

File No.: 04-1000-20-2017-393

November 9, 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 October 17, 2017 for:

In regards to a water connection bursting in the crawlspace of the building at 1578 West 11th Avenue, and one other building on the same street also having its water supply line bursting on August 24, 2017:

- **Records of the work being conducted by the City of Vancouver at the 1500 block of West 11th Avenue on August 24, 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

Please note that information pertaining to addresses other than that which you had specified have been redacted as "Not Responsive."

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 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 (#04-1000-20-2017-393); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

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

Yours truly,



Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4
Phone: 604 .873.7999
Fax: 604.873.7419

Encl.

:kt

Water Work Slip

SAP Charge #	Address & Location: 1578 W 11TH AV (Notes: TP: ON METER PLATE)			Assigned Date
eew861619				2017/08/24
Work Order #	Work Order Description			Assigned To
897891	1578 W 11 PT Recheck 1			JOSE GONZALEZ
Group Project #	Problem	Sub Activity	Responsible	Assigned Crew #
				1051
Service Request #				311 Case #
1176209 Water Check For Leak (CFL)				101010064312
Incident Date	Contact Name		Contact Phone #	Alternate #
2017/08/24	s.22(1)		s.22(1)	
Work Order Comments:				
Ref #1	eew861619 Standing		Ref #2	
Asset Type	Asset ID #	B.U.N	Asset Status	Map # (Facet)
Water Service Line (Domestic)	H174450	73614	IN_SERVICE	M13
Asset Details: 40 mm COP Short: 1.2m W OF E Long: 53.6m E OF FIR 1578 W 11TH AV Installation Date: JAN 15,1958; Renewal Date: FEB 01,1979;				
Asset & Safety Comments:				
CREW - DESCRIBE THE PROBLEMS YOU FOUND AND WORK COMPLETED				
<input type="checkbox"/> Property Leak <input type="checkbox"/> 96 HR Notice <input type="checkbox"/> 192 HR Notice <input type="checkbox"/> Drainage <input type="checkbox"/> Cityside Leak Lo / Mod / Hi				
CREW & SUPT - FURTHER WORK OR REFERRAL REQUIRED: <input type="checkbox"/> No <input type="checkbox"/> Yes (IF YES - PROVIDE DETAILS)				
Still Leaking? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Where is water running?		
		<input type="checkbox"/> Street <input type="checkbox"/> Sidewalk <input type="checkbox"/> Boulevard <input type="checkbox"/> None		
SIGN-OFF				
Attended By:			Supt. Sign-off:	
Date Attended:		Crew #:	Supt. Sign-off Date:	

Water Work Slip

Lagan E-Form

1. Type of issue:**High Volume Leak****
2. Where is the water coming from?**Inside House/Building**
3. Provide details (e.g. what do you see? what is happening?):**Water is has flooded the first floor of this apartment building; coming from underground. There are 3 suites affected. Plumber has checked and states the leak is from a city pipe. Water is flowing faster than a hose.**
4. If applicable, do you see:**Not Applicable**
5. How fast is the water flowing?**Medium (like water flowing from a garden hose)**
6. How long has the issue been occurring?**started today**
7. If the leak is on the road (NOT blvd) OR passer-by (someone other than property owner/designate) is reporting a leak on private property, don't explain charges but record callers name/phone number.
8. Is the caller:**PropertyOwner**
9. What is the billing name, address, phone number and contact name of the person authorizing the crew callout:**s.22(1)**
1578 W 11th Ave, Vancouver, BC, V6J 2B6. s.22(1)
10. Caller has been advised of the possibility of service charges:**100 dollars**
11. Advised caller: "Individual with signing authority needs to be onsite to authorize a crew callout to investigate the leak to make sure it is not property trouble".**Yes**
12. What is the name and phone number of the person meeting the crew onsite:**s.22(1)**
13. (Don't ask just record - Did caller indicate they want a call back?)**Yes**

Log Notes in SR # 1176209 (Aug 24, 2017)

Log Type	Entered By	Entered By Name	Start Date	To	Comments
Lagan ECM	26441	JASKARAN DOSANJH	8/24/2017 10:28	8/24/2017 10:28	Contacted Property Manager and advised that he can go ahead and shut off 40mm service. Also advised that crew will be dispatched shortly to check for possible city side leak. s.22(1) to attend on 8/28
Lagan ECM	28746	MARK WINTERS	8/25/2017 14:14	8/25/2017 14:14	property trouble. Plumber tyrned on service before crew arrived. 96 hour notice given. Crew to attend 8/28
Lagan ECM	26441	JASKARAN DOSANJH	8/30/2017 7:49	8/30/2017 7:49	PT fixed.

SAP Charge # EEW30418		Address & Location: 1578 W 11th			Assigned Date Aug-24-17	
Work Order #		Work Order Description			Assigned To GONZALEZ, J	
Group Project #		Problem	Sub Activity	Responsible	Assigned Crew # B1051	
Service Request # 1176209					311 Case #	
Incident Date	Contact Name s.22(1)			Contact	Alternate #	
Work Order Comments: C.F.L					40" 1979 1.2 WOE 53.6 End Fix	
Ref #1		Ref #2				
Asset Type	Asset ID #	B.U.N	Asset Status	Map # (Facet)		
Asset Details:						
Asset & Safety Comments:						
CREW - DESCRIBE THE PROBLEMS YOU FOUND AND WORK COMPLETED						
<input checked="" type="checkbox"/> Property Leak	<input checked="" type="checkbox"/> 96 HR Notice	<input type="checkbox"/> 192 HR Notice	<input type="checkbox"/> Drainage	<input type="checkbox"/> Cityside Leak	Lo / Mod / Hi	
Property Trouble P10 Plumber Turn SEW off BEFORE I ARRIVED S25						
CREW & SUPT - FURTHER WORK OR REFERRAL REQUIRED: <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes (IF YES - PROVIDE DETAILS)						
Still Leaking? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A		Where is water running?			<input type="checkbox"/> Street	
		Recheck AUG 28/17			<input type="checkbox"/> Sidewalk	
					<input type="checkbox"/> Boulevard	
					<input type="checkbox"/> None	
SIGN-OFF						
Attended By: GONZALEZ JOSE				Supt. Sign-off: [Signature]		
Date Attended: Aug-24-17		Crew #: B1051		Supt. Sign-off Date: AUG 25/17		

Water Work Slip

ENTERED

SAP Charge # eew861619		Address & Location: 1578 W 11TH AV (Notes: TP: ON METER PLATE)			Assigned Date 2017/08/28
Work Order # 897891		Work Order Description 1578 W 11 PT Recheck 1 (Service - Maintenance)			Assigned To MIKE PICKETT
Group Project #	Problem	Sub Activity	Responsible Water Operations		Assigned Crew # 1047
Service Request # 1176209 Water Check For Leak (CFL)					311 Case # 101010064312
Incident Date 2017/08/24	Contact Name s.22(1)		Contact Phone # s.22(1)		Alternate #
Work Order Comments: Recheck PT August 28th 2017					
Ref #1	eew861619 Standing			Ref #2	
Asset Type Water Service Line (Domestic)	Asset ID # H174450	B.U.N 73614	Asset Status IN_SERVICE	Map # (Facet) M13	
Asset Details: 40 mm COP Short: 1.2m W OF E Long: 53.6m E OF FIR 1578 W 11TH AV Installation Date: JAN 15, 1958; Renewal Date: FEB 01, 1979;					
Asset & Safety Comments: CREW - DESCRIBE THE PROBLEMS YOU FOUND AND WORK COMPLETED					
<input type="checkbox"/> Property Leak <input type="checkbox"/> 96 HR Notice <input type="checkbox"/> 192 HR Notice <input type="checkbox"/> Drainage <input type="checkbox"/> Cityside Leak Lo / Mod / Hi					
<p style="text-align: center;"> P25 PROPERTY TROUBLE - FIXED </p>					
CREW & SUPT - FURTHER WORK OR REFERRAL REQUIRED: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (IF YES - PROVIDE DETAILS)					
Still Leaking? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A			Where is water running? <input type="checkbox"/> Street <input type="checkbox"/> Sidewalk <input type="checkbox"/> Boulevard <input type="checkbox"/> None		
<p style="font-size: 2em; color: blue; opacity: 0.5;">Completed</p>					
SIGN-OFF					
Attended By: <i>B. Ravell</i>			Supt. Sign-off: <i>[Signature]</i>		
Date Attended: <i>Aug. 28, 2017</i>		Crew #: <i>B1051</i>		Supt. Sign-off Date: <i>Aug 29/17</i>	

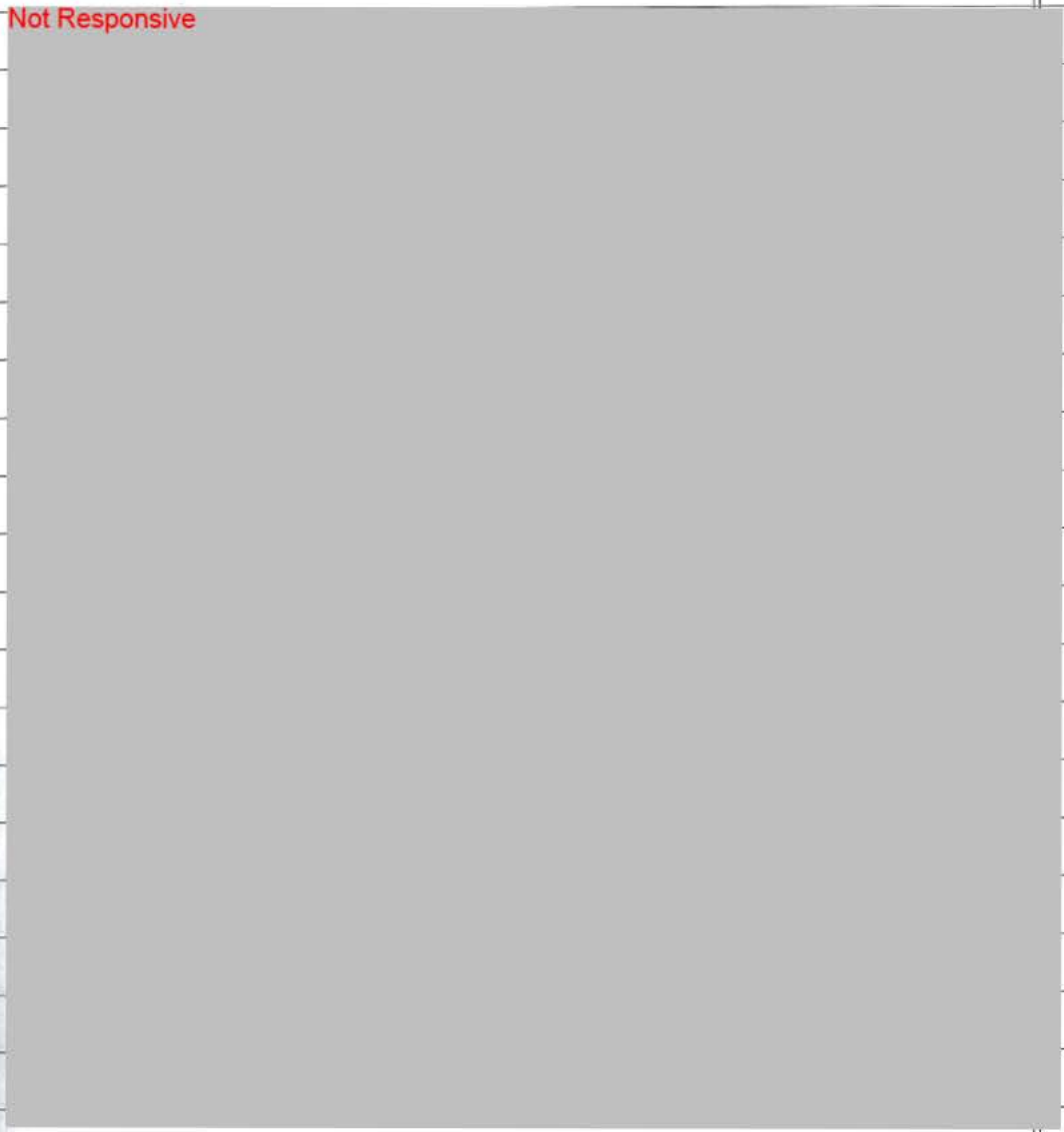


Water Work Slip

Lagan E-Form

1. Type of issue:**High Volume Leak****
2. Where is the water coming from?**Inside House/Building**
3. Provide details (e.g. what do you see? what is happening?):**Water is has flooded the first floor of this apartment building; coming from underground. There are 3 suites affected. Plumber has checked and states the leak is from a city pipe. Water is flowing faster than a hose.**
4. If applicable, do you see:**Not Applicable**
5. How fast is the water flowing?**Medium (like water flowing from a garden hose)**
6. How long has the issue been occurring?**started today**
7. If the leak is on the road (NOT blvd) OR passer-by (someone other than property owner/designate) is reporting a leak on private property, don't explain charges but record callers name/phone number.
8. Is the caller:**PropertyOwner**
9. What is the billing name, address, phone number and contact name of the person authorizing the crew callout:**s.22(1) 1578 W 11th Ave, Vancouver, BC, V6J 2B6. s.22(1)**
10. Caller has been advised of the possibility of service charges:**100 dollars**
11. Advised caller: "Individual with signing authority needs to be onsite to authorize a crew callout to investigate the leak to make sure it is not property trouble".**Yes**
12. What is the name and phone number of the person meeting the crew onsite:**s.22(1)**
13. (Don't ask just record - Did caller indicate they want a call back?)**Yes**

Not Responsive



1578 W. 11th and.

recheck / property repair.

1176209.

Not Responsive



Not Responsive

