

FREQUENTLY ASKED QUESTIONS

When will my dispute be heard?

Once a dispute has been received, a Compliance Officer will be in contact to discuss the dispute. This process typically takes 4-6 weeks.

What happens if an enforcement ticket is ignored?

If a penalty is unpaid after 45 days, a ticket is usually forwarded to a collection agency for recovery. The City may take other debt collection steps to recover outstanding penalties.

Can I pay the reduced penalty within 14 days and still proceed to adjudication?

No. Once a ticket is paid it is closed.

When can I schedule an adjudication date?

After a dispute is filed and reviewed with a Compliance Officer.

What is a Compliance Agreement?

When a disputant agrees to correct a bylaw violation, where applicable, the City may accept a 50% reduced penalty. Parking violations are not eligible for compliance agreements.

Do I need to appear in person for the hearing?

No. You may send a written submission or arrange for a conference call if you are unable to appear in person.

Can I pay the penalty before the hearing date if I change my mind?

Yes, however, penalty payments received after 14 days from when the ticket was issued must be paid in full.

Can the adjudicator consider my financial position if a ticket is upheld?

No. The adjudicator will only determine if the offence occurred. The adjudicator has no authority to raise or lower the penalty amount. The City may accept a payment plan.

Can I appeal the adjudicator's decision to a higher authority?

No. An adjudicator's decision is final.

CONTACT

Adjudication Hearing Questions:

Bylaw Enforcement & Animal Services
604-927-7387
bylawenforcement@coquitlam.ca

PAYMENT OPTIONS

Online – Visit coquitlam.ca/paynotices

By Mail – Cheque or money order (no cash) can be sent to: City of Coquitlam – 500 Mariner Way Coquitlam, B.C., V3K 7B6

In Person – Cash, cheque, credit or Interac accepted

Coquitlam Animal Shelter, 500 Mariner Way
Monday – Friday 9 a.m. – 8 p.m.
Weekends & Holidays 10 a.m. – 4 p.m.

Coquitlam City Hall, 3000 Guildford Way
Monday – Friday 8 a.m. – 5 p.m.

After hours and statutory holidays – put cheque or money order in City Hall mailbox, directly outside the Burlington Street entrance to City Hall.

For more information visit coquitlam.ca/notices

BYLAW ENFORCEMENT NOTICES

Tickets & Adjudication



Coquitlam

BYLAW ENFORCEMENT NOTICES

The City of Coquitlam Bylaw Dispute Adjudication System manages Bylaw Enforcement Notices (tickets) in Coquitlam. This system is authorized under the **Local Government Bylaw Notice Enforcement Act**.

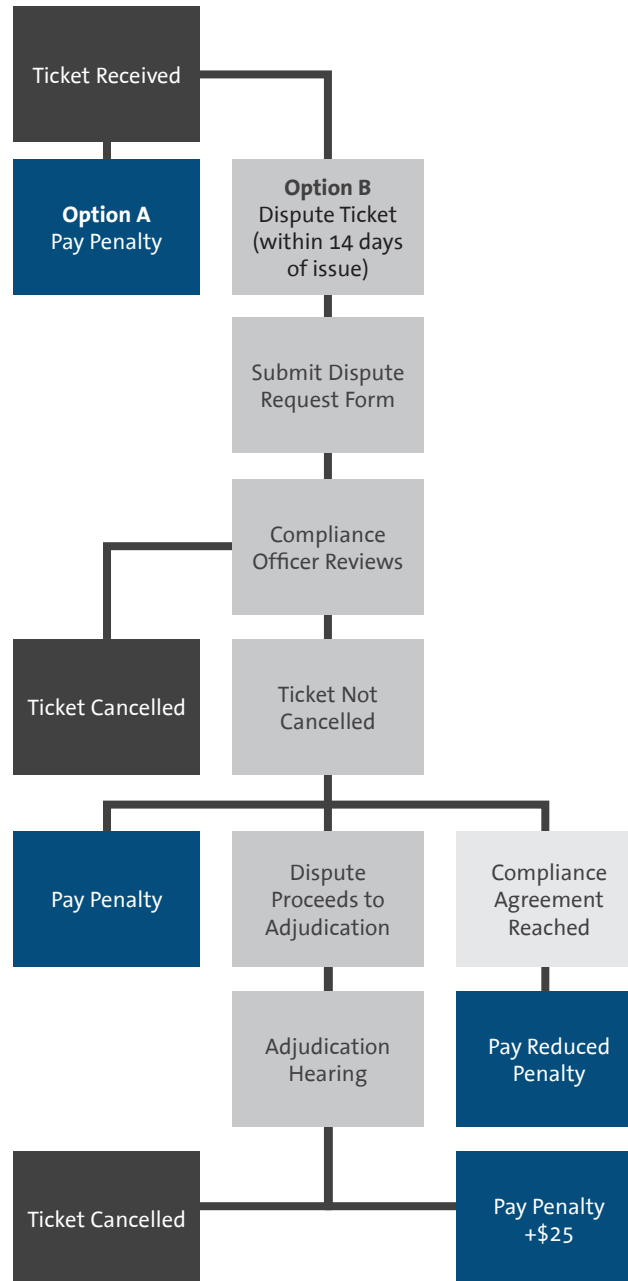
What is Adjudication?

The Adjudication System allows the City to manage bylaw disputes locally rather than through the Provincial Court system. Tickets can be disputed out of court with an adjudicator appointed by the Province.

Why is Adjudication used?

- > Simplifies dispute process
- > Removes minor bylaw tickets from the Provincial Court system
- > Reduces ticket dispute time
- > Reduces need to employ lawyers or enforcement officers to take cases to court
- > More convenient; tickets can be disputed online
- > More cost effective and efficient system

BYLAW TICKET PROCESS AT A GLANCE



HOW DOES ADJUDICATION WORK?

OPTION A: Pay Ticket

- > Reduced penalty payment within 14 days.
- > Full penalty payment after 14 days.

OPTION B: Dispute Ticket

Ticket Dispute Process

1. Dispute Request:

- > Fill out and submit a Dispute Request Form, located on the City's website at coquitlam.ca/ticketdispute. You must submit the form by the date indicated on the front of the ticket.

2. Compliance Officer:

- > Reviews details of the ticket with all parties.
- > Compliance Officer can:
 - a. if applicable, cancel a ticket.
 - b. enter into a Compliance Agreement and reduce the penalty upon completion.
 - c. uphold the ticket.
 - d. forward to an Adjudication hearing.

3. Adjudication Hearing:

- > A date and time for the adjudication is provided and a hearing is scheduled to occur at City Hall.
- > After evidence is presented, the adjudicator decides if an offence did or did not occur.
 - a. If an offence did occur, the ticket must be paid in full, plus an additional \$25 administrative fee.
 - b. If an offence did not occur, the ticket is cancelled and no penalties are assessed.