

Administrative Penalty System – 2024 Activity

Date: May 22, 2025

To: General Government Committee

From: Executive Director Finance Shared Services, City Solicitor and Executive Director, Court Services

Wards: All

SUMMARY

This report provides information on the total number and type of parking violation notices (PVNs) issued in 2024 under the City's Administrative Penalty System (APS). APS program outcomes are also provided, including the number of disputes, cancellations, penalty variances and collection rates. The benefits of APS include faster dispute resolution timelines, improved accessibility and customer experience through online service, and a significant reduction in drive-away ticket cancellations.

This report is being submitted to the General Government Committee together with a report from Toronto Police Service: "Annual Report: 2024 Parking Enforcement Unit - Parking Violation Notices Issuance," which identifies enforcement related activity for 2024. In 2013, the Government Management Committee, during consideration of [Item GM21.6](#) requested that these reports be submitted at the same time. This report does not include activities related to automated speed enforcement or red light camera tickets, which are now part of the administrative penalty system. These will be included in the 2025 reporting.

RECOMMENDATIONS

The Executive Director Finance Shared Services, City Solicitor, and Executive Director of Court Services recommend that:

1. The General Government Committee receive this report for information.

FINANCIAL IMPACT

For the 2024 fiscal year, the number of parking violations issued of 2,148,988 exceeded the estimated number of 2.0 million, which reflected assumptions of increased compliance with parking regulations. The increase in issuance from the original forecasted number resulted

in \$149.7 million of revenues collected from parking violations (including year-end accruals as of December 31, 2024), as compared to 2024 budgeted amount of \$121.2 million.

The recommendations included in this report have no financial implications on the current budget year or future years.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

DECISION HISTORY

On May 30, 2024, the General Government Committee adopted Item [GG13.17 - Administrative Penalty System - 2023 Activity](#). That report provided information on the total number and type of parking violation notices issued through the City's Administrative Penalty System in 2023, including cancellation activity, dispute requests, and collection rates.

COMMENTS

Issue Background

The Toronto Police Service (TPS), through its Parking Enforcement Unit, is responsible for parking enforcement and enforcement practices. TPS issued most of the City's Parking Violation Notices (PVNs) in 2024. The balance of PVNs, or approximately 13.14% of all 2024 PVNs, were issued by trained Municipal Law Enforcement Officers (MLEOs).

MLEOs are independent private agencies whose staff are trained and certified by the TPS to issue PVNs on private or municipal property throughout the City of Toronto. MLEO agencies are required to obtain a license from the City's Municipal Licensing and Standards Division to operate in the city. Some of the City's agencies, such as the TTC and Toronto Parking Authority, employ MLEOs to enforce off-street parking in their respective areas. Currently, there are approximately 2,500 MLEOs working for 115 different agencies.

The City's Revenue Services, Court Services and Legal Services Divisions are involved in the administration of the APS. With the expansion of the APS program, Court Services is now responsible for the overall governance of the APS Program, which gives the division additional roles and responsibilities such as program reporting and accepting in-person payments.

Court Services is also responsible for providing administrative support to the Administrative Penalty Tribunal (APT). The APT is an independent adjudicative body appointed by City Council with the authority to affirm, vary or cancel the decision of a screening officer and/or to extend the time for payment. Revenue Services is responsible for processing and collecting administrative penalties issued in the City of Toronto. Legal Services is responsible for managing the screening review dispute resolution process, including the cancellation, variance, or affirmation of administrative penalties.

2024 Activity

In 2024, the City of Toronto issued 2,148,988 parking violation notices (PVNs). Of this total, 1,864,578 PVNs were issued by the Toronto Police Service's Parking Enforcement Unit, 282,310 PVNs were issued by Municipal Law Enforcement Officers (MLEOs) and 2,100 PVNs were issued by Police Officers.

Table 1 below compares the number of PVNs issued in 2024 with the total number of PVNs issued in 2023. These statistics are broken down by the type of issuing officer/unit.

Table 1: Issuance of Parking Violation Notices (PVNs) – 2023 vs. 2024

	2023 PVNs	2024 PVNs	Approximate Increase / (Decrease)
Toronto Police Services: Parking Enforcement Officers	1,935,517	1,864,578	(3.67%)
Toronto Police Services: Police Officers / Cadets	2,088	2,100	0.57%
Subtotal: Toronto Police Services	1,937,605	1,866,678	(3.66%)
Municipal Law Enforcement Officers (MLEO's)	318,820	282,310	(11.45%)
TOTAL	2,256,425	2,148,988	(4.76%)

In 2024, the number of PVNs issued is less than the number issued in 2023 by approximately 4.76%, representing a decrease of 107,437. This decrease may be due to TPS staff shortages and compliance with the parking regulations due to the increase in the penalty amounts for several violations in August 2024.

PVN Issuance by Parking By-law Category

Attachment 1 provides a detailed breakdown of PVNs issued in 2024 by parking by-law category and are compared to PVNs issued in 2023.

In 2024, the largest single parking by-law violation category was "No Parking" (i.e. violations related to parking contrary to the parking rules at a given time and place). This category accounted for 376,266 PVNs issued in 2024, a slight decline from 378,268 PVNs in 2023, a decrease of 2,002 or 0.53%. The "No Parking" category represented 17.51% of all PVNs issued in 2024, compared to 16.76% in 2023. The decrease in issuance over 2023 is attributed to fewer violations issued and greater compliance to the parking regulations, due to the increase in penalty amounts.

The next highest parking by-law violation category was "Private Property" (i.e. violations related to parking contrary to the parking rules on private properties). In 2024, there were 366,163 PVNs issued in this category, compared to 434,988 PVNs in 2023. This represented a decrease in the issuance of PVNs of 68,366 or 15.82%. Similar to the No Parking category, the decline in PVNs issued in 2024 is attributed to a reduction in violations issued and greater compliance with the parking regulations.

Collection Activity for PVNs Issued in 2024 and Prior Years

Attachment 2 provides information on PVNs issued each year from 2015 to 2024. It also shows the number of PVNs that have been paid as of December 31, 2024. Based on analysis of prior years' collections experience, staff project a long-term average collection rate of approximately 83% for all 2024 tickets issued. The collection rate on PVNs which are deemed collectible (i.e. excluding those cancelled) is estimated at 99%. Attachment 2 outlines the collection rate(s) for PVNs issued in 2024 and paid as of December 31, 2024. The details show that approximately 57.81% of PVNs issued in 2024 were paid in 2024. However, given that PVN recipients will continue to pay 2024 PVNs in 2024 and later years (when renewing their vehicle license plates at the Ministry of Transportation), or following disputes, the final collection rate is expected to approach approximately 83% (or 99% when excluding cancelled PVNs).

APS 2024 Program Outcomes – Cancellations, Variances, and Affirmations

Under the City's APS, City-employed screening officers review PVNs at the recipient's request. Screening officers decide whether to cancel, vary, or affirm the administrative penalty based on the merits of the case and any evidence presented. If the disputer is not satisfied with the decision of a screening officer, they may request a review of that decision before an Administrative Penalty Tribunal (APT) hearing officer. This final review (referred to as a hearing review) is conducted by an independent hearing officer at the APT. Table 2 below provides the total number of PVNs issued and reviewed in 2024, table 3 outlines the screening office outcomes for PVNs issued in 2024 and table 4 outlines the administrative outcomes for the PVNs issued in 2024.

Table 2: Total Number of PVNs Issued & Screening Reviews Requested in 2024

2024 PVN Issuance	2,148,988	
Screening Review Type	Totals	% of 2024 PVNs
Screening Reviews Requested: Online	324,817	15.11%
Screening Reviews Requested: In-Person	43,132	2.00%

Table 3: Screening Office Outcomes – PVNs Issued in 2024

Screening Office Outcome Type	Outcomes	
	Totals	% of 2024 PVNs
Screening Decision – Cancellation	45,867	2.13%
Screening Decision – Variance	17,278	0.08%
Screening Decision – Affirmation	91,288	4.25%

Screening Office Outcome Type	Outcomes	
	Totals	% of 2024 PVNs
Screening Decision – Paid Prior to Screening	13,527	0.06%

A number of Screenings remain outstanding related to those customers who requested a Screening late in 2024 but have not yet had their files reviewed.

Table 4: Administrative Outcomes – PVNs Issued in 2024

Administrative Cancellations	Outcomes	
	Totals	% of 2024 PVNs
Parking Tag Operations – Cancellations	31,292	1.46%
Cancelled due to plate errors – plate does not exist, plate is unattached	14,293	0.67%

Table 5 below outlines Administrative Penalty Tribunal (APT) outcomes for PVNs issued in 2024. This includes the number of hearing reviews requested, cancellation rates, variance rates, and affirmation rates.

Table 5: Administrative Penalty Tribunal Outcomes – PVNs Issued in 2024

Total Hearing Reviews Requested	19,937	
APT Outcome Type	Outcomes	
	Totals	% of Hearing Reviews Requested
Hearing Decision – Cancellation	671	3.37%
Hearing Decision – Variance	2,369	11.88%
Hearing Decision – Affirmation	640	3.21%
Hearing Decision – Motions & Paid Prior to Hearing	98	0.49%
Hearing Requests – Adjourned	9	0.05%

A number of Hearings remain outstanding related to those customers who requested a Hearing late in 2024 but do not have a disposition as of December 31, 2024.

Table 6 below outlines cancellation activity for PVNs in 2022, 2023 and 2024. This includes all cancelled PVNs organized by category. This information is provided for comparison purposes.

Table 6: Breakdown of PVNs Cancelled – 2022, 2023 and 2024

Reason for Cancellation	2022 Total	2023 Total	2024 Total
Cancelled by Screening or Hearing Officer	46,172	54,355	49,388
Cancelled by Parking Ticket Operations (plate errors, errors on tickets, etc.)	49,114	49,701	45,585
Cancelled due to Drive Away – offender drives away before officer can serve the ticket	230	63	45
Total cancelled	95,516	104,119	95,018

*Error on ticket now includes other errors related to Ministry of Transportation returns, missing information, or mismatched vehicle/plate.

In 2024, there were 9,101 fewer PVNs cancelled compared to 2023. This decrease is attributed to various factors, with the most significant being a reduction in the number of violations issued, fewer errors associated with those violations, and a decrease in the number of cancellations approved through the dispute resolution process.

Drive-away cancellations continue to decrease given that the City now mails tickets to any parking offender who drives away before the ticket can be served, provided there is sufficient data on the ticket to process the violation and obtain ownership information.

CONTACT

John Longarini, Interim Director, Revenue Services Division, Phone: 416-395-0125
Fax: 416-696-3778, John.Longarini@toronto.ca

Kalli Chapman Director, Prosecutions, Legal Services, Phone: 416-392-8464
Kalli.Chapman@toronto.ca

Dianne Kasias, Executive Director, Court Services, Phone: 416-392-3835,
Dianne.Kasias@toronto.ca

SIGNATURE

David McIsaac
Executive Director, Finance Shared Services

Wendy Walberg
City Solicitor

Dianne Kasias
Executive Director, Court Services

ATTACHMENTS

Attachment 1: Breakdown of PVN Issuance by Parking By-law Category – 2023 and 2024

Attachment 2: Collection Activity for PVNs Issued through 2015 - 2024

Attachment 1

Breakdown of PVN Issuance by Parking By-law Category – 2023 and 2024

Note: The “Other Violations” category is a summation of all other parking violations where issuance is under 1,000 in each category. The fines / penalties in this category range from \$15 - \$500.

Parking Bylaw Category	Penalty Amount	PVNs Issued in 2023		PVNs Issued in 2024	
		#	%	#	%
No Parking – “Park Signed Highway during Prohibited Times/Days – Excess Times”	\$40.00-\$500.00	378,268	16.76%	376,266	17.51%
Expired Meter Offences – “Park at Expired Meter, Fail to deposit fee/display receipt”	\$30.00-\$300.00	373,454	16.55%	329,660	15.34%
No Valid Permit – “Park (Prohibited area/location) without a Permit”	\$30.00-\$45.00	347,833	15.42%	328,609	15.29%
Private Property – “Park Vehicle on Private Property without Consent”	\$30.00-\$75.00	434,988	19.28%	366,163	17.04%
No Stopping – “Stop Vehicle signed Highway Prohibited Time/Day”	\$60.00-\$300.00	217,836	9.65%	216,028	10.05%
Parking – 3 Hour Limit - “Park Longer than 3 Hours”	\$30.00-\$40.00	109,467	4.85%	128,120	5.96%
Parking with Expired Plates – Parking vehicle displaying expired license plate	\$40.00-\$50.00	283	0.01%	392	0.02%
No Standing – “Stand Vehicle signed Highway Prohibited Time/Day”	\$55.00-\$300.00	69,572	3.08%	71,499	3.33%
Other Violations – Park facing wrong direction, etc.	\$15.00-\$60.00	1,240	0.05%	1,089	0.05%
Fire Hydrant – “Park – 3M of Fire Hydrant”	\$100.00-\$125.00	29,144	1.29%	30,851	1.44%
No Parking 2:00am – 6:00am in North York from Dec 1 to Mar 31	\$40.00-\$50.00	26,545	1.18%	31,898	1.48%
Parking – Transit Zone – “Stand Vehicle - Signed Highway – Transit Zone”	\$150.00-\$190.00	16,857	0.75%	16,520	0.77%
Stop Sidewalk/Footpath – “Stop - on/over sidewalk/footpath”	\$60.00-\$200.00	13,665	0.61%	13,462	0.63%
Parking – Public Lane - “Park in Public Lane”	\$40.00-\$50.00	11,868	0.53%	14,285	0.66%
Fire Route – “Park Vehicle in Designated Fire Routes”	\$250.00	13,096	0.58%	15,315	0.71%
Parking – 9M Intersection - “Park - 9M of Intersecting Highway”	\$50.00-\$75.00	5,198	0.23%	5,846	0.27%
Park/Stand Passenger/Freight Loading Zones	\$40.00-\$120.00	29,015	1.29%	26,395	1.23%
Unauthorized Parking on Boulevard	\$50.00-\$70.00	8,852	0.39%	11,872	0.55%
Disabled Parking – “Park Vehicle in Designated Disable Parking Space”	\$300.00-\$450.00	17,538	0.78%	15,621	0.73%
Municipal Offences – “Park Vehicle on Municipal Property without Consent”	\$30.00-\$75.00	113,431	5.03%	108,411	5.04%
Parking – Parallel to Curb – “Fail to Park/Stop Parallel to curb”	\$30.00-\$40.00	4,791	0.21%	5,661	0.26%
Parking – “Park/Obstruct Driveway/Laneway”	\$50.00-\$65.00	4,811	0.21%	5,123	0.24%

Parking Bylaw Category	Penalty Amount	PVNs Issued in 2023		PVNs Issued in 2024	
Park/Stand Signed Taxicab Stand	\$40.00-\$75.00	8,418	0.37%	7,294	0.34%
Park in a Park	\$100.00-\$175.00	12,853	0.57%	14,721	0.69%
Fail to Park/Stop Parallel to Right Hand Side of Highway	\$30.00-\$40.00	4,286	0.19%	4,625	0.22%
Stop Roadway Side of any Stopped or Parked Vehicle	\$150.00	1,422	0.06%	1,309	0.06%
Stop Within a Crosswalk	\$40.00-\$125.00	1,005	0.04%	1,323	0.06%
Park Heavy Truck Highway, Prohibited Times/Days	\$90.00	689	0.03%	630	0.03%
Totals		2,256,425	100.00%	2,148,988	100.00%

Attachment 2

Collection Activity for PVNs Issued through 2015 to 2024

Year	A Number of PVNs Issued	B Number of PVNs Cancelled ¹	C Outstanding PVNs (i.e. Issued but not cancelled) (A-B)	D Total # of PVNs Paid as of Dec 31, 2024	E Total Revenue collected (does not include MTO/MAG Fees)	F Collection Rate as a % of PINs or PVNs Issued (D/A)	G Collection Rate as of % of Outstanding PVNs (D/C)	H Anticipated Final Collection Rate ² (Est.)
	#	#	#	#	\$	%	%	%
2015	2,183,523	351,638	1,831,885	1,770,303	76,734,757	81.08%	96.64%	99.00%
2016	2,268,110	308,499	1,959,611	1,864,616	84,032,198	82.21%	95.15%	99.00%
2017	2,146,526	240,135	1,906,391	1,789,373	80,051,087	83.36%	93.86%	99.00%
2018	2,045,498	163,114	1,882,384	1,739,041	78,570,082	85.02%	92.39%	99.00%
2019	2,219,544	191,090	2,028,454	1,815,058	82,875,550	81.78%	89.48%	99.00%
2020	1,404,734	107,624	1,297,110	1,143,361	53,401,565	81.39%	88.15%	99.00%
2021	1,479,644	93,973	1,385,671	1,182,354	59,536,676	79.91%	85.33%	99.00%
2022	1,821,338	111,744	1,709,594	1,420,882	71,786,946	78.01%	83.11%	99.00%
2023	2,256,425	145,895	2,110,530	1,643,439	84,120,417	72.83%	77.87%	99.00%
2024	2,148,988	95,018	2,053,970	1,242,288	77,066,244	57.81%	60.48%	99.00%

1. PVNs under the City's APS are cancelled for administrative and legislative reasons in accordance with City by-laws.
2. Final collection rates are based on the year-end accruals as of December 31, 2024, which includes anticipated future adjustments to the PVN values.