



Decision Letter

Toronto Parking Authority

Meeting No. 14

Meeting Date Thursday, May 15, 2025

Start Time 9:30 AM

Location Committee Room 1, City Hall/Video Conference

Contact Gina Ang, Committee Administrator

Phone 416-397-4592

E-mail tpaboard@toronto.ca

Chair Hartley Lefton

PA14.11	ACTION	Amended		Ward: All
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Toronto Parking Authority Security Approach and Framework

Confidential Attachment - The security of property belonging to the City of Toronto.

Board Recommendation

The Board of Directors, Toronto Parking Authority recommends that:

1. City Council receive the report (May 14, 2025) from the President, Toronto Parking Authority for information.
2. City Council direct the Confidential Attachment 2 to the report (May 14, 2025) from the President, Toronto Parking Authority remain confidential in its entirety, as it pertains to the security of property belonging to the City of Toronto.

Decision Advice and Other Information

The Board of Directors, Toronto Parking Authority:

1. Directed the President, Toronto Parking Authority in consultation with the Director, Corporate Security, to carry out a review of the customer outcomes and performance of the security program services being provided under the Service Legal Agreement between the City of Toronto's Corporate Security Division and Toronto Parking Authority, and report back to the Board on the outcome of the review by the fourth quarter of 2025.
2. Directed that Confidential Attachment 2 to the report (May 14, 2025) from the President, Toronto Parking Authority remain confidential in its entirety, as it pertains to the security of property belonging to the City of Toronto.

Origin

(February 14, 2025) Report from the President, Toronto Parking Authority

Summary

At its meeting on May 15, 2025, the Board of Directors of the Toronto Parking Authority considered Item [PA14.11](#) and made recommendations to City Council.

Summary from the report (February 14, 2025) from the President, Toronto Parking Authority:

The purpose of this report is to respond to City Council's request (IE17.5) for Toronto Parking Authority (TPA) to review and consider a universal security protocol for their garages and parking lots and to provide a summary of the current security approach and assessment framework used to allocate security resources at Toronto Parking Authority facilities. This report also highlights findings from a community safety audit conducted at Car Park 150 (40 Larch Street), which the Council also requested through its adoption of IE17.5 at its meeting on November 13, 2024.

The Toronto Parking Authority is dedicated to delivering clean, safe, and efficient parking facilities that meet the needs of the customers and the communities it serves. Direct management and oversight of Toronto Parking Authority's security program is the responsibility of the Corporate Security Section of Corporate Real Estate Management (CREM). A Service Level Agreement, executed on May 28, 2021, defines the service levels provided by Corporate Security's management of Toronto Parking Authority's security program.

To maintain the highest standards of safety and security, Corporate Security and Toronto Parking Authority employ a risk-based, multi-layered security approach. This strategy addresses vulnerabilities through complementary measures, including physical security equipment, technology, data-driven analytics, trained personnel, and effective communication. By tailoring security measures to the specific risks of each facility, resources are more efficiently allocated, and threats effectively mitigated, creating a safer environment for Toronto Parking Authority customers and employees.

To further enhance safety, Corporate Security and Toronto Parking Authority collaborate with key partners to take a proactive approach to security. This includes working with the Toronto Police Service to increase police presence during high-risk periods and deploying community safety officers who address antisocial behaviour with a human-centred approach and engaging with community organizations to strengthen overall security efforts.

Since 2021, Toronto Parking Authority has increased its annual security services budget by \$2.9 million (a 290 percent increase), bringing the total to \$3.9 million. Additionally, Toronto Parking Authority has allocated \$4.1 million for CCTV installations across seven garages and \$2.7 million for enhanced vehicle and pedestrian access control systems.

Looking ahead, the Toronto Parking Authority plans to invest an additional \$25.7 million over the next five years to expand access control measures, emergency communication systems and

CCTV coverage, reinforcing its commitment to safety and public trust. These investments are directly aligned with the evolving post-pandemic landscape, addressing the rise in antisocial behaviour and security challenges impacting our communities.

Toronto Parking Authority is committed to a risk-based, multi-layered approach as the most effective way to deliver security services. This proven strategy aligns with Corporate Security's best practices across city divisions and agencies, ensuring a consistent and proactive approach to safety. By tailoring security measures to each location's unique needs, we maximize resource efficiency while providing comprehensive, targeted protection—striking the right balance between adaptability and effectiveness.

Background Information

(February 14, 2025) Report from the President, Toronto Parking Authority on Toronto Parking Authority Security Approach and Framework

(<https://www.toronto.ca/legdocs/mmis/2025/pa/bgrd/backgroundfile-255105.pdf>)

Attachment 1 - Service Legal Agreement

(<https://www.toronto.ca/legdocs/mmis/2025/pa/bgrd/backgroundfile-255106.pdf>)

Confidential Attachment 2 - Facility Security Matrix

11a Enhanced Nighttime Security at Green P Parking Facilities

Origin

(December 20, 2024) Letter from the City Clerk

Summary

City Council on November 13 and 14, 2024, adopted [Item IE17.5](#) as amended, and in so doing, has:

1. Requested the Toronto Parking Authority Board of Directors to:

a. review and consider a universal security protocol for their garages and parking lots; and

b. provide a summary of the current security approach and assessment framework used to allocate security resources at Toronto Parking Authority facilities.

Background Information

(December 20, 2024) Letter and Attachment from the City Clerk on Enhanced Nighttime Security at Green P Parking Facilities

(<https://www.toronto.ca/legdocs/mmis/2025/pa/bgrd/backgroundfile-255291.pdf>)