

File No.: 04-1000-20-2018-273

June 21, 2018

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 May 17, 2018 for:

Any and all records regarding Parking and Bylaw Enforcement, including the following:

- 1. Policy and operations manual in respect to transferring parking related bylaw enforcement tickets from the City of Vancouver to a collection agency or contractor;**
- 2. Process for reporting unpaid bylaw enforcement tickets to a credit bureau whether completed by the City or by a collection agency or contractor doing the same as directed by the City; and**
- 3. Process followed by the City of Vancouver to prosecute unpaid bylaw enforcement tickets in Provincial Court after going through the administrative tribunal process used by the City, and number of times this process has been used from January 1, 2016 to December 31, 2017.**

For part one of your request, information is publicly available at <http://vancouver.ca/streets-transportation/pay-your-ticket.aspx>. The ability to send tickets to collections can be found in the Ministry of Attorney General Toolkit for implementing Bylaw Adjudication.

Each business day at 3 pm, staff initiate a process in the City's Tempest system to identify tickets (60 days old and have an outstanding balance) to be sent to the collection agency. This process creates a list of tickets that are placed on a file sharing site that the collection agency accesses to populate their system with. After a weekend, all the tickets eligible to be sent to collections during the weekend are included in the next business day's file.

For part two of your request, the City uses Credit Bureau of Canada Collections (CBCC) as external collection service provider. Reporting debts to credit bureaus is a collection agency best practice supported by the City. CBCC registers debts with the credit reporting agencies 30 days after they receive the ticket.

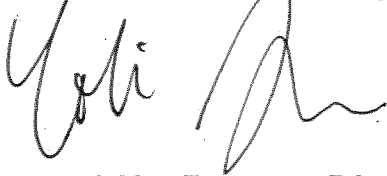
For part three of your request, the City has the option of filing Certificates of Amounts Owing in Small Claims to collect on unpaid parking tickets (including those that have gone to adjudication). Legal Services does not have any records on this matter that are not privileged.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, 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 (#04-1000-20-2018-273); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Cobi Falconer, FOI Case Manager, for

A handwritten signature in black ink, appearing to read 'Cobi Falconer', written over the typed name of the signatory.

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

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