

File No. 04-1000-20-2017-007

February 17, 2017

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 dated January 4, 2017 under the *Freedom of Information and Protection of Privacy Act, (the Act)*, for:

Mayor and Council feedback reports (source: 3-1-1, in-person, mail and [mayorandcouncil@vancouver.ca](mailto:mayorandcouncil@vancouver.ca)), which include, but are not limited to, the city branch notified, feedback type, requester name, phone, email, whether the citizen requested a response, topic, case details, additional case details and event notes, for the following dates:

- December 5-7, 2016;
- December 12-13, 2016;
- December 18-19, 2016; and
- December 31, 2016-January 3, 2017.

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 those sections here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Please note: there are no responsive records for December 18, 2016 and December 19, 2016.

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@oipc.bc.ca](mailto:info@oipc.bc.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 (#04-1000-20-2017-007); 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](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to be 'B. Van Fraassen', written in a cursive style.

Barbara J. Van Fraassen, BA  
Director, Access to Information  
*City Clerk's Department, City of Vancouver*  
Email: [Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
Telephone: 604.873.7999

:jb

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: December 05, 2016

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)		s.22(1)	Yes	Housing & Homelessness	Heritage Homes		<p>Dear Mayor and Council,</p> <p>I am writing to you about the Heritage Registered home at 4255 West 12th Avenue, which sold in June 2015 and is now slated for demolition. City staff have tried to convince the owner to retain this significant property, but they are not interested. Please view the realty listing here to see this remarkable house. <a href="http://www.jiaforsale.com/Properties.php/Details/43/4255-west-12th-ave-vancouver-bc">http://www.jiaforsale.com/Properties.php/Details/43/4255-west-12th-ave-vancouver-bc</a></p> <p>4255 West 12th is part of a trio of similar houses, with this one sitting in the middle; its immediate neighbour is also a Heritage Registered property. This loss will tear out the heart of this grouping and be particularly detrimental to the streetscape and community.</p> <p>Earlier this year the Model Electric House at 1550 West 29th Avenue was saved from demolition by City Council issuing an inspection order followed by a 120-day temporary protection order. As you know, Point Grey is one of the communities that may be rezoned. Using the same by-law as with 1550 West 29th Avenue, you could delay the demolition of 4255 West 12th Avenue for long enough that it might benefit from rezoning, should it pass.</p> <p>Will you now also issue a Heritage Inspection Order for 4255 West 12th Avenue to prevent the needless demolition of this beloved home?</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	s.22(1)			Yes	Streets, Infrastructure & Transportation	Public Restrooms		<p>Hello, my name is s.22(1) have been living in Vancouver all my life. I have been I was in the s.22(1)</p> <p>s.22(1)</p> <p>My concern, is that there aren't many restrooms available for people who are working in a job that requires to drive all day.</p> <p>I have been to many gas stations and the sign that is put up "Bathroom out of service" or the front counter staff will buzz you in and unlocks the door. I have been to a laundry mat to ask to use the washroom I was wearing my s.22(1) uniform and the owner said to me that this is not a public washroom. I explained to him that I needed to use the restroom and that there were not any other stores nearby, and then he walked into the washroom and locked it.</p> <p>I am sure the city of Vancouver or anyone would appreciate people urinating or doing a number two in public because there are no available washrooms for the public, when We need to use the restroom we shouldn't have to check every shop to see if they have a washroom available, the first instinct is to go to a nearby gas station especially for people that are taxi drivers, ,couriers, truck drivers, etc.</p> <p>I have thought about what I would do if the tables were turned, I was the storekeeper and I had someone come in to ask to use the washroom. Imagine an elderly person or someone with a child needing to use the washroom.</p> <p>I wish we can come together with a solution that will make everyone happy.</p>	
Mayor & Council	complaint	s.22(1)			Unknown	Greenest City	Light Pollution		<p>There is a trend toward excessive exterior lighting in the new construction that is replacing older homes in our area. This trend is surely in conflict with the Greenest City Action Plan goals (and if not, it should be). However, I can find nothing about exterior lighting on residential property... in the Plan ... in City by-laws ... in design guidelines or in other related information posted to the City's website.</p> <p>As darkness falls some streets in Dunbar take on a Las Vegas look with accent lighting shining on every facet on the exterior walls of some new residential constructions. These are every-night lights not seasonal lights. A growing body of scientific research tells us that light pollution is "one of the fastest growing and most pervasive forms of environmental pollution" and can have lasting adverse effects on both human and wildlife health.</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	s.22(1)		s.22(1)	No	Greenest City	Renewable City Strategy		Greetings - I am appreciative of your efforts to reduce pollution in Vancouver and thought you may find this article of interest: <a href="http://www.greencarreports.com/news/1107583_mayors-of-4-capital-cities-to-ban-all-diesel-vehicles-by-2025">http://www.greencarreports.com/news/1107583_mayors-of-4-capital-cities-to-ban-all-diesel-vehicles-by-2025</a> . Certainly I think this should include ocean going ships and railroad engines whose diesel particulate mitigation is NOT required. Maybe a grandfather clause to prevent any new addition of DPM to our air shed; for example: rail transport of US thermal coal and any increase in shipping of dilbit! Thanks for your interest and your participation in the 19N0v16 KM protest.	
Mayor & Council	opinion	s.22(1)		s.22(1)	No	Greenest City	Pipelines		Citizen Initiative Petition against Kinder Morgan expansion project. Please tell your constituents that there is now a Citizen Initiative Petition against Kinder Morgan expansion project. The citizens have a democratic right to petition the government of B.C. to stop Kinder Morgan.	
Mayor & Council	opinion	s.22(1)		s.22(1)	No	Greenest City	Clean Energy		Firstly: let me say that I do not think there is such thing as "Clean Energy" because all forms of energy captured and utilized by humankind will have adverse environmental impacts, one way or the other. We know all too well the hazards related to nuclear energy! Of course, energy captured from fossil fuels (which is now being so demonized by some) has its own negative environmental concerns with regards to its capture, transportation and unitization. Regardless of its negative impacts, the fossil fuels have fueled and feed the development of modern civilization and I for one am grateful for that and I am not quick to "bite the hand" that has fed and continues to feed me. You would be hard pressed to name one thing: from the food you eat, to the clothes you wear, to the house you live in (and all of its contents), to the place you work or play, where we are not all reliant on the use of fossil fuels. So how do we or can we wean ourselves of this reliance on fossil fuels?	See attachment: s.22(1) Fork in the Road
Mayor & Council	opinion	s.22(1)		s.22(1)	No	Homelessness	Mini Mobile Homes		We have a great contribution to help with the homeless population of Vancouver. We are a motivated couple with a big plan. We have a design concept for mini mobile homes. We have built one for the back of our truck for our own use. The mini mobile design concept comes equipped with cooking, heater, lights, using mostly recycled, reusable materials to build them. Total build cost of material is estimated around 500. These are preliminary numbers. It would include an emergency survival kit , cooking wear , bedding . In transport it would hold there stuff keeping it dry and secured and be as wide as a wheel chair and approximately 7 ft. long can be pushed or pulled designed with a weather proof windshield during pushing transport to help keep them dry and warm. It will have a slide out for when they are stationary seating 3 to 4 or sleep 2 maybe 3 please get back to us as soon as possible. We need help to produce the first one so we can show it works well and how beneficial I funding of this project would be. This is only one spoke of a multiple spoked wheel plan we have drawn up to unite and help. Assembly on a one at a time production with 2 of us we estimate 15 hours production that can be dramatically reduced with assembly lines and extra hands. Thank you for your time.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	Anonymous, December 2016			No	Property Tax	Increases		Senior citizen expressing her concerns about the increase in her property tax compared to the year before. It's increased due to the rise in assessment of her property. She lives with her husband, and they are finding it very difficult to pay the taxes. She does not want to defer and owe money. She doesn't want to sell her home and move elsewhere further away from city. She says a lot of people are finding it impossible to live in this city now and that the city should do something. Moreover she says she doesn't qualify for the senior HOG anymore (CSR advised this is a 'provincial' program).	
Mayor & Council	complaint	Anonymous, December 2016			No	Streets, Infrastructure & Transportation	Transit		Citizen would like to pass along that he believes Vancouver has become one of the most unlivable cities in the world in regards to traffic and transportation. After 51 years of living here they are moving to the states.	
Mayor & Council	complaint	s.22(1)			No	Streets, Infrastructure & Transportation	Rain & Snow Removal		Citizen feels that the city is never prepared for weather warnings, whether it be a rain or snow storm. She feels that the city needs to gather their resources which citizens pay taxes for and plan for days like today.  She felt that streets could have been taken care of better, that there are several areas, 12th Avenue west of Nanaimo to name one, which are flooded because drains are plugged with snow or leaves which in turn cause freezing and dangerous road conditions for drivers.	
Mayor & Council	complaint	s.22(1)		s.22(1)	No	Streets, Infrastructure & Transportation	Driving in COV		What the City of Vancouver doing to its drivers? Is the raise of parking prices suppose to help the transportation or suppose create an issue to transport? I say big issue. Everyone's life style don't match. Not everyone best way of transportation is achievable by biking, walking or taking the public transit. What is the city of Vancouver trying to do its citizens when the majority of its population is paid around minimum wage! The public transportation was already poorly functioned. And now the drivers are added to that poor system of public transportation when there are only busses, sky train and expensive taxis. There are no alternative transportation that is affordable to the majority of people! Why is the meter parking \$12 now for only 2 hours! When it was already expensive but affordable previously. The City of Vancouver is adding to the city's frustrations and already existing problems! Behalf of all drivers that can't drive to downtown anymore, otherwise it cost so much to just to park your car. This has become so inconvenient to citizen the already poor public transportation system are getting over crowded and problematic. People are overwhelmed with uneasy access of transportation and huge waiting times which are going to affect people health. WHAT ARE YOU DOING TO PEOPLE BY RAISING PARKING METER PRICES AND EXPECTING ALL CITIZENS TO BE ABLE TO WALK, CYCLE, OR TAKE THE POOR FUNCTIONING PUBLIC TRANSIT AND AFFECTING PEOPLE'S HEALTH, TIME AND FINANCIAL ,INSTEAD OF MAKING VANCOUVER'S TRANSPORTATION MORE FUNCTIONAL FOR ITS CITIZENS!	
Mayor & Council	complaint	s.22(1)		s.22(1)	No	Vacancy Property Tax	Implementation		I purchased a condo 9 years ago and was planning on retiring to Vancouver this year. Your recent real estate tax has made me reconsider as well as your prohibition on non Canadians being able to invest in anything other than a short term CD in your antiquated banking system. I can tell when you are not welcome. I surmise the Chinese are leaving as well.	

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: December 06, 2016

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)		s.22(1)	Yes	Development	Omni Development		Sandhu Johnston  So when is Sandhu Johnston 'said last day? He seems to disavow any responsibility for the DC waiver fiasco. In private industry a \$1.5M error would result in instant dismissal with cause!	
Mayor & Council	complaint	s.22(1)			Unknown	Car Shares	Parking in Permit Zones		Citizen is upset that car share vehicles such as Car2Go are allowed to park in permit zones. He said that there is other parking available that these vehicles can use. He pays to have a permit to park in his permit zone and these cars do not have to get permits, which isn't fair because they are cars from for-profit businesses. He feels that the City should subsidize these vehicles in other ways, such as allowing them to be at metered parking spots rather than in permit zones.	
Mayor & Council	complaint	s.22(1)			Unknown	Streets, Infrastructure and Transportation	Snow Removal		Citizen called to make a comment on the recent preparation for the snow yesterday. She said, "I was quite disappointed. I had a very difficult time getting to work and after 3 hours I gave up & came home. I lost a day's pay and I believe it is directly related to a lack of preparation by the City. The buses couldn't make it up the hills and there didn't appear to be any salting or sanding. There was a thick sheet of ice on 4th Avenue." She said she lives in the s.22(1) Vancouver and works out at s.22(1)	
Mayor & Council	complaint	s.22(1)			No	Animals	Rats		Citizen heard from a source that the City of Vancouver is tracking the number of calls received regarding rats & rodents complaints. She wants it to be known that her area is heavily infested with rats and has been an ongoing problem. Caller mentioned while on the phone, she could spot 3 rats in the back lane. She wants this to be tracked but also wants the City to do more about the issue.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor, Council, GM of Eng Svcs, Dir of Waste Mgmt. & Resource Recovery: Albert Shames	opinion	s.22(1)			No	Development	Preserving Older Homes		Subject: preserving older houses Mayor Robertson and Council, I am writing to encourage the City of Vancouver to realign its city bylaws to encourage the renovations of existing houses and slow the demolition of older homes, while restricting the size and quality of materials in new builds. I have a home in East Vancouver and my neighbourhood has been very significantly altered by the demolition of well-built small homes and replaced by huge houses of dubious construction quality and poor design, relative to the character of the neighbourhood. In order to be in line for being a "green" city, I think it is imperative that people are encouraged to keep and repair older houses (assuming they are in good condition). As I have seen dozens of houses demolished in the blocks around me, I have also witness the enormous amount of waste of materials. I feel very strongly that this has to be addressed. The city must encourage renovations by reducing excessively costly permits which are effectively a disincentive to keep what is aesthetic and of quality. How does the city justifies this is very disappointing. It seems to me that it would be very positive on multiple levels: maintain character of neighbourhoods, reduce waste, reduce the amount of space required for heating in a smaller dwelling and create a culture where something that is older and well built is to be cherished and is not disposable. We want a "green" city but Vancouver has to walk the walk and make this change as soon as possible.	
Mayor & Council	complaint	Anonymous, December 2016			No	Housing & Homelessness	Emergency Shelters		Citizen would like to have better access to emergency shelters. There is a number of people who live on the streets in Marpole and there is no shelter near them. If they did go to the shelter in downtown then they have to line up for a very long time to get a chance at a bed.	
Mayor & Council	complaint	s.22(1)			No	Parking Tax	Increases		Citizen read an article in regards to a possibility in tax increases in the City of Vancouver. The article had councillor George Affleck speaking on the matter. She is not happy with the proposed plan.	
Mayor & Council	opinion	s.22(1)			No	Renting	Tenants' Rights		Citizen feels tenants should have more rights.	
Mayor & Council, Supervisor of Street Activities: Dale Low	opinion	s.22(1)			No	Streets	Alleyways		Subject: START CLEANING OUT SOME OF THESE ALLEYS Gregor Robertson Re: DEFORESTATION Ambassador Program is good but you need to start cleaning-up these Alleys! That green project I mentioned on coffee cups from Coffee Houses was a good initiative for recycling with them all being high end product to sell them back to the manufacturer! More focus on jobs and housing!	



City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor and Council	opinion	s.22(1)			No	Streets, Infrastructure and Transportation	Weather Conditions		<p>Citizen lived in s.22(1) for many years before moving to Vancouver. She knows to wear the correct clothing and footwear during winter conditions. Though she learned there is a snow and ice removal bylaw in place, she thinks residents need a reminder. Just because the city hasn't had a major snow fall in years, it shouldn't be an excuse to not address the sidewalk and walkways promptly.</p> <p>Citizen slipped and fell this morning on route to the sky train station (case 8782310). She may need to seek medical attention later this afternoon, because she is feeling some pain from the fall. City needs to be diligently communicating the bylaw to residents and actively enforcing it.</p>	
M, Cllrs, Pk Bd Office	opinion	s.22(1)		s.22(1)	No	Vancouver Aquarium	Protecting Marine Mammals		<p>Subject: Please protect marine science Dear Vancouver's Elected Officials, Vancouver Aquarium is Canada's leading marine science centre recognized worldwide for its high standards of animal care. Canada's Arctic is facing unprecedented change and beluga whales are under threat. Belugas at Vancouver Aquarium provide critical research opportunities to protect wild populations. If the cetacean program is phased out, so will this vital research. Vancouver Aquarium is the only marine mammal rescue centre in Canada and the only real hope for stranded, sick and injured marine mammals, including endangered killer whales. They're able to do this due to skills gained from on-site cetacean care. If cetaceans are phased out, so will all future skill development. I understand you are reviewing best practices. As one of the top five marine science centres in the world, Vancouver Aquarium is the one setting those high standards of best practice. I support Vancouver Aquarium and our valuable cetacean research program.</p>	

## The Fork in the Road

### The quest for “Clean Energy”

Firstly: let me say that I do not think there is such thing as “Clean Energy” because all forms of energy captured and utilized by humankind will have adverse environmental impacts, one way or the other. We know all too well the hazards related to nuclear energy! Of course, energy captured from fossil fuels (which is now being so demonized by some) has its own negative environmental concerns with regards to its capture, transportation and utilization. Regardless of its negative impacts, the fossil fuels have fueled and feed the development of modern civilization and I for one am grateful for that and I am not quick to “bite the hand” that has fed and continues to feed me. You would be hard pressed to name one thing: from the food you eat, to the clothes you wear, to the house you live in (and all of its contents), to the place you work or play, where we are not all reliant on the use of fossil fuels. So how do we or can we wean ourselves of this reliance on fossil fuels?

For some examples: What would your suggestions be to replace fossil fuels? How many penlight batteries will it take to power those massive cargo ships that flow in and out of Vancouver harbour or any other harbour for that matter, or to power the ferries that are so essential to the transportation system of the lower mainland of British Columbia? Is nuclear power the answer? What will power the estimated 37 to 38 million commercial flights that occur globally each and every year? How are the 100 car long trains, that are full of containers stacked double high, which I see passing from the coast to Edmonton and beyond; how are they going to be fuelled? The economic benefit of that the lower mainland enjoy for the passage of international freight coming in and leaving this area in all fuelled by fossil fuels. Now the lower mainland area is being asked to step up to the plate and shoulder some risk for and receive economic benefit from the passage of fossil fuel to international markets. Of course it goes without saying that all safeguards, that are humanly possible, need to be implemented for this to happen. As an Albertan, I look back on how the matter of fossil fuel natural resources has been handled. I bought in to all the rhetoric of the time. Now I wish that I hadn't. We were duped into putting our eggs into one basket. Our natural resources and its marketing and distribution are virtually controlled by interest south of the boarder. That fact has come back to haunt us, not only at the provincial level but at the national level as well. Considering current things being as they are, I as an Albertan would not be in support of the Keystone pipeline project even if it were to be put back on the table. I would prefer that any future development for international exports of Canadian oil and gas would be through Canadian ports, under Canadian control and for the benefit of Canadians. We should have had a policy and still should have a policy that keeps the

control of these natural resources within Canada, with Canadian interests first and foremost. We need a National Energy Policy! I have to duck a lot when I say that in Alberta! None of us are islands unto ourselves and this holds true for all levels of governance; including the municipal, provincial and federal levels of government. We need dialog, cooperation, and unity at these levels of government, putting Canadian interests first and foremost with regards to the directions that are taken with concerns to future sources and supplies of energy. Looking back in hindsight, I now wish we would have had more foresight when it came to decisions regarding these natural resources.

Now, back to the question: How are we going to replace and/or wean ourselves of our dependence and reliance on fossil fuels which makes our world go round? Capturing tidal energy from places like the Bay of Fundy and other coastal areas seems to be a logical source of, shall we say, "Clean Energy". But what will the long term negative impact be on marine life and their ecosystem? Does anyone know? What about the massive numbers of storage cells (batteries) that will be required to harness and store the electrical energy for transportation and other uses? How will spent storage cells be disposed of or recycled? Will they create a negative environmental impact? How about wind turbines and solar collectors? Can we just keep manufacturing and installing these without considering any possible future negative repercussions? So, what to do? Do you all sit down at the table and participate in dialogue and a searching for real solutions or do you stomp your feet and threaten civil unrest if you don't get your way?

I will close with these true but sobering thoughts. The easiest solution for the problems created by humankind's consumption of and thirst for energy would be a massive reduction in the human population. Reduce the human population by say 80% and no more environmental worries – right? Now that does not seem like a good solution to me! You see the reality is, the energy consumption of large cities (the likes of: Victoria, Vancouver, Calgary, Edmonton, Regina, Winnipeg, Toronto, Montreal, Halifax ...) **are** a part of the problem and a major part of the problem, so as entities these cities need to be part of coming up with solutions to the problems that they cause.

When elected officials enter council chambers, legislative assemblies, board rooms and other assemblies I encourage you to enter into some old fashioned brain storming sections and dialog. We are all in this together and depend on you as elected officials to make good decisions! Which fork in the road will you all choose to take?

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: December 07, 2016

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council, 311 Contact Centre	opinion	s.22(1)			Yes	Neighborhood Streets	Storm Flooding	Dunbar-Southlands	Subject: Under water Need Help 911 Good morning. I am reaching out on a personal issue for the Southlands Neighbourhood s.22(1) of the ratepayers association. Major floods hit our community 3 days ago and several of my neighbours houses have been damaged. King tides will be 1.5 feet higher by the weekend and many more homes are threatened The community is very concerned and calling 311 regularly. It was very disheartening that no city crews were on the scene this morning. This is a major problem. Please send help.....thank you	
Mayor & Council	complaint	s.22(1)			Yes	Recycling Service	Smithrite Service		<p>Citizen said that he had recycling pickup scheduled for yesterday. Citizen called Smith rite this week they will come around and get it next week. Citizen said that this service is unacceptable. He pays taxes and feels that we should be going out to collect this week for the recycling. Citizen would like to talk to someone about this and how it's now contracted out to Smith rite.</p> <p>When we had the COV we had no problem with the service. It was on time every day he says. He doesn't feel like we should have contracted this out. He lived in the house for s.22(1) and is aware of how the quality of recycling service has gone down.</p> <p>Citizen wanted this sent to Mayor and Council.</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	s.22(1)			Yes	South Vanc Neighborhood House	Funding		Dear Mayor and Council, I'm sure you are all familiar with the South Vancouver Neighbourhood House and the programs it initiates and those it delivers on behalf of all levels of governments for the residents of Southeast Vancouver. The financial well-being of all neighbourhood houses is tenuous. The funding we receive for the most part is to deliver a specific programming with very little going toward administration or the operating costs of our building s.22(1) Victoria Drive. Recently we've had to address a problem with water seeping through the rear wall of our building. Apparently, the building seal was not installed at the time of construction. The cost of this repair is approximately \$100,000. Our new director s.22(1) Email has managed to secure about half that amount through a grant from the Alexandra Foundation, part of our parent organization The Assoc. of Neighbourhood Houses. This week our director will meet with city social planning staff to try to secure some or all of the balance. This repair has to be done and in a timely fashion. Without the City's assistance our ability to serve our neighbourhoods in the manner we have for the past 40 years will be negatively impacted. I hope you can help.	
Mayor & Council	complaint	s.22(1)			Yes	Streets	Parking Enforcement		s.22(1) would like Mayor and Council to consider changing the City bylaws regarding the 2 minute grace period implemented by the parking enforcement department.  s.22(1) received a parking ticket because he was 3 minutes late re-paying for parking on his app. He phoned into the parking ticket inquiry line to dispute the ticket and they explained that there is a 2 minute grace period before a car gets a parking ticket. After the 2 minutes is up, a city officer may give the car a parking ticket. He was 3 minutes late in paying so he feels that he should be able to dispute this ticket.  The parking ticket inquiry line said he must pay the ticket. He has paid the ticket but he feels we should adjust the bylaw to a 10 minute grace period, not a 2 minute grace period.	Regarding notice number EE86891

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council, Dir of Vanc Midtown: Kent Munro	opinion	s.22(1)			No	Development	3560 Hull St./2070 - 2090 East 20th Ave	Cedar Cottage	re: Proposed Development in Cedar Cottage at 3560 Hull St./2070 - 2090 East 20th Ave Questions for consideration and answers before development takes place on busy street in Kensington-Cedar Cottage next to the sky train.	See attachment: Hull St. Neighbors on Proposed Dev Cedar Cottage
Mayor & Council, 10th Ave Bikeway Project	opinion	s.22(1)			No	Neighborhood Streets	10th Ave Proposed Bike Lane		Mayor and Council, City Planners Hello, I have lived in Vancouver for 50 plus years, and am writing to express deep concern about this proposal for removing 84 parking spaces on 10th Avenue between Oak and Cambie. If I am sending this to the wrong city person, could you please forward my message to the correct people, and notify me by return email? I believe this proposal is extremely poor planning as there are a multitude of accessible health resources along this street. Many are accessed by people who don't have the ability to walk very far. I agree with bike lanes, in fact recommended repeatedly that officially Alexander Street in the Downtown Eastside become a biking street with a defined bike lane, and did so before it became a policy of City Council. I am convinced that bike lanes are important for our city.	See attachment: s.22(1)
Mayor & Council	opinion	BC Assembly of First Nations	2503141567	<a href="mailto:curtis.bedwell@bcfn.ca">curtis.bedwell@bcfn.ca</a>	No	Pipelines	Resistance Movement		Subject: Press Release: BC REGIONAL CHIEF SHANE GOTTFRIEDSON CALLS FOR AN END TO THE VIOLENCE AT STANDING ROCK Good Morning, BC Assembly of First Nations is issuing the following Press Release for immediate release. Thank you,	See attachment: BCAFN Press Release

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	Real Kinder Morgan Hearings.Org		<a href="mailto:kindermorgan@realhearings.org">kindermorgan@realhearings.org</a>	No	Pipelines	Kinder Morgan Expansion		The Liberal government made a promise on behalf of the country on an international stage regarding its stance on climate change. Approving the Kinder Morgan expansion will not only simply break that promise, but also reflect the true position on the values that the Liberal government and Canada says it has. The values of both the environment and the economy can be achieved without compromise, and the expansion of the Kinder Morgan pipeline and the increase of supertankers, in one of the most developed cities in Canada, to ship unrefined bitumen to other nation states is not a way to achieve those values. We have already been let down with the approval of the LNG pipeline in northern British Columbia, please don't let us be let down a second time. I apologize for the Draconian language, however, a leader and a party who egregiously disregards a nation's supposed stance, position, values and promises, and soon with the possibility of doing so twice, will not deserve a second term to attempt to contribute in running the beautiful country of Canada twice. Stand by your word. This is an important issue for me. I look forward to your response to my concerns. Regards, Colin Wong Burnaby, British Columbia	
Mayor & Council	complaint	s.22(1)			No	Recycling Service	Missed Pickups	University Endowment Lands	s.22(1) SUPER frustrated with constant missed green bin pickups in the past 3 months at s.22(1). She says, the City wants more taxes but they are not getting service. She says, the City wants people to compost but they do not collect the compost. She does understand yesterday's missed pickup was due to snow/ slippery road conditions but this is a chronic problem.  *Created a Missed Yard Trimming and Food Scraps Service Request today.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	Anonymous, December 2016			No	Recycling Service	Recycle Fee		<p>The citizen thinks it would be a great idea if the municipality of Vancouver implement a recycling fee for mattresses at the time of their purchase, a \$15 fee, just like we do with electronics. Then if the mattresses are taken to the landfill we will give them back \$5 or \$10.</p> <p>That way when people leave the mattresses/abandon them in back lanes people with trucks, private citizens or companies, will take these mattresses to the landfill and make a profit. This will ensure the City of Vancouver no longer shoulders the responsibility of collecting the mattresses.</p>	
Mayor & Council, Branch Mgr. of Streets, Traffic & Electrical Ops: Ken Brown	opinion	s.22(1)			No	Streets	Vegetative Encroachments over Sidewalks		<p>It appears that 80 percent of the properties on the East side of Granville Street, between W. 41 Ave. and W. 49 Ave. have very noticeable encroachments over their sidewalks. Granville Street has a one foot verge between the sidewalks and the street. Persons using these sidewalks are exposed to cars travelling North on Granville Street; these cars are moving at speeds greater than 50 kph and pedestrians are only 3 feet away from these cars. Any infringement, let alone an encroachment, endangers pedestrians.</p>	<p>I am sure that the Mayor's office can make economies so that at least ten more bylaw enforcement officers can be hired - It is imperative that the COV's bylaws are enforced these properties. 5950 Granville St. 6030 Granville St. 6088 Granville St. 6238 Granville St. 6262 Granville St. 6388 Granville St. 1419 W. 46 Ave 1420 W. 46 Ave 1431 W. 46 Ave 1438 W. 46 Ave 1469 W. 46 Ave 1488 W. 47 Ave 1489 W. 48 Ave 5949 Athlone St. ---</p>
Mayor & Council	complaint	s.22(1)			No	Streets	Snow Removal		<p>Caller would like to see road salt available to residents every year that we have snow. She finds it frustrating that the City expects her to do her civic duty and keep the sidewalks salted but isn't willing to provide the salt- especially considering the amount of Property Tax she pays. She suggests at minimum it could be available at a discounted rate considering the store prices increase during high demand.</p>	
Mayor & Council	opinion	Anonymous, December 2016			No	Taxi Service	Uber Service in COV		<p>Citizen is for Uber in Vancouver.</p>	



City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council, Dir & Sr Policy Analyst, both of Licensing, Prop Use Inspections & Animal Svcs	opinion	s.22(1)		s.22(1)	No	Taxi Service	Uber Service in COV		Dear Mayor Robinson and council, An increasing number of my friends are either avoiding going out (which has an impact on local restaurants, bars) or taking a risk by having a glass of wine and driving – all because of the Taxi situation in this city. Everyone I know wants Uber – and we all use this service in almost every other city we visit. Last night a group of us were stuck in Southlands with absolutely no way to get home – despite waiting for well over 2 hours. This is unacceptable. We have fewer cabs per person than most other cities (and no uber)!	
Mayor & Council	opinion	s.22(1)			No	Taxi Service	Uber Service in COV		Support Uber in British Columbia.	
Mayor & Council, Original to Pk Bd	opinion	s.22(1)			No	Vancouver Aquarium	Cetacean Bylaw		Time to Amend the Cetacean Bylaw to Truly Phase Out Cetaceans On November 25th the Vancouver Aquarium said that the last beluga was recovering. However, "Aurora", the mother of "Qila" who died on November 16th, died later that Friday. She is the 21st beluga who has died as a result of the Vancouver Aquarium cetacean slave trade. Life-force is deeply saddened at the lifelong captivity and deaths of "Aurora" and "Qila" and many others. We also deeply regret that the capture of "Aurora" and others were permitted and hopefully it will now be banned.	See attachment: Life Force Cetacean Bylaw
Mayor & Council, Pk Bd	opinion	s.22(1)		s.22(1)	No	Vancouver Aquarium	Cetacean Bylaw		Dear Vancouver Aquarium: Please, please follow the rest of the educated world and stop your captive/breeding cetacean program. I will not go to the aquarium due to your present pro-captive beliefs, which are totally outdated. If you switched to rescue/conservation/rehabilitation programs only your attendance would go up, because our dollars would be going to a good cause.	



BRITISH COLUMBIA ASSEMBLY OF FIRST NATIONS  
312-345 Chief Alex Thomas Way  
Kamloops, BC V2H 1H1  
Office: (250) 828 - 9757 Fax: (250) 828 - 9893  
www.bcafn.ca

## **NEWS RELEASE**

For Immediate Release

### **BC REGIONAL CHIEF SHANE GOTTFRIEDSON CALLS FOR AN END TO THE VIOLENCE AT STANDING ROCK**

**(Tk'emlúps te Secwépemc Territory/Kamloops – November 28, 2016)** The resistance movement to the Dakota Access Pipeline continues to galvanize Indigenous Peoples across the globe. These past weeks we have seen a remarkable and highly destructive escalation of violence on part of the state. Regional Chief Gottfriedson stated, “The limited mainstream media coverage of this watershed moment in our shared history is alarming. The violence must stop. I call upon our provincial and federal leaders to speak up about this atrocity and degradation of Indigenous and human rights.” The safety of the principled resisters to the Dakota Access Pipeline, known as the *water protectors*, is currently under serious threat. The stories and images we continue to see are disturbing. While Indigenous peoples are no stranger to state sponsored violence, in North Dakota, as in the rest of the United States of America and in Canada, Indigenous peoples are united in our resistance to the threats we collectively face to our self determination and our nationhood.

The *water protectors*, a group comprised of Indigenous leaders, elders, youth, and communities, activists, allies, and concerned citizens, collectively possess a constitutional guarantee to their right of peaceful assembly. The United Nations Declaration on the Rights of Indigenous Peoples states that States shall consult and cooperate in good faith with Indigenous peoples in order to obtain their free and informed consent prior to the approval of any project affecting their lands or territories, particularly where it may affect water. The Declaration also guarantees the right to security of person and the right to not be subjected to acts of violence or the destruction of Indigenous culture.

Regional Chief Shane Gottfriedson stated, “This type of thinking and approach which values corporate rights over human beings will continue to be challenged in order to protect our water, lands, and the spiritual sites sacred to Indigenous peoples across our traditional territories.” Standing Rock Tribal Chairman David Archambault II has asked that the U.S. Department of Justice intervene to protect protesters against the strong arm tactics, abuses, and unlawful arrests that are escalating. Regional Chief Gottfriedson concluded, “We need to stand together for the future generations. Our youth have a right to know who they are, where they come from, and a right to the preservation of our cultures and traditions. We have a moral duty to stand with Standing Rock as the future generations of our people can only learn these things through the connection to our lands and our history.”

For more information, contact:

Regional Chief Shane Gottfriedson  
BC Assembly of First Nations  
250 852 1143

#honouringourancestors



s.22(1)

Hull Street  
Vancouver, BC V5N 4R8

s.22(1)

December 6, 2016

Mayor Gregor Robertson, Vancouver City Councillors, and Urban Planning Department  
453 West 12<sup>th</sup> Avenue  
Vancouver, BC V5Y 1V4

Re: Proposed Development in Cedar Cottage at 3560 Hull Street/2070-2090 East 20<sup>th</sup> Ave.

Dear Mayor, Councillors, and Urban Planners:

Enclosed is a letter I have written, signed, also, by several of my neighbours. I ask that the neighbours' signatures and personal information be kept confidential and used only by the city.

We have many questions that we wish considered and answered before any development takes place on this busy street in Kensington-Cedar Cottage next to the Skytrain. Several copies of the letter are enclosed, with several signatures on each copy.

We are asking the city for answers, as the city must approve any design or development. The development company, Molnar, is holding a second Coffee Shop Talk on December 6<sup>th</sup>, at which we will ask them questions. However, the approval of the design and the inspections during building must come from the City of Vancouver (at least that is our understanding) and, so, we ask that you give us your perspective on the issues we are raising in the letter.

**Issues mentioned** in our letter include

- density,
- amenities,
- a daycare business operating in a residential neighbourhood,
- traffic issues on Hull Street and East 20<sup>th</sup> Ave.,
- parking issues on our streets,
- affordability,
- environmental concerns.

**Also mentioned** by various signers are

- increase in noise,
- the position of the underground parking entrance/exit,
- conservation of the natural landscape, including the poplar trees (noise buffer),
- intersection of Hull Street and Victoria Drive (especially left turns),
- lack of shopping and coffee shops close by,
- affordability of rental units, as well as day care,
- aesthetics (fit with neighbourhood),
- height of the buildings blocking sunlight.

Thank you, in advance, for considering these issues in our neighbourhood. We look forward to hearing from you.

Sincerely,

s.22(1)

and Hull Street neighbours

If you wish electronic transmission of the letter, please email at

s.22(1)

s.22(1) Hull Street  
Vancouver, B.C.  
V5N 4R8

November 8, 2016

Mayor Gregor Robertson and Vancouver City Councillors  
453 West 12<sup>th</sup> Avenue  
Vancouver, B.C. V5Y 1V4

**Re: Proposed development by Molnar at 3560 Hull Street and 2070-2090 East 20<sup>th</sup> Avenue**

Dear Mayor Gregor Robertson and Vancouver City Councillors:

Molnar Development has acquired properties in our neighbourhood at 3560 Hull Street and 2070-2090 East 20<sup>th</sup> Avenue (the cul-de-sac off Hull Street) with the intention of building rental accommodation, including townhouses, an apartment building with six stories and underground parking. A meeting to consult with residents of the neighbourhood was held July 27, 2016.

Since the project will require city approval, I have some questions to ask regarding this proposed development.

**Density and amenities**

This project is not an isolated development in our neighbourhood, as many multi-unit housing developments have been built over the past 10 years, while several other projects are planned for the near future. The result is a noticeable increase in use of public facilities, which is fine. However, having facilities on site increases livability and safer communities, since many family activities need to take place at home.

Q 1: Does the development company have a responsibility to provide on-site amenities, such as a children's playground, gathering places for residents (so that community-building is facilitated), or spaces within the buildings for residents to use for social events?

Q 2: What are the guidelines for these amenities?

Q 3: How does the city enforce reasonable guidelines?

Q 4: How are these facilities managed once installed? Does the neighbourhood have input into the type of amenities or the management of them?

**Retention of the Rosenberg Residence**

The Rosenberg Residence (heritage house) is to be moved and converted into a live/work unit with daycare.

Q 1: Is there a need for a daycare facility in this neighbourhood? Daycare spaces already operate at Cedar Cottage Neighbourhood House, at the Vancouver Japanese Church (4010 Victoria Drive), at Trout Lake Community Centre, The Learning Tree (at Brant St. and Stainsbury Ave.), Rising Star at Nanaimo and 19<sup>th</sup> Ave., SEFA (at Commercial Drive and 14<sup>th</sup> Ave.) and at Boat Daycare (at 13<sup>th</sup> Ave. and Victoria Drive),

Q 2: Who will operate the daycare?

Q 3: While it is absolutely essential that our children receive proper and high quality care, a Child Care facility is a commercial operation and will be operating in an exclusively residential neighbourhood. Will non-residents of this complex be bringing children here for care?

### **Site Connectivity**

A “new and improved pedestrian/bike path along the north & east edges” of the site is being considered, as well. The questions in **Traffic-calming and safety** (below) need to be asked about this path as part of the project.

Q 1: How will this path be made safe for users, considering the traffic on the street? Since this would be an extremely short bike path, how is this different from mandatory sidewalk requirements?

### **Traffic-calming and safety**

Traffic will, no doubt, increase on Hull Street. Current residents include many children, dogs, seniors, walkers, and runners.

In the interests of safety and cost-saving in the future, preventative measures need to be built-in from the beginning.

Q 1: Will the street be made safer by making it one-way, and installing speed bumps?

Q 2: What other traffic-calming measures are being considered?

Q 3: Will the city sidewalks and curbs be improved? Will this be at the cost of other residents of Hull Street?

Q 4: What requirements are there for Molnar to provide safety measures on-site, to keep pedestrians, dog walkers, parents with strollers, and cyclists safe while allowing for increased vehicular traffic, including moving trucks and city maintenance trucks?

### **Parking**

Parking is currently at a premium on our street and throughout the neighbourhood. Off-street parking is not an option for many owners, residents, or their visitors. Some nearby rental buildings charge a monthly fee for parking, so many residents park on the street. Molnar is *considering* providing underground parking for all residents and visitors.

Q 1: Can adequate on-site parking be made a requirement?

Q 2: Will the rental fees include parking?

### **Affordability**

One of the reasons for densifying residential areas within the city is to allow people to reduce their commuting time and costs. If people have to commute because living costs in the city are too high, this goal is defeated.

Q 1: What can the city do to keep rents for ordinary people at a reasonable level?

### **Natural environment**

The natural environment of this block of land is, currently, an asset to the health of the neighbourhood, adding significantly to local air quality and noise reduction in a place where vehicle traffic and public transit have a negative impact.

Q 1: Will any of this natural habitat be saved? Will the landscaping be ecologically

compatible with current local habitat?

Q 2: Will underground streams be allowed to continue on to Trout Lake? The lake has decreased in size due to surrounding development. Preserving sources of water for the lake is crucial at a time when the city is trying to reduce the amount of drinking water that is needed to keep the lake supplied with healthy water.

I realize that there are many questions here and the answers may not be available yet. However, I would greatly appreciate your responses.

Thank you for taking the time to read my concerns.

Sincerely,

s.22(1)



Q 1: Will any of this natural habitat be saved? Will the landscaping be ecologically compatible with current local habitat?

Q 2: Will underground streams be allowed to continue on to Trout Lake? The lake has decreased in size due to surrounding development. Preserving sources of water for the lake is crucial at a time when the city is trying to reduce the amount of drinking water that is needed to keep the lake supplied with healthy water.

I realize that there are many questions here and the answers may not be available yet. However, I would greatly appreciate your responses.

Thank you for taking the time to read my concerns.

Sincerely,

The following people also wish to receive information about these issues:

1) NAME Address  
§.22(1) §.22(1)

Contact Information: §.22(1)

Comments: traffic increase, noise, environmental concerns

2) NAME Address  
§.22(1) §.22(1)

Contact Information: §.22(1)

Comments: Can the underground parking meet the street at the alley?

3) NAME Address  
§.22(1) E. 20<sup>th</sup> Ave.

Contact Information: \_\_\_\_\_

Comments: \_\_\_\_\_

4) NAME

Address

s.22(1)

(4)



Comments: concerns about traffic, and the poplar trees, aesthetics

5) NAME

Address

s.22(1)

s.22(1)

(5)



Contact Information: \_\_\_\_\_

s.22(1)

Comments: concerns over traffic increase, parking & affordability

6) NAME

Address

s.22(1)

s.22(1)

(6)



Contact Information: \_\_\_\_\_

s.22(1)

Comments: parking density, affordability

7) NAME

Address

Contact Information: \_\_\_\_\_

Comments: \_\_\_\_\_

8) NAME

Address

Contact Information: \_\_\_\_\_

Comments: \_\_\_\_\_



Q 1: Will any of this natural habitat be saved? Will the landscaping be ecologically compatible with current local habitat?

Q 2: Will underground streams be allowed to continue on to Trout Lake? The lake has decreased in size due to surrounding development. Preserving sources of water for the lake is crucial at a time when the city is trying to reduce the amount of drinking water that is needed to keep the lake supplied with healthy water.

I realize that there are many questions here and the answers may not be available yet. However, I would greatly appreciate your responses.

Thank you for taking the time to read my concerns.

Sincerely,

s.22(1)

The following people also wish to receive information about these issues:

1)NAME

Address

s.22(1)

s.22(1)

Contact Information:

s.22(1)

Comments: *Area has no shopping within 1 mile radius. No coffee such as McDonald's for 8 blocks. A new traffic signal at Hull will congest Victoria Drive.*

2)NAME

Address

s.22(1)

s.22(1)

Contact Information:

s.22(1)

Comments:

3)NAME

Address

s.22(1)

s.22(1)

Contact Information:

s.22(1)

Comments:

4)NAME

Address

s.22(1)

s.22(1)

s.22(1)

10

Contact Information:

Vancouver

s.22(1)

Comments:

5)NAME

Address

s.22(1)

11

Contact Information:

s.22(1)

Comments:

6)NAME

Address

s.22(1)

12

Contact Information:

s.22(1)

s.22(1)

Comments:

7)NAME

Address

s.22(1)

s.22(1)

13

Contact Information:

s.22(1)

Comments:

s.22(1)

8)NAME

Address

s.22(1)

s.22(1)

14

Contact Information:

s.22(1)

Comments:

15

Comments: \_\_\_\_\_

4)NAME

Address

s.22(1)

s.22(1)

s.22(1)

Contact Information: \_\_\_\_\_

s.22(1)

Comments: \_\_\_\_\_

16

5)NAME

Address

s.22(1)

s.22(1)

s.22(1)

Contact Information: \_\_\_\_\_

s.22(1)

Comments: \_\_\_\_\_

17

6)NAME

Address

s.22(1)

s.22(1)

Contact Information: \_\_\_\_\_

s.22(1)

Comments: AFFORDABLE NON PROFIT DAYCARE - ACCESSIBLE IS KEY

7)NAME

Address

s.22(1)

s.22(1)

Contact Information: \_\_\_\_\_

s.22(1)

Comments: \_\_\_\_\_

18

8)NAME

Address

s.22(1)

s.22(1)

Contact Information: \_\_\_\_\_

s.22(1)

Comments: \_\_\_\_\_

Q 1: Will any of this natural habitat be saved? Will the landscaping be ecologically compatible with current local habitat?

Q 2: Will underground streams be allowed to continue on to Trout Lake? The lake has decreased in size due to surrounding development. Preserving sources of water for the lake is crucial at a time when the city is trying to reduce the amount of drinking water that is needed to keep the lake supplied with healthy water.

I realize that there are many questions here and the answers may not be available yet. However, I would greatly appreciate your responses.

Thank you for taking the time to read my concerns.

Sincerely,

The following people also wish to receive information about these issues:

1) NAME Address  
s.22(1) s.22(1)

19

Contact Information: \_\_\_\_\_

Comments: local concerns must be addressed.

2) NAME Address  
s.22(1) s.22(1)

20

Contact Information: \_\_\_\_\_

Comments: TRAFFIC CONCERNS + PARKING

3) NAME Address  
s.22(1) s.22(1)

21

Contact Information: \_\_\_\_\_

Q 1: Will any of this natural habitat be saved? Will the landscaping be ecologically compatible with current local habitat?

Q 2: Will underground streams be allowed to continue on to Trout Lake? The lake has decreased in size due to surrounding development. Preserving sources of water for the lake is crucial at a time when the city is trying to reduce the amount of drinking water that is needed to keep the lake supplied with healthy water.

I realize that there are many questions here and the answers may not be available yet. However, I would greatly appreciate your responses.

Thank you for taking the time to read my concerns.

Sincerely,

s.22(1) [Redacted signature]

The following people also wish to receive information about these issues:

22) 1)NAME Address  
s.22(1) s.22(1)  
Contact Information: s.22(1) s.22(1)  
Comments: \_\_\_\_\_

23) 2)NAME Address  
s.22(1) s.22(1)  
Contact Information: s.22(1) s.22(1)  
Comments: \_\_\_\_\_

24) 3)NAME Address  
s.22(1) s.22(1)  
Contact Information: s.22(1)

Comments: \_\_\_\_\_

→ 4) NAME  
s.22(1) [Redacted]

Address  
s.22(1) [Redacted]

25) Contact Information: s.22(1) [Redacted]

s.22(1) [Redacted]

Comments: Please let's review the development  
No high rises! Period!

5) NAME  
s.22(1) [Redacted]

Address  
s.22(1) [Redacted]

26) Contact Information: s.22(1) [Redacted]

Comments: The ground and trail lot is very complicated with  
old streams etc. I hope the has all been carefully  
taken into consideration

5) NAME  
\_\_\_\_\_

Address  
\_\_\_\_\_

Contact Information: \_\_\_\_\_

Comments: \_\_\_\_\_

6) NAME  
\_\_\_\_\_

Address  
\_\_\_\_\_

Contact Information: \_\_\_\_\_

Comments: \_\_\_\_\_

7) NAME  
\_\_\_\_\_

Address  
\_\_\_\_\_

Contact Information: \_\_\_\_\_

Comments: \_\_\_\_\_

Broken Beluga Promises “Aurora” was one of three captured and taken to the Vancouver Aquarium. Another beluga was severely cut by the capture ropes then was quietly released. In 1988, the Vancouver Aquarium and the Vancouver Park Board stated “Will the Aquarium be collecting new whales for the new facility? No. The new facility is designed for the existing three belugas; 2 females and a male.” However, when one died the Aquarium captured three more belugas in 1990. The pool was then overcrowded, aggression occurred, and some belugas were kept in a tiny research pool out of public view. Lifeforce’s court action failed and we went to Churchill, MB to bear witness and hopefully stop the captures. Our boats were rammed and raked with an outboard engine. One beluga hunter was charged when our volunteer was injured. Even after the belugas were captured our boats were riddled with bullets where our volunteer was sleeping. See the violence against belugas and human life.[http://lifeforcefoundation.org/ecotv\\_play.php?id=10](http://lifeforcefoundation.org/ecotv_play.php?id=10) At least our public awareness led to an unofficial ban on any further captures and exports by other countries. No countries have caught belugas since 1990. Referendum is a Delay Tactic? An NPA Park Board Commissioner and a former Vancouver Aquarium VP of Marketing and Communications has proposed a referendum on captivity. For years the “Non Partisan Association” has always opposed any referendum as proposed by other parties. Lifeforce was instrumental in getting a 1996 Cetacean Bylaw that was supposed to have phased out captivity. Under the Vancouver Charter the Park Board has the jurisdiction to implement bylaws restricting any animals in city parks. The Commissioners should amend the 1996 Cetacean Bylaw to reinstate the intended purpose to phase out all cetacean captivity. The NPA watered down the bylaw over the years and that has perpetuated the suffering and deaths of many dolphins. Amend the Cetacean Bylaw to Phase Out Cetaceans Why wait until 2018 when the Aquarium plans include more pools and more belugas in 2017? Then a referendum would be too late with new prisons perpetuating cetacean captivity. A costly earlier referendum would revert back to the bylaw or amendments anyways. If the NPA wants a referendum on the aquarium’s future later on then compromise by implementing a Cetacean Bylaw that will phase out cetacean captivity now! Stop the Suffering now! Any referendum should: 1. Ask if Vancouverites support the Cetacean Bylaw that would be amended to phase out the captivity of cetaceans. 2. Include a moratorium on all expansion plans, such as more beluga pools and belugas, pending the results. A New Expansion Permit and Public Comment Period It was a 2006 expansion plan that was approved for completion in 2010. This plan was not implemented due to lack of funding. That eight part expansion was the largest in history nearly doubling the size. It included river otters (that Vancouverites voted against during a 90s referendum to close the Stanley Park Zoo), beaver (who are found living freely in Stanley Park), and suggested having Arctic Foxes and other new species of wildlife. The 10 year old expansion permit should be cancelled and the Vancouver Aquarium should apply for an updated permit that would allow for a public comment period. Since 2006, new species have been acquired, new species may be imported, and there are new business plans such as aquaculture for the sushi market and operating an aquarium in Spain. Further, the last Arctic Canada expansion included narwhals. Is this still part of their secret plans? The SADquarium “Aurora” is the 52nd cetacean who has died as a result of the Vancouver Aquarium cetacean slave trade in the past 52 years. At least 9 orcas, 7 narwhals, 21 belugas, 1 Harbour porpoise, and 14 Pacific white-sided dolphins have died! No orca babies survived and belugas also died at a very young age. Qila had a failed pregnancy in 2001 and her 3 year old died in 2011. Her mom, “Aurora”, lost another 3 year old in 2005. Aurora was one of four captured in 1990 in Manitoba. One was severely cut buy the capture ropes and was quietly released. (Two males and a female captured in 1985 were later sent to Sea Worlds for breeding. In 2015, Nanuq, the father of Qila, died from a fractured jaw during a fight with other belugas.) History proves that experiments on captives are not necessary. There is a lucrative research industry mainly funded by public taxes under the

guise of conservation. For example, beluga pollution/diet studies started in the 70s and communication studies started in 1947. All were done by field studies. It is already known that major threats include the decimation of fish populations, pollution, military weapon tests, and disturbances from boats. The ongoing inhumane captivity abuses include the causes of illnesses/deaths can be uncertain, the ongoing deaths are premature, the breeding programs are a failure, the abnormal stereotypical and neurotic behaviours are common and the physical and psychological needs cannot be provided for in pool prisons. View "Belugas: Far From Home" [http://lifeforcefoundation.org/ecotv\\_play.php?id=25](http://lifeforcefoundation.org/ecotv_play.php?id=25) 52 Deaths in 52 Years Over 50 Years and Imprisoning Dolphins Is Still a Crime against Nature! More Parkland Means More Captives with Your Tax Money! Stop the Vancouver Aquarium expansion in order to stop the imprisonment and the destruction of Stanley Park green space. More Pools Means More Captives!



However, the extreme negative impact on 10th of locating a bike lane there makes this location an extremely poor location because of the proximity to a great number of health services and those who need to access them. When I was taking my mother to eye specialist appointments and her heart specialist appointments at a time I could not leave her alone at all, this parking proved crucial to mom accessing these specialists. The turnover of vehicles in the parking spaces on the street meant that I was able to access parking fairly easily, even if I had to wait a few minutes. Mom could not walk more than half a block. And when I had my own medical issue (respiratory) I could drive there, but I was not even able to walk a quarter of a block. So I am talking from personal experience as well as from one who has some planning experience. Not only, but putting a bike lane on 10th will once again bring significant conflict between bicyclists and autos, one that should be easily avoided by good planning. I would highly recommend that the City move the proposed bike lane from 10th Avenue to 13th (which I believe is best) or to 8th - at least along this Oak/Cambie stretch of the road. That would meet the needs of bicyclists as well as people who don't have the mobility to walk far. I do understand there is a proposed parking lot, but that doesn't address people who have the mobility or health issues that prevent much walking such as I experienced for a very terrible part of my life, nor for my mom with repeated issues. Please think about meeting the needs of the diversity of people who live in this city, and work towards meeting all of their needs. Yes to bike lanes, but not when it interferes with accessibility of health care for a great number of people. After all, the concentration of health services on/just off 10th was put there for a reason. Let's recognize that as good planning, and move the proposed bike lane. Thank you for being committed to bike lanes. And thank you for taking my recommendation and feedback seriously.

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: December 12, 2016

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Garbage & Sanitation	Pick-up Issues, Recycling	Grandview - Woodland	Smithrite, the contractor for MMBC, did not pick up blue box recyclables on the scheduled pick up day last Friday. This was no doubt due to the inclement weather and is perhaps understandable. However, no communication was provided to residents about what to do with the boxes they had put out. The result on many nearby streets is that boxes overflowed and there is litter and mess scattered about. I attempted to contact Smithrite over the weekend to ask what to do but there was nobody in their offices over the weekend. I spoke to a Smithrite employee this morning who told me we are to take our boxes in and then put them out on the regular pick up day at the end of this week. I asked them how residents are supposed to know this? They told me a notice had been put up on the MMBC website but that isn't true. There is nothing about this on either the MMBC site or the Smithrite site. If this public recycling collection service had not been contracted out to Smithrite, residents would have been able to phone 311 over the weekend to find out what to do. Instead, we are left guessing and Vancouver's chronic litter problem worsens. I would like to request that the City of Vancouver use whatever influence it has over MMBC and Smithrite to insist that communications with residents improves significantly and so regular collection of recyclables is restored. Thank you. s.22(1) s.22(1)	
Mayor & Council	opinion	s.22(1)			Yes	Housing & Homelessness	SRO's	Strathcona	This rumor started by Wendy Peterson at the Carnegie about 125,000.00 for owners to renovate SROS. Wendy Pederson goes on about the owners of SROS be able to convert an SRO into apartments and that according to her the owners can bypass this 125,000.00 dollars fee or fine. I always thought that an SRO single Resident Hotel or building falls under an zoning bylaw myself. So can someone explain Wendy Pederson war on City Hall. She goes to the media, especially this came up from her other person Mr. King, who somehow is working to save the May Wah Hotel quoting CBC last article on the May Wah Hotel.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)		s.22(1)	Yes	Streets, Infrastructure & Transportation	Snow and Ice Removal	Killarney	<p>Snowplow is inefficient</p> <p>Dear City,</p> <p>I understand that the City has tried to remove snow on weekdays last week; however, I think the snow shoveling should be working on weekend as well. I am a community health worker who visit my clients on weekends.</p> <p>Unfortunately, my car stuck in front of a client's house at s.22(1) s.22(1) Vancouver at 2 pm yesterday (Dec. 11). I had finally been helped by friends.</p> <p>I was wondering that East 45th ave is quite busy, but why the road conditions had not been well cared. If snow and brine had been used at night time, drivers we not have suffered such scary issue. Many community health workers are taking risks to provide medical services in such tough weather, so your kindness and caring will be highly appreciated.</p>	
Mayor & Council	opinion	s.22(1)			No	Streets, Infrastructure & Transportation	Snow and Ice Removal	Kensington - Cedar Cottage	<p>Caller believes there needs to be a change in bylaw where Parking Enforcement officers are given the authority to write tickets for uncleared sidewalks after snowfall. She states that proactive patrolling and ticketing would be a more powerful deterrent.</p>	
Mayor & Council	opinion	s.22(1)		s.22(1)	No	Streets, Infrastructure & Transportation	Signs	Kerrisdale	<p>As a resident of Vancouver, I didn't fill in the questionnaire regarding potential changes to the sign bylaw because I wanted to do some research first. Unfortunately, I never had the time, but would still like to submit an opinion.</p>	See attachment: s.22(1) Comments

My rough comment is as follows:

Very concerning -- heritage signs that have been (unlawfully?) modified such as the Pitman sign at the SE corner of Granville and Broadway, and the Avenue Grill sign at 2114 W. 41st Ave.

This is the type of sign I have the biggest problem with. They are prominent signs that would no doubt not be permitted now, but have been granted historic status and are grandfathered in. Unfortunately the owners have altered the colors and letters, added Chinese characters, and essentially made maximum use of them for their own purposes, thereby extinguishing any heritage value. They are ugly and overbearing, and add to the feeling that City Hall no longer has any control over what goes on in Vancouver.

Other offensive signs include various large billboards around town (on W. Boulevard at 37th Ave., at the foot of Granville on Marine Dr., along Clark Dr., and peering over the Burrard Bridge). Perhaps none of these is under the jurisdiction of the COV? Do they all have a First Nations connection like the billboards at the N end of the Lion's Gate Bridge?

Anyways, this is not Fred Herzog's 1950's, and though the old signs are now viewed as artful and evocative, in the past they were commonly regarded as garish and low-class (see Jack Kerouac's "redbrick neon" descriptions of Denver in the 50's, or Dr. Ecklesburg's ominous billboard in the 1925 'The Great Gatsby'), leading to their demise as esthetics became more important in the 60's.

They epitomized the apogee of a crass, pushy, commercial new North America, as compared with an infinitely more cultured and historic Europe, or with our more visually constrained Victorian, hard up, or frontier past. Similarly, a lot of the new signs in front of mini malls and businesses along larger roadways may also be viewed as modish and nostalgic in an unrecognizable minimalist future, but they are just plain ugly now, often having too much prominence in the landscape.

Side notes:

\*\*The city of Baltimore, MD, was striking in its incredible number of massive billboards advertising cheap alcohol (Colt 45), tobacco (Kools), chiropractic services, etc., which put it in stark contrast with its more restrained neighbor, Washington, DC.  
<http://www.cphabaltimore.org/2015/03/billboards-signs-and-baltimore/>

\*\*Vancouver should also consider distractibility to drivers -- the sign between W. 36th and W. 37th Ave. on W. Boulevard, where the ads are often puzzling and require reading, is definitely a problem in that regard, as is the sign on the Burrard Bridge.  
[http://www.fhwa.dot.gov/real\\_estate/oac/electronic\\_billboards/chap02.cfm](http://www.fhwa.dot.gov/real_estate/oac/electronic_billboards/chap02.cfm)

\*\*Interestingly, the best architecture can be spoiled by signs and logos. The graceful and exceptional Kohn Pedersen Fox design at 1800 Tyson Blvd, McLean, VA, has been effectively diminished by varying heavy handed Price Waterhouse logos since it was completed in 2006. And we all saw the Trump name being removed by residents of buildings on the upper west side of Manhattan!  
[<http://www.nationalobserver.com/2016/12/09/opinion/hey-vancouver-block-trumps-obnoxious-logo-five-flying-belugas>]

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: December 13, 2016

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Garbage and Sanitation	Garbage & Green Bin Pick Up	s.22(1)	frustrated with sanitation services over the past 2 months. Garbage and green bin are never collected when scheduled. This is the only service Alan sees with his tax dollars and its not happening. Taxes have gone up and service has diminished. Today s.22(1) been waiting 2 weeks to have his green bin collected, and his garbage collection is one week late. His entire neighborhood is waiting for service. The weather is not a good enough excuse at this point. He would like an explanation. s.22(1) left Gregor a voicemail message.	
Mayor & Council	complaint	s.22(1)			Yes	Garbage and Sanitation	Garbage & Green Bin Pick Up	Dunbar - Southlands	With regards to their missed garbage and green bin collection from December 12th, the Resident does not believe that the weather and the roads are playing a factor in why the garbage is not being picked up.  She said its it common sense that the trucks are heavier and should be more sturdy than small cars who are not having an issues.	
Mayor & Council	opinion	Anonymous, s.22(1)	s.22(1)		Yes	Garbage and Sanitation	Litter	Downtown	The Animal Control Officers need to increase their presence in the Downtown Eastside, Gastown, Crab Park - all high dog traffic areas because there is so much dog waste on the city sidewalk that the dog owners are not cleaning up.  There needs to be a strong presence and violations need to be enforced.	
Mayor & Council	opinion	s.22(1)			Yes	Homeless	Sitting Benches	West Point Grey	Dear Mayor and Councillors, I must commend you for your foresight and Vision to move the homeless to Point Grey Road. Rawsthorne and Gregor have answered the Vancouver homelessness problem. Simply move them to Point Grey Road. 14 benches have been designed for sleeping next to the homes on the Golden Mile. Water fountains, bike stations, Johnny on the spot all making for a wonderful new home. City Senior Transportation Engineer David Rawsthorne announced on November 22nd at Aberthau Mansion. "that he hoped the benches in the seating areas could sleep the homeless, but he was not anticipating as much as a "tent-city" on the road, or how many homeless people to expect these seating areas to accommodate." Are we correct to assume the City Council and Parks Board is fully aware of the additional spend out for benches, and the relocation of the homeless!	See attachment s.22(1) Also see below Update from Other Dept.

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Housing and Homelessness	Homelessness	West End	Caller is frustrated, would like to speak to someone about the issue of homeless people in the City of Vancouver. She advises she has already put in 2 feedback cases and no one has returned her call. She would now like someone to call her back from mayor or council office. Caller advises this is a crime against humanity, it is freezing outside.	
Mayor & Council	complaint	s.22(1)			Yes	Neighborhood Parking	Parking Permit Zones		The complaint is i feel its not fair to homeowners who pay massive taxes plus parking permit fees to have the privilege to park in front of our house. The car share has grown in popularity so much that i strongly feel that it is unfair that they are given privilege to use permit parking. Essentially we live in an area by a hugely popular commercial area and ive had to phone 3 times in the last 4 wks. to get cars ticketed and towed. This is a huge problem for so many people for the homeowners who pay extra to the city to manage the parking permit zones. The people who use the car shares don't even live here they are just abusing the system!	
Mayor & Council	complaint	s.22(1)			Yes	Other	Budget	Kensington - Cedar Cottage	latest property tax increase to help overdose crisis  Can we get any assurance that this tax hike will be removed once the crisis has abated? Or when the provincial government finally takes it healthcare responsibility seriously?	
Mayor & Council	complaint	s.22(1)			Yes	Other	Budget	Kitsilano	citizen is not happy with the tax being passed for the overdose crisis. He doesn't think it is fair to support this through city property taxes. He believes there should be a contingency fund to pay for this instead of taking it from tax payers. Wants to address it to mayor and council	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Police, Fire, and Public Safety	Crime	Strathcona	s.22(1), s.22(2)(f)	
Mayor & Council	complaint	s.22(1)			Yes	Property Tax Increase	Residential		s.22(1) expressing her concerns over putting more burden on City of Vancouver taxpayers regarding this new Fentanyl crisis tax. Citizen will not be supporting anyone in the city council at the next election. She personally feels this is not the City of Vancouver responsibility, but a federal government responsibility. Citizens are already struggling and cannot afford to deal with another tax. She would like a reply from Mayor and Council. She is going to campaign hard against this tax. Please do not call after Dec 22 as she'll be out of town. She would like a reply though to discuss her concerns.	
Mayor & Council	complaint	s.22(1)			Yes	Property Tax Increase	Residential		citizen is not happy with the tax being passed for the overdose crisis. He doesn't think it is fair to support this through city property taxes. He believes there should be a contingency fund to pay for this instead of taking it from tax payers.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	s.22(1)			Yes	Property Tax Increase	Residential		<p>Caller does not want the fentanyl tax.</p> <p>1) Provincial and federal governments already contribute to the health and caller says that they should not be surcharged for this.</p> <p>2) Drug addicts are always going to be drug addicts. Period. They cannot be managed because of their problem. Caller says they shouldn't be penalized for this because the demand would be endless.</p> <p>3) s.22(1) Seniors particularly will have a difficult time for all these "whims". Caller says she understands the urgency but fire department, ambulance services, etc. are overwhelmed according to the paper. Caller considers that this is a stupid move and it's not fair. Health issues should not be prioritized over fentanyl crisis when people don't elect to do it. Caller says she doesn't elect to have an heart attack and services should be readily available where they don't have to wait in the queue.</p> <p>4) Caller says that we should not be giving councillors the ability to start making the choices on how to spend the money. We decide that ourselves during elections. Caller feels that this is an intrusion on demands.</p> <p>Closure of 10th Ave is bizarre, she says. Caller says that she s.22(1)</p>	
Mayor & Council	complaint	s.22(1)			Yes	Property Tax Increase	Residential	Unknown	<p>Citizen feels that it is unfair that the City is potentially raising the property tax on home owners as prices in the City are raising and affordability is difficult. Citizen would like a phone call back to discuss the matter.</p>	Separate feedback case created for Revenue Svcs, Property Tax
Mayor & Council	opinion	s.22(1)			Yes	Streets, Infrastructure and Transportation	Parking	Not Applicable	<p>Parking Meters at Pacific Central Station. See attached letter for further comments.</p>	See attachment: s.22(1) Let



City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	opinion	s.22(1)			Unknown	Other	Ceremonies in City Hall	West Point Grey	<p>I used to work in City Hall in the early 1980's . I know how beautiful the building is and how welcoming it is to citizens.</p> <p>I am a B.C. appointed Marriage Commissioner who has officiated close to 300 marriages in various Vancouver neighbourhoods. Many couples ask me if they can get married at City Hall and my answer is No. Many couples come from countries where they can, and I have no explanation to give them.</p> <p>How about providing a small room on a scheduled basis for the most important event in the lives of many people? They would never forget the experience, and I cannot think of a more inclusive act which would bear long lasting results of civic engagement.</p>	
Mayor & Council	complaint	s.22(1)			No	Garbage and Sanitation	Garbage & Green Bin Pick Up		<p>Citizen is concerned that recycling is now done by a private company Smithrite.</p> <p>Citizen has a concern about Smithrite and their availability. Her call was transferred over to Smithrite this evening and she got voicemail. She has to keep business hours for recycling in order to be connected to them and she can't do that.</p> <p>Citizen is concerned that she can't get a hold of them. She said she can talk to 311 and it's a real person but she cannot do this with Smithrite. Citizen said it's not set up to do that.</p> <p>Citizen is unhappy with the change. Citizen feels that if Vancouver wants to be the greenest city in the world it can do it's own recycling and sanitation.</p> <p>She said if they are going to hand the part of it to someone else they should still be providing the same quality of service. Citizen said the recycling is not being picked up on the day it should be.</p>	
Mayor & Council	complaint	Anonymous, December 2016		s.22(1)	No	Other	Budget	Unknown	<p>Please stop raising our taxes to pay for drug addicts, bike lanes and converting hotels into drug houses. We continually have tax increases and have no community center, pool, library our any city run facilities other than the hotel you converted into a drug house and now we have to deal with increased crime. We can't even get the city owned tress trimmed.</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			No	Property Tax Increase	Residential		<p>I am very disappointed with the new budget just being passed. A 0.5% increase to fund overdose epidemic? You are just putting a patch on the problem. fix the upstream problem, dealers and getting the drugs into the city. Spend the money on a larger police task force. More inspections of goods shipped through our ports.</p> <p>Put the money into support programs to help people who want to get off the streets. I am upset when my hard earned money goes to help people that don't want help. I wont be living here much longer as a middle class person, people like myself cannot afford to live in this city anymore.</p>	
Mayor & Council	complaint	s.22(1)			No	Property Tax Increase	Residential		<p>One minute they are saying that Assessment's will be going up 40% for Single family homes and the next that we need to increase property taxes to cover a drug problem.</p> <p>So what happens to the increased property taxes on the increased Assessments? Surely that should be sufficient to cover increased spending on a problem that is created by the individuals who knowingly are taking drugs that they know may kill them. At some point we have to stop enabling them! Especially when it's my dime!</p>	
Mayor & Council	complaint	s.22(1)			No	Property Tax Increase	Residential		<p>Mayor Robertson,</p> <p>Just read that the city has approved a 3.9% property tax increase for 2017 and that 0.5% of that increase will be put towards the fentanyl crisis. It seems whenever the city needs more cash an additional tax is implemented and I don't feel a property tax increase is the best way to facilitate a Vancouver drug problem. Seems much of our tax dollars are already going towards affordable housing and social housing. Now we are getting taxed to support drug overdoses???? It's very unfortunate there are so many homeless in Vancouver and many with drug addictions. I personally live beside social housing and see the daily issues. That said, these folks don't work, have housing provided and also have cash for cigarettes and booze. Ultimately the problem is only going to get worse and it will be interesting to see how things are dealt with in the years to come. OH that's right....Just implement another tax when there's a CRISIS!!! First time writer her e but starting to find Vancouver a frustrating city and wanted to share my thoughts. Thanks to whomever reads this for taking the time.</p>	

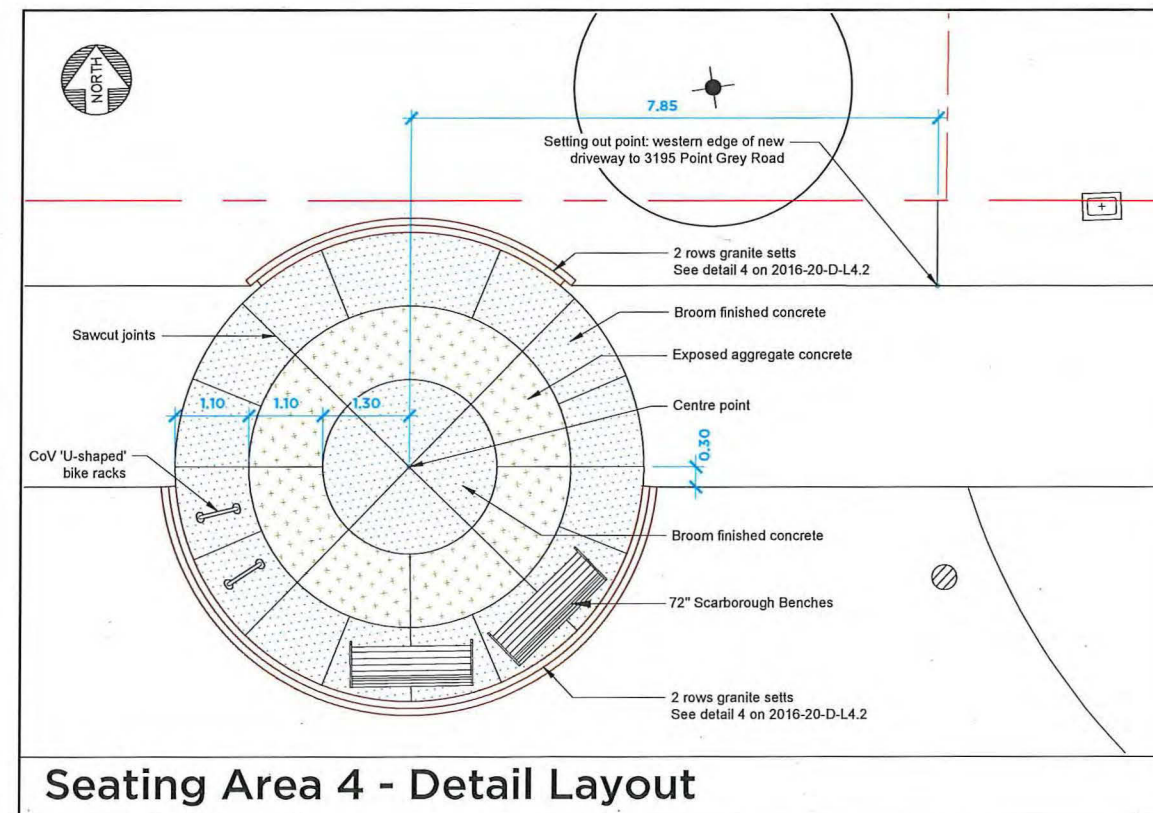
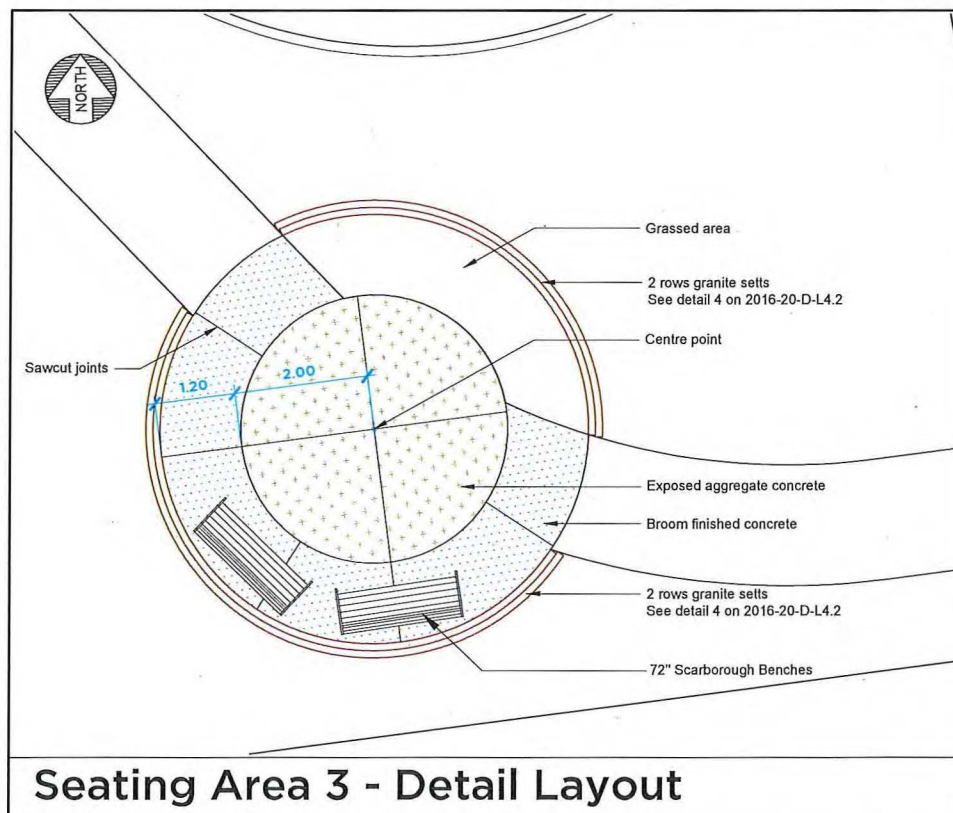
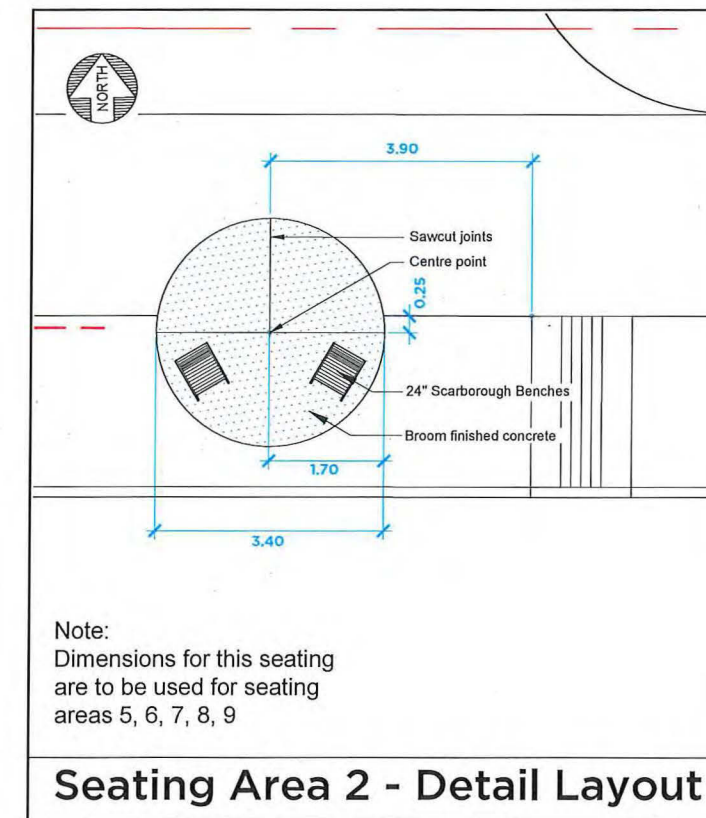
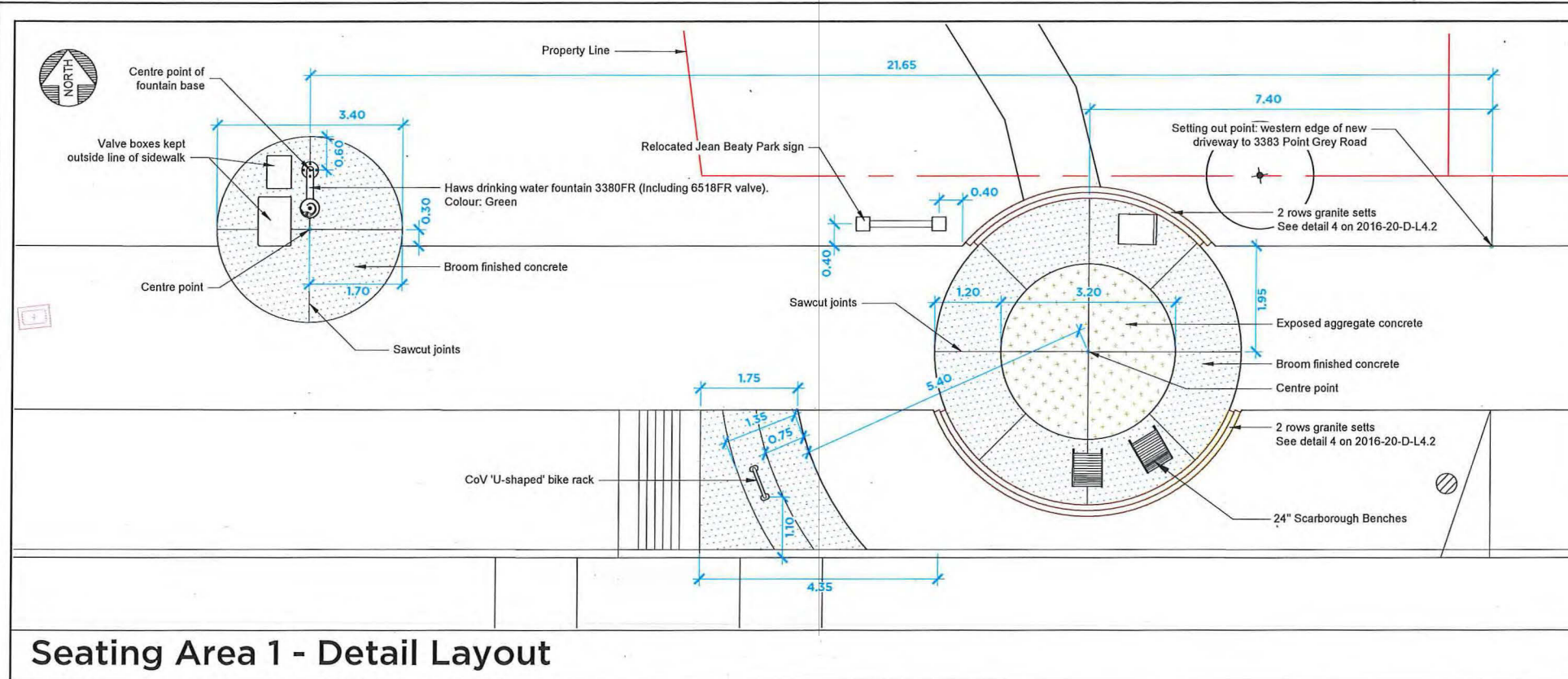
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			No	Property Tax Increase	Residential		Citizen is upset about the tax increase due to the overdose crisis. He says it should be done through the province (Vancouver costal health). He believes that it shouldn't be taken on by the city and he feels that his property taxes are already to high.	
Mayor & Council	complaint	s.22(1)			No	Property Tax Increase	Residential		Mr. Macleod said, "Like the Vancouver School Board that couldn't balance the budget, this City council should be Fired, Fired, Fired. I don't want my tax dollars going to fight Fentanyl. I'm sick & tired of this f*ck*n council. I don't mind using my money for people who use it responsibly. I'm tired of this council who thinks they can rape my pocket book whenever they want. Fire them. I'm tired of this little dictatorship. This should be put to a referendum. Evil! Evil! Evil!"	
Mayor & Council	complaint	Anonymous, December 2016			No	Property Tax Increase	Residential		Citizen is upset about how the city is dealing with the fentanyl crisis in Vancouver. Citizen is upset that home owners were not consulted about this issue and that the province should be taking a more active role in this. In that, the province should have created a lottery or some other charity to help fund this measure. The citizen stated he is aware of how bad the crisis is but the Vancouver home owner shouldn't be the ones to take the full responsibility of the cost of the program.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			No	Property Tax Increase	Residential		<p>The Vision council must be voted out of city hall.</p> <p>Council spending is out of control. Skyrocketing property values have generated an enormous increase in property tax revenue. Council has failed to recognize this and has instead approved an increase in property tax. The funds have been used for things like sending our mayor to the Vatican to consult with the pope on climate change and putting money towards the fentanyl "crisis". It's not a crisis. It's a situation that is resolving itself. Even if one accepts that it is a "crisis", it is only temporary. The tax is not. In addition, council is lying about the cost. My property tax is over \$20K. Half a percent is not "a few dollars".</p> <p>Council is also giving waivers to property developers to build rental housing in a market where there is virtually zero vacancy. They're even granting waivers to developers who don't qualify for the waiver. Omni was recently granted a \$1.5M waiver despite not qualifying for the waiver. The city's response? "It was a mistake". Now the city has promised an audit, which will result in further expense. The "mistake" was either gross incompetence or worse, fraud. Those are the only options. All responsible should be fired to set an example that neither is acceptable. But since that won't happen, the voters are left with the responsibility of voting Vision out of office. Can't come soon enough.</p>	
Mayor & Council	complaint	s.22(1)			No	Streets, Infrastructure and Transportation	Electrical	Grandview - Woodland	<p>The citizen is complaining that residents are suppose to have their sidewalk clear by 10:00 am each day and they pay enough taxes and it is incredible that the light out case she called in on December 11th has not been fixed.</p> <p>It is very dark and dangerous.</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)		s.22(1)	No	Taxi Service	Uber in COV		<p>Good evening Mr. Robertson,</p> <p>I rarely write letters to politicians but I feel compelled to write to you today.</p> <p>Three nights ago (Friday December 09) I arrived by plane into YVR at 1 am from being away for a week. It seems the Canada Line closes at 1 so this was not an option to make it to the downtown where I live. I decided I would just grab a cab. Unfortunately, as this was now the only transport option remaining, so did everyone else. The wait for a cab was 45 minutes! People from all around the world, including myself, were commiserating in line about how poorly this reflects on our city. No uber, no public transit beyond 1 am, no bus.</p> <p>I tried calling the taxi companies to inform them they should be sending more cabs and I could not get through. This is a Friday night in a major city. I have never until now, been embarrassed of the city I'm from.</p> <p>If the argument to prevent Uber from doing business in our city is that it will ruin taxis, my argument back is that they are already doing a poor job of managing themselves. A little competition would be healthy.</p> <p>I strongly urge you to stand up to the taxis and allow Uber. At the very least extend the hours of the Canada line so that people arriving on regular flights, during fairly regular hours can make it from the airport to the downtown core of a major city, without having to wait 45 minutes just to pick up a taxi. You and city council are doing some pretty amazing things in this city regarding bike lanes and everything else. You are standing up to the naysayers and doing what is right to keep this city moving forward into the future. Uber is the next wave that we need to catch.</p>	<p>Improved sky train service with longer hours is another change I would like to see. I cannot take the sky train home from work when I finish at 1:30 am. Sky train service should at least operate until the bars are closed on weekends.</p> <p>Thankyou for taking these suggestions into consideration. Good job on all of the other initiatives you are working on. I am a supporter of your good work!</p>
Mayor & Council	complaint	s.22(1)		s.22(1)	No	Property Tax Increase	Residential		<p>.5% tax hike to tackle opioid crisis must be not allowed</p> <p>I completely disagree with this!!!</p> <p>I completely disagree with this!!!</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	Anonymous, December 2016			No	Property Tax Increase	Residential		<p>Mayor Gregor Robertson said in a statement.</p> <p>"Our economy is thriving and we are responding to a diverse set of needs as our city struggles with the fentanyl crisis and a huge demand for affordable housing."</p> <p>Well, that statement is an oxymoron, just like the MORON who said it...DELUSIONAL GREGOR.</p> <p>First, there is maybe the one percent that may be doing fine, which doesn't make for the rest of Vancouverites an automatic ATM machine. Does that mean the .5 percent drug tax will come off next year? Did you ask the rest of us what our thoughts were? NO! Or does that extra money go into your pockets with another ridiculous pay raise. If you guys give yourself a big salary raise again, expect shit to hit the fan.</p> <p>Who is paying for my shopping addiction? I think someone should kick up the taxes a notch to help support those that can't stop shopping for clothes and shoes, since you are already raping our wallets for every single last nickel to support the homeless, the drug addicts, and the alcoholics. Any other addicts for me to support?</p>	<p>Only the young Melissa De Genova would understand the struggles of the majority of Vancouverites, as the old people on council have no goddam clue what's going on as they are so out of touch with the general public and so out of touch with the younger struggling generation and so out of touch with reality.</p> <p>Yes, I did expect clueless Kerry Jang to agree with whatever the Communist Leader Gregor put forth, as Jang is obviously a loyal Communist party member.</p> <p>Don't ask us for our opinions and then ignore that we don't want to continue supporting drug addicts. It's not considered heartless to not support the fentanyl crisis. It's that we are fed up, s this is a federal issue, but again, guess who pays for it because Gregor can't keep his goddam mouth shut...US.</p> <p>AGAIN, Who is paying for MY addictions?</p>

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Transportation Design	opinion	s.22(1)			Yes	Homeless	Sitting Benches	West Point Grey	<p>s.22(1)</p> <p>Seating is being provided for seniors and others who need or want to stop and sit while walking. These type of amenities are strongly supported by the City's Seniors' Advisory Committee and Persons with Disabilities Advisory Committee, as are wider, smoother sidewalks. Seating has been part of the planning and budgeting for this project for some time. One of the five Key Objectives listed in our June 2015 public engagement materials was "Consider upgrades to pedestrian lighting and other amenities such as seating".  <a href="http://vancouver.ca/files/cov/seaside-greenway-phase-2-introduction-open-house-display-boards.pdf">http://vancouver.ca/files/cov/seaside-greenway-phase-2-introduction-open-house-display-boards.pdf</a></p> <p>The seating that is planned for Point Grey Road will be a mixture of benches with central armrests and single seats. You can see examples of this kind of seating, installed a few years ago, on the Comox Greenway in the West End.  <a href="https://goo.gl/maps/YRttecBtPkA2">https://goo.gl/maps/YRttecBtPkA2</a>  <a href="https://goo.gl/maps/CjUeRXTqhJJ2">https://goo.gl/maps/CjUeRXTqhJJ2</a>  <a href="https://goo.gl/maps/UEffWKspn592">https://goo.gl/maps/UEffWKspn592</a></p>	<p>Sincerely,</p> <p>David Rawsthorne, P. Eng.  Senior Transportation Engineer</p> <hr/> <p>Transportation Design   City of Vancouver</p>



**BENCH - 72":**  
 Manufacturer: Landscape Forms  
 Type: Scarborough  
 Details: Backed Horizontal Strap  
 Centre Arm: Yes  
 Length: 72"  
 Colour: Black  
 Quantity: 4  
 Provided by: OutFront Media (Street Furniture Contract)

**BENCH - 24":**  
 Manufacturer: Landscape Forms  
 Type: Scarborough  
 Details: Backed Horizontal Strap  
 Length: 24"  
 Colour: Black  
 Quantity: 12  
 Provided by: Landscape Forms 800.430.430 ex. 1326

Legend	
	C.I.P. Concrete Paving: Exposed Aggregate Finish
	C.I.P. Concrete Paving: Broom Finish with 25mm Deep Sawcut Joints Unless Otherwise Noted
	CoV Inverted U Bike Vancouver Bike Rack
	Drinking Water Fountain: Haws 3380FR. Colour: Green

CITY OF VANCOUVER		APPROVALS	INITIALS	CONTACT	REVISIONS / DESCRIPTION	INITIALS	ENGINEERING SERVICES - CITY OF VANCOUVER - TRANSPORTATION DESIGN		
		LANDSCAPE ARCHITECT					DESIGNED BY: APL	Point Grey Road Sidewalk Widening Details SCALE: 1:50 DATE: November 2016 DWG. NO. 2016-20-D-L4.1 REV. NO. SHEET: 17 OF 18 Page 46 of 63	
		PROJECT ENGINEER					DRAFTED BY: APL		
		CONSTRUCTION COORDINATOR				ACCOUNT #:			CHECKED BY:
		LANDSCAPE DESIGNER				DIRECTORY: H:\TRANSPORTATION_DIVISION\13-1400-30\Point Grey Road - Phase 2 (0000111)\11 - Design\Landscape Design\			FILE NAME: ENG - TDE - 2016-20 - Detail Plan.dwg



s.22(1)

December 7, 2016

Mayor and Council Vancouver  
City Hall  
453 West 12<sup>th</sup> Avenue  
Vancouver BC V5Y 1V4

Ladies/Gentlemen:

Today I received a parking violation notice from the Parking Enforcement Department of a company calling itself Municipal Parking Services Inc. Naturally, I assumed that this was an official communication from the Vancouver City parking authorities. However, as I had not found a parking violation ticket on my car, and as furthermore I had parked my car well after the 10 pm deadline, I decided to look into this before paying the \$78.75 fine.

Upon checking, I ascertained that the parking meters at Pacific Central Station are run by a Minnesota based operator. I am writing to you to enquire how it is that an American company can operate a strip of parking meters in Vancouver and call itself Municipal Parking Services Inc. If you check the definition of "municipal" you will find that it means "of or relating to a city or town or its governing body". You will see, therefore, that the name of this company is misleading and that it gives the impression that it is directly connected to the parking enforcement department of Vancouver City and has the constitutional right to levy fines. When I phoned City Hall to enquire about such practices and the right to call a company "Municipal" when it is not connected to government, I was told that "City Hall does not concern itself with such matters." Frankly, I think City Hall should very much concern itself with such matters as this is pure impersonation (an act of pretending to be another person for the purpose of entertainment or fraud). I think Vancouver City Mayor and Council have a duty to protect the citizens of Vancouver from such practice.

I shall look forward to hearing from you in this respect. Thank you.

Sincerely,

(s.22(1))



Municipal Parking Services Inc.  
 Parking Enforcement Dept.  
 1150 Station St.  
 Vancouver, BC V6A 4C7

## 1ST PARKING VIOLATION NOTICE

Notification Sent: 2016-12-01

According to the Department of Motor Vehicles, you are the registered owner of the vehicle in question. Therefore, you are responsible for any parking violations incurred on your vehicle. The outstanding amount listed on this notice must be paid within the specified time period.

**Penalty amounts are**

- \$75.00 plus tax if paid within 15 days
- \$90.00 plus tax if paid within 30 days
- \$105.00 plus tax if paid after 30 days.

Failure to pay will result in either legal action being taken where the vehicle will be towed, impounded or immobilized and held for outstanding violations and additional charges if this vehicle is parked on property patrolled or operated by the Municipal Parking Services Inc. In addition this matter might be passed on to a collection agency.

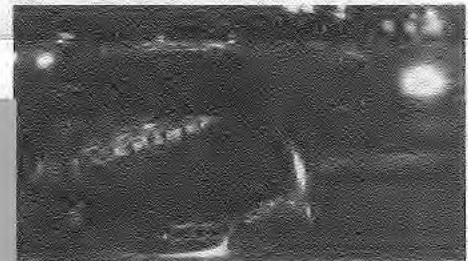
### VEHICLE OWNER

s.22(1)

### Violation Information

**Lot Information**

Pacific Central Station – 1150 Station St  
 Vancouver, BC V6A 4C7



s.22(1)

s.22(1)

**Date** (mm/dd/yy) 2016-11-03  
**Time** 11:12:41 pm PDT  
**Meter #** PCS10

### INFRACTION:

It is alleged, on the issued date shown, that the vehicle which displayed the license plate indicated was involved in the By-law 2952 contravention at the location stated. **This Debt must be paid in full within 15 days of the date of this letter** in order to ensure that no further action is taken. Failure to remit will result in your unpaid account being forwarded to our external collector. Your credit record could be affected.

If you wish to dispute this Notice you may do so by email to [disputes@mpspark.com](mailto:disputes@mpspark.com) or by mail to the address indicated on the notice.

<b>Failure to Pay</b>	<b>\$75.00</b>
<b>Tax</b>	<b>\$3.75</b>
<b>Total</b>	<b>\$78.75</b>

**Payment due by** 12/17/2016

### Detachable Payment Information

s.22(1)

Amount Due **78.75** Payment Due By **12/17/2016**

**Payment may be made:**

Online: [my.mpspark.ca](http://my.mpspark.ca)

By Phone: **1-888-628-9418** (24 hour automated service)

Payment may also be **mailed by cheque or money order** with this payment stub to the address at right.

Please include this detachable stub with your payment.  
 Please refrain from mailing cash.

**Municipal Parking Services Inc.**  
**1150 Station St.**  
**Vancouver, BC**  
**V6A 4C7**

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: December 26 - 31, 2016

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Noise	BC Place Event		<p>She is looking to speak to someone from Mayor and Council, specifically so a member of Council. She came from Winnipeg and says she was able to call a specific Council depending on the area of the City and quickly get someone on the phone. Her complaint is regarding noise coming from a BC place event. Our script indicates the City has no authority over BC Place noise issues. She is not happy with this answer and her call was escalated to me the duty supervisor. She feels the City can not pick and choose what bylaws to enforce within the City. She asked for many details as to why we arrived at this policy of not taking action on noise complaints coming from there.</p> <p>She feels 3-1-1 should have more details so that we don't just inform the public that the City simply does not have authority over it. She refuses to call the contacts we provide which is BC Place security. She wants clarification from Mayor and Council. She can also be reached at s.22(1)</p> <p>Filing a complaint with Property Use as well for tracking purposes.</p>	
Mayor & Council	complaint	s.22(1)			Yes	Overdose Crisis	Property Taxes		<p>Complaint for Mayor and Council regarding 0.5% tax increase related to fentanyl overdose crisis. Feedback submitted online Dec 26:</p> <p>I find it ridiculous that our property taxes are increasing to deal with this "opioid crisis". Specifically that the City of Vancouver Fire Department is getting additional funding. This is an abomination. They do not need more funding. Fires have decreased 100 folds and their budget is only getting bigger and bigger. How can our council defend this argument. There are halls that will do zero calls for the night yet there getting additional cars!?</p> <p>Now i am stuck paying the bill for this?</p>	
Mayor & Council	complaint	s.22(1)			Yes	Overdose Crisis	Property Taxes		<p>Citizen had sent five emails to mayor and council regarding the tax increase for overdose crisis. He would like to speak to someone regarding this issue.</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Overdose Crisis	Property Taxes		The caller states health issues are a provincial responsibility and not a municipal matter. She disagrees with the 0.5% property tax increase and would like to get more information on what will be done with the funding. She would like a call back.	
Mayor & Council	complaint	s.22(1)		s.22(1)	Unknown	COV Services	Garbage Pickup & Snow Removal		"You have tons of money for bike lanes but nothing to plough the main arteries of Vancouver when snow falls. Last night Granville street was a mess with huge accumulations of snow with an inch of ice underneath. Many accidents because of Vancouver's inability to effectively respond to motorists needs under dangerous conditions. Also deplorable service in picking up our garbage....5 weeks with no pick up! I'm rallying everyone I know to vote you out of office next time around!"	
Mayor & Council	complaint	Anonymous, December 2016			Unknown	COV Services	Garbage Pickup		"Yesterday someone on radio said Dieppe St area hasn't had pickup in 5 weeks. In general east van doesn't get pickup as scheduled. The Smith rite private pickup is a sham compared to what Vancouver pickup used to be. Back to the days of Sam's garbage. Now Gregor' s garbage. Bike lanes, but garbage up and down all the streets. Real green scene is obscene."	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint			s.22(1)	No	COV Services	Recycling Service & Ice and Snow on Streets		To the Mayor, Council, and City Manager, My neighbourhood - the streets named after World War I in Renfrew Heights(Worthington Drive) - was featured today on Global BC news. Neighbours are extremely frustrated with the lack of garbage pick up (particularly recyclables), the undriveable icy and snowy roads, and other lack of both municipal and Federal services with inclement weather as the excuse. The news featured how the City has an indifferent attitude to the situation. Therefore, if the City of Vancouver is not going to meet its obligations citing bad weather then I will no longer be clearing the sidewalk citing the same excuse...it's too treacherous, I am under medical care due to recent knee surgery, and there are barely any City or Federal services in our neighbourhood with garbage piling up. I totally understand how services are being disrupted by an unusually harsh winter than Vancouver city is used to. However, Vancouver City cannot hold its citizens to one set of standards while they, themselves, make excuses. Furthermore, I am incensed that the Mayor and Council continue to make any excuse to raise property taxes when the majority of Vancouver property owners are not profiting from (until recently) skyrocketing real estate prices. They better make sure they LOWER the property taxes in lieu of the recent turn in real estate prices, and their failure of providing satisfactory services during this winter or it will remembered at the polling booth in 2018.	Mayor, City Council, and City Manager Furthermore to Vancouver City helpdesk ticket 8883209... The lack of garbage pickup, and particularly the recyclables by Smith rite is tantamount to nonfeasance (failure to perform duties under a contractual obligation). During this snow storm, Vancouver city could just contract it out to some other private company (Craigslist is littered with them) if City crews and its current contractor, Smith rite, is unwilling to pick up garbage due to inclement weather. Or allow private citizens to hire a private garbage collection company to come haul away five weeks of garbage and get full reimbursement from the city. Why can't Smith rite just go rent some U-Haul trucks equipped with snow tires if their regular pick up vehicles can't negotiate the side streets of Vancouver? There are options if the City looked hard enough.
Mayor & Council	complaint	s.22(1)			No	COV Services	Garbage & Recycling Pickup		s.22(1) "I live on the [redacted] of west 71 Ave. My recycling is never picked up on time. We are probably the last pick up of the day and we are often missed by both the regular garbage and the recyclers. The recycling and green pickup has been sitting on the curb since Wednesday Dec 22 2016 messing up our view . Also the lane connecting SW Marine drive and 71 Ave has become a dumping ground and is now an unsightly mess with beds and furniture some one did not want. I think the mayor should focus on this sort of thing. Let the homeless and the pipelines and nuclear weapons be problems for bigger governments. We are concerned about the garbage and pot holes"	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			No	COV Services	Garbage & Recycling Pickup		"I live on the s.22(1) of west 71 Ave. My recycling is never picked up on time. We are probably the last pick up of the day and we are often missed by both the regular garbage and the recyclers. The recycling and green pickup has been sitting on the curb since Wednesday Dec 22 2016 messing up our view . Also the lane connecting SW Marine drive and 71 Ave has become a dumping ground and is now an unsightly mess with beds and furniture some one did not want. I think the mayor should focus on this sort of thing. Let the homeless and the pipelines and nuclear weapons be problems for bigger governments. We are concerned about the garbage and pot holes"	
Mayor & Council	complaint	Anonymous, December 2016			No	Overdose Crisis	Property Taxes		Citizen does not believe it is fair that a tax increase for the overdose crisis will be implemented when so many basic city services are not being provided to tax payers. Specifically she feels the sanitation collections should hold precedent over the overdose crisis. She feels that these people seem to snort, shoot, drink everything. That they tattoo & pierce, spray paint & graffiti up the City and use up all the emergency services. She feels they have money for their drugs but don't contribute a cent to anything. Whereas tax paying citizen are not getting their service for pick up collections. She feels like the tax does not leave a very good alternative for the people who have to disruption in their services. She understands that she's supposed to be helping others, but where does it end? Where is the accountability for these people. She feels this tax is just draining everybody else to the max and it very frustrating.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	Anonymous, December 2016			No	Overdose Crisis	Property Taxes		Citizen does not believe it is fair that a tax increase for the overdose crisis will be implemented when so many basic city services are not being provided to tax payers. Specifically she feels the sanitation collections should hold precedent over the overdose crisis. She feels that these people seem to snort, shoot, drink everything. That they tattoo & pierce, spray paint & graffiti up the City and use up all the emergency services. She feels they have money for their drugs but don't contribute a cent to anything. Whereas tax paying citizen are not getting their service for pick up collections. She feels like the tax does not leave a very good alternative for the people who have to disruption in their services. She understands that she's supposed to be helping others, but where does it end? Where is the accountability for these people. She feels this tax is just draining everybody else to the max and it very frustrating.	
Mayor & Council	opinion	Anonymous, December 2016			No	Property Taxes	Increase for Owner		Citizen is saying from an owner perspective - If you started with a low rent and now the city is increasing taxes they have to kick people out get new renters at a higher cost or they can sell their property due to high taxes. He doesn't like that he's placed in that position and he wants that shared with the City of Vancouver. He doesn't feel right about increasing rent and kicking tenants out who he likes and he doesn't want to sell his property. Citizen's name is Armin. He just wanted this forwarded to Mayor and Council.	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			No	Streets, Infrastructure, Transportation	Snow Removal	Dunbar-Southlands	<p>Year after year whenever it snows, whenever i clean the sidewalk</p> <p>the snow ploughs always plough the snow on the sidewalk I'm the only one clearing it constantly so yesterday i ploughed snow off half a block down so the water flows to the drainage. Snow ploughers plough the snow from blocks before us to the area which i have cleared then create a big snow wall in front of the car. Its a huge effort to get rid of that wallso water can flow and i can have access to my car.</p> <p>if freezing temperatures come my car will be blocked. I cannot do this year after year I'm getting old. I did complain about this in the past but this continues</p> <p>maybe its time they should be picking it up instead of shoveling it off somewhere. I feel i am being penalized for clearing my area.</p> <p>Now there is a large pool of snow around my car, its beyond me to be able</p> <p>to clear it. I was told before you did your part by clearing the sidewalk you need not to anything else, BUT i still have the obligation to clear the sidewalk for people walking by. More than one time people walking by have thanked me for clearing the sidewalk but the city doesn't seem to appreciate it.</p>	



# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date: January 01, 2017

Action or Review Required from MAYOR/COUNCILLORS										
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Garbage and Sanitation	Pick-up Issues	Sunset	<p>Citizen is wanting to convey to the Mayor and Council that the quality of service from Sanitation Collection has been declining in recent months. She feels strongly that in any other sector that when service is poorly provided or not provided at all , that the associated charges are waived or reduced.</p> <p>Ms. O'Brien would like to request that the portion of her property taxes that contribute to Sanitation Collection be adjusted or reimbursed, due to the service not being provided to her satisfaction.</p>	
Mayor & Council	complaint	s.22(1)			Yes	Garbage and Sanitation	Pick-up Issues	Hastings-Sunrise	<p>Citizen says that her garbage has not been picked up in a month up to 5 weeks. They have made at least 4-5 calls and found out last week that one of the calls were not communicated properly and did not go to the right dept so it delayed things even more.</p> <p>The leave bags have been out for at least 2 months.</p> <p>Citizen is more concerned about the fact that they have had no response and no results to do with the missed collection. Citizen has a large family and they were instructed to put out extra bags.</p> <p>Citizen's husband actually witnessed the truck come by, pick up their bin, but leave all the extra bags.</p> <p>They now have at least 10 extra bags out for collection, plus the garbage that has been accumulating in the bin waiting for pickup.</p> <p>Citizen would appreciate someone to contacting her regarding the lack of service from the Sanitation department.</p>	Citizen would appreciate a call back from someone.

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			Yes	Streets, Infrastructure & Transportation	Bike Share	Mt Pleasant	Mobi is proposing to have a new station put in front of their house at the s.22(1) Parking is very sparse in the area and he believes that this would be a horrible idea that would cut down the parking spots for residents even more. He will be contacting Mobi directly but he thinks that, that would not even do anything. Since the City approves the locations, he would like someone to call him back regarding this issue.	
Mayor & Council	complaint	s.22(1)			Yes	Streets, Infrastructure & Transportation	Snow and Ice Removal	Kensington-Cedar Cottage	s.22(1) is upset that the City of Vancouver does not salt or snowplow residential and side streets. There have been several accidents near her house along s.22(1) between E 33rd ave and E 37th ave tonight. Her relatives in Burnaby and Coquitlam claim that they get their side streets plowed and would like to know why the City does not do the same. She wants to know how her property tax is used.	
Mayor & Council	complaint	Anonymous, January 2017		s.22(1)	No	Fentanyl Drug Crisis	Property Tax Increase	Unknown	<p>Hello</p> <p>I just wanted to forward my opinion with respect to the recent increase in Property Tax to deal with the Fentanyl Crisis:</p> <p>I DISAGREE WITH THIS TAX INCREASE FOR THIS PURPOSE.</p> <p>I am a resident of Vancouver. I familiar with the drug problems of the DTES and continually hear from work colleagues stories and issues with respect to fentanyl use in the COV.</p> <p>Yes, we should not give up the fight against this deadly stuff but all I see is that are ENABLING people to continue to use it. Users are continually resuscitated then continue to use.. what have we achieved?</p> <p>What are we doing to break this cycle?</p> <p>Sadly people are always going to continue to die from this as other drugs. I sense this money is going to fund overtime time and staffing of our valuable and finite emergency services who are ultimately going to burnout to the detriment of everyone in the our community.... And we will be no further ahead.</p> <p>You are not selling taxpayers on the plan. I have not met anyone who sees a positive side to this tax rise.</p> <p>Thanks for your time.</p>	

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	Anonymous, December 2016			No	Streets, Infrastructure & Transportation	Snow and Ice Removal	Unknown	<p>I am a Vancouverite -- born and raised here... with the exception of living abroad for a few years, and a few months in Toronto - why does it seem that this year has been nothing but problems with the snow?</p> <p>The first major snow storm (which was on a Monday), the city was not prepared for the snow?? are you kidding me? Did you not listen/watch any social media? They had been telling us about it since the Thursday or Friday prior to -- how could you not have been prepared? This is the first (and possibly only) time, that Translink was not to blame for the bus's not running properly. Why was the city not prepared - why was there no salt/sand/brine on the roads? why were the plough trucks not running prior to and during rush hour traffic?? You would have thought that the city would have learned after the first snow fall of the year.. but apparently not...</p> <p>There are some areas of Vancouver that received more snow than others, and if you drive through the city, you will see that those area's haven't had ANY city crews come by to clear/salt etc. the alleyways -- hence no garbage/recycling etc. pickups... seriously?? What are the tax payers dollars going to -- BIKE LINE???? speaking of which, why is it that bike lanes are cleared, but say the sea wall at Stanley park, or even other more important things, aren't cleared/ploughed??</p> <p>I get it, the mayor loves his bike lanes (which only what 0 5% of the population?? uses), but what about the rest of us?</p>	<p>What about all the sidewalks that lazy owners don't bother clearing up? Why was there no media blast out, to remind all owners to do such a thing??? You know how to get in touch with various media outlets don't you??? Oh right, because your media relations department are all on holidays -- but guess what? ANYONE representing the city could have gone to various media to remind people that it is a by-law to clean the sidewalks.</p> <p>I understand that you can call 311 and report addresses that don't clean - but guess what?? I did do that, and the person at 311 seemed annoyed that I had an number of addresses. Well guess what?? I was walking in my neighbor hood and I came across a number of addresses that didn't bother to clean their snow - making it slippery situation - so I did my civic duty and called it in!</p> <p>The lack of any city effort, really does make us the laughing stock of Canada for snow.. .I mean honestly, if the city was on top of the ploughing/salting/sanding, then it would be just the people who use summer tires to drive around that we could say were at fault... would you not agree??</p>
Mayor & Council	opinion	s.22(1)			No	Streets, Infrastructure & Transportation	Snow and Ice Removal	Renfrew-Collingwood	<p>We are curious about the City's responsibilities to clear sidewalks around Parks, Libraries, Community Centres, etc. None of which seem to be cleared after several days or even weeks. You make the point that residents, tenants, etc. are responsible for clearing their walks, yet what does the City do about their own properties? We have a number of senior's homes in the area which are only partially cleared. Bus stops in particular are hazardous and necessary to seniors.</p> <p>To be more specific Renfrew Community Centre and Renfrew Branch Library are not cleared. Neither is the entire block around Nootka School (block between Nootka St. and Renfrew), bordering the Community Centre and Library. It doesn't seem fair to penalize private homeowners while City facilities are not cleared. That was our main point.</p>	<p>No specific cases have been created since citizen is merely commenting that it isn't fair to penalize private property owners when the City isn't clearing its own facilities and sidewalks of snow.</p>

City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Case Details/ Event Notes
Mayor & Council	complaint	s.22(1)			No	Streets, Infrastructure & Transportation	Snow and Ice Removal	West Pt Grey	Caller is extremely frustrated with the lack of services on the roads this winter. He feels it is irresponsible of the City to not plow City streets. He also witnessed a snowplow parked in a parking lot today (Jan 1) and would like to ensure that drivers are doing their jobs as they are expected to.	Sanitation.

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date: January 02, 2017

Action or Review Required from MAYOR/COUNCILLORS											
Feedback Type (complaint, compliment, opinion)	Department	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Details	Event Notes
complaint	Mayor and Council	s.22(1)			Yes	Garbage and Sanitation	Pick-up Issues	Renfrew-Collingwood	<p>Need City Engineering to make a contingency plan for garbage not picked up for weeks.</p> <p>I understand that City Engineering's sanitation section is being hampered and challenged by all the ice and snow in many parts of the neighbourhood. I believe Vancouver residents need to be patient and empathetic but this has been going on far too long without even an attempt for the City to look for alternative plans of action.</p> <p>City services needs to come up with an appropriate strategy and contingency plan to deal with the garbage pick up issues with garbage and recyclables accumulating.</p> <p>I will speak on behalf of my neighbourhood s.22(1) in Vancouver.</p> <p>Our garbage and recyclables are placed for pick up in the back alley and has not been picked up for weeks. I will need to start mixing recyclables into the regular garbage if this continues because there is no more space in the recycle bins and Smithrite continues to make broken promises of picking it up. There's no point for private citizens to call them because they just provide a typical PR answer: Sorry, we are behind schedule. Just leave it out there and we will pick it up (eventually).</p>	<p>SO WHAT CAN THE CITY DO?</p> <p>There are no cars parked in the alley and is quite wide so there is no reason why City Engineering can't practically plough this area to allow garbage and recyclable pick up. Where would they put all the snow? There's a COV park green space adjacent which would not present a health or safety issue at all for placing all the ploughed snow.</p> <p>They could further utilize small scale snow removers which I happen to know are owned at many COV parks.</p> <p>I don't mean to accuse City services for non-finance but there is much more they can be doing to help alleviate the issue.</p> <p>The only solution that has been provided is for Vancouver residents to take their garbage to the Transfer station. That's totally impractical for many people living on side streets with snow and ice filled undriveable roads even with snow tires.</p> <p>I don't own a snow plough. If the city ploughs the back alley, which my FWD car can't negotiate even with Michelin snow tires, I will be happy to take my garbage to the transfer station.</p>	<p>SOLUTION 2.</p> <p>The City should temporarily outsource the garbage and recyclable pick up at its expense; not the homeowners.</p> <p>Or allow individuals to hire a licensed, private garbage/junk company to come pick up the garbage and get reimbursed.</p> <p>I would like someone from the City to address the issue. Please circulate this to the Mayor, Council, City Manager, and City Engineering and I would like an answer as to why my suggestions are not possible, and if so, then what the City is planning to do with more arctic weather heading our way.</p>
complaint	Mayor and Council	s.22(1)			Yes	Streets, Infrastructure and Transportation	Snow and Ice Removal	Fairview	<p>Dear Mayor and Council,</p> <p>I am writing about how snow clearing is prioritized within the City of Vancouver, specifically with respect to City owned properties. The area in question is highlighted on the attached map. Its on the south side of 6th/2nd Avenue between Ash and Cambie Streets, on the North side between where Translink clears and Ash Street and where the snow gathers in the medians in the middle of the crosswalks.</p> <p>s.22(1) Our main methods of transportation are transit and by foot/stroller. We do not own a car. We regularly utilize the #50 and #84 buses as well as the Canada Line via the Olympic Village Station. We access all of those transit services via the area described above. Today we found our routes blocked by uncleared snow and ice. It was the only snow and ice we encountered and at the curbs it was almost impassable pushing a stroller. All of the other property owners on our route had complied with the snow removal bylaw except the City of Vancouver. Somehow City owned land in an area where two major bus routes and a train line converge doesn't seem to be a priority when it comes to snow clearing.</p>	<p>I have logged the issue with 311 (Case# 8855086) and hopefully the current conditions will be resolved quickly.</p> <p>Ultimately though, this needs to be addressed in policy for the future. This is a high traffic area and should receive regular attention during winter weather. As someone who doesn't own a car, I feel that the needs of pedestrians should be equal to those who drive or cycle especially in a green, accessible city. I don't need my street plowed but I do need my access to transit clear. I shouldn't have to make this type of complaint at all.</p>	

Feedback Type (complaint, compliment, opinion)	Department	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Details	Event Notes
complaint	Mayor and Council	Anonymous, January 2017			No	Housing and Homelessness	Homelessness	Unknown	Homeless shelters.  Citizen is saying many of them are turning away people. Citizen wants to stay there and didn't want to sleep in his car because it's cold out there at night. Citizen said that it is because of the colour of his skin as to why he's not being allowed to get into these locations. He said it's because he looks different, not because they are at full capacity. He just wanted the city to know about it. Citizen didn't give specific locations he just said it was a few of them.		
complaint	Mayor and Council	s.22(1)			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	Mt Pleasant	Citizen feels that the city was underprepared for the snow falls this month and that we have not done enough to keep our streets clean and safe. She feels that there have been numerous issues because of the lack of resources and allocation of resources. She believes the city should have organized a better plan to work through the weather conditions and that we have focused too much on making our city "fun" rather than safe and that we haven't done enough to work efficiently with city departments, more specifically street cleaning and sanitation.  Her complaints rooted from not having her garbage and green waste collected for over a month, and fear of injury while going for a walk or driving anywhere in the city because of the snow and ice not being removed from streets and sidewalks. She also feels that property and business owners do not have enough of an incentive to clear their sidewalks since we haven't been enforcing our bylaws the way we do with parking.		
complaint	Mayor and Council	Anonymous, January 2017			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	Unknown	Hi there! So it's January 1st... Happy New Year!  Did you see the snow yesterday?? Well it was a lot this time...so how about the city come by and plow the side streets??  I get it, the Mayor's big deal is to get the bike lanes cleaned...or perhaps his neighborhood....but guess what?? The WHOLE city of Vancouver pays taxes!! And certain areas have more snow than others....so how about treating the whole city equally?? This way, it might also help the precious garbage and recycling trucks finally pick up - which they haven't done in weeks!! Yes, another service in which taxes are paid, but service is not being provided!!  It's a normal thing in all cities in Canada! Toronto and the GTA does it! The city of Burnaby already did there side streets - and it's not even 10 am!!		

# Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date: January 03, 2017

Action or Review Required from MAYOR/COUNCILLORS											
Feedback Type (complaint, compliment, opinion)	Department	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Details	Event Notes
complaint	Mayor & Council	s.22(1)			Yes				Caller frustrated as there is no where to purchase sand/salt, caller thinks the City licences stores, they should make sure that at a time like this there is no shortage of salt/sand for residents to clear sidewalks. This will result	CSR called citizen back as per SharePoint memo. CSR left v/m providing information as per memo that free salt is available as of tomorrow morning from the 10 fire departments and to call	CSR called citizen back as per SharePoint memo. CSR left v/m providing information as per memo that free salt is available as of tomorrow morning from the 10 fire departments and to call back at 311 for those fire
complaint	Mayor & Council	s.22(1)			Yes	Garbage and Sanitation	Pick-up Issues	Renfrew-Collingwood	Complaint regarding lack of garbage and green waste collection for certain areas of Vancouver for one month due to snow and ice conditions. Residents are frustrated and mad neither has been collected yet. Having to wait over one month is not acceptable. They pay very high taxes for city services and COV charges a penalty if late payment, this is not acceptable. Especially frustrated because the other side of the street was collected two weeks ago but their side wasn't and Smith rite has been able to collect recycling recently. Resident noticed they are using regular trucks and backing into the lane, no chains on tires. They cannot take garbage to the transfer station and the crows tear into any bags left outside and make a mess so the options for extra garbage are not enough. Residents feel like City Hall and departments may discuss the issue forever but where is the action? If there are chains on the wheels of trucks they should have been able to access the lane for collection. They feel like one month is enough time for crews to work through difficult areas week by week. This can't continue, resident wants to know what the updated plan is. Advised to check vancouver.ca for updates, phone call back from Sanitation department is not possible at this time because busy trying to deal with issues. Request call back from Mayor and Council team to advise the plan.		
complaint	Mayor & Council	Anonymous, s.22(1)	s.22(1)		Yes	Garbage and Sanitation	Affordability	Riley Park	s.22(1) is a senior and in tears over the increased assessed value of her property. She no longer qualifies for the home owner grant and she is going to be forced to sell her home which she has lived in for 30 years because		

Feedback Type (complaint, compliment, opinion)	Department	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Details	Event Notes
complaint	Mayor & Council	s.22(1)			Yes	Streets, Infrastructure and Transportation	Snow and Ice Removal	West Pt Grey	s.22(1) is extremely upset with the poor conditions of the roads in Vancouver. He says that if the city cannot do anything about the icy conditions of the side streets in Vancouver then Mayor and Council need to hire some private trucks so that people can get around. s.22(1) is furious with the dangerous road conditions, he says it's completely irresponsible of the city to do nothing about ice on roads. He says that the people running this city are ridiculous and need to learn how to run a city properly. He says Vancouver is hopeless and he's disgusted with how little the city cares.		
complaint	Mayor & Council	s.22(1)			Yes	Streets, Infrastructure and Transportation	Snow and Ice Removal	West Pt Grey	Caller frustrated as it is a complete ice rink on Sasamat between W 10th to W 16th. Cars slipping sliding into each other, residents cannot walk as sidewalks are iced out. Caller says the 0.5 tax for DTES that was implemented, money from there should be used for these emergent issues of citizen being stranded, that money should be used to hire private contractors to salt/sand sidewalks and side roads.		
opinion	Mayor & Council	s.22(1)			Unknown	Streets, Infrastructure and Transportation	Snow and Ice Removal	Sunset	s.22(1) is not satisfied with the amount of services provided to her by the City of Vancouver in exchange for how much she pays in property taxes. She suggests that just like hospitals are mandated to be kept open, the streets are mandated to be safe and clean s.22(1) believes the City is not doing enough to salt the streets, consequently leading to transit and sanitation collection issues. Year after year, the amount of taxes she pays increases, while the City remains unprepared. She will be keeping these things in mind for the next election.		
complaint	Mayor & Council	s.22(1)		s.22(1)	No	Housing & Homelessness	Empty Home Tax	Downtown	Vancouver was an international city  I used to be proud to live in Vancouver, known for its beauty and appreciation by the world. I made some real Estate investments and paid a price based on international demand and people buying a second home like in any place in the world, unfortunately, people in power do were unable to face a minority of people animate to crash the market.  Not allowing people to buy a second home unless you are renting it out half of the year and shutting off the market to International investors unless they pay HUNDREDS OF THOUSANDS more in property transfer tax will cost the city billions of dollars as well as thousands of high paying jobs in the long run and potentially trigger a crash.  Municipal and provincial interventions are not welcomed by the silent majority of homeowners. I would be curious to know if the mayor of Vancouver owns a house.  Florida real estate investments on the seashore puts real Estate out of reach by most of the population but is a necessary economic driver. Most of the other sectors are on the other hand not internationally priced.  I would welcome a mayor more in touch with homeowners and people who have made sacrifices to purchase a place in a city they love.  A better zoning strategy outside areas purchased by foreigners would have been a much better strategy.		



Feedback Type (complaint, compliment, opinion)	Department	Requestor Name	Phone	Email	Citizen Requested a Response	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Details	Event Notes
complaint	Mayor & Council	s.22(1)			No	Housing & Homelessness	Affordability	Riley Park	s.22(1) is a senior and in tears over the increased assessed value of her property. She no longer qualifies for the home owner grant and she is going to be forced to sell her home which she has lived in for 30 years because she simply cannot afford it anymore. She wishes the city would do something to assist seniors still living in their property.		
opinion	Mayor & Council	s.22(1)			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	Riley Park	s.22(1) a feedback for the city about citizen's unable to purchase any salt (for icy roads) at any retail stores, and thus cannot make their sidewalks safe. She said she checked everywhere and there's nothing available. She keeps hearing on the news that it's the citizen's responsibility to keep their sidewalks safe.		
complaint	Mayor & Council	s.22(1)			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	Riley Park	s.22(1) feedback for the city about citizen's unable to purchase any salt (for icy roads) at any retail stores, and thus cannot make their sidewalks safe. She said she checked everywhere and there's nothing available. She keeps hearing on the news that it's the citizen's responsibility to keep their sidewalks safe.  She has some suggestions and says maybe the city can post something regarding salting on their website or social media accounts. Inform citizens where they can buy salt. And if it's all sold out, what can citizens do?		
complaint	Mayor & Council	s.22(1)			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	West Pt Grey	West Point Grey was not salted enough during this snow season. How can the city not know it was coming, its the El Nino that hits every 7/8 years and all the weather reports predicted this. Why is the city not organized, we cannot say we had no idea it was coming, crews came and diverted streets and put up barriers for traffic not to use certain roads but they couldn't salt the roads, this was a waste of time. Planning preparation should have been in place. If taxes have gone up 4.5 percent then our service standards should go up too.		
complaint	Mayor & Council	s.22(1)			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	Kerrisdale	Citizen is very frustrated with conditions of residential streets in Vancouver, she states many streets are sheets of ice and kids are skating on the street in some places. She heard the recorded message which states salting and snow clearing vehicles are too large to fit down side streets and she feels this is a ridiculous excuse. COV should get smaller equipment and perform snow and ice clearing on all streets in the city, residential included. Explained current practice to not clear residential unless especially dangerous situation and clearing all streets would come with cost for all taxpayers. She still feels COV should be doing this even if cost taxpayers more money.		
opinion	Mayor & Council	s.22(1)			No	Streets, Infrastructure and Transportation	Snow and Ice Removal	Sunset	COV should plow the snow and put salt including all residential streets. There are streets like an ice rink which is very dangerous for people to cross the road.		