



**CONCLUDED
PROBLEM REPORT
PS-1**

Problem ID : 29

Reporting Division : NORTH

District:

Neighbourhood : INDUSTRIAL HEIGHTS

Address : 12346A - 67 STREET

Reg	Rank	Last Name	First Name
1747	CST	CHWOK	STEVE

Key Description : PARKING COMPLAINT AT AUTOBODY LOT

Problem Description :

In February 1994, Constable Steve Chwok was dispatched to a parking complaint at Tower Auto Body Ltd at 12346A - 67 Street. Frank, the owner, explained that he had called police or Bylaw approximately once every week for the last three years. Employees from Gainers Meat Packing Plant parked on the road in front of his shop blocking access to his driveways. In the past, responding units had tagged the offending cars.

Problem solving strategies and results :

Constable Chwok decided to approach the complaint in a different manner. A quick check of the area revealed an absence of 'No Parking' signs. Steve informed the shop owner that he would meet with City Bylaw and Engineering and request that signs be installed in front of the business. Steve also agreed to visit Gainers and inform management about the problem. At his suggestion, all Gainers employees were notified by way of special notice that the area in front of Tower Auto Body would be signed and the police would begin enforcement when the signs were erected. Steve met with City Engineering Department and Bylaw, and the signs were subsequently placed at the beginning of March 1994. In September, Steve evaluated the results of his initiatives. He checked calls for service to the location and followed up with an interview with Frank who expressed his delight with what had happened. The complainant did not have to call the police once in the last six months.