

File No. 04-1000-20-2016-281

August 23, 2016

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of August 8, 2016 for:

From August 8, 2015 to August 8, 2016:

- 1. How many times people called to report uneven pavement around the trees in the sidewalk outside of Donald's Market at 2332 E Hastings St, Vancouver, BC, V5L 1V5;**
- 2. How many times the uneven areas were repaired.**

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Please note the attached records outline the work that took place and the complaints that were raised in regards to your request. To answer your request succinctly, there was one complaint in addition to your own, and the area was repaired twice: once in response to a complaint, and once as a result of an annual inspection.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, info@oipbc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2016-281); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at foi@vancouver.ca if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to read 'B. Van Fraassen', with a long, sweeping horizontal stroke extending to the right.

Barbara J. Van Fraassen, BA
Director, Access to Information
City Clerk's Department, City of Vancouver

Encl.

:kt

Wagon Location **Manitoba Yard**

A/A

Streets Operations Daily Crew Report

Rev.

July 18, 2016

Work order # and Hours

Crew # **65**

J. Grecco
(signed)

Field Supervisor **Mezzomo 604-619-2057**

Superintendent **Enrico Santamaria**

(signed)

1	2	3	4	5
EEN 30494	ERA 68949	ERA 68981	ERA 68974	

Hours of Work AM - PM

Emp #	Employee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code	1	2	3	4	5
s.22(1)	T. Greekas	C1271	P74	6000	GR-320		1	1	2	4	
s.22(1)	J. Guerriero			6000			1	1	2	4	

Equipment Name	Equipment ID	Running Hrs	1	2	3	4	5
TRUCK, DUMP, 1 YARD	C1271		1	1	2	4	
Toilets							
Flashers							
Dumps (National Yards Only)	Yrds Dumped						

July 18, 2016 Crew # 65 Field Supervisor Mezzomo Superintendent Enrico Santamaria

Location 1 **EEN 30494** Material Amount Comments

E. 12 th AVE + HERB (20)	#36	1.53	- FILL HOLE
		TOWNE	AROUND
			W/W BOXES
		.4	
		TOWNE	

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators

Signage Used: By: *[Signature]* (Initials)

Activity Code Units Completed Measurement

Location 2 **EERA 68949** Material Amount Comments

500 E 11 th 4/5	#36	.3	FILL POTHOLES
(500 E 10 th) 4/5		TOWNE	LANE
			#36
			- NMRW
			- IRS + W/S + S/R

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators

Signage Used: By: *[Signature]* (Initials)

Activity Code Units Completed Measurement

Location 3 **EERD 68981** Material Amount Comments

2342 E HASTINGS (3)	#36		- FILLET (3) TRIPS
(NOT 2347 E HASTINGS)			- MRW
(S/R 988755)		.4	- #36 ASPHALT
IRS # 764413 (1)		TOWNE	- IRS + S/R + W/S
# 764411 (1)			
# 764297 (1)			

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators

Signage Used: By: *[Signature]* (Initials)

Activity Code Units Completed Measurement

Location 4 **EERA 68974** Material Amount Comments

1370 NANAIMO (2)	#36		- FILLET 3/W TRIPS
IRS # 764299 (4) # 764302 (4)			- #36
# 764303 (4) # 764297 (3) # 764311 (2)		.43	- NMRW
# 764312 (2) # 764336 (1)		TOWNE	- IRS + W/S + S/R
# 764310 (2) # 764307 (3)			
# 764306 (1)			

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators

Signage Used: By: *[Signature]* (Initials)

Activity Code Units Completed Measurement

Location 5

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators

Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Wagon Location **National Yard**

A/A

Streets Operations Daily Crew Report

Rev. _____

April 20, 2016

Work order # and Hours

Crew # **71**

Field Supervisor **Mezzomo 604-619-2057**

Superintendent **Marco Biagini**

[Signature]
(signed)
[Signature]
(signed)

Hours of Work **7:00 AM - 3:30 PM**

1	2	3	4	5
3	3	2		
3	3	2		
3	3	2		

Emp #	Employee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code
s.22(1)	F. Pawelchak			6000		
s.22(1)	F. Cappellano			6000		
s.22(1)	T. Faria	A1206		6000		

Equipment Name	Equipment ID	Running Hrs			
ANGLE GRINDER 4.5, CORDLESS	X-ST9019	3	3	2	
DRILL & DRIVE SET	X-ST9020	3	3	2	
DRILL, HAMMER 18V	X-ST3013	3	3	2	
SAW, RECIPROCATING 18V	X-ST8011	3	3	2	
SKIL SAW, CORDLESS	X-ST2002	3	3	2	
TRUCK, DUMP, 1 YARD	C1138	3	3	2	
TRUCK, DUMP, 1 YARD	C1297	3	3	2	
TRUCK, VAN, POWER TAILGATE, SINGLE AXLE	A1206	3	3	2	
Toilets					
Flashers					
Dumps (National Yards Only)	Yrds Dumped				

Wagon Location **National Yard**

A/A

Streets Operations Daily Crew Report

Rev. _____

November 13, 2015

Work order # and Hours

Crew # **92**

Field Supervisor **Jones, S 604-690-7364**

Superintendent **Vince Santorelli**


(signed)


(signed)

1	2	3	4	5	6
E1114 560836					

Hours of Work **7.00** AM - **3.30** PM

Emp #	Employee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code					
s.22(1)	K. Matilda	A1243		6000			8				
s.22(1)	J. Kirkpatrick			6000			8				
s.22(1)	J. Coupar			6000			8				
s.22(1)	S. Jones	E1114	P28	6000	9A-355		8	1			

Equipment Name	Equipment ID	Running Hrs				
TRUCK, DUMP, 1 YARD	A1243	8				
TRUCK, PICKUP, LIGHT	E1114	8				
TURF, TRIMMER, GRASS, GAS, MEDIUM	V41661	8				
Toilets						
Flashers						
Dumps (National Yards Only)	Yrds Dumped					

November 13, 2015 Crew # 92Field Supervisor Jones, S Superintendent Vince Santorelli

Location 1 **EER560836** Material Amount Comments

2332 E Hastings 4	Screening 2120		place Screening in how
sr# 887234	remove		depression in tree pits
100 BK National ave. 16			Surrounds.
sr# 887233			Removed two metal Grids
			(TRIP HAZARD)

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators
Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Location 2 **EER560836** Material Amount Comments

W/S Cambie St following			Remove Grass, debris
list.	"	"	place Screening in how
E/S Jero Cambie St 3			depression in tree pits
W/S Jero Cambie St 4			Surrounds

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators
Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Location 3 Material Amount Comments

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators
Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Location 4 Material Amount Comments

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators
Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Location 5 Material Amount Comments

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators
Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Location 6 Material Amount Comments

Dump: Location:

Sign safety when Departing Location: Cones Snow Fence Tape Barricade Ramps Flashers Delineators
Signage Used: By: (Initials)

Activity Code Units Completed Measurement

Service Request log for: Block 23%, Street E Hastings%

Service Request # R	Reviewed Date	Requested Date	Request Type	Sub Type	Address	Location	Responsibility
884559	11/2/2015 7:40	11/1/2015 16:42	RSurfaceWtrFlood	Other	2300 E HASTINGS ST -Inter Vancouver BC		RO
887234	11/9/2015 10:21	11/8/2015 15:37	RSideWalkRepair	SidewalkTreePit	2332 E HASTINGS ST (SE) Vancouver BC		RO
929104	2/29/2016 14:48	2/29/2016 14:45	RSideWalkRepair	Other	2381 E HASTINGS ST (MA) Vancouver BC		RO
965554	5/30/2016 15:15	5/30/2016 12:53	RSideWalkRepair	SidewalkUneven	2300 E HASTINGS ST -Inter Vancouver BC		RO
968314	6/6/2016 7:07	6/3/2016 15:23	RGeneralIssue	Other	2332 E HASTINGS ST (SE) Vancouver BC		RO
988755	7/18/2016 9:11	7/18/2016 9:03	RSideWalkRepair	xSidewalkBrokeInjury	2342 E HASTINGS ST (MA) Vancouver BC		RO

Post Dir
 Subdesignation
 Cross Street
 Street 2 Name
 Street 2 Suffix
 Street 2 Post
 Direction
 Cross Street
 Street 3 Name
 Street 3 Suffix
 Street 3 Post
 Direction
 City, Province, Vancouver
 Postal Code
 State BC
 Postal Code
 Location

Incident Details

Call Details

Call Duration 00:00:00
 # of Calls 0
 Taken By
 Taken by name
 Customer Contact
 Requested yes
 Notify Customer
 Regarding Service no
 Request Progress

Contact

Name s.22(1)
 First, MI
 Middle Initial
 Title
 Foreign no
 Address s.22(1)
 City Vancouver
 State/Province BC
 ZIP/PC V5L 1Y1
 Country

Contact Phone s.22(1)
 Alternate Phone
 Fax
 Pager
 PIN s.22(1)
 E-mail s.22(1)
 Contact Type Other

Customer Comments

s.22(1)

Other Calls

(No Data)

Inspection

Inspector 3957
 Inspector name VINCE SANTORELLI
 Scheduled
 Due By
 Started
 Due By
 Completed
 Due By

Resolved 2015/11/10 00:00
 Due By
 Resolution 40
 Resolution description Temp - Final Repair Scheduled

Service Request Inspections
 (No Data)

Log

Service Request Log Results

Log Type Entered By Entered By Name Start Date To Comments

Lagan ECM	19765	TYLER FIELD	2015/11/09 10:21	Nov 9/15 - Referred to V. Santorelli.
Lagan ECM	22693	TYLER FAHMI	2015/11/16 08:54	Nov 13/15 - Topped up tree pits using screenings. - Crew 92
ResolComm	19765	TYLER FIELD	2015/11/12 13:26	Nov 10/15 - Tree pits to be topped w/ screenings Nov/Dec 2015. - B. Whynott

Attachments

Attachments
 (No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

(No Data)

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

Request Details

(Tab Not Loaded)

Schedules

Employees

(No Data)

Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Usage Readings

(Tab Not Loaded)

Audit Log

Audit Log						
Audit Log						
Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory	
Inspector	2015/11/09 10:21	3957		TYLER FIELD	Hansen	
Review Date	2015/11/09 10:21	09/11/2015 10:21:00 AM	01/01/0001 12:00 00 AM	TYLER FIELD	Hansen	
Resolved	2015/11/12 13:26	True	False	TYLER FIELD	Hansen	

Lagan eForm

Lagan Detail

Received via email. Limited details provided.

1. Type of sidewalk problem: **Area Around Tree**

2. If Other, provide details:

3. Is there a black patch on it? **No**

4. Is it safe? **No**

5. Describe issue in detail (in front of, beside, side of street, etc.): **In front of Donald's Market. Base around tree has sunken up to 3 inches due to high sidewalk usage... tripping hazard.**

6. Is this request due to Motor Vehicle Accident? **No**

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?) **No**

Lagan eForm
Lagan Case Details

Post Dir
 Subdesignation
 Cross Street
 Street 2 Name
 Street 2 Suffix
 Street 2 Post
 Direction
 Cross Street
 Street 3 Name
 Street 3 Suffix
 Street 3 Post
 Direction
 City, Province, Vancouver
 Postal Code
 State BC
 Postal Code
 Location

Incident Details

July 18/16 [09:10] Dispatched to truck B1271

Call Details

Call Duration 00:00:00
 # of Calls 0
 Taken By
 Taken by name
 Customer Contact yes
 Requested
 Notify Customer
 Regarding Service no
 Request Progress

Contact

Name s.22(1)
 First, MI
 Middle Initial
 Title
 Foreign no
 Address
 City
 State/Province
 ZIP/PC
 Country

Contact Phone s.22(1)
 Alternate Phone
 Fax
 Pager
 PIN
 E-mail
 Contact Type Other

Customer Comments

s.22(1)

Other Calls

(No Data)

Inspection

Inspector 5420
 Inspector name MARCO BIAGINI
 Scheduled
 Due By
 Started
 Due By
 Completed

Due By
 Resolved 2016/07/18 00:00
 Due By
 Resolution 10
 Resolution description Service Provided

Service Request Inspections
 (No Data)

Log

Service Request Log Results

Log Type	Entered By	Name	Start Date	To	Comments
Lagan ECM	27253	LISA WESSELING	2016/07/18 09:09	2016/07/18 09:09	July 18/16 [09:10] Dispatched to truck B1271

Attachments

Attachments
 (No Data)

Associations

Linked Service Requests
 (No Data)

Associated Work Orders

Work Order #	Milestone	Activity	Schedule Date	Completed Date	Asset Unit ID
765417		RSwReact	2016/07/18 00:00		Sidewalk 93846

Associated Asset Inspections
 (No Data)

Associated Cases
 (No Data)

Request Details

(Tab Not Loaded)

Schedules

Employees
 (No Data)

Fleet Equipment
 (No Data)

Plant Equipment
 (No Data)

Vehicles
 (No Data)

Usage Readings

(Tab Not Loaded)

Audit Log

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Category
LaganCaseDetails	2016/07/18 09:08	Citizen tripped on uneven sidewalk and was taken away in an ambulance. She suffered a broken arm and is awaiting surgery. — (XOT19, Jul 18 2016 9:05AM) Transferred citizen to Risk Management. Dispatched 84299.	Citizen tripped on uneven sidewalk and was taken away in an ambulance. She suffered a broken arm and is awaiting surgery.	Integration	MCaseNotes
IncidentDate	2016/07/18 09:08	18/07/2016 9:08:48 AM	18/07/2016 9:03:08 AM	Integration	IncidentDate
Inspector		5420			Hansen

	2016/07/18 09:11			LISA WESSELING	
Review Date	2016/07/18 09:11	18/07/2016 9:11:00 AM	01/01/0001 12:00:00 AM	LISA WESSELING	Hansen
Resolved	2016/07/20 08:21	True	False	LAURA VELASQUEZ	Hansen

Lagan eForm

Lagan Detail

Citizen tripped on uneven sidewalk and was taken away in an ambulance. She suffered a broken arm and is awaiting surgery. -- (XOT19, Jul 18 2016 9:05AM) Transferred citizen to Risk Management. Dispatched 84299.

1. Type of sidewalk problem:**Broken Causing Personal Injury****
2. If Other, provide details:
3. Is there a black patch on it?**No**
4. Is it safe?**No**
5. Describe issue in detail (in front of, beside, side of street, etc.):**Uneven sidewalk in front of address, there was dirt around the tree that exposed concrete and sidewalk was raised about an inch causing citizen to trip.**
6. Is this request due to Motor Vehicle Accident?**Unknown**
7. If Yes, provide details on license plate number or other details (if known):
8. (Don't ask just record - Did caller indicate they want a call back?)**No**

Lagan eForm
Lagan Case Details



Work Order Summary

Work Order #: 730980 RSw_Fit_MR 71-2016 Asphalt Fillet - Sidewalk
Asset ID #: 93846 Sidewalk - General (Reactive)
Group Project #: 68986 RSw_Fit_MR 71-2016 Streets Operations
Location: 2300 - 2399 E HASTINGS ST
Operational Status: **Ref #1:** : **Ref #2:**
Service Request: **Contact Name:** **Phone#:**
Requested By: **Requested Date:** **Initiated Date:** Apr 13, 2016

Assigned By: MARCO BIAGINI **Assigned To:** TONY FARIA
Assigned Date: Apr 14, 2016 **Crew ID:** RMS71 **Work Started:**
Result: Completed **Work Completed:** Apr 20, 2016

Comments: **Where:** 4 meters E of Civic WPL 2342
Hazard: Sidewalk Trip
Comments: near tree

 This work order created by inspection # 91918
 Inspector: 12430 (KEVIN NORMAN)
 Inspected Date: 13/04/2016 10:24:05 AM

Work Orders & Accomplishments:

WO#	Result	Completed Date				
730980	Completed	Apr 20, 2016				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Apr 20, 2016		Asphalt Fillet - Sidewalk	1	RMS71	TONY FARIA	-MPR

Work Area Prefix: R **SAP Network #:** EERD68986 **WBS#:** EER-00009-SF-MR-01
Parent Network: **Billable:** N

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	\$0.00	\$0.00	\$0.00



Work Order Summary

Work Order #: 765417 RSw_Fit_MRN_Crew 65_Jan-Jul Asphalt Fillet - Sidewalk
Asset ID #: 93846 Sidewalk - General (Reactive)
Group Project #: 68981 RSw_Fit_MRN_Crew 65_Jan-Jul'16 Streets Operations
Location: 2300 - 2399 E HASTINGS ST
Operational Status: **Ref #1:** : **Ref #2:**
Service Request: 988755 **Contact Name:** s.22(1) **Phone#:** s.22(1)
Requested By: **Requested Date:** **Initiated Date:** Jul 18, 2016

Assigned By: MARCO BIAGINI **Assigned To:** THOMAS GREEKAS
Assigned Date: Jul 18, 2016 **Crew ID:** RMA65 **Work Started:**
Result: Completed **Work Completed:** Jul 18, 2016

Comments:
 Sidewalk Fillet - MRN - Crew 65 - January to June 2016
 Accomplishment: RSwAsFit

Work Orders & Accomplishments:

WO#	Result	Completed Date				
765417	Completed	Jul 18, 2016				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Jul 18, 2016		Asphalt Fillet - Sidewalk	3	RMA65	THOMAS GREEKAS	2342 - LV

Work Area Prefix: R **SAP Network #:** EERD68981 **WBS#:** EER-00009-SF-MR-01
Parent Network: **Billable:** N

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	\$0.00	\$0.00	\$0.00

WO log for: Block 23%, Street E Hastings%

Work Order	Activity	WO Short Description	Address	Assigned To	Crew Id
730980	RInsp_BIMRN	RSw_Flt_MR 71-2016	2300 to 2399 E HASTINGS ST -Range Vancouver BC	TONY FARIA	RMS71
765417	RSwReact	RSw_Flt_MRN_Crew 65_Jan-Jul	2300 to 2399 E HASTINGS ST -Range Vancouver BC	THOMAS GREEKAS	RMA65