



**CONCLUDED
PROBLEM REPORT
PS-1**

Problem ID : 18

Reporting Division : DOWNTOWN

District:

Neighbourhood :

Address : 9797 JASPER AVENUE

Reg	Rank	Last Name	First Name
1465	CST	CAUGHELL	
1863	CST	LOXTERKAMP	

Key Description : PARKING COMPLAINTS

Problem Description:

Csts. CAUGHELL and LOXTERKAMP responded several times to the Edmonton Convention Centre for various parking problems. These calls were listed as 4P and by the time they were sent, the vehicles had already left and the security personnel were very disappointed that they had took so long. They asked why security could not issue their own tags, they said that the past head of security did not want them issuing tags, that duty was for the police.

Problem solving strategies and results :

Csts. LOXTERKAMP and CAUGHELL contacted the City By-Law office and obtained information on the swearing of by-law officers. This package included all appropriate forms and an instruction booklet and the easy steps to follow. They contacted the administration manager, Cliff HIGICHI and explained the solution to this problem. He said that this problem had been there for approximately eight years and did not know anything about the last head of security. He welcomed the idea and gave the officers the contact name of the new head of security, John PRICE. ON the 13 of September, 1993 they met with PRICE and explained the process. He also welcomed the idea but had some minor concerns. The process takes about three to four weeks to be completed and then security are required to take a small course of proper issuing of tags and other information that they should know.

Cst. LOXTERKAMP contacted security head, John PRICE, who said the signs were being made for their property and the full process should be completed by middle of November, 1993. No problems were encountered during the application process, and calls for service for parking complaints have been virtually eliminated.