



Toronto Police Services Board

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July 27, 2020

Ulli S. Watkiss
City Clerk
Toronto City Hall
13th Floor West
100 Queen St. West
Toronto, Ontario
M5H 2N2

Dear Ms. Watkiss:

**Re: Annual Report: 2019 Parking Enforcement Unit
 Parking Ticket Issuance**

At its virtual meeting held on May 21, 2020, the Toronto Police Services Board (Board) was in receipt of a report from Chief of Police, Mark Saunders, with regard to Annual Report: 2019 Parking Enforcement Unit – Parking Ticket Issuance.

This report was supposed to come before the Board at its March 2020 meeting but given the circumstances surrounding the COVID-19 pandemic, the Board did not hold a regular public meeting until May 21, 2020. The Chief's report includes a recommendation that this report be considered at the April 2020 meeting of the General Government and Licensing Committee but since this report was held until the May 2020 Board meeting, it did not go before the Committee in April. Therefore, I request that this report be placed on the agenda for the next meeting of the General Government and Licensing Committee.

A copy of Board Minute P77/2020 regarding this matter is attached.

Yours truly,

A handwritten signature in black ink, appearing to read "Jim Hart". The signature is fluid and cursive, with a large initial "J" and a long horizontal stroke extending to the right.

Jim Hart
Chair

Attachments: P77/2020

**This is an Extract from the Minutes of the Virtual Public Meeting of the
Toronto Police Services Board that was held on May 21, 2020**

P77. [Annual Report: 2019 Parking Enforcement Unit – Parking Ticket Issuance](#)

The Board was in receipt of a report January 10, 2020 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 in April 2020, to be considered in conjunction with the City of Toronto 2019 Parking Ticket Activity Report.

Deputation: Derek Moran

The Board received the deputation and the foregoing report.

Moved by: F. Nunziata

Seconded by: M. Moliner



Toronto Police Services Board Report

January 10, 2020

To: Chair and Members
Toronto Police Services Board

From: Mark Saunders Chief of
Police

**Subject: Annual Report: 2019 Parking Enforcement Unit – Parking
Ticket Issuance**

Recommendation(s):

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

- (3) receive the following report; and
- (4) forward a copy of this report to the City of Toronto (City) General Government and Licensing Committee, for its meeting in April 2020, to be considered in conjunction with the City of Toronto 2019 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 2019 (Appendix A).

Discussion:

The P.E.U. reports annually on parking ticket issuance by Parking Enforcement Officers (P.E.O.), Municipal Law Enforcement Officers (M.L.E.O.) 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 (Service) (Appendix A) 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 2,219,544 in 2019, which is an increase of 174,046 over 2018 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 2019 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 2019

Group	Tags Issued
Parking Enforcement Unit	1,938,902
Municipal Law Enforcement Officers	272,442
Police Officers	8,200
Total Parking Tag Issuance	2,219,544 ¹

Calls for Service:

The P.E.U. responded to 181,851 calls for parking related service from members of the public which is up by 14.2% over the previous year. The attendance to these calls by civilian P.E.O.'s alleviates pressure on the Service 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 volume 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 2019, the P.E.U. issued 71,932 rush hour offence tickets for the rush hour peak period bylaw in support of the congestion and traffic flow initiatives and a total of 13,820 vehicles were towed from rush hour routes. The P.E.U. issued 6,734 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 1,262 vehicles under this initiative, including 1,150 Ontario plates and 112 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 23,107 vehicles, including 592 that were without properly registered plates. A total of 3,113 vehicles were relocated to assist with Queen Street relocation project, Toronto Transit Commission (T.T.C.) subway closures, snow removal, forestry operations, the clearing of parade routes and special events management. P.E.O.'s also recovered 860 stolen vehicles, in support of the Services crime management initiatives.

Accessible Parking:

The P.E.U. retained 544 Accessible Parking Permits for investigation of possible misuse. The P.E.U. laid 479 *Highway Traffic Act (H.T.A.)* 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.:

The P.E.U. trained and certified 656 M.L.E.O.'s, pursuant to the Toronto Municipal Code. The 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:

In 2018, the P.E.U. was understaffed for the entire year due to a moratorium on hiring throughout 2016 and 2017. 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 the Services 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. In 2019, the P.E.U. continued the hiring process to return to its historic staffing strategy since the Services recent hiring initiatives have accelerated P.E.O. separations. The Service's hiring initiatives have led the P.E.U. to remain as one of the recruiting grounds for other areas of the Service including Constable, Special Constable, Court Officer, Communications, and civilian support. The P.E.U. anticipates hiring another P.E.O. class in the first quarter of 2020. A new P.E.O. recruit requires approximately eight weeks of in-class and practical training before assuming full enforcement duties.

Parking Pilot Downtown:

In 2018, the P.E.U. implemented a downtown pilot project. This project was designed to utilize the current resources within the P.E.U. and to create a central sub unit situated within the downtown core at Traffic Services, located at 9 Hanna Avenue. The new sub

unit, 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.

The P.K.C. pilot project began on September 24th, 2018, and further increased with more personnel added in 2019. The P.K.C. is comprised of a total of three (3) teams, each consisting of two (2) Patrol Supervisors and twenty to twenty-five (20-25) P.E.O.'s. The future goal of the P.E.U. is to station more officers closer to the downtown core, which is the area where the majority of traffic enforcement is conducted.

Conclusion:

The P.E.U. continues to contribute positively to the achievement of the goals and priorities of the Service 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 Units throughout the Service and City departments.

The parking ticket issuance for 2019 is estimated to be 2,219,544, which is an increase of 174,046 over 2018 issuance numbers. The City will report the final parking ticket issuance numbers in its 2019 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 P.E.U. continues to work with City staff and other Units throughout the Service 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