From: "van Dyk, Donny"
To: "Direct to Mayor and Council - DL"
Date: 6/17/2026 11:42:44 AM
Subject: Upcoming information bulletin: City warns of parking ticket text and QR code scams

Embargoed until it goes live from the City media email account later today .

Dear Mayor and Council

The City will be issuing the below information bulletin following an increase in parking ticket scam text messages and related inquiries to 3-1-1 and Parking Enforcement from members of the public trying to confirm whether the messages are legitimate.

The City continues to monitor the situation and take action where possible to reduce public risk. The bulletin clarifies that the City does not notify people of parking fines by text message or social media, and does not use QR codes for parking payments.

Please keep this information bulletin embargoed until it goes live from the City media email account later today .

Chris will reply to this email with the relevant Vancouver.ca and social media links once they are live.

Thanks,

Donny

Donny van Dyk (he/him)

City Manager

City of Vancouver

The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish), and səlilwətaɬ (Tsleil-Waututh) Nations.

City of Vancouver

Information bulletin

June 17, 2026

City warns of parking ticket text and QR code scams

The City of Vancouver is advising residents and visitors to remain vigilant following an increase in fraudulent text messages claiming to be related to outstanding parking payments.

The City has received reports of scam text messages claiming individuals have overdue parking tickets and requesting immediate payment. These messages are not legitimate.

The City does not notify individuals of parking fines through SMS text messages or social media. Official notification methods are:

- A parking ticket issued directly to the vehicle
- A mailed notice sent to the registered vehicle owner

Any message outside of these methods should be treated as suspicious.

If you receive a scam text regarding an overdue parking ticket:

- Do not click any links in the message
- Do not provide personal, payment, or credit card information
- Report the message to your mobile service provider, then delete it

If you are unsure whether you have an outstanding parking ticket, visit the City's official website directly to learn how to pay or dispute a parking ticket. Do not use links provided in text messages.

Fake QR code warning

The City is also warning of fraudulent QR code stickers placed on parking meters and pay stations. When scanned, these codes may direct users to a fake payment website that mimics legitimate services such as PayByPhone.

Residents and visitors are reminded:

- The City of Vancouver does not use QR codes for parking payments
- Do not scan QR codes attached to parking meters or pay stations
- Report any suspicious QR codes through Van311 so they can be removed promptly

The City continues to monitor reported scams and take action where possible to reduce public risk.

For information on how to recognize, avoid and report scams, visit the Canadian Anti-Fraud Centre and Get Cyber Safe. If you believe you have been a victim of fraud, contact your financial institution immediately and report it to the police.

-30-

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