

## Frequently Asked Questions

- 1. How can a Penalty Notice be issued/served?**
  - Affixing it to a vehicle (parking related)
  - Serving it personally on an individual/driver
  - By registered/regular mail
  - By email
- 2. I have just received a Penalty Notice, what are my options?**
  - Option #1 – pay the penalty notice within 15 days.
  - Option #2 – dispute the penalty notice by requesting a Screening Review (within 15 days of the date the penalty notice was issued)
- 3. How do I book a Screening Review?**
  - Book an appointment online through the City's website  
<https://portal.gtechna.com/userportal/markham/ticketSearch.xhtml>
  - By calling the Contact Centre and booking an appointment at 905-477-5530
- 4. What if I am not satisfied with the Screening Decision?**
  - If the matter is still in dispute following the review by the Screening Officer, you can request a review by a Hearing Officer on or before the payment due date listed on your Screening Decision Notice.
  - At the Hearing Review appointment, you can provide evidence to support your claim.
  - The Hearing Officer's decision is final.
- 5. Can someone act on my behalf at a Screening or Hearing Appointment?**
  - Yes, in short.
  - You can authorize another person to act as your representative during a Screening Review or Hearing Review appointment.
  - You must complete the [Authorization to Act as an Agent Form](#) and the person must bring the signed and completed form with them to the appointment.
- 6. What if I don't attend my Screening or Hearing Appointment?**
  - If you do not attend your scheduled appointment, the Penalty Notice will be affirmed, and you will be required to pay a fee for failing to attend the appointment as set out in the confirmation of appointment email.
  - The fee for failure to appear at a scheduled appointment is \$75 for a Screening Review, and \$125 for a Hearing Review.
- 7. What will happen if I ignore the Penalty Notice?**
  - For parking related matters, if the Penalty Notice and administrative fees remain unpaid, a notice of default will be sent to the Ontario Registrar of Motor Vehicles which will result in your Ontario Vehicle Permit renewal being denied.
  - For non-parking matters, if the Penalty Notice and administrative fees remain unpaid, the amount will be applied to the tax role (if the person owns property in the City of Markham) or sent to a 3<sup>rd</sup> party collection agency.