

File No. 04-1000-20-2016-230

July 13, 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 June 21, 2016 for:

The following information in regards to uneven sidewalk repair order file #7532606 for 2837 East 54<sup>th</sup> Avenue, Vancouver:

1. The time and date that the call was made to report the condition of the sidewalk;
2. Was the call was made by resident or other individual;
3. The date and time of repair;
4. Particulars of findings including copies of photos regarding the sidewalk condition.

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 (#04-1000-20-2016-230); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,

A handwritten signature in black ink, consisting of a stylized 'B' followed by a series of connected loops and a final horizontal stroke.

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

Encl.

:jb





2016/07/04 12:05

Service Request # R 941804  
 Lagan's ECM Update MajorLog  
 Request Type RSideWalkRepair  
 Sub Type Sidewa k - Repair  
 Incident Date Sidewa kUneven  
 2016/04/13 16:34  
 Call Date Last 311 Update, where applicable  
 2016/04/04 16:12  
 Crew Assign Date 2016/04/05 07:09  
 Request Date 2016/04/04 16:14  
 Crew ID  
 2016/04/05 07:09  
 Crew Contact 5420  
 MARCO BIAGINI  
 Reviewed yes  
 Initiated By  
 Follow-Up Date  
 Charges Explained no

### Information

#### Information

Designation  
 Zone  
 Sub-area  
 Beat  
 Auto Beat  
 Frequency  
 Priority 4  
 Medium  
 Responsibility RO  
 Streets Operations  
 Project  
 311 Case # 101007532606  
 Source  
 Ext Reference #  
 Due Date 2016/04/07 16:12  
 Ref Type  
 Lagan CSR Name lagan  
 Method

#### Request Location

Asset  
 Parcel ID  
 Lane  
 Property ID  
 GPS X 0.0000  
 GPS Y 0.0000

#### Location

Street # 2837  
 Pre Dir  
 Street Name E 54TH AV  
 Suffix (MA)  
 Post Dir  
 Subdesignation  
 Address  
 Cross Street  
 Cross Street  
 City, Province, Postal Code Vancouver  
 BC  
 Location



**Incident Details**

(No Data)

**Call Details**

Call Duration 00:00:00  
# of Calls 0  
Taken By  
Customer Contact Requested yes  
Notify Customer  
Regarding Service Request Progress no  
1

**Other Calls**

(No Data)

**Contact**

Name s.22(1)  
First, MI  
Title  
Foreign no  
Address  
City  
State/Province  
ZIP/PC  
Country s.22(1)  
Contact Phone  
Alternate Phone  
Fax  
Pager  
PIN  
E-mail  
Contact Type Other

**Customer Comments**

s.22(1)

**Inspection**

Inspector 5420  
MARCO BIAGINI  
Scheduled  
Due By  
Started  
Due By  
Completed  
Due By  
Resolved 2016/04/05 00:00  
Due By  
Resolution 39  
Dispatched to Crew  
1

**Service Request Inspections**

(No Data)

**Log**

1

**Service Request Log Results**

Log Type	Entered By	Entered By Name	Start Date	To Comments
Lagan ECM	19765	TYLER FIELD	2016/04/05 07:09	Apr 5/16 - Referred to M. Biagini.
ResolComm	19765	TYLER FIELD	2016/04/06 12:41	Apr 5/16 - Went to site, took photo. Will forward to Crew 71 to repair trip hazard. - M. Biagini

**Attachments**

**Attachments**  
(No Data)

**Associations**

1  
1  
1  
1

**Linked Service Requests**  
(No Data)

**Associated Work Orders**

Work Order #	Milestone	Activity	Schedule Date	Completed Date	Asset Unit ID
735393	RSwReact		2016/04/06 00:00		Sidewalk 99944

**Associated Asset Inspections**  
(No Data)

**Associated Cases**  
(No Data)

**Request Details**

(Tab Not Loaded)

**Schedules**

1  
1  
1  
1

**Employees**  
(No Data)

**Fleet Equipment**  
(No Data)

**Plant Equipment**  
(No Data)

**Vehicles**  
(No Data)

**Audit Log**

**Audit Log**

1

**Audit Log**

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory
Inspector	2016/04/05 07:09	5420		TYLER FELD	Hansen
Review Date	2016/04/05 07:09	05/04/2016 7:09:00 AM	01/01/0001 12:00:00 AM	TYLER FELD	Hansen
Resolved	2016/04/06 12:42	True	False	TYLER FELD	Hansen
ResolutionDateTime	2016/04/13 16:34	True	False	Integration	MCloseCase
LaganEForm	2016/04/13 16:34			Integration	IEFormPage
2016/04/13 --- (AVLM2, Apr 13 2016 4:33PM) <b>S.22(1)</b> called and asked to speak to Risk Management. She said it was in regards to a tripping incident on a City					

LaganCaseDetails	16:34	sidewalk - she broke her leg. Incident occurred on April 4th, just before 4pm in this location, on the north side of 2800 blk E 5		Integration	MCaseNotes
IncidentDate	2016/04/13 16:34	13/04/2016 4:34 24 PM	04/04/2016 4:14:00 PM	Integration	IncidentDate
ResolutionDateTime	2016/04/13 16:34	True	False	Integration	MCloseCase
IncidentDate	2016/04/13 16:34	13/04/2016 4:34 34 PM	13/04/2016 4 34:24 PM	Integration	IncidentDate

## Lagan eForm

### Lagan Detail

#### Lagan eForm

1. Type of sidewalk problem: **Uneven**
2. If Other, provide details:
3. Is there a black patch on it? **No**
4. Is it safe? **No**
5. Describe issue in detail (in front of, beside, side of street, etc.): **Citizen claims that there is an uneven portion of the sidewalk in between 2837 East 54th Ave and 2857 East 54th Ave that is sticking up around an inch or more. She witnessed another individual trip over it. It seems like the panel is separated and uneven an inch from the ground.**
6. Is this request due to Motor Vehicle Accident? **No**
7. If Yes, provide details on license plate number or other details (if known):
8. (Don't ask just record - Did caller indicate they want a call back?) **No**

#### Lagan Case Details

--- (AVLM2, Apr 13 2016 4:33PM) **s.22(1)** called and asked to speak to Risk Management. She said it was in regards to a tripping incident on a City sidewalk - she broke her leg. Incident occurred on April 4th, just before 4pm in this location, on the north side of 2800 blk E 54th, just before Raleigh. Repairs have already been scheduled so transferred her to Risk Management, as requested.

Wagon Location **National Yard**

A/A

**Streets Operations Daily Crew Report**

Rev.

April 06, 2016

Work order # and Hours

Crew # **71**  
Field Supervisor **Mezzomo 604-619-2057**  
Superintendent **Marco Biagini**

*[Signature]*  
(signed)  
*[Signature]*  
(signed)

Hours of Work **7:00 AM - 3:30 PM**

1	2	3	4	5
68954	68979			
7	1			
7	1			
7	1			

Emp #	Employee	Equip #	Activity Type	A/Alt/Stat Code	Pay Scale Group	Prem Code	1	2	3	4	5
s.22(1)	F. Pawelchak			6000			7	1			
	F. Cappellano			6000			7	1			
	T. Faria	C1297		6000			7	1			
Equipment Name			Equipment ID			Running Hrs					
ANGLE GRINDER 4.5, CORDLESS			X-ST9019			7 1					
DRILL & DRIVE SET			X-ST9020			7 1					
DRILL, HAMMER 18V			X-ST3013			7 1					
SAW, RECIPROCATING 18V			X-ST8011			7 1					
SKIL SAW, CORDLESS			X-ST2002			7 1					
TRUCK, DUMP, 1 YARD			C1297			7 1					
Toilets											
Flashers											
Dumps (National Yards Only)			Yrds Dumped								





# Work Order Summary

**Work Order #:** 735393      Rsw\_Flt\_NM 71-2016/4-6      Asphalt Fillet - Sidewalk  
**Asset ID #:** 99944  
**Group Project #:** 70455      Rsw\_Flt\_NM 71-2016/4-6      Streets Operations  
**Location:** 2800 - 2899 E 54TH AV  
**Operational Status:**      **Ref #1:** : §.22(1)      **Ref #2:** §.22(1)  
**Service Request:** 941804      **Contact Name:**      **Phone#:** §.22(1)  
**Requested By:**      **Requested Date:**      **Initiated Date:** Apr 26, 2016

**Assigned By:** MARCO BIAGINI      **Assigned To:** TONY FARIA  
**Assigned Date:** Apr 06, 2016      **Crew ID:** RMS71      **Work Started:**  
**Result:** Completed      **Work Completed:** Apr 06, 2016

**Comments:**

Sidewalk Fillet - Non MRN - Crew 71 - April to June 2016

Accomplishment: RSwAsFlt

**Work Orders & Accomplishments:**

WO#	Result	Completed Date				
735393	Completed	Apr 06, 2016				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Apr 06, 2016		Asphalt Fillet - Sidewalk	1	RMS71	TONY FARIA	TF

**Work Area Prefix:** R      **SAP Network #:** EERD70455      **WBS#:** EER-00009-SF-NM-AP  
**Parent Network:**      **Billable:** N

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
<b>TOTAL</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

# Work Order Summary