

Email: [28\(1\) Personal](#)

July 20, 2017

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Dear [28\(1\)](#) :

Re: Request #2017-073-I – City’s Collection Policy & Procedures

This is further to your request for additional information received by the City on July 19, 2017 quoted as follows:

“Thank you for this information. I will follow up with #2 & 3 with a formal FOI request, but in the interim, could you please provide a copy of the Accounts Receivable Collections Procedure, as referenced in 7.0 of the Policy?”

We have processed your request and the records relevant to the request are attached and as follows:

- Utility Billing Collection Policy – Utility Billing operational “Policy encompasses a set of procedures more specific to Utility Billing than the over-arching Policy.
- Utility Billing Collection Practices Guideline
- Legislation Glossary
- *Tax Enforcement Act* – Taxation follows the *Tax Enforcement Act* and the procedures are as noted in the Act.
- Sundry Accounts Receivable - Sundry AR does not have a specific, written procedure document, however, this work falls within the Utility Billing branch and follows collections processes in line with other City collections, including using the same collections agency with similar rules for collections. Sundry are miscellaneous Accounts Receivable wherein the O/S items are handled more on a case by case basis due to the more unique nature of each item as opposed to many taxation/parking tickets/Utility bills with standard processes. Days outstanding are monitored regularly and followed up by collections personnel as needed, again, on a case by case basis and sent to collections if warranted.

- Parking tickets do not fall under Accounts Receivable. A Parking Collections Policy is currently under development. Parking tickets fall under certain legislation, which you will find attached.

For your further information, Parking Services Department has provided the following:

The City of Regina is limited to what can be done to enforce unpaid parking fines, by what is outlined in provincial legislation. This legislation can be found in *The Summary Offences Procedures Act*, and *The Cities Act*, and prescribes the only options available to a municipality for dealing with unpaid parking fines.

Therefore, the City of Regina is limited to what we can do by established legislation and bylaws. However, the current options available to the City include: registering a lien, seize and sell the vehicle, immobilization, requesting a warrant of committal, or sending an account to a collection agency.

The City of Regina is committed to enhancing the overall safety, security and quality of life for residents and visitors to the City, as well as enable traffic flow and support an economically strong and viable downtown; and, therefore, parking regulations (and ticketing to change that behavior) is required. Enforcement of parking rules without the ability to follow through with consequences (collections) for those who choose to ignore rules severely undermines the effectiveness of parking regulations and enforcement and results in furthering increased negative behaviors or actions impacting the public's safety, traffic flow on City's streets and the community's ability to live in harmony.

For future reference, the process to follow when seeking a response to a question or requesting general information from a department is to: contact Service Regina at 306-777-7000 or complete the Service Regina Online Request Form located at <http://www.regina.ca/site/contact/online-request-form/>

As well, please be advised responses to requests may be published on the Regina Open Data website at the City's discretion. All information/data is handled in accordance with LAFOIPP. Published requests will be available on the Open Data website at <http://open.regina.ca/> after a minimum of three business days following release of the records to the applicant.

Should you wish to make a formal request for access to "records" under *The Local Authority Freedom of Information and Protection of Privacy Act* enclosed is an Access to Information Request form. Please complete the form providing as much detail as possible. Return the form with the \$20 application fee in cash, or by cheque, payable to the City of Regina.

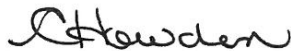
Payment may be made in person at the Ambassador Desk, main floor, City Hall, 2476 Victoria Avenue, Regina, SK or by mail to:

Access & Privacy Team
City of Regina, Office of the City Clerk
PO Box 1790
2476 Victoria Avenue
REGINA SK S4P 3C8

If you have any questions or require additional information on the access to information process, please refer to the City of Regina web page located at [http://www.regina.ca/residents/council-committees/learn-city-clerk/access to information and protection of privacy/](http://www.regina.ca/residents/council-committees/learn-city-clerk/access%20to%20information%20and%20protection%20of%20privacy/).

If you have any questions or require additional information you can reach me at 306 – 777-7263, or by email at lafoipp@regina.ca

Yours truly,



Cindy Howden
Privacy & Freedom of Information Officer

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