

File No.: 04-1000-20-2017-346

October 13, 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 September 18, 2017 for:

**12 month report of noise complaints on waste haulers in the City of Vancouver from August 1, 2016 to August 31, 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 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)

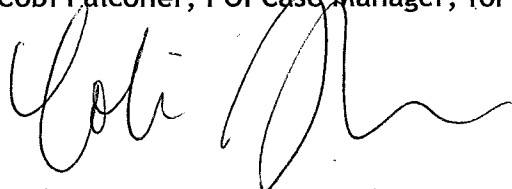
Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [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 (#04-1000-20-2017-346); 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,

Cobi Falconer, FOI Case Manager, for

A handwritten signature in black ink, appearing to read 'Cobi Falconer', written over the printed name.

**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  
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Encl.

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requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_1	STREETUNIT	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_EventNotes
PUI Noise Complaint Case	101008223247	s.22(1)				V6A 0B4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Solutions 721621</p> <p>3. When is it happening? Saturday Aug. 6 7:20am</p> <p>4. How often is it happening? Some weekdays as early as 4:20am and weekends around 7am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Received via email. --- (AVLM2 Aug 10 2016 2:42PM) Photo attached.	s.22(1)		1	8/10/2016 14:39	8/11/2016 9:25	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2016-08-11 09:25:25.52 Assigned Assigned to Wendy Jao 6137
PUI Noise Complaint Case	101008223321	s.22(1)				V6A 0B4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal - no vehicle numbers provided</p> <p>3. When is it happening? 8:00am Saturday Aug. 6</p> <p>4. How often is it happening? Some week days as early as 4:20am and weekends around 7am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Received via email. --- (AVLM2 Aug 10 2016 2:48PM) Photo attached. --- (AVSW Aug 23 2016 2:34PM) Received via email: Hi Mike I have already sent a photo of Progressive Waste Solutions violating the noise bylaw and if they were warned it didn't really do much since they were again outside my apt on Saturday morning August 29th at 7:30am. Please notify them or fine them since this is the 2nd photo of theirs I am sending to the City in the past 2 weeks. Thanks s.22(1)	s.22(1)		1	8/10/2016 14:44	8/23/2016 14:37	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2016-08-11 09:06:25.727 Service Provided Complainant and Super Save Disposal advised of Noise Bylaw waste pickup hours. NFA  Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ..  Agent Finished: Case Closed. Closed date : 2016-08-23 14:37:23.167 Back to previous status Closing case after 'Add Event'
PUI Noise Complaint Case	101008261990	s.22(1)				V6A 0E5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Private waste collectors including the company Waste Management are picking up waste and recycling during early morning hours in contravention of the noise bylaw regulatng pick-up to the hours of 6am-midnight for this particular area. They have been coming every morning Monday to Friday between the hours of 4:30am and 5:30am. The noise is incredibly loud - hydraulic lifts breaking glass reverse sirens etc... It is causing severe sleep disruption and has been waking up my entire family and presumably all of my neighbours in my building and the building next door. The noise is so loud that even wearing ear plugs and closing all the windows is not enough to drown it out.</p> <p>3. When is it happening? In between 4:30am-5:30am</p> <p>4. How often is it happening? Monday to Friday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I called the office of Waste Management and reported the problem and also reminding them of what the bylaw is for the neighbourhood. They said they would take care of it yet the early pick-ups have continued every weekday since.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)		1	8/17/2016 19:53	8/18/2016 16:10	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-08-18 16:10:00.6 Assigned Assigned to Wendy Jao 8137
PUI Noise Complaint Case	101008262362	s.22(1)				V6B 0C8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Mangement was there pick up their garbage at 4:30 am.</p> <p>3. When is it happening? It happens always before 7 am.</p> <p>4. How often is it happening? Every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? The driver was very belligerent to her.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)		1	8/18/2016 7:16	8/18/2016 16:07	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-08-18 16:07:22.09 Assigned Assigned to Wendy Jao 6137
PUI Noise Complaint Case	101008275385	s.22(1)				V6B 8P6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): NSD Disposal LTT 1520-5669</p> <p>3. When is it happening? 8:10am tooday Saturday Aug 20/16 Sometimes weekdays before 6am</p> <p>4. How often is it happening? every 2 weeks or so on Saturday morning.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (TASSG Aug 27 2016 9:06AM) s.2 (1) aid the same truck came by this morning to pickup. Gave citizen inspector details. --- (NOK31 Sep 17 2016 2:34PM) Citizen called back I gave him the ref number and Wendy Jao contact information.	s.22(1)	7788479300	1	8/20/2016 11:04	9/17/2016 14:37	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-08-22 10:30:37.383 Assigned Assigned to Wendy Jao 6137  Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2016-08-27 09:08:59.467 Back to previous status Closing case after 'Add Event'  Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ..  Agent Finished: Case Closed. Closed date : 2016-09-17 14:37:12.117 Back to previous status Closing case after 'Add Event'

PUI Noise Complaint Case	101008322564	s.22(1)	V5L 3E1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Truck- emptying garbage at Templeton Market Grocery</p> <p>3. When is it happening? 5:55am</p> <p>4. How often is it happening? weekly</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/30/2016 8:16	9/2/2016 12:21	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-02 12:21:40.43 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008332284	s.22(1)	V6G 2H9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): WM recycling truck started collecting items at 5:30AM today. Citizen can hear the hydraulic lift and the items (such as glass) falling into the truck for about 5 minutes</p> <p>3. When is it happening? today at 5:30AM</p> <p>4. How often is it happening? today is the first time but citizen would like it to be the last time.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/31/2016 13:40	9/6/2016 11:46	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-06 11:46:59.383 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008350699	s.22(1)	V5L 3X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Garbage truck picking up behind Moja Coffee at Commercial and Napier</p> <p>3. When is it happening? Coming as early as 5:30am. Came today at 5:40am.</p> <p>4. How often is it happening? Weekly, often on Thursdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	9/4/2016 8:39	9/6/2016 15:30	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-06 15:30:39.787 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008353306	s.22(1)	V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal - picking up bin for Chipotle Restaurant</p> <p>3. When is it happening? 7am</p> <p>4. How often is it happening? Regularly on weekends and holidays they regularly work before 10am.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? In the past has called Super Save they apologize and say it won't happen again but it does. No answer when tried calling this morning</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	9/5/2016 7:25	9/7/2016 9:47	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-07 09:47:36.66 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008353428	s.22(1)	V5Y OH4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services is not abiding by the holiday rule. On every stat holiday they have their recycling trucks running in residential areas before 10am. Waste control Services (red truck) 604.986.9777 wastecontrolservices.com</p> <p>3. When is it happening? 6:40am during the weekdays and today it was at 8:30am on a stat holiday</p> <p>4. How often is it happening? On every stat holiday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? She spoke twice to the company but it was in the spring and can not remember the entire conversation</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	9/5/2016 8:48	9/7/2016 9:57	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-07 09:57:50.503 Assigned Wendy Jao 6137</p>

Citizen very frustrated with this ongoing situation and feels CoV is not doing anything to enforce the bylaw. Creating separate complaint case regarding this.

PUI Noise Complaint Case	101008361788	s.22(1)	V6A 0E3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Solutions truck #741635 came at 7:15am Waste Management truck #210702 came at 8:30am Waste Management truck #210709 came at 9:19am</p> <p>3. When is it happening? Sam-6am M-F; 7am on holidays</p> <p>4. How often is it happening? Monday - Friday and holidays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I have been in previous contact with Waste Management. I called again specifically to report the Sept. 5th incident and discussed with a supervisor. So far no solution has been reached.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>311 received this complaint via email. "Garbage or recycling truck"</p> <p>s.22(1) in the lane just west of Main Street in between Keefer and East Georgia Streets</p> <p>Private waste collectors are disobeying the City's Noise Control Bylaw nearly every day and the most recent incident occurred yesterday September 5th on the labour day holiday. Three separate waste/recycling pick-ups by two companies all occurred prior to 10am in contravention of the bylaw for ho iday pick-up times.</p> <p>Progressive Waste Solutions truck #741635 came at 7:15am Waste Management truck #210702 came at 8:30am Waste Management truck #210709 came at 9:19am</p> <p>All early morning pick-ups both yesterday's and the recurring early pick-ups happening before 6am M-F produce extremely loud noise for extended periods of time (often multiples times a morning for 15 minutes at a time).</p> <p>Noises include: -Reverse sirens -Hydraulic Lifts -Compacting of garbage/recycling within the truck -Crushing of items metal bins stone concrete</p>	1	9/6/2016 16:01	9/7/2016 12:42	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-07 12:42:17.647 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008365145	s.22(1)	V6G 1C1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Management</p> <p>3. When is it happening? All stat holidays before 10 am. This labour day the trucks were there at 7:20am.</p> <p>4. How often is it happening? The last 4 stat holidays before 10 am.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Crews say they are temp crews and they were not told they could not collect before 10 am.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		1	9/7/2016 10:54	9/7/2016 15:37	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-07 15:37:39.433 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008389082	s.22(1)	V5T 1H3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Supersave Garbage &amp; Recycling are picking up garbage at 745am on Saturdays &amp; Sundays for the past 5 weeks at least. Citizen has contacted them multiple times via email and it's not getting any better. Super Save is provided service to Oddball Workshop at 280 E 5th Ave.</p> <p>3. When is it happening? Saturday &amp; Sundays at 745am</p> <p>4. How often is it happening? every weekend for the past 5 weeks</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? sent multiple emails and nothing is being done</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		1	9/12/2016 10:18	9/12/2016 12:24	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-12 12:24:16.303 Assigned Assigned to Wendy Jao</p>	
PUI Noise Complaint Case	101008401620	s.22(1)	V6G 1V9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Cascades Green By Nature</p> <p>3. When is it happening? before 5:45 AM on 9/14/16</p> <p>4. How often is it happening? This past month weekly basis</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Just phoned them this morning. Spoke to Ty at Customer Service and he said that the would look into the matter.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (PUP35 Sep 14 2016 9:23AM) Citizen actually lives at s.22(1) s.22(1) (AVHP Sep 15 2016 1:02PM) --- (AVHP Sep 15 2016 1:04PM) Submitted via email. Prior to 5:45 am, Cascades Green by Nature was picking up recycling material from the 1650 Davie Street London Drugs. As we share a back alley the noise is not that welcome. This has happened previously within the last 2 weeks. The photo of the Cascades truck was taken at 5:50 am. Wednesday Sept 14 2016. The other photo shows the receiving door taken around 6:30 am when I left for work. I called the store and spoke with "Ty" and he said he would look into it. Thanks for your help on this s.22(1)</p>	1	9/14/2016 9:20	9/15/2016 13:07	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-14 09:47:39.3 Assigned Wendy Jao 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ..</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-15 13:04:01.65 Back to previous status Closing case after 'Add Event'</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ...</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-15 13:07:03.203 Back to previous status Closing case after 'Add Event'</p>	
PUI Noise Complaint Case	101008433325	3596	COMMERCIAL ST	V5N 4E9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save disposal was making noise at 6am Tuesday September 20th at Maxim's Bakery at 3596 Commercial Street. s.22(1) rom there and the noise woke them up and scared her little baby. They are not located downtown so they should not be picking up the garbage that early. This is the first time she noticed the garbage being picked up this early. They might have just switched providers.</p> <p>3. When is it happening? 6am Tuesday September 20th</p> <p>4. How often is it happening? Just noticed today.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		1	9/20/2016 12:25	9/21/2016 12:19	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-21 12:19:20.09 Assigned Wendy Jao 6137</p>

PUI Noise Complaint Case	101008442399	s.22(1)	V5Y 1K7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Waste Mgmt working outside of the allowed times for pick up.</p> <p>3. When is it happening? 6.35am Wed Sept 21</p> <p>4. How often is it happening? Occurs weekly</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	9/22/2016 7:52	9/22/2016 9:00	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-22 09:00:58.177 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008444172	s.22(1)	V6M 2A3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management garbage pick up. The drivers are extremely loud shouting while working on top of the noise they are causing by shaking the dumpsters around while emptying them.</p> <p>3. When is it happening? 5:30am-6am</p> <p>4. How often is it happening? Everyday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	9/22/2016 11:26	9/22/2016 16:07	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-23 15:13:09.1 Assigned Wendy Jao 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-03 14:28:04.227 Back to previous status Closing case after 'Add Event'</p>	
PUI Noise Complaint Case	101008450792	s.22(1)	V6B 1R8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): NSD Disposal is collecting the bins in the a ley before 10am.</p> <p>3. When is it happening? 8:30am</p> <p>4. How often is it happening? Saturday Mornings</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	9/23/2016 13:24	10/3/2016 14:28	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-23 15:13:09.1 Assigned Wendy Jao 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-03 14:28:04.227 Back to previous status Closing case after 'Add Event'</p>	
PUI Noise Complaint Case	101008453178	s.22(1)	V6B 8P6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): NSD Disposal is collecting the bins in the a ley before 10am.</p> <p>3. When is it happening? 8:30am</p> <p>4. How often is it happening? Saturday Mornings</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1) would like to know what the next course of action w ll be for discipline as this is a regular occurrence.	s.22(1)	1	9/24/2016 8:44	9/26/2016 9:23	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-26 09:23:42.05 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008455438	s.22(1)	V5T 1H3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Gas servicing the above address</p> <p>3. When is it happening? 7:20 am Sunday morning</p> <p>4. How often is it happening? Weekly</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	9/25/2016 7:25	9/26/2016 14:43	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-26 14:43:02.75 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008470263	s.22(1)	V6Z 3G4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste management and BFI</p> <p>3. When is it happening? In between 4-5am</p> <p>4. How often is it happening? 4 times a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	The condo the citizen lives at faces west where the garbage pick up is. Canadian waste management and BFI are running their trucks before 6am. It can be weekdays and weekend but it always happens about 4 times a week. The trucks will usually stop in the early in the afternoon no trucks are seen after noon. The citizen does not understand why the crews must start around 4-5am.	s.22(1)	1	9/28/2016 9:58	9/28/2016 12:45	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-28 12:45:32.113 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008479176	s.22(1)	V5T 0B6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Easte Management dark green garbage truck</p> <p>3. When is it happening? 6:30am</p> <p>4. How often is it happening? Happens very often not specified how many days per week though</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	9/29/2016 15:01	9/30/2016 9:00	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-09-30 09:00:59.19 Assigned Wendy Jao 6173</p>	

PUI Noise Complaint Case	101008488948	s.22(1)	V5L 4Y8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive</p> <p>3. When is it happening? 6am Thursday</p> <p>4. How often is it happening? Weekly</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Sent a email but no response</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Citizen advised that the garbage is picked up at least once per week before the 7am permitted time.	s.22(1)	1	10/1/2016 18:20	10/3/2016 12:26	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-03 12:26:02.12 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008489463	s.22(1)	V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Waste Management Revolution</p> <p>3. When is it happening? Every Sunday before 10am (earliest has been 7am)</p> <p>4. How often is it happening? Has been happening for the past 2 years</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? He spoke to Super Save multiple times in the past and all they do is apologize but nothing gets resolved.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Super Save is the worst followed by the other collection companies listed. He has put through many complaints in regards to this Bylaw. His last case was on Sept 5 Lagan %8353306 he spoke with Wendy Jao and she informed him that there is nothing that she can do. He is very upset since there is an actual bylaw in place so doesn't understand why fines can not be issued.	s.22(1)	1	10/2/2016 9:11	10/3/2016 12:58	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-03 12:58:59.26 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008492160	INTERSECTION	BURRARD ST ROBSON ST	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management hauler truck number 210702 licence plate number KB2860. Was servicing the alley between Robson and Alberni and Burrard and Thurlow on the south side of Robson.</p> <p>3. When is it happening? 6:18am this morning The previous time was at 6:45am</p> <p>4. How often is it happening? Within the last 4 weeks.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	10/3/2016 9:39	10/3/2016 16:40	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-03 16:40:18.103 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008509228	s.22(1)	V5N 4A3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save</p> <p>3. When is it happening? They are frequently picking up before 7am.</p> <p>4. How often is it happening? Before 6am today</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	10/6/2016 9:40	10/6/2016 10:24	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-06 10:24:30.107 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008513574	s.22(1)	V6A 0B4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services</p> <p>3. When is it happening? 5:30am</p> <p>4. How often is it happening? Last few Thursdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Email submission: I have written on multiple occasions in the past few months regarding the private waste trucks outside my building prior to the allowed hours. Attached photos of the same truck from Waste Control Services which has arrived outside my balcony at 5:30am on the last 3 Thursdays. Can I please be directed to someone who can do something about this since the last person that I communicated with regarding my first email has been unresponsive to all the photos I have sent and I don't think he followed up with the waste companies since they still keep coming prior to 6am on weekdays and prior to 10am on the weekends. --- (AVHP Oct 6 2016 6:02PM)	s.22(1)	1	10/6/2016 17:58	10/7/2016 9:12	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-07 09:12:47.553 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008525320	s.22(1)	V6B 0J1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Green Waste Management garbageTrucks</p> <p>3. When is it happening? 8am</p> <p>4. How often is it happening? Holidays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/10/2016 14:17	10/11/2016 12:19	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 12:19:01.073 Bulk-Closed in Lagan Wendy Jao 6137</p>



PUI Noise Complaint Case	101008528442	s.22(1)	V6A 0E3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management trucks and 1 Progressive truck collected commercial containers outside of allowed time on holiday. WM truck #210702 and #210709 arrived 8am and stayed 25 minutes while making idling metal scraping on metal reverse sirens and compacting noises. Progressive truck# 741627 same noise issues.</p> <p>3. When is it happening? Oct 10 - 8am-825 Sept 5 - 7am</p> <p>4. How often is it happening? On holidays and sometimes during the week (arriving before allowed times).</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Submitted online Oct 10 with additional comment: I don't understand why they are able to keep breaking the by-law without any repercussions?	s.22(1)	1	10/11/2016 11:51	10/11/2016 16:24	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-11 16:24:12.567 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008533719	s.22(1)	V6A 0E3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): s.22(1) noise is coming from the laneway just west of Main St. between Keefer St. and E Georgia For the second holiday in a row (the exact same thing happened on labour day in September) Waste Management and Progressive have allowed their drivers to make early morning pick-ups in contravention of the City's by-law regulating hours for private waste collection. Yesterday morning (Oct. 10 - Thanksgiving) there were THREE pick-ups that were incredibly loud and occurred well before 10am the time allowed for ho idays. The trucks were: Waste Management 210709 Waste Management 210702 Progressive 741627 The pick-ups were pretty much non-stop from 8:00am-8:45am. The Waste Management trucks were making incredibly loud noise for over 25 minutes straight. The noise as I've described before is nothing short of awful: non-stop banging metal scraping on metal sirens on and off every time they reverse and move forward trash compacting glass shattering... etc. I'm pretty sure it's the exact same trucks and the same drivers as the previous problem on Labour Day. This is now my third official complaint on top of numerous phone calls that I have made to both companies. Clearly they have no interest in following the rules and it's time that they are held accountable to the by-laws just like every other person is - they should not get special treatment.</p> <p>3. When is it happening? Early morning on holidays (and also incredibly loud and long pick-ups Monday-Friday however these are technically within the allowed by-law but nonetheless very disruptive to normal sleep schedules due to off the chart decibels)</p> <p>4. How often is it happening? holidays; Monday to Friday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I've called Progressive and Waste Management several times over the last 2 months. It is very frustrating. They are always very polite however it's clear they aren't actually doing anything about it so it's totally pointless. They face no repercussions for allowing their drivers to make early morning pick-ups on holidays therefore there is no incentive for them to do anything about it. The people I have spoken to are: Steffan from Waste Management: 778-840-0539 Soren from Progressive: (604) 525-2072. I even spoke with Soren recently (about a week and a half ago) and reminded him of the upcoming Thanksgiving holiday and he assured me his drivers would be following the rules and there would be no pick-ups before 10am.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	10/12/2016 11:34	10/12/2016 12:09	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-12 12:09:35.13 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008541459	s.22(1)	V5V 4C3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): SuperSave truck that was servicing Fraser Court Seafood restaurant.</p> <p>3. When is it happening? 550am</p> <p>4. How often is it happening? Thursday Oct 14</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (SUG23 Oct 27 2016 8:19AM) Called to complain about the same issue - directed her to assigned inspector "Wendy"	s.22(1)	1	10/13/2016 15:29	10/27/2016 8:19	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-14 11:48:22.033 Assigned Wendy Jao 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-27 08:19:57.257 Back to previous status Closing case after 'Add Event'</p>
PUI Noise Complaint Case	101008543653	s.22(1)	V6P 3M2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received via email: Garbage/Recycling Truck Progressive Waste Solutions 604-525-2072. They are extremely loud pulling out the garbage bin and putting it back then they sit on the road for 10/15 min. pushing the garbage back in the truck to make room for more.</p> <p>3. When is it happening? Anywhere from 5am to 6:15am</p> <p>4. How often is it happening? 3-5 days a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I spoke with both Progressive &amp; Denny's 2x and nobody in charge would call me back.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/14/2016 9:36	10/14/2016 11:55	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-14 11:55:45.187 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008552256	s.22(1)	V5V 3R8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management Canada</p> <p>3. When is it happening? Every Sunday between 900 and 930 am Garbage is collected from dumpsters at the north end of the General Brock Elementary school by Waste Management Canada. It is very loud and wakes me up.</p> <p>4. How often is it happening? every sunday 9am to 930am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	10/16/2016 10:19	10/19/2016 13:04	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 13:04:15.807 Assigned Wendy Jao 6137</p>



PUI Noise Complaint Case	10100855494	s.22(1)	V6G 2P3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive garbage pick up truck</p> <p>3. When is it happening? happened three times since beginning of Jan 2016 most recent one was Oct 14 at 0638</p> <p>4. How often is it happening? happened three times since beginning of Jan 2016 mostly at around 0615</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Yes</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Progressive's manager told caller's building manager that their driver would need to pay for their own fine IF they can caught</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes provide police file number (if known): unknown</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	this garbage truck would go thru the lane between 1900 Comox and 1900 Pendrell st	s.22(1)	1	10/17/2016 10:31	10/19/2016 15:13	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-19 15:13:47.027 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	10100856222	s.22(1)	V5N 4E2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Every Tuesday and Friday morning occasionally on Saturdays about 5:45am SuperSave Garbage Disposal is emptying the metal garbage bin in the alley behind Stratford Hall school. s.22(1) facing the alley and we are woken up by it every time it sounds like a bomb explodes... It has been going on for quite some time and seems to be happening earlier and earlier. We have now had enough! We have told a neighbour who works at the school several times and she apparently has spoken to Dave Dirks who is in charge of looking after this at the school but nothing has changed. Since this is a residential area in East Vancouver the Noise Control Bylaw 6555 states: The collection of refuse must only occur outside the downtown area from 7 am to 8 pm on any weekday or from 10 am to 8 pm on any Saturday Sunday or holiday. Can you please look into this and ask them to empty the bin after 7am. Thanks very much!</p> <p>3. When is it happening? About 5:45am</p> <p>4. How often is it happening? Every Tuesday and Friday morning occasionally on Saturdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Yes</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Received this as an email	s.22(1)	1	10/18/2016 12:15	10/20/2016 12:53	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-20 12:53:01.75 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008572316	s.22(1)	V5N 4A3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Save On - for garbage collection</p> <p>3. When is it happening? Just after 6am today - this has been happening for a while before today's call</p> <p>4. How often is it happening? Frequently around the 6am timeframe.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Yes</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/20/2016 10:21	10/21/2016 9:49	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 09:49:54.107 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008572941	s.22(1)	V5W 3A6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Email: RESOURCE RECOVERY DUMPSTER TRUCK shaking the dumpster at 545 in the morning. the decibel levels coming from these trucks is ridiculous even when they try to do it quietly when they break the rules before the allowed time. PLEASE FINE THEM!!!</p> <p>3. When is it happening? I caught him emptying the dumpster a full hour and a 1/4 before the allowed time. he claimed he missed it yesterday which is a non excuse of course. they try all the time to get away with it and i have made several complaints and it needs to stop</p> <p>4. How often is it happening? regularly ever month or so</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Yes</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? he said he missed it yesterday and i said bull shit They try to start their routes here because they think they can get away with it. Thanks for your help with this!</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	10/20/2016 11:16	10/21/2016 9:58	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 09:58:09.967 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008573124	s.22(1)	V6A 0B4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): email rec'd: This truck was outside my building collecting garbage at 5:40am this morning when the by law states 6am. Please warn or fine them. I think the company is called Think Green Think Clean and the truck number is 212346. See photos attached.</p> <p>3. When is it happening? 5:40</p> <p>4. How often is it happening? unknown</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Not Applicable</p> <p>6. Did you speak to the person or company making the noise? Not Applicable</p> <p>7. If yes what happened? Not Applicable</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known): Not Applicable</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (JAK76 Oct 20 2016 11:37AM)	s.22(1)	1	10/20/2016 11:35	10/21/2016 10:08	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 10:08:19.68 Assigned Wendy Jao 6137</p>

PUI Noise Complaint Case	101008579361	s.22(1)	V6P 5Y1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Solutions collecting bin from Denny's.</p> <p>3. When is it happening? 5:15am Wednesday 6:30am Thursday 5:10am Friday</p> <p>4. How often is it happening? 4-5 times every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen has left several messages for Denny's and Progressive but no one has returned their call.	s.22(1)	1	10/21/2016 13:45	10/21/2016 15:06	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-21 15:06:36.83 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008593792	s.22(1)	V5N 4E9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): There is a Supersave truck that is making noise when collecting garbage that comes very early in the morning. Today they were collecting at 5:45am.</p> <p>3. When is it happening? Early mornings before 7am.</p> <p>4. How often is it happening? Tuesday mornings</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/25/2016 12:14	10/25/2016 12:19	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-25 12:19:56.53 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008603129	s.22(1)	V6B 5C7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Garbage truck is being collected off and on at the New Jubilee House across the street in the wee hours of the night.</p> <p>3. When is it happening? 4am</p> <p>4. How often is it happening? Couple years</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/27/2016 9:50	10/28/2016 8:59	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-28 08:59:07.52 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008606328	s.22(1)	V6B 8P6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management A truck is coming in at 2.30am to empty the bin this woke up the citizen and this is happening often</p> <p>3. When is it happening? 230am Wed Oct 26</p> <p>4. How often is it happening? often</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/27/2016 16:19	10/28/2016 12:51	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-28 12:51:28.39 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008606368	s.22(1)	V6B 2K7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management</p> <p>3. When is it happening? 530am Tue Oct 25</p> <p>4. How often is it happening? most days</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen is saying she has filed several complaints over the last two years the commercial containers for different companies are coming into the lane at 5.30am. This has been disturbing the citizen for so long she would like to have this stopped.	s.22(1)	1	10/27/2016 16:25	10/28/2016 13:08	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-10-28 13:08:11.983 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008608909	s.22(1)	V6B 0i1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management Truck #210702 garbage and recycling pick-ups occur in the lane just west of Main St.</p> <p>3. When is it happening? This morning 5:30am</p> <p>4. How often is it happening? M-F and holidays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I have not called Waste Management yet today about this particular pick-up however I have spoken to them probably 10 times over the past few months. They always ask for the truck number and say that they are going to talk to the driver and fix things but obviously they don't and they don't care to follow the City's by-laws because they know there are no repercussions for them if they don't. Please help us fix this problem - it's a very simple one to remedy.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	10/28/2016 11:14	11/1/2016 9:49	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 09:49:16.407 Assigned Wendy Jao 6137</p>

PUI Noise Complaint Case	101008613500	s.22(1)	V5R 4K5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): "This morning a super save disposal truck came to empty the bin behind our building at 5:45am. The bin is located in the alleyway north of Kingsway close to Stamford St."</p> <p>3. When is it happening? Early mornings 5:45 am and 6:45am</p> <p>4. How often is it happening? Once a month or so</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	10/29/2016 13:13	11/1/2016 12:10	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 12:10:15.483 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008619217	s.22(1)	V6A 0B4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive</p> <p>3. When is it happening? 5:25 am</p> <p>4. How often is it happening? Oct 28 2016</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>There was a Progressive Waste truck collecting outside my building at 5:25am last Friday morning as per the picture attached. Can someone please warn or remind them that they cannot start prior to 6am. This is a constant occurrence and I write the City non stop and nothing seems to be getting better. Can someone please contact me or fine the waste collectors as there are a number who are collecting waste prior to 6am.</p>	s.22(1)	1	10/31/2016 12:26	11/1/2016 16:01	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-01 16:01:07.367 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008636746	s.22(1)	V6B 3A4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management picks up the collection from the laneway located in between the Westin Hotel and L'hermitage Hotel. Citizen emailed in indicating: "Garbage and recycle pick-up which causes a lot of metal banging noise not to mention the noise of truck itself."</p> <p>3. When is it happening? "It varies but recently it seems to happen every Thursday and one other day around 5:30 am"</p> <p>4. How often is it happening? "2-3 times a week."</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? "I reported to our condo property manager and he then talked to both condo waste hauler and manager of commercial section of our bu lding. However I still heard the garbage pick up noise at 5:30am this morning."</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	11/3/2016 13:48	11/3/2016 16:43	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-03 16:43:12.067 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008673409	s.22(1)	V6A 0E3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management (truck number 210709)</p> <p>3. When is it happening? They are coming earlier than the bylaw allows. Today at 9:20am and the same the last 3 holidays and before 6am during the weekdays.</p> <p>4. How often is it happening? Happening for the last few months</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	11/11/2016 14:42	11/16/2016 9:24	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-16 09:24:03.277 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008677657	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management</p> <p>3. When is it happening? Every Saturday around 9am (this is the third report...3rd week in a row)</p> <p>4. How often is it happening? see above</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>Previous case 8647024 Photo is attached. Please contact s.22(1) and advise what action has been taken. --- (AVLM Nov 13 1:30PM) --- (AVRP Nov 27 2016 10:00AM) s.22(1) In two more occurrences: Hello With regards to 8677657: Nov 20 two trucks numbered 210703 and 210715 came at 9:56am Nov 27 two trucks numbered 210715 came at 9:50am. Thank you s.22(1) (AVSW Jan 22 2017 11:05AM) Received via email: Hello Today truck 210715 is picking up at quarter to 10. Thanks.</p>	s.22(1)	1	11/13/2016 13:24	1/22/2017 11:06	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-16 11:38:13.413 Assigned Wendy Jao 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ..</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-27 10:03:18.153 Back to previous status Closing case after 'Add Event'</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ...</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-22 11:06:17.33 Back to previous status Closing case after 'Add Event'</p>

PUI Noise Complaint Case	101008682488	s.22(1)	V6B 3A4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste management:Garbage and recycle pick-up which causes a lot of metal banging noise not to mention the noise of truck itself. The garbage hauler is WM (Waste Management) and the truck was their typical green truck with Think Green Think Clean motto on its side. They picked up garbage at 5:30 am which is a violation of by-law.</p> <p>3. When is it happening? It happens 5:30am and the days vary. Last week and this week happened on Monday (Nov. 7 and 14 2016). Before it was Wednesday or Thursday and sometimes even Friday. I think it depends on how much garbage is filled in the bin.</p> <p>4. How often is it happening? 1-2 times/week for last a couple of weeks but it was more like 2-3 times/week before.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I reported to our condo property manager and he then talked to both condo waste hauler and manager of commercial section of our building. However I still witnessed the garbage pick up implemented by WM truck at 5:30am this morning and last Monday (Nov. 7 and 14 2016).</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	11/14/2016 14:10	11/16/2016 12:12	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-11-16 12:12:36.337 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008709658	s.22(1)	V6Z 1K9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services They were making a lot of noise emptying the dumpster behind the business.</p> <p>3. When is it happening? Sunday Nov. 20th at 9 am</p> <p>4. How often is it happening? Happens about twice a month</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? Not Applicable</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	11/20/2016 9:27	11/21/2016 11:18	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-11-21 11:18:58.33 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008717668	s.22(1)	V6M 1W5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Supersave</p> <p>3. When is it happening? Today 6:20am</p> <p>4. How often is it happening? Mornings 6:20am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They have spoken to the operational manager before and it stopped in the past. The garbage truck is back again.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	11/22/2016 9:15	11/22/2016 11:59	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-11-22 11:59:54.603 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008719137	s.22(1)	V5N 4E9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Supersave garbage truck.</p> <p>3. When is it happening? Tuesdays and Thursdays at 6am (Not always happening every day.)</p> <p>4. How often is it happening? Tuesdays and Thursdays at 6am. (Not always happening every day.)</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	11/22/2016 11:55	11/22/2016 12:24	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-11-22 12:24:57.817 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008731287	s.22(1)	V6B 3A4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management: Citizen emailed in stating: "This is my THIRD request and I am really tired of this. The garbage hauler WM (Waste Management) picks up garbage/recycles at 5:30 am which is a violation of by-law. They typically do it on Monday and Thursday. It causes a lot of metal banging noise not to mention the noise of truck itself."</p> <p>3. When is it happening? 5:30am Monday and Thursday every week</p> <p>4. How often is it happening? 2 days a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I reported to our condo property manager and he then talked to both condo waste hauler and manager of commercial section of our building. I reported to city twice already and reported to Police as well. However I still witnessed the garbage pick up implemented by WM truck at 5:30am.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes provide police file number (if known): NA</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	11/24/2016 15:03	12/9/2016 11:12	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-11-25 08:33:44.19 Assigned Wendy Jao 6137  Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2016-12-09 11:12:44.883 Back to previous status Closing case after 'Add Event'
PUI Noise Complaint Case	101008736912	s.22(1)	V5T 1B9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): WM collection for Vancouver Detox</p> <p>3. When is it happening? He said twice at 5am and once at 6am</p> <p>4. How often is it happening? 3 times so far</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	11/25/2016 15:47	11/25/2016 16:47	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2016-11-25 16:47:39.943 Assigned Wendy Jao 6137

PUI Noise Complaint Case	101008753936	s.22(1)	V5W 3C3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Solutions</p> <p>3. When is it happening? Frequently before 7am. Today they were their at 6:45am</p> <p>4. How often is it happening? Frequently</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They listened for a little while and now they are doing it before 7am again.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	11/30/2016 7:25	11/30/2016 12:41	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-11-30 12:41:00.113 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008765222	s.22(1)	V5N 4E9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Supersave has a collection truck that collects the bakery across the street's dumpsters.</p> <p>3. When is it happening? Citizen states that the truck comes by to collect the garbage before 7 am and creates noise. Citizen states the truck comes before 6:30 am</p> <p>4. How often is it happening? Tuesday and thursday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Company said that it shouldnt be happening and they will take care of it. This was a week ago but the truck did come by this morning before 7 am</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	12/1/2016 21:40	12/2/2016 12:23	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-12-02 12:23:41.447 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008766009	s.22(1)	V5V 3E4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Resource Recovery</p> <p>3. When is it happening? Almost every morning</p> <p>4. How often is it happening? they pick up in the alley 6:30 am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	12/2/2016 9:44	12/2/2016 12:36	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-12-02 12:36:43.58 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008800536	1812	COMMERCIAL DRIVE	V5N 4A5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): "Revolution Resource Recover" vehicle #229. Dumpster #49898 (green color). For Garbage?</p> <p>3. When is it happening? 6:20am December 9.</p> <p>4. How often is it happening? Frequent flyer truck driver is known to this caller.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? No resolution. Citizen has even made complaints to the company before.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	12/9/2016 8:21	12/13/2016 11:35	CSG - Prop	<p>The dumpster in the lane belongs to Falconetti's East Side Grill at 1812 Commercial Dr. Nearest Intersection is E 2nd and Commercial. The private company truck is a frequent offender. Citizen knows that the bylaw is 7:30am for their district. But today and other times the truck attends well before 7:00am.</p> <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-12-13 11:35:23.27 Assigned Wendy Jao 6137</p>
PUI Noise Complaint Case	101008801856	s.22(1)	V5L 3X5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Resource Recovery truck</p> <p>3. When is it happening? Fri Dec 9 at 6:15am</p> <p>4. How often is it happening? at least once a month</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? crew were abusive; swearing and giving me the finger</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	12/9/2016 11:07	12/13/2016 11:46	CSG - Prop	<p>Received via webform: A pick up truck from "Revolution Resource Recovery" came at 6:15 to swap out some smaller bins and then the large truck came and emptied the large dumpster. This isn't the first time...they have come way too early a number of times. When I told them they were here too early they were abusive; swearing and giving me the finger.</p> <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-12-13 11:46:58.44 Assigned Wendy Jao 6137</p>	
PUI Noise Complaint Case	101008829157	s.22(1)	V5N 4A3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Dave Disposal</p> <p>3. When is it happening? 6:35AM</p> <p>4. How often is it happening? Once or twice a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They will still come by earlier than the bylaw times allow.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	12/15/2016 8:13	12/15/2016 9:11	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2016-12-15 09:11:36.947 Assigned Wendy Jao 6137</p>	

PUI Noise Complaint Case	101008879206	s.22(1)	V5N 1A9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): northwest waste solutions inc/revolution resource recovery inc (604-539-1900 license plate AS 9051) and Super Save Waste Disposal (1-800-665-2800)</p> <p>3. When is it happening? 5-6am</p> <p>4. How often is it happening? Frequent every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Crews are yelling and hollerings early in the mornings trying to maneuver the garbage bins in the lane. They are also coming earlier than they are allowed.	s.22(1)	1	12/24/2016 14:15	1/3/2017 9:23	CSG - Prop	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-01-03 09:23:34.48 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008880929	s.22(1)	V6G 1B9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Northwest waste solutions collecting garbage from Empire Landmark Hotel 820am on a holiday.</p> <p>3. When is it happening? Before 10am when not allowed according to noise bylaw</p> <p>4. How often is it happening? Happens every 6 months or so</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Nothing - they don't seem to care</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	12/26/2016 8:30	1/3/2017 9:38	CSG - Prop	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-01-03 09:38:55.96 Assigned Wendy Jao
PUI Noise Complaint Case	101008903817	s.22(1)	V5N 254	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Resource Recovery Garbage pick behind restaurants on north side of Kingsway between Miller St. and Welwyn St.</p> <p>3. When is it happening? It just happened. Wednesday December 28 2016.</p> <p>4. How often is it happening? Just this once that I can remember.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	12/30/2016 15:08	1/4/2017 11:36	CSG - Prop	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-01-04 11:36:02.42 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008930733	s.22(1)	V6G 2C3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): North West Waste Solutions @ 8:25am</p> <p>3. When is it happening? Jan 2 - North West Waste Solutions @ 8:25am</p> <p>4. How often is it happening? Jan 2 in lew of Holiday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Not Applicable</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	1/4/2017 10:57	1/5/2017 15:41	CSG - Prop	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-01-05 15:41:47.73 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008930758	s.22(1)	V6G 2C3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal @ 8:40am</p> <p>3. When is it happening? Jan 2 Super Save Disposal @ 8:40am</p> <p>4. How often is it happening? Jan 2</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	1/4/2017 10:59	1/5/2017 15:44	CSG - Prop	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-01-05 15:44:05.16 Assigned Wendy Jao 6137
PUI Noise Complaint Case	101008947459	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management Red Trucks. Citizen claims that for months now Waste Management trucks that pick up recycling for the laneway along the 100 block of W Pender St consistently start 5 minutes before 6:00am. They sit in the lane waiting and they slam the bins from 10 feet high after shaking the bins 7 or 8 or 9 times producing "horrendous bangs". She claims that she has contacted Waste Management in the past and they have a very "malicious" attitude. She claims that there is "hatred" in the way that the crews conduct themselves as they are probably aware that citizens have been calling in and that the crews act like "angry children throwing a tantrum." She claims that it is a sound tunnel down there and the noise generated from these trucks not only affect their building but the Woodward's building across the way and thousands of residents.</p> <p>3. When is it happening? Monday to Friday</p> <p>4. How often is it happening? Every day</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Yes</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They were very rude to her</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known): No</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen claims that she would like this escalated above the typical noise inspectors as nothing seems to be done. She would like this brought to the attention of the manager of the department.	s.22(1)	1	1/6/2017 10:16	1/6/2017 12:55	CSG - Prop	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-01-06 12:55:22.6 Assigned Wendy Jao 6137

PUI Noise Complaint Case	101008976651	s.22(1)	V55 4T1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Private garbage truck collecting garbage at strata property s.22(1) Hauler is Progressive Waste Solutions truck number 570164 (Tuesday January 10th occurrence).</p> <p>3. When is it happening? between 6-7am on weekday mornings</p> <p>4. How often is it happening? once or twice a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	1/11/2017 9:09	1/11/2017 15:48	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-11 15:48:53.707 Assigned Loris Volpe&amp;#x0D; 7865</p>
PUI Noise Complaint Case	101009001063	s.22(1)	806 V5Y 0H4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management</p> <p>3. When is it happening? They are there at 6 am</p> <p>4. How often is it happening? This has hsappend 2 weeks in a row</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	For 2 weeks in row the Waste Management Garbage truck has been there at 6am. s.22(1)	1	1/16/2017 7:39	1/16/2017 12:21	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-16 12:21:32.203 Assigned Pattie Hayes&amp;#x0D; 7870</p>
PUI Noise Complaint Case	101009004244	s.22(1)	V5Y 0K1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management is collecting garbage prior to allowable times. Sometimes before 6am. This morning they collected at 5:50am-6:10am banging the containers for that period of time.</p> <p>3. When is it happening? Every Monday</p> <p>4. How often is it happening? Every Monday for the past 6 months</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen has video footage from today's collection if needed. s.22(1)	1	1/16/2017 12:30	1/17/2017 10:29	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-17 10:29:37.447 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009016824	s.22(1)	V6A 0E2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Northwest Waste Management's garbage and recycling trucks</p> <p>3. When is it happening? Twice a week the trucks will come at 4am</p> <p>4. How often is it happening? Twice per week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	1/18/2017 12:39	1/18/2017 12:57	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-18 12:57:49.83 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009022183	s.22(1)	V6G 2T3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste</p> <p>3. When is it happening? This morning at 6:15am</p> <p>4. How often is it happening? Since the end of November</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Truck picks up at on Pender St. s.22(1)	1	1/19/2017 11:54	1/19/2017 14:29	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-19 14:29:53.59 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009023702	s.22(1)	V55 0A4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Private collection starting beyond the allowed times for a restaurant. She has made numerous calls to the company's that have their bins there. Revolutions Resource company has advised that it's not them and that they pick up for this location on Sunday and Thursday. Waste Management has advised that their contract to collect at the location ended late November. At that time in the morning she can't see the truck as it's obstructed by trees and is dark out.</p> <p>3. When is it happening? 6am-6:30am</p> <p>4. How often is it happening? Every Monday since November</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Citizen has spoken to the manager Aaron on two occasions in November and in January. He spoke to the assistant manager Paul as well. They said they will look into it but nothing has been done.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	1/19/2017 14:24	1/20/2017 10:33	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-01-20 10:33:11.253 Assigned Wendy Jao&amp;#x0D; 6137</p>



PUI Noise Complaint Case	101009106987	s.22(1)	V6A 0E3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received Email: Waste pick up on Sunday morning @ 8:15am nearly 2 HOURS before what is permitted on weekends and holidays (10am). Very loud noises occurring for extended periods of time. Waste Management truck #210702.This company and this specific driver are repeat offenders. Why haven't you fined them yet?</p> <p>3. When is it happening? Sunday Feb. 5 8:15am</p> <p>4. How often is it happening? 6 months of noise violations.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I have spoken to Waste Management numerous time in the past to report their noise violations. There are 2 or 3 drivers who are always breaking the noise by-laws. I didn't call specifically today because their office is not open on Sundays so there is no point.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	2/6/2017 8:58	2/6/2017 15:55	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-06 15:55:29.76 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009113265	s.22(1)	V5Z 1E2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Hydraulic lift garbage trucks routinely pick up garbage from large bins at or around 5:30am on weekdays</p> <p>3. When is it happening? 5:30am-6am on weekdays</p> <p>4. How often is it happening? 3 days/week for several months</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (AVIF Feb 7 2017 11:42AM) Emailed client back asking for hauling company name. --- (AVHP Feb 10 2017 3:53PM) The truck was in the alley again this morning. The company is Progressive Waste Solutions as can be seen in the attached photos taken this morning at 5:17am.	s.22(1)	1	2/7/2017 9:19	2/14/2017 8:50	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: For Garbage/Recyc ing Noise complaint (Waste Hauler) please provide company name per Wendy Jao</p> <p>Agent Updated Case Details: Description updated to: ..</p> <p>Agent Updated Case Details: Description updated to: ..</p> <p>Agent Finished: Reallocated to queue: CSG - Property Use Inspections Incorrect queue</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-14 08:50:05.473 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009153684	s.22(1)	V6A 1G4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive garbage truck comes at 5:50am every Wed.</p> <p>3. When is it happening? See note above</p> <p>4. How often is it happening? See note above</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	2/16/2017 8:13	2/16/2017 16:13	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-16 16:13:23.527 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009154654	s.22(1)	V6A 3X9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste truck. He did not have bin number or truck number but will call back with that info.</p> <p>3. When is it happening? Tuesday Feb. 14th at 5:45am</p> <p>4. How often is it happening? Ongoing issue.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? One of the residents spoke to the driver. Also caller spoke to Progressive Waste - they apologized but continue to come early.</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Unknown</p>	There is an ongoing issue with Progressive Waste picking up their garbage before 6am. Mr. Nolette is on the board of directors for this housing co-op. The have spoken to Progressive Waste but nothing has been done. --- (ENPELMN Feb 16 2017 1:35PM) Citizen called back with the Bin Number's 31243 & 31242	s.22(1)	1	2/16/2017 9:58	2/17/2017 8:48	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: ..</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-17 08:48:31.567 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009159690	s.22(1)	V6E 1L4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Peak Disposal was changing dumpsters before the allowed time for disposal companies this morning.</p> <p>3. When is it happening? 6:50am</p> <p>4. How often is it happening? Feb 17/17</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	2/17/2017 7:08	2/17/2017 10:45	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-17 10:45:42.54 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009160092	s.22(1)	V5V 3E1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Private hauler - Revolution Resource Recovery - plate # JV5701 - picking up from 1202 Kingsway</p> <p>3. When is it happening? 6:20am today (Feb. 17)</p> <p>4. How often is it happening? Seems to happen once every 2-3 weeks</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	2/17/2017 8:57	2/17/2017 10:56	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-17 10:56:57.42 Assigned Wendy Jao&amp;#x0D; 6137</p>

PUI Noise Complaint Case	101009195713	s.22(1)	V6E 456	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services</p> <p>3. When is it happening? As early as 4am generally between 4-6am</p> <p>4. How often is it happening? Every Wednesdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Modified pick-up truck pulls out dumpsters out from underground parking lots for larger trucks to collect later red trucks from Waste Control Services	s.22(1)	1	2/24/2017 10:26	2/24/2017 12:00	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-24 12:00:04.17 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009195753	s.22(1)	V6E 2R1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Dumpster collect on off Hastings street parkade entrance by Waste Management trucks</p> <p>3. When is it happening? 6:00-6:30am</p> <p>4. How often is it happening? Every Wednesday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Foreman said they had no choice had to start that early in order to complete whole route</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Caller w ll send photographs from Feb 15th and Feb 8th 2017 of trucks collecting pre-7am.	s.22(1)	1	2/24/2017 10:31	2/24/2017 12:03	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-24 12:03:11.463 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009199784	s.22(1)	301 V5T 1J7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save garbage truck is emptying garbage cans before the allowed time.</p> <p>3. When is it happening? Approximately 7:25 AM.</p> <p>4. How often is it happening? This was a reoccurring issue last Summer but has started again this year.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? She spoke with them last year but the employee ignored her request for them to stop.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen has spoken with the VPD but because the truck was not there at the time of her call she was advised to call 311.	s.22(1)	1	2/25/2017 7:40	2/28/2017 14:11	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-28 14:11:37.43 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009204244	s.22(1)	V5P 2R6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal</p> <p>3. When is it happening? They were out there picking up at 6:10 am</p> <p>4. How often is it happening? Every Monday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? She has called them 4x but they don't call her back</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (AVCMM Mar 27 2017 8:10AM) Citizen called to report that they were picking up garbage at 6:07am this morning March 27th 2017.	s.22(1)	1	2/27/2017 7:20	3/27/2017 8:11	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-02-28 15:13:33.293 Assigned Wendy Jao&amp;#x0D; 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-27 08:11:18.657 Back to previous status Closing case after 'Add Event'</p>
PUI Noise Complaint Case	101009209551	s.22(1)	V6Z 1B1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progrtessic at 6:50 am this morning</p> <p>3. When is it happening? 6:50</p> <p>4. How often is it happening? This morning</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	2/28/2017 7:26	3/1/2017 9:13	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-01 09:13:40.663 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009212575	s.22(1)	V5S 0B6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received Email: Every Tuesday and Friday the trucks that pull out the garbage and recycling bins come between 5:45 and 7am. Given that there is 6 buildings that have 4 garbage bins and 4 recycle bins. It's 30-45 minutes of trucks rolling garbage bins up parking ramps and into the street. WASTE MANAGEMENT</p> <p>3. When is it happening? Every Tuesday and Friday</p> <p>4. How often is it happening? Twice a week.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	--- (AVSK Mar 1 2017 1:12PM) Emailed citizen asking him to respond back with company name on truck. 03/03/17 LM Citizen emailed to say that the bins belong to Waste Management	s.22(1)	1	2/28/2017 14:04	3/3/2017 15:38	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide the truck company name and send back to PUI</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-03 15:38:24.343 Assigned Wendy Jao&amp;#x0D; 6137</p>

PUI Noise Complaint Case	101009212600	s.22(1)	V55 0A7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received Email: Every Tuesday and Friday the trucks that pull out the garbage and recycling bins come between 5:45 and 7am. Given that there is 6 buildings that have 4 garbage bins and 4 recycle bins. It's 30-45 minutes of trucks rolling garbage bins up parking ramps and into the street.</p> <p>3. When is it happening? Every Tuesday and Friday</p> <p>4. How often is it happening? Twice a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>Citizen reported two addresses 3138 Riverwalk Ave 3133 Riverwalk Ave --- (AVJB Mar 2 2017 8:54AM) fyi see case 9212575 - 311 sent email to citizen to advise name of company providing service --- (AVFRH Mar 8 2017 2:55PM) Citizen got back to us informing us the company is Waste Management.</p>	1	2/28/2017 14:06	3/9/2017 8:48	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide the truck company name and send back to PUI</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: ..</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-09 08:48:24.773 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009225728	s.22(1)	V5L 4X7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management garbage truck</p> <p>3. When is it happening? Fr Mar 3 at 6am</p> <p>4. How often is it happening? first report</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		1	3/3/2017 10:19	3/3/2017 11:52	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-03 11:52:07.563 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009228341	s.22(1)	V5Z 1E2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Garbage collection by Progressive Waste Solutions</p> <p>3. When is it happening? 520am on Fri Mar 3</p> <p>4. How often is it happening? Every Mon Wed Fri</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		1	3/3/2017 15:35	3/8/2017 10:52	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-08 10:52:49.087 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009241949	s.22(1)	V5N 4E2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received Email: I had complained about the same issue in the fall. Super Save Garbage is now again emptying the garbage container in the alley underneath the skytrain track every Tuesday morning at about 5:50am. This is not acceptable and it's so loud it sounds "like a bomb is exploding" and wakes up everyone in our house!!</p> <p>3. When is it happening? every Tuesday morning at about 5:50am</p> <p>4. How often is it happening? once a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>Preferred contact method is email. --- (AVSK Mar 7 2017 2:40PM) Citizen emailed update: Hi Saira I had notified the school that I filed a complaint. Below is their response. Regards s.22(1)</p> <p>Forwarded Message ----- From: Dave Dirks &lt;Dave.Dirks@stratfordhall.ca&gt; To: s.22(1) Sent: Tuesday, March 7, 2017, 1:49 PM Subject: RE: noise complaint about garbage collection s.22(1) checked into this. Our garbage bin is emptied only on Wednesdays - usually between 9am and 11am. Our cardboard bin is emptied on Tuesdays. I checked our security camera and see that this morning Waste Control was here at 6:03am. Will tell them to comply with the bylaws. Hopefully that will take care of it. Please let me know if the problem persists. Regards Dave Dirks Director of Finance and Operations 604.436.0608 dave.dirks@stratfordhall.ca www.stratfordhall.ca</p>	1	3/7/2017 13:07	3/9/2017 8:57	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-09 08:57:46.83 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009261595	s.22(1)	V5T 1H3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Supersave Garbage Disposal</p> <p>3. When is it happening? 7:00AM Sunday Morning</p> <p>4. How often is it happening? 2nd week in a row last week was on a saturday. Previous case was under ca ler's address- Lagan 9199784</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Not change.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		1	3/12/2017 7:22	3/15/2017 11:09	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-15 11:09:11.123 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009274067 INTERSECTION	E KENT AV NORTH JELLCOE ST		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Maple Leaf Disposal Plat Number KL0178 Truck Number 222</p> <p>3. When is it happening? Approx 6:30AM</p> <p>4. How often is it happening? Happened this past Monday morning as well - he says it's happened several times over the past few times but this was the first time he was able to catch them in the act to note the company name</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		1	3/15/2017 7:21	3/17/2017 8:16	311 Contact	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide specific address and send back to PUI. We cannot create a case file without the address.</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-17 08:16:53.55 Case created in error by Contact Centre Exact address required</p>

PUI Noise Complaint Case	101009275693	s.22(1)	V6J 1W6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive waste hauler has been picking up waste in the lane starting at 5:00am or slightly before that</p> <p>3. When is it happening? 4:51am in the lane behind s.22(1)</p> <p>4. How often is it happening? Every Wednesday for the last 6 weeks</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	3/15/2017 10:45	3/16/2017 12:47	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-16 12:47:54.303 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009284679	s.22(1)	V6B 2W6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Urban Impact Truck 712</p> <p>3. When is it happening? Thu Mar 16 at 6:30am</p> <p>4. How often is it happening? several times the past few months</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? shrugged off</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Received via email: Truck 712 from Urban Impact was collecting prior to 6:30am today 16 March 2017 from the building at s.22(1). Collection is in the alley between Richards and Homer where the bylaw prohibits collection before 7:00am. This has become a regular occurrence in the last few months. It is however the first time I was able to get downstairs with my phone in time to record it incident. I informed the driver that collection was prohibited before 7:00am to which he shrugged and said "So?" When I suggested the company could face fines he responded as previously. We have complained to the building manager in the past to no effect.	s.22(1)	1	3/16/2017 19:17	3/17/2017 11:00	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-17 11:00:14.49 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009294190	s.22(1)	V5S 4V3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Maple Leaf Disposal ---and the truck number is 99. They were picking up at 5:30 am on March 20 2017</p> <p>3. When is it happening? 5:30 am on March 20 2017</p> <p>4. How often is it happening? Every monday and wednesday morning they pick up prior to 7 am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Unknown</p>	s.22(1)	1	3/20/2017 8:45	3/20/2017 12:26	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-20 12:26:31.257 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009295554	s.22(1)	V6A 1X3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save garbage disposal. No bin number available.</p> <p>3. When is it happening? 6:20am on March 19 2017</p> <p>4. How often is it happening? Almost every week on Sundays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	3/20/2017 11:08	3/20/2017 14:40	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-20 14:40:14.38 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009299679	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Smithrite</p> <p>3. When is it happening? They are collectng at the school at 5:45 am</p> <p>4. How often is it happening? every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	The Smithrite truck comes at 5:45 am to pick up garbage from the school. The make a lot of noise because they to unlock the gate and then drag the bin out and the drag it back in and the lock the gate.	s.22(1)	1	3/21/2017 8:41	3/21/2017 9:59	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-21 09:59:57.173 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009307876	s.22(1)	V5N 4E9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Garbage or Cardboard recycling pick up. SuperSave disposal.</p> <p>3. When is it happening? 5:30 am</p> <p>4. How often is it happening? 1 or 2 times a week ( usually tuesday and or friday )</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Was told the driver would be notified and told to stop when i called a few weeks ago. It is still happening though.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	3/22/2017 14:50	3/27/2017 14:36	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-27 14:36:48.4 Assigned Wendy Jao&amp;#x0D; 6137</p>	

PUI Noise Complaint Case	101009308723	s.22(1)	V5T 1W5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Truck 242 from Revolution</p> <p>3. When is it happening? 5:37am</p> <p>4. How often is it happening? just this time after a very long time</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	3/22/2017 16:48	3/28/2017 9:50	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-03-28 09:50:24.077 Assigned Wendy Jao&#00; 6137		
PUI Noise Complaint Case	101009319087	s.22(1)	V5T 1H3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Supersave Garbage Disposal</p> <p>3. When is it happening? 7:20am - Saturday AM</p> <p>4. How often is it happening? previously reported under 1010099261595</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? no charge</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	3/25/2017 7:27	3/29/2017 9:02	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-03-29 09:02:06.983 Assigned Wendy Jao&#00; 6137		
PUI Noise Complaint Case	101009320085	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Smith's Truck - no truck number - picking up garbage from 1st Avenue Marketplace private parking lot (shopping complex)</p> <p>3. When is it happening? Thursday March 23rd and Saturday March 25th</p> <p>4. How often is it happening? 6am both mornings</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	3/25/2017 13:14	3/29/2017 9:25	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-03-29 09:25:54.66 Assigned Wendy Jao&#00; 6137		
PUI Noise Complaint Case	101009334537	INTERSECTION	GRANVILLE ST	W BROADWAY	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Progressive Garbage Truck # 721619</p> <p>3. When is it happening? 5:50am</p> <p>4. How often is it happening? per neighbour case 101009275693 - everyday morning</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Submitted via Email: Noise Complaint report on Vancouver.ca What type of noise is it? Garbage or recycling truck. Where is the fan, air conditioner, or heat pump located on the property? N/A What is the exact address where the noise is coming from? Broadway @ Granville (back alley adjacent to 8th Ave) Describe the noise and who is making it. Progressive Garbage Truck # 721619 - 5:50am rolled dumpster out from neighbouring building's driveway and then proceeded to dump it. When is it happening? 5:50am How often? First time I've noticed in time to see the truck # to report. Did you speak to the person or company making the noise? No What happened? Did you tell the police about your concern? No What is the police file number? What is your preferred contact method, in case we need to speak with you? (Optional) Email Name: s.22(1) Contact: s.22(1) (AVAM) address and recreate case.	s.22(1)	1	3/29/2017 9:34	4/3/2017 11:51	311 Contact Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Per Wendy Jao please provide the exact address. We cannot create a case file without the specific address  Agent Finished: Case Closed. Closed date : 2017-04-03 11:50:23.283 Invalid Incident Location  Case Reopened: Temporary re-open to handle changes on Hansen side Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2017-04-03 11:51:06.153 Back to previous status Closing case after 'Add Event'
PUI Noise Complaint Case	101009359424	s.22(1)	V6J 1W6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Progressive Garbage Truck # 721619</p> <p>3. When is it happening? 5:50am</p> <p>4. How often is it happening? per neighbour case 101009275693 - everyday morning</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Case 9334537 recreated with address per Q5 AM	s.22(1)	1	4/3/2017 15:05	4/4/2017 11:12	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-04-04 11:12:26.953 Assigned Wendy Jao&#00; 6137	
PUI Noise Complaint Case	101009371362	s.22(1)	V6E 3J5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Progressive Garbage collection for multi-family complex (condo)</p> <p>3. When is it happening? most recent (yesterday) was at 6:15am, Tuesdays and Fridays are the regular pick up days</p> <p>4. How often is it happening? Tuesdays and Fridays are the regular pick up days</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? nothing resolved</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Caller can get footage of garbage truck coming early if necessary. She lives at s.22(1) of condo. Case # s.22(1) provided.	s.22(1)	1	4/5/2017 17:43	4/6/2017 8:41	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-04-06 08:41:39.573 Assigned Wendy Jao&#00; 6137	



PUI Noise Complaint Case	101009373807	s.22(1)	V6B 2W6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Rec Email: Further to my complaint of March 16th file number 9284679 Urban Impact was again collecting from s.22(1) before 7:00am. Collection takes place in the alley between Homer and Richards. The Urban Impact truck arrived at approximately 6:45am and exited the alley at 6:51. I have a photo taken from my picture in email.</p> <p>3. When is it happening? Before permitted hours</p> <p>4. How often is it happening? This is citizen's second complaint (9284679) and in previous case she said that it is happening several times in the past few months.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Shrugged off</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Citizen did not fill out the noise complaint form so I have chosen the same answers for question 6 and 8 from first complaint case 9284679. Citizen says she has a picture but has not provided picture in email.	s.22(1)	1	4/6/2017 11:44	4/6/2017 12:57	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-06 12:57:06.44 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009382107	s.22(1)	V5N 2T4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Redux recycling</p> <p>3. When is it happening? 7am on Saturday</p> <p>4. How often is it happening? first time</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	The apartment shook there was alot of noise when citizen jumped up thinking she was awoken by an earthquake she looked out and saw the redux truck making a l this noise. She tried to call the company but they are closed until 10am. --- (CGRPC May 4 2017 9:13AM) Re-assigned to Mark Reed 7867	s.22(1)	1	4/8/2017 7:24	5/4/2017 9:15	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-10 11:00:00.03 Assigned Wendy Jao&amp;#x0D; 6137</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-04 09:15:08.397 Back to previous status Closing case after 'Add Event'</p>
PUI Noise Complaint Case	101009414973 INTERSECTION	GRANVILLE ST	W BROADWAY	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Company name is Revolution. Citizen works for Waste Management so he knows they are not allowed to start before 10AM. He says he saw a Revolution truck out working near this intersection on his way to Starbucks near Broadway and Granville. He didn't have a truck number or licence plate.</p> <p>3. When is it happening? Today. Holiday Monday before 10AM.</p> <p>4. How often is it happening? Unknown</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (CGAL Apr 18 2017 2:53PM) Sent to CSR to recreate with address.	s.22(1)	1	4/17/2017 7:43	4/18/2017 14:55	311 Contar	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide specific address</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-04-18 14:54:00.76 Directed to Another City Department CSR will recreate case.</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-18 14:55:20.26 Back to previous status Closing case after 'Add Event'</p>
PUI Noise Complaint Case	101009424316	s.22(1)	V6H 3G7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Company name is Revolution. Citizen works for Waste Management so he knows they are not allowed to start before 10AM. He says he saw a Revolution truck out working near the intersection of Granville and Broadway on his way to Starbucks. He didn't have a truck number or licence plate.</p> <p>3. When is it happening? Today. Holiday Monday before 10AM.</p> <p>4. How often is it happening? Unknown</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Recreated for case #9414973	s.22(1)	1	4/19/2017 7:13	4/19/2017 12:00	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-19 12:00:56.35 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009424853	s.22(1)	V5V 3E4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Private garbage truck from "Revolution" company (truck #224) picking up at 6am on Tuesday April 18th. The bin is located in the alley behind the 1300 block of Kingsway.</p> <p>3. When is it happening? 6:00am</p> <p>4. How often is it happening? April 18 2017</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	4/19/2017 9:04	4/19/2017 12:35	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-19 12:35:59.33 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009440276	s.22(1)	V6H 0A7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution garbage truck. They are picking up before the allowed time.</p> <p>3. When is it happening? They are making a pick up at 6:10am. 7am is the Earliest</p> <p>4. How often is it happening? Once a week around 6:45 sometimes ear lier. but today is 6:10. Come on.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Report received via webform	s.22(1)	1	4/22/2017 8:59	4/25/2017 10:16	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-25 10:16:36.873 Assigned Wendy Jao&amp;#x0D; 6137</p>

PUI Noise Complaint Case	101009470022	s.22(1)	V6H 0A7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive company truck</p> <p>3. When is it happening? 6:30am</p> <p>4. How often is it happening? "Today and other days as well. I've just now started to do something about it."</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	4/28/2017 15:26	5/2/2017 11:02	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-02 11:02:22.667 Assigned Wendy Jao&amp;#x0D; 6137</p>		
PUI Noise Complaint Case	101009471406	INTERSECTION	PINE ST	W 5TH AV	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal (604) 533-4423 Vehicle licence plate KM8454.</p> <p>3. When is it happening? 8:20AM on Saturday</p> <p>4. How often is it happening? Saturdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	--- (AVAMM May 2 2017 2:38PM) Emailed CSR to obtain exact location resubmit case and link.	s.22(1)	1	4/29/2017 8:29	5/2/2017 14:40	311 Conta	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide specific address for us to be able to create a case file.</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-02 14:38:29.91 Invalid Incident Location</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-02 14:40:22.533 Back to previous status Closing case after 'Add Event'</p>
PUI Noise Complaint Case	101009473509	s.22(1)	V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Management</p> <p>3. When is it happening? 7:30am Sunday</p> <p>4. How often is it happening? First time in quite a while.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Citizen tried to call the company directly but their office is closed. He would like to hear from the inspector as to the course of action that will be taken.	s.22(1)	1	4/30/2017 7:26	5/2/2017 15:29	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-02 15:29:50.73 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009473544	s.22(1)	V5N 5G4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution company garbage truck was in the lane at 7.45am on a sunday.</p> <p>3. When is it happening? Sunday 7.45am</p> <p>4. How often is it happening? today</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	4/30/2017 8:23	5/2/2017 15:32	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-02 15:32:47.85 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009476698	s.22(1)	V6E 1V9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): North West Waste Solutions Inc. Garbage Truck</p> <p>3. When is it happening? 5:00-5:30 AM</p> <p>4. How often is it happening? Has happened 3 weeks in a row as of today.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen mentioned that he believes the truck is collecting all bins in the back lane of 1000 Block Robson St. but definitely from The Carlyle (1060 Alberni St.)	s.22(1)	1	5/1/2017 9:56	5/3/2017 8:59	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-03 08:59:29.92 Assigned Wendy Jao&amp;#x0D; 6137</p>	
PUI Noise Complaint Case	101009477297	s.22(1)	30 V6A 1X3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal (no plate number or truck number noted by caller)</p> <p>3. When is it happening? 6:10 a.m. on Sunday April 30th</p> <p>4. How often is it happening? N/A</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Caller says this company has done this on one other occasion and he did report it to 311 he says but can't recall the date. CSR s.22(1) if he hasn't heard back from the Department by May 1 quoting this case number and we will provide the name number and hours of the Inspector assigned s.2 o call directly. 2(1)	s.22(1)	1	5/1/2017 10:58	5/3/2017 9:09	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-03 09:09:28.723 Assigned Wendy Jao&amp;#x0D; 6137</p>	



PUI Noise Complaint Case	101009486126	s.22(1)	V6J 1M1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal (604) 533-4423 Vehicle licence plate KM8454.</p> <p>3. When is it happening? 8:20AM on Saturday</p> <p>4. How often is it happening? Saturdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen advised that SuperSave was emptying the containber at Continental Repairs at this location spec fically.	s.22(1)	1	5/2/2017 16:37	5/4/2017 10:13	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-04 10:13:37.093 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009505921	s.22(1)	V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive</p> <p>3. When is it happening? Sunday -7:20am</p> <p>4. How often is it happening? Regularly - happened last week and filed Lagan case 9473509</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? No customer service available this early.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes provide police file number (if known): Next week he will call the VPD</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	5/7/2017 7:35	5/9/2017 9:42	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-09 09:42:15.99 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009531145	s.22(1)	V6G 1B9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management</p> <p>3. When is it happening? They were there this morning 6:20 am</p> <p>4. How often is it happening? Every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	5/12/2017 7:26	5/15/2017 9:36	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-15 09:36:37.23 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009541818	s.22(1)	V6G 3A7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): 311 received the fo lowing report via email: " After 6 days the garbage truck issue has been better however this morning (sunday) two Super Save Disposal trucks came by at 8:35 and collected from two different locations close by. 8:35 isn't that early but it is breaking the 10am rule. In the past they have been by on sunday as early as 5:55am which is unacceptable."</p> <p>3. When is it happening? "6 am on weekends and sometimes before 6am on weekdays"</p> <p>4. How often is it happening? "4-5 days a week"</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen attached photos to the email which have been attached to this eform. --- (RIH95 May 15 2017 9:22AM) Two photos attached.	s.22(1)	1	5/15/2017 9:20	5/15/2017 16:26	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-15 16:26:39.783 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009574202	s.22(1)	408 V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Garbage trucks picking up before allowed time on a holiday.</p> <p>3. When is it happening? 5:45am pick up.</p> <p>4. How often is it happening? Often d fferent garbage trucks pick up before they're allowed too.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Called Smithe Rite and Revolution and left voicemails.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	5/22/2017 8:56	5/24/2017 11:50	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-24 11:50:29.007 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009574629	s.22(1)	V6K 1G3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): 3 garbage trucks picked up before 10am. It's a holiday today. NW Disposal - 223 7:15am (truck number) Super Save Disposal K59914 (plate) Revolution KM6387 (plate) Citizen has pictures if needed.</p> <p>3. When is it happening? Before 10am on a holiday.</p> <p>4. How often is it happening? Today.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Thought they were allowed to pick up by 8am.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	5/22/2017 10:32	5/24/2017 12:11	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-24 12:11:43.24 Assigned Wendy Jao&amp;#x0D; 6137</p>

PUI Noise Complaint Case	101009576936	s.22(1)	V5M 2Z3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): The two trucks this morning belonged to Progressive and Northwest. One came at 6:30am and the other at 8:00am this morning Monday May 22nd 2017.</p> <p>3. When is it happening? Private garbage trucks disposes waste before 7am on weekdays and weekend and holidays. Weekends and holidays at 7am</p> <p>4. How often is it happening? Every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Every week</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (AVCN May 26 2017 7:13AM) Citizen advised that Progressive also came in before 6:30 am on 05/26/2017. Citizen to add the second complaint to Property Use. --- (AVLYK May 30 2017 1:28PM) Hello Progressive seems to have scheduled a truck to come at 6:30AM as one came to empty garbage again today. This complaint was originally submitted on May 22 and according to Asha I have not heard a response back within two working days. Please advise me on where you are at as this company has breached city bylaw three times within the last seven days. Regards s.22(1)</p>	1	5/22/2017 21:35	5/30/2017 13:31	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-05-25 08:34:18.21 Assigned Wendy Jao&#x0D; 6137  Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2017-05-26 07:14:01.36 Back to previous status Closing case after 'Add Event'  Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2017-05-30 13:31:17.027 Back to previous status Closing case after 'Add Event'
PUI Noise Complaint Case	101009582430	s.22(1)	V6Z 2W9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste 604-525-2072</p> <p>3. When is it happening? Stat Holiday Monday</p> <p>4. How often is it happening? Stat Holiday Monday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	5/23/2017 16:13	5/25/2017 12:55	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-05-25 12:55:18.293 Assigned Wendy Jao&#x0D; 6137
PUI Noise Complaint Case	101009583623	s.22(1)	V5Y 4B7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Disposal company trucks are coming into the back lane at 6.20am every tuesday s.22(1) has observed this 4 tuesdays in a row.</p> <p>3. When is it happening? Tuesdays 6.20am</p> <p>4. How often is it happening? every tuesday for 4 tuesdays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (AVIR2 May 23 2017 8:22PM) Citizen called back to clarify the correct name of the hauler is Waste Control Services.</p>	1	5/23/2017 20:15	5/25/2017 15:05	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Updated Case Details: Description updated to: .  Agent Finished: Case Closed. Closed date : 2017-05-25 15:05:00.343 Assigned Wendy Jao&#x0D; 6137
PUI Noise Complaint Case	101009602819	s.22(1)	V6G 2C3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Citizen called to complain about a private sanitation company picking up garbage before 9:00am on Saturday</p> <p>3. When is it happening? 05/27/2016 9:00am</p> <p>4. How often is it happening? multiple reports</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? Yes</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Citizen has contacted North West waste via email this morning and waiting for their response</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	ROBINS MARK 6044515158	1	5/27/2017 9:07	5/30/2017 14:33	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-05-30 14:33:26.817 Assigned Wendy Jao&#x0D; 6137
PUI Noise Complaint Case	101009616027	s.22(1)	V5L 4Y9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive</p> <p>3. When is it happening? Around 6:15am</p> <p>4. How often is it happening? Once a week or once every two weeks</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property? No</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened? No</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>They are collecting from the seniors home ca led "The Lions" and may have other collection points in the area consistently come at 6:15am.</p>	1	5/30/2017 11:03	6/1/2017 9:36	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-06-01 09:36:27.797 Assigned Wendy Jao&#x0D; 6137

PUI Noise Complaint Case	101009617820	s.22(1)	V5M 2Z3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive seems to have scheduled a truck to come at 6:30AM as one came to empty garbage again today. This complaint was originally submitted on May 22 and according to Asha I have not heard a response back within two working days. Please advise me on where you are at as this company has breached city bylaw three times within the last seven days.</p> <p>3. When is it happening? May 29 2017 6:30am</p> <p>4. How often is it happening? May 22 26 and 29 2017</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (AVVEK May 31 2017 2:58PM) Sent to 3-1-1 via email: Hello Progressive just came to empty garbage again. 6:15AM today...Regards s.22(1) would like a call back from the department s.22(1)</p>	s.22(1)	1	5/30/2017 13:38	6/1/2017 11:40	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-01 11:40:05.357 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009619579	s.22(1)	V5T 1R8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services 986 9777</p> <p>3. When is it happening? Begins at 6:15am.</p> <p>4. How often is it happening? Saturday May 27th</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	5/30/2017 16:49	6/1/2017 12:50	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-01 12:50:59.877 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009621629	s.22(1)	V6M 1Z6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Saver Disposal is servicing both this address and 2127 W 41st before 7am</p> <p>3. When is it happening? The earliest was 6:20am but they have come by at 6:30 and 6:40am as well.</p> <p>4. How often is it happening? at least twice a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Left voice message with the driving supervisor but never heard back</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	5/31/2017 9:30	6/1/2017 16:14	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-01 16:14:06.073 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009640452	s.22(1)	408 V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution waste hauler in the alley</p> <p>3. When is it happening? Saturday 6.30am</p> <p>4. How often is it happening? every weekend last sunday it was Revolution at 8.30am</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	6/3/2017 7:18	6/6/2017 11:47	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-06 11:47:20.917 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009643891	s.22(1)	V6K 1L4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive 721616 Smithrite 230</p> <p>3. When is it happening? Sunday Morning 9:45 AM</p> <p>4. How often is it happening? every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Driver just looked at his watch to see the time.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>caller is only annoyed because it is a regular occurrence and she is certain it occurs occasionally during the week before 6:45am but today she wanted it recorded as she spoke with the drivers.</p>	s.22(1)	1	6/4/2017 10:42	6/7/2017 9:51	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-07 09:51:54.887 Assigned Wendy Jao&amp;#x0D; 6137</p>
PUI Noise Complaint Case	101009644698	s.22(1)	V5S 0A4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): two separate garbage company's Waste Management and Revolution resource are coming at 7 am or earlier on sundays where it is pin drop quiet they collect trash and idle which due to the location is heard by 100's of people How can a company send out drivers at that time when it is against all bylaws to pick anything up before 10:00???</p> <p>3. When is it happening? Sun June 4 at 7am</p> <p>4. How often is it happening? every Sunday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	6/4/2017 14:54	6/7/2017 12:01	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-07 12:01:11.087 Assigned Wendy Jao&amp;#x0D; 6137</p>

PUI Noise Complaint Case	10100962126	s.22(1)	V6G 1B9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Northwest disposal was picking up garbage at the Empire Landmark Hotel at 6:34am on Friday June 2nd. This address is few blocks away from the "downtown" area so they should only be starting at 7am. Citizen says they pick up early at least a couple times a month.</p> <p>3. When is it happening? Friday June 2nd at 6:34am</p> <p>4. How often is it happening? at least a couple times a month</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	6/7/2017 11:45	6/9/2017 10:39	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-09 10:39:14.12 Assigned Wendy Jao&amp;#x00; 6137</p>	
PUI Noise Complaint Case	101009679073	s.22(1)	V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Urban Impact for cardboard bins</p> <p>3. When is it happening? Saturday 6.30am</p> <p>4. How often is it happening? every weekend</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (CGRCP Jun 13 2017 8:23AM) Bruce Peet will be having a meeting with the Waste Hauler Companies on Thursday June 15th. The new procedure in processing 311 Garbage/Truck Noise Complaints will be discussed.</p>	s.22(1)	1	6/10/2017 7:06	8/23/2017 9:44	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 09:44:55.81 Assigned Charlene Cranton&amp;#x00; 6922</p>
PUI Noise Complaint Case	101009679206	s.22(1)	V6K 1N9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): recycling truck - Urban Impact Truck 713 Picking up from whole foods.</p> <p>3. When is it happening? 8:30 - 8:45 am. Saturday June 10/17</p> <p>4. How often is it happening? NA</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (CGRCP Jun 13 2017 8:23AM) Bruce Peet will be having a meeting with the Waste Hauler Companies on Thursday June 15th. The new procedure in processing 311 Garbage/Truck Noise Complaints will be discussed. --- (AVCJH Jun 17 2017 8:51AM) s.22(1) called to make another complaint about this company. She said that the Urban impact recycling truck was doing pickups at 8:30am today from whole foods. She is quite frustrated she told the driver he can't do that and he didn't argue back and she's written the company to tell them. This is the second weekend in a row and she'd like it to stop. --- (LAB27 Jun 24 2017 8:07AM) s.22(1) is calling the third week in a row stating that the Urban Impact Recycling company continues to operate their recycling truck in the back lane to Whole Foods on Saturday at around 8am. The truck number is 713. She says that she spoke with the individual driving the recycling truck. She was told that he has been doing this for years. Has she just moved into the area? s.22(1) not heard back from the management company and th agree with the driver that work can start earlier than 10am as allowed.</p>	s.22(1)	1	6/10/2017 8:45	8/23/2017 9:38	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: ...</p> <p>Agent Updated Case Details: Description updated to: ...</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 09:38:27.677 Assigned Nick Liu&amp;#x00; 6923</p>
PUI Noise Complaint Case	101009682585	s.22(1)	V5P 4Y4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive waste hauler comes and picks up garbage sundays around 7 am. Tweet has date time stamped picture - <a href="https://twitter.com/lukebedd/status/873902323570835457">https://twitter.com/lukebedd/status/873902323570835457</a> And I have spoken to my property manager and all he did was forward me the contact info at progressive.</p> <p>3. When is it happening? 7 am</p> <p>4. How often is it happening? Sundays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Nothing has happened.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>--- (CGRCP Jun 13 2017 9:32AM) Bruce Peet will be having a meeting with the Waste Hauler Companies on Thursday June 15th. The new procedure in processing 311 Garbage/Truck Noise Complaints will be discussed.</p>	s.22(1)	1	6/11/2017 14:01	8/23/2017 9:50	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 09:50:06.82 Assigned Darren Mueske&amp;#x00; 7586</p>
PUI Noise Complaint Case	101009693743	s.22(1)	V5T 1W5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Garbage Truck 243. Really loud and citizen said has come a few times outside of operating hours for private garbage trucks.</p> <p>3. When is it happening? Sat June 10th at 8:15am</p> <p>4. How often is it happening? Ongoing issue that happens on and off. Last case created was March 2017 case 9308723.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (CGRCP Jun 14 2017 9:08AM) Bruce Peet will be having a meeting with the Waste Hauler Companies on Thursday June 15th. The new procedure in processing 311 Garbage/Truck Noise Complaints will be discussed. --- (AVYC Jun 20 2017 2:24PM) Advised citizen of Wendy's phone as he's called multiple times about the same issue.</p>	s.22(1)	1	6/13/2017 13:30	8/23/2017 9:55	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: ...</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 09:55:37.79 Service Provided</p>
PUI Noise Complaint Case	101009701884	s.22(1)	V6E 456	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services - citizen took a photo from the 12th floor this morning and will be emailing to 311@vancouver.ca. - The logo can be seen in the photo.</p> <p>3. When is it happening? Wednesday mornings - today it was at 4:45am til about 5am. At times they would begin at 4:15am.</p> <p>4. How often is it happening? Every Wednesday.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>--- (CGRCP Jun 15 2017 10:30AM) Bruce Peet will be having a meeting with the Waste Hauler Companies on Thursday June 15th. The new procedure in processing 311 Garbage/Truck Noise Complaints will be discussed. --- (AVGGS Jun 15 2017 6:59PM) photos attached --- (NOK31 Jul 5 2017 3:09PM) The citizen called back the garbage crews are still doing collection on wednesday (4:20-4:55am). I advised him to email us and Bruce the additional photos and information. I also provided the citizen Bruce's phone number.</p>	s.22(1)	1	6/14/2017 16:23	8/23/2017 10:05	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: ...</p> <p>Agent Updated Case Details: Description updated to: ...</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 10:05:56.547 Assigned Charlene Cranton&amp;#x00; 6922</p>

PUI Noise Complaint Case	101009713490	s.22(1)		V6G 2C3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): " North West Waste Solutions truck #225 was picking up in the alley behind s.22(1) at 6:35am. This is an ongoing issue of pick-ups at the Empire Landmark Hotel outside permitted hours. Last complaint #9602819."</p> <p>3. When is it happening? "6:35am"</p> <p>4. How often is it happening? "6:35am"</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (CGRPC Jun 19 2017 10:58AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/16/2017 17:44	8/23/2017 10:12	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 10:12:46.637 Assigned Rob Waite&amp;#x0D; 8275</p>
PUI Noise Complaint Case	101009717729	s.22(1)			<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal truck</p> <p>3. When is it happening? Sat Jun 17 at 800am</p> <p>4. How often is it happening? every weekend</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>Received via email: Hi! What are the allowed hours for garbage disposal in downtown on the weekends? There is a truck that likes to come pretty early. It's not coming at 5:45am anymore but at 8am. I thought it was 10am on weekends but I would like to check about that. The company is Super Save Disposal. They pick up at the crossroads of jervis/broughton &amp; robson. Thanks! --- (CGRPC Jun 19 2017 10:59AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise. --- (TASG Jul 2 2017 3:12PM) **Please see attached photo** Via email: To follow up here's a picture from 10 minutes ago this morning Sunday the 2nd. (8:05ish am) Thanks</p>	s.22(1)	1	6/18/2017 14:23	8/23/2017 10:32	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: ..</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 10:32:32.14 Assigned Rob Waite&amp;#x0D; 8275</p>
PUI Noise Complaint Case	101009732827	s.22(1)		V5Y 4B1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Resource Recovery Truck 229 - picking up waste at 5:55 am today.</p> <p>3. When is it happening? June 21st at 5:55 am</p> <p>4. How often is it happening? First time with Revolution but is a ongoing issue with other companies as well.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Issue is still ongoing.</p> <p>8. Did you tell the police about your concern? Not Applicable</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Unknown</p>	<p>--- (CGRPC Jun 21 2017 11:08AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/21/2017 9:13	6/26/2017 9:22	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-06-26 09:22:07.017 Assigned Alvin Martin&amp;#x0D; 7511</p>
PUI Noise Complaint Case	101009751014	4801	VICTORIA DRIVE	V5N 4P3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): The private waste hauler picks up on the weekends around 8-9am. He is unsure of what company is doing it but they are picking up from the 88 Supermarket.</p> <p>3. When is it happening? 9am</p> <p>4. How often is it happening? weekly</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>--- (AVSKJ Jun 25 2017 7:25AM) s.22(1) is calling this morning to report this happening again. Its Smithrite coming at 7am on a Sunday. --- (AVLM2 Jun 26 2017 5:45PM) Citizen ema led - he has videos of the trucks causing the noise: Attachments available unt I Jul 25 2017 Hi here is the proof for my noise complain for the waste and recycle collectors that they are collecting for 88Supermarket at 4801 Victoria Dr. Those companies were starting collecting waste and recycle before 10 am during the weekend for over a year. That really bothering my life and rest for the weekend. So I finally recorded 2 videos today at 25 June 2017. Smithrite was picking waster at 7AM and Revolution was at 9AM. Please helps. Thank s.22(1)</p>	s.22(1)	1	6/24/2017 9:29	7/11/2017 13:04	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: ..</p> <p>Agent Updated Case Details: Description updated to: ....</p> <p>Agent Updated Case Details: Description updated to: .....</p> <p>Agent Finished: Case Closed. Closed date : 2017-07-11 13:04:43.86 Assigned Mark Reed&amp;#x0D; 7867</p>
PUI Noise Complaint Case	101009760814	s.22(1)		V5S 0A4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): North West Waste garbage truck</p> <p>3. When is it happening? Sunday June 25th at 7:30am</p> <p>4. How often is it happening? First time for this company although there is an ongoing issue at this address</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Unknown</p>	<p>--- (CGRPC Jun 28 2017 9:12AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/26/2017 15:20	8/23/2017 10:40	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 10:40:59.717 Assigned Loris Volpe&amp;#x0D; 7865</p>

PUI Noise Complaint Case	101009762383	s.22(1)	V5Z 1K5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management is collecting waste every second weekday morning (Mon Wed Fri) between 6 am and 7 am from two garbage bins located in the southwest corner of an Impark Parking lot located at 2417 Oak Street. It is a thundering event where the sound reflect off the concrete building and through the various residential homes to the west and south and south east.</p> <p>3. When is it happening? 6am-7am</p> <p>4. How often is it happening? every other weekday morning (Mon Wed Fri)</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? I have submitted a "question" on ine today to Impark Vancouver asking them to consider shifting the garbage pickup to a later time in the day. A response hopefully is pending.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (CGRPC Jun 28 2017 10:36AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/26/2017 19:08	8/23/2017 10:45	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 10:45:28.657 Assigned James Phanthoupheng&amp;#x0D; 8419</p>
PUI Noise Complaint Case	101009778463	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Northwest Waste Solutions</p> <p>3. When is it happening? 6:00am June 29th</p> <p>4. How often is it happening? First time</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>No licence plate or truck number available truck was collecting from E/W lane between W 41st and W 42nd --- (CGRPC Jul 4 2017 11:59AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/29/2017 10:52	8/23/2017 11:02	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:02:16.84 Assigned John Tong&amp;#x0D; 7868</p>
PUI Noise Complaint Case	101009781625	s.22(1)	V5V 3E1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received Email June 28: Segal garbage trucks picking up garbage from this location and others in alley after 9pm</p> <p>3. When is it happening? After 9pm</p> <p>4. How often is it happening? Today</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	<p>--- (CGRPC Jul 4 2017 3:11PM) Brue Peet is working on the new set of procedure in dea ing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/29/2017 15:14	8/23/2017 11:06	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:06:54.32 Assigned Alvin Martin&amp;#x0D; 7511</p>
PUI Noise Complaint Case	101009784216	s.22(1)	V5V 3E1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Northwest Waste Solutions truck number 231</p> <p>3. When is it happening? 5:43 Am</p> <p>4. How often is it happening? This morning</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>--- (CGRPC Jul 5 2017 9:59AM) Brue Peet is working on the new set of procedure in dea ing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	6/30/2017 9:32	8/23/2017 11:23	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:23:59.457 Assigned Alvin Martin&amp;#x0D; 7511</p>
PUI Noise Complaint Case	101009792588	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Caller says he is hearing loud smashing and banging in the alleyway. Compay name is BFI and is based in Coquitlam according to the caller. In Google the company name is listed as Progressive Waste Solutions. Their phone number is 604.525.2072. Caller doesn't hae any truck number or a license plate.</p> <p>3. When is it happening? Sun July 2 at 8am</p> <p>4. How often is it happening? Pretty much every weekend. If it isn't one company it is another company.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	<p>Caller says he is going to publicize this by contacting CBC. He has another open request reporting Urban Impact company. Case number is 9679073. --- (SUG23 Jul 2 2017 9:31AM) Another company showed up 30mins later their name is Revolution --- (CGRPC Jul 5 2017 10:49AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p>	s.22(1)	1	7/2/2017 8:57	8/23/2017 11:32	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:32:54.617 Assigned Charlene Cranton&amp;#x0D; 6922</p>
PUI Noise Complaint Case	101009838752	s.22(1)	V5R 4K5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): A super save disposal truck came to empty the cardboard dumpster - plate JC 1480 - Alleyway North of Kingsway between Stamford and Tyne</p> <p>3. When is it happening? 6:00 am</p> <p>4. How often is it happening? Just started again after a prior complaint. Before that once a month.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Unknown</p>	<p>Received via online form --- (CGRPC Jul 13 2017 8:45AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise. --- (AVCRJ Jul 14 2017 2:29PM) Received via email. Thank you. Can I add additional info to this complaint via this email address? Or do I need to call? They came by again early this morning Super Save Disposal license plate KS 9921 at 5:45 am. It's very frustrating being woken up hours early because they think that they are above the bylaw. This has been a problem in the past. Thanks very much.</p>	s.22(1)	1	7/10/2017 18:53	8/23/2017 11:40	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:40:10.39 Assigned Darren Mueske&amp;#x0D; 7586</p>

PUI Noise Complaint Case	101009840380	s.22(1)	s.22(1)	V6Z 3G4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive again picking up around 5 AM from the compactor outside that's used by Cineplex. Smithrite then comes and removes the resident's compactor around 5 AM as well. Then truck #136 from Smithrite comes and replaces the compactor around 5:30 am. Truck # 238 does the recycling and another truck that comes in and does more recycling and yet another truck that comes in to do the organics. All this is between 5 am and 830 AM. This has been an on-going issue with multiple companies for last 3 years previous case # 8470263. Citizen has hours of security camera footage if needed.</p> <p>3. When is it happening? 5AM-8AM</p> <p>4. How often is it happening? 6 days a week for the past 3 years.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Received attitude from owner/managers</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Citizen wants to know if we can have these companies pickup at more reasonable hours for pickup as there is a residential zone not just a business area. ---[CGRCP Jul 14 2017 11:31AM] Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.	s.22(1)	1	7/11/2017 10:03	8/23/2017 11:45	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide the garbage truck company name</p> <p>Agent Took Ownership of Case: Agent Finished: Case released Agent Took Ownership of Case: Agent Finished: Case released Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:45:26.833 Assigned Charlene Cranton&amp;#x0D; 6922</p>
PUI Noise Complaint Case	101009850008	s.22(1)		V5Z 1J8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Solutions are doing their garbage and recycling pickups at 5:30 am and 6:30 am. Since it is for the business building the containers that are rolled on the street are extremely loud. They wake us up every time. These pickups happen Monday Wednesday and Friday that I have noticed</p> <p>3. When is it happening? These pickups happen Monday Wednesday and Friday that I have noticed</p> <p>4. How often is it happening? Every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Request submitted via online webform on July 12 2017. --- (CGRCP Jul 14 2017 11:20AM) Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.	s.22(1)	1	7/12/2017 15:03	8/23/2017 11:49	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:49:20.883 Assigned James Phanthoupheng&amp;#x0D; 8419</p>
PUI Noise Complaint Case	10100988051	s.22(1)			<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Disposal</p> <p>3. When is it happening? Every week</p> <p>4. How often is it happening? Today they were in her lane at 5am and on Sunday they were there at 8 am.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	She has called about this numerous times and nothing seems to have been done because they are still coming too early. She'd like the city to advise them of the noise bylaw and the times they are to start.	s.22(1)	1	7/20/2017 10:24	8/23/2017 11:55	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 11:55:26.79 Assigned Alvin Martin&amp;#x0D; 7511&amp;#x0D; Address corrected from 200-299 E 6th Ave to 289 E 6th Ave.</p>
PUI Noise Complaint Case	101009904475	s.22(1)		V6G 1Z8	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste control</p> <p>3. When is it happening? 9:26 9:47</p> <p>4. How often is it happening? Every week they come before the allowed time</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Called the company 3 times already and he tried to speak to the Manager of the company but it went to voicemail.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	7/24/2017 9:27	8/23/2017 13:47	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 13:47:04.16 Assigned Rob Waite&amp;#x0D; 8275</p>
PUI Noise Complaint Case	101009910686	188	KEEFER PLACE	V6B 0J1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Email: Alley that services 188 Keefer St. in between Main St. and Columbia St. Describe the noise and who is making it. Progressive Waste Solutions truck #74163 came at 8:45am on Saturday July 22 2017. The noise is incredibly loud so it's critical that they follow the bylaw. Bylaw is very clear - no waste pick-ups on weekends or holidays prior to 10am. This a constant recurring problem</p> <p>3. When is it happening? Saturdays and frequently holidays</p> <p>4. How often is it happening? Every Saturday and frequently holidays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Progressive services the retails units at 188 Keefer St. which are owned by Westbank Projects Corp. who hires Progressive. Gateway Property Management who represents Strata Corp EPS 3444 at 188 Keefer has previously warned Westbank about the problem. Westbank has indicated that they have contacted Progressive re: the problem but it continue to happen. Please contact both Progressive and Westbank (604-685-8986 - ask for Joe Knight). This is a really simple problem to solve. I have photos and video of the incident. I don't understand how after nearly a year of complaints you have still done nothing to enforce the violations.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	7/25/2017 8:48	8/23/2017 13:50	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 13:50:49.813 Assigned Mike Bidwell&amp;#x0D; 7894</p>



PUI Noise Complaint Case	10100949248	s.22(1)		V6E 126	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received Email: Between s.22(1) ancouver BC White garbage truck collecting garbage late at night. They frequently use the loud hydraulics. Usually after 11pm sometimes as late as midnight multiple times per week. As bute is outside of the downtown collection area this is in volltion of the noise bylaws. Recommend they come earlier or do not use the hydraulics until a few blocks away.</p> <p>3. When is it happening? 10pm to Midnight</p> <p>4. How often is it happening? Multiple times a week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	2017/08/04 15:18:23 s.22(1) left voice message s.22(1) asking them to call back and advise company name or licence plate number on truck. I advised they can email or phone us back with info and quote the reference number. &#x0D;&#xA;	1	8/1/2017 10:54	8/4/2017 16:20 311 Contar	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide name of the company truck.&amp;#x0D; Note: Brue Peet is working on the new set of procedure in dealing with the 311 Complaint re: Waste Hauler Noise.</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-04 16:20:13.883 Insufficient or Invalid Info Kindly re-create case with same info if information is provided by citizen</p>
PUI Noise Complaint Case	10100995474	188	KEEFER ST	V6A 0E3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Sent to 3-1-1 via email: Saturday July 29 - Progressive Waste - this week it was truck #741634. They came at 7:55am. Bylaw does not permit waste collection before 10am on weekends and holidays. It is incredibly loud. Please do something about this.</p> <p>3. When is it happening? Saturdays before 10am</p> <p>4. How often is it happening? Every Saturday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? See previous complaints.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	8/2/2017 9:44	8/23/2017 13:59 CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 13:59:18.043 Assigned Mike Bidwell&amp;#x0D; 7894</p>
PUI Noise Complaint Case	101009971178	s.22(1)		V6J 3H5	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Supersave K59921</p> <p>3. When is it happening? 8am on a Saturday</p> <p>4. How often is it happening? every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Driver said call my company</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	8/5/2017 8:14	8/23/2017 11:22 CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-23 11:22:04.89 Assigned Mike Elliston - 86968</p>
PUI Noise Complaint Case	101009973829	s.22(1)		V5N 4P3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Caller is reporting Smithrite and Revolution disposal companies pick up from the 88 Supermarket on Saturday mornings around 7-8am.</p> <p>3. When is it happening? Weekends - 7-8am</p> <p>4. How often is it happening? This was an issue previously (Lagan case 9751014) but then resolved for a while but has become an issue in the last couple of weeks again.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/6/2017 8:06	8/23/2017 14:04 CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 14:04:50.31 Assigned Mark Reed&amp;#x0D; 7867</p>
PUI Noise Complaint Case	101009976051	s.22(1)		V6G 1B9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Providing pick up before allowed time. Started earlier than 8:30am. Supposed to start at 10am or after due to holiday. NW disposal (organics).</p> <p>3. When is it happening? Morning time.</p> <p>4. How often is it happening? Occasionally</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/7/2017 8:44	8/23/2017 11:15 CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-23 11:15:07.037 Assigned Rob Waite - 88275</p>

PUI Noise Complaint Case	101009976326	s.22(1)	V6B 8P6	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): two private garbage trucks with Progressive Waste started collecting garbage between 7am- 8am</p> <p>3. When is it happening? 7am-8am</p> <p>4. How often is it happening? every holiday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Not Applicable</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/7/2017 10:10	8/23/2017 11:00	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-23 11:00:23.85 Assigned Mike Bidwell - 87894</p>
PUI Noise Complaint Case	101009977628	s.22(1)	V6B 6J3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received via email "Waster disposable units started before the Holiday required time of 10 am. Was hearing the noise from 9 am. When is it happening? Their trucks unnecessary ly beep loudly as they reverse; today they just so happen to do it before they are allowed to because it's a holiday."</p> <p>3. When is it happening? Aug 7/17 9am</p> <p>4. How often is it happening? once</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? "One was apologetic (CK 4540) the other was argumentative (CV 7641)."</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	1	8/7/2017 15:13	8/23/2017 10:48	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-23 10:48:38.293 Assigned Charlene Cranton - 86922</p>
PUI Noise Complaint Case	101009979208	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): super save</p> <p>3. When is it happening? this morning at 6:10am</p> <p>4. How often is it happening? every Mondays except today maybe due to a public holiday yesterday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? Caller called them 3 times including one this morning but no action promise from them.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/8/2017 8:51	8/24/2017 10:37	311 Contact	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide a specific address for us to be able to create a case file. Just a note that the new process for processing waste hauler noise complaint has just been released and PUI are starting to take complaint based on the new process. thanks.</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-24 10:37:23.137 Case created in error by Contact Centre Agent will recreate cases for 2902 Main St 2913 Watson St and 2924 Main St.</p>
PUI Noise Complaint Case	101009982539	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management Truck 501 Plate JJ9726</p> <p>3. When is it happening? 6:30AM</p> <p>4. How often is it happening? This morning</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? At first they were idling - when confronted they drove over to Broadway.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/8/2017 13:38	8/24/2017 12:37	311 Contact	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide a specific address for us to be able to create a case file. Just a note that the new process for processing waste hauler noise complaint has just been released and PUI are starting to take complaint based on the new process. thanks.</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-24 12:37:27.587 Case created in error by Contact Centre Citizen was complaining that the WM truck was idling in an alley. This is a parking enforcement issue.</p>
PUI Noise Complaint Case	101009988511	s.22(1)	V6E 1N2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Management collecting commercial waste container in the lane behind Shoppers Drug Mart and Cazba Restaurant. Noise seems excessive I ke they are dropping the container on the ground.</p> <p>3. When is it happening? Some instances before 6am but mostly around 6am (advised collection is allowed after 6am)</p> <p>4. How often is it happening? Recent incident unknown how many times but it's happened within the last 2 weeks.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/9/2017 12:49	8/11/2017 9:29	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-11 09:29:55.053 Assigned C Cranton &amp;#x0D; 8-6922</p>

PUI Noise Complaint Case	10100990793	s.22(1)	V6H 1V1	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Garbage or recycling truck -No name provided in the email</p> <p>3. When is it happening? After 10 pm</p> <p>4. How often is it happening? Often - Didn't specify in Email</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/9/2017 16:56	8/23/2017 8:49	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 08:49:21.467 Assigned Mike Elliston&amp;#x0D; 86968</p>	
PUI Noise Complaint Case	101010006312	s.22(1)	VST 1H3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save Garbage Disposal</p> <p>3. When is it happening? Sunday @ 6:5am</p> <p>4. How often is it happening? Every weekend</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They emailed her saying it was a new driver but it was not it's the same driver every weekend.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	The garbage has been picked up in the lane before 10am every weekend since May. She would like the city to enforce the bylaws.	s.22(1)	1	8/13/2017 9:14	8/22/2017 14:01	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-22 14:01:34.7 Assigned Alvin Martin @ 7511</p>
PUI Noise Complaint Case	101010027107	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save (compost)</p> <p>3. When is it happening? They start in his areat at 5:30 am</p> <p>4. How often is it happening? Every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They were apologetic and said they would contact the dispatcher.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	8/17/2017 7:08	8/23/2017 14:31	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-23 14:31:50.203 Assigned Loris Volpe&amp;#x0D; 7865&amp;#x0D; Address corrected from Place</p>
PUI Noise Complaint Case	101010042645	s.22(1)		<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution Resources</p> <p>3. When is it happening? 8am Sunday</p> <p>4. How often is it happening? Every weekend there is a private company before the allowable hours.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Citizen would like a phone call back from Management regarding the lack of enforcement from the City on this issue.	s.22(1)	1	8/20/2017 9:27	8/21/2017 11:18	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-21 11:18:00.077 Assigned C Cranton &amp;#x0D; 8-6922</p>
PUI Noise Complaint Case	101010051901	s.22(1)	V5Y 4B7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Waste Control Services</p> <p>3. When is it happening? They were there picking up at 6:36 am</p> <p>4. How often is it happening? Every week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>		s.22(1)	1	8/22/2017 9:33	8/24/2017 10:47	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-24 10:47:38.587 Assigned James Phanthoupheng&amp;#x0D; 8419</p>
PUI Noise Complaint Case	101010059165	s.22(1)	V5L 2W3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): s.22(1) lives at s.22(1) nd around 620 am on Wednesday Aug 23 Resoulton Recover Resource was picking up large garbage container. The phone number on the bin was 604-539-1900 however the truck s picking it was NW Disposal citizen is unsure RRR contracted it out to NW Disposal.</p> <p>3. When is it happening? 620am on Wednesday Aug 23</p> <p>4. How often is it happening? few times a year</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	Please follow up with citizen.	s.22(1)	1	8/23/2017 11:02	8/24/2017 12:41	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-24 12:41:52.533 Assigned Alvin Leung&amp;#x0D; 6009</p>

PUI Noise Complaint Case	101010064832	s.22(1)	VST 3G3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): super save</p> <p>3. When is it happening? aug 8 0610am</p> <p>4. How often is it happening? every mondays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? caller called more than 3 times but no action was taken.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/24/2017 10:57	8/24/2017 16:02	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-24 16:02:02.96 Assigned Alvin Martin&amp;#x0D; 87511</p>
PUI Noise Complaint Case	101010064850	s.22(1)	VST 3H4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): super save</p> <p>3. When is it happening? Aug 8 at 0610</p> <p>4. How often is it happening? every monday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? caller called them more than 3 times but no action was taken.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/24/2017 11:00	8/24/2017 15:45	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-24 15:45:41.55 Assigned Alvin Martin&amp;#x0D; 87511</p>
PUI Noise Complaint Case	101010064874	s.22(1)	VST 3G3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): super save</p> <p>3. When is it happening? aug 8 0610</p> <p>4. How often is it happening? every mondays</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? caller called more than 3 times already but no action was taken.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/24/2017 11:02	8/24/2017 16:02	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-24 16:02:51.553 Assigned Alvin Martin&amp;#x0D; 87511</p>
PUI Noise Complaint Case	101010073796	s.22(1)	V62 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive Waste Hauler truck number 721616</p> <p>3. When is it happening? Saturday 740am</p> <p>4. How often is it happening? every weekend</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/26/2017 8:00	8/28/2017 10:05	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-28 10:05:26.46 Assigned Charlene Cranton&amp;#x0D; 6922</p>
PUI Noise Complaint Case	101010075268	s.22(1)	V5N 1A9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Received via email: Loud garbage truck engine noise hydraulic pistons releasing garbage bins clanging and smashing as they are lifted and dumped into the truck loud reverse beeping noise when they back out. The truck this morning was Revolution Resource Recovery but we have also had issues with Northwest Waste Management and Super Save (all of which collect garbage and/or recycling from the commercial drive businesses that back onto our a lewayway/parking lot)</p> <p>3. When is it happening? Throughout the day (to collect from the business backing on to the parking lot at rear of our apartment building) but the noise we are concerned about is very early in the morning prior to noise bylaw allowances (e.g. 5am 6am).</p> <p>4. How often is it happening? At least once a week some garbage truck is making a huge racket next to our (and our son's) bedroom window well before 6am waking us up.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? On Saturday (1) August 26th at 5:30am a Revolution Resource Recovery recycling/garbage truck pulled in to the alleyway next to our apartment at s.22(1) This has happened many times before (other companies too) and we are sick of it. We have also made a complain to the city before (approximately 5 months ago) but it continues to happen. This morning my wife and I s.22(1) on (we were all awakened) went outside our building to confront the driver. I asked him what he was doing here at 5:30am on a saturday morning and he very rudely told me he "was working". I asked him why he was here so early and before the noise bylaw time and he said it was his first stop of the day and repeated that he was working. He claimed that the noise bylaw only applied to the "downtown area". We live outside of the city designated "downtown area" and according to the city's website this means garbage collection can only begin at a LATER time than the downtown area...on saturdays the earliest it can begin is actually 10am. Needless to say we are very frustrated with being constantly woken up and especially incensed at the driver's extreme rudeness and disregard for us this morning. We will be following up with revolution resource recovery and the city by phone as well.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	s.22(1)	1	8/26/2017 14:42	8/28/2017 10:57	CSG - Prop	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-28 10:57:49.743 Assigned Alvin Leung&amp;#x0D; 86009</p>

PUI Noise Complaint Case	101010076491	s.22(1)	V6Z 2X2	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Citizen called to report that once again Progressive Waste Management was again picking up garbage at 9am on Sunday morning from s.22(1) licence Plate # HF1315.</p> <p>3. When is it happening? 9am on Sunday Aug 27</p> <p>4. How often is it happening? every weekend</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Please follow up with Citizen.	s.22(1)	1	8/27/2017 9:16	8/28/2017 11:40	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections	<p>Agent Finished: Case Closed. Closed date : 2017-08-28 11:40:13.293 Assigned Charlene Cranton&amp;#x0D; 86922&amp;#x0D;</p>
PUI Noise Complaint Case	101010083661	INTERSECTION	COMMERCIAL DRIVE E 1ST AV	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Revolution garbage truck North West Waste Management Waste Management. Emptying commercial waste bins in the lane behind Commercial drive and E 1st</p> <p>3. When is it happening? Daily and weekend at 5:30.</p> <p>4. How often is it happening? Daily</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They said the by law does not apply outside downtown area.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	8/28/2017 17:05	8/30/2017 10:16	311 Contact Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections	<p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please provide a specific address for us to open a case file.</p> <p>Agent Finished: Case Closed. Closed date : 2017-08-30 10:16:10.75 Invalid Incident Location CSR to phone citizen back for exact address</p>
PUI Noise Complaint Case	101010084761	s.22(1)	V5T 3G3	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Super Save with plate number JA2609</p> <p>3. When is it happening? today at 6:40am</p> <p>4. How often is it happening? almost every week for the past few months already</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? no action taken at all.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>	Caller is frustrated cause there seems to be nothing could be done. Please advise what action City takes after he made few complaints already.	s.22(1)	1	8/29/2017 8:35	8/29/2017 14:54	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections	<p>Agent Finished: Case Closed. Closed date : 2017-08-29 14:54:40.507 Assigned Alvin Martin&amp;#x0D; 87511&amp;#x0D; Alternate: James Phanthoupheng&amp;#x0D; 88419</p>
PUI Noise Complaint Case	101010091420	s.22(1)	V5X 3T4	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Progressive truck doing pick up for Garden Fresh Food and Grocery before allowed time</p> <p>3. When is it happening? 550am</p> <p>4. How often is it happening? Multiple times</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) No</p>	Citizen will email in photo.	s.22(1)	1	8/30/2017 10:22	8/31/2017 14:06	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections	<p>Agent Finished: Case Closed. Closed date : 2017-08-31 14:06:27.423 Assigned Andy Chirfen&amp;#x0D; 86628</p>
PUI Noise Complaint Case	101010098560	s.22(1)	V5N 1A9	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name garbage or recycling truck number container bin number): Garbage Recycling and Green waste vehicles are picking up in the lane that services business on Commercial Drive and on Graveley street. There are various companies including Nort West Waste Waste Management Supersave and Revolution.</p> <p>3. When is it happening? They start as early as 5:30 in the morning.</p> <p>4. How often is it happening? Daily.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner fan vent) where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes what happened? They spoke to one of the drivers and they said the noise bylaw for garbage trucks is only for the west end.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask just record - did caller indicate they want a call back?) Yes</p>		s.22(1)	1	8/31/2017 11:57	8/31/2017 13:34	CSG - Prop Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections	<p>Agent Finished: Case Closed. Closed date : 2017-08-31 13:34:03.56 Case created in error by Contact Centre</p>