on clearing the rush hour routes within 14 Division, 51 Division and 52 Division. As a result, it is anticipated that this will create a reduction in traffic congestion within the City of Toronto.

The P.K.C. pilot project began September 24th, 2018 and will continue while the pilot's objectives are considered and results measured. P.K.C. is comprised of a total of two (2) teams, each consisting of one (1) Patrol Supervisor and ten (10) Parking Enforcement Officers. The future goal of the P.E.U. is to station more officers closer to the downtown core area where the bulk of enforcement is delivered.

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 2018 is estimated to be 2,045,498 which is a decrease of 101,370 over 2017 issuance numbers. The City will report the final parking ticket

issuance numbers in its 2018 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 lower staffing levels also impact ticket issuance since deploying fewer officers in the field results in less enforcement presence.

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”

Parking Enforcement Unit	<u>2016</u>	<u>2017</u>	<u>2018</u>
Parking Ticket Issuance – P.E.O.s	2,028,334	1,926,330	1,823,550
Parking Ticket Issuance – P.E.O.s, M.L.E.O.s, P.C.s	2,268,110*	2,146,868*	2,045,498*
Processable Ticket Rate P.E.O.s	99.8%	99.9%	99.9%
Absenteeism (Short-term sick)	3.8%	4.3%	4.6%
Calls for service received	158,021	159,175	159,255
Stolen Vehicles Recovered	874	871	901
Stolen Autos Recovered - Street Sweeper	669	623	557
Stolen Autos Recovered – P.E.O.s	205	248	344
Hours Spent on Stolen Vehicles Recovered	994	1,304	1,531
Stolen Plates Recovered	67	115	119
Hours Spent on Stolen Plates Recovered	77	133	183
Vehicles Scanned by Street Sweeper	5,277,656	3,411,019	3,335,513
Vehicles Towed	37,096	32,387	27,766
Habitual Offenders Towed	10,162	6,162	4,377
Assistance to T.P.S. Units			
Unplated Vehicles Towed	1,155	720	602
Directed Patrol Requests from Other Police Units	85	75	119
Arrest Assists	15	26	14
Assaults	37	45	20
Language Interpretations	35	29	31
Hours Spent on Language Interpretations	67	55	66
Disabled Permits Retained	1,350	927	818
Disabled Permits Cautioned	94	13	54
H.T.A Charges (Disabled Permits)	1,122	767	764
Special Events	200	256	338
Hours Spent On Special Events	8,633	9,340	6,735
Vehicle Relocations	2,569	2,301	1,932

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