



City of Vancouver's Parking Enforcement Outreach Task Force

Presented by: Om Mogerman
Associate Director
Parking Operations and Enforcement Branch

Acknowledging the Land

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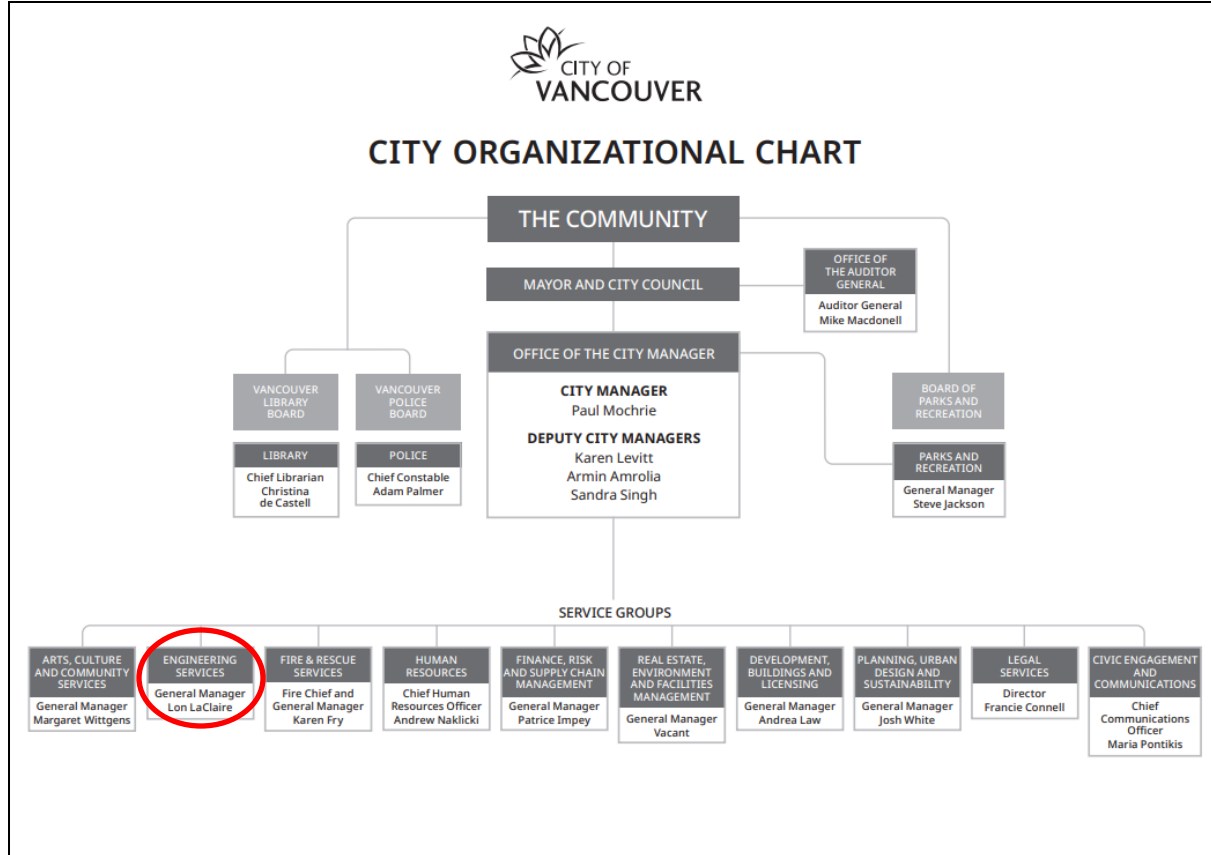
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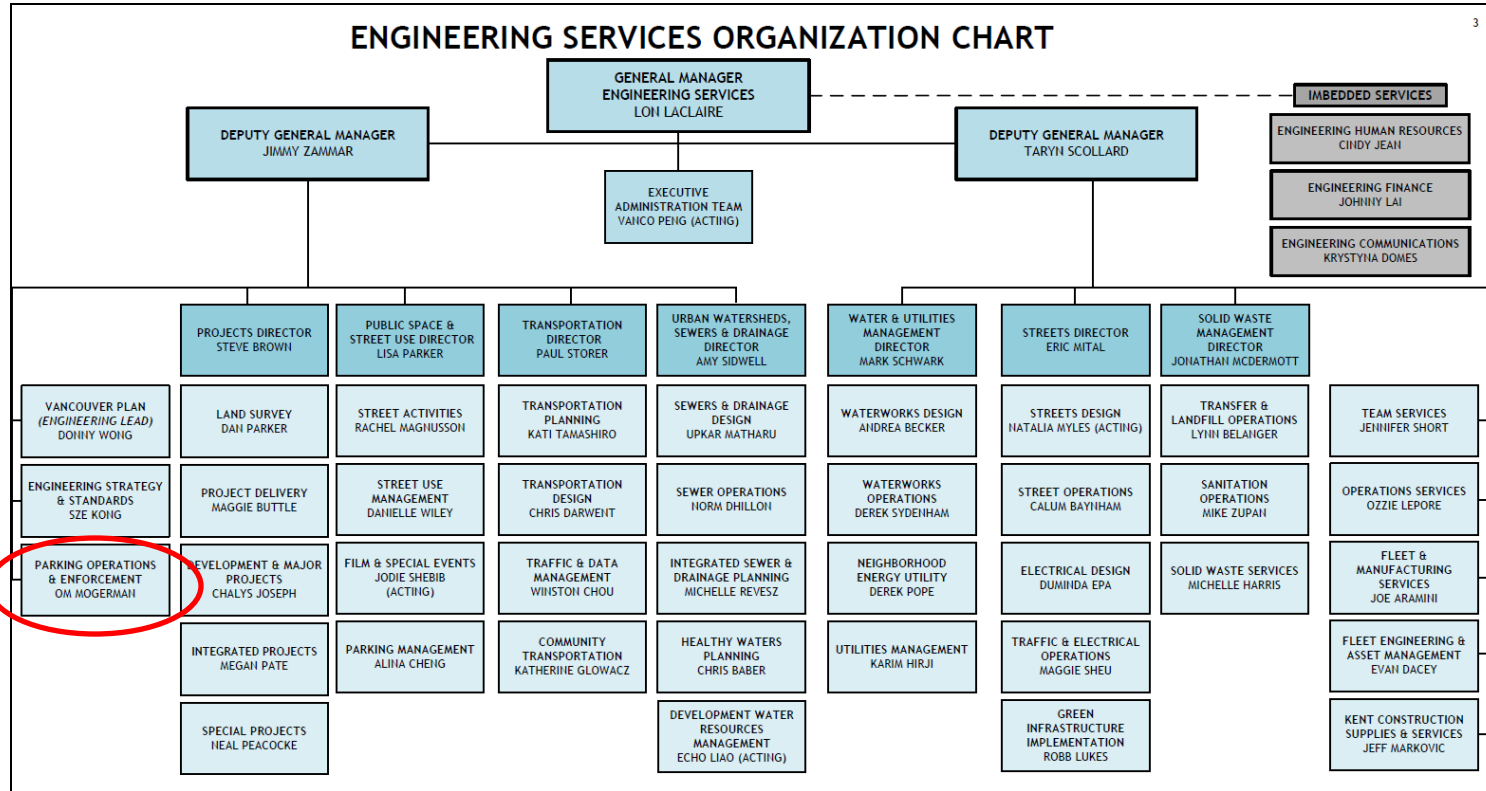


Mi'kmaq

1. Parking Operations and Enforcement Branch
2. What is the Outreach Task Force (OTF)?
3. Homelessness in Vancouver and the Metro Vancouver Region
4. Encampments in parks and on the streets
5. RVs in the City of Vancouver
6. Enforcement approach
7. Where we are today

Parking Operations and Enforcement Branch





160 staff split across two distinct work groups:

Operations (33 staff)

- Meter Maintenance and Installation
- Coin Collection
- Customer Service (Ticket Inquiry)
- Dispatch
- Administration

Enforcement (127 staff)

- Parking Ticket Enforcement
- Water restriction enforcement
- Wharf enforcement
- Outreach Task Force (OTF)
- Abandoned Vehicle Enforcement
- Towing contract administration

2023 Data

Total tickets issued: 371,245

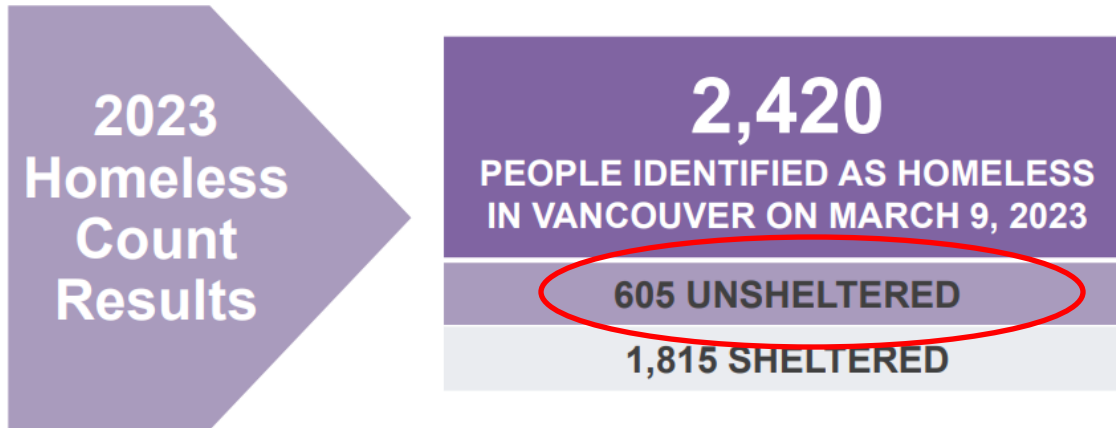
Total abandoned vehicle ticket requests: 5,515

Total RV tickets issued: 1,264

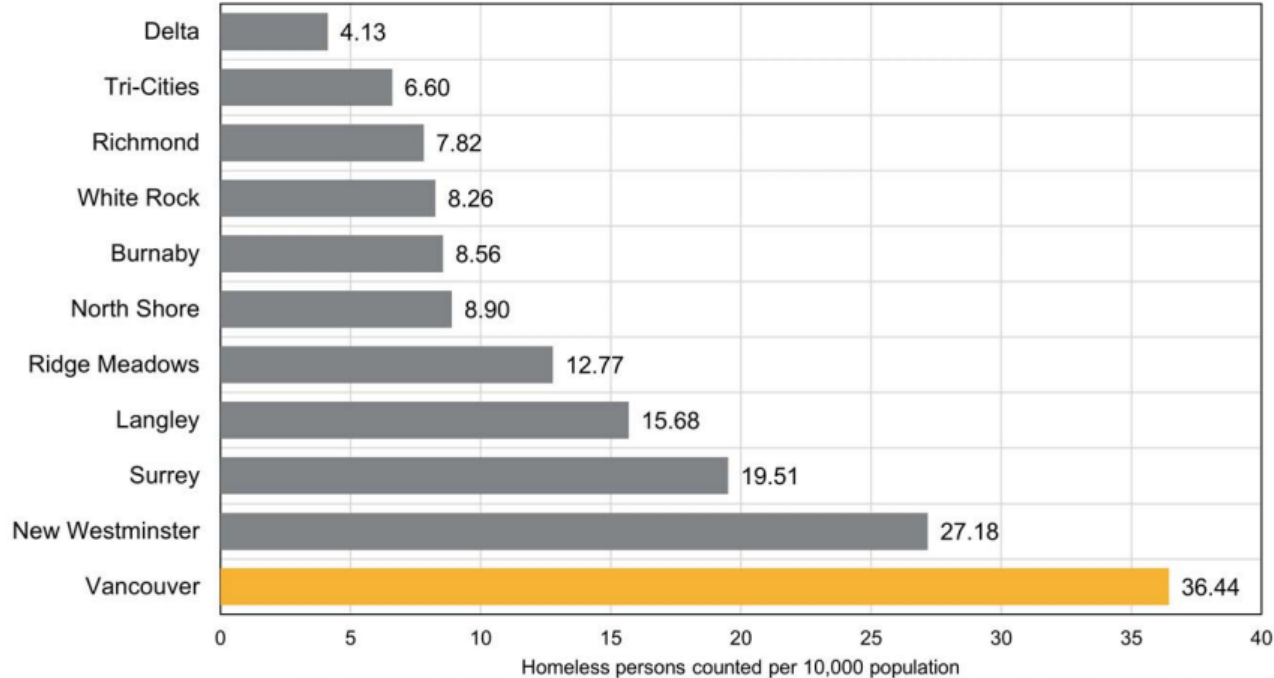
Total RVs impounded: 71



Setting the Stage

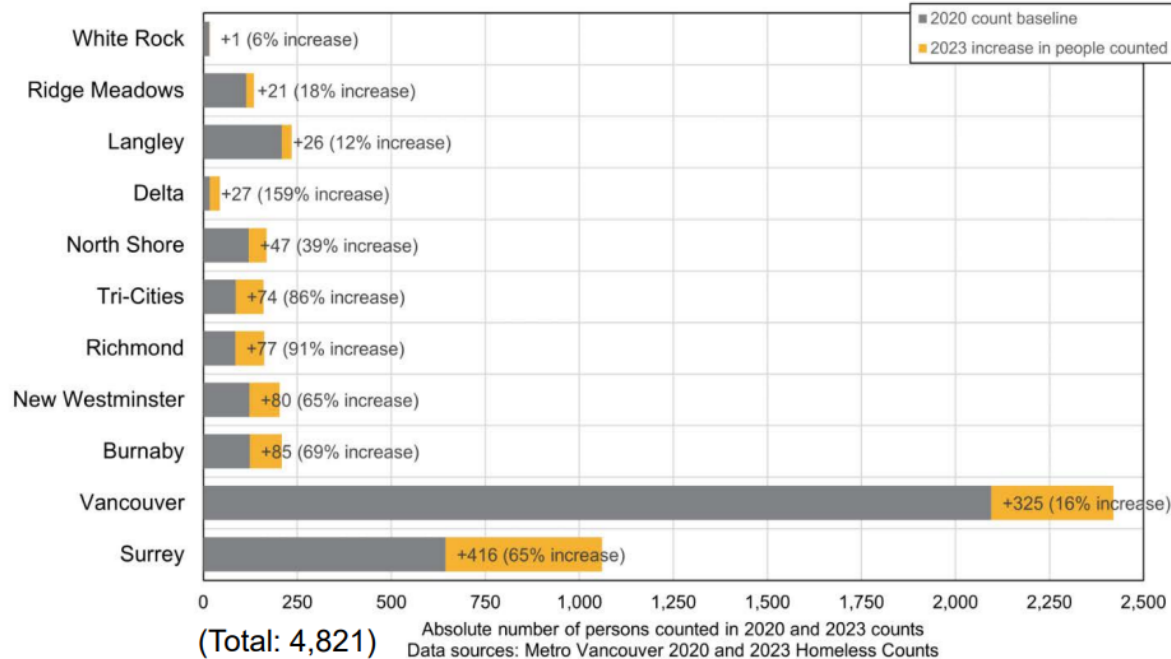


Homeless Population Per 10,000 Population - Metro Vancouver, 2023

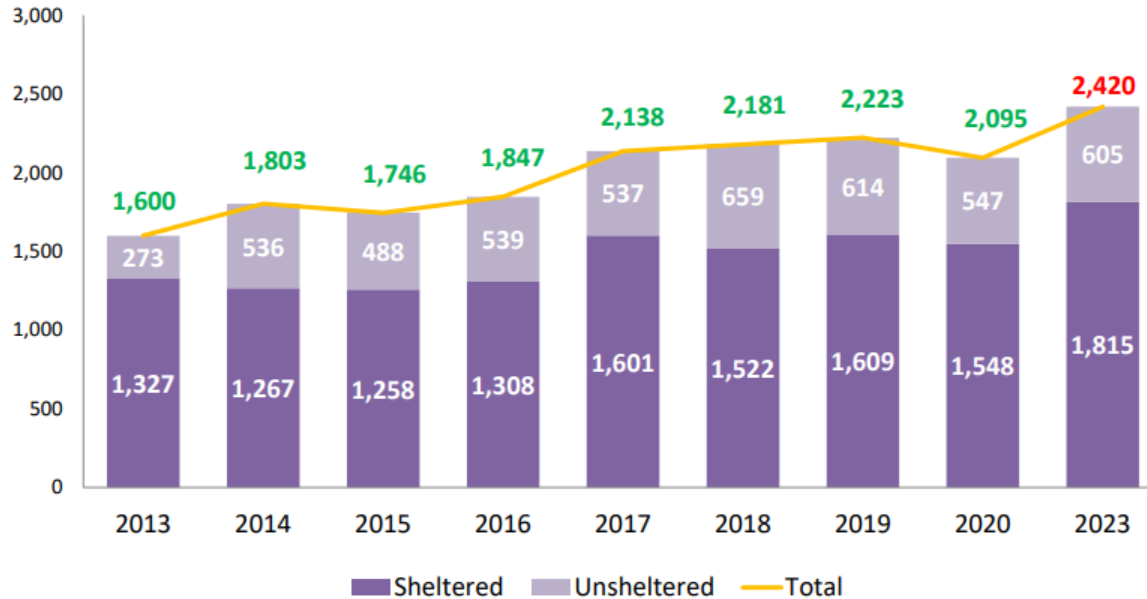


Data sources: Metro Vancouver 2023 Homeless Count; BC Stats, 2022 municipal population estimates

Number of Homeless Persons Counted - Metro Vancouver, 2020-2023

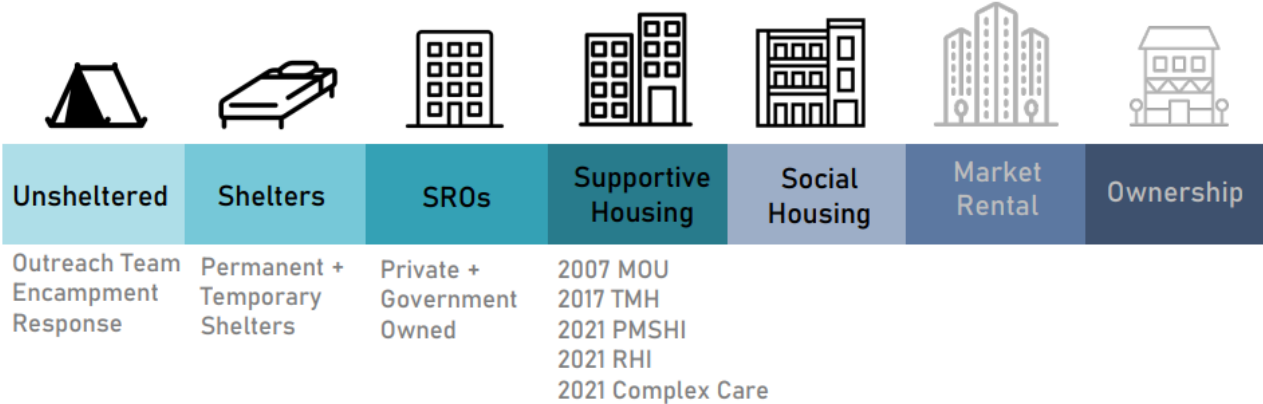


Persistent Homelessness



*Data from the 2023 Vancouver Homeless Count

Vancouver's Response to Homelessness



*Data from the 2023 Vancouver Homeless Count

Encampments in Parks



Strathcona Park – 2021

Encampment activity in parks attracts RVs to the surrounding streets.

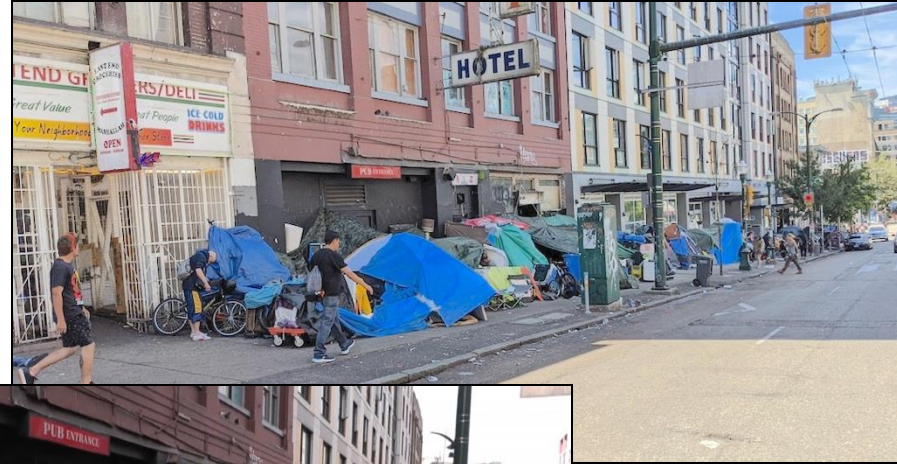


Oppenheimer Park – 2020

Encampments on the Street



East Hastings Street – 2023



Parking Enforcement's Involvement

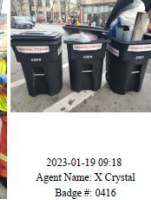


Parking Enforcement staff assisting with the decampment of East Hastings Street



New Way to Enforce

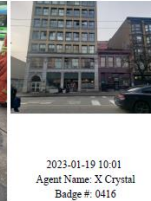
Ticket #:	GD67609	Status:	VA - VOID APPROVED	Current Outstanding Balance:	\$0.00
Void Reason:	SUPERVISOR REQUEST				
Plate:	VIRGIL	Plate Expiry:	VIN:		
Entry Date:	Jan 19, 2023, 08:40	Screening:	N		
Location Address:	IN SS O E HASTINGS ST	Date:	/A		
Offense:	A PERSON MUST NOT BUILD, CONSTRUCT, PLACE, MAINTAIN, OCCUPY, OR CAUSE TO BE BUILT, CONSTRUCTED, PLACED, MAINTAINED OR OCCUPIED IN ANY STREET, ANY STRUCTURE, OBJECT, OR SUBSTANCE	Screening:	N		
Article:	71A	Date:	/A		
By-Law:	2849	Hearing:	N		
Meter No:	N/A	Result:	/A		
Original Fine/Penalty:	\$0.00	Served:	Yes		
Paid Amount:	\$0.00	Notice 1:			
Due Amount:	\$0.00	Notice 2:			
Due Date:	N/A	Plate:			
Badge #:	0416	Denial Request:			
Plate Province/State:	BC	Impounded:			
Vehicle Make:	UNLISTED	Towing:	N		
Vehicle Color:	BLACK	priority:	/A		
Voided tickets count:	1				
Warning tickets count:	0				
Seoffian tickets count:	0				



2023-01-19 09:18
Agent Name: X Crystal
Badge #: 0416

2023-01-19 09:23
Agent Name: X Crystal
Badge #: 0416

2023-01-19 09:23
Agent Name: X Crystal
Badge #: 0416



2023-01-19 10:01
Agent Name: X Crystal
Badge #: 0416

2023-01-19 09:55
Agent Name: X Crystal
Badge #: 0416

2023-01-19 09:22

City of Vancouver By-law Notice

Issue Date: 01/19/2023 08:40 Province: BC
 Vehicle Licence: VIRGIL Make: UNLISTED
 Location: 2849 Section: 71A
 25 & 8 HASTINGS ST
 Meter: NO Impound: NO Officer: 0416

It is alleged on the issue date shown that the vehicle that displayed the licence plate indicated was involved in the following by-law contravention at the location stated:

NOTICE # GD67609

Penalty Amounts:

\$0 Discounted penalty if paid by Feb 02, 2023
 \$0 Penalty amount if paid by Feb 23, 2023
 Penalty plus surcharge if paid after Feb 23, 2023

A PERSON MUST NOT BUILD, CONSTRUCT, PLACE, MAINTAIN, OCCUPY, OR CAUSE TO BE BUILT, CONSTRUCTED, PLACED, MAINTAINED OR OCCUPIED IN ANY STREET, ANY STRUCTURE, OBJECT, OR SUBSTANCE

VEHICLES WITH UNPAID TICKETS MAY BE TOWED FOR FUTURE VIOLATIONS

GD676092 000 000 000

HOW TO DISPUTE

The adjudicator will send you a notice if you have a dispute. You must provide a written statement of your dispute within 10 business days of the date of the notice. You must also provide evidence to support your dispute. You must also provide a copy of your dispute to the adjudicator. You must also provide a copy of your dispute to the adjudicator. You must also provide a copy of your dispute to the adjudicator.

QUESTIONS ABOUT YOUR TICKET?

Call 311 or visit our website for more information. You can also call 311 or visit our website for more information. You can also call 311 or visit our website for more information.

PHOTO EVIDENCE

Photo evidence is required for all by-law notices. You must provide a clear, legible photograph of the contravention. You must also provide a copy of your photo evidence to the adjudicator. You must also provide a copy of your photo evidence to the adjudicator.

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NOTICE OF CONTRAVENTION

This notice contains important information that may affect you. Please ask someone to translate it for you.

此通告可能影响您。如有需要，请找人为您翻译。

ਇਸ ਸੂਚਨਾ ਵਿੱਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ ਜੋ ਤੁਹਾਡੇ ਲਈ ਟਿੱਠੀ ਹੋ ਸਕਦੀ ਹੈ। ਕਿਸੇ ਆਰਥਕ ਨਿਰੀ ਨੂੰ ਇਸ ਨੂੰ ਟਿੱਠਾ ਕਰਨ ਲਈ ਆਖੋ।

Thông báo này có thể ảnh hưởng tới bạn. Xin nhờ người phiên dịch hộ.

Este aviso contiene información importante que puede afectarle personalmente. Pídale a alguien que se lo traduzca.

Ce document contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de vous le traduire.

In addition to health and safety concerns for those sheltering outdoors, the accumulation of structures and personal belongings on sidewalks contravenes the City's Street and Traffic By-law and presents very real public safety risks in this dense urban environment. Issues include structures spilling into travel lanes, challenges with pedestrian and wheelchair access to the sidewalk, and blocking access for fire control.

Structures and personal belongings are not permitted on City streets, except when receiving a delivery or with permission by way of permit from the City of Vancouver. Under the Street and Traffic By-law 2849, Section 71A: A person must not build, construct, place, maintain, occupy, or cause to be built, constructed, placed, maintained or occupied in any street, any structure, object, or substance which is an obstruction to the free use of such street, or which may encroach thereon, without having first obtained a permit issued by the City Engineer.

When this notice was issued, your belongings/structure were in contravention of:

- Street and Traffic Bylaw 71A - Obstructing the free use of the street/sidewalk
- Vancouver Fire Department Order issued on July 25th, 2022
- Other: _____

We encourage you to work with organizations for voluntary storage and access to your belongings. Should the belongings remain in contravention as noted above, they will be impounded by the City of Vancouver.



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The accumulation of structures and personal belongings on sidewalks contravenes the City's Street and Traffic By-law and presents very real public safety risks in this dense urban environment, including to those who are sheltering outdoors. Issues include structures spilling into travel lanes, challenges with pedestrian and wheelchair access to the sidewalk, and blocking access for fire control.

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When this notice was issued, your belongings/structure were in contravention of:

- Street and Traffic Bylaw 71A Obstructing the free use of the street/sidewalk
- Other: _____

As a result your belongings/structures are being impounded by the City of Vancouver on (date) _____.

Items that are deemed hazardous (e.g. explosives, weapons, biohazards etc.) perishable goods, high-value items, (e.g. cash), as well as those violating the Fire Chief's Order (large furniture and flammable items), will not be stored and will be disposed of or recycled at the time of impounding.

The belongings impounded by the City will be stored for a period of 30 days. If impounded items are not retrieved within this period then items may be disposed of or recycled.

Retrieval of Impounded/Stored Belongings

Please contact the City of Vancouver by calling 311 to arrange for retrieving your stored belongings. The tracking information below will assist with locating items you would like to retrieve. If your name was provided at the time your belongings were impounded, that will also help track and return your belongings. Stored belongings that are not identified by an individual's name will be identified by the address they were retrieved from and notable item(s) placed in the containers.

TRACKING INFORMATION:

BIN #	
NOTICE #	

Why is this a Parking Enforcement Problem?

Parking Enforcement has the authority to enforce the by-laws that manage the street right of way and curb lane. This authority makes us the only non-law enforcement group in Vancouver capable of doing this work.

Outreach Task Force (OTF)

- Superintendent I
- Half-time Supervisor
- 6 specially trained parking enforcement officers
 - 2 deployed daily year round
 - 4 deployed daily during high season (May-Oct)
- In addition to OTF work, they also enforce the following:
 - Oversized commercial vehicles
 - Time limit violations
 - Some parking enforcement requests

Pre-2017: Vancouver Police Department (VPD) had full lead of the program. Parking Enforcement (PE) was not permitted to enforce RV congregations without VPD approval and support

2018: Significant challenges started to emerge within the program, including negative media attention and program ownership challenges prompting the VPD to withdraw and complaints shifting to PE.

2018: Summer: several groups within the City came together to establish the RV program within Parking Enforcement. At this time, the warning letters, timelines, and standard operation procedures were established.

2019: PE would issue a first warning, allow a significant period to pass before issuing a second warning. Finally, PEOs would seek permission from CoV Senior Management to impound vehicles.

2020: The RV program was suspended during the COVID-19 pandemic. The number of RV congregations in the city skyrocketed during the pandemic.

2021: Work began to dismantle the homeless camp around Strathcona Park, This encampment included a significant number of RVs that were managed by the PE team.

2022: Incident at Vancouver Technical High School prompted the full removal of the entrenched RV congregation near the school. VPD and CoV implemented a “zero tolerance” policy with RVs around all schools.

2023: PEOB decided to run the OTF program year-round due to significant progress in managing the congregations and the need to maintain the program’s momentum.

Managing RVs

True Homelessness

- Last step before ending up unsheltered on the street
- Mental health or medical challenges





JVER





- People choosing to live in RVs
- Often employed
- Typically found along beaches

Parking at the Beach





- Prostitution
- Fencing of stolen goods
- Bicycle “chop shops”
- Selling illicit drugs

Global New ran a story on March 31, 2022, about an incident that occurred near a Vancouver High School.

Police are investigating a “suspicious” incident involving a teenage student at Van Tech Secondary School.

Global News has learned that several students called police Monday afternoon after seeing a female student in an RV parked next to the school on Slocan Street.

*“We received a phone call about a young person who was possibly in distress and in a dangerous situation outside the school,” Sgt. Steve Addison with the **Vancouver police** told Global News. He said the students did the right thing calling for help and officers did find a young girl who they believe was in a “dangerous situation.”*

This incident, prompted a swift response; all RVs in the area were cleared out and “zero tolerance” policy was adopted regarding RVs near schools and parks.

City starts disbanding RV encampments, beginning with street next to an East Van school

Other hot spots will follow after camp near east Van high school is gone, says official

Gordon McIntyre

Published May 20, 2021 • 3 minute read

[Join the conversation](#)



British Columbia

Vancouver RV campers told to vacate city streets or face tickets and towing

Two dozen RVs and campers are parked near Slocan and 12th Avenue in Vancouver, more in other neighbourhoods

Jon Hernandez - CBC News - Posted: May 18, 2021 8:01 PM PDT | Last Updated: May 18, 2021



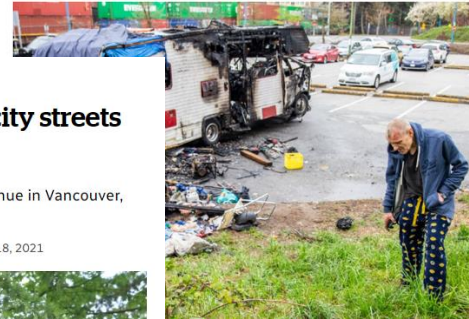
Peter Carson has lived in a makeshift RV camp in East Vancouver for nearly two years, and doesn't know where he'll go if city crews proceed to clear out the area. (Jon Hernandez/CBC)

Vancouver man loses RV to fire near CRAB Park encampment

Owner of recreational vehicle: "It should never have happened."



Mike Howell
Apr 2, 2024 8:30 PM



How the Program Works

The OTF team enforce the following by-laws as part of their work:

- **Street and Traffic By-law 2849**

- Oversized – 20.1a, 20.2, 20.3(trailer)
- Structures on-street – 71A
- Time limits – 17.6e
- Safety Violations 17.1(b) “no stopping”, 17.2(c) “fire hydrant”, 17.4(e)ii - boulevard, 17.5(c)ii – “corner clearance 6m”, 17.5(d)ii – “corner clearance -9m”
- Abandoned Vehicles – 72(a)1
- Uninsured – 72(a)1
- 3hr bylaws for vehicles (not oversized) – 17.6(f)

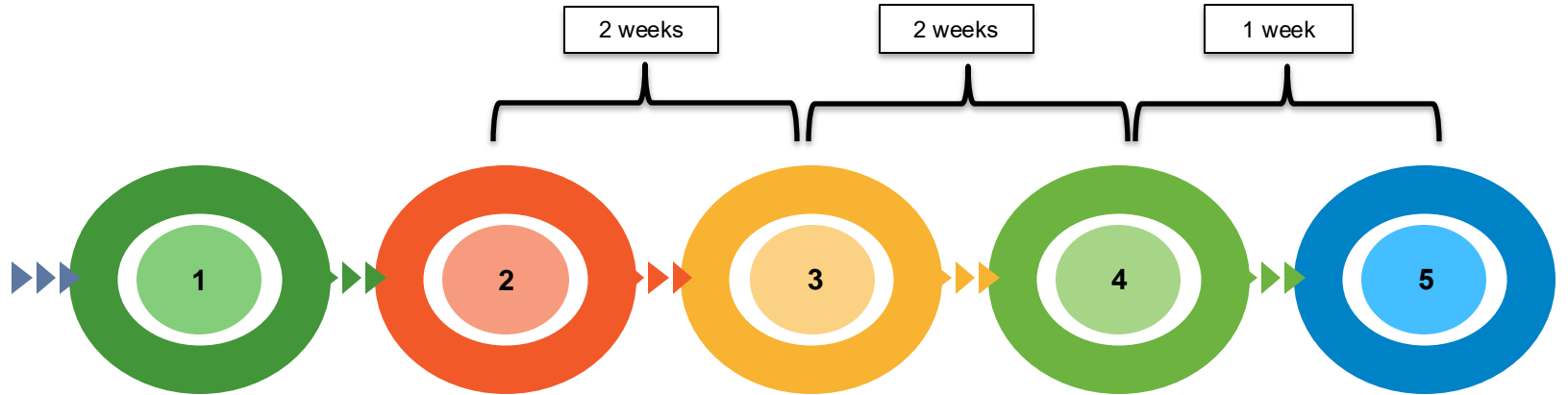
- **Parking Meter By-law 2952**

- Paid zones (pay stations/meters) – 2952 5(4)(b)

- **Trespass**

- Trespassing (new – city-owned private lots) – private impounds, no tickets

Five Week Process



Identification

- Complaint received for RV.
- OTF attends and runs license plate
- Determines if RV is new entrant to the program or already being monitored

1st Warning

- OTF attends and issues 1st warning notices to RVs
- OTF informs ACCS that 1st Warnings have gone out

2nd Warning


- OTF attends and issues 2nd warning notices to RVs
- OTF informs ACCS that 2nd warnings have gone out
- ACCS informs OTF of any RVs that are actively working with them

Final Warning

- OTF attends and issues final warning notices to RVs
- OTF informs ACCS that final warnings have gone out
- ACCS informs OTF of any RVs that actively working with them

Ticket/Impound

- OTF begins to ticket RVs
- On the 4th ticket, OTF impound the RV
- Impounds are supported by VPD, Sanitation, Busters, and ACCS



FINAL WARNING

This notice contains important information that may affect you. Please ask someone to translate it for you.

此通告可能對閣下的重要資訊 = 請找人為您翻譯。

ਇਸ ਸੰਬੰਧ ਵਿੱਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ ਜੋ ਤੁਹਾਨੂੰ ਸਹੀ ਢੰਗ ਨਾਲ ਸਮਝਣ ਦੀ ਜ਼ਰੂਰਤ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ ਕੋਸ਼ਿਸ਼ ਕਰੋ ਕਿ ਇਸ ਨੂੰ ਉੱਚੀ ਸ਼ਬਦ ਸਹੀ ਕਰੋ।

Thông báo này có tin tức quan trọng có thể ảnh hưởng đến quý vị. Xin nhờ người phiên dịch hộ.

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Ce document contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de vous le traduire.

Large vehicles, such as RVs and campers, cannot be parked on any street between the hours of 10:00pm and 6:00am. Large vehicles cannot be parked on a street next to a public park or school longer than three hours between the hours of 6:00am and 10:00pm.

Structures and personal belongings are also not permitted on City streets, except when receiving a delivery or with permission by way of permit from the City of Vancouver.

Unattached trailers are not permitted to be parked on City streets. RVs, campers, boat trailers and 5th wheels need to have a safe mode transportation attached.

Owners are responsible for having valid insurance

Vehicles breaking any of these by-laws may be ticketed and impounded at the owner's risk and expense.

When this notice was issued, your vehicle was:

- Parked overnight between 10pm and 6am
- Large vehicles parked in this location for longer than 3 hours between the hours of 6am and 10pm
- Unattached trailer
- Uninsured
- Other: _____

You may need to find a location on private property or at an off street location to park this vehicle.

To read this by-law in full, please see [Street & Traffic By-law 2849: vancouver.ca/your-government/street-traffic-by-law.aspx](http://vancouver.ca/your-government/street-traffic-by-law.aspx)

Enforcement including tickets or impounding of vehicles may be delayed for owners actively working with the Carnegie Outreach Program.

Homelessness Outreach Services available:

If you require support in obtaining housing, applying for identification, securing income assistance and other financial benefits, or accessing health and medical services, please contact the Carnegie Outreach Program:

Carnegie Outreach Program
392 Powell Street
Vancouver, BC
Phone: 604-665-3318

For more information: vancouver.ca/streets | Phone: 3-1-1 | TTY: 7-1-1

On each visit, a PEO hands a warning letter to an RV occupant or attaches it to the vehicle if it's unattended. This is an example of the final warning letter.

Every warning includes contact information for homelessness outreach services.

Arts, Culture, and Community Services – Homelessness Services Outreach

The Homeless Services Outreach Team assists residents at the storefront office Monday to Friday, during regular office hours. Additional street outreach is provided to people experiencing homelessness during late-night shifts.

The street outreach team provides additional support to those most marginalized in the community and the least likely to be accessing traditional social services.



Before every RV impoundment, the OTF team needs to conduct the following assessments:

Pre-Deployment Field Assessment

Supervisor and Superintendent attend the location and conduct an observational hazard assessment prior to arrival of OTF team

On-Site Risk Assessment

- Violent Individuals
- Chemicals
- Drug Paraphernalia
- Weapons
- Biohazards
- Animals

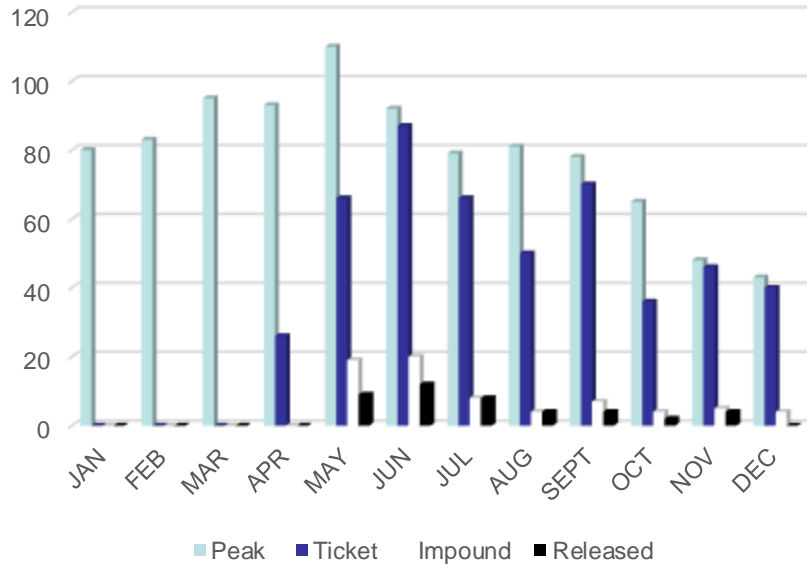
The Team at Work





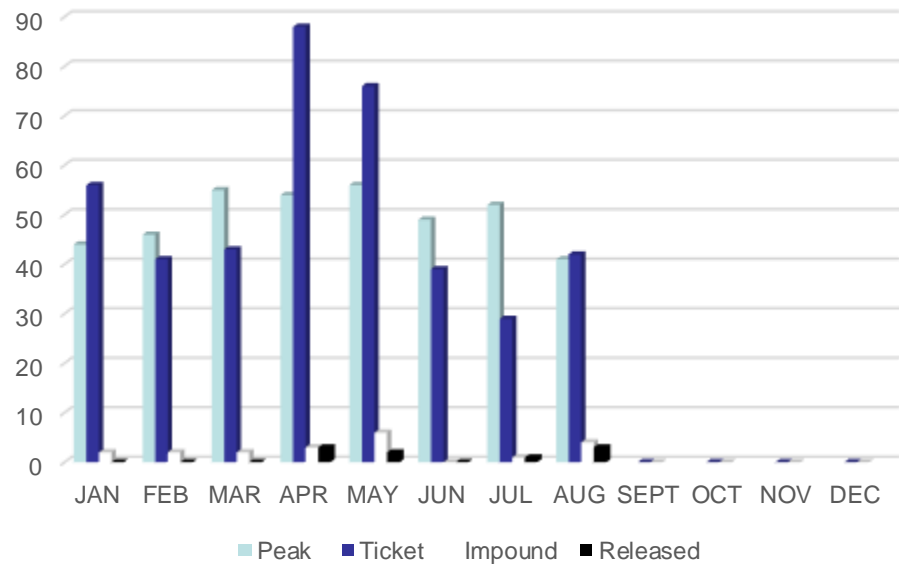
Program Metrics

2023



Start of Season:	95	March 20, 2023
End of Season	65	Oct. 30, 2023
2023 Highest Count	110	
2023 Lowest Count	43	

2024



2024 Highest Count	56		
2024 Lowest Count	41		

The Path Forward

- The larger RV congregations we saw pre and during the pandemic have all but disappeared. We now see smaller groups of RVs more spread across the city.
- The OTF team continues to visit the sites where RVs are established, connecting the residents with homelessness outreach and other services while enforcing the City's bylaws.

RVs and people living in them will always be a part of Vancouver's landscape. We need to address the issues they bring while treating the residents with kindness, compassion, respect, and firm but fair management.



