

From:
To: [Clerk's Office](#)
Subject: Q & A
Date: January 29, 2022 6:45:44 AM

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Hi,

I appealed the parking ticket I received at the hospital but was told that they were always declined. What is the point of an appeal then?

Patsy Kealy

White Rock

From: [Ralph Volkens](#)
To: [Clerk's Office](#)
Subject: FW: Q & A
Date: February 2, 2022 8:46:23 AM

Good morning,

Please see my response below to Ms. Kealy's enquiry for Councils information.

Regards,

Ralph Volkens

Manager of Parking, City of White Rock

15322 Buena Vista Avenue, White Rock, BC V4B 1Y6

Tel: 604.541.2284 | Fax: 604.541.2118

rvolkens@whiterockcity.ca



From: Ralph Volkens
Sent: February 2, 2022 8:45 AM
To: Patsy/Roger Kealy
Subject: RE: Q & A

Hello Ms. Kealy,

Thank you for your email. As Manager of Parking Services it has been referred to me for a response.

I sympathize with the fact that you had to attend the hospital. I believe what the Customer Service Representative was trying to convey was that an appeal *based on the reasons you mentioned* are typically declined. We will consider appeals submitted for reasons such as being issued in error, ie. a payment was made by the customer but not confirmed by the Officer, or that a payment was made shortly after the ticket was issued.

The City has installed pay stations that accept both credit card and coin payments and also implemented a pay-by-phone option so that people can make a payment by whatever means is most convenient for them. If someone chooses not to pay for their parking session or they are not able to, then a parking ticket substitutes. The early payment amount for the fine is \$35 which is the equivalent of a day of parking. We prefer that each customer is able to pay for their session so that we do not issue a ticket.

I hope this helps clarify our appeal process.

Sincerely,

Ralph Volkens

Manager of Parking, City of White Rock

15322 Buena Vista Avenue, White Rock, BC V4B 1Y6

Tel: 604.541.2284 | Fax: 604.541.2118

rvolkens@whiterockcity.ca



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To: Clerk's Office <ClerksOffice@whiterockcity.ca>

Subject: Q & A

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