



NEWS RELEASE

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Ombudsman Issues Public Report on Photo Radar Investigation

Provincial Ombudsman Howard Kushner today issued his office's public report on delays associated with administering and collecting traffic camera fines.

"An investigation that was initiated because of procedural delay in serving photo radar tickets led to my office becoming aware of related concerns that flowed from serving stale-dated traffic camera fines," said Kushner.

Although ICBC and the Ministry of Attorney General were aware of a backlog in unserved photo radar tickets, totalling at one time in the many thousands, Kushner notes that his office became concerned when neither agency appeared to take overall responsibility to address all aspects of the problems. Kushner notes that most of the problems with the administering and collecting of traffic camera fines, which are outlined in his report, were resolved with the issuing of a ministry directive. His concern is that miscommunication in the early stages of the processes contributed to a 38-month gap between both agencies becoming aware of the problem and the issuing of a directive that brought an end to the serving of stale-dated photo radar tickets. "Determining the specific meaning of information that was flowing between the two agencies earlier in the process would have mitigated some of those problems," notes Kushner.

While Kushner is satisfied that ICBC has agreed to implement measures to ensure that this miscommunication would not occur again, he adds: "I hope that the lessons learned in the delivery of the traffic camera program will be valuable lessons to carry forward into other shared-agency program delivery initiatives."

Kushner's earlier press releases on this matter can be read at:
http://www.ombudsman.bc.ca/press_releases/index.htm

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