

Subject: Updates to the Administrative Penalty System By-laws

File Number: ACS2026-FCS-REV-0002

Report to Finance and Corporate Services Committee on 7 April 2026

and Council 22 April 2026

Submitted on March 25, 2026 by Joseph Muhuni, Deputy City Treasurer, Revenue Services, Finance and Corporate Services Department

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Ward: Citywide

Objet : Modification des règlements sur le système de pénalités administratives

Numéro de dossier : ACS2026-FCS-REV-0002

Rapport présenté au Comité des finances et des services organisationnels

Rapport soumis le 7 avril 2026

et au Conseil le 22 avril 2026

Soumis le 2026-03-25 par Joseph Muhuni, trésorier municipal adjoint, Services des recettes, Direction générale des finances et des services organisationnels

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION

That the Finance and Corporate Services Committee recommend that Council approve the amendments to the Parking and Red Light Camera Administrative Penalty System By-laws as detailed in this report and in Documents 1 and 2.

RECOMMANDATION DU RAPPORT

Que le Comité des finances et des services organisationnels recommande au Conseil d'approuver les modifications des règlements sur le système de pénalités administratives pour le stationnement et les appareils photo reliés aux feux rouges, comme il est indiqué dans le présent rapport et dans les documents 1 et 2.

EXECUTIVE SUMMARY

Staff recommend amendments to the Parking Administrative Penalties System By-law and the Cameras Administrative Penalties System By-law, both previously approved by Council at its meeting of May 15, 2024 (ACS2024-FCS-SO-0001).

Key proposed updates include:

- 1) Improvements identified since initiation of the parking APS program:
 - Expanded timelines for recipients to pay or manage their penalty (ticket).
 - Clearer dispute and adjudication rules, using plain-language descriptions to ensure that recipients can better understand:
 - When they are eligible to submit a ticket adjudication request.
 - How adjudication decisions are made.
- 2) Consistency across APS programs: Aligning the Cameras APS By-law and Parking APS By-law wherever possible to ensure a consistent, predictable experience for residents.
- 3) Alignment with Provincial legislation by updating the Cameras APS By-law to:
 - Remove automated speed enforcement from scope per *Bill 56, 2025*.
 - Reflect current requirements under O. Reg 355/22 under the *Highway Traffic Act, 1990*.
- 4) Administrative and housekeeping updates:
 - Adjusted fee structures where required.
 - Updated delegated authority for penalty management from the Director, ServiceOttawa to the Deputy City Treasurer, Revenue, to reflect recent organizational changes.

Following Council approval of this report, staff will finalize and enact the changes to the Parking APS By-law (including changes to timelines) within six months. Staff will also finalize the Cameras APS By-law (to be updated to the Red Light Camera APS By-law) for enactment in advance of the launch of the RLC APS program.

RÉSUMÉ

Le personnel recommande des modifications au Règlement sur le système de pénalités administratives relatives aux infractions en matière de stationnement et au Règlement sur le système de pénalités administratives relatives aux infractions captées par caméra, tous deux approuvés par le Conseil lors de sa réunion du 15 mai 2024 (ACS2024-FCS-SO-0001).

Les principales mises à jour proposées sont les suivantes :

- 1) Améliorations relevées depuis le lancement du programme de SAP en matière de stationnement.
 - Prolongation du temps accordé aux destinataires pour payer ou gérer leur pénalité (billet).
 - Des règles plus claires en matière de contestation et d'adjudication, avec des descriptions en langage clair pour que les destinataires puissent mieux comprendre :
 - Quand ils sont admissibles à soumettre une demande d'adjudication de billet.
 - Comment les décisions d'adjudication sont rendues.
- 2) Cohérence entre les programmes de SPA. Harmonisation du Règlement sur le système de pénalités administratives relatives aux infractions captées par caméra et du Règlement sur le système de pénalités administratives relatives aux infractions en matière de stationnement dans la mesure du possible afin d'assurer une expérience cohérente et prévisible pour les résidents.
- 3) Harmonisation avec la législation provinciale en mettant à jour le Règlement sur le système de pénalités administratives relatives aux infractions captées par caméra afin de :
 - Retirer le contrôle automatisé de la vitesse du champ d'application conformément au *projet de loi 56 de 2025*.
 - Refléter les exigences actuelles du Règlement de l'Ontario 355/22 pris en vertu du *Code de la route de 1990*.

- 4) Mises à jour administratives et d'ordre général :
- Ajustement de la tarification, le cas échéant.
 - Mise à jour de la délégation de pouvoir pour la gestion des pénalités, passant du directeur de ServiceOttawa au trésorier municipal adjoint, Services des recettes, afin de refléter la restructuration récente.

Une fois ce rapport approuvé par le Conseil, le personnel mettra au point et en œuvre les modifications apportées au Règlement sur le SPA en matière de stationnement (y compris les modifications relatives aux délais) dans un délai de six mois. Le personnel finalisera également le Règlement sur le SPA relatif aux caméras (qui sera mis à jour pour devenir le Règlement sur le SPA lié aux appareils photo reliés aux feux rouges en vue de sa mise en œuvre avant le lancement du programme SPA régissant les appareils photo reliés aux feux rouges.

BACKGROUND

The purpose of this report is to provide for amendments to the by-laws which govern the City's Administrative Penalties System (APS) program, with a focus on continuous improvement to the client experience and stability of the program.

Council, at its meeting of May 15, 2024, approved report [ACS2024-FCS-SO-0001](#) which established the City's Administrative Penalty System for certain parking by-law and camera based infractions (automated speed enforcement [ASE] and red light camera [RLC] infractions). As further detailed in the 2024 report, the APS model has designated Screening Officers, as well as Council appointed adjudicators (Hearing Officers) to manage the dispute and resolution processes for parking by-law and camera-based infractions. Council also approved the following three by-laws: the Parking Administrative Penalties System By-law, the Cameras Administrative Penalties System By-law (yet to be enacted), and the Administrative Penalty System Appointment By-law.

Implementation of the camera penalties APS program was scheduled to begin following the launch of the parking penalties APS program in June 2025, but this plan was impacted by the Provincial elimination of ASE cameras in the fall of 2025 in accordance with [Bill 56, Building a More Competitive Economy Act, 2025](#). While elimination of ASE has impacted the scope and expected coverage of the APS program, staff are proceeding to plan for RLC implementation to align with Council's May 2024 approval. The elimination of ASE prompted a review of APS legislation for RLC and provided an opportunity to further align with the parking APS program for consistency. An update to the Cameras APS By-law is recommended, with housekeeping amendments including

removal of the ASE program from scope and to further align with improvements identified within the Parking APS By-law.

DISCUSSION

Staff have reviewed the Administrative Penalties System (APS) by-laws and recommend amendments to:

- Improve client service and resident ease of use of the Administrative Penalties System.
- Provide improved clarity to penalty (ticket) recipients.
- Increase timelines for the recipient to manage their ticket or submit payment.
- Reflect the elimination of automated speed enforcement when proceeding with APS for red light camera enforcement.
- Make administrative changes including fee structure adjustments.
- Change the delegated authority for ticket management from the Director, ServiceOttawa to the Deputy City Treasurer, Revenue, to reflect recent organizational changes.

Updates to the Parking APS By-law

For the Parking APS By-law, proposed updates include expanding the timeline for recipients to manage and/or to pay their penalty notice (ticket); adding clarifying language to ensure that recipients who submit adjudication requests can better understand eligibility and how decisions are made; and the delegation of authority change described above.

Timeline Changes

The Parking APS By-law provides the following timelines for penalty management:

- For 7 days after issuance, the penalty is within the Early Payment period, and on day 8, the amount due is updated to the Set Fine amount.
- Recipients can submit a screening request until day 16, on which day a Vehicle Owner Search Fee is added, and a late notice is sent. From days 16 to 30, a late screening request may be submitted.
- On day 31, the ability to submit a dispute closes, a Late Fee is added, and a second late notice is sent.

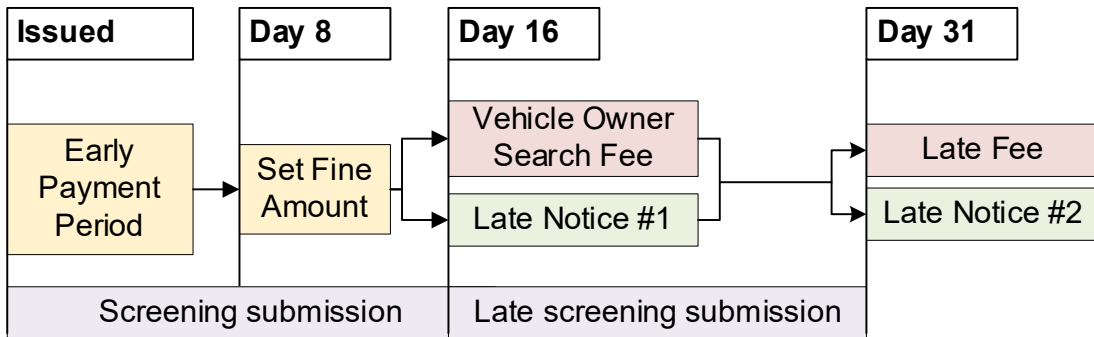
The changes proposed to the above structure are to:

- Extend the early payment period to end on day 16 instead of on day 8.
- Extend the period between the first late notice and the second late notice, to send the second late notice and add the Late Fee on day 46 rather than on day 31.

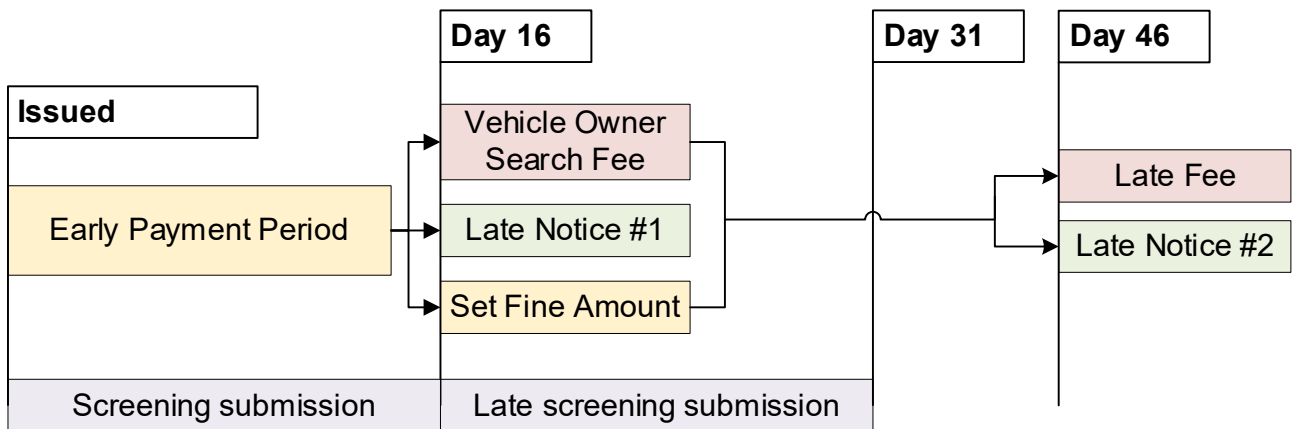
- Add language to the Vehicle Owner Search Fee definition to provide clarity in the fee's use for conducting address information searches and serving notices.

Figure 1: Changes to Parking APS By-Law Penalty Management Timelines

Current Timelines: Adjudication, Fees, and Notices



Proposed Changes



These changes will provide recipients with additional time to act at the early payment stage, as well as to allow sufficient time for recipients to act after receiving the penalty or the first notice. This change involves minor updates to Section 3: Penalty Notice, Section 7: Financial Administration, Schedule "A", which provides detail on the designated By-law infractions and detail of the early payment and set fine amounts, and Schedule "B", which explains the fees applied and situations where they apply.

Dispute Process Clarity Changes

Under the APS dispute model, the City allows for Screening and Hearing Officers to cancel or to vary penalties if undue financial hardship is proven, cancel the penalty if the infraction did not occur (for example as a result of an administrative error), or affirm (uphold) the penalty if the claim made in submitting the dispute is not proven. The *Municipal Act, 2001* Regulation 333/07 respecting administrative penalties provides for these requirements, which are also reflected in the Cameras APS by-law pursuant to the *Highway Traffic Act, 1990* (HTA) Regulation 355/22. As per the enabling statutes and regulations, controls are established by the City to ensure a fair and efficient method of resolving penalty disputes. Clarifying language is proposed to ensure clarity of the APS model to penalty notice recipients. This includes the addition of the following definitions and explanatory language:

- Defining “Undue Hardship” to ensure that those experiencing undue financial hardship have clarity on what must be provided in a claim to receive relief on a penalty.
- Adding clarifying language to:
 - o Section 4, Review by Screening Officer, and Section 5, Review by Hearing Officer, providing that decisions to grant cancellations, variances and extension for undue hardship will be made in cases where undue financial hardship is proven to materially compromise the vehicle owner’s ability to pay their administrative penalty.
 - o Section 3, Penalty Notice, and Schedule “B”, to clarify that fees set by By-law may be applied to the penalty.
 - o Section 5, Request for Review by Hearing Officer, for the Deputy City Treasurer, Revenue to review requests for accommodation by the recipient and to provide a Hearing in a format other than in-person, to ensure efficient time to return and implement these decisions.
 - o Section 5, Request for Review by Hearing Officer, clarifying that the Hearing Officer will rely on information provided during the previous Screening.
 - o Section 7, Financial Administration, clarifying that decision makers do not accept payment of the Administrative Penalty as payment is processed through the Client Service Centre, by mail, or by the online payment processing system.

The proposed updates aim to ensure that dispute eligibility is as transparent and clear as possible to penalty recipients and decision-makers. The intent is to make these changes to the by-law to continue to support equitable outcomes, ensuring the program is transparent and maintains sustainable operations.

Following an internal realignment, the responsibility for ticket management has transitioned to Revenue Services. As such, the delegated authority assigned to the Director, ServiceOttawa has been assigned to the Deputy City Treasurer, Revenue. To ensure the parking and cameras APS programs are consistent wherever possible, language has also been added to the Parking APS By-law in Schedule B to clarify that fees under the User Fees and Charges By-law may be applied going forward. In addition, the Plate Denial Enforcement Fee has been renamed to the Default Fee to align with the camera program. Staff also recommend proceeding with minor housekeeping edits in the Parking APS By-law to improve its clarity, simplicity, and organization.

All proposed updates are in accordance with the City's authority under the *Municipal Act, 2001* and Regulation 333/07 respecting administrative penalties.

Updates to the Cameras APS By-law

The Camera APS By-law has not yet been enacted, as the cameras APS program was scheduled to be completed as the second stage following the implementation of parking APS in June 2025. The proposed changes to the Cameras Administrative Penalties System By-law will also include the clarifying language identified within the Parking APS By-law and will include additional changes to reflect the O. Reg 355/22 under the HTA and the Provincial elimination of automated speed enforcement in accordance with [Bill 56, Building a More Competitive Economy Act, 2025](#).

Removal of Automated Speed Enforcement from Scope

References to ASE cameras will be removed from the scope of the Cameras APS By-law as these penalties are no longer being issued through ASE cameras effective November 14, 2025. ASE camera tickets issued prior to the implementation of Bill 56 continue to be processed under the Provincial Offences Act (POA) system. While the elimination of ASE cameras does not change the way the APS program is intended to be delivered, it does result in many references removed throughout the by-law particularly in the Recitals and in Schedule A, which defines the designated contraventions. An update to the delegated authority for administrative penalty cancellations within the Cameras APS By-law is also included as a result of ASE elimination to transfer from the Chief, By-Law and Regulatory Services to the Deputy City Treasurer, Revenue. The Deputy City Treasurer, Revenue is recommended to hold this delegated authority and other assignments of delegated authority within the by-law as the APS program adjudication process sits within Revenue Services' responsibility. Program policies and procedures will also be updated to reflect the administrative update as required.

Due to the removal of Automated Speed Enforcement from the By-law scope, it is also recommended that the title of the Cameras APS By-law be updated to the Red Light Camera Administrative Penalty System By-law.

Fee Structure Shift

Certain fees described in the Cameras APS By-law require adjustment or removal, and certain user fees have been identified as applicable.

- The Late Payment Fee is updated to clarify the language as prescribed by HTA Regulation 355/22 respecting Administrative Penalties. A recipient pays a Late Payment Fee of \$20 when the administrative penalty is sent to the Ministry of Transportation for enforcement purposes.
- In addition, a municipal component of the Plate Denial Enforcement Fee was included in the original By-law as is standard across POA ticketing regimes but is not permitted at this time for Camera APS.

The updated description of the Late Payment Fee clarifies that it is a direct recovery to the Ministry of the Attorney General, and new language has been added to the By-law to provide transparency to penalty recipients. In addition, the HTA Regulation 355/22 does not prescribe an additional Plate Denial Enforcement Fee for Camera APS programs and this fee has been removed from the By-law to ensure alignment with applicable legislation.

In addition to above clarifications, staff have confirmed the ability to apply user fees in select cases under the *Municipal Act, 2001* pursuant to the HTA Regulation 355/22 which permits a municipality to impose cost recovery fees or charges in respect of services related to an administrative penalty imposed, other than those prescribed in the Regulation. The following fees have been added to reflect the City's true costs in delivering specific services that may be imposed and collected during the penalty management process:

- A mailing fee, which covers the cost of sending a late notice.
- A regeneration fee, which covers the cost of providing additional copies of requested documents when they have previously been provided.
- A default fee, which includes the cost of internal collections services applied if a ticket is not paid within the defined timeframe and proceeds to default.

Additional user fees such as refund, redistribution, and non-sufficient funds user fees established in the User Fees and Charges By-law may apply as appropriate.

Minor organizational changes within Section 3: Penalty Order, Section 7: Financial Administration and Schedule B: Administrative Penalty System By-law Administrative Fees are made to reflect the above changes and to ensure overall fine and fee structure clarity. For example, Section 3: Penalty Order has also been updated to reflect all fees to be applied to a penalty order under O. Reg. 355/22, and Section 7: Financial Administration has been updated to reflect the changed framing of the Late Payment Fee and the use of User Fees. As aligned with the City User Fees and Charges Policy, the By-law adds fee waiver criteria in Section 7: Financial Administration.

Adjudication Request Timeline Changes

Following the opportunity to learn from the Parking APS program and to ensure a timely and efficient process for penalty recipients that is as consistent as possible between both programs, a minor extension to the timeline for recipients to submit an adjudication request is proposed for the Cameras APS By-law to align with the updates proposed in the Parking APS By-law.

Under the draft By-law, the current timelines are as follows:

- For 30 days following the date of deemed service, penalty recipients can submit a screening request.
- On day 31, the recipient may submit a late screening request.
- On day 46, if no action has been taken, the recipient's ability to submit a dispute ends.

Staff propose extending the period to submit a late screening request by 15 days, to end on day 61 rather than on day 46. This change will allow the recipient additional time to action their penalty within the late screening stage. The intent is to ensure that recipients are equipped with the utmost clarity and awareness of options available to manage their penalty. In addition to above changes a minor adjustment is made to Section 8: General to clarify that timelines are not dependent on statutory holidays.

Figure 2: Changes to RLC APS By-Law Adjudication Request Timelines

Current Timelines: Adjudication Requests

Date of Deemed Service	Day 31	Day 46
Screening submission	Late screening submission	

Proposed Changes

Date of Deemed Service	Day 31	Day 61
Screening submission	Late screening submission	

Dispute Process Clarity Changes

It is a priority of the overall APS program that penalty recipients and decision-makers have the benefit of consistency wherever possible in penalty and dispute management. To align both APS by-laws, staff recommend updating the Cameras APS By-law with the same dispute clarity updates and definitions as are proposed in the Parking APS By-law.

To align with the prescribed requirements under O. Reg 355/22, the Cameras APS By-law is also updated to provide for the ability for a Screening or Hearing Officer to cancel a penalty should they find that the recipient was charged with a duplicate offence under the *Highway Traffic Act, 1990* in respect of the same contravention.

Minor administrative edits to promote clarity to users of the Cameras APS By-law or to ensure verbiage consistency with the Parking APS By-law are also recommended. For example, the definition of “Administrative Fees” is removed as the By-law already includes a definition of “Fees” that is more inclusive. In addition, a minor wording clarity amendment is made to the definition of “Enforcement Officer”, to clarify that offences under this By-law are prescribed contraventions under the *Highway Traffic Act, 1990*. In addition, strike-outs are made in Section 3: Penalty Order and Section 7: Financial Administration where information has been duplicated elsewhere in the By-law, and in Section 5: Review by Hearing Officer where the Hearing Officer’s ability to call a witness is not permissible under the O. Reg 355/22.

All proposed updates to the By-law are in accordance with the City's authority under the *Municipal Act, 2001* and the *Highway Traffic Act, 1990*.

Conclusion and Next Steps

Staff have identified the above changes to improve client service and provide further clarity and consistency for the APS program for both parking and red light camera infractions. By providing additional time for recipients to action their penalties, and by allowing greater understanding of the APS fees, dispute process eligibility and decision-making, changes to the APS by-laws promote clarity of the penalty management process and clear, timely channels for penalty relief while ensuring the operational stability of the program.

Upon approval of this report, staff will work with Legal Services to finalize the updates to the Parking APS By-law which are substantially in the form described in Document 1, for enactment. The amendments respecting the variance in timelines will be implemented within six months, following adequate time for the penalty case management system vendor to make the required timeline changes and for sufficient testing to occur. Staff will also work with Legal Services to finalize the Red Light Camera Administrative Penalties System By-law substantially in the form described in Document 2, for enactment in advance of program launch.

FINANCIAL IMPLICATIONS

There are no financial implications directly associated with this report.

LEGAL IMPLICATIONS

There are no legal impediments to approving the recommendations in this report. The recommended By-law updates are in accordance with the City's authority under the *Municipal Act, 2001* and the *Highway Traffic Act, 1990*.

COMMENTS BY THE WARD COUNCILLOR(S)

This is a citywide report.

CONSULTATION

Consultations were conducted with staff from ServiceOttawa, Traffic Services, Revenue Services, By-law and Regulatory Services and Legal Services regarding the amendments to the by-laws.

ACCESSIBILITY IMPACTS

Any initiatives and outcomes resulting from the Updates to the Administrative Penalty System by-laws will be guided by a legislated accessibility framework that includes the City's Accessibility Policy and the *Integrated Accessibility Standards Regulation*, O.Reg. 191/1 of the *Accessibility for Ontarians with Disabilities Act*, 2005.

The APS has been developed with accommodations procedures in place to allow ticketholders to access penalty adjudication options in a variety of scenarios, including allowing for alternative meeting formats as well as accessible formats and communication supports available upon request throughout the entire penalty management process.

As outlined in the report to Council in May 2024, there are numerous positive impacts to pedestrians, including persons with disabilities and older adults through the use of the APS. This includes increased safety from improving the flow of traffic, as well as deterring behaviors that are a risk to public safety such as the reduction of running red lights. It should be noted that as a result of the changes from Bill 56 (*Building a More Competitive Economy Act*, 2025), there may be associated negative impacts to pedestrians, including persons with disabilities and older adults as the ASE program served as a deterrent to speeding.

The City is committed to on-going consultation with the community of persons with disabilities as well as the Accessibility Advisory committee as appropriate regarding future projects and initiatives resulting from these changes.

DELEGATION OF AUTHORITY IMPLICATIONS

Delegated authority is continued in both APS by-laws for the administrative cancellation of penalty notices. Such authority is exercised by the Chief, By-law and Regulatory Services for parking penalties and Director, Revenue Services for red light camera penalties. In addition, delegated authority to the Director, ServiceOttawa within both by-laws to appoint Screening Officers, recommend Hearing Officers for Council appointment and other administrative processes is transferred to the Deputy City Treasurer, Revenue to reflect recent organizational changes bringing the ticket management program into Revenue Services.

INDIGENOUS GENDER AND EQUITY IMPLICATIONS

The APS Program Branch strives to ensure that culturally and linguistically appropriate education and messaging related to the APS program are effectively communicated to

residents. The Branch works closely with its partners to apply an equity lens to identify and monitor potential impacts this program may have on equity-denied groups and strives to ensure appropriate feedback mechanisms are in place for all residents.

RISK MANAGEMENT IMPLICATIONS

There are no risk management concerns arising from this report.

RURAL IMPLICATIONS

This is a citywide report.

TERM OF COUNCIL PRIORITIES

This report supports all 2023-2026 Term of Council Priorities:

- A city that has affordable housing and is more liveable for all
- A city that is more connected with reliable, safe and accessible mobility options
- A city that is green and resilient
- A city with a diversified and prosperous economy

SUPPORTING DOCUMENTATION

Document 1 – A by-law of the City of Ottawa to establish an Administrative Monetary Penalty System (APS) for contraventions of traffic and parking by-laws within the City of Ottawa, and to amend By-law 2025-156.

Document 2 - A by-law of the City of Ottawa to establish and implement an Administrative Monetary Penalty System (APS) for contraventions detected using red-light cameras within the City of Ottawa.

DISPOSITION

Revenue Services will work with Legal Services to finalize the required by-laws, and, in consultation with the City Clerk, will place these by-laws on the agenda for Council enactment. Revenue Services and internal partners will update the related policies, guidelines and procedures associated with the APS Program to reflect the by-law updates approved by Council.

Note: A correction was made to this report further to the City Clerk's Delegated Authority, as set out in Schedule C, Section 9 of Delegation of Authority By-Law 2025-69, to replace "will" with "may" on page 6 of Document 1 to reflect the correct wording of the existing by-law.