

File No.: 04-1000-20-2021-154

March 30, 2021

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 March 12, 2021 under the *Freedom of Information and Protection of Privacy Act* for:

Records regarding PayByPhone "lag time", specifically: 1) If the City is aware of this problem, and, if so, 2) What steps are being taken to correct the problem. Date range: February 1, 2021 to February 15, 2021.

We have completed the search for responsive records for this request and no responsive records have been located.

Please note, the Parking Operations & Enforcement Branch confirms that the PayByPhone interface does not have a problem with latency or lag time, and is monitored with built-in system alerts to ensure accuracy.

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 (#04-1000-20-2021-154); 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,

[Signature on file]

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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