

November 22, 2004

Sack, Goldblatt, Mitchell
Barristers and Solicitors
20 Dundas St. West, Suite 1130
P.O. Box 180
Toronto, Ontario
MSG 2G8

Attn: Heidi Rubin

Dear Ms. Rubin:

**Subject: City of Toronto Access Request Number 04-2677
Your File Number 04-1450**

I am replying to your access request under the *Municipal Freedom of Information and protection of Privacy Act*. Please find enclosed a receipt for your application fee.

You have requested access to records and/or information pertaining to the City of Toronto's parking enforcement operations.

The Parking Tag Operations has advised that there are no formal written guidelines to instruct staff how and when to cancel a particular ticket. Each ticket is reviewed on an individual basis, and due to the variety of circumstances surrounding the ticketing of vehicles, decisions on tickets are made independent of one another. Access cannot therefore be granted to records in response to numbers (a) and (g) of your request, as the records do not exist.

The Parking Tag Operations Unit has provided the following response to the remaining questions on your request:

#b) 599,967 tags cancelled in 2003, of which 52,041 relate to Municipal Law Enforcement Agencies (MLEO's)

#c) 286,659 customers appeared at one of our four First Appearance Facilities with parking tag related violations.

#d) 91,042 request for Trails were processed at our 4 First Appearance Facilities of which 10,105 specifically relate to MLEO issued tickets.

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#e) 141,806 reviews for private property offences were requested by people who were ticketed by an MLEO agency.

#f) 2,700 tags were issued and subsequently withdrawn for private property offences written by an MLEO agency.

You may request that the Information and Privacy Commissioner review this decision. The Commissioner is located at 2 Bloor St. East, Suite 1400, Toronto, Ontario M4W 1A8. Please provide the Commissioner with the following:

- i) request number assigned to your request;
- ii) a copy of this decision letter;
- iii) a copy of your original request.

Please note that you have 30 days from receipt of this decision to request a review.

In addition, you must send an appeal fee to the Commissioner's office. Please be advised that the fee to appeal a request for general records is \$25.00. Please include the fee in your letter of appeal. Appeal fees should be in the form of either a cheque or a money order, made payable to the *Minister of Finance*.

Should you have any questions, please contact Mohamed Khadim, Access and Privacy Officer at (416) 392-9691. Mr. Khadim is located at Metro Hall, 7th Floor, 55 John Street, Toronto, Ontario M5V 3C6.

Sincerely,

Ulli S. Watkiss
City Clerk.

April 12, 2005

To: Administration Committee
From: Chief Financial Officer and Treasurer
Subject: Parking Tag Activity Report - 2004

Purpose:

To report on the number and breakdown of parking infraction notices issued in the City of Toronto in 2004.

Financial Implications and Impact Statement:

There are no financial implications associated with this report.

Recommendations:

It is recommended that this report be received for information.

Background:

The City of Toronto issues approximately 3.1 million parking tickets each year. The Parking Enforcement Unit of the Toronto Police Service is responsible for parking enforcement and can provide information on enforcement practices.

The Finance Department, Revenue Services Division is responsible for the processing and collection of fines for all parking infraction notices issued in the City of Toronto. The City collects fines on approximately 82 percent of tickets issued, representing annual revenues of approximately \$80 million. The average payment amount per ticket is approximately \$30.00.

Comments:

In 2004, the City of Toronto issued 3,076,149 parking tickets. Just over 2.8 million tickets were issued by the Toronto Police Services (i.e. Parking Enforcement Unit and Police Officers) and the balance of the tickets were issued by licensed Municipal Law Enforcement Officers (MLEOs - i.e. private security officers, property owners etc). MLEO's are trained and certified by the Toronto Police Service and MLEO agencies are required to obtain a license from the City's Licensing Division in order to conduct parking enforcement on private property.

Table 1, below, provides a breakdown of the number of tags issued in 2004 (with a comparison to 2003) by type of issuing officer/unit.

Table 1: Parking Tag Issuance by Unit

	2004	2003	Difference 2004/2003
Parking Enforcement Officers, Toronto Police Services	2,824,499	2,833,505	-9,006
Police Officers/Cadets, Toronto Police Services	14,680	14,428	252
Municipal Law Enforcement Officers (MLEOs)	231,616	238,256	-6,640
Other - (refers to tags issued where the unit code was missing or unknown)	5,354	22,474	-17,120
TOTAL	3,076,149	3,108,663	-32,514

As noted in Table 1, the overall number of tags issued by each of the units identified above was slightly lower in 2004 than in 2003. It is believed that this change is attributable to the turnover of Parking Enforcement staff and fine increases which led to higher compliance rates from motorists.

Breakdown of 2004 Parking Offences (Appendix A)

Appendix "A", attached, provides a breakdown (by type of parking offence) of the number of parking infraction notices issued in 2004, in order of tag issuance (i.e. highest number of tags issued to lowest).

In 2004, the largest number of tickets was issued with respect to "No Parking" and "Expired Meter" offences. These two offences represented over 45% of the tickets issued in 2004. The next highest category for parking offences is "No Valid Permit" which represents just over 18% of parking tickets issued in 2004 and refers to offences where vehicles are tagged for failing to display a residential parking permit.

Monthly Tag Issuance - 2004 (Appendix B)

Appendix B, attached, summarizes issuance activity for the 2004 calendar year by month, with a comparison to 2003. As the Appendix portrays, the number of tags issued each month is fairly equally distributed. Overall, the number of tags issued in 2004, as compared to 2003, decreased by just under one percent (1%) or 32,514 tags. This reduction is partially attributed to a turnover of Parking Enforcement staff and the need for more senior enforcement staff to suspend their daily activities in order to train new staff. As well as increases in certain fine level led to higher compliance from motorists.

50% of all complaints regarding city issued parking tickets resulted from MLEO activity

141,806 MLEO complaints

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286,659 total complaints

=

50%

60% of MLEO issued tickets resulted in complaints

141,806 complaints

÷

233,256 tickets issued by MLEO's

=

60%

7.7% of City of Toronto parking tickets are issued by MLEO's

238256 tickets issued by MLEO's

÷

3,108,663 total parking tickets issued by city

=

7.7%