

Revenue Services5100 Yonge Street, Lower Floor
Toronto, Ontario M2N 5V7

November 14, 2006

Tyler Wordsworth

tyler.wordsworth@gmail.com

Dear Mr. Wordsworth:

Re: On-line Parking Ticket Payment Fee

I am in receipt of your correspondence dated October 3, 2006 concerning the above referenced subject matter. I apologize for the delay in responding.

In your e-mail you express concern as the City of Toronto's Revenue Services Division, Parking Tag Operations Unit is now charging a user fee of \$1.50 for on-line payment of parking infraction notices.

Customers who choose to pay their parking infraction notices on-line are required to do so via credit card. Credit card companies charge the City of Toronto a fee for each transaction which is paid through this method. Given that the service fees charged to the City of Toronto have increased, in December 2005, the City of Toronto Council passed *By-law No. 1024-2005* to implement an administrative fee for on-line parking infraction notice payments. This administrative fee was implemented to offset the increased operating cost associated with the provision of this service.

If you do not wish to pay this fee, as an alternative you do have the option of making payment by mail or in person at any of the First Appearance Facilities. The various locations of these facilities are listed on the back of your parking infraction notice.

I trust this information is of assistance. However, should you have any further questions, please contact Christine Antonio, Coordinator, Customer Service, Correspondence at 416-395-0331.

Sincerely,



Anna Caruso
Supervisor,
Customer Service, Correspondence

AC/gf
Copy: Councillor Michael Walker

