

Attachment 1

This is an Extract from the Minutes of the Virtual Public Meeting of the Toronto Police Services Board that was held on February 25, 2021

P2021-0225-14.0. Annual Report: 2020 Parking Enforcement Unit – Parking Ticket Issuance

The Board was in receipt of a report dated January 12, 2021 from James Ramer, Chief of Police:

Recommendation:

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 2021, to be considered in conjunction with the City of Toronto 2020 Parking Ticket Activity Report.

The Board received the foregoing report.

Moved by: L. Kostakis

Seconded by: F. Nunziata



Toronto Police Services Board Report

January 12, 2021

To: Chair and Members
Toronto Police Services Board

From: James Ramer, M.O.M.
Chief of Police

Subject: Annual Report: 2020 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 in April 2021, to be considered in conjunction with the City of Toronto 2020 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 2020 (Appendix A).

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.

COVID-19 Pandemic - Enforcement Restrictions

In March of 2020, the P.E.U. limited the enforcement of many parking offences to meet community needs and the reduced traffic flow/parking demand resulting from government restrictions and advisories relating to the COVID-19 pandemic. At that time, calls for parking related service received by the public saw drastic reductions (-65%) and tag issuance levels declined to -90%. Service delivery for the most part was not reduced, and all critical offences continued to be enforced with a high degree of discretion. These changes were made in collaboration with our partners at the City of Toronto.

In July of 2020, as traffic volumes increased, many enforcement restrictions were rescinded and enforcement increased. Rush hour routes continued to be unenforced unless critical, in order to support various City of Toronto Programs including CafeTO, ActiveTO, and CurbTO (installations which exist within rush hour routes).

In December 2020, due to further government restrictions and regulatory lockdowns, the limited enforcement of many parking offences was again implemented. Enforcement focused on offences that created safety concerns, disrupted snow removal processes or caused significant disruptions to the flow of traffic on city streets.

For the majority of the periods above, frontline staffing was maintained at established levels with a focus on traffic safety, responding to calls for service, and supporting the installation of various City programs implemented due to COVID-19. In addition, frontline P.E.O.s provided strategic support to the Toronto Police Service (T.P.S.) with directed crime prevention patrols targeting high risk infrastructures and businesses within Police Divisions.

The COVID-19 pandemic has resulted in drastic changes to the operations of the P.E.U., and challenges to meeting community needs, operational needs and the welfare and safety of Unit members who are at risk of exposure to the virus. Consequently, significant impacts to tag issuance levels have been realized.

Despite the above restrictions, the P.E.U. has delivered on key accomplishments through the provision of operational support to the T.P.S. (Appendix A) and interoperability with the City of Toronto initiatives noted above.

Annual Parking Ticket Issuance:

Preliminary information indicates total parking ticket issuance is estimated to be 1,400,381 in 2020, which is a reduction of 819,163 when compared to 2019. 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 2020 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 2020

Group	Tags Issued
Parking Enforcement Unit	1,214,650
Municipal Law Enforcement Officers	170,868
Police Officers	14,863
Total Parking Tag Issuance	1,400,381*

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

Calls for Service:

The P.E.U. responded to 139,664 calls for parking related service from members of the public, a 23.3% reduction when compared to the previous year. The attendance of P.E.O.s at these calls alleviates pressure on the frontline policing and allows police officers to focus on core policing duties. The Unit's M.L.E.O. program services a significant amount of customized enforcement on private property, which would otherwise detract P.E.O.s from focusing on street level enforcement activities.

Rush Hour Offences and Bicycle Lanes:

In 2020, the P.E.U. issued 20,365 rush hour offence tickets for the rush hour peak period bylaw in support of congestion and traffic flow initiatives. This is a reduction of 71.7% when compared to 2019. A total of 3,560 vehicles were towed from rush hour routes. The P.E.U. issued 7,373 bike lane violation tickets in support of safe cycling, helping to increase public compliance and improve road safety. This is an increase of 9.5% when compared to 2019.

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 259 vehicles under this initiative. Numbers were lower due to COVID-19 related restrictions. In previous years, the City has reported that this enforcement initiative has a positive impact on the collection of parking ticket fines.

Towing, Vehicle Relocations and Stolen Vehicle Recovery:

Members of the P.E.U. were responsible for towing a total of 9,950 vehicles, including 494 that were without properly registered plates. A total of 4,329 vehicles were relocated to assist with T.T.C. subway closures, snow removal, forestry operations, and special events management. P.E.O.s also recovered 659 stolen vehicles in support of T.P.S. crime management initiatives.

Additional Directed Patrols Due to Pandemic:

In 2020, adapting to community needs during the pandemic lockdowns, P.E.O.s performed 50,295 directed patrols targeting critical infrastructure and supporting crime prevention efforts, including assisting with enforcement conducted in parks. These efforts augmented the operational support provided by P.E.U. to the Service and the City of Toronto.

Accessible Parking:

The P.E.U. retained 199 Accessible Parking Permits for investigation of possible misuse. These efforts support the integrity of the Accessible Parking Program and ensure parking spaces are available for use by members of the public who use Accessible Parking Permits in a lawful manner.

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

M.L.E.O.s work for agencies that provide parking enforcement services 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 and has reduced the need to attend private property calls for service. The P.E.U. trained and certified 176 M.L.E.O.s pursuant to the Toronto Municipal Code.

Staffing Levels:

Historically, the P.E.U. has adopted a strategy, in consultation with T.P.S. Budgeting and Financial Analysis, to operate at approximately 25 P.E.O.s overstrength at the beginning of the year. This strategy mitigates the impact of staff attrition and separation on enforcement and service delivery. In 2020, the P.E.U. continued with this hiring strategy due to recent T.P.S. hiring initiatives which have contributed to P.E.O. separations. The P.E.U. remains one of the main recruiting units 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 last quarter of 2021. A new P.E.O. recruit requires approximately eight weeks of in-class and practical training before assuming full enforcement duties.

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;
- delivering fair and equitable enforcement to all;
- providing a visible uniformed 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 of Toronto departments.

The parking ticket issuance for 2020 is estimated to be 1,400,381 which is a decrease of 819,163 when compared to 2019. The City of Toronto will report the final parking ticket issuance numbers in its 2020 Annual Parking Ticket Activity Report once all data is captured and reconciled.

The P.E.U. continues to collaborate with City staff and all T.P.S. Units in order to ensure a successful overall parking program, which includes efficient and effective service delivery to Toronto's communities and neighbourhoods. The P.E.U. remains focused on the enforcement and education of parking regulations in support of safe traffic flow and COVID-19 related City of Toronto initiatives.

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

Respectfully submitted,

James Ramer, M.O.M.
Chief of Police

Appendix “A”

Parking Enforcement Unit	<u>2018</u>	<u>2019</u>	<u>2020</u>
Parking Ticket Issuance – P.E.O.s	1,823,550	1,938,902	1,214,650
Parking Ticket Issuance – P.E.O.s, M.L.E.O.s, P.C.s	2,045,498	2,219,544	1,400,381*
Processable Ticket Rate P.E.O.s	99.9%	99.9%	99.9%
Calls for service received	159,255	181,851	139,664
Stolen Vehicles Recovered	901	860	659
Stolen Autos Recovered - Street Sweeper	557	364	346
Stolen Autos Recovered – P.E.O.s	344	496	313
Hours Spent on Stolen Vehicles Recovered	1,531	1,494	1,007
Stolen Plates Recovered	119	83	102
Hours Spent on Stolen Plates Recovered	183	123	142
Vehicles Scanned by Street Sweeper	3,335,513	2,293,399	1,593,582
Vehicles Towed	27,766	23,107	9,950
Habitual Offenders Towed	4,377	1,262	259
Assistance to T.P.S. Units			
Unplated Vehicles Towed	602	592	494
Directed Patrol Requests from Other Police Units, Including additional Directed Patrols Due to Pandemic.	119	172	50,509
Arrest Assists	14	28	8
Assaults	20	21	11
Language Interpretations	31	37	30
Hours Spent on Language Interpretations	66	63	71
Disabled Permits Retained	818	544	199
Disabled Permits Cautioned	54	47	8
H.T.A Charges (Disabled Permits)	764	479	0
Special Events	338	260	67
Hours Spent On Special Events	6,735	8,607	1,940
Vehicle Relocations	1,932	3,113	4,329

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