

File No. 04-1000-20-2016-047

March 3, 2016

s.22(1)

Dear s.22(1) :

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

I am responding to your request of February 9, 2016 for:

1. **Weekly detail of missed garbage (black bin) and missed recycling (green bin) collections from February 9, 2013 to February 9, 2016 for the following two blocks:**
 - 3500 West King Edward Avenue - South Lane (even side)
 - 3500 West King Edward Avenue - North Lane (odd side)
2. **The number of times you have called 311 to report missed collections from February 9, 2013 to February 9, 2016.**

In response to your request, the following information has been provided by City departments:

1. The City does not keep the type of records requested in point #1. Every block in the city is serviced weekly and the only data that is tracked is based on individual 311 missed collection calls.
2. The number of times you have called 311 to report missed collections:
 - July 7, 2013 - missed garbage pickup
 - November 5, 2013 - missed collection
 - December 17, 2013- missed collection
 - March 9, 2015 - recycling bag request
 - February 4, 2016 -missed garbage

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, within 30 business days from the date of this letter. You can request a review by writing to: Office of the Information & Privacy Commissioner, Email: info@oipc.bc.ca, Tel: 250-387-5629 and providing: 1) the request number (#04-1000-20-2016-047); 2) a copy of this letter; 3) a copy of your original request; and 4) the reason you're requesting a review.

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

Yours truly,

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

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

:ag