

## **Parking Services Review Public Consultation**

### **Attachment F – Emails**

- John Dewar re: Parking Patrol Activity Report
- Email accompanying Tourism letter

## Michelle Harris

---

**Subject:** FW: Parking Patrol Activity Report  
**Attachments:** Weekly Parking Stats.xlsx

**From:** John Dewar [mailto:CEO@commissionaires-viy.biz]  
**Sent:** Tuesday, Apr 29, 2014 11:22 AM  
**To:** Ismo Husu  
**Cc:** Bill Riggs; Commissionaires - Guy Vaillancourt  
**Subject:** Parking Patrol Activity Report

Ismo,  
Thanks for the time to chat today. I know you are very busy.

As discussed, I have had Guy keep track of the transactions by the parking patrol for the last several weeks. I think this information will be useful as an adjunct to the information being gathered in your on-line Parking Survey. Guy will update and forward this report to you at the end of each month.

The statistics would suggest that about 10% of the patrol's interaction with the public is in providing assistance to people (e.g., general directions, directions to businesses in the downtown area, etc.). It would seem that this is exactly the type of thing that proponents of the parking patrol as "ambassadors of the city" are looking for. It is probably also worth noting that this type of activity is not part of the parking patrol contract, and it is not something that the commissionaires are actually paid to do. Nonetheless, we recognise that this is a contribution to good will for both the Corps of Commissionaires and the City of Victoria. In fairness, however, there ought to be some recognition or acknowledgement of this activity, at least in terms of balancing the perception against the reaction to occasional complaints.

The statistics are also useful in showing the incidence of complaints in comparison to the overall number of parking ticket transactions, as well as in comparison to the number of assistance interactions.

I think it is important to bring to the attention of the City management and the elected Council just how committed the Corps of Commissionaires is to addressing public perception and ensuring that the patrols are professional, fair and courteous. To this end, my staff will be talking to you about providing our commissionaires with the Service Advantage course, which covers:

- the five keys to outstanding service: Reliability – Assurance – Tangibles – Empathy – Responsiveness
- how human relations skills improve customer relations and personal professional development
- how we interpret events according to our own history, current intent and norms, which affect employee / customer exchanges
- contributors to a communication breakdown
- the role of positive language in successful customer service
- how behavioural and attitudinal assumptions get in the way of open communication
- how to bring this knowledge into the workplace.

If I can provide you with any more information, please do not hesitate to contact me.

--JSD

John Dewar

Office: 250-727-7755 x135  
Mobile: 250-686-2881

---

**From:** Guy Vaillancourt [mailto:parkingadmin@shaw.ca]  
**Sent:** April-29-14 9:47 AM  
**To:** John Dewar  
**Cc:** Bill Riggs  
**Subject:** Numbers week of 20-26 April 2014

Hi John,

Please see attached file for weekly parking stats. I will send you another at the end of the month then at the end of every month thereafter as per discussion.

Capt. Guy Vaillancourt  
City of Victoria  
Parking Detachment Supervisor  
[parkingadmin@shaw.ca](mailto:parkingadmin@shaw.ca)



This e-mail and attachments (if any) are only for the intended recipient(s) and may be confidential, privileged and/or subject to the British Columbia Freedom of Information and Protection of Privacy Act. Any unauthorized use, copying, disclosure or dissemination of this email and attachments is strictly prohibited. If you have received this email in error, please immediately delete this email and all attachments and contact the sender. Thank you for your cooperation.

Period	March 11-17	March 15-22	March 23-29	Mar30 - Apr 5	April 6-12	April 13-19	April 20-26
Help	225	364	356	398	360	231	302
Tickets	3497	3452	3707	3474	3449	2784	3003
Tickets for mailing	0	3	5	4	4	2	2
Warnings	231	212	211	204	197	201	201
Cancellations	212	219	236	210	217	132	199
Voids	49	46	44	52	58	34	29
Complaints	3	0	2	1	0	1	1
Cancelled as result of complaint	2	0	2	0	0	1	1