



PUBLIC REPORT

January 24, 2024

To: Chair and Members
Toronto Police Services Board

From: Myron Demkiw
Chief of Police

Subject: **Annual Report: 2023 Parking Enforcement Unit – Parking Violation Notices Issuance**

Purpose: Information Purposes Only Seeking Decision

Recommendation(s):

This report recommends 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 Committee, for its meeting in May 2024, to be considered in conjunction with the City of Toronto Administrative Penalty System – 2023 Activity Report.

Financial Implications:

There are no financial implications arising from the recommendations contained in this report.

Summary:

This report provides information on the Parking Enforcement Unit (Parking) achievements, activities and annual parking violation issuance during the year 2023 (Appendix A refers).

Discussion:

Background

Parking reports annually on Parking Violation Notices (P.V.N.s) 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:

The operations of the Parking Enforcement Unit underwent drastic changes during 2020 to 2022 due to the impact of the COVID-19 pandemic, as the unit balanced meeting community and operational needs. Many on-street parking regulations were not being enforced. In June 2021, routine enforcement resumed as Toronto entered into 'Step One' of the Province's Roadmap to Reopen. It was not until June 2022 when City-wide Rush Hour Route enforcement resumed.

In 2023, the Parking Enforcement Unit delivered on key accomplishments through the provision of operational support to the Service (see Appendix A) and interoperability with City initiatives noted above.

Traffic Direction Pilot Program

In May 2023, the Service commenced a Traffic Direction Pilot program at the request of the City to support the City's Traffic Agent program. The pilot program places Toronto Police Service (T.P.S.) Police Constables and Special Constables at key intersections during high traffic periods, to provide traffic direction, alleviating congestion and improving vehicular and pedestrian traffic flow. These T.P.S. personnel, ensure the success of the City of Toronto Traffic Agents that are also strategically placed at key intersections throughout the City. The City, however, continues to have significant retention issues with Traffic Agents due to high levels of departures and transfers to other City positions. While this pilot operates on a full chargeback model to the City and is paid by Transportation Services' operating budget it does draw on sworn TPS resources making them unavailable for other call-back duties. This program is managed by the Parking Enforcement Unit.

Annual Parking Violation Notices Issuance:

Preliminary information indicates that total parking violation notices (P.V.N.s) issuance was estimated to be 2,256,425 in 2023, which is an increase of 435,087 (23.9%) when compared to 2022. Total parking violation notices issuance includes notices issued by P.E.O.s, M.L.E.O.s, and Police Constables. The final parking violation notices issuance numbers will be presented by the City in its 'Administrative Penalty System – 2023 Activity Report' once all data is captured and reconciled.

This significant increase in P.V.N.s for 2023, is partly due to the operations of the Parking Enforcement Unit undergoing drastic changes during 2020 to 2022 as a result of the COVID-19 pandemic. During that time, many on-street parking regulations were not being enforced. In June 2021, routine enforcement resumed as Toronto entered into 'Step One' of the Province's Roadmap to Re-open, and in June 2022, City-wide rush hour route enforcement resumed.

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

Table 1: Parking Tag Issuance Summary 2023

Group	Parking Violations Issued
Parking Enforcement Unit	1,935,517
Municipal Law Enforcement Officers	318,820
Police Constables	2,088
Total Parking Tag Issuance	2,256,425*

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

Calls for Service:

Parking responded to 199,876 calls for parking related service from members of the public, a 20% 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:

A total of 74,300 rush hour offence violations were issued and 12,947 vehicles were towed from rush hour routes. P.E.O.s issued 8,629 bike lane violations in support of safe cycling, helping 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 violations that have been outstanding, with no action taken, in excess of 120 days. P.E.O.s towed 263 vehicles under this initiative. In previous years, the City reports that this enforcement initiative has a positive impact on the collection of parking violation fines.

Towing, Vehicle Relocations and Stolen Vehicle Recovery:

Members of Parking were responsible for towing 21,334 vehicles, including 47 with unregistered license plates. This is an increase of 49.4% when compared to 2022. A total of 2,174 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 1,199 stolen vehicles in support of the Service’s crime management initiatives.

Accessible Parking:

Parking retained 541 Accessible Parking Permits for investigation to determine potential misuse, resulting in the issuance of 533 charges under the Highway Traffic Act (HTA). 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 violation revenue derived from the issuance of these parking violations, go directly to the City. The training and oversight of these M.L.E.O.s, have reduced the need to attend private property calls for service, thus allowing P.E.O.s the ability to focus their efforts on public streets. Parking trained and certified 693 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 Unit, 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 2023, Parking continued with this hiring strategy as a result of recent T.P.S. hiring initiatives that have contributed to P.E.O. separations. Parking remains one of the main recruiting grounds for other areas of the Service including Police Constable, Special Constable, Court Officer, Communications, and civilian support. 76 members were lost in 2023 due to separations, including 69 frontline P.E.O.s. In 2023, Parking hired three classes for a total of 115 P.E.O.s. Parking plans to hire at least one class of P.E.O.s to ensure the continuation of adequate staffing levels in 2024. 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 violation issuance is estimated to be 2,256,425 (P.V.N.s) in 2023, which is an increase of 435,087 (23.9%) when compared to 2022. The City will report the final parking violation issuance numbers in its 'Administrative Penalty System – 2023 Activity Report' once all data is captured and reconciled.

Parking continues to collaborate with units within the Service and City staff, 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 related City initiatives.

Deputy Chief Lauren Pogue, of Community Safety Command will be in attendance to answer any questions the Board may have concerning this report.

Respectfully submitted,

Myron Demkiw, M.O.M
Chief of Police

Appendix “A”

Parking Enforcement Unit	<u>2021</u>	<u>2022</u>	<u>2023</u>
Parking Violation Issuance – P.E.O.s	1,256,209	1,553,313	1,935,517
Parking Violation Issuance – P.E.O.s, M.L.E.O.s, P.C.s	1,479,644	1,821,388	2,256,425*
Calls for service received	141,538	166,594	199,876
Stolen Vehicles Recovered	844	1,219	1,199
Stolen Autos Recovered - Street Sweeper	454	456	559
Stolen Autos Recovered – P.E.O.s	390	763	640
Hours Spent on Stolen Vehicles Recovered	1292	1,748	2,585
Stolen Plates Recovered	121	136	92
Hours Spent on Stolen Plates Recovered	133	210	169
Vehicles Scanned by Street Sweeper	2,176,111	2,297,526	3,051,714
Vehicles Towed	7,939	14,283	21,334
Habitual Offenders Towed	434	537	263
Assistance to T.P.S. Units			
Unplated Vehicles Towed	119	55	47
Directed Patrol Requests from Other Police Units, Including additional Directed Patrols Due to Pandemic.	71,745	94	140
Arrest Assists	12	15	16
Assaults	6	15	42
Language Interpretations	48	46	27
Hours Spent on Language Interpretations	89	97	44
Disabled Permits Retained	602	509	541
Disabled Permits Cautioned	92	59	68
H.T.A Charges (Disabled Permits)	559	438	533
Special Events	99	154	246
Hours Spent On Special Events	4,908	9,339	4,138
Vehicle Relocations	2,523	2,038	2,174

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