

File No.: 04-1000-20-2022-347

July 21, 2022

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 June 29, 2022 under the *Freedom of Information and Protection of Privacy Act, (the Act)*, for:

**All records regarding the complaints leading to the issuance of parking tickets GA27333 and GA27332. Date of tickets: June 17, 2022 between 8:30 and 9:14 a.m.**

All responsive records are attached. Some information in the records has been severed, (blacked out), under section s.15(1)(l) and s.22(1) of the Act. You can read or download these sections here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Please note, as the records reflect, the complaint was for increased enforcement in general and not targeted at a specific vehicle, individual, or company.

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](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 (#04-1000-20-2022-347); 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,

[Signed by Cobi Falconer]

**Cobi Falconer, MAS, MLIS, CIPP/C**  
**Director, Access to Information & Privacy**  
[cobi.falconer@vancouver.ca](mailto:cobi.falconer@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at [foi@vancouver.ca](mailto: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.

Encl. (Response Package)

:kt



2022/07/07 10:37

Class

Service Request # R 1071091  
 Request Type Priority  
 Request Type description Parking Priority Enforcement Request  
 Request Date 2022/06/22 13:45  
 Cr1 Date 2022/06/22 13:45  
 Last 311 Update  
 Incident Date  
 Crew Assign Date  
 Crew ID  
 Crew Contact  
 A T Crew Contact  
 Follow-Up Date  
 Charges Expensed no  
 Reviewed no  
 Sub Type  
 Initiated By Last 311 Update, Where applicable  
 Creator  
 Dispatcher  
 Alt Dispatcher  
 Alert State None  
 No Alert  
 Boundary Alert No  
 Not within Senakw boundary

Information

Information

Zone  
 Area description  
 Sub-area  
 Sub-area description  
 Beat  
 District description  
 Auto Beat  
 Priority  
 Priority description Emergency  
 Responsibility  
 Responsibility PO  
 Responsibility description Parking Ops & Enforcement  
 Project  
 Project description  
 Source  
 Due Date  
 Est Reference #  
 Ref Type  
 Method  
 Designation  
 Frequency  
 Cearing Zone

Request Location

Asset Intrepid  
 Parcel ID  
 Property ID  
 GPS X 0.0000  
 GPS Y 0.0000  
 Lane

Location

Address type Range  
 Street # 3100  
 to 3299  
 Pre Dir RIVERWALK AV  
 Suffix  
 Post Dir  
 Subdesignation COVAV  
 Cross Street  
 Street 2 Name  
 Street 2 Suffix  
 Street 2 Post  
 Direction  
 Cross Street  
 Street 3 Name  
 Street 3 Suffix  
 Street 3 Post  
 Direction  
 City Province Vancouver  
 Postal Code BC  
 Province BC  
 Postal Code  
 Location 17.4 C & D - 3100 Riverwalk to Klmoss - run for 2 weeks as per HH-397

Incident Details

Internal Notes

Call Details

Call Duration 00:02:26  
 # of Calls 1  
 Taken By  
 Taken By Name EMMA HORSLEY  
 Customer Contact Requested no  
 City Customer no  
 Regarding Service Request Progress  
 Warning: please use the Other Calls grid to add new contacts; otherwise the results may be unexpected

Contact

Name  
 First MI  
 Middle Initial  
 Title  
 Contact Type  
 Foreign no  
 Address  
 City  
 State/Province  
 ZIP/PC  
 Country  
 Contact Phone  
 E-mail  
 Alternate Phone  
 Fax  
 Pager

No Data

Customer Comments

Other Calls

No Data

Inspection

(Tab Not Loaded)

Log

(Tab Not Loaded)

Attachments

(Tab Not Loaded)

Associations

(Tab Not Loaded)

Request Details

Priority Enforcement Request

Problems

| DR # | Date/Time Dispatched | PEO# | Received Time    | Detailed Enforcement Result | Comment | Street # | Street Name | Description of Problem(s) | Route |
|------|----------------------|------|------------------|-----------------------------|---------|----------|-------------|---------------------------|-------|
| 86   | 20220923 07 18       | 303  | 20220923 11:33   | 1 Impound at 113            |         |          |             |                           |       |
| 86   | 20220902 08 15       | 517  | 20220902 10 01   | Clear at 10 01              |         |          |             |                           |       |
| 338  | 20220925 09 1        | 05   |                  |                             |         |          |             |                           |       |
| 336  | 20220926 07 2        | 509  | 20220926 10 19   | Clear at 10 19              |         |          |             |                           |       |
| 86   | 2022 0827 09 5       | 303  | 2022 0827 3 9    | 2 to vlt at 09              |         |          |             |                           |       |
| 86   | 20220829 08 15       | 396  |                  |                             |         |          |             |                           |       |
| 86   | 20220829 08 5        | 210  | 20220829 10 52   | 2 tickets at 10:52          |         |          |             |                           |       |
| 86   | 20220830 12 1        | 210  | 20220830 12 1    | Clear at 10:02              |         |          |             |                           |       |
| 17   | 20220830 15 3        | 77   | 20220830 21 25   | Clear on bus vlt            |         |          |             |                           |       |
| 336  | 20220701 09 35       | 516  | 20220701 15 15   | Clear at 1515               |         |          |             |                           |       |
| 336  | 20220702 09 09       | 521  | 20220702 12 8    | 1 Imp at 12 8               |         |          |             |                           |       |
| 338  | 20220703 09 30       | 87   | 20220703 09 30   | 7 0 and 300 clear           |         |          |             |                           |       |
| 86   | 2022 07 05 06 5      | 303  | 2022 07 05 08 29 | Clear at 07 5 1             |         |          |             |                           |       |
| 86   | 20220706 06 5        | 229  | 20220706 12 7    | 1 mov at 1230               |         |          |             |                           |       |

Schedules

(Tab Not Loaded)

Usage Readings

(Tab Not Loaded)

Audit Log

Audit Log

Audit Log  
(No Data)

311 Case Info

Lagan Detail

311 Case Form  
311 notes and details

Notes to 311  
Notes to Citizen  
311 Case #  
Case creator

**From:** [Horsley, Emma](#)  
**To:** [Hogarth, Heather](#)  
**Cc:** [Kwan, Victor](#); [Ng, Augusto \(John John\)](#); [Ng, Hon \(Parking Enforcement\)](#); [Cho, Gary](#)  
**Subject:** RE: Cars parking on sidewalks in River District  
**Date:** Wednesday, June 22, 2022 1:49:38 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)

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Here are the 2 PERs I found from that area this year:

PER 1884891 – 8600 Kinross for 17.4E – 29-Dec-21 to 5-Jan-22 - attended 4 times – 1 ticket

PER 1917392 – 2100 Southside Dr. for 17.5C – 23-Feb-22 to 10-Mar-22 – attended 31 times – 3 tickets – requested by PMB

PER 1971891 has been set up for 2 weeks.

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**From:** Hogarth, Heather <Heather.Hogarth@vancouver.ca>  
**Sent:** Friday, June 17, 2022 3:42 PM  
**To:** Horsley, Emma <Emma.Horsley@vancouver.ca>  
**Cc:** Kwan, Victor <Victor.Kwan2@vancouver.ca>; Ng, Augusto (John John) <augusto.ng@vancouver.ca>; Ng, Hon (Parking Enforcement) <Hon.Ng@vancouver.ca>; Cho, Gary <Gary.Cho@vancouver.ca>  
**Subject:** FW: Cars parking on sidewalks in River District

Hi Emma,

Can you confirm what the results were last attempt and set up enforcement in this area – the complaints are coming in more frequently so I'm a little perplexed that we didn't get results last go around.

SupT's please confirm if we took a different approach than PER – I recall discussion around having people swing around that area when getting a request in the zone but can't recall where that went.

Thx h

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**From:** Hogarth, Heather  
**Sent:** Friday, June 17, 2022 3:40 PM  
**To:** Hughes, Fiona <[fiona.hughes@vancouver.ca](mailto:fiona.hughes@vancouver.ca)>  
**Cc:** Palmer, Cathy <[cathy.palmer@vancouver.ca](mailto:cathy.palmer@vancouver.ca)>; DeSanti, Mark <[Mark.DeSanti@vancouver.ca](mailto:Mark.DeSanti@vancouver.ca)>  
**Subject:** RE: Cars parking on sidewalks in River District

Thank you for passing this along Fiona.

We had a PER (priority enforcement requirement) put on the area after similar feedback a few months back and were not successful in finding the parking issues reported. That being said with the weather turning and high density residential in that area it warrants revisiting and we will set another PER and make sure we are attending and enforcing any violations.

I can forward you the results of the PER once completed. We will start immediately.

Happy Friday, Heather

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**From:** Hughes, Fiona <[Fiona.Hughes@vancouver.ca](mailto:Fiona.Hughes@vancouver.ca)>  
**Sent:** Friday, June 17, 2022 3:16 PM  
**To:** Palmer, Cathy <[cathy.palmer@vancouver.ca](mailto:cathy.palmer@vancouver.ca)>; Hogarth, Heather <[Heather.Hogarth@vancouver.ca](mailto:Heather.Hogarth@vancouver.ca)>; DeSanti, Mark <[Mark.DeSanti@vancouver.ca](mailto:Mark.DeSanti@vancouver.ca)>  
**Subject:** Cars parking on sidewalks in River District

Hello Cathy, Heather and Mark,

We received this complaint on Twitter about people parking on sidewalks in the River District. I am passing it along for your awareness.



Assigned to Fiona Hughes by Megan McMahon  
18 mins ago • View Assignment History

fyi

s.22(1)

s.22(1)

43 mins ago

@CityofVancouver Do you think you could have enforcement staff come down to the River District more often. People park on the actual sidewalks daily, obstructing wheelchairs, strollers, anyone walking in the neighbourhood. Enough is enough. This is Riverwalk Ave near Kinross.



[Like as CityofVancouver](#)

Thanks,  
Fiona

**Fiona Hughes** (she/her) | Senior Communications Specialist  
Engineering Services | City of Vancouver  
[fiona.hughes@vancouver.ca](mailto:fiona.hughes@vancouver.ca) | Cell: [s.15\(1\)\(l\)](#)

[Website](#) [VanConnect](#) [Twitter](#) [Facebook](#) [Talk Vancouver](#) [LinkedIn](#) [Instagram](#) 3-1-1



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and selilwatał (Tseil-Waututh) Nations.

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