

During COVID-19 Pandemic:

Renewal FAQs:

My permit expired on May 31, 2020 and I have not receive a renewal notice. How can I renew?

Renewal notices will be mailed out late June, however, you can renew online using your licence plate number. Additionally, for this renewal period only, we are allowing residents to renew over the phone at 416-392-7873 between 8:30 a.m. to 8:00 p.m., Monday to Friday.

I need to renew my permit but have changes to my licence plate or address.

If you were a permit holder up until May 31st 2020 and have moved or changed licence plates, please contact our office at 416-392-7873 or permit.parking@toronto.ca between 8:30 a.m. to 8:00 p.m., Monday to Friday before you go online to renew.

I'm renewing my permit - Will I need to pay for the month of June?

The renewal period will include the fees for June. Your expired permit is what allowed you to continue parking without being ticketed by Toronto Police Services Parking Enforcement unit, during the province's State of Emergency, Public Health's Stay Home messaging, and closure of City Hall services.

I paid for a year last time but I have not receive a new permit.

Your pre-paid permit will be mailed out in July. If you do not receive your pre-paid permit by August 5, 2020 please contact our office.

I'm not good at using a computer. Is there another way to renew my permit?

There are 2 ways to renew your permit – online or by mail. If you are not computer proficient, you can contact our office at 416-392-7873, between 8:30 a.m. to 8:00 p.m., Monday to Friday, and a customer service representative can walk you through the online steps or take your credit card information and process your payment.

I renewed my permit online, but have to wait for my parking sticker to arrive in the mail. Will I get a parking ticket?

As long as you are parking in a legal permit parking spot and you are displaying your expired May 31, 2020 permit, you will not be ticketed until the suspension of enforcement activities end.



When will the suspension of enforcement activities end?

The Toronto Police Parking Enforcement Unit will resume regular enforcement activity (such as parking in a permit location without a valid permit) in early August, after the renewal period has closed.

New Applications FAQs

How will I know when your office is reopened and accepting applications?

Our office is staffed, but we do not have in-person services at this time. You are welcome to contact our office at 416-392-7873, between 8:30 a.m. to 8:00 p.m., Monday to Friday, or permit.parking@toronto.ca and we will assist with processing new applications.

How can I apply for a new permit during the COVID-19 pandemic. I don't feel comfortable coming in person.

Please call our office at 416-392-7873 or email permit.parking@toronto.ca to obtain information regarding your address and what documents are required.

Can I mail in my application/documents now?

You are welcome to mail in new applications. Keep in mind that Canada Post might be experiences delays and we need time to process your application and mail you a permit. If you need a permit right away, our online temporary permit system is available 24/7.