

File No. 04-1000-20-2016-275

August 19, 2016

s.22(1)

Dear s.22(1)

Re: Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")

I am responding to your request of August 4, 2016 for:

**A copy of the City of Vancouver's Policy/ Operational Manual on towing vehicles with unpaid parking fines.**

All responsive records are attached. Please note that there is no policy or operational manual regarding towing vehicles with unpaid parking fines; the attached record is the enforcement practice provided by Parking Operations and Enforcement.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-275); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,



Barbara J. Van Fraassen, BA  
Director, Access to Information  
*City Clerk's Department, City of Vancouver*

Encl.

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## Multiple Offenders



ENGINEERING SERVICES  
Parking Operations and Enforcement

File No. 405

### ENFORCEMENT PRACTICE - MULTIPLE OFFENDERS 10-05 (Oct 12, 2005)

The capability of the Handheld to inform PEO's and the registered owners of vehicles of Multiple Offender Status is an important tool to help improve the parking habits of drivers and to encourage the payment of delinquent parking fines to the City of Vancouver. The fact that a multiple offender's vehicle is of interest to the City is an important message for both City staff and the registered owner.

When a PEO begins a ticket and receives a Multiple Offender message:

The PEO will complete the ticket and decide whether to impound the vehicle based on:

- The type of violation
- The number of outstanding tickets
- The availability of on-street parking in the area and the impact to other motorists of allowing the illegally parked vehicle to remain on the street.

If a driver appears and moves the vehicle:

- If the ticket was issued for impound the PEO should inform the dispatcher

If a driver appears and wants to know why the vehicle was issued a ticket which was identified for impound:

- The PEO should never tell the driver he or she is a "multiple offender"

Instead, the Officer should respond:

"My handheld unit has identified this license plate as having multiple offences. Impounding may be required because ticketing the vehicle is not having the desired effect of correcting poor parking habits. There are phone numbers on the back of the ticket if you wish to find out more specific information".