

Decision Regarding Findings Report INV-24-43 Concerning Policing Provided by the Toronto Police Service

Decision By:

Joseph Maiorano, Deputy Inspector General of Policing

I. INTRODUCTION

- [1] This decision addresses a complaint received by the Inspector General of Policing against the Toronto Police Service (“TPS”), alleging that the police failed to adequately enforce the Highway Traffic Act (“HTA”) in respect of cyclists. An inspector with Ontario’s Inspectorate of Policing (“IoP”) investigated the complaint to determine whether the TPS failed to comply with the *Community Safety and Policing Act, 2019*, SO 2019, c 1, Sch 1 (the “Act”) or its regulations.
- [2] Following a review of the inspector’s Findings Report,¹ which is attached to this Decision as Appendix A, and for the reasons that follow, I conclude that the TPS has complied with the Act and the regulations.

II. BACKGROUND

- [3] Between September 14, 2023 and May 17, 2024, the complainant submitted five online neighbourhood traffic complaints to the TPS regarding cyclist behavior at three four-way stop intersections along Wellington St. These intersections fall within the area of policing responsibility of 14 Division, TPS.
- [4] The complaints may be summarized as follows:
- i. September 14, 2022: The complainant expressed concern about the frequent failure of cyclists to stop at the designated intersections. The complainant sought to have cyclists ticketed in a manner similar to motorists.
 - ii. August 27, 2023: The complainant reported that newly installed bike lanes had created significant safety issues for both pedestrians and vehicles, citing an incident where he was clipped by a cyclist.
 - iii. September 13, 2023: The complainant described the bike lanes as a “disaster”, alleging that cyclists were speeding through intersections without regard for traffic or pedestrian safety.
 - iv. May 1, 2024: The complainant submitted a video showing a cyclist riding through a stop sign in the bike lane, passing a police cruiser parked nearby. He claimed this was one of approximately 100 daily incidents of cyclists disregarding stop signs within the bike lanes. He also stated that the video highlights officers neglecting to enforce the rules with cyclists.

¹ Section 123 of the Act requires an IoP inspector who completes an investigation of a complaint to report their findings to the Inspector General. This report is redacted to comply with the *Publication of Findings Reports and Directions under Sections 123 and 125 of the Act Regulation*, O Reg 317/24.

- v. May 17, 2024: The complainant reported a significant increase in incidents and confrontations involving cyclists failing to stop at intersections. He described the issue as urgent and ongoing, stating the community is frustrated with what they perceive as selective enforcement of traffic rules. Specifically, he noted that officers regularly monitor the intersection at Walnut and Wellington to pull over vehicles, while allowing numerous cyclists to ride through the bike lane stop signs without consequences.

[5] The complainant perceives this as a double standard, emphasizing that cyclists are equally subject to the HTA and should be held accountable under the same enforcement standards.

III. ISSUES

[6] The issue is whether the TPS provided “adequate and effective policing”, as required by the Act and its regulations, in respect of the cyclist enforcement matters reported by the complainant.

IV. ANALYSIS

[7] The inspection undertook a detailed review of TPS records to assess its responses to the specific complaints reported by the complainant, as well as a review of its community initiatives and enforcement strategies.

Complaint Responses by TPS

[8] For simplicity, I will briefly address the TPS enforcement responses to the complainant’s several complaints:

- i. September 14, 2022: The TPS conducted directed enforcement in the area. Between September 21 through September 30, six enforcement reports were filed, documenting four tickets for cyclists disobeying stops signs and three warnings. The complainant was not notified of the outcome.
- ii. August 27, 2023: The complaint was closed some 7 weeks later, with the report noting on-going road construction and signage explicitly directing cyclists not to use the bike lanes. The complainant was not notified of the outcome.

- iii. September 13, 2023: The complaint was closed some 8 weeks later, with the report noting that police were aware of on-going complaints about cyclists but the criteria for a Community Policing Initiative (CPI) were not met. The complainant was not notified of the outcome.
- iv. May 1, 2024: The complaint was closed five days later, with the report noting that police were aware of the issue but that it did not meet the criteria for a CPI. The complainant was not notified of the outcome.
- v. May 17, 2024: The TPS conducted directed enforcement at three intersections along Wellington Street between June 6 through July 2024, focusing on cyclists. Six enforcement reports were filed, documenting 31 HTA tickets and two cautions. The complaint was closed in January 2025. The complainant was notified by police of the outcome.

Other Enforcement Initiatives

[9] Other TPS initiatives in the area included a 14 Division CPI commencing on May 23, 2024 in response to multiple public complaints regarding cyclists, e-bike operators and motorized scooter operators driving recklessly on sidewalks and failing to stop at red lights and stop signs. Other directed enforcement efforts by 14 Division were documented in some 90 supplemental enforcement reports as of March 2025.

[10] Specific traffic data for one of the Wellington St W intersections reported by the complainant revealed a high level of traffic enforcement by the TPS at the specific intersection and within a 600-metre radius of the intersection.

[11] Moreover, 14 Division employs CPIs to address a variety of community-based complaints relating to trespassing, public graffiti and traffic violations. The criteria for instituting CPIs are rationale and effectively related to enforcement targeting the impugned behaviours. I am also satisfied that the design and implementation of CPIs is reasonable given the volume of complaints, the police resources at hand, and the severity of risk posed by the impugned behaviours.

[12] Finally, the TPS align their enforcement efforts with the City's Vision Zero Road Safety Plan, which is "a comprehensive action plan focused on reducing traffic-related fatalities and serious injuries on Toronto's streets. Launched in July 2016, the Plan prioritizes the safety of the most vulnerable road users through a range of initiatives."²

Adequate and Effective Policing

[13] Section 11 of the Act requires a police service board and its police service to provide "adequate and effective policing" in a variety of functions, in accordance with the standards prescribed in the regulations.³ Law enforcement – and here, traffic enforcement – is one of those functions.

[14] The prescribed standards are set out in the *Adequate and Effective Policing (General)* regulation, O Reg 392/23 (the "Regulation"). Section 5 requires that the "law enforcement" function include:

Standards

5. (1) The following standards for adequate and effective policing, relating primarily to law enforcement, are prescribed:

1. Community patrol shall be provided, using a police service's own police officers, and shall consist of,
 - i. general patrol, and
 - ii. directed patrol in the areas and at the times where it is considered necessary or appropriate.

² For details of the Vision Zero Road Safety Plan and real-time dashboard, see:

<https://www.toronto.ca/services-payments/streets-parking-transportation/road-safety/vision-zero/vision-zero-dashboard/>.

³ Section 11 reads:

Adequate and effective policing

11 (1) Adequate and effective policing means all of the following functions provided in accordance with the standards set out in the regulations, including the standards with respect to the avoidance of conflicts of interest, and with the requirements of the [Canadian Charter of Rights and Freedoms](#) and the [Human Rights Code](#):

1. Crime prevention.
2. Law enforcement.
3. Maintaining the public peace.
4. Emergency response.
5. Assistance to victims of crime.
6. Any other prescribed policing functions.

[15] This requirement, like all the prescribed requirements, is further subject to a “reasonableness standard”, which is described in section 2 of the Regulation. It establishes that:

Generally applicable standard

2. (1) A policing function shall be provided to an extent and in a manner that is reasonable, having regard to the following factors:

1. The policing needs of the community.
2. The geographic and socio-demographic characteristics of the police service’s area of policing responsibility.
3. The extent to and manner in which the policing function is effectively provided in similar communities in Ontario.
4. The extent to which past provision of the policing function by the police service has been effective in addressing the policing needs of the community.
5. Best practices respecting the policing function.

[16] TPS records establish that traffic complaints in 14 Division are frequent. There are numerous bike lanes within the Division and no dedicated traffic enforcement unit. Nevertheless, traffic complaints and directed traffic enforcement are managed by the local crime prevention officer. Due to the high volume, not all complaints can lead to traffic CPIs. Instead, each complaint is assessed based on established factors. Even where a complaint does not lead to a CPI, it can lead to an internal bulletin to officers to raise awareness of the issue.

[17] Overall, the data revealed a high level of traffic enforcement by the TPS. Although the enforcement does not specifically focus on cyclists, it is clear that the TPS are following a thoughtful traffic strategy driven by the requirements of a larger Vision Zero plan using dedicated Vision Zero enforcement officers.

[18] There is also evidence that the strategy incorporates the dual role of traffic enforcement, and where appropriate, education of motorists and cyclists.

[19] In respect of the complainant’s complaints, the TPS reviewed and assessed each according to the information provided and their internal criteria for directed enforcement. Those criteria are logically tied to the larger Vision Zero Road Safety Plan and inform how the TPS will respond to traffic enforcement complaints with finite resources, based on data-driven metrics.

[20] The TPS did, however, acknowledge that there should have been better communication with the complainant regarding the outcome of the submitted complaints.

V. CONCLUSION

[21] The TPS has employed a structured process for receiving, reviewing and assessing traffic complaints, including internal communications to raise awareness for areas of traffic concern. Where appropriate, complaints are then addressed by directed traffic enforcement that focusses on motorists, cyclists and other road users.

[22] In the first several complaints, TPS' external communications with the complainant left room for improvement. The TPS has undertaken to improve their communication strategy with members of the public in these respects.

[23] In conclusion, I am satisfied that the TPS has complied with the Act and its regulations.

Date: September 24, 2026

Original Signed By

Joseph Maiorano
*Deputy Inspector General of
Policing*

FINDINGS REPORT

Toronto Police Service

**Section 107(1)(a) Policing
Complaint Investigation**
(INV-24-43)

Submitted to:
Ryan Teschner
Inspector General of Policing of
Ontario

July 24, 2026

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ABOUT THE INSPECTOR GENERAL OF POLICING AND THE INSPECTORATE OF POLICING

The Inspector General of Policing drives improved performance and accountability in policing and police governance by overseeing the delivery of adequate and effective policing across Ontario. The Inspector General ensures compliance with the province's policing legislation and standards, and has the authority to issue progressive, risk-based and binding directions and measures to protect public safety. Ontario's Community Safety and Policing Act embeds protections to ensure the Inspector General's statutory duty is delivered independently from government.

The Inspector General of Policing leads the Inspectorate of Policing (IoP). The IoP provides operational support to inspect, investigate, monitor, and advise Ontario's police services, boards and special constable employers. By leveraging independent research and data intelligence, the IoP promotes leading practices and identifies areas for improvement, ensuring that high-quality policing and police governance is delivered to make everyone in Ontario safer.

In March 2023, Ryan Teschner was appointed as Ontario's first Inspector General of Policing with duties and authorities under the Community Safety and Policing Act. Mr. Teschner is a recognized expert in public administration, policing and police governance.

For more information about the Inspector General of Policing or the IoP, please visit www.iopontario.ca.

INTRODUCTION

This is a report to the Inspector General of Policing by an inspector appointed by the Inspector General, who has completed an investigation under Part VII of the [Community Safety and Policing Act, 2019](#) (CSPA).

OVERVIEW OF INVESTIGATION

The Complaint

A written complaint was forwarded by the Law Enforcement Complaints Agency (LECA) to the Inspector General under the provisions of section 108 of the CSPA. This complaint alleges a lack of enforcement by the Toronto Police Service (TPS) regarding cyclists violating the Highway Traffic Act (HTA). The complainant raises public safety concerns, noting that pedestrians in his neighbourhood are frequently clipped by cyclists who fail to stop at stop signs.

The complainant further alleges that he has video evidence showing police officers stopping motor vehicles while ignoring cyclists committing similar infractions. The complainant perceives this as a double standard, emphasizing that cyclists are equally subject to the HTA and should be held accountable under the same enforcement standards.

Additionally, the complainant reports that community complaint forms are regularly submitted but receive no follow-up or acknowledgement from the police service.

The Subject Police Service

Name of Police Service: Toronto Police Service

Service Headquarters: 40 College St., Toronto, ON M5G 2J3

Chief of Police: Myron Demkiw

Chief of Police since December 2022

Service Total Strength: (Actual & Authorized)

- Number of sworn members:
Actual: 5340
Authorized: 5542
- Number of civilian members:
Actual: 2587
Authorized: 2665

Geographic Service Area

- 653.3 Square Kilometers
- Community Population of approximately 3,179,255

Applicable Legislative and Regulatory Provisions

Section 11(1) of the CSPA provides that “adequate and effective” policing means all of the following functions provided in accordance with the standards set out in the regulations, including the standards with respect to the avoidance of conflicts of interest, and with the requirements of the *Canadian Charter of Rights and Freedoms* and the *Human Rights Code*:

1. Crime prevention.
2. Law enforcement.
3. Maintaining the public peace.
4. Emergency response.
5. Assistance to victims of crime.
6. Any other prescribed policing functions.

Ontario Regulation 392/23: ADEQUATE AND EFFECTIVE POLICING (GENERAL)

was reviewed having regard to the allegations made in the complaint.

Ontario Regulation 125/24: TRANSITIONAL MATTERS

The event under investigation began on September 14, 2022, prior to the coming into force of the CSPA on April 1, 2024, and continued to May 17, 2024, after the transition date.

In accordance with section 3 of Ontario Regulation 125/24, where an event forms part of a series that spans both before and after the transition date, the Inspector General may exercise authority under the CSPA in respect of the entire series.

SUMMARY OF THE INVESTIGATION CONDUCTED

Toronto Police Service Records

Complainant’s Neighbourhood Traffic Complaints Regarding Cyclists

Between September 14, 2022 and May 17, 2024, the complainant submitted five online neighbourhood traffic complaints to the TPS concerning cyclist behavior at three four-way stop intersections along Wellington Street:

Wellington/Walnut, Wellington/Niagara, and Wellington/Tecumseh, in 14 Division.

- **September 14, 2022:** The complainant expressed concern about the frequent failure of cyclists to stop at the designated intersections, stating that cyclists should be ticketed similarly to motorists. On September 16, 2022, targeted enforcement was initiated in the area. Officers were directed to mark their presence at the location for directed patrol enforcement and submit supplemental community policing action reports. Between September 21 and 30, 2022, six reports were filed, resulting in four tickets for disobeying stop signs and three warnings. The complainant was not notified of the outcome.
- **August 27, 2023:** The complainant reported that newly installed bike lanes had created significant safety issues for both pedestrians and vehicles, citing an incident where he was clipped by a cyclist. The complaint was closed on October 17, 2023, with comments noting ongoing construction and signage instructing cyclists not to use the bike lanes. The report indicated the complainant was not notified.
- **September 13, 2023:** The complainant described the bike lanes as a “disaster,” alleging that cyclists were speeding through intersections without regard for traffic or pedestrian safety. A conclusion report dated November 14, 2023, acknowledged that officers were aware of ongoing complaints about cyclists but determined that the issue did not meet the criteria for a Community Policing Initiative (CPI). The complainant was not notified.
- **May 1, 2024:** The complainant submitted a video showing a cyclist riding through a stop sign in the bike lane, passing a police cruiser parked nearby. He claimed this was one of approximately 100 daily incidents of cyclists disregarding stop signs within the bike lanes. He also stated that the video highlights officers neglecting to enforce the rules with cyclists. The report was closed on May 6, 2024, with the note that officers had been made aware of the issue, however it was determined that the report did not warrant a CPI. The complainant was not notified of the decision.

- **May 17, 2024:** The complainant reported a significant increase in incidents and confrontations involving cyclists failing to stop at intersections. He described the issue as urgent and ongoing, stating the community is frustrated with what they perceive as selective enforcement of traffic rules. Specifically, he noted that officers regularly monitor the intersection at Walnut and Wellington to pull over vehicles, while allowing numerous cyclists to ride through the bike lane stop signs without consequences. He emphasized that this double standard endangers parents and children going to and from school, during peak hours. The complainant re-submitted the video evidence of this behaviour and expressed concern that many previous community complaints have been ignored.

In response, targeted enforcement focusing on cyclists disobeying stop signs at the three intersections along Wellington Street was initiated on June 6, 2024, and continued through the end of July.

During this period, six enforcement reports were submitted, resulting in 31 Highway Traffic Act (HTA) charges and two cautions. One report indicated that five charges were laid under the HTA Section 104, which requires individuals under the age of 18 operating bicycles, as well as all operators of motor-assisted bicycles regardless of age, to wear an approved helmet. The specific nature of the remaining charges was not detailed in the reports.

A closing report dated January 15, 2025, confirmed that an officer had been in contact with the complainant. The complainant also reached out to the City of Toronto regarding signage improvements and educational campaigns, and the officer was copied on these communications. The report noted a new CPI may be opened if necessary.

Ongoing Divisional Cyclist Enforcement

Additionally, a CPI, unrelated to the complainant, was reviewed for 14 Division regarding cyclist enforcement. This initiative began on May 23, 2024, in response to multiple public complaints concerning cyclists, e-bikes, and motorized scooters operating recklessly on sidewalks and failing to stop at red lights or stop signs. On November 20, 2024, the CPO for this initiative emailed 14 Division personnel providing an update that the most common on-going complaint throughout the Division was e-bikes running stop signs – and especially, riders on the sidewalk. Reference material was distributed regarding regulations for both motorized vehicles and bicycles; regulations that pertain to bicycles only; and regulations passed pursuant to the Toronto Municipal Code.

Targeted enforcement in specific areas throughout 14 Division resulted in approximately 90 supplemental reports as of March 2025. At that time, the CPI remained ongoing due to the volume of complaints.

Toronto Police Service – Traffic Data for the area of Wellington St W and Walnut Ave

Between January 1st, 2023, and December 31st, 2024, there were no cyclist-specific offences or cyclist-involved motor vehicle collisions recorded directly at the intersection of Wellington Street West and Walnut Avenue. However, 378 tickets were issued at the intersection for general traffic violations, with 232 of those for failing to stop at a stop sign. Following manual review of the specified 232 tickets for failing to stop at a stop sign, it was determined that 6 tickets were issued to cyclists. Within a 600-meter radius of the intersection, enforcement activity was significantly higher, with 8,387 tickets and 1,869 warnings issued. Among these, 9 cyclist-specific offences were recorded—5 in 2023 and 4 in 2024—all for riding in a crosswalk, resulting in 6 Provincial Offence Tickets and 3 warnings. During the same period, there were 32 motor vehicle collisions involving cyclists within the 600-meter buffer: 18 in 2024, primarily concentrated around Queen Street West between Strachan Avenue and Bathurst Street; and 15 in 2023, mostly near King Street West between Strachan Avenue and Tecumseth Street.

Interview of Complainant

The complainant stated that there are multiple four-way stop intersections along Wellington Street, where a two-way bike lane runs along the south side. He noted that there are stop signs specifically for cyclists, but officers stationed at these intersections appear to focus mainly on vehicle enforcement. He claimed that officers have told him cyclists often do not carry identification, making it harder to issue tickets, and that tickets are frequently thrown out. He also mentioned that the city lowered the fine for running stop signs, making it not worth issuing tickets and potentially leading to negative public perception.

The complainant said he has made numerous informal complaints and submitted online complaints. When he called TPS and shared what officers had told him, he was informed that officers are mandated to ensure cyclists are riding according to the Highway Traffic Act. He recalled that there was possibly a targeted enforcement “sting” that lasted about a week or two in relation to his complaints. He advised that he never received any auto-generated emails confirming submission or any correspondence from the police service regarding his complaints. After a phone call to the police service regarding his concerns, he was advised to reach out to the Community Response Unit (CRU), where he spoke with an officer. He also mentioned that his proposal to the city for more detailed stop signs for cyclists did not go anywhere.

TPS Interview

A TPS Staff Sergeant from the Community Response Unit explained that community complaints such as trespassing, graffiti, and traffic violations, are directed to the Community Response Unit (CRU), where Crime Prevention Officers (CPOs) determine the appropriate course of action. Each Division has a CRU and a designated CPO. If deemed suitable, the CPO may initiate a Community Policing Initiative (CPI) based on the complaint. CPIs are tracked and searchable on internal dashboards, which display the number of open CPIs, their status, location, and response history.

TPS advised that frontline officers respond to CPIs as part of their regular duties. Once initiated, CPIs are assigned to frontline officers to address during their shifts. Officers are expected to conduct enforcement and submit supplementary reports. Due to the high volume of complaints, not all reports result in a CPI. TPS explained that CPIs must remain manageable. Ideally, they should be resolved within two to six weeks to avoid becoming stale, though timelines may vary depending on factors such as the nature of the event, time required to have enforcement, and if the offending behaviour has decreased. The number of active CPIs should be limited to ensure effective enforcement. Traffic-related CPIs are based on factors such as officer assessments, public safety concerns, proximity to school zones, multiple complaints, prior CPIs, and collision and dashboard data. If a complaint does not meet the threshold for a CPI, it may be closed or flagged for special attention through internal communications. If a report is deemed not to meet the threshold for a CPI, it may be due to other ongoing traffic strategies addressing similar concerns.

TPS stated that traffic complaints are frequent in 14 Division. With bike lanes throughout the area, CPOs must consider which CPIs are currently active before initiating new ones. As there is no dedicated traffic unit in the Division, traffic CPIs are managed by CPOs and can be handled by Vision Zero officers. Officers assigned to Vision Zero are dedicated to traffic enforcement and do not respond to radio calls. Additionally, the entire Division is informed of traffic CPIs.

TPS explained that cyclist enforcement is discussed weekly at the Crime Traffic Order Management (C-COM) meeting, which includes updates on crime trends, arrests, CPI activity, and traffic enforcement. Cyclist violations under the HTA are regularly addressed, along with infractions such as riding on sidewalks and e-bike related complaints that overlap with cyclist concerns. These virtual meetings are attended by approximately 60 officers, and the information is also emailed to all staff in the Division.

TPS noted that e-bike complaints are becoming increasingly frequent. Most complaints now concern e-bikes, rather than cyclists, and the affected areas vary. One CPI involving e-bikes was initiated after an individual was injured, highlighting the public safety element.

TPS acknowledged that challenges exist with cyclist compliance, particularly due to the absence of licencing and mandatory training requirements. Some cyclists are unaware of the rules of the road, and officers play a dual role in both enforcing traffic laws and educating road users.

TPS emphasized the importance of customer service. Officers are responsible for ensuring that CPIs are adequately and effectively enforced and there should be some communication with the complainant throughout the process.

TPS explained, the complaint submitted on May 17, 2024 was escalated to a CPI due to more detailed information provided and prior submissions by the complainant. This initiative was actioned by Vision Zero officers and there was communication between the CPO and the complainant.

INVESTIGATION FINDINGS

I make the following findings, relying on the material and information collected during the investigation and now contained in this report:

- 1. Between September 2022 and May 17, 2024, the complainant submitted a total of five online neighbourhood traffic complaints to the Toronto Police Service (TPS). These complaints specifically addressed concerns regarding cyclists failing to stop at three four-way stop intersections located along Wellington Street within 14 Division. The intersections identified were Wellington Street at Walnut Avenue, Wellington Street at Niagara Street, and Wellington Street at Tecumseh Street.**
 - a. TPS provided five General Occurrence reports submitted by the complainant on September 14, 2022, August 27 and September 13, 2023, and May 1 and May 17, 2024. Each report documented concerns regarding cyclists failing to stop at stop signs in his neighborhood.

- 2. From the five community traffic complaints submitted by the complainant, two resulted in a Community Policing Initiative (CPI), where officers were tasked with enforcing cyclist compliance at stop signs in the affected areas. One complaint was closed due to ongoing construction in the area, and two were closed as not meeting the criteria for a CPI and indicated that officers were made aware of the concerns. The complainant was in contact with an officer on only one occasion.**
 - a. TPS responded with targeted enforcement between September 21 and 30, 2022, in relation to the complaint submitted on September 14, 2022. This enforcement resulted in six supplementary reports, indicating that four tickets for disobeying stop signs and three warnings were issued. The complainant was not notified of the outcome.
 - b. The complaint submitted on August 27, 2023, was closed with comments noting ongoing construction and signage instructing cyclists not to use the bike lanes. The report indicated the complainant was not notified.

- c. The September 13, 2023, report was concluded with a note stating that officers were aware of ongoing complaints about cyclists but determined that the complainant's concern did not meet the criteria for a CPI. The report indicated that the complainant was not notified.
- d. The report from the complaint submitted on May 1, 2024, was closed with a note advising that officers had been made aware of the issue, but the report did not warrant a CPI. The complainant was not notified.
- e. A CPI was initiated on June 6, 2024, in response to the complaint submitted on May 17, 2024. Targeted enforcement focusing on cyclist disobeying stop signs in the area resulted in six enforcement reports between June 13 and July 31, 2024. In total, 31 HTA charges and two cautions were issued. The closing report dated January 15, 2025, confirmed that an officer had been in contact with the complainant. Additionally, an email from the complainant to a Toronto City Councillor regarding improved signage and better education campaigns was copied to the officer.
- f. The complainant confirmed that he had submitted multiple online reports and received no auto-generated emails or responses from the service in relation to his complaints.
- g. He advised that he was in contact with an officer regarding his last complaint after calling the CRU for follow-up.
- h. The complainant recalled that enforcement related to his concerns lasted approximately one to two weeks.
- i. TPS advised that due to the high volume of complaints, not all reports can result in a CPI, as they must remain manageable to ensure effective enforcement by officers.
- j. To determine whether a traffic-related CPI is warranted, the CPO will assign an officer to attend the area and assess the concern. The CPO must also consider several factors, including public safety implications, proximity to school zones, the volume of complaints received, data from prior CPIs, collision statistics, and dashboard data relevant to the affected area. Additionally, the CPO will take into account any other ongoing traffic strategies that address similar issues.

- k. TPS explained that several factors impact the timeframe of a CPI, including the nature of the complaint, the time required for effective enforcement, and whether the offending behaviour has decreased.
 - l. An ongoing CPI addressing multiple complaints about cyclists and e-bike riders operating on sidewalks and failing to stop at stop signs and red lights throughout 14 Division was initiated on May 23, 2024. On November 20, 2024, email correspondence to the Division advised that, due to continued public concern regarding e-bike behaviour, the CPI remained active.
 - m. If a report does not warrant a specific CPI, it may be flagged for special attention through internal communications within the Division and subsequently closed.
 - n. TPS advised that during Divisional weekly C-Comm meetings, there is a traffic component that addresses cyclist and e-bike violations under the HTA, along with other infractions such as riding on sidewalks.
 - o. TPS explained that the complainant's submission on May 17, 2024, was escalated to a CPI due to the detailed information provided and multiple submissions made by the complainant. This initiative was actioned by Vision Zero officers, who are dedicated to traffic enforcement and do not respond to radio calls.
 - p. TPS advised that they strive to provide customer service and there should be some communication with the complainant, as occurred during the last submission on May 17, 2024.
- 3. Between January 1st, 2023, and December 31st, 2024, TPS did not record any cyclist - specific offences or cyclist-involved Motor Vehicle Collisions (MVCs) directly at the intersection of Wellington Street West and Walnut Avenue. However, 378 tickets were issued at the intersection for general traffic violations, with 232 of those for failing to stop at a stop sign.**
- a. TPS did not have data indicating that cyclist involved MVC's occurred at the intersection of Wellington Street West and Walnut Avenue between January 1, 2023, and December 1, 2024.

- b. However, within a 600-metre buffer of the intersection, 18 cyclists involved MVC's occurred in 2024, with a higher concentration around Queen Street West between Strachan Avenue and Bathurst Street, as well as Bathurst Street between Richmond Street and Front Street. In 2023, 15 cyclists involved MVCs occurred, with a higher concentration around King Street West between Strachan Avenue and Tecumseth Street.
- c. TPS did not have data indicating that cyclist specific ticket offences were issued during 2023 and 2024 at the intersection of Wellington Street and Walnut Avenue.
- d. However, during that time frame, 378 tickets were issued at the intersection for offences not specific to cyclists, including 232 tickets for "Disobey Stop Sign – Fail to Stop."
- e. Following manual review of the specified 232 tickets for "Disobey Stop Sign - Fail to Stop" at the specified intersection, it was determined that 6 tickets were issued to cyclists.
- f. TPS data indicated that within a 600-meter radius of the intersection, 8,387 tickets and 1,869 warnings were issued. Of these, 9 cyclist specific offences were recorded, 4 in 2024, 5 in 2023. In total, 6 were Provincial Offences Tickets and 3 were warnings. The offence for all tickets was "Cyclist- Ride in Crosswalk."

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