

### Bylaw 2849 17.5a – Too close to a Lane



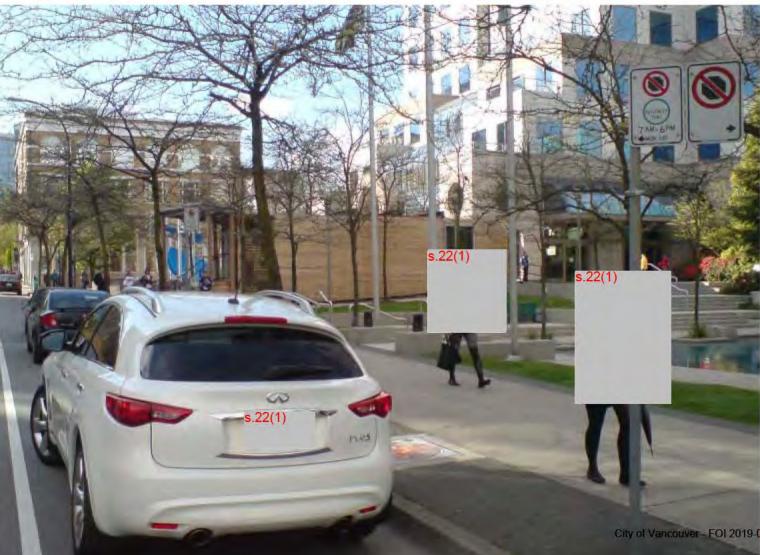
### **Distance** in **Bylaw?** 1.5m

s.15(1)(c)

**Branch** 25/03/2010 10:3 Practice / City of Vancouver Discoretions?



## Bylaw 2849 21.1 – Passenger Zone



**Time limit** allowed? What vehicles have a different time limit?

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## Bylaw 2849 17.5b – Too close to Intersecting Street with a sidewalk



6m

15(1)(c)



## Bylaw 2849 17.6a – No Parking



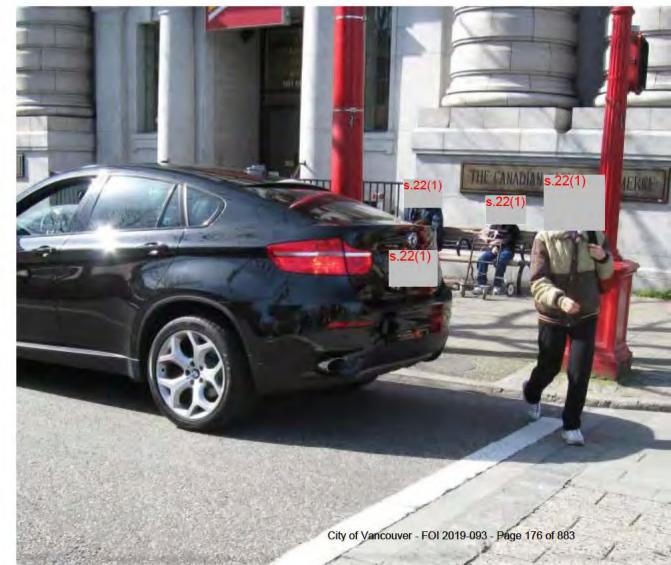


## Bylaw 2849 17.4b – Too Close to Crosswalk

Distance? 6m

**Measured from?** 

Branch Practice / Discretion?





## Bylaw 2849 17.2c – Too Close to Fire Hydrant



### Distance? 5m

# Measured from?

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## Bylaw 2849 17.5c – Too close to Intersecting Street without a sidewalk



Distance? 9m Measured from what points?

Branch Practice City of Vancouver - FOI 2019-093 - Page 178 of 883 / Discretion?



## Bylaw 2849 17.2e – Too close to Garbage



Container

### **Distance?**

Difference between Garbage Container being lane or street?

What other garbage containers apply? Home garbage or Green Bins?





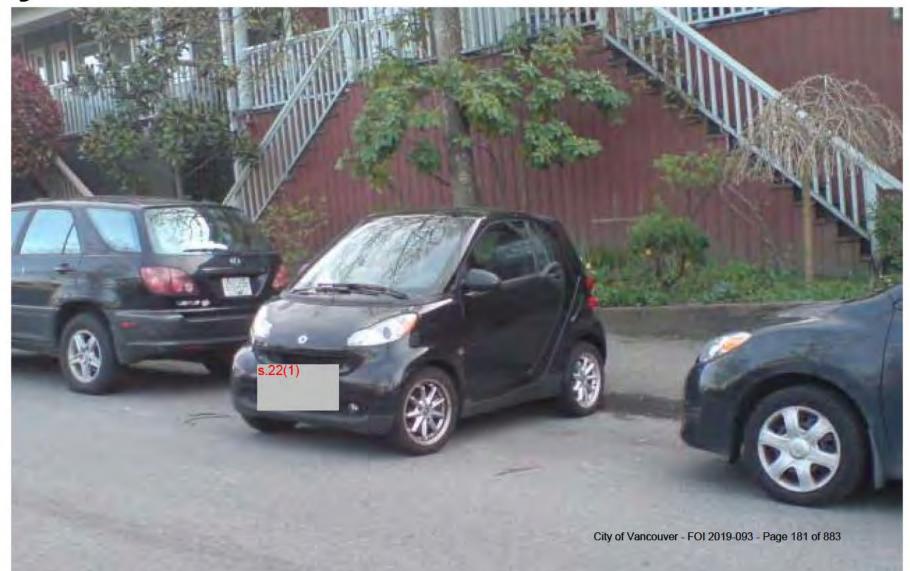
## Bylaw 2849 17.4c – Stopped on Sidewalk



### If not completely on sidewalk, what other bylaw? City of Vancouver - FOI 2019-093 - Page 180 of 883 17.4e Stopped on Boulevard



## Bylaw 2849 18.1a – Not Parallel with Curb





## Bylaw 2849 17.1 – No Stopping Anytime

s.15(1)(c)

## **Branch Practice / Discretion?**



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## Bylaw 2849 17.1 – No Stopping Anytime



### Electric bike with no plate?





## Bylaw 2849 17.1 – Temporary No Stopping

s.15(1)(c)





## Bylaw 2849 17.4a – Stopped on Crosswalk





### Distance? n/a

# Branch Practice / Discretion?

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## Bylaw 2849 17.4a – Stopped on Crosswalk



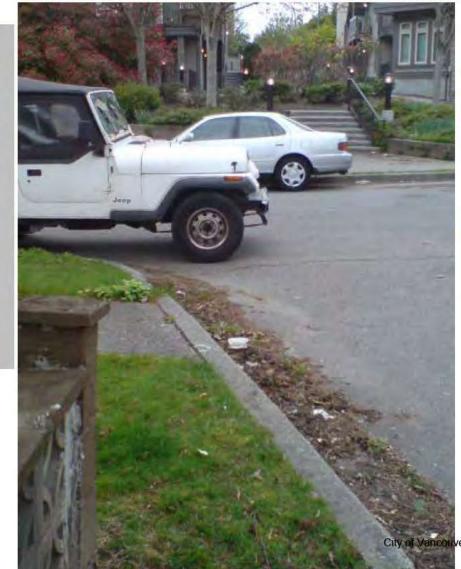
Branch Practice / Discretion?

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s.15(1)(c)



## Bylaw 2849 17.4f – Within Intersection



Distance in Bylaw? n/a

Branch Practice / Discretion?

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## Bylaw 2849 18.1b – Not in Direction of Traffic





## Bylaw 2849 18.1b – Not in Direction of Traffic





# Bylaw 2849 17.2d – Too Close to Sidewalk Crossing



## Distance? Measured from?



### Bylaw 2849 17.4d – Stopped on Sidewalk Crossing

### What other bylaw could apply here? 17.4e Stopped on Boulevard Is the vehicle entirely on a boulevard?



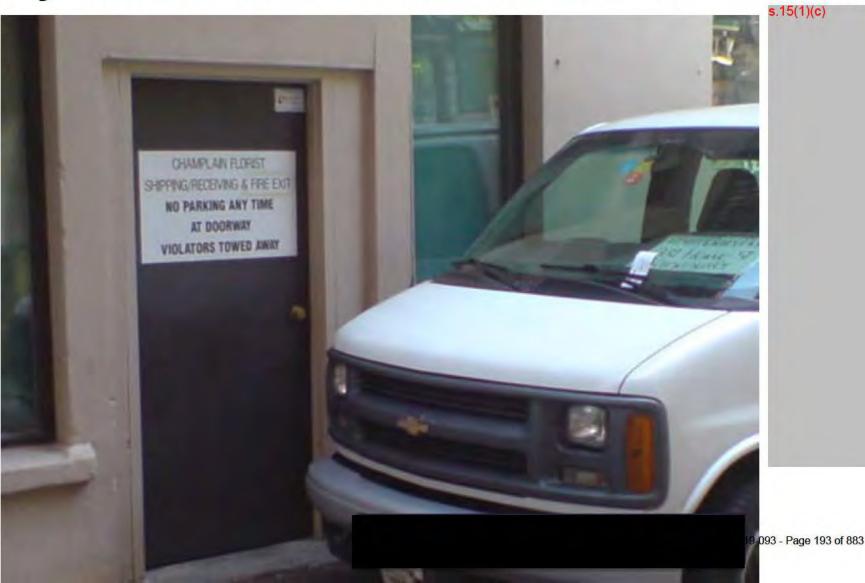
### s.15(1)(c)

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### **Bylaw Examples - LANES**



### Bylaw 2849 19.1f – In lane too close to Fire Door



### Bylaw Examples - LANES



## Bylaw 2849 19.1b – In Iane too close to Sidewalk

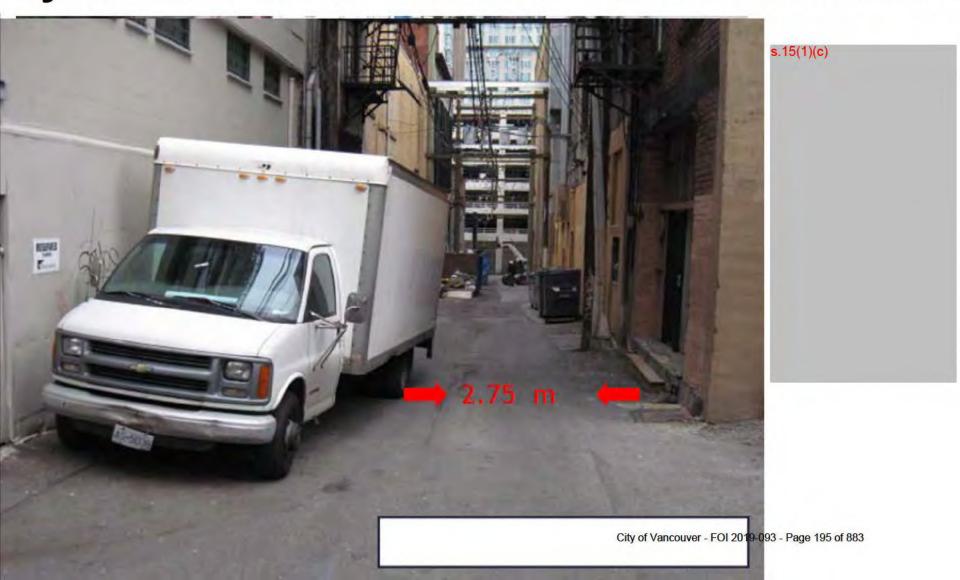




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## Bylaw 2849 19.1D – In Lane – Travel Clearance





## Bylaw 2849 20.1 – Oversize Vehicle





## Bylaw 2849 20.3 – Unattached Trailer



#### s.15(1)(c)

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## Bylaw 2849 17.2b – Too close to Fire Hall



Distance? 6m, 25m

CI + Street View - May 2016

Common to City of Vancouver - FOI 2019-093 - Page 199 of 883 write these?

Co + Street View-May 2016



## Bylaw 2849 17.2f – Too close to Building or

Google

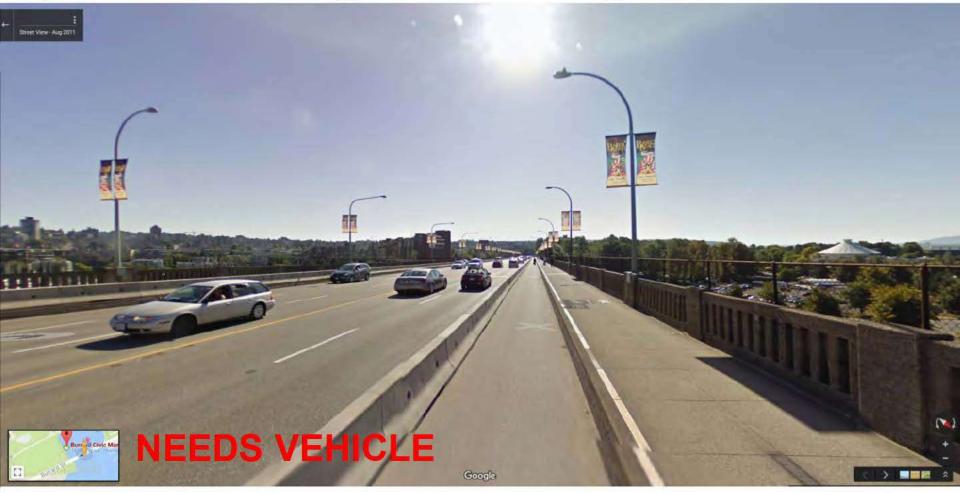
**Excavation Site** 



**Distance or location? Trainer explain**  Common to City of Vancouver - FOI 2019-093 - Page 200 of 883 write these?



## Bylaw 2849 17.2g – On a Bridge



**Distance or location? Trainer explain** 

### **Common to** City of Vancouver - FOI 2019-093 - Page 201 of 883 write these?



## Bylaw 2849 17.2h – Alongside Median / Island / Traffic Circle



**Distance or location? Trainer explain** 

## Common to

City of Vancouver - FOI 2019-093 - Page 202 of 883 write these?



## Bylaw 2849 17.2h – Alongside Median / Island / Traffic Circle



**Distance or location? Trainer explain**  Common to City of Vancouver - FOI 2019-093 - Page 203 of 883 write these?



## Bylaw 2849 17.2h – Alongside Median / Island / Traffic Circle



**Distance or location? Trainer explain** 

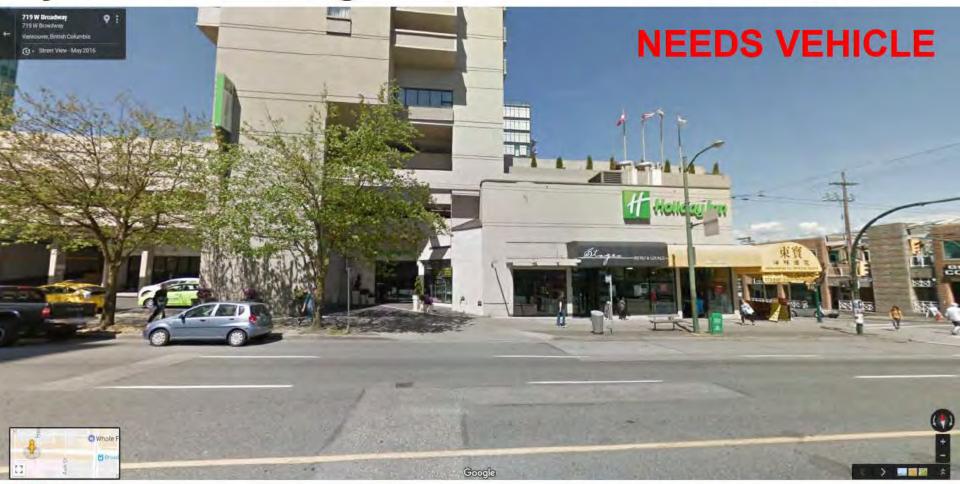
## **Common to**

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s.15(1)(c)



## Bylaw 2849 17.6g – Too Close to Hotel Park



### Common to City of Vancouver - FOI 2019-093 - Page 205 of 883 write these?

## End of Module

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### INVENTORY OF BYLAW EXAMPLES IN THIS PPT



2849 - Stopping - Street			2849 - Stopping & Parking - Lanes	
17.1	No Stopping Anytime / Temporary No Stopping	19.1a	In Lane - Too Close to Travel Portion (2m)	
17.2a	Stop Sign (6m)	19.1b	In Lane - Too Close to Sidewalk (2m)	
17.2b	Fire hall (6m, 25m)	19.1c	In Lane - Too Close to Road Edge (no sdwk) (5m)	
17.2c	Fire Hydrant (5m each side of centre)	19.1d	In Lane - <3m Clearance (3m)	
17.2d	Sidewalk Crossing (1.5m)	19.1e	In Lane - Proximity	
17.2e	Garbage Container (1.5m)	19.1f	In Lane - Fire Door (0.5m, 3m)	
17.2f	Building / Excavation Site	19.1g	In Lane - Blocked Driveway/Garage (1.5m, 5.5m)	
17.2g	Stop on a Bridge	19.1h	In Lane - Non-Com / Commercial Status O/T	
17.2h	Alongside a Median / Island / Traffic Circle	19.1i	In Lane - within certain streets*	
17.2i	Curbed Road <5m	19.1j	In Lane - WEP / Robson North	
17.2j	Reserved Class		2849 - Parking - Large Vehicles / Oversize	
17.3	Bus Zone (36m)	20.1a	3-Hour Oversize (ADJ business 6am-6pm)	
17.4a	On Crosswalk	20.1b	Oversize (10pm-6am)	
17.4b	Too Close to Crosswalk (6m)	20.2	3-Hour Oversize (ADJ other 6am-10pm) see note	
17.4c	On Sidewalk	20.3	Unattached Trailer (No Motive Power)	
17.4d	On Sidewalk Crossing		2849 - Restricted Stopping & Parking Charges	
17.4e	On the Boulevard	21.1	Passenger Zone	
17.4f	n the Intersection	21.3	Loading Zone	
17.5a	Too Close to Lane (1.5m)	21.5	Commercial Loading Zone	
17.5b	Too Close to Sidewalk (6m)	21.7	Tour Bus Zone	
17.5c	Too Close to Road Edge (9m)		2849 - Impeding traffic on Street Prohibited	
2849 - Parking - Streets		72.A1	Abandoned Vehicle	
17.6a	No Parking		2952 - METERS	
17.6b	Permit Parking	4.1	Outside metered space	
17.6c	n Narrow (<6m) Curbless St. <3m Clearance (3m)	4.2	Not parallel to curb	
17.6d	Proximity	4.3	Facing wrong way in metered spot	
17.6e	Time Limits	5.3a	Overtime at meter	
17.6f	3-Hour Bylaw - Residential (8am-6pm)	5.4aii	Four flashing zeros	
17.6g	Hotel Park (6m each side of centre)	5.4aiii	Meter out of order	
17.7	Avoid Time in Time Limit Zone	5.4b	Pay station expired	
18.1a	Not Parallel / Angle Stopped		9344 - NOISE & EMISSION ABATEMENT	
18.1b	Opposite Direction of Traffic	2.7i 2.7ii	Idle 3mins, 10,000kg or less	
18.1c	Too Far from Curb (30cm)	2.7ii	Idle 3mins, dip, and the set of t	
18.2	Not Angle Parked	2.7Ai	Idle 3mins, over 10,000kg	
18.3	Wheels Not Turned	2.7Aii	Idle 3mins, over 10,000kg (Unattended*)	

# CONFIRM FOLLOWING SLIDES WITH POEB SUPERVISOR

# WHICH BYLAW EXAMPLES ARE THESE?

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## Bylaw 2849 17.2e – Too close to Garbage Container





## Bylaw 2849 nn.nL – Xxxxxxxx



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## Bylaw 2849 nn.nL – Xxxxxxxx





## Bylaw 2849 20.3 – Unattached Trailer





## Bylaw 2849 XX.Xx – Xxxxxx



**Distance or location? Trainer explain** 

#### Common to City of Vanco

City of Vancouver - FOI 2019-093 - Page 213 of 883 write these?



## Bylaw 2849 18.2 – ? – Not Angle Parked

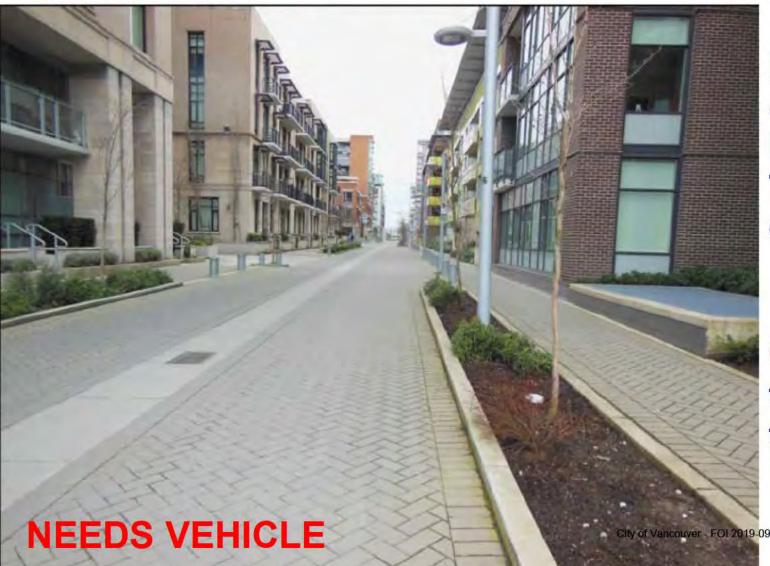


## **NEEDS VEHICLE**

**Distance or location? Trainer explain**  Common to City of Vancouver - FOI 2019-093 - Page 214 of 883 write these?



## Bylaw 2849 17.2i – ? – Curbed Road <5m



Distance or location? **Trainer** explain

Common to write these?

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## Bylaw 2849 17.6c – ? – In Narrow (<6m) Curbless Street



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## PEO Street & Traffic Training

## Module: Bylaw Examples What Would You Do?

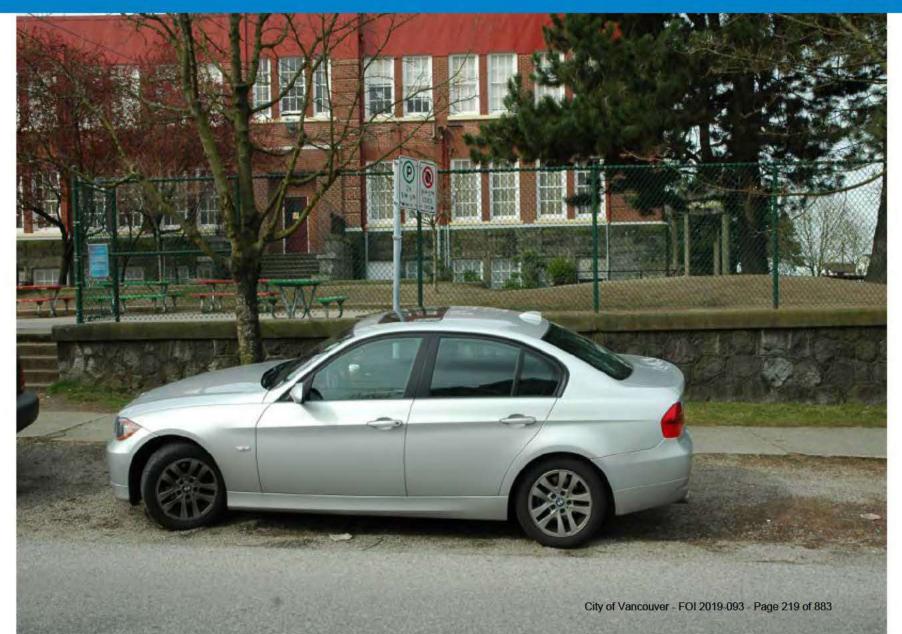
2018-11







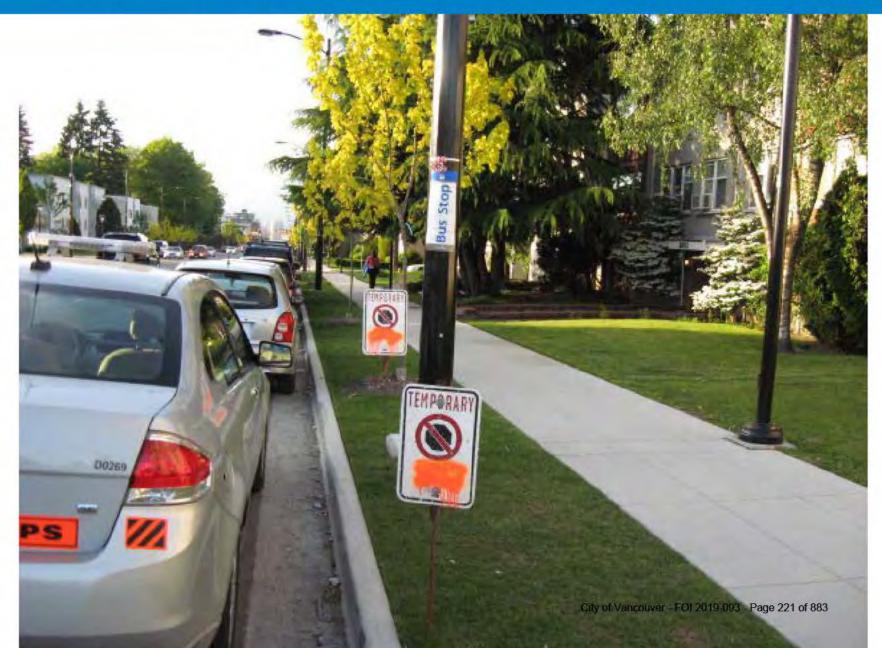




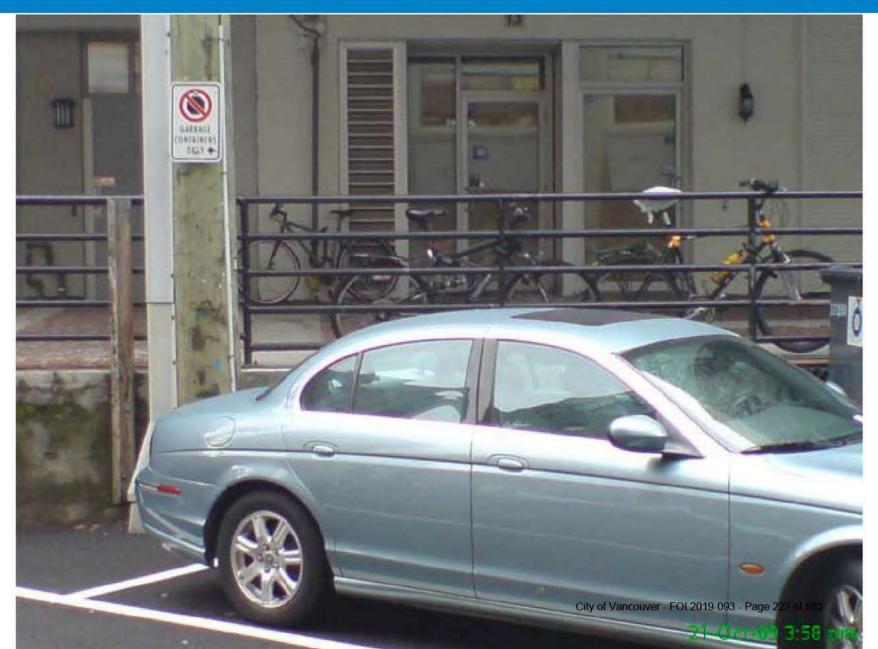








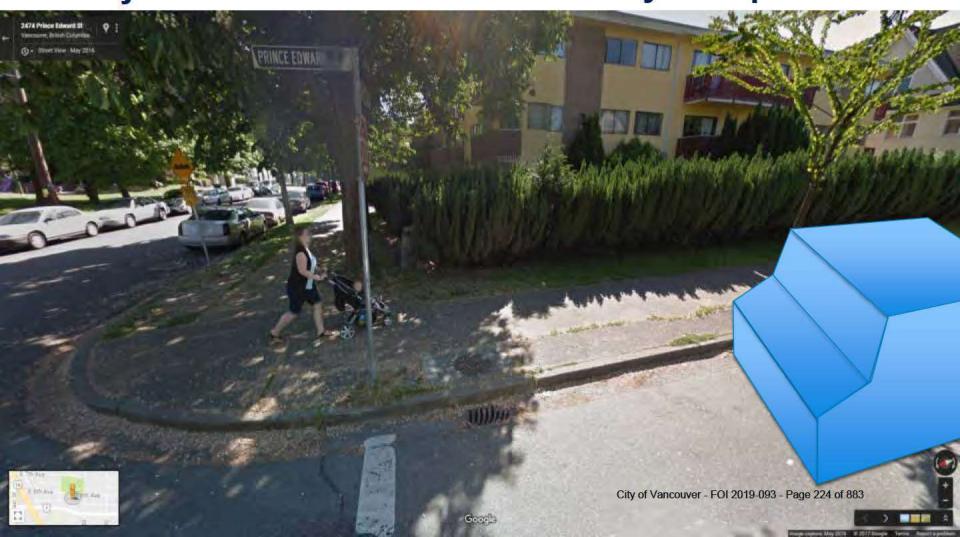




















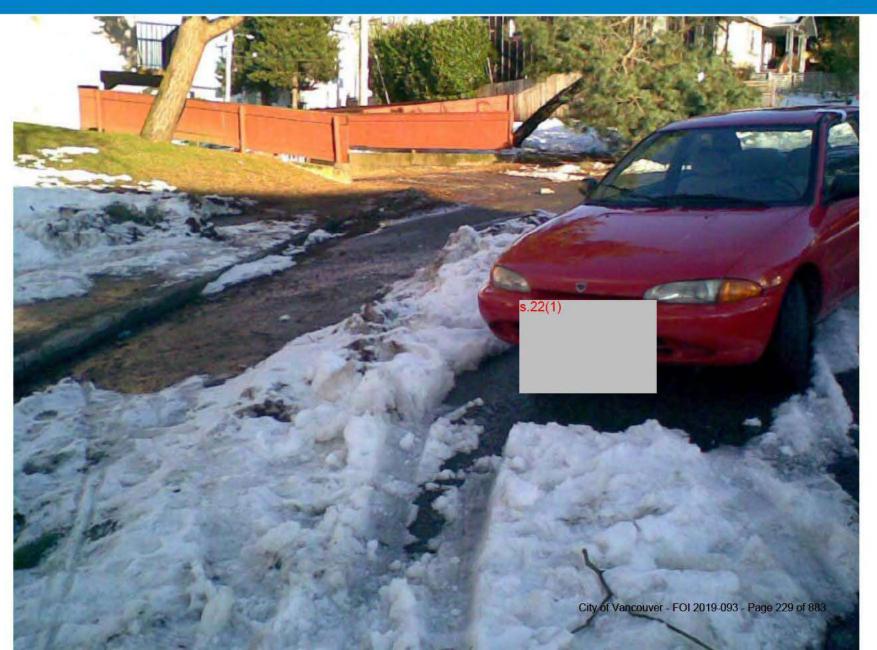








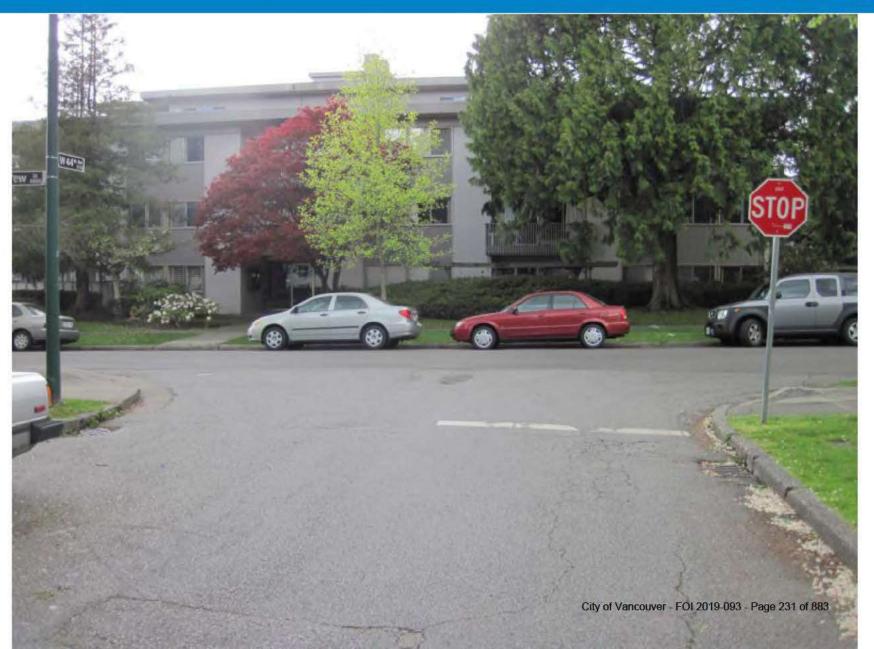
















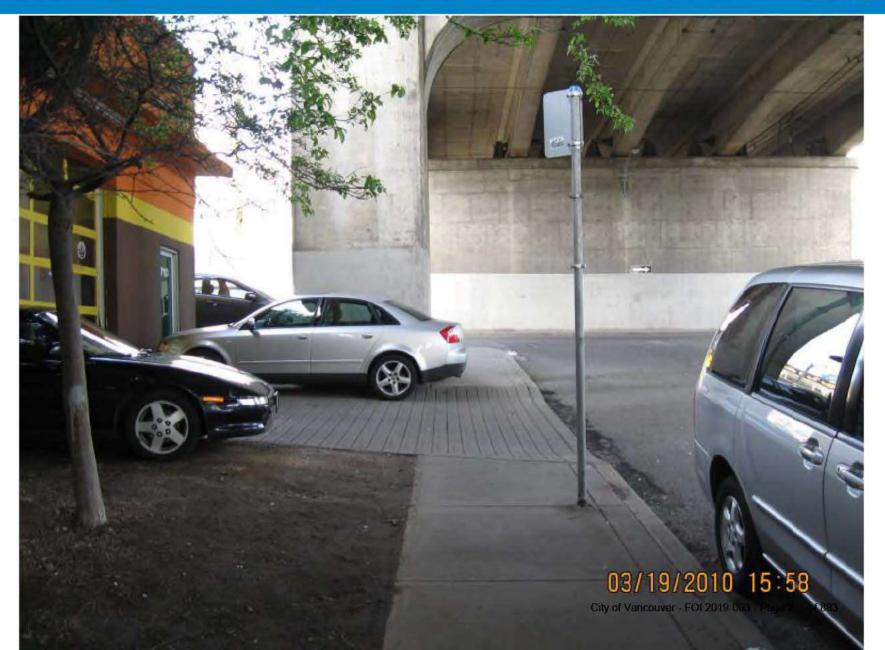








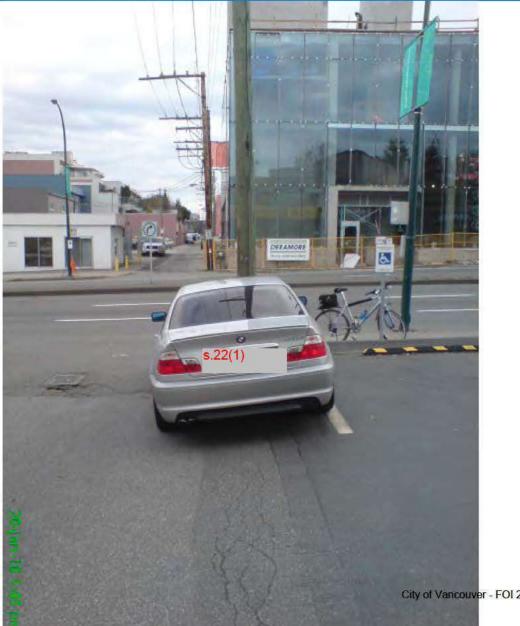










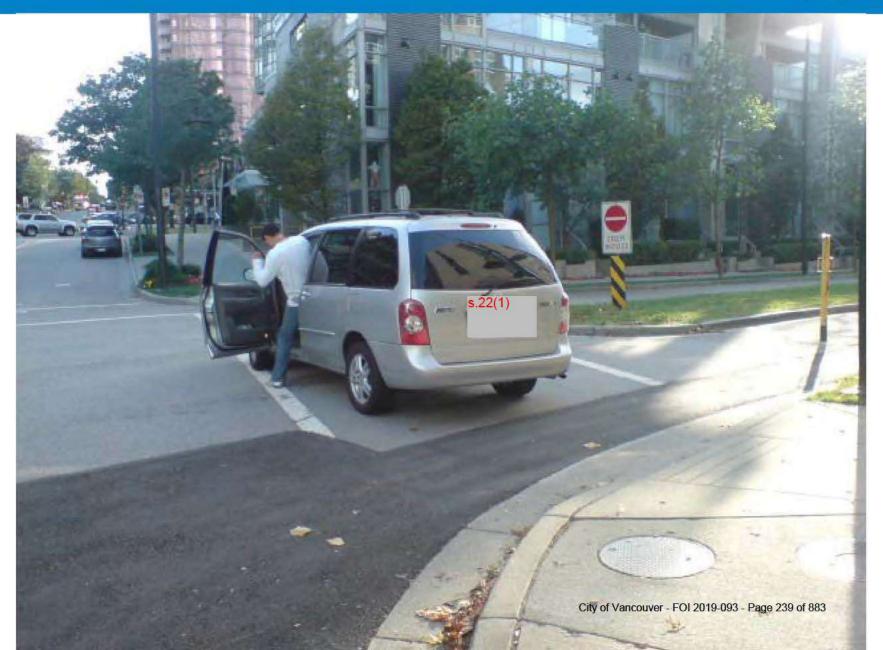


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## End of Module

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#### **School Zone Parking Restrictions**

As Vancouver's school population continues to grow, so do the traffic and parking problems around schools.

Both the Vancouver City Police and Parking Enforcement patrol school zones on a regular basis and have responded to School Board concerns with a "no-tolerance" policy towards motorists loading or discharging children in an unsafe manner.

For the safety of children, and to avoid traffic congestion, motorists dropping-off or picking-up students should pay special attention to the following restrictions:

#### No parking - 8 PM to 5 PM - School Days

These zones are set aside for motorists to drop-off and pickup students. Vehicles may stop for up to 5 minutes only.

#### No stopping - 8 AM to 5 PM - School Days

These zones are usually adjacent to a school's main entrance and are designed for pedestrian safety. They are particularly busy around dismissal time, and should remain clear at all times.

#### At no time should motorists "double-park" in roadways.

It is illegal for vehicles to stop more than 30cm from the curb, and it is a hazard for both students and other motorists.





#### **Enforcement Practice for School Zones**

s.15(1)(c)



## Canada Place

May 10, 2018 (Created by Leslie Cortner)



## **Enforcement Practice**



#### W/S 200 Howe Street



# Loading zone (Fairmont Waterfront Hotel)



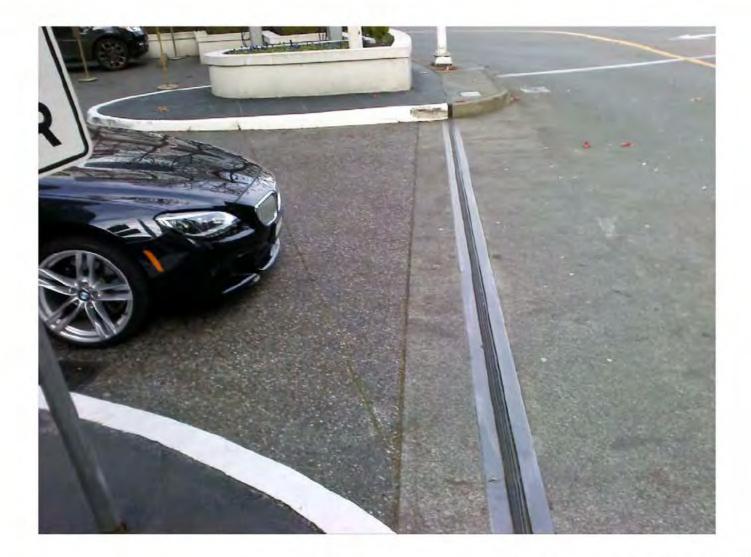






#### W/S 200 Howe Street

























#### **Commercial Loading Zone**





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#### Passenger Zone (Pan Pacific Hotel)





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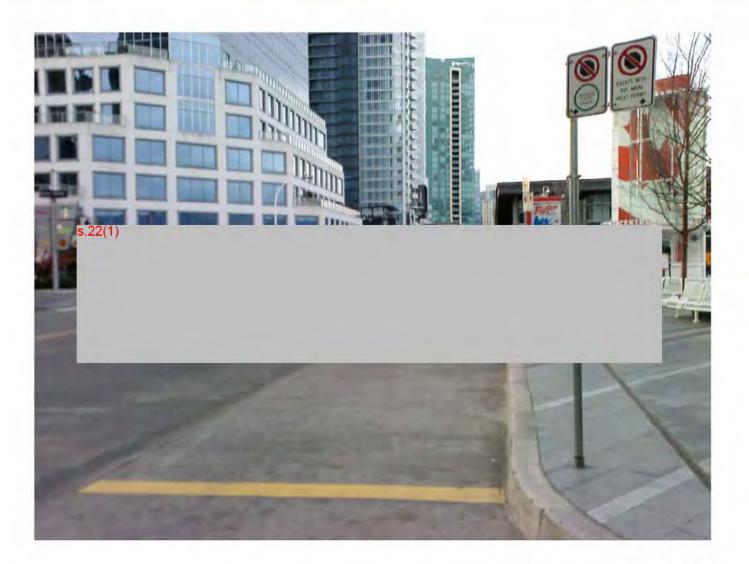


























#### Motorcycle parking

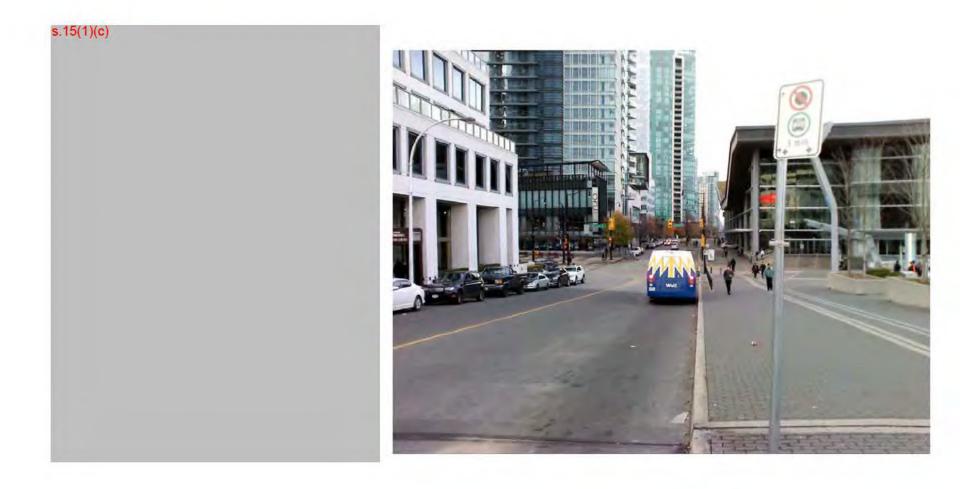




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Name Car / Van / Large Truck			PEO #	Date	Map #					
			In techincal violation?	Charge you would use:	Would you ticket?	Would you also tow?				
	red	car	Y N		Req Only Y N	Y N				
	red	van	Y N		Req Only Y N	Y N				
I.	red	truck	ΥN		Req Y N Only	Y N				
	orange	car	Y N		Req Y N Only	Y N				
	orange	van	Y N		Req Only Y N	Y N				
I	orange	truck	Y N		Req Y N Only	Y N				
	yellow	car	Y N		Req Y N Only	Y N				
	yellow	van	Y N		Req Y N Only	Y N				
	yellow	truck	Y N	· · ·	Req Y N Only	Y N				
1:	green	car	Y N		Req Y N Only	Y N				
	green	van	Y N	/	Req Y N Only	Y N				
I.	green	truck	Y N		Req Y N Only	Y N				
1:	blue	car	Y N		Req Y N Only	Y N				
	blue	van	Y N		Req y N Only	Y N				
I	blue	truck	Y N		Req Y N Only	Y N				
I:	purple	car	Y N		Req Y N Only	Y N				
	purple	van	Y N		Req Y N Only	Y N				
	purple	truck	Y N		Req Y N Only	Y N				
	bus sign	com	commercial decal	law law vehicle	1h25m	how long the vehicle has be there E.g. 1 hour and 25 minutes				
A DECEMBER OF THE OWNER OF	sparc decal	PPD	parking permit decal	emerg vehicle	•	meter				

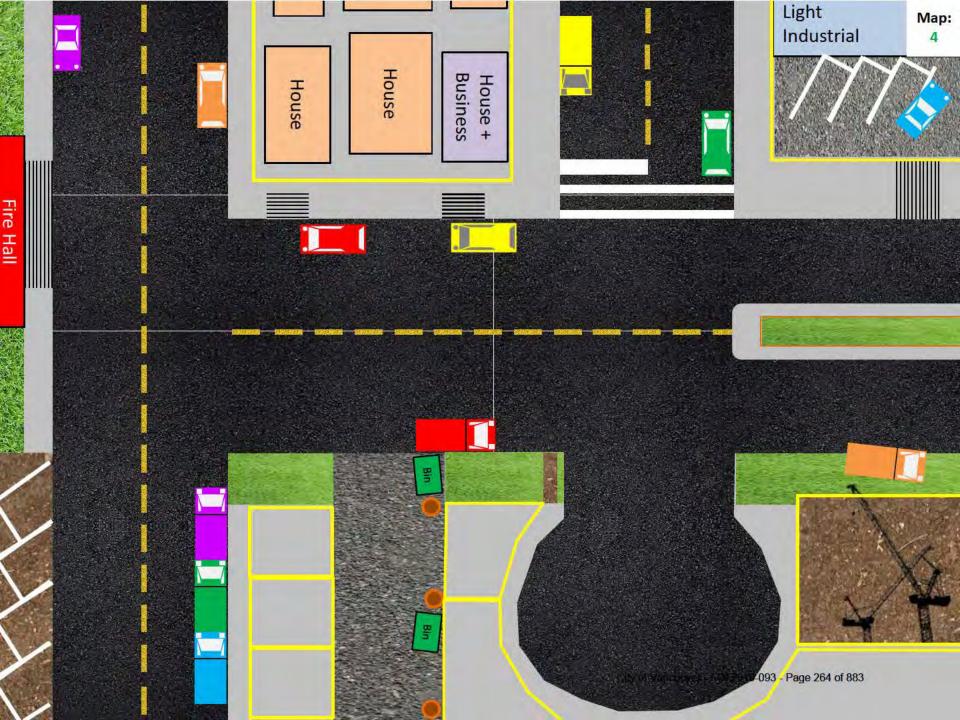
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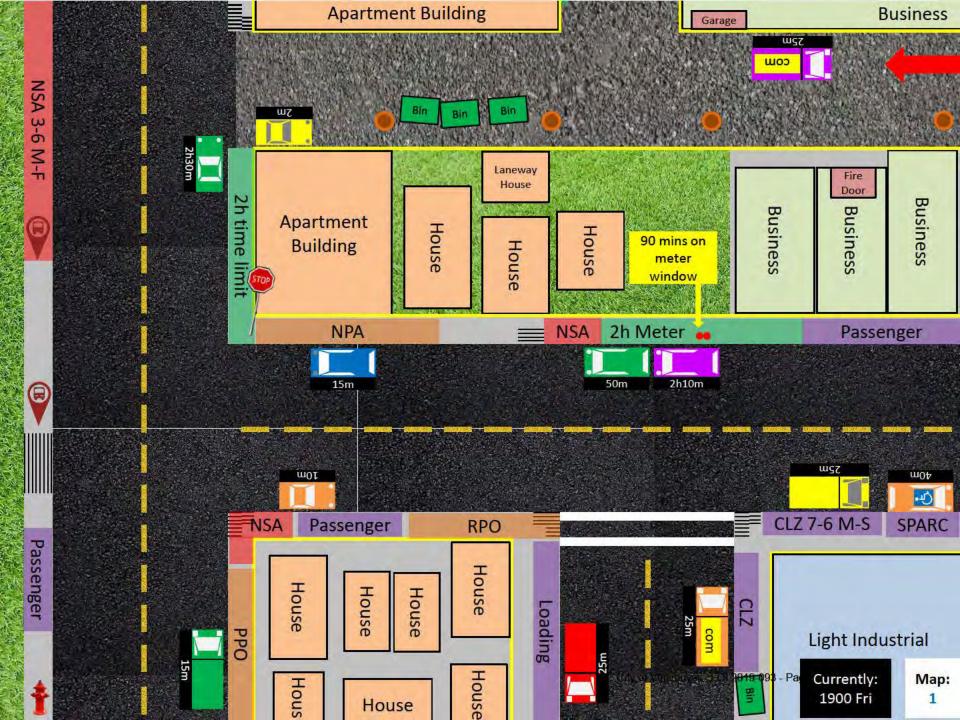
١	/ehicle		In techincal violation?	Charge you would use:	Would you ticket?	Would you also tow?		
	red	m/c	Y N		Req y N Only	Y N		
	orange	m/c	Y N		Req y N Only	Y N		
	yellow	m/c	Y N		Req y N Only	Y N		
	green	m/c	Y N		Req <sub>Y</sub> N Only	Y N		
	blue	m/c	Y N		Req y N Only	Y N		
	purple	m/c	Y N		Req y N Only	Y N		

- The following 4 slides are numbered 1 through 4
- For each Trainee, print a complete set (1-sided in colour)
- For each Trainee, print 4 answer keys (1-sided in colour)
- To each Trainee, hand out a complete test package:
  - Map 1, map 2, Map 3, and Map 4
  - Four answer keys
  - Trainees can use their PEO Reference Books during the test
  - Trainees should not discuss or share answers
- Trainees have up to 2 hours total to finish the test
  - Roughly 20 minutes per map, plus time to take breaks as they choose
- Answer keys will be collected by Trainers (Trainers may review individual answer keys at a later date)
- Trainers may review answers as a group:
  - This slideshow presented on big screen
  - Trainees individually come to the screen
  - Trainer asks the trainee to share their assessment and process for one or more vehicles











Course:		PEO Training										
Da	te:											
Ins	structor(s):											
1.	Do you fee	el you ga	ined	a good	unders	tanding	of the	topics	covere	ed?		
	YES			NO			UNSU	RE				
Ple	ease explair	1:										
2.	Name 3 th	ings you	learr	ned in t	his cou	rse						
3.	Do you hav											
4.	Additional	commer	nts/fe	eedbacl	</td <td></td> <td></td> <th></th> <th></th> <th></th> <td></td> <td></td>							



## **PEO Basic Training**

### Module: PEOT Basic Training Introduction

2018-10



## Housekeeping and Introductions



#### Housekeeping

- · Safety note if evacuation occurs (covered in detail later)
- Safety note about POEB door & piggy-backers
- Bathrooms
- Food and water locations
- Temperature and comfort in this room
- Break times and start / finish times each day
- Management may visit the training class at the beginning of the day to say hello and introduce themselves on behalf of the management team

#### **Welcome & Introductions**



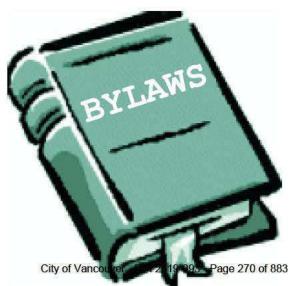


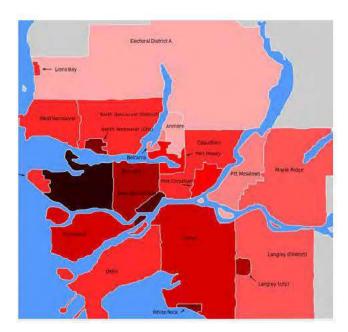
Name

Where you Live experience

**Customer Service** 

Bylaw experience





#### **Welcome & Introductions**





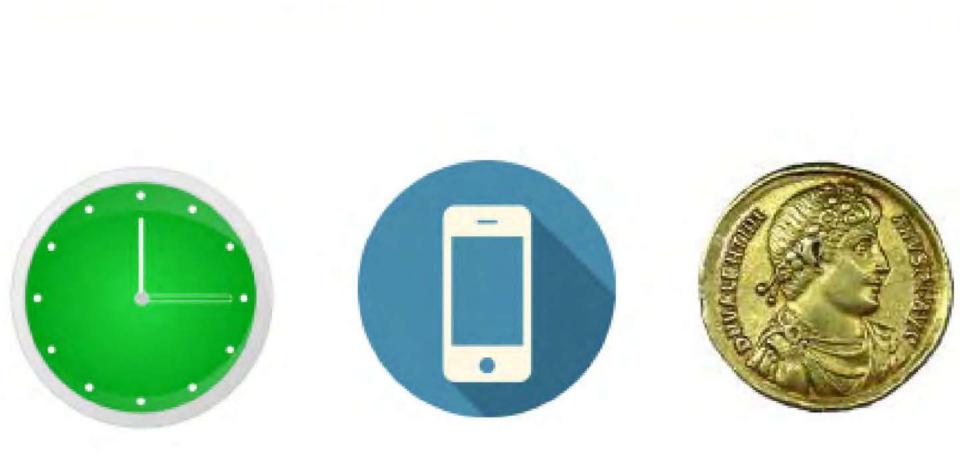
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# Training Days – Essential Info



#### **Training Expectations**







#### Dress: Be familiar with and follow this branch's office attire.





# Acceptable business casual attire

# Unacceptable business casual attire

#### **How Training Will Proceed**

- PEO Basic Training
- Solo Shifts with Training Supervisor Oversight
- PEO Street & Traffic Training
- Probation Period
- Other Training and Career Paths within POEB (details on next slide)

### Other Training and Career Paths within POEB

- Bike training
- Car training
- Special projects (e.g. LPR)
- Specific areas (e.g. Granville Mall, Canada Place, Schools)
- Ticket Inquiry, Dispatch, Supervisor

#### FAQ's Regarding POEB Training

- Start and finish times, breaks, reading time
- Focus on meter charges on first shifts, to get used to daily routine and basic processes, then expand to other bylaws
- Transition from Training Supervisor to Team Lead
   Supervisor
- Probation period and types of shifts in the beginning
- Expectations around schedule availability
- Impound Authority in stages

# What Your Training Will Cover



#### **Training – The Big Picture**





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#### 1 of 4 → PROCESSES

- a street (safety check),
- a parked car,
- a meter,
- a car too close to corner,
- · comment on the handheld,
- photo on the handheld

#### 2 of 4 $\rightarrow$ TOOLS

- Uniform
- Radio
- Handheld and printer
- Ref booklet
- Trainer in class
- Emergency exit sign

#### 3 of 4 $\rightarrow$ PURPOSE

- POEB purpose thumbnail
- Ambassador
- PEO issuing ticket
- Trusted position

#### 4 of 4 → SUPPORT

- Walking through map
- A route
- City hall campus
- Staff in office
- Book of policies
- Notice board of ohs
- Trainer

# Wrapping Up the Introduction



#### **Training Formats**





class time



Knowing where resources are



conversation



you taking notes



at home reading





handheld device use





on street context



reference book



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#### While Training...



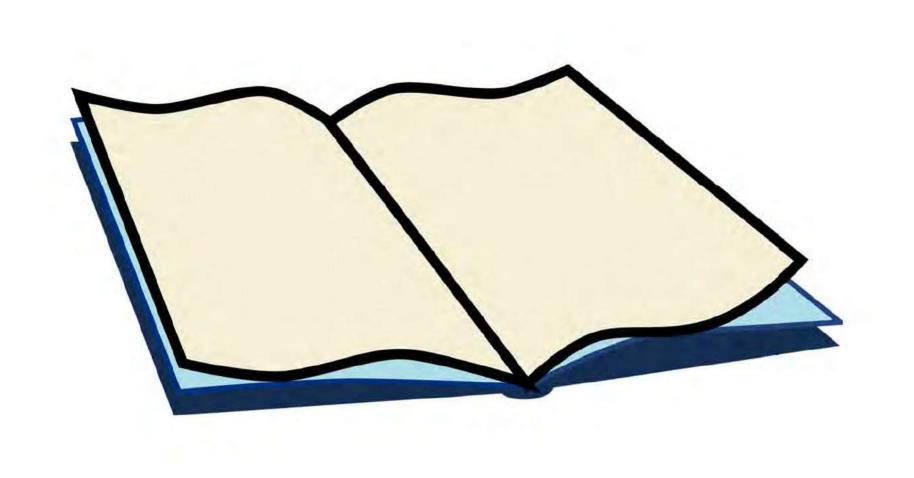
Important to Remember while Training

## You're not expected to memorize it all...

- You will get a reference book
- We will repeat and highlight what you DO need to memorize
- Some things we cover in training you may forget...
- But try not to forget again if you make a mistake in the field.
- There will be many things to learn as you go.
- And the job will change over time, so learning is ongoing.

#### **Training Formats – Reference Booklet**

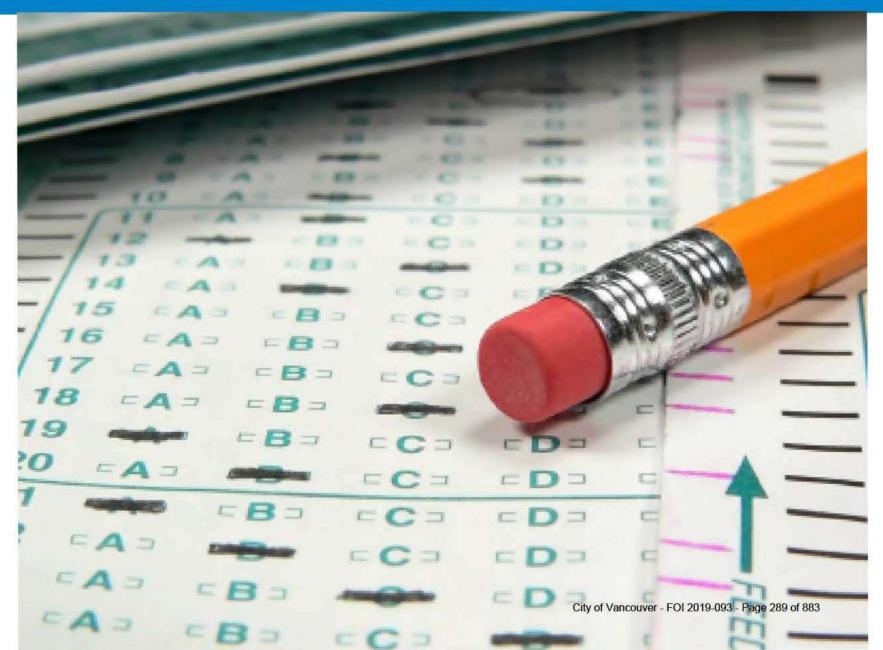




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#### What is Your Learning Style?





# Wrapping Up the Introduction



#### **Training Introduction**





- Unique public service
- Helping individuals & community
- Community expressed a need
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Training Welcome – Closing Thoughts

- Ask questions
- Be present and participate
- The more you prepare yourself now, the more you will enjoy your time on the street

## End of Module

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## **PEO Basic Training**

### Module: Welcome to CoV & POEB

2018-10



## City of Vancouver Mission & Values



#### Vancouver City Hall





City of Vancouver – Our Mission

# To create a great city of communities, which cares about its people, its environment and the opportunities to live, work and prosper.

City of Vancouver – Our Mission

Responsiveness

Excellence

Fairness

Integrity

Leadership

Learning

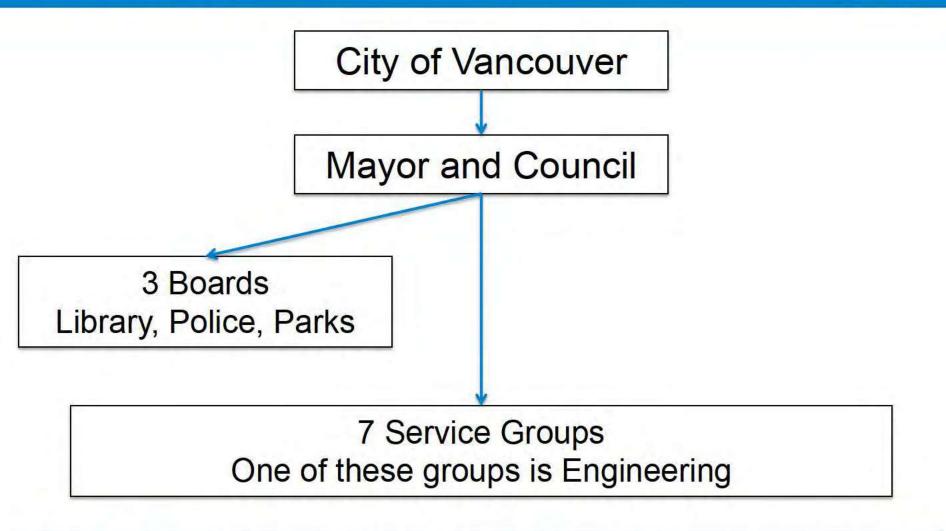
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## City of Vancouver – Who We Are



#### CoV at Large

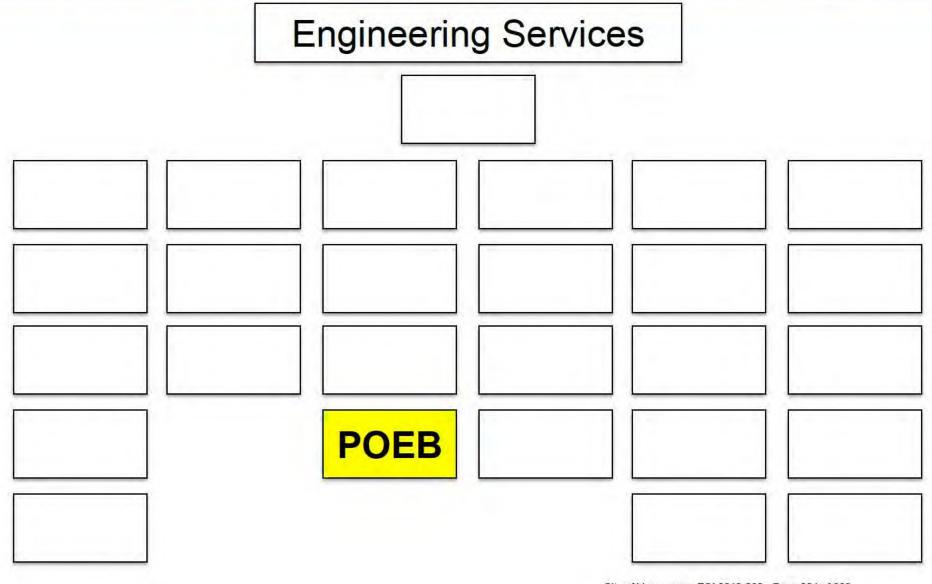




Over 9,000 employees work for the City. Largest service group is Engineering – more than 1,600 staff.

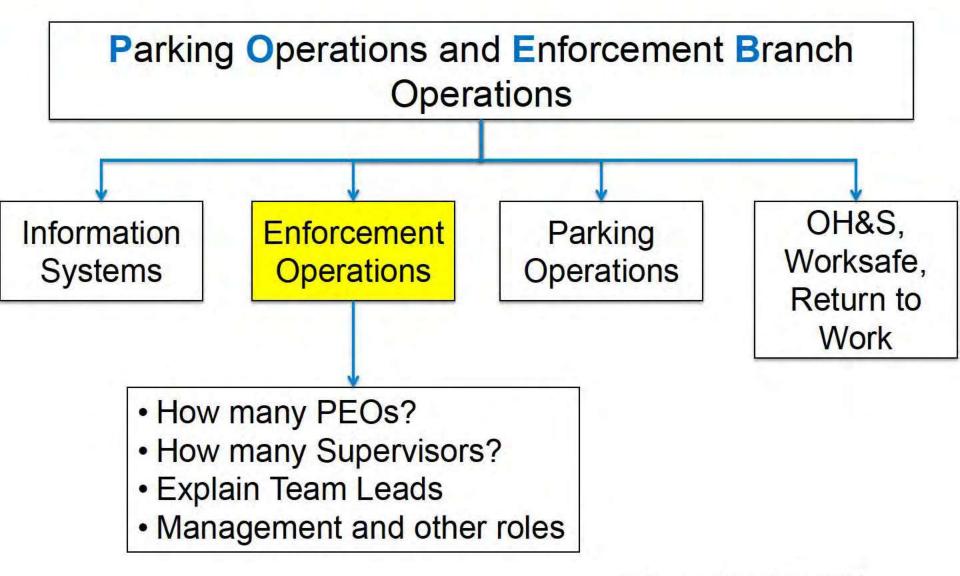
#### Engineering





#### **POEB Branch**





# NERAM ROEB EXISTS

We support the City's Parking Programs to promote safety, the free flow of traffic, and access to parking, contributing to the City's liveability and vibrant economy.

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# Handouts

# (Trainer see Note)

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## End of Module

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#### HANDOUT: City of Vancouver Mission and Values

#### OUR MISSION

To create a great city of communities, which cares about its people, its environment and the opportunities to live, work and prosper.

#### OUR VALUES

Responsiveness: To listen to all the people we work with and serve and to act in a timely and sensitive way.

Excellence: To strive for the best results.

Fairness: To apply unbiased judgement and sensitivity.

Integrity: to be open and honest and to honour our commitments.

Leadership: To set examples that others will choose to follow.

Learning: To increase knowledge and understanding in the workplace and in the community and to grow through our successes and our mistakes.

#### OUR OBJECTIVES

To enhance community and individual well-being – social, economic, and physical.

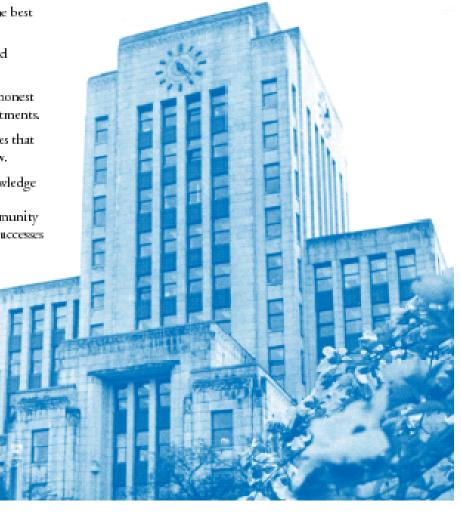
To protect and improve the environment.

To provide quality service equitably.

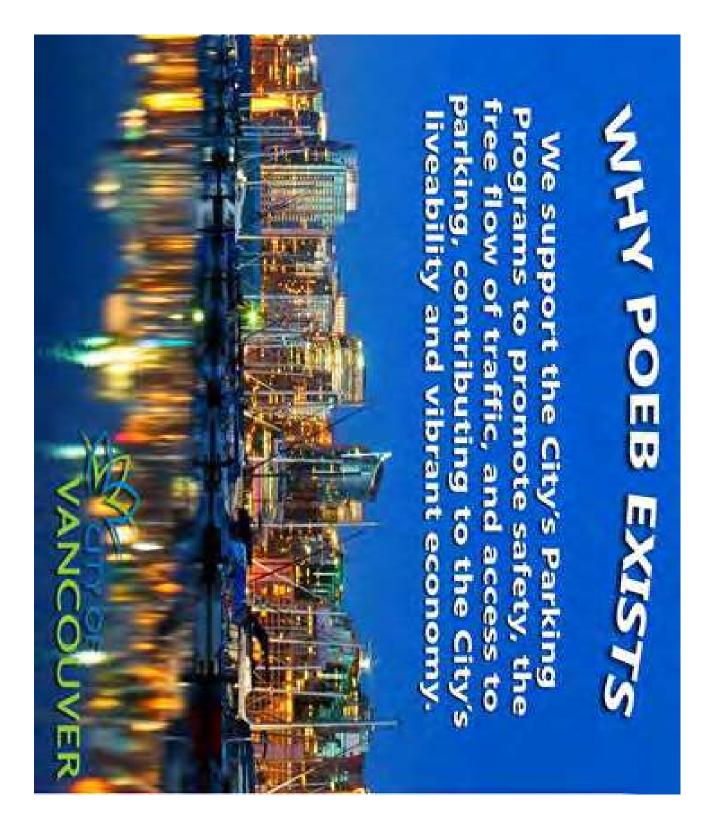
To create a challenging, safe, healthy, and rewarding workplace.

To be fiscally responsible.

To create good government through public participation, internal improvement, and constructive external relations.



#### HANDOUT: Why POEB Exists



The Parking Operations and Enforcement Branch, as part of Engineering Services, was established to respond to the parking concerns of the citizens of Vancouver. The concerns revolved around wanting assurance that the limited number of on-street parking spaces were utilized effectively, that traffic flowed efficiently, and that their street-safety issues were being addressed.

In order to assess and react to public transportation concerns, the City has developed the Transportation Division. The Parking Operations and Enforcement Branch plays a vital role within this Division. The Branch consults with its own members and those of the Transportation Division to coordinate and act upon issues relating to parking. By acting together, the individuals within the Division are able to handle the public's concerns in a competent, thoughtful, and timely manner. Although Parking Enforcement is part of a larger City structure, it has also had to develop its own internal system of functions, programs, and duties.

It is the function of the Parking Enforcement members to investigate concerns, explore solutions, and generate ideas relating to the public's parking needs. Thus, the Branch is acting as a productive, proactive addition to the community it serves.

In its enforcement capacity, Parking Enforcement is also a part of another structure: the formal legal system. This system has been established to objectively adjudicate parking tickets, and to provide the citizens an alternate avenue with which to express and pursue personal parking concerns.

Branch programs deal with solutions to specific public parking problems. Parking Operations and Enforcement, through research and consultation with other City Branches, is responsible for implementing programs designed to provide the citizens with reasonable resolutions to existing problems. Knowledgeable professionals are in charge of supervising the various programs, the programs themselves have been divided into functional work groups and teams. Within the Parking Operations and Enforcement Branch it is the duty of all the Officers to know the bylaws which they enforce, and to enforce those bylaws in a consistent, fair, and effective fashion. All those who work for Parking Enforcement should embrace the ambassadorial role of the friendly, helpful, and informative public servant.

This is an overview on who we are and what we do. First of all, I want to give you all an idea of where we fit into the City, what we do in the City, and this will give you an insight into how Parking Enforcement fits into the scheme of things.

As you may be aware that we belong to the Street Division of the City Engineering Department. We are one of six Branches that augment each other within the Transportation division. What I would like to do is explain what the other Branches in the Transportation Division do; that way, you can see where Parking Enforcement fits in.

The first group is called Strategic Transportation Planning: a group of City Engineers who work with Translink in Metro Vancouver and the Metro Vancouver Transit Authority. These groups work together to determine major arterial routes within the Cities, between the Cities, the future of Sky Trains, light rapid transit, rapid bus lines, and those types of things. Strategic Transportation Planning also deals with B.C. Transit on day-today operational concerns such as, where buses will run, how many will be used daily, what types of bus stops we need, the placement of the bus stops in relation to corner clearances, and what type of bus shelters we need. Parking Enforcement of course works in conjunction with BC Transit on a daily basis, because keeping bus stop zones clear for buses is one of our priority enforcement projects. We are enforcing bus stops with a zero tolerance policy. Another example of how we work with Strategic Planning can be seen in the changes to the area around 49th and Fraser. The City has delineated the No Stopping Anytime Zone with white slash marks. This is in response to the misuse of this zone, which was having a negative effect on the

traffic flow in the area particularly during rush hour. So, Parking Enforcement, by being the "eye on the street", can keep the various Branches of Transportation up to date on issues which affect the movement of traffic and buses.

Then there is the Traffic Management Branch, responsible for the City's traffic light system, intersection control, and left turn lanes. They determine the size of the streets and how the streets will be used. For example, this Branch determines how much of the block will be used for Commercial Loading Zones, and how much of the block is going to be turned over to another department, the Parking Branch, for parking. From there, the Parking Branch then sets out to determine how much of the "parking" part of each block is going to be used for meter parking, residential parking permits, and time limit zones.

Once again, in our role as the "eyes on the street", our Branch works with both Traffic Management and Parking to help make sure the different zones are being utilized effectively. For example, in Gastown, a Commercial Loading Zone with 9am-6pm Monday to Friday time restrictions may not be seen as effective if the zone is needed 7 days a week, 16 hours a day. This could be brought to the attention of Traffic Management. On the other hand, if we see a City block that's been designated for resident parking only, but we're forever getting calls and complaints and there is a high demand for the zone, we may go to the Parking Branch and suggest that they change the block or part of the block to Resident Permit Parking. It makes our job easier. We go out and guickly determine who should be in there and who shouldn't be. So, that's an example of when we would deal with the Parking Branch.

The Neighbourhood Transportation Branch is a group of City Engineers and Engineering Assistants who work with neighbourhood concerns involving traffic. Discussions may revolve around of a variety of topics including, one-way traffic, calming circles, bicycle routes, or speed bumps in lanes.

Traffic Operations is the group down at National Yards that goes out and installs the signs once Traffic Management decides how the street will be signed. When the Parking Branch decides that they want to put in meters on a particular block, including how many and what type, and how much they will charge per hour, Traffic Operations goes out to install and maintain the meters. Once again, Parking Enforcement works with them when we need to see more effective signage, or when signs have been knocked down or vandalized, we let them know. We report the sign problems every day on defective meters for example.

And finally we come to the Parking Operations and Enforcement Branch. We are the "glue" which keeps it all together because we are the ones out on the street who enforce all the regulations that the other Branches have made. When their decisions don't make practical sense, or when signs do not change with the circumstances and public is confused, we can identify the problem and report it to the appropriate Branches. This process would be initiated when you make your report to your Team Leader.

So, that is how we fit into the Streets Division, that's why we are part of the Engineering Department rather than the Police Department. In some cases around North America, Parking Enforcement groups belong to the Police Department. We do have an enforcement role but our scope is wider than simply enforcement.

We are an integral part of the Transportation plan in that we're into the customer service concept of how we work with the City, for the City and for the public. Everything we do out there is to make the Transportation plan work.

#### Parking Enforcement - A Short History

Parking Meters have been around since 1947 but were enforced by the City's police department.

- Officers were assigned to this patrol, with meter enforcement incorporated with their other responsibilities.
- Each meter was checked an average of once every three days, which was ineffective in ensuring the turnover of parking.

In September 1976, due to increased demands on Police duties, the VPD decided that they were unable to effectively enforce stopping/parking prohibitions within Street & Traffic Bylaw 2849.

- November 1982 Parking Enforcement began enforcing other parking bylaws
- Early 1990's RPO, PPO and School Enforcement
- 1993 Bike Patrols in the West End
- 1994 Abandoned Vehicle Program
- 1997 Extending Meters in effect till 8pm 7 days a week
- 2001 Real Time Wireless ticketing solutions
- September 2009 Expanding enforcement hours of operations to 20 hours per day
- 2014 Branch decision to close operations at Midnight instead of 2am
- Recent changes new bike lanes, VRPP, addition of pay stations, split meter cost



## **PEO Basic Training**

## Module: PEO Role & Ambassador

2018-03



## The Role of Parking Enforcement Officer

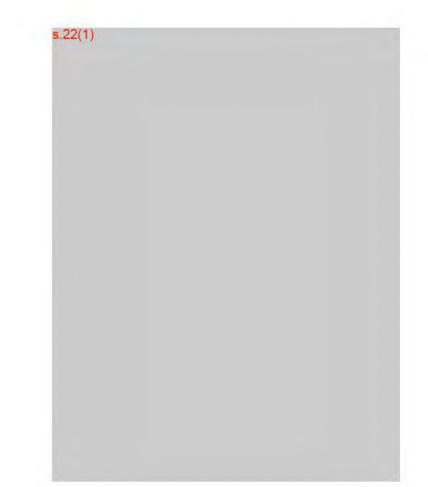






## There are 2 sides to your role





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## **Enforcement of Parking Bylaws**

PEOs are responsible for the enforcement of the regulations contained in the City of Vancouver Parking, primarily Meter Bylaw 2952 and Street and Traffic Bylaw 2849.



## An Ambassador of the City



PEOs are expected to deal with the public in a proactive, professional, consistent, and effective manner at all times.

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#### **PEO Duties**



Ensure safety Ensure free flow of traffic Ensure access Be an ambassador for the City of Vancouver

#### **CoV Bylaw assessment and enforcement**

- Parking Meter Bylaw #2952
- Parking provision of Street & Traffic Bylaw #2849
- Other bylaws

Respond to citizen inquiries and complaints about parking regulations

# Recommend changes to parking regulations

Adjudications Attend Court and present evidence (very rare cases) Attend Court and present evidence (very rare cases)



Our role is essential and provides a service to citizens, whether through ambassador interaction or enforcing bylaws.

There will be occasions when a citizen will express disagreement or interact with you in anger.

We will provide training and resources for you to handle such situations.

#### An Evolving Role





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# We are Ambassadors for the CoV





# What were your past stereotypes of PEOs?

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#### How does each CoV value fit with the PEO role?

Responsiveness Excellence **Fairness** Integrity Leadership Learning

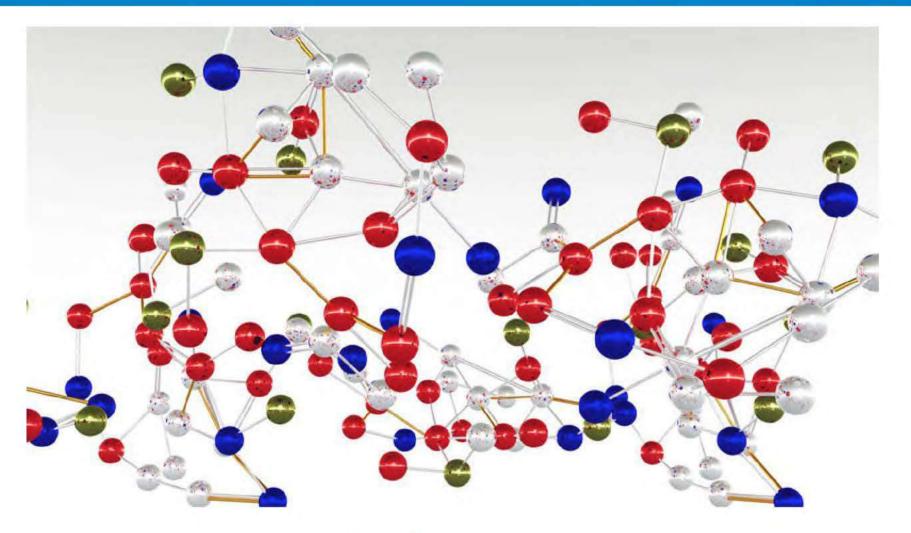
#### Applying the CoV Mission Statement – 2 of 2



#### What Being an Ambassador Looks Like

- Listen
- Show empathy
- Provide information
- Help people to find their way in the City
- Direct people to other services
- If you don't have the answer, let people know how they might find it
- Be proactive with the list above





#### the atoms game

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# How would you like people to see you as a PEO?

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# End of Module

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# PEO Basic Training Module: PEO Routine, Attendance, Payroll, Hours, Expectations

2018-10



# Attendance







#### What does this Rebus Puzzle mean?



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When you are not at work, you are missed!

Co-workers & the public depend on you to arrive at work regularly & on time

Sick before you start a shift?

Sick while on a shift?

Away for medical reasons?

If personal or family problems affect attendance, use EFAP

Follow safe practices to keep absences to a minimum, and report unhealthy or unsafe work conditions

# Hours

1053 Page 330 0100

STREET,

CELET T

A TELEVISION OF





#### **Hours of Operation**

- Reception
- Ticket Enquiry
- Enforcement Requests
- Other enquiries can be directed to 3-1-1
- Officer Shifts (see below)





#### **Officer Shifts**

- What are the current shift start times?
- What kind of routes are on each shift?
  - Meter, Car, Bike, Time Limit, Rush
- How many PEOs on a shift?







#### Start of Shift: be on time and ready

- When to be ready for briefing in muster room
- What does "ready" look like?

#### End of Shift





#### Start of Shift: be on time and ready

- · When to return to office at end of shift
- What things might need doing at end of shift:
  - · Copies of certain types of tickets
  - Questions for (or from) Supervisor



#### Questions to ask yourself at start of shift

- Which PEOs are on neighbouring routes?
- How to get to route
- Best plan for covering your route
- Everything working when you leave building?
- Good places to:
  - take breaks
  - get food & water
  - use bathroom



#### **Breaks**



- How long are breaks?
- When to take breaks?
- Not too close to other breaks or to the shift start / finish

SHIFT BRIEFING	
	_
Short break	
Meal break	
Short break	
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#### Radios on your Breaks



- On short breaks keep radio on
- On longer breaks call off, then call on



# Scheduling



#### When you get paid

- Every two weeks
- Pay statement emailed two days before pay day
- Review & correct payroll discrepancies before pay day

#### **Benefits for Auxiliary**

- In Lieu
- Current "Shift Premium" policies

### **Regarding Statutory Holidays**

Current stat holiday policies





# **Scheduled Shifts**



### Additional Shifts (text call-outs)



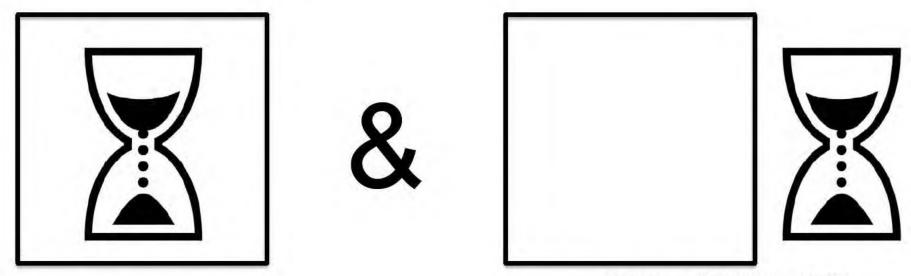
Track your own hours (don't go over)

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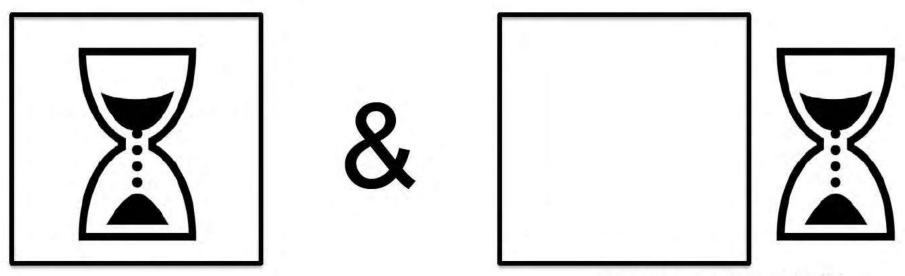
#### What does this Rebus Puzzle mean?



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#### How to record your hours worked

- What to enter each day & where to enter it
- 24 hour clock time
- Ask your Team Lead any questions about your paycheque







#### What does this Rebus Puzzle mean?

# hours

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- Track your own hours
- Avoid unauthorized OT
- Maximum 5 work days in any Monday to Sunday cycle
- Pay weeks are Friday to Thursday



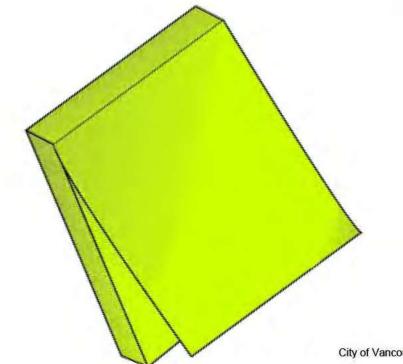
	0	VERTIME		
ame: PEID #:				
Date Worked:				
Hours Worked: From:	am/pm To:	am / pm		
Total Hours:	(excluding meal breaks)			
Time Worked Was:	Before Shift	After Shift	Day Off Not immediately before/after shift	
	REQUESTING IN	REQUESTING IN	REQUESTING IN	
	Time (6119)	Time (6110)	Time (6210)	
	Money (6109)	Money (6100)	Money (6200)	
Reason For Overtime:	Staff Shortage			
	Court/Hearing Time: am / pm			
	Special Event (Name):			
Signature:		Supervisor's Signa	ture:	



What do they look like?

What are they for?

What are the usual reasons for using one?



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#### Hours and Payroll

#### **Workers' Compensation**

- Compensation for injury or certain industrial diseases
- For even the slightest injury, get first-aid or medical attention and report the injury to your Supervisor as soon as possible

#### **Movement from Auxiliary to FT**

913 hours to have bidding rights to apply for positions