

## **COUNCIL CORRESPONDENCE UPDATE TO MAY 7, 2025 (8:30 a.m.)**

### **Correspondence**

- (1) 2 submissions, April 25 and May 1, 2025, regarding Bridge Traffic**
- (2) 2 submissions, April 28 and May 1, 2025, regarding Pay Parking Expansion**
- (3) May 1, 2025, regarding “Re: Resident issue” (Construction Noise Complaint)**
- (4) May 4, 2025, regarding “Skatepark”**
- (5) May 5, 2025, regarding “Plastic trees -”**

### **Correspondence from Other Governments and Government Agencies**

No items.

### **Responses to Correspondence**

- (6) Acting Director of Parks, Culture & Community Services, April 30, 2025, response regarding “Re: seawalk accident”**
- (7) Community Relations & Communications Manager, May 1, 2025, response regarding “parking at Lighthouse Park”**

**From:** [REDACTED] s. 22(1)  
**Sent:** Friday, April 25, 2025 10:28 AM  
**To:** info@cnv.org; correspondence  
**Subject:** Traffic in Loins gate and Narrow bridges how to solve

**CAUTION:** This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Dear Mayor of North Van, Mrs Linda Buchanan

Dear Mr Mark Sager west Van

Dear Madam /Dear Sir

I emigrated to Vancouver Canada [REDACTED] s. 22(1), during these day not solve the problems. When I was [REDACTED] s.22(1) of [REDACTED] s. 22(1) I travelled to Japan many Times.

The Japanese declared they are expert for manufacturing and installing PREFabricated steel bridges, 40 KM a Month Forty KM bridges month was a big amount.

Please investigate and HIRE Japanese company to get the idea for above routs,  
PLEASE DO NOT PUT THIS LETTER in the garbage. Make action. Mountain HWY improvement not solve the problems

Best Regards

[REDACTED] s. 22(1)

[REDACTED] West Vancouver BC [REDACTED] s. 22(1)

**From:** s. 22(1)  
**Sent:** Thursday, May 1, 2025 12:00 PM  
**To:** correspondence  
**Subject:** Re: Traffic in Loins gate and Narrow bridges how to solve

**CAUTION:** This email originated from outside the organization from email address s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Hi there,

My name is s. 22(1), address is s. 22(1) West Vancouver BC s. 22(1)  
I appreciate for your attention, please tell me what is your program for traffic solution on Lions gate bridge and Narrow bridges in North Vancouver, it is a shame for this advance country can not solve this problem with the modern progressive infrastructures .

Best Regards

s. 22(1)  
Canadian Citizen .

On Thu, May 1, 2025 at 9:21 AM correspondence <[correspondence@westvancouver.ca](mailto:correspondence@westvancouver.ca)> wrote:

Thank you for your correspondence.

We are following up to confirm that you have received our emails of (April 25 and 29, 2025) regarding your written submission to the District, as copied below.

Please provide your civic address in a reply to this email, or re-send the correspondence with your name and civic address included.

Please do not hesitate to contact Legislative Services at 604-925-7004 if you have any questions.

With regards,

**Mahssa Beattie**

Legislative Services | District of West Vancouver

t: 604-925-7048 | [westvancouver.ca](http://westvancouver.ca)

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**From:** correspondence  
**Sent:** Tuesday, April 29, 2025 8:13 AM  
**To:** [REDACTED] s. 22(1)  
**Subject:** RE: Traffic in Loins gate and Narrow bridges how to solve

Thank you for your correspondence.

The District's Correspondence Policy requires the correspondent's name and civic address in order to be included in a correspondence package. Your civic address may be provided in a reply to this email, or you may wish to re-send the correspondence with your name and civic address included.

Please do not hesitate to contact Legislative Services at 604-925-7004 if you have any questions.

With regards,

**Mahssa Beattie**

Legislative Services | District of West Vancouver

t: 604-925-7048 | [westvancouver.ca](http://westvancouver.ca)

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**From:** correspondence  
**Sent:** Friday, April 25, 2025 11:55 AM  
**To:** [REDACTED] s. 22(1)  
**Subject:** RE: Traffic in Loins gate and Narrow bridges how to solve

Thank you for your correspondence.

The District's Correspondence Policy requires the correspondent's name and civic address in order to be included in a correspondence package. Your civic address may be provided in a reply to this email, or you may wish to re-send the correspondence with your civic address included.

Please do not hesitate to contact Legislative Services at 604-925-7004 if you have any questions.

With regards,

**Neetu Shokar**

Legislative Services | District of West Vancouver

t: 604-921-3569 | [westvancouver.ca](http://westvancouver.ca)



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We acknowledge that we are on the traditional, ancestral and unceded territory of the Squamish Nation, Tsleil-Waututh Nation and Musqueam Nation. We recognize and respect them as nations in this territory, as well as their historic connection to the lands and waters around us since time immemorial.

This email and any files transmitted with it are considered confidential and are intended solely for the use of the individual or entity to whom they are intended. If you are not the intended recipient or the person responsible for delivering the email to the intended recipient, be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email is strictly prohibited. If you have received this email in error, please notify the sender immediately and delete all copies of this email and attachment(s). Thank you.

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**From:** [REDACTED] s. 22(1)  
**Sent:** Friday, April 25, 2025 10:28 AM  
**To:** [info@cnv.org](mailto:info@cnv.org); correspondence <[correspondence@westvancouver.ca](mailto:correspondence@westvancouver.ca)>  
**Subject:** Traffic in Loins gate and Narrow bridges how to solve

**CAUTION:** This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Dear Mayor of North Van, Mrs Linda Buchanan

Dear Mr Mark Sager west Van

Dear Madam /Dear Sir

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The Japanese declared they are expert for manufacturing and installing PRefabricated steel bridges,40 KM a Month Forty KM bridges month was a big amount.

Please investigate and HIRE Japanese company to get the idea for above routs,

PLEASE DO NOT PUT THIS LETTER in the garbage.Make action.Mountain HWY improvement not solve the problems

Best Regards

[REDACTED] s. 22(1)

**From:** [REDACTED] s. 22(1)  
**Sent:** Monday, April 28, 2025 3:43 PM  
**To:** correspondence  
**Subject:** Fwd: Paid Parking @ Seaview?

**CAUTION:** This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Just FYI.

[REDACTED] s. 22(1)  
[REDACTED]  
West Vancouver, B.C.  
[REDACTED] s. 22(1)

Begin forwarded message:

**From:** [REDACTED] s. 22(1)  
**Subject: Re: Paid Parking @ Seaview?**  
**Date:** April 24, 2025 at 4:46:37 PM PDT  
**To:** "West Vancouver Parks (westvanparks)" <westvanparks@westvancouver.ca>

Hi Karen —

I'm trying to get a resident's parking pass for the parks as you suggested and was looking at the Terms & Conditions of signing up with Impark's hangTag service. Was not happy to come across this information in the Terms:

## 15 Transfer and Processing Data

By accessing or using our Services, you consent to the processing, transfer and storage of information about you in and to the United States and other countries, where you may not have the same rights and protections as you do under local law.

Here's the information they want to gather:

## What is Personal Information?

"Personal Information" means information about an identifiable individual. Personal Information used by hangTag may include:

- Name
- Mailing address and email address
- Bank account number, for pre-authorized bank payment option

- Credit card number, for pre-authorized credit card payment option
- Vehicle make and model, and license plate number
- Personal account identifiers, such as customer numbers, sign-up codes, and permit or access device data

## Collection of Information

### Information You Provide to Us

We collect Personal Information as well as other information you provide directly to us. For example, we collect information when you create an account, participate in any interactive features of the Services, fill out a form, make a purchase, request customer support or otherwise communicate with us. The types of information we may collect include your name, email address, postal address, phone number, vehicle information (e.g. make, model, color, year, and license plate number), credit card information, parking preferences and requirements, and any other information you choose to provide.

### Information We Collect Automatically When You Use the Services

When you access or use our Services, we automatically collect information about you, including:

- **Log Information:** We collect log information about your use of the Services, including the type of browser you use, access times, pages viewed, your IP address and the page you visited before navigating to our Services.
- **Log Information:** We collect log information about your use of the Services, including the type of browser you use, access times, pages viewed, your IP address and the page you visited before navigating to our Services.
- **Device Information:** We collect information about the computer or mobile device you use to access our Services, including the hardware model, operating system and version, identifiers assigned to your mobile device and mobile network information.
- **Location Information:** We may collect information about the location of your device when running our mobile applications or otherwise consent to the collection of this information. For more details, please see “Your Choices” below.
- **Information Collected by Cookies and Other Tracking Technologies:** We use various technologies to collect information, including cookies and web beacons and similar technologies. Cookies are small data files stored on your hard drive or in device memory that help us provide our Services, improve our Services and your experience, and provide you with personalized information and advertisements. Web beacons are electronic images that may be used in our Services or emails and help deliver cookies, count visits and understand usage and

campaign effectiveness. For more information about cookies, and how to disable them, please see "Your Choices" below.

Impart is based out of New York. Is there any reason DWV is using an American company for this purpose? Is there no Canadian company who can take care of this from within Canada, especially now with the problematic political climate in the US?

I would very much like to take advantage of our resident's park access privileges but will not be dealing with Impark. If West Van Council is attempting to monetize access to our public parks, the least they can do is use a Canadian company to rip us off during these difficult financial times.

Thanks

s. 22(1)

On Apr 22, 2025, at 4:00 PM, West Vancouver Parks (westvanparks) <westvanparks@westvancouver.ca> wrote:

Hello s. 22(1)

Thank you for your email.

Residents of the District of West Vancouver may apply for an annual parking pass at no cost to the resident.

For more information and to apply for a pass, please visit: <https://westvancouver.ca/parks-recreation/parks-trails/destination-parks-pay-parking>

Regards,

Karen

**Karen Peterson**  
Parks Administration | District of West Vancouver  
t: 604-925-7132 | [westvancouver.ca](https://westvancouver.ca)



We acknowledge that we are on the traditional, ancestral and unceded territory of the Squamish Nation, Tsleil-Waututh Nation and Musqueam Nation. We recognize and respect them as nations in this territory, as well as their historic connection to the lands and waters around us since time immemorial.

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**From:** [REDACTED] s. 22(1)  
**Sent:** Tuesday, April 22, 2025 2:14 PM  
**To:** West Vancouver Parks (westvanparks) <[westvanparks@westvancouver.ca](mailto:westvanparks@westvancouver.ca)>  
**Subject:** Paid Parking @ Seaview?

CAUTION: This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Hi —

What's up with this? Not acceptable. With whom do we lodge a complaint?

Thanks

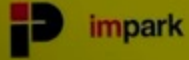
[REDACTED] s. 22(1)



**Pay  
Parking  
Coming  
Soon**

**Thursday, May 1st, 2025**

Proudly Managed By



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**From:** [REDACTED] s. 22(1)  
**Sent:** Thursday, May 1, 2025 8:08 AM  
**To:** correspondence  
**Subject:** Green Space Parking

CAUTION: This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

I wanted to take a moment to voice my extreme disappointment with council moving forward with pay parking in our local green spaces.

Lighthouse Park, as a major tourist attraction, I can understand. But Cypress Falls is a neighbourhood green space and a local sports field for our children.

Access to our natural earth should be accessible and encourage for the health and wellness of our community.

What on earth are my exuberant West Vancouver taxes paying for if not access to the green spaces in this community?

I would like a better understanding of this decision.

[REDACTED] s. 22(1)

West Vancouver

**From:** [REDACTED] s. 22(1)  
**Sent:** Thursday, May 1, 2025 11:31 AM  
**To:** correspondence  
**Subject:** Re: Resident issue

**CAUTION:** This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Dear Worship and Councillors,

I write again 9 months after my email below, which received no reply and obviously no action.

The construction noise has continued unabated for 2 years continuously now. Loud crashing, slamming, jarring, beeping, wailing, screeching noise and unsafe street blockage 5 days per week from 7:30am. This is intolerable and it is unacceptable to permit extreme nuisance and inability for peaceful enjoyment of one's property for this duration of time. Measures are necessary forthwith to protect the rights of residents.

Please take the appropriate action now before I am required to leave West Vancouver due to professional mismanagement. If West Vancouver council cannot maintain enough peace for a quiet and peaceful individual to work and to function during his days, and these residents need to leave to find peace and productivity, what exactly are the aims of council for the City?

Regards,  
[REDACTED] s. 22(1)

On Aug 7, 2024, at 10:23 PM, [REDACTED] s. 22(1) wrote:

Dear Worship and Councillors,

I am resident in West Vancouver, working professionally as [REDACTED] s. 22(1) I work mostly from home, and deeply enjoy my ability to stare at the trees, mountains, and ocean, for which I work so hard to savour.

An issue that is quite severe in my neighbourhood is the constant noisy construction. Every day I am awoken to trucks wailing their backup sirens; all-day grinding and vibrating machines; jarring slams; yelling crew members; and an army of contractors with vehicles parked dangerously through our narrow residential intersections.

Presently, I am surrounded by this construction every weekday, all day; it is happening on 4 properties in my immediate radius. I cannot open my windows to allow fresh air, sit on my patio, conduct video meetings for work, or have any degree of stillness during the days. My peaceful enjoyment has been expropriated by (a) the piecemeal and excessive granting of construction permits and by (b) the lack of

controls on construction projects.

a) I strongly believe that permitting of construction projects must take into account the following:

- Duration of project
- Intensity of sound and commotion
- Proximity to other construction projects
- History of construction in that neighbourhood

The above considerations adopt measures to avoid sacrificing enjoyment of residents by managing the amount of construction in a more holistic and calculated manner. There must be breaks in which residents can sit on their patios in peace, and have some periods in which there is no construction.

b) Construction varies in its complexion, and can be mild and unnoticeable or intense and intolerable. It can also be brief, or lengthy. The construction in the immediate property has lasted over 1 year, and has been intolerable. Coupled with other construction projects for months and for weeks, cumulatively it has rendered the neighbourhood unlivable.

Our society prioritizes peaceful enjoyment, and has nuisance laws to prevent unreasonable interference with enjoyment. By permitting indefinite construction of severe intensity, the Honourable Council has subordinated the right to peaceful enjoyment to ambitious homeowners. Enduring this intrusion endlessly is unreasonable and is a sacrifice no resident should accommodate. Our neighbourhood is so sensitive to disturbance that it employs staff on weekends to control excessive parking for Whytecliff Park, yet it fails to protect productive, hardworking residents from having their peace deeply disturbed all day every day.

To this end, construction must be limited, and the construction that is permitted cannot be allowed to disturb residents as continuously as it does. Forced breaks must be instituted, controls on noise, controls on vibrations, and other measures so that residents are not prejudiced from using their own properties lawfully and peacefully. Frankly, disturbances should compensate those that experience loss, which is a principle well established in our legal system, and injunctions should moderate what is excessive and unlawful.

I strongly urge the Honourable Council to seriously address the pervasive issue of rampant and unregulated construction, to adopt far greater measures to uphold the characteristics and peace of our home, and to prioritize lawful and peaceful progress over unbridled building at the expense of all others.

Yours truly,

s. 22(1)



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**From:** [REDACTED] s. 22(1)  
**Sent:** Sunday, May 4, 2025 9:32 AM  
**To:** correspondence  
**Subject:** Skatepark

CAUTION: This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Save the skateboard park!

Kind regards,

[REDACTED] s. 22(1)

Roberts creek, BC  
[REDACTED] s. 22(1)

**From:** [REDACTED] s. 22(1)  
**Sent:** Monday, May 5, 2025 1:07 PM  
**To:** correspondence  
**Subject:** Plastic trees -

**CAUTION:** This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Hi council,

I am living in Ambleside in [REDACTED] s.22(1) a building with balconies. The owner "planted" around 20 plastic trees on them. Over a period of time now they started to fade, deteriorate, they are now blue/white instead of green. Obviously that amount of plastic in the air for humans and wildlife is not healthy. We are all trying to recycle and making our planet a better place and I do feel every law that can encourage natural materials are better. Besides these "plastic trees" are an eyesore and I do feel they are a hazard.

I am looking for a bylaw in regards to plastic.

Thank you for all the work you do.

Kindly,  
[REDACTED] s. 22(1)

West Vancouver, BC Canada  
[REDACTED] s. 22(1)

West Vancouver, BC Canada

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**From:** Jill Lawlor  
**Sent:** Wednesday, April 30, 2025 2:38 PM  
**To:** s. 22(1)  
**Cc:** correspondence  
**Subject:** Seawalk Accident

Good morning s. 22(1)

Your email has been forwarded to me for a response in my capacity as the Senior Manager of Parks. I'm sorry to hear that you experienced an accident, and I appreciate you taking the time to share your experience and concerns with us.

You are welcome to attend the Council meeting on May 12 to share your experience and concerns directly with Mayor and Council during the Public Questions and Comments period, which takes place at the end of the meeting. The meeting begins at 6 p.m., and the end time may vary depending on the agenda and discussion. For more information, including adding your name on the speaker list on the day of the meeting, please click [here](#).

Kind regards,

Jill

**Jill Lawlor** (she, her, hers)  
Acting Director of Parks, Culture & Community Services | District of West Vancouver  
t: 604-921-3467 | c: 604-418-3657 | [westvancouver.ca](http://westvancouver.ca)



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We acknowledge that we are on the traditional, ancestral and unceded territory of the Skwxwú7mesh Úxwumixw (Squamish Nation), səliłwətał (Tseil-Waututh Nation), and xʷməθkʷəyəm (Musqueam Nation). We recognize and respect them as nations in this territory, as well as their historic connection to the lands and waters around us since time immemorial.

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**From:** s. 22(1)  
**Sent:** Tuesday, April 29, 2025 9:51 AM  
**To:** correspondence  
**Subject:** Re: seawalk accident  
**Attachments:** SEAWALK ACCIDENT.docx

**CAUTION:** This email originated from outside the organization from email address s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

The previous email had some mistakes. Please disregard it.  
This is the proper version. And please do not post my picture on City Hall's website.  
Sincerely,

s. 22(1)

On Sun, Apr 27, 2025 at 4:35 PM s. 22(1) wrote:

Hello

Mark Sager, Christine Cassidy, Nora Gambioli, Peter Lambar, Scot Snider, Shanon Thomson, and Linda Watt.

Please find attached the description of my accident on the seawalk and pictures of the injuries.

Regards,

s. 22(1)

April 29, 2025, West Vancouver

Hello,

s. 22(1), I went on my regular power walk on the Seawalk in West Vancouver. The day was pretty. There were plenty of people walking, jogging, and walking their dogs on leashes.

In the corner of my eye, I saw a woman sitting on the bench with a beautiful s. 22(1) dog on my right and people passing me on the left with another dog. Suddenly the s. 22(1) dog ran in front of my legs from right to left and my feet got tangled in his leash and I fell s. 22(1) on the graveled concrete.

Luckily many people stopped. There was s. 22(1) people who helped me to s.22(1). I had a cut wound on s. 22(1) and s. 22(1). I had wounds s.22(1) bleeding. I had a headache, s. 22(1).

The next morning, I went to my family. She gave me a prescription for s.22(1) and prevent them from infection. She also suggested that I s.22(1) I had to pay s.22(1) out-of-pocket.

I hurt all over. I couldn't sleep for a couple of days. I had a headache. I felt depressed.

s.22(1) I missed my s. 22(1) I wasn't there to see it with the rest of the family. I was sad.

s. 22(1), we had a booked family s.22(1) in a restaurant celebrating s.22(1). Can you imagine going to the restaurant with s.22(1) like that.

I love animals. Love cats and dogs. When the policy allowing dogs on leashes on the seawalk was introduced, many of my friends expressed reservations and worries about safety. They worried about tripping over the running dogs. And now it happened. It looks like this policy is dangerous.

My doctor told me that I was very lucky that s. 22(1) and that I didn't break any bones.

I want the City Council to take under consideration revoking this policy before somebody falls and dies from a concussion.

Especially that dogs on the seawalk have a long path to run behind the fence and also have a large dog's park in Ambleside.

Sincerely,

s. 22(1)

Resident of West Vancouver, s. 22(1)

**From:** Natalie Roizman  
**Sent:** Thursday, May 1, 2025 4:28 PM  
**To:** s. 22(1)  
**Cc:** correspondence  
**Subject:** re: parking at Lighthouse Park

Hello s. 22(1)

Thank you for your correspondence and sharing your concerns regarding paying for parking upon your recent visit to Lighthouse Park. I am sorry to hear that you had difficulty paying for parking during your visit. Staff have let the parking operator know about your experience. The operator will ensure that the phone numbers listed on parking lot signage are correct and that the PayByPhone number listed allows for a park visitor to pay for parking.

Please note that if you are scanning the QR code, you are not required to download any apps, you can scan, select the time, and add your billing information or pay via your mobile wallet.

Again, I am truly sorry you had trouble with payment during your recent visit to the park.

The District is committed to ensuring that our parks are welcoming and accessible to all members of our community. The pay parking program is designed to ensure equitable access to parking spaces for all park visitors. The program helps manage parking availability, maintain park infrastructure, and fund various amenities and services that benefit everyone who utilizes these spaces.

For any questions about pay parking payment, please contact Impark at 1-833-374-7275, 24 hours a day, 7 days a week.

Thank you again for letting us know about your experience.

Sincerely,

**Natalie Roizman**, she / her / hers  
Community Relations & Communications Manager  
Communications, Indigenous & Community Relationships | District of West Vancouver  
t: 604-925-7008 | c: 604-721-3776 | [westvancouver.ca](http://westvancouver.ca)



.....  
We acknowledge that we are on the traditional, ancestral and unceded territory of the [Skwxwú7mesh Úxwumixw \(Squamish Nation\)](#), [səlilwətał \(Tsleil-Waututh Nation\)](#), and [xʷməθkʷəy̓əm \(Musqueam Nation\)](#). We recognize and respect them as nations in this territory, as well as their historic connection to the lands and waters around us since time immemorial.

This email and any files transmitted with it are considered confidential and are intended solely for the use of the individual or entity to whom they are intended. If you are not the intended recipient or the person responsible for delivering the email to the intended recipient, be advised that you have received this email in error and that any use, dissemination, forwarding, printing or copying of this email is strictly prohibited. If you have received this email in error, please notify the sender immediately and delete all copies of this email and attachment(s). Thank you.

**From:** [REDACTED] s. 22(1)  
**Sent:** Thursday, April 24, 2025 4:38 PM  
**To:** correspondence  
**Subject:** parking at Lighthouse Park  
**Attachments:** LghtPkSigns.jpg

**CAUTION:** This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

At the suggestion of District of West Vancouver Parks Administration I am sending you the following comments that I made a few days ago regarding parking at Lighthouse Park.

my initial comment: [REDACTED] s. 22(1), my son and I went to Lighthouse Park. When parking we were dismayed to find many signs indicating that payment for parking was required but that payment could be made "via mobile apps only" (see attached photo). As it happens we did have a mobile phone, but not a data-enabled one. When we attempted to download and open the app the phone indicated that there was no internet connection. Payment was thus not possible. Several other park visitors besides ourselves found themselves in the same predicament.

In my opinion this situation is unacceptable for a public facility. Some means of payment not requiring a data-enabled phone should be available. The parking lot at Lynn Canyon Park offers an example of how this could be done, as do the parking facilities at Stanley Park.

Parks Administration's response: Thank you for your feedback regarding pay parking in West Vancouver. In addition to mobile applications, visitors may use the pay by phone call-in payment option listed on the parking signage, which does not require data.

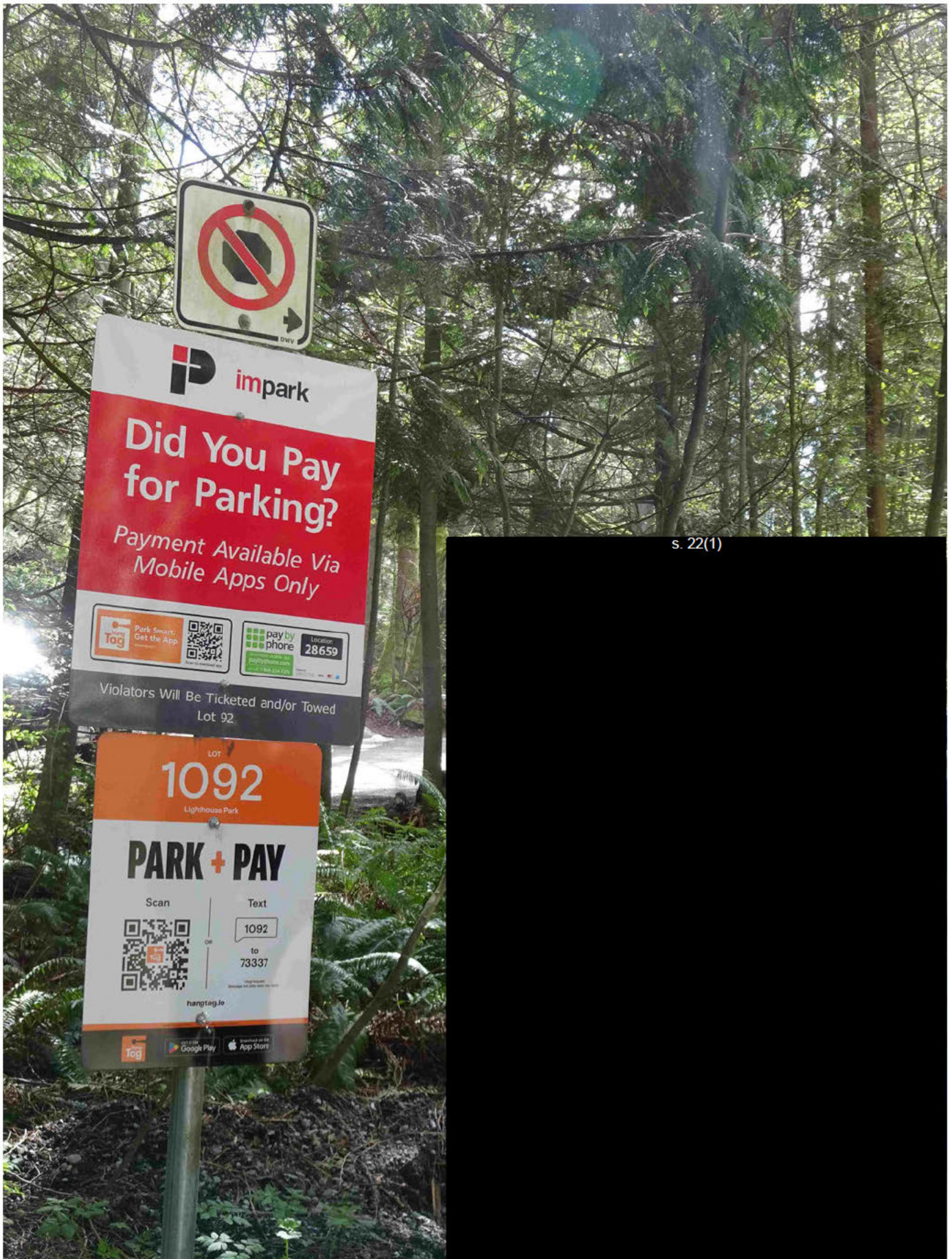
My response to that: In fact I did call the phone number listed on the signage; the only response was a recording which stated that payment could not be made that number. May I suggest again that something similar to what is done at the Lynn Canyon Park is required.

I hope that Council will address this issue.

Sincerely,

[REDACTED] s. 22(1)

Ottawa, Ontario [REDACTED] s. 22(1)



s. 22(1)