

Did you get a Notice of Violation?

If you were issued a Notice of Violation, you have 15 days to either pay the fine or dispute it.

Pay your fine

Online: transactions may take up to two business days to process. [Click here to pay your fine online.](#)

In-person at:

Compliance Services Office

Union Station – York Concourse (beside the Lost and Found office)

35 York Street, Toronto, Ontario

Hours: Monday to Friday (except holidays), 7:30 a.m. to 4 p.m.

By mail: Make payable to Metrolinx, with the Notice of Violation number on the front of a cheque or money order, and send to:

Compliance Services

277 Front Street West, 4TH floor (mailing address only; not for in-person payments)

Toronto, Ontario M5V 2X4

Post-dated cheques will not be accepted and please don't send cash by mail.

Allow sufficient time for your payment to arrive before the due date. Late payments will be returned and a fee will be charged for dishonoured cheques.

Dispute your fine

Mistakes happen and we understand they happen unintentionally. If you'd like to attempt to resolve your Notice of Violation through Metrolinx's dispute resolution program, you must submit your request within 15 days of receiving the Notice of Violation. Here are two options for you:

1. If you wish to dispute the amount of the fine, use our fast, online fine review system to see if you are eligible for an automatic reduction. You'll get an immediate response to potentially reduce your fine. [Click here to submit your request.](#)
2. If you presented a valid ticket (paper ticket, PRESTO card, or e-ticket) at the time your ticket was inspected by the officer and you received a Notice of Violation, or your Notice of Violation number begins with a "V", [submit your request here.](#)

If you disagree with the decision from option 1 or 2, as a next step, you must submit your written request for a hearing within two weeks from the date the decision was sent to you.

[Click here to download the form to request a hearing.](#)

[Download the Administrative Hearings Rules of Practice for your reference.](#)

Contact Compliance Services

Compliance Services

Union Station, York Concourse (beside the Lost and Found office)

35 York Street

Toronto, Ontario

M5J 0C7

Hours: Monday to Friday, 7:30 a.m. to 4 p.m.

T: 416-202-4000

Email: ComplianceServices@gotransit.com