

**This is an Extract from the Minutes of the Virtual Public Meeting of the
Toronto Police Services Board that was held on February 28, 2022**

**P2022-0228-14.0. [Annual Report: 2021 Parking Enforcement Unit – Parking
Ticket Issuance](#)**

The Board was in receipt of a report dated January 10, 2022 from James Ramer, Chief of Police.

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 2022, to be considered in conjunction with the City of Toronto Administrative Penalty System – 2021 Activity Report.

Deputation: Brett Connors ([written submission included](#))

The Board approved the foregoing report.

Moved by: L. Kostakis

Seconded by: M. Ford



Toronto Police Services Board Report

January 10, 2022

To: Chair and Members
Toronto Police Services Board

From: James Ramer
Chief of Police

Subject: Annual Report: 2021 Parking Enforcement Unit – Parking Ticket Issuance

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 2022, to be considered in conjunction with the City of Toronto Administrative Penalty System – 2021 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 (Parking) achievements, activities and annual parking ticket issuance during the year 2021

(Appendix A refers).

Discussion:

Parking 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 requests this information for use during the annual budget process.

COVID-19 Pandemic - Enforcement Restrictions:

In March 2020, Parking 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.

In July 2020, as traffic volumes increased, many restrictions were rescinded and enforcement was increased. Rush hour routes continued to be unenforced unless critical, in order to support various City programs including CafeT.O., ActiveT.O. and CurbT.O. (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.

In June 2021, routine enforcement of many on-street parking regulations resumed as Toronto and the rest of Ontario entered into 'Step One' of the Province's Roadmap to Reopen. Traffic volumes had increased over the last few weeks and was expected to continue further increasing. Due to the City's CafeT.O. and CurbT.O. programs, rush hour regulations could not be enforced along with enforcement in many locations where these programs existed.

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 (Service) 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 Parking as the unit balances meeting community needs, operational needs and the welfare of

Service Members who are at risk of exposure to the virus. Consequently, significant impacts to tag issuance levels have been realized.

Despite the above restrictions, Parking has delivered on key accomplishments through the provision of operational support to the Service (appendix A refers) and interoperability with City initiatives noted above.

Annual Parking Ticket Issuance:

Preliminary information indicates total parking ticket issuance is estimated to be 1,479,644 in 2021, which is an increase of 79,263 when compared to 2020. 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 Administrative Penalty System – 2021 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 2021

Group	Tags Issued
Parking Enforcement Unit	1,256,209
Municipal Law Enforcement Officers	205,033
Police Officers	18,402
Total Parking Tag Issuance	1,479,644*

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

Calls for Service:

Parking responded to 141,538 calls for parking related service from members of the public, a 1.3% increase when compared to the previous year. The attendance of P.E.O.'s at these calls alleviates pressure on frontline policing and allows police officers to focus on core policing duties. Parking'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:

Rush hour routes continue to not be enforced due to the City's CafeT.O. and CurbT.O. programs that are currently being removed with all locations expected to be removed by March 2022. The City has approved a permanent annual CafeT.O. program and it is expected that rush hour routes will be unenforced while this program is active, creating the risk of further traffic congestion and impact to tag issuances levels.

In 2021, Parking issued 2,177 rush hour offence tickets for situations where COVID-related discretion relating to this type of enforcement was problematic and significantly impacted traffic flow. This is a reduction of 88.8% when compared to 2020. A total of 17 vehicles were towed from rush hour routes. Parking issued 16,882 bike lane violation tickets in support of safe cycling, helping to increase public compliance and improve road safety. This is an increase of 129.0% when compared to 2020.

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 434 vehicles under this initiative. This is an increase of 67.6% when compared to 2020. In previous years, the City reports that this enforcement initiative has a positive impact on the collection of parking ticket fines.

Towing, Vehicle Relocations and Stolen Vehicle Recovery:

Members of Parking were responsible for towing a total of 7,939 vehicles, including 119 that were without properly registered plates. A total of 2,523 vehicles were relocated to assist with Toronto Transit Commission subway closures, snow removal, forestry operations, and special events management. P.E.O.'s also recovered 844 stolen vehicles in support of the Service's crime management initiatives.

Additional Directed Patrols Due to Pandemic:

In 2021, adapting to community needs during the pandemic lockdowns, P.E.O.'s performed 71,745 directed patrols targeting critical infrastructure and supporting crime prevention efforts, including assisting with enforcement conducted in parks. These efforts combined, augmented the operational support provided by Parking to the Service and the City.

Accessible Parking:

Parking retained 602 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. Parking trained and certified 328 M.L.E.O.'s pursuant to the Toronto Municipal Code.

Staffing Levels:

Historically, Parking has adopted a strategy, in consultation with the Service's Budgeting and Financial Analysis, to operate at approximately 25 P.E.O.'s over strength at the beginning of the year. This strategy mitigates the impact of staff attrition and separation on enforcement and service delivery. In 2021, Parking did not hire any new

P.E.O.'s; however, Parking anticipates hiring another P.E.O. class in 2022. A new P.E.O. recruit requires approximately eight weeks of in-class and practical training before assuming full enforcement duties.

Conclusion:

Parking 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 units within the Service and City departments.

The parking ticket issuance for 2021 is estimated to be 1,479,644 which is an increase of 79,263 when compared to 2020. The City will report the final parking ticket issuance numbers in its Administrative Penalty System – 2021 Activity Report once all data is captured and reconciled. COVID-19 related impacts and impacts due to the City's permanent annual approval of the City's CafeT.O. program will continue to have a negative effect on tag issuance levels for 2022.

Parking continues to collaborate with City staff and all other units within the Service in order to ensure a successful overall parking program, which includes efficient and effective service delivery to Toronto's communities and neighbourhoods. Parking remains focused on the enforcement and education of parking regulations in support of safe traffic flow and COVID-19 related City initiatives.

Deputy Chief Peter Yuen, Community Safety 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

*original with signature on file at Board office

Appendix “A”

Parking Enforcement Unit	<u>2019</u>	<u>2020</u>	<u>2021</u>
Parking Ticket Issuance – P.E.O.’s	1,938,902	1,214,650	1,256,209
Parking Ticket Issuance – P.E.O.’s, M.L.E.O.s, P.C.s	2,219,544	1,400,381*	1,479,644
Processable Ticket Rate P.E.O.’s	99.9%	99.9%	99.9%
Calls for service received	181,851	139,664	141,538
Stolen Vehicles Recovered	860	659	844
Stolen Autos Recovered - Street Sweeper	364	346	454
Stolen Autos Recovered – P.E.O.’s	496	313	390
Hours Spent on Stolen Vehicles Recovered	1,494	1,007	1292
Stolen Plates Recovered	83	102	121
Hours Spent on Stolen Plates Recovered	123	142	133
Vehicles Scanned by Street Sweeper	2,293,399	1,593,582	2,176,111
Vehicles Towed	23,107	9,950	7,939
Habitual Offenders Towed	1,262	259	434
Assistance to T.P.S. Units			
Unplated Vehicles Towed	592	494	119
Directed Patrol Requests from Other Police Units, Including additional Directed Patrols Due to Pandemic.	172	50,509	71,745
Arrest Assists	28	8	12
Assaults	21	11	6
Language Interpretations	37	30	48
Hours Spent on Language Interpretations	63	71	89
Disabled Permits Retained	544	199	602
Disabled Permits Cautioned	47	8	92
H.T.A Charges (Disabled Permits)	479	0	0
Special Events	260	67	99
Hours Spent On Special Events	8,607	1,940	4,908
Vehicle Relocations	3,113	4,329	1,081

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