



REPORT FOR ACTION WITH CONFIDENTIAL ATTACHMENT

Cyber Security Update

Date: February 17, 2026
To: Board of Directors, Toronto Parking Authority
From: President, Toronto Parking Authority
Wards: All

REASON FOR CONFIDENTIAL INFORMATION

This report involves the security of property belonging to the City or one of its agencies or corporations.

This report deals with personal matters about an identifiable person.

SUMMARY

In 2025, the TPA initiated a review of cybersecurity and PCI compliance concerns arising from a complaint made by a former contractor conducting business as a provider of professional services. The purpose of this report is to provide the Board with an update of the review. The investigation has been completed, and a summary is provided including recommended actions and next steps.

RECOMMENDATIONS

The President, Toronto Parking Authority recommends that:

1. The Board of Directors of the 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 and/or deals with personal matters about identifiable persons.

FINANCIAL IMPACT

There is no financial impact resulting from the adoption of the recommendation in this report.

DECISION HISTORY

N/A

COMMENTS

A complaint was received on May 1, 2025, by the Toronto Parking Authority (TPA) from a contractor, a former vendor conducting business as a provider of professional services. Concerns raised included the management of change requests related to PCI DSS compliance, procurement processes, and compensation for services performed.

In accordance with its Whistleblower Policy, TPA reviewed the complaint, engaging the City of Toronto's Internal Audit Division and an independent third party, Deloitte Canada, in the review of the PCI DSS and procurement process concerns. The City of Toronto's CISO office worked closely with the City's Internal Audit Division.

Findings and recommendations are summarized in the attachments to this report. Management has agreed with the recommendations of the review and has taken immediate action to implement the recommendations.

CONTACT

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SIGNATURE

W. Scott Collier
President

ATTACHMENTS

Attachment 1 - Summary of Cybersecurity Review

Attachment 2 - TPA Policy 4-25

Confidential Attachment 1 - Cybersecurity Review