





VSS 250 383-1155

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Shannon Perkins

From: Pannekoek, Stephen <Stephen.Pannekoek@vicpd.ca>
Sent: July 24, 2021 6:40 PM
To: Shannon Perkins
Subject: RE: I-TOW
Attachments: 20210723_141139.jpg; 20210723_141128.jpg; 20210723_141117.jpg; 20210723_141113.jpg; 20210723_141110.jpg; 20210723_141059.jpg; 20210723_141148.jpg

On July 23rd, 2021 at around 1400 hours Cst Pannekoek responded to the McDonalds at 980 Pandora St for the report of the driver of an I-Tow tow truck threatening someone in the parking lot while he was trying to tow a person away.

Cst Pannekoek had been previously been made aware that there was a court order involving I-Tow and was instructed by Victoria Bylaw to obtain any photos of I-Tow trucks towing vehicles. Cst Pannekoek arrived on scene to find an I-Tow truck back up behind a Toyota 4-Runner bclp: [REDACTED] with its tow bar down but not touching the tires of the Toyota. No L-bars were connected to the 4-runner as required to meet the definition of "connected to a towing vehicle" as defined in the tow bylaw NO.11-033. Cst Pannekoek noted that there were no names on the tow truck showing it belonged to I-Tow. Just the letters VSS low down and a phone number of 250-383-1155. There were signs around the parking lot showing I-Tow patrolled the lot and listed a phone number of 250-383-4869. The 5 signs had various different addresses for the pickup address of the tow yard including 3 with an address of 1924 Store St, 1 with an address of 515 Pembroke, 1 with an address of 675 Wilson St. Nothing on the signs matched the information on the tow truck. Photos taken of all visible signs. Later on after most parties had left the owner of I-Tow arrived with new address stickers for the signs.

Cst Pannekoek noted that the tow bylaw NO. 11-033 section 5 stated that a towing company must not tow a vehicle unless signs were posted with certain information. Missing from these signs were the following:
Section 5(a)(ii) - the address of where the vehicle would be towed. Addresses on the signs were all incorrect at the time of the tow and the owners return to ehr vehicle.
Section 5(a)(iii) - the towing and storage fees that will apply.

Cst Pannekoek spoke with the Registered owner of the Toyota, [REDACTED] said she had parked there and walked across to the Save on Foods to pick something up then planned on going to the McDonalds to get some food. [REDACTED] said she routinely did this. [REDACTED] said as she returned to her vehicle she saw the tow truck backing up to her car. She went to the driver who said she had to pay a drop fee. [REDACTED] paid the drop fee (photo of receipt taken). Cst Pannekoek later noted that the time when the vehicle was connected to the towing vehicle was absent from the tow receipt per section 13(1)(b) of the city tow bylaw NO. 11-033.

Cst Pannekoek took photos of how the vehicles were parked in relation to each other and both [REDACTED] and the tow driver said that was how the vehicles were parked at the time of the drop fee. [REDACTED]

[REDACTED]

Statement and photos forwarded to the director of Victoria Bylaw.

Concluded,

Cst Stephen Pannekoek Badge #469
Victoria Police
Community Services Division
Traffic Section

From: Shannon Perkins <sperkins@victoria.ca>
Sent: July 23, 2021 4:28 PM
To: Pannekoek, Stephen <Stephen.Pannekoek@vicpd.ca>
Cc: Rutherford, Alex <Alex.Rutherford@vicpd.ca>
Subject: I-TOW

Hello Stephen,

Good to hear from you today and thank you for calling re ITOW bylaw violations.

Could you please forward me your statement and any other officer involved statements as well as photos taken as soon as possible please? It would also be helpful in your statement to outline the file that Cst. Rutherford had as well?

We are hoping to have this information to the lawyer in the next day or two so we can move forward with our next court process.

Regards,
Shannon

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