



REPORT FOR ACTION WITH CONFIDENTIAL ATTACHMENT

Cyber Security Update

Date: September 11, 2025
To: Audit and Risk Management Committee of the Board of Directors of
Toronto Parking Authority
From: President, Toronto Parking Authority
Wards: All

REASON FOR CONFIDENTIAL INFORMATION

This report concerns matters related to protecting and safeguarding the City's assets, including those belonging to its agencies and affiliated corporations.

SUMMARY

The purpose of this paper is to deliver Management's semi-annual update regarding our Cyber security posture including efforts to mitigate threats and risks to the Toronto Parking Authority.

For context, the Cyber threat landscape continues to be a clear and present danger to organizations across the globe. Adversaries have grown their sophistication and frequency of attacks to unprecedented levels. For the Toronto Parking Authority (TPA), this heightened threat environment has required the organization to heighten its vigilance in defence of our business.

As detailed in our Enterprise Risk Management (ERM) strategy, Cyber Security has been identified as one of the preeminent risks to the TPA. The threat environment facing the TPA has evolved from technical vulnerabilities to an existential business risk. The evidence is unequivocal: in an era of nefarious adversaries leveraging AI-enabled threats, our cyber resilience will define our capacity to defend and protect our operational continuity, stakeholder confidence, and brand reputation. As we accelerate our digital transformation—from integrated customer payment systems across our portfolio to AI supported business analytics—it is incumbent upon Management to institutionalize Cyber Security into the operating culture of the TPA including continued IT investments, employee upskilling, leadership development and critically, continued strategic oversight by the Executive team and Board.

The confidential attachment accompanying this report outlines our investments and security enhancements critical to maintaining our defensive posture. Given the sensitive nature of these matters, this presentation will be held in a closed session.

RECOMMENDATIONS

The President recommends that:

1. The Board of Directors of Toronto Parking Authority direct that the confidential information contained in Confidential Attachment 1 remain confidential in its entirety, as it involves the security of property belonging to the City or one of its agencies or corporations.

FINANCIAL IMPACT

There are no financial implications resulting from this report.

DECISION HISTORY

At its meeting on November 29, 2024, the TPA Board of Directors adopted Item PA12.3, Cybersecurity Update.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.PA12.3>

At its meeting on March 26, 2024, the TPA Board of Directors adopted Item PA8.7, Cybersecurity Update.

<https://secure.toronto.ca/council/agenda-item.do?item=2024.PA8.7>

At its meeting on May 25, 2023, the TPA Board of Directors adopted Item PA4.3, Cybersecurity Update.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.PA4.3>

At its meeting on April 6 and 7, 2022, Toronto City Council considered Item GL29.16, “Status of Audit Recommendations and Key Cyber Security Risks,” directing Boards of Agencies and Corporations to submit to the City’s Confirmation Program and provide 30, 60, and 90-day remediation plans.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2022.GL29.16>

Toronto City Council, at its meetings on November 9, 10, and 12, 2021, considered Item AU10.4, “Auditor General’s Cyber Security Review: Toronto Fire Services Critical System Review,” directing the City Manager to develop a confirmation program to mitigate cyber security risks across the City of Toronto, including all City divisions, agencies, and corporations.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.AU10.4>

At its meeting on July 19, 2021, the Board reviewed the results of a cyber security assessment of the Toronto Parking Authority's information technology environment completed on July 2, 2021. At this meeting, the Board authorized staff to proceed with mitigation and remediation recommendations.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.PA25.2>

Toronto City Council, at its meeting of October 29 and 30, 2019, in considering Item AU4.1, "Cyber Safety: A Robust Cyber Security Program Needed to Mitigate Current and Emerging Threats," requested the City's agencies and corporations to provide a cyber security enterprise risk assessment to the City of Toronto Chief Technology Officer.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.AU4.1>

COMMENTS

There are no comments.

CONTACT

Gurvinder Gill, Chief Information Officer, Toronto Parking Authority
(416)393-7293, Gurvinder.Gill@greenpmobility.com

SIGNATURE

W. Scott Collier
President,
Toronto Parking Authority

ATTACHMENTS

Confidential Attachment 1 – Cyber Security Update
Confidential Attachment 2 – Cyber Security Update Presentation