

Lucy Wyn-Griffiths

From: Deborah Taylor [REDACTED]
Sent: Tuesday, December 8, 2020 10:32 AM
To: corporate
Subject: Letter of concern re: towing practices

Mayor and Council

I am writing to express a serious concern I have with respect to a very traumatic and scary situation my daughter and I were placed in while on a short trip to Vancouver and area.

During our visit we decided to take a hike in the Brand Wine Provincial Park. Although the conditions were not ideal we really wanted to see the brandy wine falls before leaving.

Given that, on November 19th, 2020, we parked our rental car outside the gates of this trail where there were four other cars parked. We were unsure as to why the parking lot was closed (little to no hikers at this time of year) but given there were other cars parked we didn't think it was a problem.

Unfortunately we did not see the "tow away" signs which are quite high and no where near a persons line of vision.

We really enjoyed this trail and, after seeing the falls, decided to trek further where we met only one other group of three people. Unfortunately when we returned to the parking area where our car was parked it was no longer there. After a moment of panic we did notice the tow away sign.

However now we were 20 km in the middle of a mountainous area with no idea how we were going to get to the towing site to retrieve our rental car. This was very scary for me because as a senior with chronic osteoarthritis I knew I could never make the 20 km hike to Whistler. The only option would be for my daughter to leave me on the side of the road and take the trek herself.

We did try hitch hiking but given the current environment no one was willing to pick us up. My daughter and I were now in a no win situation and if left out overnight this could end tragically.

After walking for approximately a mile towards Whistler we were lucky to get phone service. My daughter called a cab company in Whistler who was willing to take us on our word (since our wallets were in the car) and drive out to pick us up on the highway.

To be clear I have no problem with paying for whatever fine there would be for parking but I have a great deal of difficulty with towing someones vehicle and leaving them stranded in the mountains.

On top of our rental car being towed the towing company damaged this vehicle leaving us with another bill. This does leave a very sour taste in our mouth for ever visiting again.

My question isdo you wait for a tragedy to occur or do you change your practice to enforce the law but in a way that is **SAFE**.

Money should never be put ahead of the safety of visitors and residents.

I thank you in advance for your consideration to this very serious situation.

Sincerely,

Deborah Taylor
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