

From: **Stan Hughes**

Date: Mon, Oct 5, 2020 at 1:25 PM

Subject: Impark vs. Commissionaires

To: Paul Van Meerbergen <pvanmeerbergen@london.ca>

I reside on Thornley Street in your ward. I'm not the type of person who often complains to their councillor about municipal issues, but I was quite distressed to read today that London council is leaning toward awarding the city's parking enforcement contract to Imperial Parking aka Impark rather than the incumbent Commissionaires.

As your constituent, I would like you to know that I object to the awarding of this contract to Impark.

Allowing Impark to use a lowball bid to get their foot in the door might appear to save a few dollars upfront, but it would be a serious mistake that will be regretted later. I found it particularly laughable to read that part of Impark's appeal was their dedication to customer service. I've lived and worked in this city since moving here from Toronto in 1984, which meant having the occasional interaction with Impark facilities and the company's policies and behaviour. I won't get into detail in this letter but I can tell you first hand that the phrase "customer service" and Impark don't even belong in the same sentence. Putting Impark in charge of parking enforcement would send London's reputation as a welcoming city back into the abyss of the Nash Towing days.

Please take any action you can to defeat this contract from being taken away from the Commissionaires.

Stan Hughes
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