



File No.: 04-1000-20-2017-182

June 15, 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 May 3, 2017 for:

Any emails between City Manager Sadhu Johnston, City Engineer Jerry Dobrovolny, and Mayor Gregor Robertson that include the keyword "salt" from 5:00 am December 20, 2016 to 11:59 pm January 3, 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 (#04-1000-20-2017-182); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

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

Yours truly,



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

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

Encl.

:cf

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Johnston.Sadhu@vancouver.ca)  
To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)  
Date: 12/25/2016 12:43:11 PM  
Subject: Checking-in

Greetings Mayor and Council-

Happy holidays! I hope you are enjoying some well deserved time off. I certainly am enjoying family time.

Just wanted to check-in on a few things so you are aware of what's going on with your staff operations:

**Sanitation:**

We have pretty much caught-up on our trash and green bin collections yesterday, but due to the delays in many hilly areas, we are going to extend the free residential trash drop-off at the transfer station until next Saturday. The cost is negligible for us, but people seem to really appreciate it given the inconvenience of missed pick-ups over the last couple weeks.

**Cold Weather:**

As I mentioned yesterday, we are re-opening the night warming centres for the next couple nights. We'll be aligning the opening/closing with the Regional Extreme Weather Response plans, so the centres are open when an EWR is called. Homeless seem to using them still as a way to get out of the cold.

**Roads:**

The weather forecast for Monday is calling for a chance of snow flurries starting at 6am, before turning to steady snow around 10am. There is some uncertainty around the amount of snow we will receive tomorrow, as the accumulations continue to increase with every weather update. At the moment we are expecting to see anywhere from 4cm to 8cm before the snow turns to rain by mid-afternoon. With that said, we will be activating the Engineering Dept Operations Center (DOC) at 6am tomorrow as a precautionary measure.

Here's our current operations plans:

Sanitation will have 12 salter/plows on tonight until 7am, with the potential to add more. Streets will have 14 salter/plows starting at 5am, with another 18 salter/plows starting at 7am. We will also have 2 Hand Salting Crews starting at 7am to deal with any 311 calls we receive.

Rain turns to showers for Monday night, with temperatures on the rise, so it looks like wet weather for the next couple of days.

Have a great day. I have intermittent cell coverage, so if there's an emergency that you need to reach me for, please call: 250 965 0111

Thanks

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>  
To: "Dobrovolny, Jerry" <jerry.dobrovolny@vancouver.ca>  
Date: 1/2/2017 10:49:37 PM  
Subject: Fw: Icy streets, sanitation...etc

Over to you

Sent from my BlackBerry 10 smartphone on the Bell network.

**From:** Jang, Kerry <Kerry.Jang@vancouver.ca>  
**Sent:** Monday, January 2, 2017 9:47 PM  
**To:** Johnston, Sadhu  
**Subject:** Re: Icy streets, sanitation...etc

Great! My area in East Van has been really hard hit. No sanitation at all. Oblige on s.22(1)

Nootka street between 14th Ave and 22nd really icy. Is a bit of a hill. Lots of spun out cars. Nootka school is along there as well. Need lots of sand and salt.

Kerry

Sent from my iPhone

On Jan 2, 2017, at 9:24 PM, Johnston, Sadhu <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)> wrote:

Greets Mayor and Council

As you know, our crews have been dealing with snow and icy roads for a few weeks. We have been working around the clock to try to address the various issues. As you are aware, the snow caused delays in trash and green bins collections for our crews. These problems have been much worse for MMBC doing recycling collections. We have been in daily contact with them and have been directing calls to them to ensure their contractor is on top of their calls. Before this last snow we were finally caught-up.

Currently the arterials are in relatively good shape, but the side streets are a mess. We are taking a number of steps to address the situation, which will be announced tomorrow at a press conference hosted by our City Engineer. These include:

- We will be pulling 85 staff from sewers and water work to help clear the backlog of sanitation work.
- We are re-deploying over 100 staff from other work like water and sewer work and the sign shop to begin sanding the worst side streets. This will be a sand and salt mix. We are hiring additional trucks to do this work.
- These efforts require us to shut down all of our construction and service installations.
- We will also be giving free salt to residents starting tomorrow, which we are hoping will be made available at fire halls throughout the city.
- We are also going to make a big push on sidewalk clearing enforcement on commercial properties. We have had 1,700 complaints and we've cleared 1,300 of them so far.
- Given that school is starting we have also ramped-up for salting the streets around schools.

We are going to ramp-up on social media to get the word out on these efforts. We will continue to coordinate these efforts through our Engineering DOC.

We will also be calling on the Vancouver Volunteer Corps (VVC) to be out and about helping the worst hit areas clearing catch basins and shoveling. For streets that are impassable, we will be placing barricades to close them off until conditions improve.

Please don't share this information until we have a chance to finalize the details and announce it tomorrow before noon.

Please let me know if you have any questions.

Best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Johnston.Sadhu@vancouver.ca)  
To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)  
Date: 1/4/2017 10:52:24 AM  
Subject: Fw: Snow and Ice Issues reported on VanConnect

Greetings Mayor and Council

We had a very productive day yesterday dealing with the icy side streets. Here's an update from our city Engineer, followed by a couple maps of the VanConnect requests. We are using this data to shape our on the ground response:

#### Sanitation

We redeployed 115 staff from Water and Sewers to assist Sanitation in catching up on their backlog. Their first priority was the 44 blocks that were completely inaccessible and have been without collection for 4 weeks. We collected from 41 of those 44 blocks and will complete the remaining 3 blocks today. Our second priority was to collect from the normal yellow zone. Unfortunately due to the snow last Friday, crews had difficulty with many of the blocks and only completed about half of the yellow zone yesterday. Those blocks will be prioritized for today. We will keep the additional staff dedicated to assist Sanitation and still hope to clear the overall backlog by the end of this week.

#### Streets

Our regular Streets crews maintained treatment of our arterial street network through the day which includes all bus routes and truck routes. Additional Streets crews were assisted by 150 redeployed water and sewers crews began salting and sanding neighbourhood streets and completed approximately 25% of the higher elevation, iced streets. We anticipate completing those iced neighbourhood streets by Friday or Saturday this week.

All non-emergency construction has been delayed in order to redeploy staff.

#### Enforcement

We have redeployed 75 staff to increase enforcement of uncleared sidewalks with our first priority being business properties in commercial areas. We are responding to approximately 4,000 complaints received through 311 and Van Connect. Approximately 1,800 resulted in documented violations where owners received an initial warning. We will follow up the warnings with a combination of tickets and/or summary convictions depending on the circumstances.

#### Public Requests for Service

We are receiving requests through 311 as well as the Van Connect Ap. The Van Connect Ap has the advantage of allowing us to directly map locations to speed in the assignment of staff to the hardest hit areas. For that reason we are emphasizing the use of the Ap with the public which will also help to reduce 311 call wait times.

We are also working closely with Parks, VSB and Musqueam to assist and coordinate our efforts.

Overall, staff made good progress today but much work remains. Unfortunately the forecast for this weekend includes the possibility of additional snow. To give a sense of scale, for the last couple of

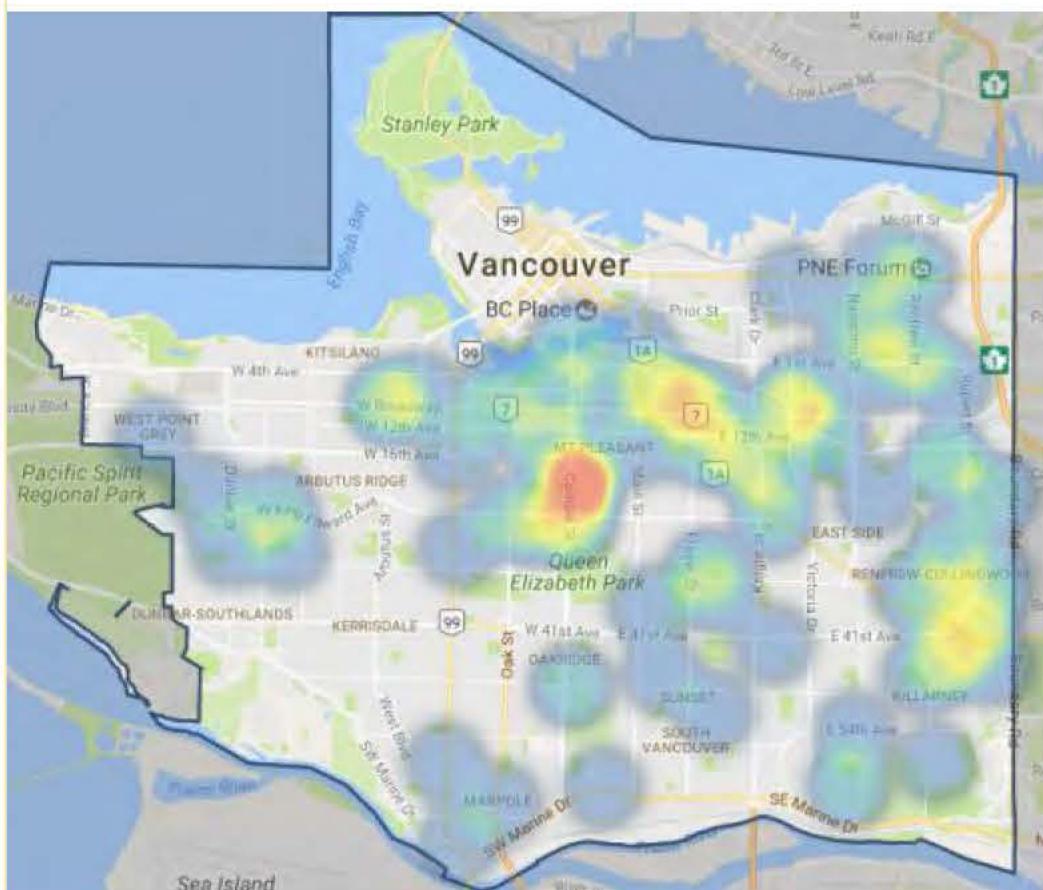
years we have used approximately 1,000 tons of salt each year for the entire winter. Last month we used approximately 7,000 tons alone. We are working closely with several salt suppliers to maintain our salt supply and will receive additional supplies this week prior to the upcoming forecasted snowfall.

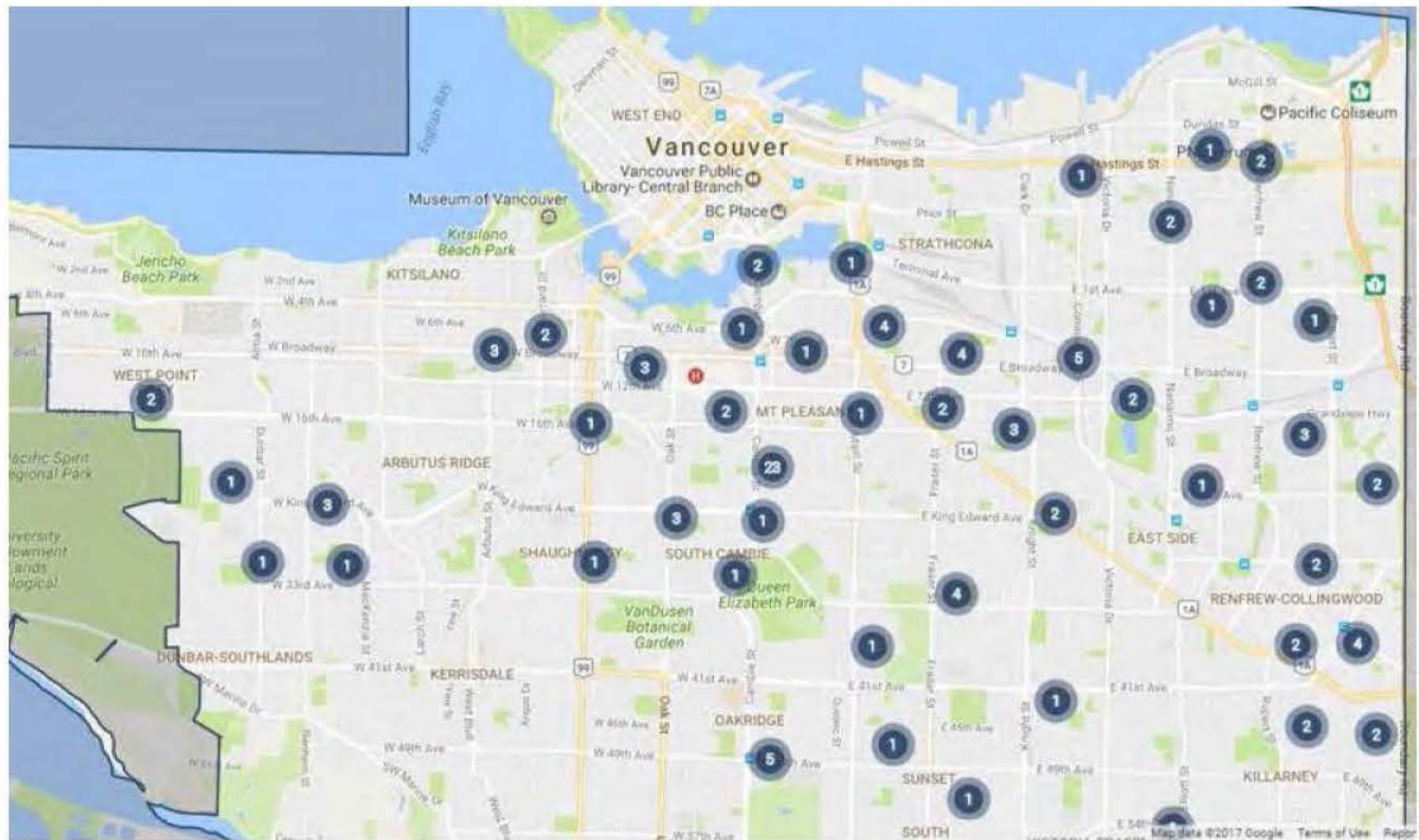
We will continue to provide updates of both our progress as well as the weather throughout the week.

We will begin distributing free salt at 10 fire halls this morning. We will report back on the success of that effort.

Best

Sadhu





**From:** ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)  
**To:** ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)  
**Date:** 12/30/2016 10:55:58 PM  
**Subject:** NYE and weather

## Greetings Mayor and Council

Besides tomorrow being New Year's Eve, it is going to be a very busy day. The weather forecast for Saturday is calling for wet snow and rain at higher elevations for the first part of the day, before the rain turns to snow in the late afternoon, when the snow level drops to sea-level. We are expecting anywhere from 2 to 5cm of snow tomorrow.

The snow is expected to stop around midnight, just in time to countdown in the new year. Contrary to some rumors, we have plenty of salt supplies.

The EOC will be up and running for NYE celebrations. I'll send you any reports of issues that come up. The Engineering DOC will be activated tomorrow pulling double duty - coordinating the garbage collection and the snow fight.

Sanitation will have 10 Salters on tonight, with the ability to ramp up when required. Streets will have 27 Salter/Plows starting at 7am tomorrow to deal with arterial roads, bridges, collector streets, emergency access routes and bike ways.

We will also have 2 Hand Salting Crews starting at 7am to deal with any 311 calls we receive. Sanitation will have additional staff starting at 7pm tomorrow.

Let me know if you have any questions.

Best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

**From:** "Johnston, Sadhu" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>  
**To:** "Lepore, Ozzie" <[ozzie.lepore@vancouver.ca](mailto:ozzie.lepore@vancouver.ca)>  
**Date:** 12/31/2016 7:17:46 PM  
**Subject:** Re: Environment Canada issues snowfall warning

Ok  
Thanks  
S

Sent from my BlackBerry 10 smartphone on the Bell network.

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**From:** Lepore, Ozzie  
**Sent:** Saturday, December 31, 2016 5:31 PM  
**To:** Johnston, Sadhu  
**Cc:** Dobrovolny, Jerry; Brown, Ken  
**Subject:** RE: Environment Canada issues snowfall warning

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Hi Sadhu

It's been a very busy day. Weathernet is forecasting snow to approximately 7pm(but it is changing constantly). Below is a summary of the equipment we have had on today, and will have on until 9pm. Sanitation's line up is also included below also starting at 7pm to 7am tomorrow. Streets will be transitioning the DOC over to Sanitation at 7pm tonight.

#### **Street Operations 7am – 3:30pm**

- 14 Salter/plows on main routes
- 2 Salter/plows responding to trouble calls
- 2 Salter/plows on priority hills
- 1 Salter/plows on shared bike routes
- 2 Salter/plows on Schools & Hospital routes
- 6 Salter/plows on lanes supporting Sanitation
- 1 Hand salting crews
- 1 Kubota on priority bike lanes

#### **Street Operations 3:30pm – 9pm**

- 14 Salter/plows on main routes
- 1 Salter/plows on priority hills, shared bike paths and responding to trouble calls
- 2 Hand salting crews
- 1 Kubota on priority bike lanes

#### **Sanitation Operations 7pm – 7am**

- 18 Salter/plows on main routes
- 2 Salter/plows on priority hills, shared bike paths and responding to trouble calls
- 2 Hand salting crews
- 1 Kubota on priority bike lanes

---

**From:** Johnston, Sadhu  
**Sent:** Saturday, December 31, 2016 5:17 PM  
**To:** Lepore, Ozzie  
**Cc:** Dobrovolny, Jerry; Brown, Ken  
**Subject:** Fw: Environment Canada issues snowfall warning

Hello and happy new years eve.

All ready for tonight?

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

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**From:** News Talk 980 CKNW <[webmaster@cknw.com](mailto:webmaster@cknw.com)>

**Sent:** Saturday, December 31, 2016 4:09 PM

**To:** Johnston, Sadhu

**Reply To:** [webmaster@cknw.com](mailto:webmaster@cknw.com)

**Subject:** Environment Canada issues snowfall warning

## CKNW NEWS ALERT



After much of the afternoon was spent without a snowfall warning, Environment Canada has issued a snowfall warning for Metro Vancouver and the Fraser Valley.

Download the new CKNW APP today! Download [here](#).

*Create a Moment of Joy with a limited quantity St. John Ambulance GiftSET. Each GiftSET includes a donation to charitable programs in your community, and an adorably plush Therapy Dog stuffie. Get yours today at [shopsafetyproducts.ca](http://shopsafetyproducts.ca)*

**CKNW.COM**

This message was sent to [sadhu.johnston@vancouver.ca](mailto:sadhu.johnston@vancouver.ca) from:

News Talk 980 CKNW, a Corus Entertainment Inc. radio station.

If you have any questions, contact us at: CASL inquiries (Law Dept.), Corus Entertainment Inc., 25 Dockside Drive, Toronto, ON, M5A 0B5, Canada or at [privacy@corusent.com](mailto:privacy@corusent.com).

Click the link below to unsubscribe or update your preferences.

[Unsubscribe](#)

**From:** "Johnston, Sadhu" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>  
**To:** "De Genova, Melissa" <[Melissa.DeGenova@vancouver.ca](mailto:Melissa.DeGenova@vancouver.ca)>  
**Date:** 1/3/2017 8:53:33 PM  
**Subject:** Re: Icy streets, sanitation...etc

Hello Melissa

Happy new year!

MMBC isn't actually a contracted service. We don't pay them or have a contract with them. They are part of the provincial program. They paid by industry, which collects the fees as a part of each person's purchases. They have service levels that they are expected to meet. We are pushing them to improve their service.

We are not considering a tax break.

We are working to improve the conditions in the lanes so they can access all locations.

Any complaints can be forwarded directly to Albert shamess.

We have done emergency planing on extreme weather. Mostly for storms and extreme heat.

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

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**From:** De Genova, Melissa  
**Sent:** Tuesday, January 3, 2017 2:58 PM  
**To:** Johnston, Sadhu  
**Subject:** Re: Icy streets, sanitation...etc

---

Hi Sadhu,

I appreciate staff's hard work, especially considering the extreme weather.

I have received a number of inquiries from residents who have not had their recycling picked up in over 3 weeks.

As this is a service the city outsources via contract; I am wondering why we are not expecting more of our MMBC?

I am also wondering if staff have given any consideration to adjusting property taxes and fees or offering a rebate on the next tax period considering the delay.

It seems MMBC is getting paid on a contract for work they have not carried out or completed.

I thought it was best to send my inquiry directly to you, as I understand this question is complex as it involves many departments including finance, sanitation and engineering.

On another note, I am wondering if the city has carried out any emergency preparedness exercises in this extreme weather?

I hope you enjoyed the holiday break and I look forward to seeing you soon.

Many thanks,

Melissa

Sent from my iPhone

On Jan 3, 2017, at 12:24 AM, Johnston, Sadhu <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)> wrote:

Greets Mayor and Council

As you know, our crews have been dealing with snow and icy roads for a few weeks. We have been working around the clock to try to address the various issues. As you are aware, the snow caused delays in trash and green bins collections for our crews. These problems have been much worse for MMBC doing recycling collections. We have been in daily contact with them and have been directing calls to them to ensure their contractor is on top of their calls. Before this last snow we were finally caught-up.

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- We are also going to make a big push on sidewalk clearing enforcement on commercial properties. We have had 1,700 complaints and we've cleared 1,300 of them so far.
- Given that school is starting we have also ramped-up for salting the streets around schools.

We are going to ramp-up on social media to get the word out on these efforts. We will continue to coordinate these efforts through our Engineering DOC.

We will also be calling on the Vancouver Volunteer Corps (VVC) to be out and about helping the worst hit areas clearing catch basins and shoveling. For streets that are impassable, we will be placing barricades to close them off until conditions improve.

Please don't share this information until we have a chance to finalize the details and announce it tomorrow before noon.

Please let me know if you have any questions.

Best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "[Stevens, Daniel](mailto:Stevens, Daniel)" <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)>  
To: "[Dobrovolny, Jerry](mailto:Dobrovolny, Jerry)" <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)>  
Date: 1/2/2017 10:34:39 PM  
Subject: Re: Roads

We'll put a call out tomorrow. I'll connect w Tobin re specific messaging.

--  
Daniel Stevens,  
Director of Emergency Management, City of Vancouver

This message is confidential and subject to privilege. Confidentiality and privilege are not lost by this message having been sent to the wrong person. If you are not the intended recipient, please notify us immediately by return and destroy this message. Any use of this message by an unintended recipient is prohibited.

On Jan 2, 2017, at 9:28 PM, Dobrovolny, Jerry <[jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)> wrote:

Thanks Daniel

I was just chatting with Sadhu and we wondered if we might just ask VVC to clear sidewalks in their neighbourhood if they are able.

John, we'd like to move ahead with the free salt give-away. Margaret will work with your staff on specific details to make sure this can be done at fire halls without getting in the way of your truck access. Should she connect with Brian and Joe?

Thanks

Jerry

Sent from my iPhone

On Jan 2, 2017, at 8:59 PM, Stevens, Daniel <[Daniel.Stevens@vancouver.ca](mailto:Daniel.Stevens@vancouver.ca)> wrote:

Sadhu and Jerry - probably most appropriate role for the VVC - NEAT team to take on (as opposed to the VVC - ESS folks). We'll need to loop in VFRS in on this once we have a specific ask as VFRS - NEAT is managed by them.

Jerry, let's chat in the AM on specifics.

Thanks,  
Daniel

--  
Daniel Stevens,  
Director of Emergency Management, City of Vancouver

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On Jan 2, 2017, at 8:13 PM, Johnston, Sadhu <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)> wrote:

Hi

Could we get VVC out to help in some way? Perhaps ask residents to join in work squadrons? Daniel? Thoughts? Perhaps we send them out to some of the worst streets to help clear?

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

---

**From:** Mochrie, Paul

**Sent:** Monday, January 2, 2017 8:11 PM

**To:** Johnston, Sadhu

**Cc:** Postma, Tobin; Dobrovolny, Jerry

**Subject:** Re: Roads

---

Thanks for the update. I don't have any other suggestions.

Paul

On Jan 2, 2017, at 5:24 PM, Johnston, Sadhu <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)> wrote:

Hi

We are going to give away salt at firehalls and will be ramping up work on sidestreets. Jerry has details. Tobin, we need a full on offensive on social channels. We are getting clobbered on social media. Anything else folks think we can/should do?

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "McKearney, John" <john.mckearney@vancouver.ca>  
To: "Dobrovolny, Jerry" <jerry.dobrovolny@vancouver.ca>  
"Godlonton, Brian" <brian.godlonton@vancouver.ca>  
Date: 1/2/2017 10:47:40 PM  
Subject: Re: Roads

Sounds great. Have Margaret contact Brian. Thanks. John

John McKearney, MA, CFO  
VFRS Fire Chief / GM  
604.603.2401

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**Sent:** Monday, January 2, 2017 8:11 PM  
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**Cc:** Postma, Tobin; Dobrovolny, Jerry  
**Subject:** Re: Roads

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Paul

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Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: ["Shamess, Albert" <Albert.Shamess@vancouver.ca>](mailto:Albert.Shamess@vancouver.ca)  
To: ["Brown, Ken" <ken.brown@vancouver.ca>](mailto:ken.brown@vancouver.ca)  
["Lepore, Ozzie" <ozzie.lepore@vancouver.ca>](mailto:ozzie.lepore@vancouver.ca)  
["De Graaf, Troy" <Troy.DeGraaf@vancouver.ca>](mailto:Troy.DeGraaf@vancouver.ca)  
["McMillan, Tim" <Tim.McMillan@vancouver.ca>](mailto:Tim.McMillan@vancouver.ca)  
Date: 12/20/2016 8:08:26 AM  
Subject: Re: Snow response

Ken and Ozzie:

Pending available resources can I ask that you please work with Sanitation on areas where access is a problem due to snow and ice.

Thanks

Albert

Sent from my iPhone

> On Dec 20, 2016, at 9:44 AM, Nelms, Cheryl <Cheryl.Nelms@vancouver.ca> wrote:

>

> Operations is reporting that conditions are good and the Eng DOC is now deactivated. The Eng DOC was up last night until 2:30 am and it was quiet overnight for calls. Night crews had the salters out and hand crews digging out bus stops and catch basins - this will continue through the day shift now.

>

> Road conditions are clear and wet. We will have crews dealing with any flood calls today and continue to check in/ coordinate response with 311, Parks, Coast Mountain Bus and Translink.

>

> Thx.

>

> Cheryl Nelms, P.Eng, PhD

> Deputy General Manager

> Engineering Services

> City of Vancouver

> C. 778-835-2148