

File No.: 04-1000-20-2018-078

March 20, 2018

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 5, 2018 for:

1. Information on the number of traffic accidents (including fatalities) at the intersection at Joyce/29th Avenue and Boundary Road, and within 250 meters from this intersection; and
2. Number of complaints the City of Vancouver have received regarding the said intersection.

Date Range: January 1, 2007 to February 5, 2018

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(a) and 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

Regarding the first part of your request, the City is unable to provide accident or collision statistics. The City has an agreement with ICBC, Vancouver Coastal Health, and BC Ambulance Service which prohibits the City from sharing that data with the public. You can try approaching those organizations directly for the data and/or refer to ICBC's website which provides some basic information and visualization of collisions: <http://www.icbc.com/about-icbc/newsroom/Pages/Lower-Mainland-Crash-Map.aspx>.

In regards to fatalities, the BC Coroners Service publishes a variety of statistical reports related to motor vehicle deaths. Please see the following website: <https://www2.gov.bc.ca/gov/content/safety/public-safety/death-investigation/statistical-reports>

Regarding the second part of your request, a record search was conducted by the City's 311 department for calls received between January 1, 2009 and February 6, 2018. Previous to January 1, 2009, complaint records were handled by individual departments. Records searches were conducted by Engineering Records and Traffic and Data Management divisions.

Both departments have reported that no complaint records were found for this intersection in the date range of January 1, 2007 to December 31, 2008.

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 (#04-1000-20-2018-078); 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.

:aa

CA13COV13 - eForm Detail Report by Intersection Address

[ZZ OLD - Dead Animal Pickup Case](#)

[Street Cleaning & Debris Pickup Case](#)

[Pothole - Repair](#)

[Street - Surface Water Flooding](#)

[ZZ - OLD Animal Complaint - Non-Emergency Case](#)

[Traffic Signal - Repair](#)

[Streets - General Issues](#)

[Street Light - Out](#)

[Lost Pets Case](#)

[Traffic & Pedestrian Signal - Modify Case](#)

[Street Light - Pole Repair](#)

[Animal Concern - Non-Emergency Case](#)

[Snow & Ice Removal - City Property](#)

[Traffic Management - General Inquiries Case](#)

[Dead Animal Pickup Case](#)

[General Inquiries](#)

| Case # | Street # From | Street # To | Street | Cross St/Unit # | Postal Code | Location Details | Case Details | Additional Details | Requestor Name | Phone | # of Calls | Date Created | Date Closed | Preferred Queue | Event Notes |
|--|---------------|-------------|---------------|-----------------|-------------|-----------------------|---|---|------------------------|---------|------------|-----------------------|-----------------------|----------------------|--|
| Eform Request Type ZZ OLD - Dead Animal Pickup Case | | | | | | | | | | | | | | | |
| 10100098290 | INTERSECTION | | BOUNDARY ROAD | E 29TH AV | | | Type of Animal or Bird: cboTypeofAnimalorBird.Raccoon If Other Animal or Bird selected, provide details: Animal or Bird Weight: cboAnimalWeight.1165 Animal or Bird Colour: If dog, cat or pet bird, does the animal have any visible ID? Is the animal in traffic? Yes (Don't ask just record - Did caller indicate they want a call back?) No | Called in by s.22(1) at s.22(1) She said the raccoon is close to the centre median on Boundary Road close to E. 29th Aven. | 2010 July, Anonymous | | 1 | 7/17/2010 11:59:27 AM | 7/17/2010 12:11:01 PM | CSG - Animal Control | Agent Created Case: Agent Finished: Case Closed Service Provided dispatched duty driver-July 17/10-aK |
| 101000108526 | INTERSECTION | | BOUNDARY ROAD | E 29TH AV | | | Type of Animal or Bird: cboTypeofAnimalorBird.Cat If Other Animal or Bird selected, provide details: Animal or Bird Weight: cboAnimalWeight.010 Animal or Bird Colour: black and grey If dog, cat or pet bird, does the animal have any visible ID? Is the animal in traffic? Yes (Don't ask just record - Did caller indicate they want a call back?) No | Dead cat is south of E 29th on Boundary Road on the right hand side heading northbound. | 2010 August, Anonymous | | 1 | 8/18/2010 8:22:13 AM | 8/18/2010 8:31:49 AM | CSG - Animal Control | Agent Created Case: Agent Finished: Case Closed Service Provided Dispatched ACO out on call. (folder 10 - 200536) |
| 101000410905 | INTERSECTION | | BOUNDARY ROAD | E 29TH AV | | | Type of Animal or Bird: cboTypeofAnimalorBird.Cat If Other Animal or Bird selected, provide details: Animal or Bird Weight: cboAnimalWeight.010 Animal or Bird Colour: Tabby colored cat If dog, cat or pet bird, does the animal have any visible ID? Unknown Is the animal in traffic? No | | s.22(1) | s.22(1) | 1 | 4/19/2013 9:51:40 AM | 4/19/2013 10:29:52 AM | CSG - Animal Control | Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed Service Provided Same as case 101000410846 |
| 101004675837 | INTERSECTION | | BOUNDARY ROAD | E 29TH AV | | southbound, on median | Type of Animal or Bird: cboTypeofAnimalorBird.Raccoon If Other Animal or Bird selected, provide details: Animal or Bird Weight: cboAnimalWeight.1165 Animal or Bird Colour: grey and black If dog, cat or pet bird, does the animal have any visible ID? If Yes selected, provide details (if known): Is the animal in traffic? No (Don't ask just record - Did caller indicate they want a call back?) No | southbound, on median | s.22(1) | s.22(1) | 1 | 4/24/2014 7:06:00 AM | 4/24/2014 8:13:20 AM | CSG - Animal Control | Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2014-04-24 08:13:20.163 Service Provided Dispatched to the duty driver amanda file 14-222890 |

| | | | | | | | | | | | | | | | |
|--|--------------|--|---------------|-----------|--|--|---|--|----------------|------------|---|----------------------|-----------------------|---|---|
| Eform Request Type Street Cleaning & Debris Pickup Case | | | | | | | | | | | | | | | |
| 101000153920 | INTERSECTION | | BOUNDARY ROAD | E 29TH AV | | | Type of Street: Major Road Type of Debris: Other If Other, provide details: steel grate (12ft x 10ft) Is this a result of a Motor Vehicle Accident (MVA)? Yes If City Crew calling, capture Department details (City Department Name and Crew Detail): Provide SAP# by requesting City Department Crew. Provide Hansen# by requesting City Department Crew. Is this causing a safety or traffic hazard? Yes If Yes, provide details: vehicles may run over it and cause damage or another accident (Don't ask just record - Did caller indicate they want a call back?) No | (info was forwarded by Angie of the City Managers Office). Calle s.22(1) had left a message advising there was a steel grate, approx 12ft x 10ft, on the road by E.29th and Boundary Rd. He advised that it was left behind from an accident a few days prior. Also, caller said he phoned it in a few days ago, however, I was not able to locate the case. (caller did not leave a call back number) 03/feb/2011 259 jb - ph'd into Teresa 84299 with info | s.22(1) | | 1 | 2/3/2011 2:51:16 PM | 2/16/2011 11:57:50 AM | Eng_Sanitation - Street Cleaning Services | Agent Created Case: Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 279736 created / updated at Thursday, February 03, 2011 2:57:25 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 279736 created / updated at Thursday, February 03, 2011 3:00:06 PM Hansen Change in Comments: Comments: Dispatched to Emergency Streets Crew C1116. Added on 03/02/2011 3:01:44 PM. Hansen Service Request has been reviewed: Case reviewed on 03/02/2011 3:01:00 PM. Hansen an action has been scheduled: On 04/02/2011 6:59:45 AM an action has been scheduled for 04/02/2011 6:59:00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 04/02/2011 7:11:16 AM. Service Provided: 10 - Service Provided. nothing there dan campbell. Resolved on 16/02/2011 11:54:00 AM. Agent Finished: Case Closed Service Provided 10 - Service Provided. nothing there dan campbell. Resolved on 16/02/2011 11:54:00 AM. |
| 101006065677 | INTERSECTION | | BOUNDARY ROAD | E 29TH AV | | | Is this causing a safety or traffic hazard? Yes Location type: CityStreet Type of debris: MVA If Other, provide details: If Cement Spill, provide Cement Company name and truck number (if known): Is this a result of a Motor Vehicle Accident? Yes If Yes, did you witness the accident? No If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VFD in Transit police file number s.15(1a) If City Crew calling, provide Department details (City Department name and Crew detail): Provide SAP#Hansen# for City Crew request: (Don't ask just record - Did caller indicate they want a call back?) No | MVA in the intersection of E. 29th Ave and Boundary Road (on the Vancouver side). There is solid pieces of debris on the road. --- (AVDMS, Apr 12 2015 9:23PM) Notified DS Ivan for call out at 9:23pm. --- (AVIF, Apr 12 2015 9:25PM) Reported to Justin with dispatch at s.22(1) | Transit Police | 6045158302 | 1 | 4/12/2015 9:20:00 PM | 4/14/2015 9:34:16 AM | Eng_Sanitation - Street Cleaning Services | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 803857 created / updated at Sunday, April 12, 2015 9:22:32 PM Agent Updated Case Details: Description updated to: ... Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 803857 created / updated at Sunday, April 12, 2015 9:23:49 PM Agent Updated Case Details: Description updated to: ... Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 803857 created / updated at Sunday, April 12, 2015 9:26:24 PM Hansen an action has been scheduled: On 13/04/2015 7:00:57 AM an action has been scheduled for 13/04/2015 7:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 13/04/2015 8:21:00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 13/04/2015 8:23:09 AM. Service Provided: 10 - Service Provided. done by J. Burnett. Resolved on 13/04/2015 9:33:00 AM. Agent Finished: Case Closed. Closed date : 2015-04-14 09:34:15.977 Service Provided 10 - Service Provided. done by J. Burnett. Resolved on 13/04/2015 9:33:00 AM. |

| | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|--|---------|---------|---|----------------------|-----------------------|---|---|
| 101007197926 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | <p>1. Is this causing a safety or traffic hazard? Yes</p> <p>2. Location type: City Street</p> <p>3. Type of debris: Gravel</p> <p>4. If Other, provide details:</p> <p>5. If Cement Spill, provide Cement Company name and truck number (if known):</p> <p>6. Is this a result of a Motor Vehicle Accident? No</p> <p>7. If Yes, did you witness the accident? undefined</p> <p>8. If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VFD incident # (if known):</p> <p>9. If City Crew calling, provide Department details (City Department name and Crew detail):</p> <p>10. Provide SAP#/Hansen# for City Crew request:</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?):</p> | Gravel in westbound lane on E 29th from Boundary rd to the Joyce/E 29th split. Caller did not witness where gravel came from, but quite a significant amount caller worried may cause vehicle to slip. --- (RAB96, Jan 19 2016 9:20AM) Called out to foreman 604 603 1578. | s.22(1) | s.22(1) | 1 | 1/19/2016 9:16:00 AM | 1/21/2016 10:50:42 AM | Eng_Sanitation - Street Cleaning Services | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 912625 created / updated at Tuesday, January 19, 2016 9:18:04 AM</p> <p>Agent Updated Case Details: Description updated to : .</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 912625 created / updated at Tuesday, January 19, 2016 9:22:14 AM</p> <p>Hansen an action has been scheduled: On 19/01/2016 12:08:45 PM an action has been scheduled for 19/01/2016 12:08:00 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 19/01/2016 1:09:00 PM.</p> <p>Hansen Change in Comments: Comments: Sr fwd to foreman. Added on 19/01/2016 1:10:30 PM.</p> <p>Hansen Change in Comments: Comments: completed . Added on 21/01/2016 10:49:48 AM.</p> <p>Service Provided: 10 - Service Provided. . Resolved on 19/01/2016 10:49:00 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-01-21 10:50:42.313</p> <p>Service Provided</p> <p>10 - Service Provided. . Resolved on 19/01/2016 10:49:00 AM.</p> |
|--------------|--------------|---------------|-----------|--|--|---|--|---------|---------|---|----------------------|-----------------------|---|---|

Eform Request Type Pothole - Repair

| | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|---|---------|---------|---|-----------------------|---------------------|------------------------|--|
| 101000173275 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | <p>Pothole Location: Street</p> <p>If Other, provide details: What size is the Pothole? 18 inches across, about 6 inches deep</p> <p>If shoulder or lane, is it paved or unpaved? In what part of the street or lane is the pothole located? Middle</p> <p>If Other, provide details: What direction were you travelling? cb_CardinalDirection.South</p> <p>What is the nearest cross street/intersection? Boundary and E 29</p> <p>(Don't ask just record - Did caller indicate they want a call back?) No</p> | Southbound on Boundary, curb lane, in intersection - Contacted dispatch at 84299 at 1016am - gave case location and details | s.22(1) | s.22(1) | 1 | 4/20/2011 10:14:20 AM | 5/5/2011 2:25:08 PM | Eng_Streets Operations | <p>Agent Created Case: Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 327064 created / updated at Wednesday, April 20, 2011 10:15:42 AM</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 327064 created / updated at Wednesday, April 20, 2011 10:16:43 AM</p> <p>Hansen Service Request has been reviewed: Case reviewed on 20/04/2011 10:19:00 AM.</p> <p>Hansen Change in Comments: Comments: Dispatched to Streets Emergency Crew 1203. Added on 20/04/2011 10:22:40 AM.</p> <p>Hansen Change in Comments: Comments: Streets ops emergency truck filled 1 pothole with Matrix. Added on 21/04/2011 8:34:58 AM.</p> <p>Service Provided: 10 - Service Provided. Crew #65, repaired pothole with #36. Resolved on 27/04/2011 2:19:00 PM.</p> <p>Agent Finished: Case Closed</p> <p>Service Provided</p> <p>10 - Service Provided. Crew #65, repaired pothole with #36. Resolved on 27/04/2011 2:19:00 PM.</p> |
|--------------|--------------|---------------|-----------|--|--|---|---|---------|---------|---|-----------------------|---------------------|------------------------|--|

Eform Request Type Street - Surface Water Flooding

| | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|---|---------|---------|---|---------------------|---------------------|------------------------|--|
| 101000372917 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | <p>(Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?)</p> <p>Flood/Obstruct</p> <p>If Other, provide details: Is the water: Flooding</p> <p>Location of flooding: Street</p> <p>If Other, provide details: Where is the water coming from? Eng_SurfaceWtrFlood_WaterSource.CBNotDraining</p> <p>If Other, provide details: Describe the issue and location in detail: Citizen said that he was travelling south bound on boundary and just 2-3 blocks north of tanner there is road flooding, almost pooling to the middle of intersection. I have chosen E 29th and Boundary because that is 2 blocks north of Tanner but it could possibly turn out to be Moscrop and Boundary, citizen wasn't sure. (Don't ask just record - Did caller indicate they want a call back?) No</p> | --- (AVSK, Jan 7 2013 7:10AM) Advised Sandra Estrabrooks. --- (AVSJE, Jan 7 2013 7:19AM) Spoke to Tony advised of potential location issue. | s.22(1) | s.22(1) | 1 | 1/7/2013 7:07:34 AM | 1/8/2013 3:00:19 PM | Eng_Streets Operations | <p>Agent Created Case: Agent Updated Case Details: Description updated to : .</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 536595 created / updated at Monday, January 07, 2013 7:17:19 AM</p> <p>Agent Updated Case Details: Description updated to : .</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 536595 created / updated at Monday, January 07, 2013 7:20:39 AM</p> <p>Hansen Service Request has been reviewed: Case reviewed on 07/01/2013 7:36:00 AM.</p> <p>Hansen Change in Comments: Comments: January 07/2013-Dispatched 1276. Added on 07/01/2013 7:39:01 AM.</p> <p>Hansen Service Request Assigned: Case was assigned on 07/01/2013 7:36:00 AM.</p> <p>Hansen has changed the Queue within the Hansen Sys: Case queue changed to SO (Sewer Operations) on 07/01/2013 8:38:12 AM.</p> <p>Hansen Change in Comments: Comments: Flood crew called back to report that the C/B requires a sucker truck. SR transferred to Sewers - Tony/Street Dispatch. Added on 07/01/2013 8:36:35 AM.</p> <p>Hansen Service request Case Type has changed: Case type changed to SCBIssues on 07/01/2013 8:38:12 AM</p> <p>Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM.</p> <p>Hansen Work Order Created: Work order 365016 has been initiated on 07/01/2013 10:35:33 AM. Work Order type is SReactive.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 07/01/2013 10:36:00 AM.</p> <p>Service Provided: 10 - Service Provided. . Resolved on 07/01/2013 12:00:00 AM.</p> <p>Agent Finished: Case Closed</p> <p>Service Provided</p> <p>10 - Service Provided. . Resolved on 07/01/2013 12:00:00 AM.</p> |
|--------------|--------------|---------------|-----------|--|--|---|---|---------|---------|---|---------------------|---------------------|------------------------|--|

| | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|--|---|--|------------|---|-----------------------|------------------------|------------------------|--|
| 101008738567 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | <p>1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Severe Traffic Obstruction</p> <p>2. If Other, provide details:</p> <p>3. Is the water: Pooling</p> <p>4. Location of flooding: Streetincludinghiklane</p> <p>5. If Other, provide details:</p> <p>6. Where is the water coming from? Catch Basin Not Draining</p> <p>7. If Other, provide details:</p> <p>8. Describe the issue and location in detail: Citizen says that 2 lanes are blocked with the pooling of water.</p> <p>9. (Don't ask just record - Did caller indicate they want a call back?) No</p> | --- (AVSC, Nov 26 2016 9:57AM) SC 11/26/2016 9:57am spoke to National at 84299 and relayed all case details for dispatch. | Greek Orthodox Community of East Vancouver | 6044386432 | 1 | 11/26/2016 9:54:00 AM | 12/20/2016 11:32:09 AM | Eng_Streets Operations | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1047469 created / updated at Saturday, November 26, 2016 5:13:12 PM</p> <p>Agent Updated Case Details: Description updated to : .</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1047469 created / updated at Saturday, November 26, 2016 5:29:59 PM</p> <p>Hansen Service Request Assigned: Case was assigned on 26/11/2016 12:00:00 AM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 26/11/2016 8:19:56 PM.</p> <p>Hansen Change in Comments: Comments: Dispatched to Streets Emergency Truck C1116 (BH) on Nov 26/16 at 15:00. Added on 26/11/2016 8:20:53 PM.</p> <p>Hansen Change in Comments: Comments: E/S catch basin cleared; W/S catch basin has plugged lead - refer to Sewers Mon Nov 28/16. Added on 26/11/2016 8:22:03 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM.</p> <p>Hansen has changed the Queue within the Hansen Sys: Case queue changed to SO (Sewer Operations) on 28/11/2016 9:18:18 AM.</p> <p>Hansen Change in Comments: Comments: Nov 26/16 - 4641 Boundary - Flooding. Cleared CB of leaves. CB on WS of Boundary - plugged lead. Referred to Sewers - Crew 503. Added on 28/11/2016 9:18:12 AM.</p> <p>Hansen Service request Case Type has changed: Case type changed to SCBIssues on 28/11/2016 9:18:18 AM</p> <p>Hansen Work Order Created: Work order 805326 has been initiated on 28/11/2016 12:00:00 AM. Work Order type is SReactive.</p> <p>Hansen Change in Comments: Comments: created 805326 under GPEESD73348. Added on 29/11/2016 7:19:11 AM.</p> <p>Hansen Change in Comments: Comments: duplicate of sanitation called in Boundary/E 29 SWC & amp; Boundary & amp; E 29, s/bound side of intersection cb approx. 3/45. Added on 29/11/2016 7:31:51 AM.</p> <p>Hansen Work Order Created: Work order 805389 has been initiated on 28/11/2016 12:00:00 AM. Work Order type is SReactive.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 29/11/2016 7:32:57 AM.</p> <p>Service Provided: 10 - Service Provided. . Resolved on 27/11/2016 11:31:00 AM.</p> <p>Hansen Change in Comments: Comments: completed under EES805389. Added on 20/12/2016 11:31:57 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-12-20 11:32:09.13</p> <p>Service Provided</p> <p>10 - Service Provided. . Resolved on 27/11/2016 11:31:00 AM.</p> |
|--------------|--------------|---------------|-----------|--|--|--|---|--|------------|---|-----------------------|------------------------|------------------------|--|

Eform Request Type ZZ - OLD Animal Complaint - Non-Emergency Case

| | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|---|--------------|------------|---|-----------------------|-----------------------|----------------------|--|
| 101000458017 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | <p>Animal Type: cboAnimalType.Dog</p> <p>If Other selected, provide details: Animal Colour: brown</p> <p>Provide current location of animal if different from incident location (if known):</p> <p>Complaint Type: cboAnimalComplaintType.ALNAGG</p> <p>If Other selected, provide details: For all complaint types - Is there a safety concern? Yes</p> <p>If yes, provide details: can possibly go into traffic</p> | SPCA received this info from a caller. Did not get caller's contact details as they had to get off the phone. | Burnaby SPCA | 6042917201 | 1 | 7/19/2013 10:20:41 AM | 7/19/2013 10:46:07 AM | CSG - Animal Control | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case Closed</p> <p>Service Provided: Call dispatched to ACO Ching 15 at 10448#x0D; Call center # 13 389895DGD</p> |
|--------------|--------------|---------------|-----------|--|--|---|---|--------------|------------|---|-----------------------|-----------------------|----------------------|--|

Eform Request Type Traffic Signal - Repair

| | | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|--|--|---|--|------------|----------------------|-----------------------|--|---|--|
| 101000524277 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | | Type of Signal: Eng_TrafficSignalRepair_SignalType.Traffic If Other, provide details: Type of problem: signalout If Other, provide details: If Light or Pole Damaged, is it due to a motor vehicle accident? Unknown If Yes, did you witness the accident? No If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VFD I What are the intersecting streets or nearest location? Entire intersection of E 29th Ave and Boundary St have lights out. Problem observed at what time of the day? 9:20 AM What direction were you travelling? East (Don't ask just record - Did caller indicate they want a call back?) No | --- (JEJ52, Dec 18 2013 9:28AM) IQ notified, 9:25 AM Silvia via CAD. Request made by VPD --- (AVSV, Dec 18 2013 9:45AM) VPD requested stops signs for this intersection . Advised Liz at 84299 | Ecomm/VPD Dispatch **USE THIS PROFILE ONLY** | 6042154912 | 1 | 12/18/2013 9:25:44 AM | 12/19/2013 9:34:41 AM | Eng_Traffic and Electrical - Traffic Signals | Agent Created Case: Agent Updated Case Details: Description updated to : Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Traffic Signals Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 654260 created / updated at Wednesday, December 18, 2013 9:38:10 AM Agent Updated Case Details: Description updated to : Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 654260 created / updated at Wednesday, December 18, 2013 9:46:24 AM Agent Finished: Case Closed Case created in error by Contact Centre New case created 524285 Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 654260 created / updated at Wednesday, December 18, 2013 9:50:30 AM Agent Finished: Case Closed Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Request has been reviewed: Case reviewed on 19/12/2013 8:09:00 AM. Agent Finished: Case Closed Back to previous status Closing case after 'Add Event' (Continued in Next Cell) |
| | | | | | | | | | | | | | | | (Continued from Previous Cell) Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Dispatched to Streets truck C1203 at 10:32 on Dec 18/13. Added on 19/12/2013 8:14:15 AM. Agent Finished: Case Closed Back to previous status Closing case after 'Add Event' Hansen Change in Comments: Comments: Brad had asked for ETA from VPD. Called Streets truck C1203 and they gave an ETA of 20 mins for the first locations that was in SR#654261 and about 45-1 hour for these locations. The crew said they might not have enough stops signs for all locations but would check Manitoba yards, as well.. Added on 19/12/2013 8:11:43 AM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: At 09:38 on Dec 18/13, Silvia from 311 called to inform me that this was in the same area as where there was a power outage yesterday in East Vancouver. She also informed me that she had been told to cancel all the calls she was getting about the outages there it was being taken care of asap. She had called me about this one because she wasn't sure if it took priority because it was requested by VPD, but it was the VPD just reporting that these intersections out and very busy ones. I told her to ask if they would like stop signs at these locations. She called VPD and then called me back to say that they would. While on the phone with her, Scott over heard the conversation and said he was on the phone with Brad from 311 with the same location for stop signs to be placed as per VPD. He called Streets truck C1203 and requested stop signs to put out at these locations and I asked Silvia to cancel this SR. She said she would do so.. Added on 19/12/2013 8:30:11 AM. Agent Finished: Case Closed Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: At 09:38 on Dec 18/13, Silvia from 311 called to inform me that this was in the same area as where there was a power outage yesterday in East Vancouver. She also informed me that she had been told to cancel all the calls she was getting about the outages there it was being taken care of asap. She had called me about this one because she wasn't sure if it took priority because it was requested by VPD, but it was the VPD just reporting that these intersections out and very busy ones. I told her to ask if they would like stop signs at these locations. She called VPD and then called me back to say that they would. While on the phone with her, Scott over heard the conversation and said he was on the phone with Brad from 311 with the same location for stop signs to be placed as per VPD. He called Streets truck C1203 and requested stop signs to put out at these locations and I asked Silvia to cancel this SR. She said she would do so. Please refer to SR#654261 and for the later added locations in SR#654330.. Added on 19/12/2013 8:38:28 AM. Agent Finished: Case Closed Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Investigation found no issue: 25 - Request Cancelled by CoV. 311 cancelled this case. Replaced by SR# 654261 and 654330. . Resolved on 19/12/2013 9:30:00 AM. Agent Finished: Case Closed Back to previous status Closing case after 'Add Event' |
| 101010214564 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | | 1. Type of problem: Don't Walk Signal (hand) Out 2. If Other, provide details: 3. If light or pole damaged, is it due to a motor vehicle accident? 4. If Yes, did you witness the accident? 5. If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VFD incident # (if known): 6. What are the intersecting streets or nearest location? Intersection of Boundary Road and E 29th Ave. The pedestrian sign is on the E side of the intersection 7. Problem observed at what time of the day? 9:53 AM 8. What direction were you travelling? East 9. (Don't ask just record - Did caller indicate they want a call back?) No | 2017 September, Anonymous | | 1 | 9/26/2017 9:51:00 AM | 9/26/2017 10:32:36 AM | Eng_Traffic and Electrical - Traffic Signals | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Traffic Signals Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1190972 created / updated at Tuesday, September 26, 2017 9:53:55 AM Hansen Service Request has been reviewed: Case reviewed on 26/09/2017 10:23:25 AM. Hansen Work Order Created: Work order 907226 has been initiated on 26/09/2017 10:24:00 AM. Work Order type is TSIRReact. Dispatched to Crew: 44 - Work Order created for Crew. Dispatched to Traffic Signal (field) trade supervisor & dispatched to crew.Crew will make repairs based on priority and complexity of the problem. Emailed Electrical Office. WO sent to HN204. . Resolved on 26/09/2017 10:30:00 AM. Agent Finished: Case Closed. Closed date : 2017-09-26 10:32:36.177 Dispatched to Crew 44 - Work Order created for Crew. Dispatched to Traffic Signal (field) trade supervisor & dispatched to crew.Crew will make repairs based on priority and complexity of the problem. Emailed Electrical Office. WO sent to HN204. . Resolved on 26/09/2017 10:30:00 AM. | |

Eform Request Type Streets - General Issues

| | | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|--|---|--|---------|---------|---|----------------------|-----------------------|------------------------|---|
| 101005848551 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | | Type of Inquiry: Other/NonEmerg If Other, provide details: CoV electric sign not lit up Describe the issue in detail: Southbound on Boundary rd at E 29th Av, the electric CoV traffic advisory sign in the median notifying drivers of construction is not lit up. Is this request due to Motor Vehicle Accident? No If Yes, provide details on license plate number or other details (if known): (Don't ask just record - Did caller indicate they want a call back?) No | Caller says one of the compartments on the sign is open and it appears as if the batteries have been stolen. | s.22(1) | s.22(1) | 1 | 2/13/2015 2:19:00 PM | 2/20/2015 11:02:16 AM | Eng_Streets Operations | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 787279 created / updated at Friday, February 13, 2015 2:24:19 PM Hansen Service Request Assigned: Case was assigned on 16/02/2015 10:48:00 AM. Hansen Service Request has been reviewed: Case reviewed on 16/02/2015 10:48:00 AM. Hansen Change in Comments: Comments: Feb 16/15 - Referred to Crew 505. Added on 16/02/2015 10:48:22 AM. Service Provided: 10 - Service Provided. Feb. 16/15 - Crew 30 will check on unit and re-estate message. -D. Moore . Resolved on 16/02/2015 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-02-20 11:02:16.31 Service Provided 10 - Service Provided. Feb. 16/15 - Crew 30 will check on unit and re-estate message. -D. Moore . Resolved on 16/02/2015 12:00:00 AM. |
|--------------|--------------|---------------|-----------|--|--|--|---|--|---------|---------|---|----------------------|-----------------------|------------------------|---|

Eform Request Type Street Light - Out

| | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|---|---------------------------|--|---|---------------------|----------------------|--|--|
| 101006681052 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>What is the problem with the light? LightOut If Other, provide details: Located on the NW corner or Boundary and E 29th. How many lights are out? 1 Provide light pole number (if available): Reported via Twitter - this info not provided. Where is the light pole located? Infrontoftheadressindicated Has this issue occurred before? No (Don't ask just record - Did caller indicate they want a call back?) No</p> | 2015 September, Anonymous | | 1 | 9/3/2015 7:12:00 AM | 9/3/2015 10:25:33 AM | Eng_Traffic and Electrical - Street Lighting | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 862858 created / updated at Thursday, September 03, 2015 7:14:00 AM Hansen Service Request has been reviewed: Case reviewed on 03/09/2015 10:15:00 AM Hansen Work Order Created: Work order 659740 has been initiated on 03/09/2015 10:21:00 AM. Work Order type is TLgReact. Dispatched to Crew: 44 - Work Order created for Crew. Request has been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities.. Resolved on 03/09/2015 10:22:00 AM. Agent Finished: Case Closed. Closed date : 2015-09-03 10:25:33.23 Dispatched to Crew 44 - Work Order created for Crew. Request has been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities.. Resolved on 03/09/2015 10:22:00 AM.</p> |
|--------------|--------------|---------------|-----------|--|---|---------------------------|--|---|---------------------|----------------------|--|--|

Eform Request Type Lost Pets Case

| | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---------|---------|---|----------------------|----------------------|----------------------|--|
| 101007338572 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>1. Animal Type: Dog 2. If Other selected, provide details: 3. Sex: Male 4. Breed: Pitbull 5. Colour: Black with Brown Brindle 6. Provide identification details (i.e. licence, wearing a collar/coat): Collar and Leash Attached 7. Tattoo or Micro-chip Number: 8. Provide details about the location where the pet was last seen: Boundary and E 29th. Citizen lives in Burnaby aty 3732 Fir St. 9. Provide date and time the pet was last seen: 2:00 pm 10. Name of Pet: Kane 11. If caller is not the pet owner, provide owner's name and contact number(s). 12. (Don't ask, just record - did caller indicate they want a call back?):</p> | s.22(1) | s.22(1) | 1 | 2/20/2016 2:30:00 PM | 2/20/2016 3:13:24 PM | CSG - Animal Control | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2016-02-20 15:13:24.493 Service Provided Added info to lost pet registry and called citizen to provide search recommendations</p> |
|--------------|--------------|---------------|-----------|--|--|---------|---------|---|----------------------|----------------------|----------------------|--|

Eform Request Type Traffic & Pedestrian Signal - Modify Case

| | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|---------|---------|---|----------------------|-----------------------|---------------------------------|---|
| 101007729921 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>1. Type of modification: Add / Remove Left Turn Provision 2. If Other, provide details: 3. What are the intersecting streets? Boundary Road and E 29th Avenue 4. What direction were you travelling? North 5. (Don't ask, just record - did caller indicate they want a call back?): No</p> | <p>Citizen wants a automatic left turn signal for northbound traffic on Boundary trying to turn a left on E 29th Avenue. Received via Twitter: this was taken near False Creek! ^LH</p> | s.22(1) | s.22(1) | 1 | 5/14/2016 7:27:00 PM | 5/25/2016 10:13:45 AM | Eng_Traffic and Data Management | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Data Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 959003 created / updated at Saturday, May 14, 2016 7:29:22 PM Hansen Service Request has been reviewed: Case reviewed on 16/05/2016 8:24:00 AM. Service Provided: 10 - Service Provided. We've had a few requests for a left turn flashing arrow on Boundary at 29th. We will add it to our list of possible locations for arrows.. Resolved on 25/05/2016 10:13:00 AM. Agent Finished: Case Closed. Closed date : 2016-05-25 10:13:45.25 Service Provided 10 - Service Provided. We've had a few requests for a left turn flashing arrow on Boundary at 29th. We will add it to our list of possible locations for arrows.. Resolved on 25/05/2016 10:13:00 AM.</p> |
|--------------|--------------|---------------|-----------|--|--|---|---------|---------|---|----------------------|-----------------------|---------------------------------|---|

Eform Request Type Street Light - Pole Repair

| | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|--|------------|---|-----------------------|----------------------|--|---|
| 101007899417 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>Condition of the Pole: Damaged If Other, provide details: Provide light pole number (if available): N/A Was this caused by a Motor Vehicle Accident? Yes If Yes, did you witness the accident? No If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VFD in Unavailable at this time. Location of pole: Eng_LightPoleRepair_PoleLocation.MainStreet (Don't ask just record - Did caller indicate they want a call back?) No</p> | <p>Fire calling to report a damaged light standard due to MVI. Light standard located on E 29th Ave, no other details were available at time of call. --- (KEW62, Jun 13 2016 10:08AM) Dispatched to 604-829-4299, provided details of request, incident location, and Hansen number.</p> | Ecomm/VPD Dispatch **USE THIS PROFILE ONLY** | 6042154912 | 1 | 6/13/2016 10:03:00 AM | 6/13/2016 3:30:51 PM | Eng_Traffic and Electrical - Street Lighting | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 973181 created / updated at Monday, June 13, 2016 10:05:22 AM Agent Updated Case Details: Description updated to . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 973181 created / updated at Monday, June 13, 2016 10:12:37 AM Hansen Change in Comments: Comments: Dispatched to Street Lighting trade supervisor & dispatched to crew. Crew will make repairs based on priority and complexity of the problem. Emailed Electrical Office. Added on 13/06/2016 10:24:18 AM. Hansen Service Request has been reviewed: Case reviewed on 13/06/2016 10:24:00 AM. Hansen Change in Comments: Comments: Emailed 311 for more information - VPD or Fire called this in? Case Number? Pole Number? License Plate number(s)? . Added on 13/06/2016 10:59:31 AM Assigned: 39 - Dispatched to Crew. . Resolved on 13/06/2016 2:31:00 PM. Agent Finished: Case Closed. Closed date : 2016-06-13 14:33:49.993 Assigned 39 - Dispatched to Crew. . Resolved on 13/06/2016 2:31:00 PM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Work Order Created: Work order 753792 has been initiated on 13/06/2016 10:33:00 AM. Work Order type is TLgReact. Agent Finished: Case Closed. Closed date : 2016-06-13 15:30:50.817 Back to previous status Closing case after 'Add Event'</p> |
|--------------|--------------|---------------|-----------|--|--|---|--|------------|---|-----------------------|----------------------|--|---|

Eform Request Type Animal Concern - Non-Emergency Case

| | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|---|---------|---------|---|---------------------|---------------------|----------------------|--|
| 101008031783 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>Complaint Type: Dogatlarge/aggressive If Other selected, provide details: Animal Type: Dog If Other selected, provide details: Animal Colour: black Provide dog breed, if applicable (best guess if unknown): labrador Dog Size: Medium If animal or human attacked, provide details of injuries, if applicable: For all complaint types, describe any safety concerns: Dog roaming without a owner towards St Nicholas and Dimitrios Greek Church, heading west (Don't ask just record - Did caller indicate they want a call back?) No</p> | s.22(1) | s.22(1) | 1 | 7/6/2016 8:15:00 AM | 7/6/2016 8:50:47 AM | CSG - Animal Control | <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control Agent Finished: Case Closed. Closed date : 2016-07-06 08:50:47.233 Service Provided ACO40 attended call but could not locate the dog. 16-255121 DG</p> |
|--------------|--------------|---------------|-----------|--|---|---------|---------|---|---------------------|---------------------|----------------------|--|

| | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|---|--|---------|--|---|----------------------|----------------------|----------------------|---|
| 101010246808 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>1. Complaint type: Other</p> <p>2. If Other selected, provide details: Bunny at large</p> <p>3. Animal type: Rabbit</p> <p>4. If Other selected, provide details:</p> <p>5. Animal colour: Dark Brown</p> <p>6. Provide dog breed, if applicable (best guess if unknown):</p> <p>7. Dog size:</p> <p>8. If animal or human attacked, provide details of injuries, if applicable:</p> <p>8.a. Was the dog on leash at the time of the attack?</p> <p>8.b. Is the attacking dog still in the area? undefined</p> <p>9. For all complaint types, describe any safety concerns:</p> <p>10. Incident date:</p> <p>11. Incident time:</p> <p>12. (Don't ask, just record - did caller indicate they want a call back?): No</p> | For the past 3 weeks, the citizen and her children have noticed a bunny under the low hedges along side E 29th Ave of the Greek Orthodox Church. They usually see it in the evenings, however, it is there now, looking thin. https://goo.gl/maps/G68Bo6asMPu | s.22(1) | | 1 | 10/3/2017 4:07:00 PM | 10/3/2017 5:24:00 PM | CSG - Animal Control | <p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-10-03 17:23:59.953</p> <p>Assigned</p> <p>Assigned to ACO 26, DG 17-293818</p> |
|--------------|--------------|---------------|-----------|--|---|--|---------|--|---|----------------------|----------------------|----------------------|---|

Eform Request Type Snow & Ice Removal - City Property

| | | | | | | | | | | | | | |
|-------------|--------------|---------------|-----------|--|---|---|--------------------------|--|---|------------------------|-----------------------|------------------------|--|
| 10100881803 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>(Don't ask just record - Did snow or ice cause property damage, injury or severe traffic obstruction?)</p> <p>SnowIceObstruct</p> <p>If Other, provide details: Cars are piling up as they cannot make it up the hill due to snow.</p> <p>Type of request: cbotypeOfSnowRequest.Snow</p> <p>If Other, provide details:</p> <p>Location type: cbolocationOfSnowRequest.Street</p> <p>If Other, provide details:</p> <p>Describe the issue in detail:</p> <p>3 - 4 inches of snow and cars cannot make the hill. Says they are beginning to pile up.</p> <p>Don't ask just record - Did the caller indicate they want a call back?</p> <p>No</p> | --- (AVAS, Dec 26 2016 7:12PM) VPD just making sure we got the report northbound on Boundary from 29th Avenue no one can get up or down the hill. | 2016 December, Anonymous | | 1 | 12/26/2016 12:38:00 PM | 12/26/2016 7:14:06 PM | Eng_Streets Operations | <p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1062536 created / updated at Monday, December 26, 2016 12:39:42 PM</p> <p>Hansen Service Request has been reviewed: Case reviewed on 26/12/2016 12:44:48 PM</p> <p>Hansen Change in Comments: Comments: Printed for SC. Added on 26/12/2016 12:45:03 PM.</p> <p>Hansen Change in Comments: Comments: Dispatched to C1966 on Dec 26/16 at 12:46. Added on 26/12/2016 12:50:18 PM.</p> <p>Hansen Service Request Assigned: Case was assigned on 26/12/2016 12:49:00 PM.</p> <p>Service Provided: 10 - Service Provided. Work completed on Dec 26/16 at 13:22. Resolved on 26/12/2016 1:22:00 PM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-12-26 13:38:07.777</p> <p>Service Provided</p> <p>10 - Service Provided. Work completed on Dec 26/16 at 13:22. Resolved on 26/12/2016 1:22:00 PM.</p> <p>Case Reopened: Temporary re-open to handle changes on Hamsen side</p> <p>Agent Updated Case Details: Description updated to :</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-12-26 19:13:49.11</p> <p>Back to previous status</p> <p>Closing case after 'Add Event'</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1062536 created / updated at Monday, December 26, 2016 7:13:54 PM</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-12-26 19:13:55.71</p> <p>Back to previous status</p> <p>Closing case after 'Add Event'</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1062536 created / updated at Monday, December 26, 2016 7:14:05 PM</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-12-26 19:14:06.19</p> <p>Back to previous status</p> <p>Closing case after 'Add Event'</p> |
|-------------|--------------|---------------|-----------|--|---|---|--------------------------|--|---|------------------------|-----------------------|------------------------|--|

| | | | | | | | | | | | | | |
|-------------|--------------|---------------|-----------|--|---|--|--|------------|---|-----------------------|-----------------------|------------------------|--|
| 10100882844 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>(Don't ask just record - Did snow or ice cause property damage, injury or severe traffic obstruction?)</p> <p>SnowIceObstruct</p> <p>If Other, provide details:</p> <p>Type of request: cbotypeOfSnowRequest.Snow</p> <p>If Other, provide details:</p> <p>Location type: cbolocationOfSnowRequest.Street</p> <p>If Other, provide details:</p> <p>Describe the issue in detail:</p> <p>VPD just making sure we got the report northbound on Boundary from 29th Avenue no one can get up or down the hill and causing a back up.</p> <p>Don't ask just record - Did the caller indicate they want a call back?</p> <p>No</p> | Previous case was 8981803. Still an issue service has not been provided. | Ecomm/VPD Dispatch **USE THIS PROFILE ONLY** | 6042154912 | 1 | 12/26/2016 7:14:00 PM | 12/29/2016 8:32:09 AM | Eng_Streets Operations | <p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1062610 created / updated at Monday, December 26, 2016 7:15:19 PM</p> <p>Hansen Change in Comments: Comments: Dispatched to Truck 1966 on Dec 26/16 at 19:50.. Added on 26/12/2016 8:04:17 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 26/12/2016 8:02:12 PM.</p> <p>Assigned: 39 - Dispatched to Crew. . Resolved on 26/12/2016 12:00:00 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2016-12-29 08:32:08.657</p> <p>Assigned</p> <p>39 - Dispatched to Crew. . Resolved on 26/12/2016 12:00:00 AM.</p> |
|-------------|--------------|---------------|-----------|--|---|--|--|------------|---|-----------------------|-----------------------|------------------------|--|

Eform Request Type Traffic Management - General Inquiries Case

| | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|---|--|---------|---------|---|-----------------------|---------------------|---------------------------------|--|
| 101009615977 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | <p>1. Type of Inquiry Traffic Count general inquiry</p> <p>2. Describe Inquiry in detail:</p> <p>Alex with City of Burnaby would like to know if there is a Traffic count done or available heading South bound at Boundary Road & E 29th Ave.</p> <p>3. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> | Please note CSR checked in vanmap and only found this information linke to report https://app.vancouver.ca/vanmapmtc_net/#320710 | s.22(1) | s.22(1) | 1 | 5/30/2017 10:58:00 AM | 6/2/2017 3:53:10 PM | Eng_Traffic and Data Management | <p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Data Management</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1135590 created / updated at Tuesday, May 30, 2017 11:01:09 AM</p> <p>Service Provided: 10 - Service Provided. I emailed Alex two counts from 2014.. Resolved on 02/06/2017 3:51:00 PM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-06-02 15:53:09.623</p> <p>Service Provided</p> <p>10 - Service Provided. I emailed Alex two counts from 2014.. Resolved on 02/06/2017 3:51:00 PM.</p> |
|--------------|--------------|---------------|-----------|--|---|--|---------|---------|---|-----------------------|---------------------|---------------------------------|--|

Eform Request Type Dead Animal Pickup Case

| | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|---------|---------|---|-----------------------|-----------------------|---|--|
| 101010394284 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | 1. Type of animal: Cat 2. If Marine Life or Other, provide details: 3. Animal weight: 0 - 20 kg (0 - 44 lbs) 4. Is animal in traffic or otherwise a safety hazard? Yes 5. If Yes, provide details: Citizen says the cat lay in the lane closest to the meridain southbound a couple blocks from E 29th shey weren't sure how far they had gone south 6. Is animal on school or Park grounds? No 7. If Yes, provide details: 8. (Don't ask, just record - did caller indicate they want a call back?): No | s.22(1) | s.22(1) | 1 | 11/8/2017 11:52:00 AM | 11/14/2017 1:27:22 PM | Eng_Sanitation - Street Cleaning Services | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1210877 created / updated at Wednesday, November 08, 2017 11:56:52 AM Hansen an action has been scheduled: On 08/11/2017 12:49:47 PM an action has been scheduled for 08/11/2017 12:49:00 PM. Hansen Service Request has been reviewed: Case reviewed on 08/11/2017 12:59:46 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 08/11/2017 1:01:01 PM. Service Provided: 10 - Service Provided. completed as per foreman . Resolved on 09/11/2017 1:26:00 PM. Agent Finished: Case Closed. Closed date : 2017-11-14 13:27:21.847 Service Provided 10 - Service Provided. completed as per foreman . Resolved on 09/11/2017 1:26:00 PM. |
|--------------|--------------|---------------|-----------|--|--|---|---------|---------|---|-----------------------|-----------------------|---|--|

Eform Request Type *General Inquiries*

| | | | | | | | | | | | | | | |
|--------------|--------------|---------------|-----------|--|--|---|--|------------|---------|---|---------------------|-----------------------|--|--|
| 101010676008 | INTERSECTION | BOUNDARY ROAD | E 29TH AV | | | 1. Type of Inquiry Advance left turn signal 2. Describe Inquiry in detail: Alex from City of Burnaby is calling in regards to the possibility of an advance left turn signal at this intersection. They have a citizen requesting the advance signal so Alex would like to know if the COV would coordinate with them. He says the controller is maintained by COV but the road is shared. He also wants to know if we would share traffic data for him to analyze to help determind need. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes | Alex says he is happy to receive an email in case he's out of office when we call. | WANG, ALEX | s.22(1) | 1 | 1/9/2018 1:33:00 PM | 1/10/2018 11:42:44 AM | Eng_Traffic and Electrical - Street Lighting | Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1235386 created / updated at Tuesday, January 09, 2018 1:38:33 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to TS (Electrical - Traffic Signals) on 09/01/2018 3:03:37 PM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to DM (Traffic Management) on 10/01/2018 7:28:02 AM. Hansen Change in Comments: Comments: Referred to TDM. Added on 10/01/2018 7:28:39 AM. Service Provided: 10 - Service Provided. Left message that we would try to share costs with Burnaby for a left turn signal if it's warranted. We can provide signal timing and traffic count information to Burnaby.. Resolved on 10/01/2018 11:41:00 AM. Agent Finished: Case Closed. Closed date : 2018-01-10 11:42:43.553 Service Provided 10 - Service Provided. Left message that we would try to share costs with Burnaby for a left turn signal if it's warranted. We can provide signal timing and traffic count information to Burnaby.. Resolved on 10/01/2018 11:41:00 AM. |
|--------------|--------------|---------------|-----------|--|--|---|--|------------|---------|---|---------------------|-----------------------|--|--|