

# City of Toronto

## Parking Ticket Cancellation Guidelines

- Apr 2016 -

### Introduction

Parking tickets help to regulate the movement of traffic on City roadways, and to ensure smooth traffic flows and safe streets. The City's various parking bylaws specify a set fine amount for each type of parking violation or infraction. The amount of the fine appears on the parking ticket.

To dispute a City of Toronto parking ticket, you or your representative must attend in person at one of the City's four parking ticket counters (First Appearance Facilities). To support your claim you must bring evidence (e.g. permits, written statements, supporting documents, photos, etc.) that establishes that the parking ticket meets the criteria for cancellation in these guidelines.

For a list of parking ticket counter locations (First Appearance Facilities), please visit [toronto.ca/parkingtickets](http://toronto.ca/parkingtickets). Persons with a disability or persons who reside more than 100 km from the City of Toronto may call Parking Tag Operations at 416-397-TAGS (8247).

Staff review each disputed ticket individually and the evidence presented by the person who received the ticket or their representative, to understand the nature of the infraction, and the circumstances surrounding the ticket issued. The City of Toronto uses established guidelines to assist staff at parking ticket counters (First Appearance Facilities) in determining whether a parking ticket may be cancelled. In addition, City staff will take the necessary steps to determine whether a ticket warrants cancellation, which may include:

- examining the license plate history to identify past infractions, whether there are prior cancellations and the reasons for cancellations;
- requesting an investigation by Transportation Services, the Toronto Parking Authority or the Toronto Police Service Parking Enforcement Unit to verify whether signage may have been missing or covered, whether meters or pay and display machines were operational at the time of the infraction and/or that work was being carried out on the roadway, preventing legal parking;
- reviewing various bylaw exemptions and permit parking zones to confirm that the permit was used in the correct zone;
- confirming temporary police considerations which would permit parking due to police investigations, construction zones (i.e.: heavy crane lifts) or other street closures directed by police;

- accessing the Ministry of Transportation license plate/vehicle registration data to verify whether disabled parking permits are valid.

Any parking ticket arising from an offence where the vehicle was parked blocking vehicular or pedestrian traffic, loading areas for passengers or goods, or parked in an area where the offence poses a risk to life-safety (for example near schools, fire lanes, escape doors, hospitals or other facilities) will not be cancelled. This applies to any offence category.

Tickets issued for any No Stopping, No Standing, Fire Route, Fire Hydrant, Disabled Offences (including loading or unloading), Rush Hour Offences and ANY fine where the value is greater than \$150.00 cannot be cancelled.

The guidelines below are to be used for City of Toronto issued parking tickets only. They are meant to serve as a reference to provide an understanding of the circumstances in which a City of Toronto parking ticket may be cancelled and to outline the evidence required to support a parking ticket cancellation.

For more information on parking tickets, visit [toronto.ca/parkingtickets](http://toronto.ca/parkingtickets) or call Parking Tag Operations at (416)397-TAGS (8247).

**City of Toronto**  
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**Table of Contents**

Introduction .....	1
1.0 Incorrect or Missing Data on the Parking Ticket.....	5
2.0 Person Claims Vehicle not at Location.....	5
3.0 Cancellations Relating to Parking Permits .....	5
3.1 On-Street and Area Parking Permit.....	6
3.2 Temporary On-Street Parking Permit .....	7
3.3 Boulevard Parking Permit.....	7
3.4 Front Yard Parking Permit.....	8
3.5 Film Permit .....	8
3.6 Street Occupation Permit .....	9
3.7 Temporary Street Occupation Permit - Utilities .....	10
3.8 Accessible Parking Permit or Disabled Persons Parking Permit .....	11
3.9 Valid Pay and Display Receipt Displayed.....	13
4.0 Vehicle or Plate was Stolen or Lost at Time of Infraction .....	13
5.0 Special Parking Considerations .....	14
5.1 Religious Observances .....	15
6.0 Extenuating Circumstances .....	15
7.0 Sign Missing or Illegible .....	15
8.0 Pay & Display Machine or Meter Missing, Removed or Inoperable.....	16
9.0 Emergency Vehicle .....	16
10.0 Vehicles Engaged in Work for the City .....	16
11.0 Public Utility Vehicles.....	17
12.0 Valid Ontario Veteran Plate Displayed (on certain days only).....	17
13.0 Continuing Infraction .....	18
14.0 Issuing Enforcement Agency Request .....	18
15.0 Taxicabs/Limousine While Picking up or Dropping off Passengers.....	18
16.0 Nursing Agencies/Compassionate Service Agencies.....	19
17.0 Security Companies - Alarm Response .....	19
17.1 Courier and Delivery Vehicles.....	20
18.0 Tour Buses.....	20
19.0 Time Allowance .....	19
20.0 Rush Hour Routes/Bicycle Lanes/Time Restricted Parking Areas: .....	22
21.0 Tickets issued for Expired Plates .....	22
Glossary of Terms.....	23



## 1.0 Incorrect or Missing Data on the Parking Ticket

Parking tickets may be cancelled where there is sufficient evidence to indicate that any of the following apply:

- Incorrect or missing date
- Incorrect time of infraction
- Time of infraction missing
- Incorrect or missing plate number
- Plate's Province/State missing
- Address where offence occurred is missing or incorrect
- Infraction set fine amount missing, incorrect or changed
- Bylaw code or bylaw reference incorrect or missing
- Parking ticket not signed
- Changes made to infraction not initialled by the Issuing Officer

## 2.0 Person Claims Vehicle not at Location

Parking tickets may be cancelled where the following apply:

- Vehicle was not in the City or at that location on the date and time of the infraction.

Evidence such as written authorizations, permits, other documents, photos, etc. must be provided to establish that the above criteria for cancellation have been met.

## 3.0 Cancellations Relating to Parking Permits

Parking tickets may be cancelled for certain types of parking infractions where a valid permit exists and where the permit provides an exemption from the parking infraction noted on the ticket.

Following is a list of the City's various parking permits:

1. On- Street and Area Parking Permits
2. Temporary On-Street Parking Permit
3. Boulevard Parking Permit
4. Front Yard Parking Permit
5. Film Permit
6. Street Occupation Permit
7. Temporary Street Occupation Permit - Utilities
8. Accessible Parking Permit or Disabled Persons Parking Permit
9. Valid Pay and Display Receipt Displayed

The cancellation guidelines for each type of permit are discussed below.

### **3.1 On-Street and Area Parking Permit**

Parking tickets may be cancelled under this section for the following parking infractions:

- Expired Meter
- Three (3) Hour Parking
- Park Signed Highway in excess of permitted time
- Park (prohibited area/ location) without a permit
- Park - Fail to display receipt in windshield, or
- Park - Fail to deposit fee

A parking ticket may be cancelled under this section provided the following conditions are met:

1. The location of the infraction is on a street licensed for parking;
2. The vehicle plate number on the parking ticket matches the plate number on the permit ;
3. The permit is registered on the City of Toronto permit system;
4. Area indicated on the permit is for the location indicated on ticket, (e.g. 1B);
5. The permit must be valid for date and time of infraction.

A parking ticket related to alternate side parking may also be cancelled if the following conditions are met:

1. The location of the infraction is on a street where Alternate Side parking rules apply;
2. The parking ticket was issued to a vehicle with a residential parking permit;
3. The infraction was for Offence Code 29
4. The parking ticket was issued between the hours of 9:00pm and 12:01pm on the evening before and day of the switch-over period (typically the 16<sup>th</sup> of each month except when the 16<sup>th</sup> of the month occurs on a weekend or statutory holiday which then moves the switch-over date to the following business day.

Customers who meet these conditions and wish to have their ticket considered for cancellation can do so by faxing or email a copy of their ticket and valid residential parking permit to fax number: 416-696-4194 or by email to [parkingdisputes@toronto.ca](mailto:parkingdisputes@toronto.ca)

A response will be provided within 5 business days.

#### **3.1.1 Rental Vehicles**

If you:

- have a valid on-street or area parking permit; and,
- you rented a vehicle because the vehicle to which the permit applies is being repaired; and
- the rental vehicle has been ticketed.

The car rental agreement and garage repair bill must be provided in order for a cancellation to be considered.

### **3.2 Temporary On-Street Parking Permit**

Parking tickets may be cancelled under this section for the following infractions:

- Expired Meter
- Three (3) Hour Parking
- Park - Signed Highway in excess of permitted time
- Park - (prohibited area/ location) without a permit
- Park - Fail to display receipt in windshield; or
- Park - Fail to deposit fee

A parking ticket may be cancelled under this section provided the following conditions are met:

1. The location of the infraction is on a street that is licensed for parking;
2. The vehicle plate number on the parking ticket matches the plate number on the permit;
3. The permit is registered on the City of Toronto permit system;
4. The area indicated on permit is for the location indicated on ticket, e.g. 1B;
5. The permit must be valid for date and time of infraction.

### **3.3 Boulevard Parking Permit**

An off-street parking permit is required to park on any part of the City boulevard. With proper approval, residents or commercial property owners may rent part of the City-owned boulevard to supplement space on private property. This program generally services commercial areas where on-street or off-street parking is limited or unavailable.

Parking tickets may be cancelled under this section for the following infraction:

- Park on/over boulevard

A parking ticket may be cancelled under this section provided the following conditions are met:

1. The permit is valid for the location, day and time of the infraction; and
2. Permission (a letter signed by the permit holder) was obtained to park at that location, date and time given by the permit holder, if the vehicle ticketed was not that of the permit holder. A copy of the permission letter must be provided to support the claim.

The ticket will not be cancelled if the parking infraction is for "too many vehicles parked" unless the letter of permission signed by the permit holder states that permission was granted to the vehicle specified on the ticket.

### **3.4 Front Yard Parking Permit**

An off-street parking permit is required if you wish to park in your front yard or on part of the City boulevard. With proper approval, and in specific areas of the City, residents may rent part of the City owned boulevard to supplement space on private property. This program generally services those areas where driveways are not common or where driveway width is insufficient

Parking tickets may be cancelled under this section for the following infraction:

- Park in front yard

If the following conditions are met:

1. The permit is valid for the location, day and time of the infraction; and
2. Permission was obtained to park at that location, date and time given by the permit holder, if the vehicle ticketed was not that of the permit holder.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. Copy of Permit, and
2. A letter of permission to park at that location, date and time given by the permit holder if the vehicle ticketed was not that of the permit holder signed by the permit holder.

### **3.5 Film Permit**

The Toronto Film and Television Office (TFTO) issues parking permits for productions of feature films, movies for television, mini-series, television specials, television series, television productions, commercials, music videos and others.

The permit issued by the TFTO authorizes production companies to park production vehicles on City streets and in City parks. If any metered spaces or pay and display areas are covered by the permit, the production company must reimburse the Toronto Parking Authority for lost revenue.

The parking infractions to which the permit applies are listed on the actual permit.

Note that absolutely no crew or cast vehicles are exempted under the film permit.

The exemption applies only to the vehicles identified on the permit and at the location indicated on the permit during the time period that the permit is valid.

1. Production vehicles must not:
  - block fire hydrants; or



- be parked in fire routes; or
- be parked within 9 metres of an intersecting street; or
- impede any emergency response vehicles.

Production vehicles must also adhere to any other requirements specified on the permit.

2. In City parks, production vehicles and equipment must not block driveways or other access/egress ramps. Production vehicles must leave at least two feet clearance on either side of a driveway, ramp, or other accesses/egresses/ingresses.
3. Production vehicles parking on the street cannot block driveways or other access ramps without the approval of the owner of the property.
4. No production equipment/vehicles are to be within 30 metres of a subway entrance, a bus or streetcar stop, a pedestrian cross-over or a signalized intersection unless otherwise noted on the permit.
5. Production vehicles must not block parking lot access/egress ramps and accessible parking for persons with disabilities.

Both copies of film parking permit (red & white) must be provided to establish that the criteria for cancellation have been met. If the parking infraction is due to a blocked driveway, a letter of permission from the property owner allowing the encroachment or blockage must be provided for the cancellation of the ticket.

### **3.6 *Street Occupation Permit***

A street occupation permit issued by City of Toronto Transportation Services is required for any demolition, renovation and/or construction project if it is necessary to temporarily occupy any portion of the public right of way (the area beyond the property line, i.e. boulevard, sidewalk, roadway or public lane).

Parking tickets may be cancelled under this section for the following infractions:

- Expired Meter
- Three (3) Hour Parking
- Park - Signed Highway in excess of permitted time
- Park (prohibited area/location) without a permit
- Park - Fail to display receipt in windshield

A parking ticket may be cancelled under this section provided the following conditions are met:

1. The conditions stated on permit were complied with; and
2. The plated vehicles are listed on the permit.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. Copy of the original permit; and
2. Work Order (if one exists); and
3. In case of an emergency (when allowed on the permit), the registered owner of the vehicle must provide a statement that the emergency situation existed at the time of the infraction and a description of the situation.

### ***3.7 Temporary Street Occupation Permit - Utilities***

Temporary Street Occupation Permits are issued to utility companies annually at no cost, pursuant to a decision of the Toronto Public Utility Co-ordinating Committee of which the City is a member. One permit is issued to each utility company which can make copies for its contractors and sub-contractors.

The permit is restricted to service vehicles only and a copy must be displayed on the windshield of the vehicle.

Parking tickets may be cancelled under this section for the following infractions:

- No parking
- No stopping (9:30 am to 11:30 am and 1:30 pm to 3:30 pm only and not during rush hour); and,
- No Standing (9:30 am to 11:30 am and 1:30 pm to 3:30 pm only and not during rush hour).

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. Copy of the Temporary Street Occupation – Site Service – Utilities permit; and
2. Copy of the Road Disruption Activity Reporting System (RoDARS) Restriction Notice for the location, date and time; and
3. Copy of work order/schedule pertaining to the date, time and location of the Infraction; and
4. Original letter on letterhead signed by the authorized manager or director (signature must be on file) indicating that parking was required for a legitimate business purpose and explaining why the driver needed to park in that location; and
5. Show that parking must have been required to perform the work at that location.

Cancellations will not be granted for the following infractions:

- Parking during rush hour
- Parking on private property
- Parking in disabled or fire routes
- No parking
- No stopping (9:30 am to 11:30 am and 1:30 pm to 3:30 pm only and not during rush hour)

- No Standing (9:30 am to 11:30 am and 1:30 pm to 3:30 pm only and not during rush hour)

### ***3.8 Accessible Parking Permit or Disabled Persons Parking Permit***

The Accessible Parking Permit (APP) is issued to individuals and entitles the vehicle in which it is displayed to be parked in a designated accessible parking space. The individual to whom the permit is issued must be in the vehicle and the permit must be visibly displayed on the dashboard or sun visor when it is parked in the designated accessible parking space. The permit holder may use the permit in any vehicle in which they are travelling. There is no fee for an APP. The Ministry of Transportation of Ontario issues four types of permits, which are colour coded; a Permanent Permit (blue), a Temporary Permit (red), a Traveller Permit (purple) and Company Permits (green).

The name "Accessible Parking Permit" was adopted to focus on the functionality and benefits of the permit to the holder, versus the holder's disability. Holders of a valid "Disabled Person Parking Permit" (DPPP) may continue to use their existing permit until it expires.

Parking tickets may be cancelled under this section for the following infractions:

- Signed on-street permit parking areas. (Vehicles displaying a valid disabled parking permit are permitted to park without a designated on-street parking permit)
- Signed parking limits such as one hour and two hour maximums; holders are allowed to exceed the signed maximum parking limit.
- Unsigned maximum three-hour parking limits in effect on all city streets.
- Holders may park at on-street Parking Meters or Pay and Display Machines without putting a coin in the meter / machine during the hours of legal operation. Note: exemption does not apply on private property.
- Signed No Stopping areas only while actually engaged in loading or unloading the named permit holder
- Signed/marked designated disabled parking space only for transporting, picking up, or dropping off a person who has been issued a current valid permit
- Signed/marked designated bicycle lane only while actually engaged in loading or unloading the named permit holder

Note: In all of the above situations parking is permitted for a period not to exceed 24 hours.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. A valid copy of the APP or DPPP
2. If the vehicle is not registered to the APP or DPPP holder, an original letter signed by the APP or DPPP holder stating that they were with the registered owner on the date and at the time of infraction.

Vehicles displaying disabled permits are not exempt from the following:

- No Parking in areas where parking is prohibited during signed rush hour times
- No Parking/No Stopping/No Standing areas in designated emergency or snow routes
- Parking within 60 cm of a driveway
- Stopping/Parking on a bridge
- Parking within three metres of a fire hydrant
- Parking within seven and five-tenths (7.5) metres of any fire hall on the side of the highway on which the fire hall is located or within thirty and five-tenths (30.5) metres of the fire hall on the opposite side of the highway
- Parking within nine metres (signs not required) or 15 metres (signs required) of an intersection
- Parking in designated "No Standing and No Stopping areas"
- Parking in a designated fire route
- Parking in a public lane
- Parking within a stand designated for taxicabs
- Parking at a place marked by an authorized sign as a passenger or freight loading zone during the time shown on the sign

- Parking in a position as will prevent the removal of any other vehicle previously parked
- Parking on Private/Municipal Property if parked in a designated disabled spot must pay a fee if one is required on that property also must display a valid disabled permit. If vehicle is parked in a regular parking spot, (non-disabled) the permit holder must ensure that they follow the same rules as other users of the property.
- Overnight parking between the hours of 2 am - 6 am, from December 1-March 31 (in the former area of North York only)
- Parking within thirty and five-tenths (30.5) metres of an intersection controlled by a traffic control signal
- Parking in front of an entrance to or exit from any building or enclosed space in which persons may be expected to congregate in large numbers
- Parking within a turning basin
- Parking in a manner that would interfere with the formation of a funeral procession
- Parking within fifteen (15) metres of the termination of a dead-end street
- Parking within a T-type intersection
- Parking within the following distances of a crosswalk controlled by traffic control signals and located other than at an intersection:
  - Fifteen (15) metres of the crosswalk measured on each side of the highway in the direction of travel of vehicles on that side of the highway
  - [2] Thirty and five-tenths (30.5) metres of the crosswalk measured on each side of the highway in the direction opposite to the direction of travel of vehicles on that side of the highway

### **3.9 Valid Pay and Display Receipt Displayed**

Parking tickets may be cancelled under this section for the following infractions:

- Park - fail to deposit fee in machine; and
- Park - fail to display receipt in windshield.

A parking ticket may be cancelled under this section provided the following conditions are met:

1. A valid Pay and Display parking receipt was displayed on the dashboard of the vehicle when the parking ticket was issued.
2. The parking receipt must show that the ticket was issued within the effective time, date and location of the receipt. Additionally, a 10 minute grace period at the end of the time is granted. **Note:** The minimum time purchased must be no less than ten minutes.

The original Pay and Display parking receipt must be provided as evidence.

### **4.0 Vehicle or Plate was Stolen or Lost at Time of Infraction**

Parking tickets may be cancelled on the basis that the vehicle or plate was stolen or lost at the time of the infraction.

A parking ticket may be cancelled under this section provided that the following condition is met:

1. The infraction must have occurred after the date the theft was reported and prior to recovery (if applicable).

Evidence must be provided to establish that the criteria for cancellation has been met, including:

- Valid occurrence number from the Toronto Police Service; and
- Copy of the police report (if available).

## 5.0 Special Parking Considerations

The Toronto Police Service's Parking Enforcement Unit or the City of Toronto's Transportation Services Division may, in certain circumstances, provide short term parking considerations including:

1. Driveway paving;
2. Construction;
3. Religious observance; and
4. Underground parking cleaning.

Parking tickets may be cancelled under this section for the following infractions:

- Park Longer than 3 hours
- No parking

A parking ticket may be cancelled under this section provided that the following conditions are met:

1. The conditions stated on consideration were complied with; and
2. The plate numbers of the ticketed vehicles must be listed on the consideration letter.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. A copy of the parking consideration letter; or
2. The consideration number assigned by the Toronto Police Service's Parking Enforcement Unit or the City of Toronto's Transportation Services Division so that the consideration can be confirmed.

Parking tickets will not be cancelled for the following infractions under this section:

- No Standing

- No Stopping
- Stop on sidewalk
- Park on boulevard
- Park in front of fire hydrant
- Park in fire route
- Park in rush hour route
- Park on a permit parking street

### **5.1 Religious Observances**

For religious observances, parking tickets may be cancelled for the following infractions:

- Park at expired meter
- Park during prohibited times (excluding rush hour)
- Park signed highway in excess of permitted time

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. A letter or correspondence from the Minister or head of a religious group that identifies the time, date and location of the religious observance or service.

### **6.0 Extenuating Circumstances**

Parking tickets may be cancelled in extenuating circumstances including:

- Medical emergency (e.g. a situation where a person required immediate hospitalization and the vehicle could not be moved to a legal parking area.)
- Vehicle breakdown;
- Other circumstances not identified in these guidelines where parking legally was not possible.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. For medical emergencies, a copy of the hospital report, record of admission, and/or an ambulance report.
2. For vehicle breakdown, a copy of the tow receipt and/or the repair bill(s).
3. For other circumstances, evidence such as documents, permissions, photos, etc. must be provided to support the cancellation.

### **7.0 Sign Missing or Illegible**

A parking ticket may be cancelled if a traffic sign was missing, damaged, obscured or illegible or that there were conflicting signs on the street where the infraction occurred. Staff will request that

the Toronto Police Services Parking Enforcement Office or the City of Toronto's Transportation Services Division conduct an investigation.

Parking tickets may be cancelled for signed offences.

The following condition must be met:

1. The investigating office (Parking Enforcement or Transportation Services) must recommend in writing that the parking ticket be cancelled.

## **8.0 Pay & Display Machine or Meter Missing, Removed or Inoperable**

A parking ticket may be cancelled if a Pay and Display machine or parking meter was missing, removed or inoperable. Staff will request that the Toronto Parking Authority conduct an investigation.

Parking tickets may be cancelled under this section for the following infractions:

- Park - fail to deposit fee; and
- Park - fail to display receipt.

A parking ticket may be cancelled under this section provided the following condition is met:

1. The Toronto Parking Authority must recommend that the parking ticket be cancelled.

## **9.0 Emergency Vehicle**

Parking tickets will be cancelled for emergency vehicles, such as ambulances, police or fire department that are exempt from parking tickets under the City of Toronto Municipal Code, where the particular emergency vehicle was attending to an emergency at the location indicated on the parking ticket. The exemption applies to all City of Toronto parking tickets.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. An original letter on Divisional letterhead signed by the authorized manager or director of the City Division or public utility stating that the emergency existed when the parking ticket was issued.

## **10.0 Vehicles Engaged in Work for the City**

Parking tickets will be cancelled for vehicles engaged in work for the City, and the Toronto Transit Commission (TTC) that are exempt from parking tickets under the Municipal Code, where parking,



standing or stopping of the vehicle doing the work was required to perform the work at the location, date and time of the ticket. The exemption applies to all City of Toronto parking tickets.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. Copy of work order/schedule; and/or
2. Original letter on letterhead signed by the authorized manager or director of the City Division, TTC or Public Transit Agency indicating that parking, stopping or standing was required for a legitimate municipal purpose and an explanation of why the driver needed to illegally park, stand or stop in that location.

## 11.0 Public Utility Vehicles

Parking tickets will be cancelled for public utility vehicles responding to emergencies, (including utilities providing telecommunications, energy or water/ wastewater services) that are exempt under the Municipal Code, and when parking was necessary to perform the emergency work at that location. The exemption applies to all on-street infractions (only during the emergency)

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. Copy of the Temporary Street Occupation – Site Service – Utilities permit (if available);
2. Copy of work order/schedule pertaining to the date, time and location of the infraction, and
3. Original letter on letterhead signed by the authorized Manager or Director (signature must be on file) indicating that parking was required for a legitimate emergency purpose and explanation of why the driver needed to park in that location.

## 12.0 Valid Ontario Veteran Plate Displayed (on certain days only)

The City of Toronto's Municipal Code provides parking exemptions to persons who display a valid Ontario veteran's licence on their vehicle. The exemption **only** applies on the following dates:

- June 6
- September 17
- November 11
- August 18 (consideration)
- Other dates approved by council; and
- Any other date where consideration is granted.

Parking tickets may be cancelled under this section for the following infractions:

- Park - fail to deposit fee in meter
- Park - fail to deposit fee in machine

- Park vehicle in or on a parking space controlled by a parking machine without activating the machine
- Park - fail to properly display receipt in windshield

A parking ticket may be cancelled under this section provided the following condition is met:

1. The Ontario Veteran licence plate must be registered to the person requesting the cancellation and must have been affixed to the vehicle at the time of the infraction.

### **13.0 Continuing Infraction**

A continuing infraction occurs when two or more parking tickets are issued to a vehicle within a specified time limit. The specified limit depends on the type of infraction (e.g. Park longer than 1, 2 or 3 hours).

Parking tickets may be cancelled under this section for No Parking infractions only, if the following conditions are met:

1. Must be the same offence;
2. Same plate; and
3. Same location.

Only tickets issued within 3 hours of each other will be considered for cancellation.

### **14.0 Issuing Enforcement Agency Request**

Situations occur where the Toronto Police Service's Parking Enforcement Unit may request withdrawal of a parking ticket.

A parking ticket may be cancelled under this section for any parking related offences.

The Toronto Police Service's Parking Enforcement Unit must submit the request in writing using the approved Withdrawal Request Form - the form must be authorized by a management representative of the Parking Enforcement Unit.

### **15.0 Taxicabs/Limousine While Picking up or Dropping off Passengers**

Parking tickets may be cancelled under this section for the following infractions:

- Prohibited parking offences (excluding rush hour)

A parking ticket may be cancelled under this section if the following conditions are met:

1. Vehicle was being operated for taxi or limousine services at the time of the infraction.
2. Vehicle license plate was issued to a taxi or limousine.

Evidence must be provided to establish that the criteria for cancellation have been met, including:

1. If the driver of the taxi/limousine is making a delivery, a letter from the taxi/limousine company and a waybill for the time/date and location of the infraction.
2. A letter, on letterhead from the Dispatcher, indicating pick up location, time, date and drop off location.
3. Owner or driver must possess a taxi licence.

## **16.0 Nursing Agencies/Compassionate Service Agencies**

Parking tickets may be cancelled under this section for the following infractions:

- Metered offences;
- Park- longer than 3 hours;
- Park during prohibited times (excluding rush hour);
- Park in excess of permitted time; and
- Park no permit (if time/situation of infraction is reasonable) time, date, infraction and location of the duties should be specified.

The following evidence must be provided:

1. A letter from an official on letterhead explaining the vehicle was being operated by a staff member while performing duties for the organization.
2. The letter must have an original signature and must include the title and telephone number of the authorized writer (Nurse Manager, etc.).

## **17.0 Security Companies - Alarm Response**

Parking tickets may be cancelled under this section for the following infractions:

- Metered offences
- Park longer than 3 hours
- Park during prohibited times (excluding rush hour)
- Park in excess of permitted time
- Park no permit (if time/situation of infraction is reasonable) time, date, infraction and location of the duties should be specified

The following evidence must be provided:

1. A letter from an official on letterhead explaining the vehicle was being operated by a staff member in response to an alarm.
2. The letter must have an original signature and must include the title and telephone number of the authorized writer as well as the time and location of the alarm supported by the response sheet.

### 17.1 Courier and Delivery Vehicles

Drivers of courier and delivery vehicles engaged in delivering goods or services are exempt from most parking offences only while in the act of loading or unloading merchandise or passengers and whilst actually in or around the vehicle.

The City of Toronto has created "Courier Delivery Zones" in strategic areas in the downtown core, based on heaviest courier usage and in consultation with the Canadian Courier and Logistics Association. Currently 13 of these Zones exist and future expansion is planned.

The Parking Enforcement Unit, where possible, is providing a 10-minute "delivery window" to allow deliveries to occur before ticketing.

Courier and Delivery vehicles, parked illegally are subject to ticketing and tickets may be considered for cancellation for the following offences only if the driver or representative provides a signed letter or delivery receipt which clearly displays the delivery time/location/date:

- No Parking (other than during rush-hour times)
- Park public lane

#### **Courier and delivery vehicles ticketed or parked illegally are not exempt from the following:**

- No Parking/No Stopping/No Standing where the offence occurred between the hours of 6 a.m. – 10 a.m. or 3 p.m. – 7 p.m., Monday through Friday
- In No Parking/No Stopping/No Standing areas in designated emergency or snow routes
- Any metered or Pay and Display Offence
- Parking within 60 cm of a driveway
- Stopping/Standing/Parking on a bridge
- Parking within 3 metres of a fire hydrant
- Parking within seven and five-tenths (7.5) metres of any fire hall on the side of the highway on which the fire hall is located or within thirty and five-tenths (30.5) metres of the fire hall on the opposite side of the highway
- Parking within nine metres (signs not required) or 15 metres (signs required) of an intersection
- Parking in any "No Standing and No Stopping areas"
- Parking in a designated fire route
- Parking within a stand designated for taxicabs
- Parking in a position as will prevent the removal of any other vehicle previously parked
- Designated Disabled Parking Offences (on-street or off-street)
- **any other offence not listed above.**

## 18.0 Tour Buses

Parking tickets may be cancelled under this section for the following infractions:

- Metered offences
- Park - longer than 3 hours
- Park during prohibited times (excluding rush hour),
- Park in excess of permitted time

The following evidence must be provided:

1. A letter from an official on letterhead explaining the vehicle was being operated by a staff member while performing duties of the company and that no other parking was available.

## 19.0 Time Allowance

The Time Allowance provision for parking offences refers to the period of time following the expiry of a pay and display receipt or paid parking time and the issuance of a parking ticket.

The Toronto Police Service Parking Enforcement Unit observes a 5-minute operational grace period before issuing a parking ticket for a time-limited offence, e.g. overstaying at a parking meter or a pay-and-display parking zone. The grace period is intended to ensure fairness and integrity in parking enforcement operations, and serves both as a courtesy to drivers, and avoids the issue of timing discrepancies between a driver's watch, a hand-held ticket-writing device, and a meter or pay-and-display machine.

**The Time Allowance provision does not provide for an automatic cancellation. Rather, each ticket is reviewed based on the location of the offence, circumstances surrounding the offence and the vehicle plate history (i.e.: prior cancellations, fraudulent use of permits or receipts and an offenders' outstanding fines may be considered as part of the overall review).**

The City of Toronto operates with an administrative time allowance provision for time-limited offences including expired parking meters or expired pay-and-display receipts. This is a separate practice from the Toronto Parking Enforcement Unit, and may allow a parking ticket issued within 10 minutes of the expiry of the time-limited period to be cancelled, rather than requiring that drivers request a trial and appear in court in these circumstances.

This 10-minute Time Allowance provision applies to all time-limited offences where proof of a receipt

showing approved purchased time can be provided but excludes major arterial routes during rush hour periods or areas where parking is prohibited for construction, traffic or event closures.

- Customers who wish to submit their ticket for Time Allowance consideration can do so by emailing their request to [parkingmeters@toronto.ca](mailto:parkingmeters@toronto.ca) or by fax at 416-696-4194.

To support your claim you must bring evidence (i.e., valid pay-and-display parking receipt or other supporting documentation etc.) that establishes that the parking ticket meets the criteria for cancellation in the [Parking Ticket Cancellation Guidelines](#).

**Fax/E-mail Service for customers with valid Pay-and-Display receipts or Accessibility/Disabled Permits only:**

Customers with valid pay-and-display receipts and/or accessibility/disabled permits can fax their written request for cancellation or consideration, along with copies of the receipts or permits, to the City's Parking Ticket Operations – Investigations Unit at: 416-696-4194, or scan and e-mail your request and documents to: [parkingdisputes@toronto.ca](mailto:parkingdisputes@toronto.ca).

Please ensure you provide a contact telephone number, email address or mailing address as staff will advise of the outcome of the investigation by telephone, email or in writing.

The most common example of a time-limited offence is when a driver parks beyond the time indicated on a pay-and-display parking receipt. The 10-minute time allowance period applies to the following offences and only tickets issued for these offences can be considered for cancellation:

Restricted time-limited offences to which a 10-minute time allowance may apply:

- Park Fail to Deposit Fee in Machine (Meter or Pay and Display Machines – Offence Code 207: \$30.00)
- Park Fail to Display Receipt in Windshield (Offence Code 210: \$30.00)

**Note:** The minimum time purchased must be no less than ten minutes.

**When does the time allowance provision not apply?**

Note that the 10-minute time allowance identified within the cancellation guidelines does NOT apply to tickets issued for:

- parking during prohibited times on major arterial routes or during rush hour periods (even where a pay-and-display ticket may have been purchased)
- 2am – 7am “snow clearing” bylaw offences (during weather events); and
- Any other offence not listed above where parking was temporarily restricted due to weather, traffic, construction or other events. The time allowance provision also does not apply in cases where the expiry time relates to a change in parking restrictions (e.g., where one can park between certain posted hours, but parking is prohibited beyond those specified hours due to permit requirements, changes in traffic flow etc).

### **How do I get my ticket reviewed and considered for cancellation?**

The time allowance provision established in the [Cancellation Guidelines](#) apply only to time-limited parking offences. A number of factors are considered before a ticket may be cancelled. These include but are not limited to a vehicle or driver's previous offence history, abuse of time allowance cancellations, weather conditions and other factors that may have contributed to the excess time offence.

Offenders who are refused a cancellation under this provision and wish to further dispute their ticket, must attend in person at one of the City's four parking ticket counters (First Appearance Facilities) listed on the back of the parking ticket.

### **20.0 Rush Hour Routes/Bicycle Lanes/Time Restricted Parking Areas /Transit or other Prohibited Parking Offences:**

Effective 12:01am on March 31, 2016, cancellation of all \$150.00 parking tickets issued for the offences:

- No Parking
- No Stopping;
- No Standing; or
- other offences where the fine is \$150.00

issued Monday through Friday and during the hours of 6 a.m. and 10 a.m. or 3 p.m. and 7 p.m. do not qualify for cancellation unless the driver can provide evidence of:

1. Vehicle breakdown (mechanic or tow bill required)
2. Medical emergency (doctor or medical certificate required)
3. Weather events preventing legal parking on private areas (photos of the location must be provided or Supervisory authorization - weather event must have caused vehicle immobilization or inoperation/breakdown)

Cancellations for deliveries, pick-up or any other circumstances are not permitted for tickets with all \$150.00 fines.

### **21.0 Tickets issued for Expired Plates:**

Cancellation of tickets issued for offences related to Expired Plates cannot be cancelled unless the driver/owner provides documentation which clearly identifies that the license plates of the offending vehicle were renewed prior to the offence date and time. Cancellation conditions require acceptable documentation which is restricted to:

1. a true copy of a Ministry of Transportation or Service Ontario Invoice showing date and time of purchase, which must be before the offence date and time; and

2. the invoice must include the plate number that was renewed - which must match the plate number on the parking ticket

Copies of ownership with renewal stickers are not acceptable since they do not clearly indicate a date and time of renewal purchase.



# City of Toronto Parking Ticket Cancellation Guidelines

## Glossary of Terms

A term not defined in this section shall have the same meaning as the term has in the Highway Traffic Act.

### **Accessible Parking Permit/Disabled Parking Permit**

“accessible parking permit” or “disabled parking permit” means a current and valid disabled person parking permit issued by the Ministry of Transportation under the provisions of the Highway Traffic Act; or, a current and valid permit, number plate or other marker or device bearing the international symbol of access for the disabled which has been issued by a jurisdiction outside Ontario.

### **First Appearance Facility (FAF)**

“First Appearance Facility or FAF” means a location where a person who received a City of Toronto parking ticket can attend to dispute the issuance of the parking ticket

### **Highway**

“highway” includes a common and public highway, street, avenue, parkway, driveway, square, place, bridge, viaduct or trestle, any part of which is intended for or used by the general public for the passage of vehicles and includes the area between the lateral property lines thereof;

### **Infraction**

“infraction” means a contravention of any provision of a City of Toronto parking bylaw

### **No Parking**

“park” or “parking”, when prohibited, means the standing of a vehicle, whether occupied or not, except when standing temporarily for the purpose of and while actually engaged in loading or unloading merchandise or passengers;

### **No Standing**

“stand” or “standing”, when prohibited, means the halting of a vehicle, whether occupied or not, except for the purpose of and while actually engaged in receiving or discharging passengers;

### **No Stopping**

“stop” or “stopping”, when prohibited, means the halting of a vehicle, even momentarily, whether occupied or not, except when necessary to avoid conflict with other traffic or in compliance with the directions of a police officer or of a traffic control sign or signal;

### **Offence**

“offence” means any contravention of any provision under of a City of Toronto parking bylaw;

**Parking**

"parking" means the standing still of a vehicle, whether occupied or not;

**Representative**

"representative" means, in respect of a proceeding to which this Act applies, a person authorized under the Law Society Act to represent a person in that proceeding;

**Signed Offence**

"Signed offence" means, any sign that was erected by the City of Toronto depicting a parking bylaw or regulation;

**Set Fine**

"set fine" means the amount of fine set by the Chief Justice of the Ontario Court of Justice for an offence for the purpose of proceedings commenced under Part I or II. R.S.O. 1990, c. P.33, s. 1 (1); 2000, c. 26, Sched. A, s. 13 (6); 2002, c. 18, Sched. A, s. 15 (6); 2006, c. 21, Sched. C, s. 131 (1, 2); 2009, c. 33, Sched. 4, s. 1 (1);

**Vehicle**

"vehicle" includes a motor vehicle, trailer, traction engine, farm tractor, road-building machine, bicycle and any vehicle drawn, propelled or driven by any kind of power, including muscular power, but does not include a motorized snow vehicle or a street car..