

File No.: 04-1000-20-2017-226

August 21, 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 of June 12, 2017 for:

1. Any records of complaints or accidents relating to the cycling lane at or near Union Street and Main Street; and
2. Any complaints relating to signage as cyclists come off the viaduct to cross Main Street and proceed eastbound on Union Street.

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 this section 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 that some information was also redacted as "Not responsive to the request," as it fell outside the scope of the date range.

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 (#04-1000-20-2017-226); 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,



**Barbara J. Van Fraassen, BA**  
**Director, Access to Information**

*Barbara.vanfraassen@vancouver.ca*  
*453 W. 12th Avenue Vancouver BC V5Y 1V4*  
*Phone: 604.873.7999*  
*Fax: 604.873.7419*

Encl.

:kt

From: s.22(1)

To: "[Adanac Project](mailto:Adanac@vancouver.ca)" <Adanac@vancouver.ca>

Date: 9/28/2013 12:22:34 PM

Subject: Bicycle Box at Union and Main

To Whom It May Concern:

The work that has been undertaken to improve conditions between road users (motor vehicles, bicycles and pedestrians) along the Union bikeway at Main Street has already made quite a difference. I ride my bicycle to work along this corridor every day and have done so for over six years, and I'd have to say the repaving is the biggest improvement. It's nice to ride along without dodging cracked and bumpy pavement.

My one concern is the bicycle box in the westbound lane of Union at Main. The lines have only just been painted, and the box appears to still be there, but it is not painted green nor does it contain a bicycle stencil. Will this box be for bicycles, as it was before, or are cyclists expected to stick within the narrow confines of the separated lane on the right?

My concerns are:

- \* With numerous bicycles at times waiting for the light, not all will make it through the light
- \* Bicycles coming from the south on Main, who used to turn right onto Union and position themselves in the bicycle box - where do they go now?
- \* Bicycle boxes are wonderful - they allow bicycles to be visible to motor vehicles, allow bicycles to clear the intersection before motor vehicles (often motor vehicles are having to wait for pedestrians anyways and this is very efficient as well as safer)
- \* I find the new cement barriers in the intersection to be very obstructive to bicycles trying to navigate on and off of the viaduct, especially when the bicycle is maneuvering from the confines of the separated lane

One further question I have is about the cyclist activated light (eastbound). Since the street has now been made bi-directional and bicycles no longer have to ride on the sidewalk (thankfully), how will a cyclist activate the light? Will the button be moved from the sidewalk area to where bicycles now wait?

I look forward to hearing your responses to my thoughts and concerns and would like to again express my appreciation for the work the City is doing to improve conditions on our shared roadways.

Regards,

s.22(1)



From: s.22(1)

To: "[Adanac Project](mailto:Adanac@vancouver.ca)" <Adanac@vancouver.ca>

Date: 1/12/2017 12:51:02 PM

Subject: bike lane improvements

Hi,

Thank you for your request for thoughts on the possibility of improvements to the union-adanac bike route.

I have been using this bike route every work day for the last 17 years, in all weather and in all seasons.

If there is one thing I have learned as a bike commuter of over 35 years in 4 different cities is that pedestrians and cyclists do not mix well together.

Your concept drawing for Vernon street on page one of the pamphlet is a nightmare waiting to happen. Upon immediate inspection I count three pedestrian crossing along a curving bike lane with many blind spots due to the curves and vegetation in the drawing. Please do not create such a dangerous environment for bike commuters and pedestrians.

If you want people to bike and walk, you need to separate them much more than one separates bikes and cars (two are considered vehicles and pedestrians are not). Please consider scraping this plan all together. The design of greenspace/bike lane/sidewalk area further east on Union by the union market makes much more sense as there are fewer pedestrian/bike crossings.

You have already created a dangerous bike lane situation on union between gore and main. Westbound, I have to now contend with pedestrians walking in a bike lane and eastbound, I have to deal with cars driving in a bike lane. Before anything was changed, I felt much safer in that block.

As well, I am curious as to what is meant as "cycling speeds" in the corridor? Are bikes travelling faster than 30kmh, or even 50kmh? It takes quite a lot of fitness to travel at that speed for any consistent amount of time in a flat or uphill section of road. As well, even if they are travelling at that speed, is there anything illegal or dangerous about it? Again, if you want more people to commute on a daily basis (as I do – 15km each way), people need to be able to travel quickly and should not be obliged to go at an unrealistic pace. Should they be safe and courteous? Of course, but I would hate to think you would impose a bike speed that is unrealistic to a daily commuter or a person using the bike paths to train on their road bikes.

Thanks for your time,

s.22(1)

From: "Thomson, Martin" <martin.thomson@vancouver.ca>

To: "Kenny, Ross" <Ross.Kenny@vancouver.ca>

Date: 9/17/2013 9:00:12 AM

Subject: FW: 311 Complaint

Hey Ross,

This person would like to discuss Union bike route.

Kind regards,

**Martin Thomson**

**Active Transportation**

City of Vancouver | Engineering Services  
507 West Broadway  
Vancouver, B.C. V5Z 0B4

Email: [martin.thomson@vancouver.ca](mailto:martin.thomson@vancouver.ca)

Ph: 604 871-6735

Web <http://www.vancouver.ca/engsvcs/transport>

<http://www.vancouver.ca/bikevancouver>

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**From:** 311 Operations

**Sent:** Thursday, September 12, 2013 9:39 AM

**To:** Thomson, Martin

**Subject:** 311 Complaint

Hello,

redacted the following citizen complaint.



Regards,

George

311 Operations

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**Citizen Feedback - Citizen thinks the new bike route on Union St is not safe and is a waste of tax payers' money. - 101000483644**

Case Created: 9/11/2013 4:46:00 PM

**Incident Location:**

Address: 221 UNION ST

**Contact Details:**

Contact: s.22(1)

Address: s.22(1) Vancouver

Address 2

Phone number: s.22(1)

Preferred contact: Phone

**Request Details:**

1. Describe details (who, what, where, when, why): *	Citizen thinks the new bike route on Union St is not safe and is a waste of tax payers' money.
2. Do you want to be contacted? *	Yes
3. Type of feedback: *	Complaint
4. Feedback regarding: *	City Department
5. Department: *	Engineering Services
6. Division or Branch Name: *	Engineering / Active Transportation

**Additional Details:**



From: "[Thomson, Martin](mailto:martin.thomson@vancouver.ca)" <[martin.thomson@vancouver.ca](mailto:martin.thomson@vancouver.ca)>  
To: "[Kenny, Ross](mailto:Ross.Kenny@vancouver.ca)" <[Ross.Kenny@vancouver.ca](mailto:Ross.Kenny@vancouver.ca)>  
Date: 9/27/2013 9:55:47 AM  
Subject: FW: 311 OPS - Case #489833

Hi Ross,

Another Union St issue.

Kind regards,

**Martin Thomson**

**Active Transportation**

City of Vancouver | Engineering Services  
507 West Broadway  
Vancouver, B.C. V5Z 0B4

Email: [martin.thomson@vancouver.ca](mailto:martin.thomson@vancouver.ca)

Ph: 604 871-6735

Web <http://www.vancouver.ca/engsvcs/transport>  
<http://www.vancouver.ca/bikevancouver>

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**From:** 311 Operations  
**Sent:** Wednesday, September 25, 2013 1:42 PM  
**To:** Thomson, Martin  
**Subject:** 311 OPS - Case #489833

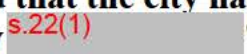
Hi Martin,

 concerns regarding Union st Bike Route.

Thank you

Winson  
311 Contact Centre

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**Citizen Feedback - \*\*\*Citizen complaint came through via e-mail\*\*\*"Hello,I ride along Union street daily and appreciate that the city is attempting to make my ride safer by installing a separated bike lane along the block leading west between Gore and Main street. However, when this plan was put forward I went to a meeting and expressed my concern with the plan to deal with traffic turning north from the west in that the cars need to cut across in front of cyclists going straight ahead. I was told that this wouldn't be an issue. Well, I beg to differ. This morning there was about 10 cyclists waiting at the light, they got through ok, then the cars started trying to turn right but there were still more cyclists coming up from further back. Not all cyclists ride at the same speed so of course the line got dragged out and ended up being very long. Cars began honking, the driver at the front got nervous and started trying to go ahead and cut off a few cyclists. It's a mess...I highly recommend that the city install some separate lights for cyclists and cars and that they do not allow both groups to go at the same time. I hope we don't have to wait until someone is hurt or killed before doing something about this. In the meantime I will be staying well away from that bike lane and will ride along with the traffic instead where I can safely pass cars turning right properly, on the left hand side. Frankly I'm surprised that the city has put us all into such danger so brazenly and could have overlooked this obvious conflict. Sincerely  -**

101000489833

Case Created: 9/25/2013 12:42:00 PM



**Incident Location:**

Address: INTERSECTION MAIN ST  
 Address 2: UNION ST

**Contact Details:**

Contact: s.22(1)  
 Address: ,  
 Email: s.22(1)  
 Preferred contact: None

**Request Details:**

1. Describe details (who, what, where, when, why): *	<p>***Citizen complaint came through via e-mail***"Hello,I ride along Union street daily and appreciate that the city is attempting to make my ride safer by installing a separated bike lane along the block leading west between Gore and Main street. However, when this plan was put forward I went to a meeting and expressed my concern with the plan to deal with traffic turning north from the west in that the cars need to cut across in front of cyclists going straight ahead. I was told that this wouldn't be an issue. Well, I beg to differ. This morning there was about 10 cyclists waiting at the light, they got through ok, then the cars started trying to turn right but there were still more cyclists coming up from further back. Not all cyclists ride at the same speed so of course the line got dragged out and ended up being very long. Cars began honking, the driver at the front got nervous and started trying to go ahead and cut off a few cyclists. It's a mess...I highly recommend that the city install some separate lights for cyclists and cars and that they do not allow both groups to go at the same time. I hope we don't have to wait until someone is hurt or killed before doing something about this. In the meantime I will be staying well away from that bike lane and will ride along with the traffic instead where I can safely pass cars turning right properly, on the left hand side. Frankly I'm surprised that the city has put us all into such danger so brazenly and could have overlooked this obvious conflict. Sincerely s.22(1)</p>
2. Do you want to be contacted? *	Yes
3. Type of feedback: *	Complaint
4. Feedback regarding: *	City Department
5. Department: *	Engineering Services
6. Division or Branch Name: *	Transportation- bike lane infrastructure

**Additional Details:**

From: "[Adanac Project](#)" <[Adanac@vancouver.ca](mailto:Adanac@vancouver.ca)>  
To: "[Kenny, Ross](#)" <[Ross.Kenny@vancouver.ca](mailto:Ross.Kenny@vancouver.ca)>  
Date: 9/16/2013 3:32:37 PM  
Subject: FW: Case #484988

Hi Ross

This one came in from the Adanac email.

Thanks

John

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**From:** 311 Operations  
**Sent:** Saturday, September 14, 2013 5:11 PM  
**To:** Adanac Project  
**Subject:** Case #484988

Hello,

311 received this feedback from a citizen and are forwarding it for review.



Cynthia

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**Citizen Feedback - Citizen called to complain about the bike lane on Union street. Citizen feels this bike lane is not safe for pedestrians trying to croos the lane to get to their vehicles. - 101000484988**

Case Created: 9/14/2013 2:43:00 PM

**Incident Location:**

**Contact Details:**

Contact: s.22(1)  
Address: s.22(1) VANCOUVER  
Preferred contact: None

**Request Details:**

1. Describe details (who, what, where, when, why): *	Citizen called to complain about the bike lane on Union street. Citizen feels this bike lane is not safe for pedestrians trying to croos the lane to get to their vehicles.
2. Do you want to be contacted? *	No
3. Type of feedback: *	Complaint
4. Feedback regarding: *	City Department
5. Department: *	Engineering Services
6. Division or Branch Name: *	engineering service

**Additional Details:**





From: "Thomson, Martin" <martin.thomson@vancouver.ca>  
To: "Kenny, Ross" <Ross.Kenny@vancouver.ca>  
Date: 7/25/2013 9:29:15 AM  
Subject: FW: Citizen Feedback - Case #460196

Hi Ross,

For your notes;

Kind regards,  
**Martin Thomson**

**Active Transportation**

City of Vancouver | Engineering Services

507 West Broadway

Vancouver, B.C. V5Z 0B4

Email: [martin.thomson@vancouver.ca](mailto:martin.thomson@vancouver.ca)

Ph: 604 871-6735

Web <http://www.vancouver.ca/engsvcs/transport>

<http://www.vancouver.ca/bikevancouver>

**From:** 311 Operations  
**Sent:** Wednesday, July 24, 2013 3:00 PM  
**To:** Thomson, Martin; Moors, Allan  
**Subject:** Citizen Feedback - Case #460196

Hi Martin and Allan,

We received the following feedback from a citizen. Please see info below.

Thanks,  
Ryan

**Ryan Krumins**  
3-1-1 Contact Centre

**Citizen Feedback - I am a resident of this neighbourhood and I am against designating UnionSt. as a bike-only road. \*I propose to instead designate Prior St. as abike-only route\*, it will cause much less disturbance to traffic and thecommunity and it is still a viable way for cyclists to travel in and out ofdowntown. The original plan for Union St. will cause many disturbances likeblocking the entrance to parking the garages of residential buildings andloss of parking spots and financial damages to numerous local businessesbut designating Prior St. will not result in such significant harm. Forinstance, the parking lot entrance to the residential building at 919Station St. will still be accessible through the south end of Station St.and National Ave.Please do your due diligence take this suggestion into consideration.Thank you. - 101000460196**

Case Created: 7/24/2013 11:23:00 AM

**Incident Location:**

**Contact Details:**

Contact: s.22(1)  
Address: ,  
Phone number: s.22(1)  
Email s.22(1)  
Preferred contact: None

**Request Details:**

1. Describe details (who, what, where, when, why): *	I am a resident of this neighbourhood and I am against designating UnionSt. as a bike-only road. *I propose to instead designate Prior St. as abike-only route*, it will cause much less disturbance to traffic and thecommunity and it is still a viable way for cyclists to travel in and out ofdowntown. The original plan for Union St. will cause many disturbances likeblocking the entrance to parking the garages of residential buildings andloss of parking spots and financial damages to numerous local businessesbut designating Prior St. will not result in such significant harm. Forinstance, the parking lot entrance to the residential building at 919Station St. will still be accessible through the south end of Station St.and National Ave.Please do your due diligence take this suggestion into consideration.Thank you.
2. Do you want to be contacted? *	No
3. Type of feedback: *	Opinion
4. Feedback regarding: *	City Department
5. Department: *	Engineering Services
6. Division or Branch Name: *	Active Transportation

**Additional Details:**



From: "[Thomson, Martin](mailto:martin.thomson@vancouver.ca)" <[martin.thomson@vancouver.ca](mailto:martin.thomson@vancouver.ca)>  
To: "[Kenny, Ross](mailto:Ross.Kenny@vancouver.ca)" <[Ross.Kenny@vancouver.ca](mailto:Ross.Kenny@vancouver.ca)>  
Date: 6/19/2013 10:06:58 AM  
Subject: FW: Citizen Feedback Case 441715

Ross.....FYI

Kind regards,

**Martin Thomson**

**Active Transportation Branch**

City of Vancouver | Engineering Services  
507 West Broadway  
Vancouver, B.C. V5Z 0B4

Email: [martin.thomson@vancouver.ca](mailto:martin.thomson@vancouver.ca)

Ph: 604 871-6735

Web <http://www.vancouver.ca/engsvcs/transport>  
<http://www.vancouver.ca/bikevancouver>

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**From:** 311 Operations  
**Sent:** Tuesday, June 18, 2013 5:44 PM  
**To:** Thomson, Martin  
**Cc:** Moors, Allan  
**Subject:** Citizen Feedback Case 441715

Hello



received the following citizen feedback.

Regards,  
Jessica

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**Citizen Feedback - Received via email: "After reading in the news about the Adanac bikeway upgrade and taking a closer look at the Quebec-Main Street segment of Union Street, I can see why it would have a high rate of collisions. I can also see why city staff proposals to that street segment would anger nearby residents and businesses. Both of these groups need to have parking space for their clients and their visitors. I firmly believe that some people need their cars and service trucks or need to provide for them. Cycling and public transit does not work for everyone. However some people can rely on the latter and thus any project that alters a road or transportation infrastructure should strive to cater to all modes of transportation whenever possible. To improve safety in the Union-Main Streets intersection, restricting vehicle access will not work. Prior Street is an important corridor for the downtown core and some vehicles using it do so to access Expo Boulevard. This can only be done by turning onto Union Street. To block vehicle access to Union Street and still allow access to Expo Boulevard, the viaducts would have to be restructured or some other major street restructuring is needed. That project is another whole story. I also question the priority of having bike routes running along high traffic areas being accessible for all ages and abilities, or the AAA grade as written on the display boards. I do agree it is acceptable to encourage cycling for all ages and abilities. There are routes that have the AAA grade access and if practical, more could be built. However, there are areas in cycling that it should not be. Some areas or activities in cycling are too dangerous for some or too impractical to include all and should be restricted to those fit for it. Examples are rough mountain trails and competitive cycling events. Another is cycling along routes close to or along high traffic areas. Restrictions based on age and ability is done for other popular activities like driving, movie attendance and enrolment to education programs. In looking at the display boards on the Adanac**



bikeway and visiting the area planned for the upgrade, the only areas that I think need real work is Union Street between Quebec and Gore Streets. On the display boards, those are sections CC,DD, EE and FF. The plan for section CC I think is fine. I think the other three sections need a different plan. The problem with section DD is it is too narrow to add another separated bike lane. However, room to add a separated bike lane and pedestrian access on the south side can be done if much of the landscaping is removed and moving some lampposts or power line posts. It looks like all of the landscaping of the grass areas and the trees could be removed from the south side. I am sure some will object to this and the removal of the trees. I would then ask what is more important in improving cycling-pedestrian access and safety? Is it preserving trees and grass landscaping or the safety and access for all modes of transportation? New trees can be planted elsewhere if need be and one area suitable would be the park area surrounded by Gore, Union and the viaducts. The same problem that affects section DD affects sections EE and FF, the Main-Gore Street segment of Union Street on the east side of Main Street. Besides being a rough road needing a repavement, the street is too narrow for cyclists and vehicles moving in both directions. I would suggest widening this segment of Union Street to allow for a westbound only bike lane and building a two-way bike path on the south side. This would require using some of the park space adjacent to Union Street but again I would pose the same questions in face of likely opposition. What is more important when improving cycling access while trying to cater to all modes of transportation? Is improving safety and access for all means of transportation or is it preserving some grass areas of a park? Union Street as it is now was not designed for cycling access and certainly not the volume it is getting now. Judging from the popularity of cycling, it is likely the present volume of cycling along the Adanac route will stay and is likely to increase. That means it the chances of more collisions will stay and one or more fatal collisions is likely to stay. Thus I would think it is better to lose some park space for safety of people using Union Street with whatever mode of transportation they are using than risk more collisions. As for loss of park space, one way to compensate for it is to alter Creekside Park. On the topic of Adanac bikeway upgrade, another part that needs some upgrading is Adanac between Skeena Street and Boundary Road. The street here has no paved shoulder and the #27 bus goes through here. Add some car traffic, it makes for a potential danger zone. For cyclists using that road, they have to go off the paved segment onto the gravel segment to yield to an oncoming car or bus. The gravel segment is not smooth and when add in poorer weather conditions, there is risk of accidents. I work on Boundary Road and go to Adanac Park quite often after work. Even during the colder months of the year, I still see cyclists using Adanac street to cross or having crossed Boundary Road." - 101000441715

Case Created: 6/18/2013 4:23:00 PM

#### Incident Location:

Address: s.22(1)

Location Comments: Location not applicable

#### Contact Details:

Contact: s.22(1)

Address: ,

Phone number: s.22(1)

Preferred contact: Phone

#### Request Details:

1. Describe details (who, what, where, when, why): *	Received via email: "After reading in the news about the Adanac bikeway upgrade and taking a closer look at the Quebec-Main Street segment of Union Street, I can see why it would have a high rate of collisions. I can also see why city staff proposals to that street segment would anger nearby residents and businesses. Both of these groups need to have parking space for their clients and their visitors. I firmly believe that some people need their cars and service trucks or need to provide for them. Cycling and public transit does not work for everyone. However some people can rely on the latter and thus any project that alters a road or transportation infrastructure should strive to cater to all modes of transportation whenever possible. To improve safety in the Union-Main Streets intersection, restricting vehicle access will not work. Prior Street is an important corridor for the downtown core and some
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vehicles using it do so to access Expo Boulevard. This can only be done by turning onto Union Street. To block vehicle access to Union Street and still allow access to Expo Boulevard, the viaducts would have to be restructured or some other major street restructuring is needed. That project is another whole story. I also question the priority of having bike routes running along high traffic areas being accessible for all ages and abilities, or the AAA grade as written on the display boards. I do agree it is acceptable to encourage cycling for all ages and abilities. There are routes that have the AAA grade access and if practical, more could be built. However, there are areas in cycling that it should not be. Some areas or activities in cycling are too dangerous for some or too impractical to include all and should be restricted to those fit for it. Examples are rough mountain trails and competitive cycling events. Another is cycling along routes close to or along high traffic areas. Restrictions based on age and ability is done for other popular activities like driving, movie attendance and enrolment to education programs. In looking at the display boards on the Adanac bikeway and visiting the area planned for the upgrade, the only areas that I think need real work is Union Street between Quebec and Gore Streets. On the display boards, those are sections CC, DD, EE and FF. The plan for section CC I think is fine. I think the other three sections need a different plan. The problem with section DD is it is too narrow to add another separated bike lane. However, room to add a separated bike lane and pedestrian access on the south side can be done if much of the landscaping is removed and moving some lampposts or power line posts. It looks like all of the landscaping of the grass areas and the trees could be removed from the south side. I am sure some will object to this and the removal of the trees. I would then ask what is more important in improving cycling-pedestrian access and safety? Is it preserving trees and grass landscaping or the safety and access for all modes of transportation? New trees can be planted elsewhere if need be and one area suitable would be the park area surrounded by Gore, Union and the viaducts. The same problem that affects section DD affects sections EE and FF, the Main-Gore Street segment of Union Street on the east side of Main Street. Besides being a rough road needing a repavement, the street is too narrow for cyclists and vehicles moving in both directions. I would suggest widening this segment of Union Street to allow for a westbound only bike lane and building a two-way bike path on the south side. This would require using some of the park space adjacent to Union Street but again I would pose the same questions in face of likely opposition. What is more important when improving cycling access while trying to cater to all modes of transportation? Is improving safety and access for all means of transportation or is it preserving some grass areas of a park? Union Street as it is now was not designed for cycling access and certainly not the volume it is getting now. Judging from the popularity of cycling, it is likely the present volume of cycling along the Adanac route will stay and is likely to increase. That means it the chances of more collisions will stay and one or more fatal collisions is likely to stay. Thus I would think it is better to lose



some park space for safety of people using Union Street with whatever mode of transportation they are using than risk more collisions. As for loss of park space, one way to compensate for it is to alter Creekside Park. On the topic of Adanac bikeway upgrade, another part that needs some upgrading is Adanac between Skeena Street and Boundary Road. The street here has no paved shoulder and the #27 bus goes through here. Add some car traffic, it makes for a potential danger zone. For cyclists using that road, they have to go off the paved segment onto the gravel segment to yield to an oncoming car or bus. The gravel segment is not smooth and when add in poorer weather conditions, there is risk of accidents. I work on Boundary Road and go to Adanac Park quite often after work. Even during the colder months of the year, I still see cyclists using Adanac street to cross or having crossed Boundary Road."

2. Do you want to be contacted? *	No
3. Type of feedback: *	Opinion
4. Feedback regarding: *	City Department
5. Department: *	Engineering Services
6. Division or Branch Name: *	Active Transportation Adanac Bikeway

**Additional Details:**



From: "[McGregor, Marnie](mailto:Marnie.McGregor@vancouver.ca)" <[Marnie.McGregor@vancouver.ca](mailto:Marnie.McGregor@vancouver.ca)>

To: "[Bracewell, Dale](mailto:dale.bracewell@vancouver.ca)" <[dale.bracewell@vancouver.ca](mailto:dale.bracewell@vancouver.ca)>

["Dobrovolny, Jerry"](mailto:jerry.dobrovolny@vancouver.ca) <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>

["Kenny, Ross"](mailto:Ross.Kenny@vancouver.ca) <[Ross.Kenny@vancouver.ca](mailto:Ross.Kenny@vancouver.ca)>

Date: 11/15/2013 12:10:29 PM

Subject: FW: Media call - Adanac bikeway and seniors

Media request from a student reporter on 200 Union Street.

Ross are you able to pull together some bullets on this and we can send them back by email for their deadline at 4 pm? We are not prioritizing student requests given the current call volumes and workloads but are trying to provide responses where we can. An email response is recommended rather than an interview.

Thanks,  
Marnie

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**From:** Zanocco, Viviana

**Sent:** November 15, 2013 10:56 AM

**To:** Media

**Subject:** Media call - Adanac bikeway and seniors

**Wanyee Li - UBC journalism student - Adanac bikeway and seniors**

Has spoken to seniors who live in the Solheim residence in the 200-block of Union Street. They say they're intimidated to cross the bike path (which is now between the parking lane and the curb) and are also having difficulty getting out of vehicles, as they step into street and not onto curb any more. Also family members encountering difficulty picking them up to go to medical appointments. Reporter would like to talk to someone about the upgrade to the bikeway and the measures considered by the City to address this group. If seniors and family have concerns, how can they make them heard?

**Deadline - 4pm** s.22(1)

**Viviana Zanocco | Media Relations Coordinator**

Corporate Communications and Engagement | City of Vancouver

tel: 604.871.6899 cell: 604.218.5952

[viviana.zanocco@vancouver.ca](mailto:viviana.zanocco@vancouver.ca)

2nd Floor, 453 West 12th Avenue

Vancouver, British Columbia, Canada

V5Y 1V4

From: "[Adanac Project](mailto:Adanac@vancouver.ca)" <Adanac@vancouver.ca>

To: "[Kenny, Ross](mailto:Ross.Kenny@vancouver.ca)" <Ross.Kenny@vancouver.ca>

Date: 10/18/2013 8:54:09 AM

Subject: FW: Some questions

Hi Ross, have you spoke to [s.22\(1\)](#) before?

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**From:** [s.22\(1\)](#)

**Sent:** Friday, October 11, 2013 8:32 PM

**To:** Adanac Project

**Subject:** Some questions

Ross;

I am happy with the efforts to improve Adanac bikeway in principle, however I have concerns about the recent changes to some of the intersections and the potential for adverse interactions of cars and bikes.

- Before: East bound Union at Main Street. The right-turning lane of cars, prior to the changes, were required to wait "behind" the bikes, thus the presence of the bikes was very evident to the right-turning car.
- After: the right-turning lane of cars, now separated beside cars with a visible barrier between, now turn right across the bikes, most of which are going straight. I am concerned that the right-turning cars won't clearly realise these bikes have the right of way. In fact, I still favour pulling up in front of the right turning lane so they clearly know I'm there. Also, why are the cars restricted from turning right on a red here. Perhaps it would be better if the cars get on with their turn if safe to do so, before the green and all the bikes go straight.
- Before: a clear unfettered intersection.
- After: a confusing mess of concrete, which as a cyclist limits my options for avoidance maneuvers should they be required. Also, there are bits of sticking up metal on the pavement waiting to puncture my tires, right in the bike lane part.
- Before: Adanac crossing Commercial Drive. Unfettered intersection. No lights.
- After: The light is good for Adanac through traffic, but there seems to be a lot of unnecessary clutter of concrete in the middle of the road. I usually turn left onto Adanac here, and it is tricky to navigate on my bike (and I'm a mountain biker). The other day I witnessed a south-bound 20 that was broken down at that location, with of course 2 more 20's stacked up behind him. Then, the traffic behind all of them were completely trapped, and had to drive around the concrete barriers to get out at all. Without the concrete barriers all over there, the 2 other buses could have driven around the broken down one. I understand you don't want cars to cross, but isn't a do not enter sign effective? Couldn't you have tried the less intrusive way first?
- Adanac further down (maybe at McLean?). More concrete and Do Not Enter signs. N-S bound cars, although they don't have the right-of-way, quite logically don't expect thru bike traffic heading east (past and through all the barriers, bumps and concrete). It is scary now and it wasn't before.

I ride this route daily, and I also drive from Commercial to Andy Livingstone to carpool my soccer playing kids and friends. As a driver I find the entire area confusing, with unclear road markings and signage. I hope I and other drivers will get used to it, however what I am concerned about is that the complexity is in fact a distraction for drivers in these areas.

I am curious if you and your traffic engineers have ridden these stretches on your bike, and driven through there in your car? I would appreciate your views on these as both a cyclist and a driver navigating these confusing areas.

Sincerely, [s.22\(1\)](#)



From: "Kenny, Ross" <Ross.Kenny@vancouver.ca>  
To: "Komiya, Kenji" <kenji.komiya@vancouver.ca>  
Date: 5/21/2014 4:45:12 PM  
Subject: FW: Your advice on cycling route from viaduct to seawall

Hi Kenji,

Was there a reason we didn't include the U-turn to Union coming from the viaduct, or this is an oversight?

Cheers,  
Ross

-----Original Message-----

From: Thomson, Martin  
Sent: Tuesday, May 20, 2014 2:57 PM  
To: Kenny, Ross  
Cc: s.22(1)  
Subject: FW: Your advice on cycling route from viaduct to seawall

Hi Ross,

Forwarding the below to your attention as the Union St project Manager. If you have further information or feed back for s.22(1) below please share.

Kind regards,  
Martin Thomson

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Active Transportation  
City of Vancouver | Engineering Services  
320 - 507 West Broadway  
Vancouver, B.C. V5Z 0B4  
Email: martin.thomson@vancouver.ca  
Ph: 604 871-6735  
Web <http://www.vancouver.ca/engsvcs/transport>  
<http://www.vancouver.ca/bikevancouver>

-----Original Message-----

From: s.22(1)  
Sent: Saturday, May 17, 2014 10:52 AM  
To: Thomson, Martin  
Subject: Your advice on cycling route from viaduct to seawall

Martin,

Thanks for your phone message providing details about the Union St u-turn necessary to get to the seawall and on to Ontario St. (My email has a 'j' in the middle - s.22(1) - that's why I didn't receive your emails.)

Two suggestions for the city's cycling program, one specific and one general:

A sign at the base of the Dunsmuir Viaduct indicating the u-turn needed via Union St to access the seawall would help.

A mobile phone app providing detailed bike route directions would really help. All that is currently available is google maps (which just offered me regular street routes) or a city website pdf'ed map. I couldn't access that until I was already home. (Even then, I couldn't figure out the Union St u-turn, as the map isn't detailed enough.) I don't cycle often. Poor access to information discourages infrequent cyclists from using that method more often (which is supposed to be a goal of the city's current council).

Just suggestions, I realize they won't likely lead to any action.

Thanks again.

s.22(1)

Sent from my mobile

From: s.22(1)

To: ["Adanac Project" <Adanac@vancouver.ca>](mailto:Adanac@vancouver.ca)

Date: 9/20/2013 3:53:19 PM

Subject: lights at Main and Union

Hello Ross,

As an everyday East Van cyclist, I am very pleased to see the improvements to the Adanac Bikeway taking place, especially between Gore and Quebec. I have always found the traffic light sequencing at Main and Union very confusing. Westbound there is a green pedestrian light while the traffic light is red. It is very common to see cyclists proceed west on this red light. I am hoping that with the new traffic pattern, the signalling will be made simpler and less prone to confusion. Are there any plans to make changes in the signalling?

Yours,

s.22(1)



From: s.22(1)

To: "Kenny, Ross" <Ross.Kenny@vancouver.ca>

Date: 11/2/2013 9:22:08 AM

Subject: Re: adanac

Ross ?

Thanks

s.22(1)

On Fri, Oct 25, 2013 at 7:13 AM, s.22(1) wrote:

Hey Ross,

Had a chance to look at the new traffic signal on Adanac and Union and the result is a much improved left turn option for cyclist. Looks pretty good except if you get there when car green is already in progress. Perhaps a warning sign wouldnt be misplaced (for bike's that is).

On a different, topic, I was visiting a friend on Comox St, a house I lived in for 5 years before moving to East Van. She has a pretty valid complaint about the green way ( might as well say it - the completely unnecessary one-waying of the block between Thurlow and Bute, requiring an extra 9 (!) blocks to be driven when residents want to get out of DT on Nelson. Comox already had diverter at Thurlow and very low traffic counts, the painted separated bike lane there is out of place). Who is the best person to address that to ? I doubt they are going to revert it, but if enough complaints come in, the city could take another look at it.

Thanks

s.22(1)

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s.22(1)

s.22(1)

s.22(1)

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s.22(1)

s.22(1)

s.22(1)

From: "[Kenny, Ross](mailto:Ross.Kenny@vancouver.ca)" <[Ross.Kenny@vancouver.ca](mailto:Ross.Kenny@vancouver.ca)>  
To: [s.22\(1\)](#)  
Date: 10/10/2013 9:09:24 AM  
Subject: RE: Ross Kenny, re: Adanac Bikeway

Good Morning [s.22\(1\)](#)

Thanks for contacting us and your compliments on the intersection redesign. I will do my best to answer your questions below, but if I miss something or if you have further questions please feel free to contact me.

1. Yes, there is a plan to make this more clear. Our electrical department is currently in the process of installing a bike signal for westbound cyclists which will turn green at the same time as the signal for eastbound cyclists. The signal is already installed, but not yet turned on. I have just followed up with our crew to find out when it will be turned on to hopefully make it more clear to cyclists when it is safe to cross.
2. Cyclists heading to the viaduct should travel along the green paint and turn left after the median. We are currently waiting for our crews to install additional bike stencils through the intersection (on the green paint and in the middle of the median) which should make this more clear.
3. The addition of the stencils through the intersection should help clear this up as well.

Warm Regards,

**Ross Kenny**, P. Eng.  
Project Engineer  
Active Transportation Branch  
City of Vancouver  
tel: 604-871-6967  
fax: 604-871-6192  
email: [ross.kenny@vancouver.ca](mailto:ross.kenny@vancouver.ca)

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**From:** Adanac Project  
**Sent:** Wednesday, October 09, 2013 4:21 PM  
**To:** Kenny, Ross  
**Subject:** FW: Ross Kenny, re: Adanac Bikeway

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**From:** [s.22\(1\)](#)  
**Sent:** Wednesday, October 09, 2013 4:07 PM  
**To:** Adanac Project  
**Subject:** To: Ross Kenny, re: Adanac Bikeway

Hello Mr Kenny,

I have a couple of questions regarding the Adanac Bikeway, notably at the intersection of Main and Union. I am impressed with the work done and it seems well thought-out.

1) First question is regarding west-bound cyclists crossing Main at Union. There is confusion on when to proceed as there is no bike signal coinciding with the east-bound cyclists' signal. Therefore many people are going through the red light (assuming that east-bound cyclists have a green). Some go through the next cycle when there is a motorist green. It seems wrong to go through the red light.

I realize that the pedestrian walk signal light is on, but that isn't applicable to bikes. Is there a plan to clear up the confusion?

2) Also it is unclear what route to take when going west-bound onto the Dunsmuir Viaduct bike path from Union. Should one go through the concrete dividers or left or right of them ?

3) Odd as it is, some east-bound cyclists off Union end up in the green cyclist path while crossing Main and end up going the wrong way down the west-bound bike path. I guess because they are following the green paint, and there is a white dividing line on the east side of Main at the stop line for west-bound cyclists. This is probably just user error. unless it might be clearer to give east-bound cyclists a green path also.

Regards,  
[s.22\(1\)](#)





CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Tuesday, July 04, 2017 1:02:21 PM  
Case Creation Date: From 1/1/2000 To 7/4/2017

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes	
<p><b>Eform Request Type</b> Citizen Feedback <b>Not responsive to the request</b></p>																
101000432386	710		UNION ST		V6A 2C2		Describe details (who, what, where, when, why): Complaint is regarding the Adanac Bike Route Improvement Project. She feels it's an incredibly bad idea to change Union Street to a one way street. The issue is that they get over 4000 cyclists a day and they treat it like an expressway. It makes it less safe for the people in the neighbourhood. Last year a woman was hit by a cyclist and she broke her jaw and hip. It's making Strathcona even less accessible. She feels like residents were not consulted and is mad about that. It also causes a parking issue. Citizen has a 2 year old daughter and worries for her safety. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor Gregor Robertson		s.22(1)			1	6/3/2013 10:46:33 AM	6/3/2013 10:54:36 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed Directed to Another City Department Forwarded to Mayor & Council
101000459477	500	599	UNION ST				Describe details (who, what, where, when, why): Complaint about changes to Adanac Bikeway. Does not support them and is against these changes. Living on Union St and it's getting harder to get and in out of neighbourhood and go downtown. With changes traffic is backed up to Main St from Beatty and it doesn't take much to cause the backup. Feels many cyclists don't follow the rules and no enforcement, they appear to be adrenaline junkies and changes will not necessarily benefit them. Motorists also pay taxes and these changes and negatively impacting them. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Active Transportation		s.22(1)		1	7/23/2013 9:23:02 AM	7/23/2013 10:11:34 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed Directed to Another City Department Directed to Martin Thompson	
101000483644	s.22(1)		UNION ST		V6A 0B4		Describe details (who, what, where, when, why): Citizen thinks the new bike route on Union St is not safe and is a waste of tax payers' money. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Engineering / Active Transportation		s.22(1)		1	9/11/2013 4:46:43 PM	9/12/2013 9:38:52 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed Directed to Another City Department Directed to Martin Thomson	



CA13Key - eForm Detail Report with Additional Details

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Date Run: Tuesday, July 04, 2017 1:02:21 PM

Case Creation Date: From 1/1/2000 To 7/4/2017

101000489833	INTERSECTION	MAIN ST	UNION ST		Describe details (who, what, where, when, why):  Citizen complaint came through via e-mail  &quot;Hello, I ride along Union street daily and appreciate that the city is attempting to make my ride safer by installing a separated bike lane along the block leading west between Gore and Main street. However, when this plan was put forward I went to a meeting and expressed my concern with the plan to deal with traffic turning north from the west in that the cars need to cut across in front of cyclists going straight ahead. I was told that this wouldn't be an issue. Well, I beg to differ. This morning there was about 10 cyclists waiting at the light, they got through ok, then the cars started trying to turn right but there were still more cyclists coming up from further back. Not all cyclists ride at the same speed so of course the line got dragged out and ended up being very long. Cars began honking, the driver at the front got nervous and started trying to go ahead and cut off a few cyclists. It's a mess... I highly recommend that the city install some separate lights for cyclists and cars and that they do not allow both groups to go at the same time. I hope we don't have to wait until someone is hurt or killed before doing something about this. In the meantime I will be staying well away from that bike lane and will ride along with the traffic instead where I can safely pass cars turning right properly, on the left hand side. Frankly I'm surprised that the city has put us all into such danger so brazenly and could have overlooked this obvious conflict. Sincerely, s.22(1) Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Transportation- bike lane infrastructure		s.22(1)	1	9/25/2013 12:42:52 PM	9/25/2013 1:42:04 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed Directed to Another City Department Directed to Martin Thompson	
101000493409	INTERSECTION	MAIN ST	UNION ST		Describe details (who, what, where, when, why): s.22(1) is extremely concerned with the new Union Street bicycle lane. She feels that it was much safer when it was strictly a dedicated bicycle lane while now it is shared with cars. There are stencils on the road saying that cars should not pass bikes but it is an extremely busy route for both forms of traffic and drivers do not obey the signage. s.22(1) was also never aware of any opportunity for public input on this project and would like to know what the process was. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Active Transportation		s.22(1)	1	10/4/2013 7:53:51 AM	10/4/2013 8:42:51 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed Directed to Another City Department Forwarded to Martin Thomson and Allan Moors.	
101000499994	INTERSECTION	MAIN ST	TERMINAL AV		Describe details (who, what, where, when, why): Citizen feels that the city is neglecting the east side of the city in terms of bike lanes. He would like to see more bike lanes for Main St. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Engineering - Bike Lanes		s.22(1)	1	10/21/2013 12:59:49 PM	10/21/2013 1:26:30 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed Directed to Another City Department sent to David Rawsthorne.	
101005256082	INTERSECTION	MAIN ST	TERMINAL AV		Describe details (who, what, where, when, why): Caller is upset with the way the traffic is being handled at the Terminal Avenue and Main Street Sewer Construction Project. She drives through this area almost every day, and has seen numerous close call accidents with cyclists and drivers. In the beginning traffic control was handled much better, but now it is not being maintained. There is also a lot of working being done in the same area altogether. There are a few buildings going up, and sewer construction at the same time. She feels that as a resident that is not getting any benefit from these developments and the city construction projects she should not have to put up with so much construction and inconveniences. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Keith Der.		s.22(1)	1	9/11/2014 8:20:00 AM	9/11/2014 11:10:44 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed. Closed date : 2014-09-11 11:10:43.93 Directed to Another City Department Sent to Keith Der.	
101006454503	3373	MAIN ST		V5V 0B7	Describe details (who, what, where, when, why): 311 put through a request to allow a bike rack in front of this TD branch. See case # 6277683 from June 3rd. s.22(1) has now followed up the second time to report that nobody has contacted him yet. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Street Furniture		TD BANK	s.22(1)	1	7/13/2015 8:41:00 AM	7/13/2015 9:07:39 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed. Closed date : 2015-07-13 09:07:38.697 Directed to Another City Department Sent to Fergal Broderick

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Date Run: Tuesday, July 04, 2017 1:02:21 PM

Case Creation Date: From 1/1/2000 To 7/4/2017

101006459396	800	899	UNION ST			Describe details (who, what, where, when, why): Email submission: "I live on 800 block Union street. Someone had parked a shipping container at the south east corner of union and Hawks As you know this is one of the busiest bike routes in the city. The container is a visible obstruction for cyclists, pedestrians and cars. It also takes up at least 3 parking spaces in an already congested area. The uncaring neighbour refuses to move it and says he has a permit! Don't know who wheels his greasing at city hall, but the least he could do is park it in front of his own place on Hawks avenue where it would be such an obstruction." Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Engineering		s.22(1)	1	7/13/2015 6:50:00 PM	7/13/2015 8:12:31 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed. Closed date : 2015-07-13 20:12:30.857 Directed to Another City Department The, Ryan
101006490294	s.22(1)		UNION ST	V6A 2B7		Describe details (who, what, where, when, why): Caller received in the mail a flyer for The Future of Vancouver's Viaducts for Strathcona residents, for July 30 at 7.30pm at Strathcona CC. As she doesn't have the internet, she went to Strathcona CC to sign up and the staff said that they couldn't take her name as the CoV hasn't asked them to. Caller is upset that the City assumes everyone uses the internet and they have not communicated with the community centre of their plan. She very much wants to be at this event. She thinks that the CoV wants people to think they care but then don't make it possible for them to leave their opinion. This made her feel very unappreciated. She said that the flyer should have been in an envelope as people often look over flyers as junk mail. She doesn't want the viaduct to come down. She used to have an elderly tenant who would leave s.22(1) on his scooter, head down Union St, onto the viaduct, go up Dunsmuir to the Holy Cross church in the protected bike lane. This made the elderly feel like they were part of the community. Caller thinks the CoV doesn't care about the elderly in the scooters and are catering to the bicyclists. Caller doesn't drive but the changes to the viaducts will impact her neighbourhood and value of her property. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Planning - Viaducts	If you reach voicemail, please leave a message and speak slowly. Please leave a contact number and the best time to reach someone.	s.22(1)	1	7/21/2015 8:22:00 AM	7/21/2015 1:31:29 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed. Closed date : 2015-07-21 13:31:29.213 Directed to Another City Department sent to Lon Laclare, Strategic Transportation
101007051431	s.22(1)		UNION ST	V6A 2C3		Describe details (who, what, where, when, why): The map shows that her area has been cleaned Nov 16-20 but she has not seen the sweepers and the road is still full of leaves and she lives on a bike route. She also noticed that a block over near Main and Hawkes the street has not been cleaned either. Citizen states that signs go up every year to advised them that street cleaning is being done in her area and this year no signs. If this has been done she needs them to come back and do her area Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Street Cleaning - Leaf removal		s.22(1)	1	12/8/2015 1:51:00 PM	12/8/2015 3:03:52 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed. Closed date : 2015-12-08 15:03:52.26 Directed to Another City Department Heeps, Jim
101007220665	300	399	UNION ST			Describe details (who, what, where, when, why): Citizen's name is s.22(1) and around 11:00am on 01/25/2016 she was biking east bound on Union St in the designated bike path when what she believes was a white city truck with C1555 nearly knocked her over. She claimed that she was in too much shock to write down the intersection where it occurred but claims it was just past "the tiny little park travelling eastbound on union." She claims that the driver looked right at her, pulled out from a side street, turned around to do a U-turn and almost ran her down with his vehicle. There wasn't a vehicle or cyclist behind her at all. She claimed it was an all white dump truck with C1555 painted on its side. She would like a call back immediately to address the matter at s.22(1) Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityEmployee Department: EngineeringServices Division or Branch Name: Sanitation Department	Please call s.22(1)	s.22(1)	1	1/25/2016 11:33:00 AM	1/25/2016 11:46:03 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII  Agent Finished: Case Closed. Closed date : 2016-01-25 11:46:03.08 Directed to Another City Department Forwarded to Mike Zupan and Driver Services



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Date Run: Tuesday, July 04, 2017 1:02:21 PM

Case Creation Date: From 1/1/2000 To 7/4/2017

101007667970	INTERSECTION		MAIN ST	UNION ST		<p>1. Describe details (who, what, where, when, why): On May 2nd, at about 10:06pm, a sanitations truck operator was driving ignorantly, going eastbound on Union St at Main St. This area is a bike route, and the truck came around the corner too fast, they came up behind someone on a bike and then slammed on their breaks to stop and pull over to empty out bins. Citizen did not have a licence plate or vehicle information, but would like a follow up call and hopes this driver can be determined.</p> <p>2. Do you want to be contacted? Yes</p> <p>3. Type of feedback: Complaint</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Engineering Services</p> <p>6. Division or Branch Name: Sanitation</p>		s.22(1)	1	5/3/2016 9:08:00 AM	5/3/2016 11:23:44 AM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-05-03 11:23:44.45 Directed to Another City Department Sent to Mike Zupan and ccd driver services</p>
101007722351	INTERSECTION		MAIN ST	UNION ST		<p>1. Describe details (who, what, where, when, why): Citizen is following up on a complaint made back on May 2nd regarding a sanitation truck cutting off a cyclist. He has called Mike Zupan directly 4 times and has not yet received a response. He feels that Sanitation just doesn't want to have to deal with this, but would like a phone call back. (Please see previous Case#7667970 which has been linked to this case.)</p> <p>2. Do you want to be contacted? Yes</p> <p>3. Type of feedback: Complaint</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Engineering Services</p> <p>6. Division or Branch Name: Sanitation</p>		s.22(1)	1	5/13/2016 9:10:00 AM	5/13/2016 9:22:58 AM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2016-05-13 09:22:57.863 Directed to Another City Department sent to Mike Zupan Sanitation.</p>
101008223657	s.22(1)		UNION ST		V6A 2C4	<p>1. Describe details (who, what, where, when, why): Received via VanConnect: Elderly lady hit by cyclist at Union &amp; Campbell this am. Ambulance &amp; police came , lady was rushed to hospital, cyclist was able to ride away. City planners need to seriously look at intersections along Union and do something for pedestrians. More crosswalks, lighting, 4 way stop signs.</p> <p>2. Do you want to be contacted? Yes</p> <p>3. Type of feedback: Complaint</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Engineering Services</p> <p>6. Division or Branch Name: Traffic and Data Management</p>	PS ID: 1818904 Image at <a href="https://d17aqln7cibm.cloudfront.net/uploads/large_dd7b2a78ca5f5dddb7890d92622f9df1_---_AVRP_Sep_19_2016_3:00PM">https://d17aqln7cibm.cloudfront.net/uploads/large_dd7b2a78ca5f5dddb7890d92622f9df1_---_AVRP_Sep_19_2016_3:00PM</a> Citizens adding comments via Van Connect on this report and requesting contact back: This is NOT the first time pedestrians have been hit crossing Union bike path through Strathcona. I've seen cyclists well exceeding motor vehicle speed limits coming down those hills. :-). This is the second time an elderly person has been hit at this bike crossing. The city of Vancouver has got to do something to ensure the safety of pedestrians in Strathcona. I am a cyclist yet I feel the current civic government is absurdly supportive of cyclists to the detriment of all other citizens in Vancouver. Seriously this bike crossing needs to be redesigned before someone gets killed!	s.22(1)	1	8/10/2016 3:16:00 PM	9/19/2016 3:03:42 PM	Intermediate	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2016-08-10 15:37:57.1 Directed to Another City Department Forwarded to James Wei and Timothy Chan</p> <p>Case Reopened: Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-19 15:03:42.3 Assigned Re-sent to Wei, James; Chan, Timothy with new comments and asked for email back to citizen.</p>
101009569435	200	299	UNION ST			<p>1. Describe details (who, what, where, when, why): Received via vanconnect: "until recently this bikeway did not permit cars going east. now it has been opened to cars and it's a diaster! several major bike routes funnel into this block. allowing cars there is a hazard!"</p> <p>2. Do you want to be contacted? No</p> <p>3. Type of feedback: Complaint</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Recreation</p> <p>6. Division or Branch Name: Active Transportation</p>		1, Anonymous	1	5/19/2017 7:26:00 PM	5/19/2017 7:43:18 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-19 19:43:17.89 Directed to Another City Department Directed to Active Transportation for review.</p>

Not responsive to the request