

File No.: 04-1000-20-2018-143

June 22, 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 March 11, 2018 for:

All public complaints and comments received by the City and Park Board regarding the Celebration of Light fireworks display from January 1, 2015 to December 31, 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

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 (#04-1000-20-2018-143); 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

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:kt

From: ["Correspondence Group, City Clerk's Office" <ccclerk@vancouver.ca>](mailto:ccclerk@vancouver.ca)

To: s.22(1)

Date: 3/31/2015 9:11:11 AM

Subject: FW: Special events Spanish Bank

Attachments: PtGrySpclEvnts.doc

Thank you for your email which has been circulated for information to the Mayor, Vancouver City Council, and forwarded to the attention of Engineering Services.

Correspondence Group
City Clerk's | City of Vancouver
mayorandcouncil@vancouver.ca

From: Phyllis Tyers s.22(1)
Sent: Monday, March 30, 2015 5:23 PM
To: Correspondence Group, City Clerk's Office
Subject: Special events Spanish Bank

Begin forwarded message:

From: Phyllis Tyers s.22(1)
Date: March 30, 2015 5:19:26 PM PDT (CA)
To: Jenny Jung <jenny.jung@vancouver.ca>, Cael Hopwood <cael.hopwood@vancouver.ca>
Subject: Special events Spanish Bank

On Sunday, March 22, there was a car rally at Spanish Banks - was this a permitted event? The parking lots were monopolized by this group - is that allowed? many dog owners could not get near the off leash park. This also happens when there is a movie shoot.

Also I am again sending the following letter to which I have not had one reply. It would be most appreciated if there was at least an acknowledgment of its receipt. Thank you. Phyllis Tyers



Mayor & Council

Re: Northwest Point Grey special events (311 - Feedback Case # 5443331)

During the past 5 years, numerous letters, emails and phone calls have been sent/made about the increasing number of special events held in this neighbourhood. However, it is not the events but mainly the noise pollution (amplification) associated with them that is the primary concern. However, there is as well air pollution from the traffic plus trash accumulation.

Between June 15 and July 20, 2014, 5 large events were held starting at 8 a.m. and the Subaru Marathon at 5:30 a.m.

The Noise by-law states

3. No person shall make or cause, or permit to be made or caused, any noise or sound in a street, park or similar public place which disturbs or tends to disturb unreasonably the quiet, peace, rest, enjoyment, comfort or convenience of persons in the neighbourhood or vicinity

14B. Notwithstanding any provision of this by-law a person may make or cause a noise or sound which exceeds the sound levels set out in this by-law where such noise or sound is made by a participant in and as a consequence of a nuisance abatement program, festival, race, parade or other special event provided such program, festival, race, parade or event has been authorized by Council,

The City Manager has granted authority to the Special Events Department to provide exemptions to the Noise by-law - did Council approve this? Are you aware of the many exemptions being granted? And exactly who should have the authority - an elected official who may or may not know the history of this area and is hopefully sympathetic to our concerns or a staff person with little knowledge of the activities that take place during the year.

As well as the 5 main events, the neighbourhood is exposed to traffic pollution for the Celebration of Light (drivers looking for parking well after it begins) and the same for beach goers. Many movies are filmed here as well. In addition, last February a lantern event was held at Spanish Banks not only creating traffic pollution but also a potential fire hazard in Pacific Spirit Park where the lantern remnants were found (as well as in our neighbourhood) creating trash throughout the area. I still have several intact remnants proving the hundreds of released lanterns were not biodegradable.

We understand that the parks and beaches in this area are for all citizens but excessive, unnecessary noise and pollution are in no one's interest. Please reply within a reasonable time.

Yours truly

QuickTime™ and a
TIFF (LZW) decompressor
are needed to see this picture.

Phyllis Tyers, President

C.c Cael Hopwood
Jenny Jung

From: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
To: s.22(1)
Date: 2/22/2016 3:02:37 PM
Subject: RE: 2016 SUNSET BEACH EVENT LIST

Hi s.22(1)

My apologies for the delay, here is the list requested.

Feb. 14	First Half, Half Marathon (road closures)
April 17	Sun Run (road closures)
May 1	BMO Marathon (road closures)
June 11	Stiletto-Strut (event in Sunset)
June 26	Scotiabank Half Marathon (road closures)
July 18 & 19	Vikings Swim Meet (event in Sunset)
July 23, 27, & 30	Celebration of Light (event in Sunset, road closures)
July 31	Vancouver Pride Festival and Parade (event in Sunset, road closures)
August 13	Seawheeze Half Marathon (road closures)
August 20	Cavalier Cup (event in Sunset)
Sept. 25	Scotiabank AIDS Walk for Life (event in Sunset)
October 23	Rock n Roll Half Marathon (road closures)

Regards,

Dave

Dave Rieberger

Event Liaison, Special Events & Filming | Vancouver Board of Parks and Recreation

2099 Beach Avenue | Vancouver | BC | V6G 1Z4

P: 604-257-8498 | F: 604-257-8501 | www.vancouver.ca

 please consider the environment before printing this e-mail.

Vancouver's Parks and Beaches are SMOKE-FREE! For more information, please visit:

<http://vancouver.ca/your-government/park-board-smoking-regulation-bylaw.aspx>

From: s.22(1)

Sent: Monday, February 22, 2016 11:51 AM

To: Rieberger, Dave

Subject: 2016 SUNSET BEACH EVENT LIST

Hello Dave

I have yet to receive the Sunset Beach event list for 2016 from you which you promised to forward by end of Tuesday, February 16, 2016. Please ensure that the list includes all the events, such as road races, which will effect road closures on Beach/Pacific Streets.

Thanking you in advance

s.22(1)



Home Owners' Association

1675 Trimble Street
Vancouver, B.C. V6R 4J6
February 14, 2015

Mayor & Council

Re: Northwest Point Grey special events (311 - Feedback Case # 5443331)

During the past 5 years, numerous letters, emails and phone calls have been sent/made about the increasing number of special events held in this neighbourhood. However, it is not the events but mainly the noise pollution (amplification) associated with them that is the primary concern. However, there is as well air pollution from the traffic plus trash accumulation.

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The City Manager has granted authority to the Special Events Department to provide exemptions to the Noise by-law - did Council approve this? Are you aware of the many exemptions being granted? And exactly who should have the authority - an elected official who may or may not know the history of this area and is hopefully sympathetic to our concerns or a staff person with little knowledge of the activities that take place during the year.

As well as the 5 main events, the neighbourhood is exposed to traffic pollution for the Celebration of Light (drivers looking for parking well after it begins) and the same for beach goers. Many movies are filmed here as well. In addition, last February a lantern event was held at Spanish Banks not only creating traffic pollution but also a potential fire hazard in Pacific Spirit Park where the lantern remnants were found (as well as in our neighbourhood) creating trash throughout the area. I still have several intact remnants proving the hundreds of released lanterns were not biodegradable.

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Yours truly

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TIFF (LZW) decompressor
are needed to see this picture.

Phyllis Tyers, President

C.c Cael Hopwood
Jenny Jung

Mayor and Council Feedback Report

Source: 3-1-1, in-person, mail and mayorandcouncil@vancouver.ca

Date Range: July 28, 2016

Action or Review Required from MAYOR/COUNCILLORS								
City Branch also notified (if applicable)	Feedback Type (complaint, compliment, opinion)	Requestor Name	Phone	E-mail	Citizen Requested a Response	Topic	Case Details	Additional Case Details/ Event Notes
Mayor & Council, cc: Film & Special Events	opinion	s.22(1)		s.22(1)	No	Celebration of Life Fireworks	I would like to vote on putting a stop to the Celebration of Light event. It is noise and air pollution. It disrupts the traffic for local residents there is a lot of nosey and drunken fireworks viewers in the area long after the fireworks are finish. There is a lot of trash damage the day after costs the city unnecessary to clean up.	

Date	Requestor's Name	Phone	Email	Case Details
09/22/2017	s.22(1)		s.22(1)	<p>Dear City Councillors of Vancouver,</p> <p>Hello, my name is s.22(1) and I'm a second-year University student. My classmates and I have an important Economics project where we need to investigate the details of the Honda Celebration of Light. We know Vancouver hosts this event annually. If possible, could we meet with some of the people in charge of the celebration to discuss some of the economic factors of this event? Please let me know, and we greatly appreciate your consideration! Sorry for any inconvenience.</p> <p>Have a great day!</p> <p>Best, s.22(1)</p>
08/08/2017	s.22(1)		s.22(1)	<p>I'm writing concerning the state of the West End in the aftermath of the large civic events that take place over the BC holiday weekend: fireworks, Pride parade, etc. These are all wonderful events, but in their wake they leave our neighbourhood in a state of devastation. I was walking around the neighbourhood following the events of the long weekend and came upon the following:</p> <ul style="list-style-type: none"> * Heaps of trash and litter strewn everywhere; the cleanup this year has been slow and ineffective. There are mounds of trash and debris in every street, alley, and park. It is disgusting. * Streets so filthy--with vomit, spilled liquids of all sorts, and all sorts of indeterminate viscous waste--that it's kind of nauseating. After large events of this nature, the streets need to be sprayed clean, regularly. You can't bring hundreds of thousands of people on 4 separate days to this neighbourhood and not expect the streets to be trashed. * English Bay beach is an absolute filth zone: there is goose scat everywhere; the seawall is absolutely filthy--once again, spray washing would help (in the absence of rain, this is the only thing that works); and trash is everywhere. * The lawns and flora around English Bay beach and Sunset beach are grotesque and unsightly: they are shrivelled beyond recognition and ground down almost to dust; they should be periodically irrigated--use reclaimed rain or other water if you have to; you can't just allow them to wither like that during the dry months. * Some of the surrounding parks (Alexandra Park s.22(1)) are becoming homeless encampments: do we not have enough shelters? People are sleeping in these parks and setting up little residences. The same thing is happening along Davie street. This activity is filthy, unhygienic, and squalid. People should not be living on city streets or parks. There is one particular person who sleeps in the doorway of an abandoned shop on the corner of Davie and Bidwell. He has two muzzled and caged pitbulls, which are quite aggressive, and the odour and stench from this person is almost unbearable. This is not a good situation for anyone. This person doesn't appear to be in any "visible" distress, and he is content to spend his days and nights there. <p>It's great that the city hosts events like the fireworks and Pride. I enjoy them, but I don't like what they bring in their wake. The cleanup must be massive and swift, and we must not allow the foliage in the neighbourhood to wither into desert scrub.</p>
08/10/2017	s.22(1)	s.22(1)	s.22(1)	<p>Begin forwarded message:</p> <p>From: s.22(1)</p> <p>Date: August 5, 2017 at 7:44:46 PM PDT</p> <p>To: "CLRstevenson@vancouver.ca" <CLRstevenson@vancouver.ca></p> <p>Subject: Cost/Benefit Analysis: Fireworks</p> <p>Councillor Stevenson:</p> <p>Respecting the "Celebration of Lights", would you please provide me with the following data:</p> <ol style="list-style-type: none"> 1. The increase in tax revenue to the City of Vancouver attributed to the Celebration of Lights: 2. The cost to the City in terms of increased policing, cleanup, damage etc. <p>Thank you,</p> <p>s.22(1)</p>

08/03/2017	s.22(1)	s.22(1)		Citizen called to say that Celebration of Lights Fireworks should be cancelled or postponed until the air quality improves. The fireworks are not helping with air pollution but contributing to it. At the moment air quality is 7 and it's very difficult for seniors, children and people with health issues and this should be taken into consideration. Citizen requested a follow up call.
08/03/2017	s.22(1)	s.22(1)		The citizen is calling to say that she believes that the fireworks should not be allowed continue. Its polluting the air and will contribute to the air quality and the sparks may cause fire in this dry temperature.
08/04/2017	No Name No Name (ps)		s.22(1)	Hello Mayor Robertson and City Council Please cancel the next fireworks display in the West End. I believe it is on August 5, 2017. The fireworks put too much pollution in the air. It is already difficult to breath in Vancouver because of the fires in the province. Adding more particulates to the air by way of fireworks is not a reasonable thing to do. The Air Quality at 1:00 pm on Friday August 4 was a 7 – this indicates that this air quality is unhealthy for sensitive groups. Sensitive groups include children and the elderly. At the very least Mayor Robertson, you should tell the TV news stations to inform the public that this event is NOT suitable for children due to the air quality problems in Vancouver. I am having a great deal of difficulty breathing, with no medical issues, and I'm only 70 years old. The current air quality is a very serious problem. Thank you for your time on this issue. Sincerely s.22(1)
08/09/2017	s.22(1)		s.22(1)	?Shortly after Expo 86? Vancouver began hosting three nights of fire and associated toxins. The days following most shows there is always a reported significant spike in hospital admissions for elderly and young children due to the many associated gases. (Do Honda and Vancouver City defray those extra medical costs?) My father a UBC chemist and I with a bio-chem back-ground repeatedly tried to have them stopped a couple of decades ago to no avail. It was ironic at the time that they were sponsored by Rothman's tobacco company. How do we get them stopped now? At least until climate change induced more frequent, ferocious summer forest fires are no longer an issue (long after our lives have passed BTW). It was insane to hear CBC and local radio news state daily that Vancouver air quality was dangerous, hospital visits were up significantly and then go on to inform the public about the upcoming night of fire. It's now time to put an end to this silly human behaviour. What will you do to help end this annual idiocy that harms children's health and increases medical costs? Please see attached pdf Fireworks Toxins CCed - malcolm.bromley@vancouver.ca, wendy.au@vancouver.ca, HLTH.Minister@gov.bc.ca, mayorandcouncil@vancouver.ca, gregor.robertson@vancouver.ca, john.horgan.MLA@leg.bc.ca

03/29/2017	West End Families in Action		wefavancouver@gmail.com	<p>Subject: 4/20 Festival at Sunset Beach Dear Mayor and Council, We are writing to express our concern over the intent of 4/20 festival organizers to host a large event at Sunset Beach in spite of the Parks Board not permitting the event. We strongly encourage the Mayor and Council to work with festival organizers and to enforce unpermitted events. As a grass roots community group we have heard from many neighbours about their concerns with a large unpermitted festival taking place in a neighbourhood park. Air Quality concerns top the list. As you are aware the West End is a densely populated community. In the 3 blocks immediately east and west of the Sunset Beach site there are approximately 5000 occupied dwellings with a total of 9100 residents. (Census tracts 9330060.01 and 9330060.02) As an organization primarily interested in the needs of children and families we are concerned with the issue of air quality as it relates to Little Beach & Beach YMCA Child Care center (1475 Burrard Street) center and Aquatic Center. Both were in the thick of the haze last year. We have reports from parents who will be unable to work on April 20 because they cannot safely send their child to daycare. Other concerns we heard from community members was that clean up after the event was insufficient and that traffic management was insufficient for an event of this size. Many large festivals/ events are hosted or pass through the West End and proper steps are taken to ensure that safety and security of residents and visitors are properly managed. Some of the permitted events include: Celebration of Light Pride Parade Car free day Vancouver triathlon Scotia bank half marathon Sun Run BMO Marathon We would like to see Council and festival organizers work to find suitable festival locations. Our hope is that City Council will hold large unpermitted festivals and their organizers accountable for their actions. This includes but is not limited to; clean up, traffic management, and police enforcement. Thank you for your consideration of this matter, West End Families in Action --- (cckeb, Mar 29 2017 2:21PM) Original to M & Cllrs.</p>
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101005958782							Describe details (who, what, where, when, why): Received Via email: I have observed the deaths of baby seagulls two years in a row during the 'performance' of fireworks. Last year a baby seagull died in its nest that I could see from my apartment in the West End. It was on the roof of a building across the street. In July of 2014, I just noticed that one of the baby seagulls in a nest was not present after a particularly noisy evening of fireworks. I did not record which night it was. I believe the fireworks have worn out their welcome. They are extremely disturbing to wildlife, to people who are not interested in watching them after seeing them every year for over 10 years, and to anyone who enjoys a wonderful, peaceful quality of life in the West End of Vancouver the rest of the year without any ugly disturbances. Please consider the damage these displays cause in our environment, and cancel them for the next year and all years to follow. Thank you. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Events	s.22(1)		1	3/13/2015 3:47:00 PM	3/13/2015 7 38:21 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-03-13 19:38:20.643 Directed to Another City Department Directed to Park Events
101005958809							Describe details (who, what, where, when, why): I think the city should require an environmental assessment for every event permit, e.g. Fireworks, and that the impact to the environment should be published as part of a public notice of the event. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Film and Event Office	s.22(1)		1	3/13/2015 3:49:00 PM	3/13/2015 8 04:45 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-03-13 20:04:45.41 Directed to Another City Department Directed to the Film and Special Event Office
101006124102	s.22(1)				V6C 0C3		Describe details (who, what, where, when, why): Via web form: Tonight I was surprised by my dogs barking and stressing out over fireworks that were occurring. It was hard to tell where they were coming from, Burrard Inlet (maybe the oil spill was igniting!) or English Bay. Either way, I tried to find a schedule on the City's website of any fireworks this season, not just the Celebration of Lights, and came up empty handed. There was one tourist site I found on google but it wouldn't open. t would be intuitive for the city to have these listed under the calendar of events. At the very least, for those who want to participate they'll know when fireworks are occurring to be there rather than being surprised by the noise and seeing and hearing them from a distance. For me, it would be great to know in advance so I can "batten down the hatches" for my nervous dogs. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events	s.22(1)		1	4/27/2015 3:29:00 PM	4/27/2015 3:40:47 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-27 15:40:46.947 Directed to Another City Department Special Events
101006340251	1000		CHESTNUT ST		NOT APPLIC		Describe details (who, what, where, when, why): Vanier Park - today it is the kite festival, but there are many events at VAnier Park with loud music and microphones blaring. Please consider the residents across the way in the West End that have no choice but to hear this loud noise. Then during fireworks, the noise comes at us from 3 directions, Sunset Beach, Vanier Park, English Bay. All at once. It is deafening --- Please, why does every event have to have loud music. Can we please have a noise-free day? we have car-free days, etc. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Park events	s.22(1)		1	6/17/2015 12:56:00 PM	6/17/2015 1:14:48 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-06-17 13:14:48.083 Directed to Another City Department Sent to Park Events.

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006414002	2000		W GEORGIA ST		NOT APPLIC	Describe details (who, what, where, when, why): Citizen is concerned with how dry the park is regarding the upcoming firework events. He walks through Stanley Park daily and it is extremely tinder dry. He wants to know what practices the city has in place in case there was a spark from the fireworks that set the park on fire. With the upcoming Celebration of Lights and the ongoing hot weather it is a major concern. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: CommunityServices Division or Branch Name: Special Events	s.22(1)		1	7/3/2015 2:22:00 PM	7/3/2015 3:14:47 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-03 15:14:46.987 Directed to Another City Department Film and Special Events
101006417249	s.22(1)					Describe details (who, what, where, when, why): Citizen feels that the City of Vancouver should stop having fireworks at English Bay. She says it could cause a fire. She says it also causes noise pollution and traffic pollution. She says that this is not a green event. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council	s.22(1)		1	7/4/2015 11:28:00 AM	7/4/2015 12:45:59 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-07-04 12:45:59.12 Directed to Another City Department Sent to Mayor and Council.
101006426385	2000		W GEORGIA ST		NOT APPLIC	Describe details (who, what, where, when, why): Citizen would like to voice her opinion regarding the Celebration of Lights Firework show at the end of July. Due to the dry weather she feels like this would be hazardous to Stanley Park. She is advocating to cancelling the Celebration of lights to avoid a widespread park fire. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events	s.22(1)		1	7/6/2015 5:22:00 PM	7/6/2015 7 08:59 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-06 19:08:59.297 Directed to Another City Department Directed over to Film Office (Eng); Park Events
101006426448						Describe details (who, what, where, when, why): Citizen would like to see the Celebration of Lights canceled this year, due to the extreme fire hazard. She is very concerned with the behaviour of the spectators. Many people smoke, even though smoking is banned in the parks. Also, many people set off fireworks or flares, even though these are banned. In light of the extreme fire hazard, she feels the protection of our park land is far more important than this fireworks competition. Please call her to discuss. Do you want to be contacted? Yes Type of feedback: Opinion Feedback regarding: CityDepartment Department: CityManagersOffice Division or Branch Name: Special Events plus Mayor and Council	s.22(1)		1	7/6/2015 5:37:00 PM	7/6/2015 7 05:40 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-06 19:05:40.32 Directed to Another City Department Directed over to Special Events and Mayor and Council
101006492331						Describe details (who, what, where, when, why): Received via Social Media. Complaint about fencing at Morton Park for Fireworks event: @CityofVancouver other side of street is just as bad http://t.co/FZXI2j02Br Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events	s.22(1)		1	7/21/2015 12:13:00 PM	7/21/2015 12:40:18 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-21 12:40:18.383 Directed to Another City Department sent special events

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006497425						<div>Describe details (who, what, where, when, why): Citizen is very concerned about the upcoming Celebration of Lights Events taking place in the west end. Due to the dry grass in the parks she is concerned if people are smoking and potentially causing fires. I provided citizen with the information provided to us here at 311 by the Communications Manager and she was pleased that we had people on standby and an increased presence, but is suggesting that the City put up "No Smoking" signage throughout the park and perhaps have the person speaking at the event remind people as well. She has recently been in the park there and noticed a bunch of cigarette butts so she's not convinced that people will respect the no smoking bylaw. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Parks Board</div>	s.22(1)	1	7/22/2015 10:51:00 AM	7/22/2015 1 50:41 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-22 13:50:41.077 Directed to Another City Department Directed over to Park Events
101006502194	s.22(1)					<div>Describe details (who, what, where, when, why): Citizen was woken up at 4:15 AM due to a crew setting up bleachers for the Celebration of Lights. She had talked to someone from Special Events and was told that the crew can only work during certain times. The crew is not following those guidelines. This has been ongoing for several days now. The crew tends to do whatever they want at that time because there are no city employees available. Please call her back. She talked to someone previously about her concerns and she would like them to call her back. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: CommunityServices Division or Branch Name: Special Events</div>	s.22(1)	1	7/23/2015 9:18:00 AM	7/23/2015 10 24:53 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-07-23 10:24:53.29 Directed to Another City Department Sent to Park Events
101006502971						<div>Describe details (who, what, where, when, why): s.22(1) is frustrated with not having enough public docks to use in the false creek area. The public docks that exist are being used by the ferries and so boats that are larger than a dingy cannot use them to load/unload passengers. He would like to know who's jurisdiction the docks are, who enforces them, and how to go about getting another public dock put up so that especially during the fireworks, larger boats have an access closer to downtown to use. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Parks</div>	s.22(1)	1	7/23/2015 10:36:00 AM	7/23/2015 11 07:43 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-07-23 11:07:42.887 Directed to Another City Department Sent to Tiina Mack, Cassio Thieves, and Mike Lebrun
101006506622						<div>Describe details (who, what, where, when, why): Concerned that there is no available information on our website for road closures during the 2015 honda celebration of light. would like someone to follow up to ensure that it is posted, or if someone could let him know what is planned. Do you want to be contacted? Yes Type of feedback: Opinion Feedback regarding: CityDepartment Department: CommunityServices Division or Branch Name: Film Office</div>	s.22(1)	1	7/23/2015 6:49:00 PM	7/23/2015 8:44:01 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2015-07-23 20:44:00.873 Directed to Another City Department

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101006511747							<div>Describe details (who, what, where, when, why): Via email: Celebration of lights garbage issue Each year garbage is still an issue at COL. I believe visibility of garbage cans is the issue. When the beach is clear the cans are visible .put 100,000 people on the beach and people have no idea where the cans are, they are out of sight. You currently use tall blue metal muster signs with letters on them along English bay sea wall walk during the COL Why not use the same type of pole with "Garbage disposal "HERE"" on the sign, this way garbage cans will be visible, of course you are still going to get the non conformers, but I believe the majority want to dispose of their garbage responsibly but are unable to see where the cans are. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events/Park Events</div>	<div>s.22(1)</div>		1	7/24/2015 8:00:00 PM	7/24/2015 8 09:27 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-24 20:07:17.2 Directed to Another City Department Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2015-07-24 20:09:26.587 Back to previous status Closing case after 'Add Event'</div>
101006513595							<div>Describe details (who, what, where, when, why): Citizen that lives in the west end is very upset that there is a temporary no stopping sign for the fireworks that was placed on Cardero st. between Burnaby and Harwood. The restriction is from 12-9pm. He thinks that this sign should not be placed there and does not understand why it is only this area but not the other side of the street or further down the road. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special events</div>	<div>s.22(1)</div>		1	7/25/2015 4:14:00 PM	7/26/2015 3 29:05 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-26 15:29:04.887 Directed to Another City Department Sent to Film Office (Eng)</div>

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101006514289	INTERSECTION		PACIFIC ST	THURLOW ST			Describe details (who, what, where, when, why): Citizen reports that at Thurlow St and Pacific Ave, there are two traffic control officers directing traffic for the fireworks. Her complaint is that one of the officers is blowing his whistle about every 7 seconds, despite the fact that cars can clearly see when it is their turn to go, on the green light. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events	2015 July, Anonymous		1	7/25/2015 8:30:00 PM	7/26/2015 2 58:17 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2015-07-26 14:58:16.65 Directed to Another City Department Sent to Film Office (Eng)
101006514298							Describe details (who, what, where, when, why): Citizen is upset with the amount of noise created by Celebration of lights this year. She does not believe the event needs bands or a stunt plane show before hand. "Why can't it be an event where people gather on the beach and watch the water until the fireworks start?" Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events - Celebration of Light	s.22(1)		1	7/25/2015 8:33:00 PM	7/26/2015 2 56:59 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-26 14:56:59.34 Directed to Another City Department Sent to Film Office (Eng)

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101006515787							Describe details (who, what, where, when, why): How could you stand on a platform of a green city when you allow and support the fireworks and its damaging effects on our environment. I have no good/direct action available to me against the City, but I will boycott all of the other supporters of this stupid celebration tool (it's a celebration of war tool). A little use of ones brain could find an environmentally friendly light show (projected on a screen of steam generated from the water in English Bay). Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor & Council	s.22(1)		1	7/26/2015 3:37:00 PM	7/26/2015 3:44:44 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-26 15:44:43.97 Service Provided Complete
101006516238	1700		BEACH AV		NOT APPLIC		Describe details (who, what, where, when, why): Email: Why am I being lied to and why is such an eyesore permitted to stand? English Bay is too beautiful to allow this sort of corporate vandalism. How will this be made right? The fencing should be taken down between each fireworks event and put up again the night before the next one. If this is not happening as a sop to organizers or because it is a city expense, then I suggest we rethink whether the Fireworks are really the best use of our money, and our natural beauty. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council and Park Events	s.22(1)		1	7/26/2015 7:27:00 PM	7/26/2015 7 30:35 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-26 19:30:35.347 Directed to Another City Department Directed over to Mayor and Council and Park Events

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101006518955							<div>Describe details (who, what, where, when, why): recieved via webform: I've been considering lodging a complaint about the excessive bass allowed at venus such as the Celebration of Lights for a number years. The penetrating percussive low frequency beat is very irritating and inescapable for local residents unless they choose to leave their home. I just had a short respite which I attribute to the band taking a break. They have now returned with renewed energy. t is not fair that everyone nearby is subject to this irritant without recourse and I request your office exercise its authority to limit this noise in the immediate future. Thank you for your time & consideration. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events - Celebration of Light</div>	s.22(1)		1	7/27/2015 12:17:00 PM	7/27/2015 1 26:29 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-27 13:26:29.467 Directed to Another City Department sent to special events.</div>
101006523810	NTERSEC TION		BALSAM ST	YORK AV			<div>Describe details (who, what, where, when, why): Caller thinks that the City of Vancouver is just heartless to have Parking Enforcement ticketing and towing away vehicles that are parked at York and Balsam for the fireworks. City should provide free parking for residents watching fireworks. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Parking enforcement</div>	2015 July, Anonymous		1	7/28/2015 10:56:00 AM	7/28/2015 11 50:41 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-28 11:50:40.807 Directed to Another City Department Sent to Baljeet Senghera and Hon Ng</div>
101006525053		s.22(1)					<div>Describe details (who, what, where, when, why): Citizen e-mailed: Hello, We wish to lodge a formal noise complaint with regards to additional entertainment for the 2015 Festival of Lights in English Bay. In particular, the complaint has to do with the addition of music stages performing through the day and into the evening. And we strongly oppose the addition of the loud airplane aeronautic display as the sound was really disturbing. In the past, the Festival of Lights was simply a quiet assembly on the waterfront and enjoyment of fireworks, and we fail to understand why it has to evolve into yet another large noisy entertainment-driven Vancouver assembly. We also wish to lodge complaint about the live music that accompanied one of the marathons this summer (either the Sun Run or the Vancouver Marathon). We were needlessly awoken at 7:45 a m. by loud music on the waterfront. Again, a quiet event that has evolved into a needlessly multi-dimensional entertainment event. Surely the public can enjoy a marathon without the addition of loud music?!</div> <div>Thank you for your attention, s.22(1)</div> <div>Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events Park Events</div>	s.22(1)		1	7/28/2015 1:11:00 PM	7/28/2015 2 28:56 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-28 14:28:56.077 Directed to Another City Department Sent to parkevents@vancouver ca</div>

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101006526667	s.22(1)				<p>Describe details (who, what, where, when, why): Sent to 311 via email. "Subject: Assault on residents July 25 approx 8:30 p.m.</p> <p>I am an elderly citizen/tax payer/high-rent-payer who lives in one of the tall apartment buildings in the West End (specifically right by the very eastern edge of Stanley Park, and a couple of blocks from English Bay) Last Saturday July 25, despite my aged infirmities I had determined to go down to our end of English Bay to watch the fireworks. At about 8:30 p.m. I had everything ready to go when extremely loud noise interrupted the long-distance phone conversation I was having with one of my children. It repeated. Conversation was impossible so I had to cut the call. Then I went to the south -west looking window of my apartment and saw the single plane buzzing us and English Bay. I noticed that another neighbour (on the level above my own and with a more western exposure) had gone to her balcony to investigate-We made silent gestures to eachother-gestures of surprise, confusion, disgust and alarm. I became very very frightened. I didn't know (and I still don't) if: my fear was for the safety of the idiot flying the plane (it occurred to me that he must not only be an idiot but that it was likely that he was high on something in order to be doing such a dangerous suicidal act...) OR if my fear was for myself, for my own safety. Was this our own local 9/11 in progress ?? Would it help me to get onto the floor ? (I did, a couple of times, with difficulty get down to lie on the floor but I quickly realized that as a survival plan it would do little good, so with more difficulty I managed to rise to the previous awful position of standing by the window watching repeated aggressive very fast approaches and divesvery aggressive....</p> <p>I heard myself begin to whimper. (Thank goodness I was alone because otherwise it could have been a humiliating experience to be actually crying like that !) As it went on I became quite ill with anxiety and the stress began to cause noticable heart palpitations." Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: and also Special Events.</p>	s.22(1)		1	7/28/2015 4:26:00 PM	7/28/2015 4 53:28 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2015-07-28 16:53:28.287 Directed to Another City Department Sent to Doug.Pirozek@vancouver.ca</p>
101006529355	s.22(1)		V6E 1V3		<p>Describe details (who, what, where, when, why): Citizen lives at s.22(1) and is concerned about the noise coming from Sunset Beach every time the Festival of Lights celebration occurs. The noise starts as early as 10am in the morning and lasts all day and evening until after the fireworks are done. He claims they are testing the sound equipment and all he can hear is the base and "boom boom boom" noise. He knows it is a permitted event and permits and licences have been obtained from the city so the noise inspectors wouldn't have as much jurisdiction over the public event, however would like to offer his feedback to get the department to advise the managers of the festival to start their testing an hour or two hours prior to the event. On 07/25/2015 and on 07/29/2015, they have been testing their sound systems and base systems four to five hours prior to the event, as the event schedule states the entertainment is not set to start until 2:00pm on 07/29/2015. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: CommunityServices Division or Branch Name: Special Events</p>	2015 July, Anonymous		1	7/29/2015 11:22:00 AM	7/29/2015 1:11:15 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed. Closed date : 2015-07-29 13:11:15.033 Directed to Another City Department Film Special Events</p>

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101006530808	s.22(1)			V6E 1V3		<div>Describe details (who, what, where, when, why): She called upset because she did not know music at Sunset Beach for fireworks starting at 2pm. She would like residents to get a form to notify. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events</div>	s.22(1)		1	7/29/2015 2:21:00 PM	7/29/2015 3:17:08 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-29 15:17:08.473 Directed to Another City Department Film Office</div>
101006531058	s.22(1)			V6E 1V3		<div>Describe details (who, what, where, when, why): He called to complain about the bass from the music at Sunset Beach. He says the website for the fireworks led him to believe the music would start at 7:30pm. I spoke to the Park Ranger and they said they are permitted to play music early. The caller phoned at 2:30pm and said the music has been on since about noon. He thinks it is too loud. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events</div>	s.22(1)		1	7/29/2015 2:58:00 PM	7/29/2015 3 50:31 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-29 15:50:31.367 Directed to Another City Department Film Office</div>

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101006531167	s.22(1)			V6E 1V3		<p>Describe details (who, what, where, when, why):</p> <p>Citizen lives nearby Sunset Beach where the Shoreline Festival is occurring on 07/29/2015. He would like to complain that the concert is set up right by Bute St at Sunset Beach and the music generated by the bands is unbearably loud. In particular, the base from the speakers is blaring so loudly that it is shaking all of the glasses in his cabinet. This music has been going on since 1:00pm and will not stop until the fireworks begin at 10 00pm. He knows the same thing happened last Saturday and will happen again this upcoming Saturday for the pre-fireworks show. He claims that there are only 3 dozen people standing around listening to the music, while this is inconveniencing thousands of residents living in the area. He believes that the city should "put a lid on it" and shut it down or at least regulate the amount of base coming from the speakers. He does not want to be subjected to this noise any further.</p> <p>Do you want to be contacted?</p> <p>No</p> <p>Type of feedback:</p> <p>Complaint</p> <p>Feedback regarding:</p> <p>CityDepartment</p> <p>Department:</p> <p>ParksRecreation</p> <p>Division or Branch Name:</p> <p>Special Events</p>	s.22(1)		1	7/29/2015 3:11:00 PM	7/29/2015 4 22:16 PM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2015-07-29 16:22:16.333</p> <p>Directed to Another City Department</p> <p>Park Events</p>
101006531516	s.22(1)			V6E 1V3		<p>Describe details (who, what, where, when, why):</p> <p>Citizen would like the City to consider giving someone else the opportunity to perform or play music at the Sunset Beach tent during the fireworks next year. Citizen is frustrated because of the music noise coming from this event. She lives 2 blocks away and her wine glasses are rattling because of the pulsating bass. She said it may not sound as loud at ground level, but the bass carries and it's going up. She said if she tries to speak to someone on site about turning it down a bit, they basically swear at her and tell her not to be a party spoiler.</p> <p>Do you want to be contacted?</p> <p>Yes</p> <p>Type of feedback:</p> <p>Complaint</p> <p>Feedback regarding:</p> <p>CityDepartment</p> <p>Department:</p> <p>ParksRecreation</p> <p>Division or Branch Name:</p> <p>Special Events</p>	s.22(1)		1	7/29/2015 3:46:00 PM	7/29/2015 4 20:31 PM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2015-07-29 16:20:31.17</p> <p>Directed to Another City Department</p> <p>Park Events</p>

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101006532865							Describe details (who, what, where, when, why): Citizen thinks Vancouver is not being the greenest city by hosting the fireworks. It is a waste of money and bad for the environment. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council	s.22(1)		1	7/29/2015 10:04:00 PM	7/29/2015 10:40:41 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-29 22:40:40.817 Directed to Another City Department Directed over to Mayor and Council
101006532876							Describe details (who, what, where, when, why): Citizen would like to complain about the ongoing fireworks in the city. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events	s.22(1)		1	7/29/2015 10:15:00 PM	7/29/2015 10:40:00 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-29 22:40:00.363 Directed to Another City Department Film Office (Eng)
101006537343	s.22(1)				V6E 1V3		Describe details (who, what, where, when, why): Citizen would like to express his frustration with the beach cleaning that was occurring at Sunset Beach as early as 6:00am on 07/30/2015. He claims that he lives in the vicinity of Sunset Beach and was kept up all morning and evening last night due to the Shoreline festival before the fireworks and the fireworks in the evening, only to hear city crews with "incessent beeping" at 6:00am this morning. He would like beach cleaning crews to start later on in the morning in the future. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Beach cleaning	2015 July, Anonymous		1	7/30/2015 5:11:00 PM	7/31/2015 8 33:59 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-31 08:33:59.203 Directed to Another City Department Sent to Jeff Whitehead

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101006537420	1499		ARBUTUS ST		NOT APPLIC	<div>Describe details (who, what, where, when, why): Citizen saw a large CoV no smoking sign at English Bay during the Celebration of Lights. It was great to see, but it is misleading as it says "Please no smoking in Parks" But it does not say anything about beaches. It is not effective because people still think that they can smoke on the beach. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Park Board</div>	s.22(1)		1	7/30/2015 5:31:00 PM	7/31/2015 8 36:54 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-31 08:36:53.96 Directed to Another City Department Sent to Keith Ferguson</div>
101006537622	s.22(1)				V6G 1Z2	<div>Describe details (who, what, where, when, why): The citizen is reporting that someone from the City of Vancouver was using a Leaf Blower to blow the garbage off the sidewalk after the fireworks at 1am to 2am yesterday. Leaf blowers are not allowed in the West End and she says they have enought to deal with after the fireworks to have leaf blowers being used. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Street Cleaning</div>	s.22(1)		1	7/30/2015 6:37:00 PM	7/31/2015 8:41:22 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-07-31 08:41:22.37 Directed to Another City Department Sent to Jim Heeps</div>

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101006544844						<div>Describe details (who, what, where, when, why): Via web form: Fireworks. I could do without them all summer, Mr. Mayor. Pounding away for a very extended period of time in the middle of the week after 10pm. This isn't a one time affair on a holiday. This is repeatedly. Enough already. If I could send you audio of my toddler screaming in his bed from being jolted out of sleep from the finale, I sure would. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council, Special Events</div>	s.22(1)		1	8/1/2015 4:33:00 PM	8/1/2015 4 59:08 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-01 16:59:08.473 Directed to Another City Department Forwarded to Special events and Mayor & Council.</div>
101006547187						<div>Describe details (who, what, where, when, why): Via email: Subject: Re: Harmful environmental effects of fireworks Please read the attached article about the harm that fireworks cause to the environment and vote for a complete ban on the use of fireworks within the city of Vancouver. Thank you. Sincerely, s.22(1) http://www.mnn.com/earth-matters/translating-uncle-sam/stories/are-fireworks-bad-for-the-environment Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council, Special Events</div>	s.22(1)		1	8/2/2015 4:14:00 PM	8/2/2015 4 39:40 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-08-02 16:39:40.463 Service Provided closing as per Mark DeSanti</div>

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Case Status: Both

101006547861	INTERSECTION		CORNWALL AV	CYPRESS ST			Describe details (who, what, where, when, why): Feedback for Special Events Office regarding sign posted for Celebration of Lights. Citizen reports the sign posted at Cornwall and Cypress had the incorrect dates, see attached image. Sign reads 'Entry Point for Kits Point Residents Only, 6pm-1130pm, July 26, 30, Aug 2. The signs further down Cornwall at Maple and Arbutus had the correct dates. Photo of sign: https://vancouver.fluidsurveys.com/media/assets/survey-uploads/41703/45088677-BKIfAqdzZX/IMG_6143.JPG Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events Office	s.22(1)		1	8/3/2015 8:19:00 AM	8/3/2015 11 06:15 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-03 11:06:15.437 Directed to Another City Department sent to film.office@vancouver.ca
101006548585							Describe details (who, what, where, when, why): Citizen was towed during the celebration of lights and wanted to pass on that she felt that the temporary no parking signage on Cornwall wasn't visible enough (too small) as an entire street full of people got towed. Citizen suggests that the city should rope it off or put up larger no parking signs to avoid having many upset towed people next year. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Events Office	Twitter_dashofhoun d, Deb		1	8/3/2015 11:57:00 AM	8/3/2015 4 53:14 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-03 16:50:31.82 Directed to Another City Department Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2015-08-03 16:53:13.67 Back to previous status Closing case after 'Add Event'

CA13Key - eForm Detail Report with Additional Details

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006553927	1700		BEACH AV		NOT APPLIC	<div>s.22(1)</div> <div>Describe details (who, what, where, when, why): whoever was responsible for taking down the fence did not clean up after themselves and just threw the zap straps all over the ground. s.2 this looks terrible for the tourists who come here. 2(1) Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Parks Special Events</div>	<div>s.22(1)</div>	1	8/4/2015 3:17:00 PM	8/4/2015 3 33:50 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-04 15:33:49.55 Directed to Another City Department Forwarded to Park Special Events and City Special Events Office.
101006563283	1700		BEACH AV		NOT APPLIC	<div>s.22(1)</div> <div>Describe details (who, what, where, when, why): Fireworks. Frankly they are too loud for too long over 3 nights. Given where I live I don't think I should here them at all but they keep my 5 and 3 year old up. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Special Events</div>	<div>s.22(1)</div>	1	8/6/2015 12:44:00 PM	8/6/2015 1 56:10 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-06 13:56:10.347 Directed to Another City Department sent to Special Events, and Parks.

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006563993							<div>Describe details (who, what, where, when, why): Received via email. COV's contribution to global warming with fireworks pollution [q1 2] Part 1: Your message Share details: Just look at this photo taken from my home. This is what your fireworks do to the environment and for what? \$\$ of course. And now Vancouver's reputation as a green city is laughable. When do the elected officials and employees of city hall, those entrusted with the reputation of Vancouver and the safety of its residents, decide the overwhelming environmental cost of the 3 nights of fireworks outweighs the \$\$? This year the hypocrisy of Mayor Robertson's audience with the Pope, discussing global warming on the international stage, far outweighs the benefits. Shame, shame, shame. Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council</div>	s.22(1)		1	8/6/2015 1:59:00 PM	8/6/2015 2:15:31 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-06 14:15:30.683 Directed to Another City Department directed to Mayor and Council.</div>
101006579176							<div>Describe details (who, what, where, when, why): Email: Please, cut the time allowed for the many fireworks displays. Last night (Aug. 1) the loud booming fireworks went on from 10:00 to 10:30- p.m. This was a very long half hour that was like World War II all over again. t really got on my nerves. Fifteen minutes is quite long enough. And they don't all have to be so outrageously loud. either. The first night of fireworks was barely noticeable. This longer length of time added much smoke and pollution to our air. So in the future, please keep firework displays to no more than 15 minutes. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events</div>	s.22(1)		1	8/10/2015 3:05:00 PM	8/10/2015 3 35:12 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-08-10 15:35:11.56 Directed to Another City Department Sent to Film Office</div>

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Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101006586241						<div>Describe details (who, what, where, when, why): Email regarding the towing of vehicles in Kitsilano 7 hours prior to the fireworks event: Went to the beach in kits to visit friends. Parked in a regular parking zone , parallel parked on Cornwall Avenue, so parallel parked between other vehicles. Did not see the sign about event, or no parking allowed. (It was pretty small). Came back early in plenty of time to leave before the fireworks, like around 6 to find car being towed! All the other vehicles had already been towed as well! This ruined my long weekend to say the least. I don't think anyone parallel parked there prior to 7 pm should have been towed or ticketed! It's usually a parking zone. Or the signs should have been large , barricades could have been put up with large event in progress signs, or an individual could have coned the area off! This was nothing but a sneaky money grab by the City and the Tow truck company. It's bad enough trying to enjoy the city without this insanity going on. As a visitor to the city I am greatly disappointed. t should have been better marked . I would like a reimbursement of my ticket and tow costs if possible! Ticket for parking is one thing , but towing wasn't necessary at all! I was leaving the beach early anyway, came back just to find them towing my car away. Thanks for ruining my long weekend and visit to the city. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Parking Operations</div>	s.22(1)	1	8/11/2015 8:42:00 PM	8/11/2015 8:45:48 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-08-11 20:45:47.993 Directed to Another City Department Senghera, Baljeet; Ng, Hon
101006648648	1499		ARBUTUS ST		NOT APPLIC	<div>Describe details (who, what, where, when, why): Citizen was at Kits Beach last night with some friends at 10pm. A VPD officer came up to them on an ATV and advised them that they would have to leave as it was 10pm (this particular park/beach is open from dawn til dusk). She is upset because she was not aware of this rule. She feels that it is ridiculous that people should have to leave public places at night, even considering there are City events (fireworks) which encourage people to be on the beach after 10pm, and there are restaurants on beach land that are open past 10pm. She would like a call back from the department to discuss this. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Parks Board.</div>	s.22(1)	1	8/26/2015 1:16:00 PM	8/26/2015 1 25:47 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2015-08-26 13:25:46.923 Directed to Another City Department Sent to PBComment

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006686369	s.22(1)					<p>Describe details (who, what, where, when, why):</p> <p>Citizen would like to provide feedback for parking ticket s.22(1) that she received on 08/01/2015 at 8:45pm in the 9100 block of Stanley Park Drive. Citizen claims she was watching the fireworks that evening, so she got to that spot very early in the morning at around 9:30am. At the time, she did not see any handicapped signage or no parking signage. Apparently, there were temporary signs put up, but not very many of them. They were not visible at all. She went back and fourth from the area to her vehicle multiple times during the day and walked the same stretch, but no ticket was on her dash. When she walked to her vehicle at around 8:45pm she saw a ticket on her dash. She then proceeded to search for the no parking sign and found one sign that was poorly written in small words that said no stopping except for handicapped vehicles. She would like to offer her feedback and suggest that future temporary signage is written in larger letters, and placed in more visible areas where citizens don't have to go hunting for to see them. She would also like to suggest that if a spot is for handicapped individuals that a photo of the handicapped placard is shown on the signage. She is very frustrated that she received this ticket and would like to hear back from the department to discuss the matter further.</p> <p>Do you want to be contacted?</p> <p>Yes</p> <p>Type of feedback:</p> <p>Complaint</p> <p>Feedback regarding:</p> <p>CityDepartment</p> <p>Department:</p> <p>EngineeringServices</p> <p>Division or Branch Name:</p> <p>Parking Enforcement/Tickets</p>	s.22(1)		1	9/4/2015 9:15:00 AM	4/20/2016 2:15:45 PM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Took Ownership of Case:</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2015-09-04 09:43:33.08</p> <p>Directed to Another City Department</p> <p>Sent to Baljeet Senghera and Mark Mackie</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 : 2016-04-20 14:15:44.717</p> <p>Back to previous status</p> <p>Closing case after 'Add Event'</p>
101006904354						<p>Describe details (who, what, where, when, why):</p> <p>Via Email :</p> <p>Subject : PLEASE ban the sale of fireworks!</p> <p>I was startled awake at 1:30 am this morning by the loud boom of fireworks outside my home in East Vancouver. This has been a common occurrence over the last several years. There is NO GOOD REASON to allow the sale of fireworks in Vancouver. Please take a page out of Alberta's book on this one.</p> <p>I feel for the homeowner nearby whose house burned in what looks to be a fireworks-triggered blaze.</p> <p>s.22(1)</p> <p>Do you want to be contacted?</p> <p>No</p> <p>Type of feedback:</p> <p>Opinion</p> <p>Feedback regarding:</p> <p>CityDepartment</p> <p>Department:</p> <p>MayorCouncil</p> <p>Division or Branch Name:</p> <p>Mayor and Council</p>	s.22(1)		1	10/30/2015 12:23:00 PM	10/30/2015 1:11:46 PM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2015-10-30 13:11:45.57</p> <p>Directed to Another City Department</p> <p>Sent to Mayor and Council</p>

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Case Status: Both

101006906341						<div>Describe details (who, what, where, when, why): Received via email at 311. "Dear Mayor Robertson and Council—Each year my neighbours and I brace for Halloween and fireworks. I've written you in the past, asking that you ban their sale in the city and work with other jurisdictions to ban them in the lower mainland. Tonight I returned home at 10 30 to see my neighbour's house ablaze: a fire started—or so it is suspected according to the fire chief I just spoke to and according to witnesses—by people shooting fireworks into their yard where a tree or bush or simply the porch caught on fire. The blaze was contained by an amazing response from the fire department, but could have spread to our house—a mere 20 feet away, or the other neighbour's house, even closer. Fortunately, no one was hurt, though it's not clear if our neighbour's pets survived. t's time to stop this nonsense. Sincerely, as I listen to more fireworks go off even as the house next door smoulders, s.22(1) Vancouver BC V5N 1X4 s.22(1) Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: copy to Captain of Fire Prevention.</div>	s.22(1)	1	10/30/2015 5:24:00 PM	10/30/2015 7 59:16 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-10-30 19:59:15.623 Directed to Another City Department Sent to Fire Prevention office for their review.
101006915932						<div>Describe details (who, what, where, when, why): "Dear City of Vancouver, I am writing to urge you to please enforce a ban on fireworks in the city of Vancouver. This year, fireworks have been set off for a whole week, with a few even today. Walking outside on Halloween sounded like walking through a war zone. My dog has been terrified and climbing in my lap, shaking with fear. I cannot even imagine how this affects all urban wildlife, for whom this is literally happening in their homes as they come out to forage. I am not against having fun and enjoying life, but I don't think that blowing up things while simultaneously risking injury to yourself and negatively affecting thousands of individuals that live among us is a worthy justification for fun. Many municipalities have already put bans in place, and I strongly feel that Vancouver should follow suit. Thank you, s.22(1) Do you want to be contacted? No Type of feedback: Opinion Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council</div>	s.22(1)	1	11/3/2015 10:05:00 AM	11/3/2015 10 56:30 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-11-03 10:56:30.13 Directed to Another City Department Mayor and Council

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Case Status: Both

101006919124							Describe details (who, what, where, when, why): Fireworks on Halloween night. With all the fire damage, injuries, disturbance and torment isnt time that we ban the fireworks completely? Let them gather at English Bay and have the usual safe, orderly display, or somewhere where they don't torment the animals. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council	s.22(1)		1	11/3/2015 4:44:00 PM	11/3/2015 4 53:27 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-11-03 16:53:27.257 Directed to Another City Department Mayor and Council
101006921477	s.22(1)				V5T 2M9		Describe details (who, what, where, when, why): Received email: Inner city firework usage - dangerous I am so upset when it comes time for halloween, only because of the Firework usage in Vancouver. I am concerned to leave my house the days surrounding Halloween because I am fearful of having my home burnt to the ground. I realize this may seem like an irrational reaction to the use. But each year people are setting off 30 + minute long firework displays either on the corner of in my street in the back alley.. way too close for comfort. I do not think the users are competent or careful in the use, since they do not take added care to shoot them off in a city park or large grassy area. ts very obvious they have no regard for anyone living around them to setting off potential fire hazards in a neighbourhood with homes, pedestrians and vehicles all around them. I ask that the COV considers the ban of fireworks and use in the city, and that sales cannot take place with such ease, many corner stores are selling these massive packages to lord knows whom. PS \$500.00 as a fi ne isn't nought make it 1500.00 and enforce it! create a small task force that responds dot a 311 call or exclusive number that people can call into to report and feel that there will be an actual responder available to shut it down and kindly provide them with their large fine. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council	s.22(1)		1	11/4/2015 11:50:00 AM	11/4/2015 12 39:06 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Updated Case Details: Description updated to: . Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-11-04 12:39:06.4 Directed to Another City Department Sent to Mayor and Council.

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Case Status: Both

101006925415	s.22(1)				V5K 3G9	<p>Describe details (who, what, where, when, why):</p> <p>Citizen feels that Clinton Park is not well supervised. The park litter carts are always overflowing (already reported this week via case 6919262) and when they are emptied, the crews don't seem to clean around the bin, which is odd because the overflowing garbage surrounding the bin is a result of them not emptying the bins on time. This also leads to lots of rats coming to this park. She has seen big ones. CSR created an email to Park Superintendent to advise about the rats. On a side note, she also noticed that this park attracts a lot of people that used fireworks before, during and after Halloween. The people that set them off don't clean up the casings afterwards. She is all for banning the fireworks in the City of Vancouver.</p> <p>Do you want to be contacted?</p> <p>Yes</p> <p>Type of feedback:</p> <p>Complaint</p> <p>Feedback regarding:</p> <p>CityDepartment</p> <p>Department:</p> <p>EngineeringServices</p> <p>Division or Branch Name:</p> <p>Park Sanitation and Mayor and Council</p>	s.22(1)	1	11/5/2015 10:26:00 AM	11/5/2015 11 07:40 AM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Took Ownership of Case:</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2015-11-05 11:07:40.063</p> <p>Directed to Another City Department</p> <p>Sent to Troy De Graaf</p>
101006933984						<p>Describe details (who, what, where, when, why):</p> <p>Banning Fireworks- received via email: "I have been a dog owner in Vancouver for the past seven years.</p> <p>Each year, the two weeks leading up to Hallowe'en, and the two weeks afterwards, happy people in my neighborhood set off fire crackers... Usually starting when schools lets out and going on until about 1 00.</p> <p>Most evenings, this is sporadic but still constant. And it leaves my dog shaking in terror and unwilling to go outside to pee. For an entire month, my husband and I have to stay home every night and make sure we can console her when she is freaking out.</p> <p>We have tried different things to help her:</p> <p>-playing music loudly with a lot of bass (our downstairs neighbors do not appreciate)</p> <p>-putting her in a thunder jacket for pressure therapy (doesn't work)</p> <p>-natural "rescue remedies" (doesn't work)</p> <p>-mild sedatives (our vet says this is okay maybe once, but generally unsafe)</p> <p>As a dog owner, I have a whole community of dog people, including friends and neighbors that I regularly see on dogs walks. The vast majority of them struggle with the same problems.</p> <p>I also imagine the potentially terrifying impact this could have on local wildlife as well.</p> <p>The City fireworks in the summer are hard on us, but we know to expect them and what time they start, so we can manage them.</p> <p>But the fireworks and firecrackers that randomly go off in Vancouver around Hallowe'en and New Years (and other holidays) are so hard on us. It is hard to find dog-friendly housing, and we do not want our landlords and neighbors to resent us when our terrified dog barks, cried or howls every time some one sets of a firecracker.</p> <p>Thanks you for considering this"</p> <p>Do you want to be contacted?</p> <p>No</p> <p>Type of feedback:</p> <p>Opinion</p> <p>Feedback regarding:</p> <p>CityDepartment</p> <p>Department:</p>	s.22(1)	1	11/7/2015 12:58:00 PM	11/7/2015 3:42:32 PM	Feedback	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSRII</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2015-11-07 15:42:31.813</p> <p>Directed to Another City Department</p> <p>Mayor and Council</p>

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Date Run: Thursday, April 19, 2018 3:18 28 PM
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101006936859						<div><div>s.22(1)</div><div>Describe details (who, what, where, when, why): is upset because there are fireworks being set off near her home and her dog is freaking out. She deliberately left the city a week ago to avoid fireworks and is upset that there are individuals breaking the bylaw. She is in favour of a fireworks ban. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: MayorCouncil Division or Branch Name: Mayor and Council</div></div>	<div><div>s.22(1)</div></div>		1	11/8/2015 8:12:00 PM	11/8/2015 8:49:13 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-11-08 20:49:12.61 Directed to Another City Department Mayor and Council
101007392819						<div><div>s.22(1)</div><div>1. Describe details (who, what, where, when, why): Dear Mayor, Councillors, and Parks Board Commissioners, I was outraged to learn through the media that the 4-20 protest was being moved, at the urging of my City Council, to Sunset Beach. As a resident living directly across from this location - I can not believe that there was no public consultation on this decision. I have been alerted of every new development that has been proposed in my neighbourhood by a helpful and informative City staff - and yet, this event, I have received no notification of... I am opposed to this location as it is directly adjacent to numerous residents, including myself. Adjacent to the Vancouver Aquatic Centre. And adjacent to the sea wall which acts as a universally public pedestrian pathway for all residents. This event does not serve the local neighbourhood, and, unlike many events - such as the Sun Run, the BMO Marathon, the fireworks, and PR DE, does not act to include or serve the members of this neighbourhood. The Art Gallery location was one that did not impede on residents' lives.. as no residents were directly adjacent to this location. This location is inappropriate in that regard alone. Further - as the City refuses to properly approve this event by providing licenses or special event approvals - it is infuriating that you would think that you could push this event on me and my neighbours without proper consultation. If you don't even deem this event worthy of providing proper city approvals, why should I accept this event in my neighbourhood? I accept that I live in a location that is desirable to the City's population - and accept that the numerous events that are held here are part of living in this location; however, I do not accept that an event that is not even legally sanctioned by the City should be allowed to be held here. Legally sanction it, complete proper public consultation, and we can talk. Otherwise, move this event somewhere that does not directly impact adjacent residents. Should this event move ahead at this location, I fully expect that the no-smoking by-law that applies to all parks will be enforced. I can not even believe that I have to write this e-mail - it seems obvious that this location is inappropriate. And I am flabbergasted that my City Council would condone moving this event to my neighbourhood, without any consultation... and without actually being prepared to legally sanction and approve such an event. At the minimum, I expect the City to provide us with information as to how this event will be monitored to ensure that it will not negatively impact the residents that live here year round. I look forward to hearing from you in that regard. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div></div>	<div><div>s.22(1)</div></div>		1	3/3/2016 4:49:00 PM	3/3/2016 4 50:51 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-03-03 16:50:51.233 Service Provided circ M & C; Cltrs; sender sent original to PB Commissioners

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101007565801	s.22(1)					<div>1. Describe details (who, what, where, when, why): Citizen would like to have her opinion heard. She feels the yearly fireworks at English Bay should not be permitted. The Mayor deliberately leaves the country and goes abroad to promote clean air and clean environment but then what is the point when we are shooting up fireworks and contaminating the air. 2. Do you want to be contacted? Yes 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: City Manager's Office 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	4/11/2016 2:32:00 PM	5/30/2016 1 50:03 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-11 15:11:49.78 Directed to Another City Department Directed to Mayor and Council Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-05-30 13:33:18.553 Back to previous status Closing case after 'Add Event' Case Reopened: Citizen wanted a call back regarding her feedback Agent Finished: Case Closed. Closed date : 2016-05-30 13:50:02.807 Assigned Assigned to Mayor and Council</div>
101007610990						<div>1. Describe details (who, what, where, when, why): Sent via email: "I have virtually no opinion on legalization or marijuana use. But the City has encouraged an estimated 20,000 people to congregate in an inappropriate location - or maybe two inappropriate locations - without providing any communications to the many, many people who's work day is affected by the 420 Celebration. I live in the West End. I value and enjoy Gay Pride, the fireworks, and the various parades and street festivals that affect my neighborhood throughout the year, while still recognizing that there will be negative inconveniences associated with these events. The 4/20 Celebration could easily fall into the same category as the rest of these events. Instead, I woke this morning to find a host of unanticipated road closures, emergency vehicles engaged in a multitude of locations downtown, the realization that the Celebration now encompasses two locations, and the expectation that both my commute today and my sleep this evening will be disrupted by an event that is barely recognized by the City. " 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: 420 Protest</div>	s.22(1)		1	4/20/2016 6:35:00 PM	4/20/2016 6 39:28 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-20 18:39:28.07 Directed to Another City Department Directed to Mayor & Council.</div>

CA13Key - eForm Detail Report with Additional Details

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101007614924	s.22(1)				V6E 1V3	<div>1. Describe details (who, what, where, when, why): Received Email: I am thoroughly disgusted with the "event" or rather very planned protest of the 4/20 that happened today. I feel the bylaws of a no smoking ban were not respected. Why even have this bylaw if it's not properly enforced. It could have easily been enforced, instead, city officials have chosen to ignore their own bylaw. This could indeed increase the revenue for the city of Vancouver. Do you just have the bylaw because it looks good on a sign or on paper because it makes the city look "good" to have it? Or, do you actually have the bylaw to protect individuals from second hand smoke. I live at s.22(1) am a taxpayer and feel my rights were not respected or health in regards to second hand smoke were not in place during this planned protest. I've had to close my windows all day and evening (despite this heat), because of the pot smoke in the vicinity and entering my building and suite. t also took 30 minutes just to exit the Granville street bridge because traffic was at a standstill. Officers guided me on how to enter down Pacific st and howe, just so I could enter the alley just off Howe Street and Beach Avenue. Even the fireworks, a planned event, the traffic is not this congested, or the chaos not present. I am extremely disappointed this event has become a political power play with Parks Board, The City of Vancouver and the protestors. Who do you represent? The taxpayers, law abiding citizens or is this just another play in the political arena regarding Marijuana in the city and B.C.? Thank you, s.22(1)</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	4/21/2016 1:57:00 PM	4/21/2016 2:10:05 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-21 14:10:04.633 Directed to Another City Department Directed to Mayor and Council
101007673744						<div>1. Describe details (who, what, where, when, why): 4/20 Event Hi! I am the owner of Prego Caffè & Deli Inc. at 101-1625 Hornby Street. I wanted to provide feedback on the 4/20 event that took place in the area a couple of weeks ago. As a business owner, I found this to be a great event! I certainly had an increase in sales for that day, almost to the level of a fireworks event. In addition, my staff and I found the crowd to be extremely pleasant and easygoing. In comparison to other events or other busy days at the store, people were generally upbeat, cheerful and respectful of each other and our space. We really loved the event!! If the city is recording feedback please take mine into account! Hopefully something can be worked out with event organizers and the parks board so that this event can continue in the same location next year! If there is anything I can do to help, I have left my contact information below. Thanks. s.22(1)</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Compliment</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	5/3/2016 8:53:00 PM	5/3/2016 8 53:34 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-05-03 20:53:34.49 Directed to Another City Department Mayor and Council

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101008012846							1. Describe details (who, what, where, when, why): English Bay Fireworks - Insist on SILENT fireworks http://travel.excite.co.uk/town-in-italy-starts-using-silent-fireworks-as-a-way-of-respecting-their-animals-N52632.html Isn't it about time that you started insisting on silent fireworks, not only for the sake of wild life, captive animals at the Vancouver Aquarium (especially the belugas who have sensitive hearing), thousands of terrified pets and residents of the West End? 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council	2016 July, Anonymous		1	7/3/2016 11:02:00 AM	7/3/2016 11 03:13 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-03 11:03:13.223 Directed to Another City Department Mayor and Council
101008096285	1700		BEACH AV		NOT APPLIC		1. Describe details (who, what, where, when, why): Citizen recently found out about some noiseless fireworks that Italy uses and would like to see the City using this type of fireworks as it is less disruptive to animals on land (pets) and mammals and animals in the ocean. These fireworks could still be synchronized to music. 2. Do you want to be contacted? Yes 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Special Events Office	s.22(1)		1	7/17/2016 4:05:00 PM	7/17/2016 6:16:50 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-17 18:16:49.95 Directed to Another City Department Film Office (Eng)

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101008099981	s.22(1)			V6G 2H9		<div>1. Describe details (who, what, where, when, why): Caller would like to express his displeasure with the restricted parking signs in the alley for the Honda Celebration of lights coming up. The alley between Burnaby and Davie st. have new signs for no parking except special event vehicles and emergency vehicles. He says there are never any problems with parking in this alley as it is very wide. There are also never been emergency or special event vehicles parked in this alley in the past.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: special events</div>	s.22(1)		1	7/18/2016 12:36:00 PM	7/18/2016 2 01:14 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-07-18 14:01:13.99 Directed to Another City Department emailed special events</div>
101008111569	s.22(1)					<div>1. Describe details (who, what, where, when, why): Citizen believes she is owed an explanation about the contradiction between Mayor Robertson going abroad to promote the environment, yet inviting countries here for Celebration of Lights and polluting our air with fireworks. She thinks he should practice what he preaches. If he is going to make statements for a clean environment on an International scale, but have fireworks here, he could at least do it on a lower scale like through City Hall rather than spending the money to go abroad. She thinks he is making a fool of himself and that others are laughing at him when he doesn't follow through with the initiatives he is trying to promote. The citizen wants the fireworks cancelled in the future and believes we have enough time to ensure they don't go through next year. Citizen called in in May via case 7565801, but no one followed up with her. She would like someone to call to give her an explanation or discuss the issue.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	7/20/2016 10:47:00 AM	7/22/2016 3 56:43 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-07-20 11:58:26.443 Directed to Another City Department Directed to Mayor and Council.</div> <div>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</div> <div>Agent Finished: Case Closed. Closed date : 2016-07-22 15:56:42.707 Back to previous status Closing case after 'Add Event'</div>

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Case Status: Both

101008119892	s.22(1)					<div>1. Describe details (who, what, where, when, why): RE: Celebration of Lights. The difficulty the Sanitation department has is during the morning after from all of the garbage on the beach. During the day time, all of the garbage cans are visible. When there are thousands of people on the beach for the event, the carts disappear. He would recommend putting taller posts, like Muster stations, so that when citizens are looking up they can see a garbage sign and head toward the garbage carts.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Parks - Special Events</div>	s.22(1)		1	7/21/2016 12:28:00 PM	7/21/2016 5 20:20 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-07-21 17:20:20.47</div> <div>Directed to Another City Department</div> <div>Sent to Park Events.</div>
101008130399	INTERSECTION		DENMAN ST	NELSON ST		<div>1. Describe details (who, what, where, when, why): Citizen who did not wish to leave his information is very upset about a temporary garbage can chained to pole at SW corner of intersection that is blocking access to pedestrian push button. Bins indicated as there for special event, assumed to be for Celebration of Lights firework show tonight (July 23rd). Caller feels this poses an immediate public safety hazard. He told me that push button across the street is not blocked. Explained to citizen that immediate action would not be possible, was advised to put issue forward as feedback by DS. Citizen hung up before determined action could be communicated.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Sanitation - Public Garbage bins</div>	2016 July, Anonymous		1	7/23/2016 12:02:00 PM	7/23/2016 12 23:15 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-07-23 12:23:15.493</div> <div>Directed to Another City Department</div> <div>Sent to Troy De Graaf for his review</div>

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Case Status: Both

101008131239	1700		BEACH AV		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Citizen is upset with the amount of noise that is being allowed around the beaches and parks along the waterfront in the West End during special events such as the Celebration of Lights. She believes it is unacceptable to have to live with the noise generated by the people attending the beach and using the park. She does not believe the fireworks are a reason to allow more noise then normal.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	7/23/2016 3:35:00 PM	7/23/2016 10:15:52 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-07-23 22:15:51.63 Directed to Another City Department Sent to Film.office@vancouver.ca</div>
101008132410						<div>1. Describe details (who, what, where, when, why): Citizen wanted to compliment the city on how well the fireworks was organized and run. She said, "I'm looking out there and I'm amazed at how well everything has gone. t boggles my mind that the city can do this, such a giant effort like this, and even the buses move well."</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Compliment</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	7/23/2016 11:01:00 PM	7/24/2016 12:45:57 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-07-24 12:45:56.573 Directed to Another City Department Mayor and Council.</div>

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101008134112							<div>1. Describe details (who, what, where, when, why): Subject: Parking on Fireworks Night Message: Hello, Last year on fireworks night despite the City posting "NO PARKING" signs along East/West 12th, there were plenty of cars parked along 12th Avenue especially between Arbutus and Cambie Street which held up traffic heading eastbound once the event was over. What's the point of putting up signs if no tickets or towing occurs? I hope this is corrected for this years fireworks nights. No parking should mean no parking for everyone. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Parking Enforcement & Film and Special Events</div>	s.22(1)		1	7/24/2016 5:57:00 PM	7/24/2016 6 01:52 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-07-24 18:01:51.61 Directed to Another City Department Sent to Mark Mackie, Baljeet Senghera, and the Film Office.
101008134800	1655		WHYTE AV		V6J 1A9		<div>1. Describe details (who, what, where, when, why): RE: Festival of Lights - the crew/company that's taking the fireworks out to the barge is doing a lot of damage to the docks at the Burrard civic Marina. Caller would like someone to talk to the crew. Citizen advised it wasn't happening in the moment but has happened over time. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Parks - Special Events</div>	Burrard Civic Marina	6047335833	1	7/25/2016 8:07:00 AM	7/25/2016 8 24:51 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-25 08:24:50.917 Directed to Another City Department Forwarded to Park Events

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101008140608							1. Describe details (who, what, where, when, why): Caller lives in the West End and was trying to find out when roads become accessible by local traffic only on fireworks nights so she can plan for guests. All websites and bulletins say 7:30 but caller does not believe this is correct. She said that they start closing at like 3pm. She feels the websites should be updated. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events	2016 July, Anonymous		1	7/25/2016 7:16:00 PM	7/25/2016 7 58:34 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-25 19:58:33.607 Directed to Another City Department Film Office (Eng)
101008144470	s.22(1)				V6G 3E2		1. Describe details (who, what, where, when, why): Citizen has a temporary handicapped parking pass and she is disappointed at the lack of accessible parking spots at Stanley Park. When she attended the Celebration of Lights, they struggled to find adequate parking to provide her nearby access to the park, specifically around Second Beach. There were only two spots in this location, so her daughter had to move the vehicle to another area which resulted in them receiving a ticket. They had to move the vehicle all the way to Ferguson Pt and then the citizen was forced to wait at the end of the night for her daughter to be able to access the area to pick her up. There was another woman there with an injured leg who struggled with the same situation that night. The citizen said it was distressing to have to worry about accessibility, especially in such a popular park. She wants it put forward to the Parks department that she thinks they should review the possibility of putting in more accessible parking, especially for other citizens who have permanent handicaps. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Stanley Park parking	s.22(1)		1	7/26/2016 1:14:00 PM	7/26/2016 2:16:17 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-26 14:16:17.493 Directed to Another City Department sent to park events and pbcomment

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101008149310	s.22(1)			V6G 3J1		<div>1. Describe details (who, what, where, when, why): Previous lagan case 7627881. This caller is complaining that the fireworks are tonight and this area is signed no stopping anytime. Their company drops off food and equipment and they need to load and unload goods for 5 to 10 minutes. They can't always find parking in lot or on street and would like the sign changed to a commercial loading zone since business licenses are paid to the City of Vancouver. There are 3 parking meters there that could be moved and a loading zone can replace the meters. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Traffic and Data Management</div>	s.22(1)	1	7/27/2016 11:22:00 AM	7/27/2016 2 31:57 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-07-27 13:14:56.197 Directed to Another City Department Sent to Timothy Chan and James Wei Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .. Agent Finished: Case Closed. Closed date : 2016-07-27 14:31:57.42 Back to previous status Closing case after 'Add Event'</div>
101008153654	s.22(1)			V6E 1V3		<div>1. Describe details (who, what, where, when, why): Feels that this year the speakers are much too loud for celebration of light. The music that is playing is very hard to ignore. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events</div>	s.22(1)	1	7/27/2016 9:09:00 PM	7/27/2016 9:14:31 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-27 21:14:30.65 Directed to Another City Department Directed over to Film and Special Events</div>
101008155009						<div>1. Describe details (who, what, where, when, why): Via email: "I would like to vote on putting a stop to the Celebration of Light event. It is noise and air pollution. It disrupts the traffic for local residents there is a lot of nosey and drunken fireworks viewers in the area long after the fireworks are finish. There is a lot of trash damage the day after costs the city unnecessary to clean up." 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council, cc Film and Special Events</div>	s.22(1)	1	7/28/2016 10:04:00 AM	7/28/2016 10:47:55 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-28 10:47:55.27 Directed to Another City Department Mayor and Council,, cc Film and Special Events</div>

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101008155151						<div>1. Describe details (who, what, where, when, why): Received by email: "I am extremely disappointed in how the traffic was directed last night during the fire works. I live in the west end and work downtown. Usually I wouldn't have driven but I needed to make a run a few errands. Well coming home, you had chosen to funnel all the traffic downtown to essentially few streets and what is worse is you only allowed TWO ENTRANCE POINTS FOR ALL OF THE WEST END. while that was not clear to me, I was not directed clearly by anyone and was told to to around and around which took TWO HOURS for me to get home from downtown into the west end. THAT IS ABSURD!!! there were no sign stating that you had to enter from thurlow only at Nelson or Burnaby (the o entrance points is too few for the west end You shouldn't force us to wait with every single other person who wants to watch the fireworks) . When I first try to get home I drove all the way down thurlow to harwood which then the volunteer told me to enter on Nelson or Burnaby never stating that it HAD to be on thurlow I then went all the way back around and came down Burrard. Ofcourse when I finally got there was told to go back around again. Absolutely ridiculous and extremely unfair especially once getting onto the west end THERE WERE NO TRAFFIC OR CARS AT ALL. You has trapped all the people who live there outside of the area funnelled onto one street. Lastly, the volunteers and police officers should be told to CLEARLY STATE the exact entrance pints not just "enter on Burnaby street" well that could have been anywhere intersection. The few police men I had to speak to were all extremely patronizing and completely unsympathetic. I was met was hostility and lots of sarcasm. To end this, I am very u pset at how you chose to direct traffic this year for the firewoeks especially choosing to make it very very difficult for people who live in West end." 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	7/28/2016 10:18:00 AM	7/28/2016 1 09:22 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-28 13:09:22.39 Directed to Another City Department Film and Special Events
101008160089						<div>1. Describe details (who, what, where, when, why): 311 received the following email feedback: "I just want to say a huge thank you to all involved in organizing the safety for such a huge event as the celebration of lights. I really appreciated the huge police presence and everything that was involved in keeping the evening fun and safe! Many thanks! s.22(1) 2. Do you want to be contacted? No 3. Type of feedback: Compliment 4. Feedback regarding: City Department 5. Department: Police Services 6. Division or Branch Name: VPD</div>	2016 July, Anonymous		1	7/28/2016 7:58:00 PM	7/28/2016 8:11:56 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-28 20:11:56.393 Directed to Another City Department Directed to VPD

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Case Status: Both

101008162467	INTERSECTION		BEACH AV	B DWELL ST			1. Describe details (who, what, where, when, why): Caller said she fell off her bike and broke her elbow yesterday while she was riding her bike along on Beach Av at Bidwell. The reason she fell was because the strap that holds the firework signs onto the fence broke off and landed right in front of her bike; which caused her to trip and fall. She called the fence company(save on?!) immediately to ask them to replace or remove those straps before it hurts anyone else. and the nearby security guy who witness the incident also place a garbage can right in front of those fence. However, she is out of work now due to broken elbow, and she would like whichever department responsible to call her back for follow up please. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events	s.22(1)		1	7/29/2016 10:53:00 AM	7/29/2016 12 26:31 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-29 12:26:31.43 Directed to Another City Department advised Special Events
101008163645							1. Describe details (who, what, where, when, why): 311 received the following email feedback: "Every year I cycle downtown to enjoy the fireworks. On Wednesday I stayed in a nearby hotel rather than commute back to Burnaby. As always the fireworks were spectacular, but was more amazing were the clean streets, empty garbage containers and clean beaches that I woke up to. Great job City of Vancouver workers! Well done! Thank you" 2. Do you want to be contacted? No 3. Type of feedback: Compliment 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Sanitation Department	s.22(1)		1	7/29/2016 12:38:00 PM	7/29/2016 12 52:17 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-29 12:52:16.503 Directed to Another City Department emailed jim heaps@vancouver.ca

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101008164564	s.22(1)				V6E 1V3		<div>1. Describe details (who, what, where, when, why): Wishes to express frustration with the Celebration of Light in regards to accessibility for handicapped people, and cabs. Feels that the city has not got enough taxis to allow for quick pick up, with large crowds, and getting to a cab is very difficult for people with accessibility issues. As a result, after the fireworks, he needed to walk all the way to skytrain, which was painful and difficult. would like us to implement something that allows easier access for people with mobility issues</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	7/29/2016 2:01:00 PM	7/29/2016 2 30:43 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-07-29 14:30:42.527 Directed to Another City Department Directed to Film and Special Events</div>
101008165450							<div>1. Describe details (who, what, where, when, why): Subject: west end residents s.22(1) We in the west end are most likely the greenest of the green, we generally will use public transit and or walk and bike to amenities like the theatres, pubs, restaurants YET we are the ones being penalized for having cars. The insane proposals the parking people have come up with are insulting and petty. Why is it we are one of the few areas that has to pay for our own parking and why is it we should have to pay to park when shopping in our own neighbourhoods? A \$600 annual parking fee is outrageous and is meant to punish the poor and elderly that still are able to resist the pressures of development in the city core. All of you who commute from outlying areas, all those coming in from Burnaby and the surrounding areas have better representation and help than those of us who live in Vancouver., We know Vision Vancouver is making deals with developers and we know when they are building monster hi-rises that have , for example 400 units, they'll only accommodate 250 parking stalls. We also know landlords are charging for parking so if the city charges \$600 who is to say the landlords won't up their prices as well? the city has created this problem with bike lanes and car to go .. I pay permit parking yet outside my building my block , 1800 alberni (permit parking) is often filled with EVO cars to go. How many spaces have we, the west end residents lost to these private companies? Why are we subsidizing them? The community many of us have created over the years is being eroded by greed and stupidity. The west end is and has been a unique community for over a hundred years and your city council will be the one to destroy it. Fireworks, parades, marathons, and charity walks are great but we suffer from noise, garbage, crowds, and parking issues. We suffer because our back streets are being used as alternative routes for Lions gate bridge traffic. My street is backed up every afternoon due to traffic trying to get around Denman gridlock. The bicycles have taken over our sidewalks. You can paint bicycle paths on all the streets but it still won't prevent 150+ students from using the sidewalk. (actual fact). Now you've allowed more space for bicycle rentals which just increases bicycle traffic on the seawall which is totally congested as it is. WHO is in charge? What are you guys doing for the residents of this city, especially those of us living in the west end of vancouver ?</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: n/a</div>	s.22(1)		1	7/29/2016 3:24:00 PM	7/29/2016 3 26:41 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-07-29 15:26:40.627 Service Provided circ M & amp; Cllrs; Original to Cllr Stevenson</div>

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Case Status: Both

101008166270						<div>1. Describe details (who, what, where, when, why): Subject: Not a green city Mayor and Council, City of Vancouver, Councillors Affleck, Carr, Degenova, Ball (NPA and Green Councillors - what can be done?) I feel it is time for me to write about how the city is NOT a green city, in my opinion: 1. the extra driving I have to do to avoid the Burrard St. bridge construction costs me an extra \$10 a month in gas, let alone creating more air pollution; then waiting on Howe to get onto the Granville Street bridge just creates more air pollution 2. bike lanes - almost no one uses the Comox bike lanes; more people ride on the road on Pacific/Beach street than take the bike path around English Bay 3. parking - the proposed new residential rates for new residents to park on the street are outrageous - how is this going to help when people have to keep circling the block to find parking 4. why is smoking not permitted in parks, but marijuana smoking is permitted? this is air pollution and detrimental to our health. Many people get headaches from breathing the second hand smoke on our streets and in our parks. The smoke smells like a skunk has crossed your path. How can City Hall permit this? This is not healthy. 5. fireworks - cause air pollution, noise pollution, and garbage pollution - why do taxpayers have to pay for this? and the additional policing and ambulances 6. so-called music at fireworks - in the past, the music started shortly before the fireworks, now this noise starts at 2pm and go non-stop from Sunset Beach, English Bay, sometimes Kits (so, if you live at Broughton St. and Beach, you can hear (be subjected to) cacophony from 3 or 4 directions at once. This is not green. Noise pollution is a health hazard. And, please don't reply by saying "everybody" likes it, they don't ALL like it. And, please don't reply by saying "get out of the city", or "move" - like the music sponsors have replied when I have expressed my concerns politely to them. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	7/29/2016 5:12:00 PM	7/29/2016 5:13:13 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-29 17:13:12.59 Service Provided circ M & CILrs
101008169851						<div>1. Describe details (who, what, where, when, why): "Hi; Was very disappointed and inconvenienced when i went to get on the #2 @ MacDonald nr 4th, to go along Cornwall to see the fireworks. The city and Translink want to encourage tranist use but then 'cancel' (re-route) the bus that takes us to the event. I realize most people can walk the extra 4 blks, but not all of us can. And where i wanted to get off, if i had gone along 4th, there would have been a big hill. Disabled, even slightly , cannot do this. There was little car traffic along Cornwall so i dont see why this re-route took place. I will email Translink also. Knowing this ahead, i would have gotten into my car instead (i had to hail a taxi, @ double the cost of the bus, one way). Surely the idea is Not to encourage more cars. And attendance is down, which this is part of the reason, easy access. Hopefully next time/year, this will be changed, otherwise i will b driving, or not going at all. Thank you" 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events</div>	s.22(1)	6042201061	1	7/30/2016 7:35:00 PM	7/30/2016 8 22:47 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-30 20:22:46.677 Directed to Another City Department Sent to Film Office

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Case Status: Both

101008170071	s.22(1)				<div>1. Describe details (who, what, where, when, why): Citizen wants to express EXTREME frustration with the 3 hour bylaw in her neighbourhood and with the fact that with the amount of people parking on her street after 6, there is nothing in enforce. Due to events like the fireworks, there is nowhere to park. Residential Parking zones would limit her options of having guests over as she has nowhere on her property to park them. Wants to know how to go about changing the bylaw. She doesn't even know where to start and would like her complaint acknowledged immediately. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Parking Enforcement Neighbourhood Parking & Transportation - Residential Parking Mayor and Council</div>	s.22(1)	1	7/30/2016 8:26:00 PM	7/30/2016 8:45:26 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-30 20:45:25.817 Directed to Another City Department Sent to Mark Mackie, Baljeet Senghera and Neighbourhood Parking. Also assigned to Mayor and Council</div>
101008170301	s.22(1)			V6G 1Y1	<div>1. Describe details (who, what, where, when, why): Has been yelled at multiple times by fireworks attendees, including homophobic slurs due to him asking them not to urinate in his yard. States that every year we say they will address the issue, but this year we never even put up barricades. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events</div>	s.22(1)	1	7/30/2016 10:48:00 PM	7/30/2016 10 55:45 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-07-30 22:55:45.19 Directed to Another City Department Sent to Film Office</div>

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Case Status: Both

101008174131	s.22(1)					<div>1. Describe details (who, what, where, when, why): "Sadly many streets in our neighbourhood are usually a real mess. Garbage left by beach goers, fireworks attendees and construction people is making our residential area look very unsightly. In addition to the ongoing problem of leaf accumulation which does not seem to be attended to as well as it has been in the past. Particular hot spots are 1900 blk Whyte Ave, West side of Cypress between Greer and Cornwall, all of Walnut from Creelman to Cornwall, Maple St same etc etc. Thanks for looking after this." 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Sanitation - Street Cleaning, Abandoned Garbage, Litter Can</div>	s.22(1)		1	8/1/2016 2:19:00 PM	8/3/2016 9 36:16 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-08-01 15:02:33.87 Directed to Another City Department Heeps, Jim Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-08-03 09:36:16.217 Back to previous status Closing case after 'Add Event'</div>
101008200537						<div>1. Describe details (who, what, where, when, why): Subject: Mobi Bikes - Too Many On Street Bike Stations. Mr. Mayor, and the Honourable City Councillors, I am contacting you to express my concern regarding the implementation and installation of the Mobi Bikes program, in the West End. Frankly, there are too many Mobi, or proposed Mobi, bike stations in the West End. Specifically, west of Denman street, where they are taking up considerable parking space on the street. East of Denman, many Mobi bike stations are on private property - The Lauren, at Comox & Broughton - or are on large/deep sidewalks - in front of the Robson St Safeway, for example. West of Denman, the stations are popping up, or being proposed in on street parking - either 2hr, or permit parking. What with the City now attempting to 'fix' the 'problem' of on street parking in the WE, how is giving up over 100 on street spots to Mobi bike stations improving the situation? Sounds like the City has already made its decision and is really just cynically polling residents about parking to see which ideas they have already decided to implement are going to be the least popular / politically negative to present a façade of concern. Excuse my cynicism, but, ah, democracy in action. I realize Mobi, is not directly responsible for the acquisition of the locations of their bike stations. This decision belongs to the City. However, I feel it would be in Mobi's best interests, and those of the City's that Mobi be seen as a better neighbour / service to WE residents by its bike stations were all, or the great majority, were to be located in places where it would impact on-street parking, for both permit holders, and visitors, the least. How about on the edge of a parkette, or using the unused space on the road barriers (Gilford and Pendrell, for instance)? Or, for example: instead of a proposed Mobi bike station taking away 4 parking spots on Chilco at Robson, why not put the bike station on Haro west of Chilco, where there are only two parking spots anyway, and direct access to Stanley Park? The West End just finished hosting two of the largest public gatherings in the world... back to back. And we do it often. Pride, Fireworks, Marathons, Sun Runs, and assorted parades all wish to use the West End as their staging and event areas. The City, and volunteer organizations do a great job on safety and refuse collection, and the Wets End residents welcome everyone with aplomb. Why then do we get chosen as the testing ground for every half-baked concept the City has to offer? To be clear, I am not against the Mobi bike program, or cycling, or bike lanes. However, the City's implementation and installation of these programs and efforts has been, in my option, lacking foresight that has made Vancouver streets more gridlocked, less safe, and more polluting, and reeks of cynicism and a dogmatism that makes residents feel disenfranchised. That does not make Vancouver a better place. Thank you for your time and understanding. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	8/5/2016 5:15:00 PM	8/5/2016 5:17:10 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-08-05 17:17:10.287 Service Provided circ M & Cllrs; Original to Public Bike Share</div>

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Case Status: Both

101008243657	INTERSECTION		s.22(1)				<div>1. Describe details (who, what, where, when, why): 311 received the following email feedback: "To whom it may concern. City of Vancouver Good morning my name is s.22(1) I am a resident owner of a town at the corner of s. 22(1) I also own the adjoining unit at s.22(1) and this complaint is from all owners in our complex. If you require signatures please let me know and I will collect and forward them to you asap As a happy West End resident for many years this is my first complaint. Living here I do expect disruptions. Gay Parade, Fireworks, Sun Ruu, Bimo Marathon and on and on. The latest major disruption is the Burrard and Pacific construction that never ends. Traffic use to flow by at ease but now vehicles are lined up for blocks idling in front of my unit polluting the air and everyday there is a road rage incident. Hard to blame them for there anger. All of this I don't complain about. Our problem stems from one event. Lu Lu lemon Marathon. Every year since its conception there is a group of organized cheer leaders, dressed in costumes of 10 to 20 people that stand on our corner, Bute and Pacific singing dancing yelling and enjoying themselves cheering on the runners. No problem with the concept. They arrive at 6:00 AM and cheer till 10:00 AM. This location is surrounded by condor's, high rises town homes and the likes, all residential. Saturdays and Sundays for most residence the only days to enjoy a good nights sleep. The level of noise this create wakes the entire area up at 6 00 AM . I'm in the construction business and I can not start a power tool or begin my day on Saturday before 10:00 AM. Would this cheer leading not constitute a noise violation or at least disturbing peace violation? Why is this allowed? There is an easy solution to the problem There are many places along the marathon path in commercial, bridge and park areas where this cheer leading club could perform and be of no bother to the residence sleeping. I do hope this matter is taken seriously and look forward to your response Thank you for you time Yours Truly s.22(1)</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	8/15/2016 10:58:00 AM	8/15/2016 12:14:24 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-08-15 12:14:24.113 Directed to Another City Department Sent to Film Office</div>
101008368137							<div>1. Describe details (who, what, where, when, why): Subject: ANTI-NOISE POLLUTION PROGRAM - A 2016 reminder to become active Dear Prime Minister, Premier Minister of Agriculture, Minister of Health, Attorney General, Opposition Leaders, MP, MLA Noise is an International and growing Health issue and major factor alienating neighbours in any Community where inadequate noise abatement is in place. t is a phenomenon and an increasing health concern spawned largely out of ignorance and indifference of elected politicians. It pits neighbour against neighbour for any and all causes of unnecessary unhealthy noises, right from fireworks, to incessantly barking Dogs, to useless Propane Cannons, to Boom Box Stereos and on and on. It clearly though is a health concern in so many terrible ways. So, why don't elected officials being presumably of sane mind and eager to represents Constituents, end the many causes of unnecessary unhealthy noises? Where are the leaders? One must ask, when the mistake was made initially to embrace the Right to Farm Act, including wrongly, provision to use Propane Cannons, ,why oh why, didn't some brilliant politician move to exclude the Propane Cannon? In addition to it's proven useless being, the Ban is profoundly annoying and a major contributor, as proven over the year's, to alienate neighbour's within hearing distance, to what end? Some wrongly argue in favour of the berry crop, which on the one hand, revenue is important but we understand the majority of good farmers do not use Propane Cannons. We hear the futile argument, by some Ministry officials arguing more to be antagonists and/or seek favour of berry farmers per se, even the repugnant Propane Cannon Berry Farmers, than any fruitful gains to the berry industry and sadly to date, more contributors to the problem than expected to be part of the cure. We witness the divide & conquer tactics forcing Municipal Councils to adopt inefficient Bylaws that before we even start down that road, the Provincial Legislation usurps the Bylaw having any teeth or resolve, so why wrongly agitate other than to try and procrastinate and upset Constituents by such folly, as to contemplate Bylaws. Let me hasten to add, Municipal Bylaws ought to trump the provision in the Right to Farm Act, as stated initially it was a glaring mistake to include Propane Cannon's literally, as a component in right to farm coverage and as anticipated a small minority abuse this provision. The ongoing silliness exacerbates the dilemma, particularly each year's growing season. Thus, we must insist in the strongest possible terms, to revise legislation, forget the wrongheaded need of (balance) it is a redundant objective in this instance, just act and end Propane Cannons, period! We draw your attention to the attached comprehensive Anti-Noise Pollution Bylaw proposed. As well, refer you to our web.site www.thecouncilclaw.ca under YOUR D RECT ACTION note BOYCOTT CENTRAL to note we anticipate a Boycott of Propane Cannon Berry Farm products. Indeed, as we generate public awareness it is known we can impact upon at a minimum 20.0% profits of Retail Supermarket business and in due course this loss of profit will more than encourage their reluctance to sell such repugnant raised berries. As well, this will augment our argument to cease Propane Cannon use, as it is folly to believe continued use will contribute to increased revenues. Yours truly, The Council Advocacy "For a Better Canada"</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name:</div>	s.22(1)		1	9/7/2016 3:29:00 PM	9/7/2016 3 51:44 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-09-07 15:51:44.113 Directed to Another City Department Directed to Mayor and Council</div>

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101008400899	s.22(1)				V6C 3R3		1. Describe details (who, what, where, when, why): Citizen is calling about the loud fireworks that started at around 945pm and went for 10 minutes or so. Caller is inquiring as to whether they had a permit to let off these fireworks at this location. No permit should be issued as this noise, and air pollution. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events.	s.22(1)		1	9/13/2016 9:58:00 PM	9/14/2016 8 03:36 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-09-14 08:03:35.68 Directed to Another City Department sent to Film Office
101008611405							1. Describe details (who, what, where, when, why): Subject: Fireworks Dear Mayor Robertson and Council members, I would like to voice my serious concerns about the use, and sale, of fireworks by citizens of Vancouver. I support the incredible fireworks displays presented each summer at English Bay. However, the proliferation of fireworks every Halloween is an unnecessary danger, and nuisance, to the public. I don't understand why the City of Vancouver allows the sale of fireworks. While there are by-laws regulating the sale and use of fireworks they are either not enforced or un-enforceable. s.22(1) s.22(1) Last year, my younger daughter s.22(1 old), and her friends, were so terrorized by people recklessly setting off fireworks, that they were too scared to walk down the greenway between the school and the park. One of my daughter's friends was so scared that she went home for the night in tears, her halloween over. Later that night, around 11 30pm, my wife and I, finally fed up with the constant barrage of fireworks, and realizing that the youths who were shooting rockets directly at the school needed to be stopped, intervened. While we had already called the police, about an hour earlier, when they had not responded, we went into the school and park to deal with the situation ourselves. This year, I have spoken with a member of the fire dept. and a representative at the city's 311 service. The firefighter told me that I was "preaching to the choir", and agreed that fireworks should be banned. He also said there is little that they can do, since, they are overwhelmed with calls on Halloween. He even told me that he had responded to a call, one year, that involved people with fireworks setting fire to a school. Ultimately, his suggestion was to maintain a presence in the park to discourage the use of fireworks. To say that this is not really an ideal solution, is a bit of an understatement. But, I do understand that fire department is doing everything that they can, the problem is, they can't do enough. When I spoke with the 311 representative, he was less sympathetic. He seemed more interested in telling me that the city was powerless to do anything, and debating the point, then being truly helpful. I was, basically, asked what do you want us to do? When I responded that I would like to see fireworks banned, he told me there is no point, because, it wouldn't work. I really feel that is an abdication of the city's responsibilities to protect citizens, and property. It seems obvious to me, that easy access to fireworks promotes the use of them. If fireworks were harder to get, the abuse could be minimized. Obviously, determined individuals would find ways around the ban, but perhaps with a lower volume of calls, the police and fire departments would be able to effectively respond to calls. I would welcome the opportunity to discuss this matter with the mayor or council members. Regardless, I would appreciate a response to my concerns. Thank you 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	s.22(1)		1	10/28/2016 4:06:00 PM	10/28/2016 4:11:05 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-10-28 16:11:04.54 Service Provided Circled to M/Cllr, Fire Prevention Office, and Director of Licensing

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Case Status: Both

101008616397							<div>1. Describe details (who, what, where, when, why): Via email: Another year of being kept awake by fireworks. Be great if you would consider a ban like so many other municipalities. Can't see how it benefits the city to keep them?</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	10/30/2016 5:21:00 PM	10/30/2016 5 22:10 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-30 17:22:10.04 Directed to Another City Department Forwarded to Mayor and Council</div>
101008616759							<div>1. Describe details (who, what, where, when, why): Via email: Dear Mayor Robertson, It's that time of year again when fireworks are constantly going off at all hours of the day ahead of Halloween and usually long after Halloween is over. I don't think our fireworks policy is working for the city of Vancouver. I live in South Vancouver and fireworks are already going off in my neighborhood with debris flying into my yard. I have a little one at home and the fireworks going off at night really affect his sleep. I'm also generally concerned about his safety. We take him on afternoon walks around the neighborhood and not knowing where fireworks could potentially be coming from is a little bit concerning. I would love to see more enforcement on our fireworks policy (eg. that they're only set off during Halloween; not before, not after). I'm not sure how we could report neighbors setting off fireworks outside of Oct. 31st and whether or not someone will actually respond to these reports within an appropriate time and action taken against those not following policy. I, for one, would personally love to see a fireworks ban altogether. I'm no fun. But I also don't care. My sanity comes first along with the safety of my family. Thanks a lot for listening to a lady complain about fireworks. s.22(1) PS. I should also mention the amount of fireworks garbage left around in our neighborhood, either on sidewalks or at George Park a few blocks down from my house after Halloween. No one cleans up after themselves.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	10/30/2016 8:41:00 PM	10/30/2016 9 00:12 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-30 21:00:11.773 Directed to Another City Department Mayor and Council</div>

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

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Case Status: Both

101008616798	s.22(1)			V5X 1M9	1. Describe details (who, what, where, when, why): Caller is upset that the Mayor does not fund the VPD enough to enforce the fireworks bylaws. He has called the VPD 3 times tonight about fireworks being set off and they say they have higher priority items to take care of. This is absurd that people can buy fireworks without a permit becasue nobody checks and then no one enforces the law. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council	s.22(1)	1	10/30/2016 9:14:00 PM	10/30/2016 9:17:52 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-10-30 21:17:52.443 Directed to Another City Department Forwarded to Mayor and Council
101008616807	s.22(1)				1. Describe details (who, what, where, when, why): Caller said the fireworks bylaw in not affective as they are lit off before and after Oct 31. If the law is not enforced than it should be removed. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council	s.22(1)	1	10/30/2016 9:31:00 PM	10/30/2016 9 38:06 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-10-30 21:38:06.213 Directed to Another City Department Mayor and Council

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008617585						<div>1. Describe details (who, what, where, when, why): Received Email: Please ban purchase and use of all fireworks in Vancouver like many other municipalities. My niece who is 16 months old was about to pickup remnants of fireworks while we were out for a walk this morning (Oct 30). Tonight the neighbour kids once gain (it's been years) are blowing up fireworks two houses away from us, bigger, longer, and louder, and more dangerous. If I was walking in the neighbour tonight I would have landed in the hospital or worse. The reason I am finally writing a complaint is to make sure my niece and other little kids in the future does not fall a victim to potential dangerous activity of other irresponsible kids. If the city of vancouver cannot enforce firework rules that can be broken so easily then it is time to ban all personnel fireworks sale and use. I do not want to call the police as it takes the focus off other more important issues they should be tackling. So for the safety of your citizens and reducing calls to your city complaints and the police please pass a ban purchase and use of all fireworks in Vancouver like many other cities have done. Thank you for your patience in reading this. s.22(1)</div>	s.22(1)		1	10/31/2016 9:33:00 AM	10/31/2016 9 54:43 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-10-31 09:54:43.46 Directed to Another City Department Forwarded to Mayor and Council</div>
101008617648						<div>1. Describe details (who, what, where, when, why): Received Email: Fireworks I was wondering if you saw this story? http://www.cbc.ca/news/canada/british-columbia/fireworks-vancouver-trauma-ptsd-1.3828706 There was another story on a dog that was killed because of being scared by fireworks. I was woken up at 2am last night by fireworks. I would doubtlessly be woken up for the next several nights as well. The licensing "system" clearly isn't working. Why does the City of Vancouver allow a few people to harass most of the population of Vancouver? I ask you to follow Richmond and Surrey in banning fireworks. Vancouver is an urban city. Allowing the sale of fireworks makes no sense. And before you try to argue it is for "cultural" reasons, I would like to point out that fireworks are banned in both Surrey and Richmond. Two cities with more diverse populations than Vancouver. s.22(1)</div>	s.22(1)		1	10/31/2016 9:40:00 AM	10/31/2016 9:48:30 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-10-31 09:48:30.42 Directed to Another City Department Forwarded to Mayor and Council</div>

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Case Status: Both

101008617724						<div>1. Describe details (who, what, where, when, why): Received Email: Fireworks I feel the city needs to reconsider allowing random people to set off fireworks at Halloween. Not only is it dangerous but it's frightening for little kids who are trying to go out trick-or-treating. My six-year-old daughter is so afraid that she will not go trick-or-treating this year and she has trouble falling asleep at night due to the sounds of fireworks. t's unbelievable that it's going on for this long and I hear people complaining about it all the time. It is time to end this. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	10/31/2016 9:48:00 AM	10/31/2016 9 51:14 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-10-31 09:51:14.33 Directed to Another City Department Forwarded to Mayor and Council</div>
101008617764						<div>1. Describe details (who, what, where, when, why): Received Email: Fireworks on Halloween There's a reason fireworks are banned all year. They're dangerous!! There is absolutely no reason for fireworks to be allowed around Halloween. It makes our neighbourhoods dangerous and terrifies kids, adults and pets alike. Last year, a house down the street from me burned down from fireworks: http://www.cbc.ca/news/canada/british-columbia/firework-blamed-as-fire-tears-through-east-vancouver-home-1.3295909 This year, a neighbour's dog was killed as a result of getting spooked from fireworks. http://vancouversun.com/news/local-news/dog-spooked-by-firecrackers-killed-on-skytrain-tracks What is it going to take to put an end to this horribly dangerous and damaging tradition? 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	10/31/2016 9:51:00 AM	10/31/2016 9 54:16 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-10-31 09:54:16.477 Directed to Another City Department Forwarded to Mayor and Council</div>

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Case Status: Both

101008618775						<div>1. Describe details (who, what, where, when, why): Via Email: I am shocked that fireworks are allowed to go off in the streets, near parked cars and power lines and peoples houses until all hours of the morning. No other city allows this! t is not only extremely dangerous but it upsets children, the elderly, pets, etc. Fireworks should be banned or at least to a controlled area. Year after year I am so surprised this is allowed to go on.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	10/31/2016 11:41:00 AM	10/31/2016 12:16:47 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-31 12:16:47.33 Directed to Another City Department Mayor and Council</div>
101008619235						<div>1. Describe details (who, what, where, when, why): Caller would like to request Mayor and Council implement a bylaw to ban the use of fireworks and firecrackers in Vancouver.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	10/31/2016 12:28:00 PM	10/31/2016 1 39:16 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-31 13:39:15.87 Directed to Another City Department Mayor and Council</div>

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Case Status: Both

101008619923	s.22(1)			V5L 2T4		<div>1. Describe details (who, what, where, when, why): Grandview park has been a place where the Commercial Dr BIA has used for unsanctioned events. He wants to know how the city would allow the BIA to use fireworks in a public park. There were flyers given out to the neighbourhood that the BIA distributed. Fireworks are not allowed in public spaces according to the by law. He is upset by the use of this park for such reasons and by the BIA.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Grandview Park</div>	s.22(1)	1	10/31/2016 1:42:00 PM	10/31/2016 4 25:28 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Updated Case Details: Description updated to: .</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-31 16:23:19.627 Case created in error by Contact Centre Not a City Matter as this should have been transferred to VPD as it is an illegal activity</div> <div>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: ..</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-31 16:25:27.817 Back to previous status Closing case after 'Add Event'</div>
101008621790	INTERSECTION		GRANVILLE ST	W 57TH AV		<div>1. Describe details (who, what, where, when, why): There should be a by law change to the firework sales and use. She has to deal with fireworks 2 week prior and to week after halloween because there is no real enforcement of the issue. She thinks they should be banned all together</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	10/31/2016 6:39:00 PM	10/31/2016 8 37:25 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-10-31 20:37:25.067 Directed to Another City Department Mayor and Council</div>

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Case Status: Both

101008622574	s.22(1)				V5W 3J5		<div>1. Describe details (who, what, where, when, why): Citizen was very upset about the fireworks that started at 8 PM and went until midnight in his neighbourhood mostly from accross the street and one block over. There should be a time limit on how late they can run as he did not get any sleep because of all the noise. They should have to stop by 10 - 1030 PM and it should be enforced.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 9:22:00 AM	11/1/2016 12 08:39 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-01 12:08:38.993 Directed to Another City Department Sent to Mayor and Council</div>
101008623468							<div>1. Describe details (who, what, where, when, why): Citizen is suggesting a fireworks ban for the City of Vancouver. Her two young children are traumatized for days after - due to the noise.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 11:02:00 AM	11/1/2016 12 09:37 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 12:09:37.383 Directed to Another City Department Directed to Mayor and Council.</div>

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Case Status: Both

101008625670						<div>1. Describe details (who, what, where, when, why): s.22(1) s questioning the sale of fireworks and would like to see Mayor and Council amend the by law and ban them all others. She just moved from Alberta and wants a call from the Mayor and Council team to see if they plan to review the sale of fireworks. 2. Do you want to be contacted? Yes 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 2:56:00 PM	11/1/2016 2 59:08 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 14:59:08.39 Directed to Another City Department Directed to Mayor and Council.</div>
101008625687						<div>1. Describe details (who, what, where, when, why): Halloween is awesome but this Fireworks thing has GOT TO STOP. It should not be an excuse to set off loud, dangerous fireworks that can harm the public well past midnight causing all kinds of noise pollution, waking up the neighbourhood and young children, scaring kids and pets. It's not worth it! Vancouver wake up and pass a law to Ban the use especially after 10 at night. This needs to be enforced! 2. Do you want to be contacted? Yes 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 2:58:00 PM	11/1/2016 3 01:58 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 15:01:57.88 Directed to Another City Department Directed to Mayor and Council.</div>

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101008625897	s.22(1)				V5T 4R8	<div>1. Describe details (who, what, where, when, why): Via email: The fireworks in mount pleasant are completely out of control. They need to be regulated and banned in residential areas for residents and their animals which react very negatively to the excessive noise and shotgun explosions.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	11/1/2016 3:24:00 PM	11/1/2016 3 32:59 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 15:32:59.35 Directed to Another City Department Directed to Mayor and Council.</div>
101008625914						<div>1. Describe details (who, what, where, when, why): Is there a time or limit where people who uses fireworks are allowed to use them until? People with babies, people who are working then next day, and seniors are living in the same neighborhood. t's 10 pm now and they are still using fireworks like there's no tomorrow. I have nothing against it. But i think there should be a time limit when it comes to using them.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	11/1/2016 3:26:00 PM	11/1/2016 3 33:50 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 15:33:50.28 Directed to Another City Department Directed to Mayor and Council.</div>

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Case Status: Both

101008625920						<div>1. Describe details (who, what, where, when, why): Via email: Hi Mayor, I am extremely disappointed s the fact that the city allows residents to purchase fireworks and light them off with no time constraints! It is Monday night and we are a young family of four and it's already 11 00 and all the neighbors are lighting off fireworks like it's New Year's Eve! It's absolutely ridiculous that the city allows this to happen! According to the police no where else in Canada allows fireworks except in BC. I have made several noise complaints and the police do not have the resources to address all the complaints that come in. Last nights we had to hear fireworks until after midnight! Now you tell me if that is fair for hard working tax paying families! We shouldn't have to deal with this garbage! Please ban the sale and distribution of fireworks. Tonight I've seen young looking thugs shoot bottle rockets at homes and people. As a resident of Vancouver I shouldn't have to be subject to this. If you want my vote for the next election please make a meaningful change. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and council</div>	s.22(1)	1	11/1/2016 3:27:00 PM	11/1/2016 3 34:21 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 15:34:21.45 Directed to Another City Department Directed to Mayor and Council.</div>
101008626045						<div>1. Describe details (who, what, where, when, why): Please tell me what the Vancouver regulations are regarding the discharging of fireworks in our community. It is 10 30 p.m. and it still sounds like Syria in our neighbourhood. I have read that there is a \$500. fine for illegally setting up the fireworks in their yards and in the streets for non permit holders. I haven't seen any police enforcement but I would be interested in learning what the total revenue collected tonight has amounted to. I think it is time to ban the fireworks for once and for all. It serves no purpose, can't be enforced, is dangerous, violates the noise regulation and scares the hell out of domestic animals as well as our wild animals to say nothing of how scary it is for us. Where do you think our mayor spent Halloween tonight? I'm so mad I want to call the police to make them stop with all their 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	11/1/2016 3:39:00 PM	11/1/2016 3:43:28 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-01 15:43:28.02 Case created in error by Contact Centre</div>

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Case Status: Both

101008626084						<div>1. Describe details (who, what, where, when, why): Please tell me what the Vancouver regulations are regarding the discharging of fireworks in our community. It is 10 30 p.m. and it still sounds like Syria in our neighbourhood. I have read that there is a \$500 fine for illegally setting up the fireworks in their yards and in the streets for non-permit holders. I haven't seen any police enforcement but I would be interested in learning what the total revenue collected tonight has amounted to. I think it is time to ban the fireworks for once and for all. It serves no purpose, can't be enforced, is dangerous, violates the noise regulation and scares the hell out of domestic animals as well as our wild animals to say nothing of how scary it is for us. Where do you think our mayor spent Halloween tonight? I'm so mad I want to call the police to make them stop with their entire racquet! 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)	1	11/1/2016 3:43:00 PM	11/1/2016 5 29:49 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 17:29:48.663 Assigned Sent to Mayor and Council.
101008626219						<div>1. Describe details (who, what, where, when, why): Via email: Dear Mayor Robertson, While I enjoy organized fireworks programs, the alarming volume of fireworks surrounding holidays has become not only a nuisance but a safety matter. Pets (my own included) are being spooked by the noise, leading many pet owners to not utilize dog parks for fear their dogs will run for cover and take off. This is also frightening for parents and children to hear blasts going off in their neighbourhoods at all hours of the day by untrained professionals. In addition, this poses a significant threat to those living with PTSD. For the safety of your constituents and their loved ones, please consider imposing stricter regulations. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and council</div>	s.22(1)	1	11/1/2016 3:57:00 PM	11/1/2016 5 39:51 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-01 17:39:50.88 Assigned Sent to Mayor and Council.

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Case Status: Both

101008626834	s.22(1)				V5V 1H1	<div>1. Describe details (who, what, where, when, why): Citizen called because he wanted to recount his experiences last night (Halloween 2016 - Oct 31st.) He's already e-mailed Mayor & Council, but he wanted this feedback processed as well. He wants a call back on this matter. Last night at 12:30pm fireworks were still being sold on Glenn St. @ Kingsway. People were letting fireworks off in the middle of the street and cars were stopping while this was going on. He called 911 and he was told this wasn't an emergency. He tried calling the VPD non-emergency number and after being on hold he called 911 back. The police showed up about 20 mins later. At 2:00am a crowd of about 15 (adults) showed up in a cube van full of fireworks. They let them all off in the school field across from his house at s.22(1) His kids were woken up, and so were about 400 residents in the area. He says they were even shooting fireworks at the school. He doesn't know why the City is allowing the sale of fireworks when other cities do not. He wonders how much all of this costs the city in terms of manpower, overtime, taking calls etc. He thinks the City has created laws that can't be enforced and there should be a ban on fireworks.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor & Council</div>	s.22(1)		1	11/1/2016 5:34:00 PM	11/1/2016 5:49:37 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-01 17:49:36.673 Directed to Another City Department Mayor and Council</div>
101008627286						<div>1. Describe details (who, what, where, when, why): Fireworks Almost midnight up here in Kerrisdale Polluted air and very noisy fireworks., We can,not sleep What are the rules about these bloody fire crackers Clearly not enforced</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 8:03:00 PM	11/1/2016 8 03:42 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-01 20:03:41.57 Directed to Another City Department Mayor and Council</div>

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101008627319							<div>1. Describe details (who, what, where, when, why): What type of noise is it? People - Fireworks Where is the fan, air conditioner, or heat pump located on the property? What is the exact address where the noise is coming from? West end and kit beach areas Describe the noise and who is making it. Groups of ppl setting off fireworks and firecrackers for Halloween, been going off all weekend but now Monday night at 11:45pm (with no end in site), it's incredibly annoying and loud. Not only do I work in the morning, like most, but the noise has been waking up my children who have school in the morning. My biggest reason for sending this in is the hope for more noise restrictions for next years Halloween. I enjoy living in a Provience allowing fireworks, I do think noise restrictions of not allowing them to go off after 10 or 11pm would be smart and enjoyable for everyone. Thank you. When is it happening? Friday, Saturday, Sunday and Monday How often? Every few minutes, esp once the sun goes down Did you speak to the person or company making the noise? No What happened? Did you tell the police about your concern? Yes What is the police file number? Va16-218224</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 8:20:00 PM	11/1/2016 8 20:49 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-01 20:20:48.77 Directed to Another City Department Mayor and Council</div>
101008627327							<div>1. Describe details (who, what, where, when, why): Ban fireworks Stupidest most disruptive and unsafe tradition at Civic holidays/Halloween. Idiotic that this hasn't been banned like in a Toronto</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 8:25:00 PM	11/1/2016 8 26:14 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-01 20:26:14.253 Directed to Another City Department Mayor and Council</div>

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101008627341						<div>1. Describe details (who, what, where, when, why): Fireworks Mr. Mayor I am a tax-paying home owner in East Vancouver. I live a half block from Templeton High School. For the past 3 nights my family and pet dog have been subjected to an escalating barrage of noise from fireworks being set off all night...mostly from the Templeton fields. Saturday night the explosions did not end until 5:30 am. Halloween night it sounded at times like an Apocalyptic war zone. Our dog has been so traumatized that he cannot do his business at night and he shakes all evening whilst we try and console him in our basement. This happens every year. This year was by far the worst. I am trying to understand what possible reason makes this something we should just except? What positive purpose does this serve? Why do we allow fireworks to be sold without permits? Why is there ZERO enforcement of fireworks being sold to minors? To add insult to injury, I am PAYING through my property taxes for the 'privilege' of being sleep deprived and my family terrorized. Again I ask WHY? Why are drunk and high youth not only allowed but encouraged to roam around all night causing this blatant mischief. Why are you and city council doing and saying NOTHING while ALL of the emergency services are run ragged? What is it going to take? A house burning down? A street catching fire? Another dog freaking out and dying on the Skytrain tracks? God-forbid a person being killed or severely injured? A class-action lawsuit? SHAME on you and the city for condoning this selfish behaviour every chance the inmates get to take over the asylum. I will be keep your lack of action in mind next election. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 8:33:00 PM	11/1/2016 8 33:59 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-01 20:33:58.683 Directed to Another City Department Mayor and Council
101008627399						<div>1. Describe details (who, what, where, when, why): Fireworks Dear Mayor and Councillors, In light of the recent tragic loss of a families' pet, it is time for Vancouver to consider banning fireworks which, in my opinion, is long overdue. The negative effects far outweigh the seconds of pretty lights falling from the sky. As a greener city, we should be taking both big and small steps to ensure we live in a healthy environment. Fireworks contain toxic chemicals and pollutes the air we breathe. In addition, the sound of fireworks frightens both humans, particularly the most vulnerable such as seniors and as well as animals. I hope that at the very least, council move immediately toward the use of silent fireworks with the long-term goal of a total ban. Kind regards s.22(1) 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 9:07:00 PM	11/1/2016 9 09:58 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-01 21:09:57.627 Directed to Another City Department Mayor and Council

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101008627444							<div>1. Describe details (who, what, where, when, why): Fireworks There is absolutely no reason to allow the sale of fireworks in this city. All week long every night I was awoken buy fireworks. Last night was ridiculous from 7:30 until 12:30 constant noise. The fact that it caused Maggie the gorgeous dog to bolt and the end result being her death just proves that something needs to be done. Fireworks terrifies pets causes our war heroes psychological pain and adds more pollution to out environment. Please ban fireworks! 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 9:29:00 PM	11/1/2016 9 29:31 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-01 21:29:30.58 Directed to Another City Department Mayor and Council</div>
101008627449							<div>1. Describe details (who, what, where, when, why): No more fireworks Fireworks are not a fun part of any holiday but cause fear and tragedy every year. They disrupt residents and cause major sleep problems for thousands of people who still have to get up for work, be with their kids, etc. They startle seniors and people suffering from PTSD and other anxiety disorders. - They frighten kids and they frighten pets — and this year, at least one dog at Trout Lake was killed as a direct result of fireworks being set off in the park in broad daylight, and on October 29. The only responsible thing to do is ban the public sale and use of fireworks in Vancouver, and to strictly limit their use to professionals, before they are responsible for any more senseless tragedies. Thank you. s.22(1) 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/1/2016 9:32:00 PM	11/1/2016 9 34:22 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-01 21:34:22.39 Directed to Another City Department Mayor and Council</div>

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Case Status: Both

101008627463						<div>1. Describe details (who, what, where, when, why): Can the City please ban fireworks and firecrackers at Halloween? Last year as I was standing inside my doorway, dishing out candy some screeching flaming object from two streets over came spiraling over my fence and almost hit me in my face. It narrowly missed the back of the head of the youn family at my door. Our cats are traumatized inside our home, its difficult to fall asleep due to the noise, noting I get up very early and am already sleep deprived. The excuse ot " tradition" is just not adequate to continue to allow fireworks at Halloween.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	<div>s.22(1)</div>	1	11/1/2016 9:41:00 PM	11/1/2016 9:42:43 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-01 21:42:42.82 Directed to Another City Department Mayor and Council</div>
101008628465						<div>1. Describe details (who, what, where, when, why): Citizen lives in the Renfrew and East Hastings area and wanted to comment on how much she liked the fireworks permitting process. t was easy to do and worked well for her. t was a beautiful evening where the community was able to come together. Citizen understands there is a lot of negative feedback about the fireworks, but she really feels the pros outweigh the cons. Fireworks displays in local communities bring people together, and that is more important than some illegal firecrackers or not permitted displays.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Compliment</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Fire & Rescue Services</div> <div>6. Division or Branch Name: Fire Services</div>	<div>s.22(1)</div>	1	11/2/2016 9:52:00 AM	11/2/2016 12 23:06 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-02 12:23:06.5 Directed to Another City Department Sent to: VFRS Deputy Chief - DL; Susanthan, Charmaine; Stefishen, Megan</div>

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101008628634						<div>1. Describe details (who, what, where, when, why): Via Email: There were fireworks and firecrackers being set off until well past midnight last night (Oct 31) in Strathcona - both in Maclean Park and at the Strathcona School fields. It's horribly loud, extremely disruptive and troubling to kids, pets and others. Can the city come up with some kind of compromise - even if some explosives are going to be allowed during the Halloween season - can't there be limits? 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	<div>s.22(1)</div>	1	11/2/2016 10:09:00 AM	11/2/2016 12 28:00 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-02 12:28:00.03 Directed to Another City Department Sent to Fire Services</div>
101008628828						<div>1. Describe details (who, what, where, when, why): Via EMAIL: FIREWORKS on Halloween - should be banned!!!!!! My family endured about 3 hours of non-stop explosions & smoke that resembled a war-torn part of the world than something indicative of the Greenest City! The family dog, barked incessantly out of fear for those 3 hours and on many days previous, the cat hid under a bed - terrorized. Perhaps we need to take these cues from our animal friends and ban the sale and use of personal fireworks/crackers/bombs! Perhaps, if the City insists on continuing this 'tradition' -- a controlled setting may be an alternative?! Down by Canada Place where all the other 'displays' occur? My evening was ruined attempting to calm the fears of people and animals alike. Time for a change. Sincerely, s.22(1) Oakridge Area Resident e contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	<div>s.22(1)</div>	1	11/2/2016 10:27:00 AM	11/2/2016 12:45:54 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-02 12:45:53.877 Directed to Another City Department Mayor and Council</div>

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101008630488	s.22(1)				V5Z 4K8		<div>1. Describe details (who, what, where, when, why): Citizen wanting to give her feedback regarding fireworks. She said that they should not be allowed at all in the city. She said that fireworks should be left to the professionals to do. She lives in North Vancouver and is also giving her feedback to her municipality but wanted to give her feedback to COV too.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/2/2016 1:05:00 PM	11/2/2016 1 09:58 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-11-02 13:09:57.803</div> <div>Directed to Another City Department</div> <div>Forwarded to Mayor and Council</div>
101008635312							<div>1. Describe details (who, what, where, when, why): Citizen thinks it's a bad thing to sell fireworks during Halloween season. He thinks the city just wants to profit from fireworks retail and permits. He's concerned that while the city might be profiting, other people are losing their properties due to damages from fireworks. His suggestion is to not sell fireworks, because no matter what the rules are, kids under 19 will find a way to get them.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor & Council</div>	2016 October, Anonymous		1	11/3/2016 11:24:00 AM	11/3/2016 12:12:20 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-11-03 12:12:20.22</div> <div>Assigned</div> <div>Assigned to Mayor and Council</div>

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101008635411	s.22(1)				V5Z 3E5	<div>1. Describe details (who, what, where, when, why): Wendy is very frustrated with the ongoing issue she has with missed collections at her property. She has called many times to report missed Green Bin and Garbage pickups, and is tired of calling 3-1-1 to report these issues every week. The property is on a corner and there is no lane. Please follow up with the citizen to advise how this issue will be resolved.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Sanitation - Collections</div>	s.22(1)		1	11/3/2016 11:33:00 AM	11/3/2016 2 39:54 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-03 14:39:53.64 Directed to Another City Department Forwarded to Troy de Graaf</div>
101008636022						<div>1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. Petition by s.22(1) Started Oct 30, 2016</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: n/a</div>	Org. Change.		1	11/3/2016 12:39:00 PM	11/3/2016 12:41:31 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-03 12:41:31.49 Service Provided circ M & Cllrs</div>

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101008636354							<div>1. Describe details (who, what, where, when, why): 311 received the following email feedback: "Way too much fireworks in our neighbourhood this year (South Dunbar) We would like to see parks and school playgrounds be safe places(as in policed) for people to set off fireworks, rather than the current situation where people let them off all over the city. Most pets are terrified and parents are afraid of their children being out." 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	<div>s.22(1)</div>		1	11/3/2016 1:13:00 PM	11/3/2016 2 36:26 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-03 14:36:26.343 Directed to Another City Department Forwarded to Mayor and Council</div>
101008637318							<div>1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. Petition by s.22(1) 5 supporters 5 more people signed in the last 10 hours for Oct 31st. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	Org, Change		1	11/3/2016 2:52:00 PM	11/3/2016 2 55:37 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-03 14:54:42.9 Service Provided circ M & Cllrs; See attachment; Change.Org Oct 31 Petition Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-03 14:55:37.24 Back to previous status Closing case after 'Add Event'</div>

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101008641483						<div>1. Describe details (who, what, where, when, why): Via web form: For the week before and the week after October 31st fireworks are set off disturbing many such as people with PTSD, fearful dogs and their owners, as well as harming people. The city should either enforce the use of fireworks only on the 31st as well as doing PSA about how to keep loved ones safe or ban them entirely.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/4/2016 12:12:00 PM	11/4/2016 1 23:50 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2016-11-04 13:23:50.1 Assigned Assigned to Mayor and Council</div>
101008642769						<div>1. Describe details (who, what, where, when, why): Via Webform: 1. The following are your own regulations about Fireworks from your website: Rules for setting off your fireworks Fireworks can only be set off: - On October 31 - By the permit holder: someone 19 years or older that complies with all the permit conditions - On private property, with the property owner's written permission - On paths that avoid people, animals, buildings, or vehicles - You may not buy or set off firecrackers, bottle rockets, and roman candles. Disobeying these rules may lead to a \$500 fine per violation, according to: Fire Bylaw section 5.8 2 Ticket Offences Bylaw table 8 2</div> <div>2. There is absolutely no enforcement of the above. Firecrackers (illegal activity #1) are repeatedly set off in public parks and places (illegal activity #2) by kids under the age of 19 (illegal activity #3) not just on Oct. 31, but on multiple days around Halloween (illegal activity #4). Why bother with the facade of a regulation? 3. We spend all this effort investing in being a green city, and Fireworks contribute to that how exactly...? 4. We spend all this effort banning smoking in parks and beaches because of the litter it creates in our public spaces and encouraging the garbage from fireworks/firecrackers is not ridiculously hypocritical how....? Seriously, of all the policy choices what is the point of allowing Firework sales in this city?</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Mayor & Council</div> <div>6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/4/2016 2:25:00 PM	11/4/2016 3 57:02 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-04 15:57:01.977 Directed to Another City Department Sent to Mayor and Council</div>

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101008643369						<div>1. Describe details (who, what, where, when, why): Subject: Serious Concern Over Halloween Fireworks Dear Mayor and Council and Vancouver Park Board, I am writing with serious concerns about fireworks at Halloween in Vancouver. I live near Trout Lake, and year after year, for at least a full week before Halloween and a full week after, residents are subjected to fireworks throughout the afternoon, evening, and overnight. For two full weeks, we must either abandon our homes and rent a hotel room in a different neighbourhood or city, or face relentless noise, terrified pets, frightened kids, and significantly disrupted sleep. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/4/2016 3:36:00 PM	11/4/2016 3:41:00 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 15:40:59.943 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Use Inspections & ; Animal Srvs, Office of Fire Prevention</div>
101008643435						<div>1. Describe details (who, what, where, when, why): Subject: Follow up re: "Time, once and for all, to ban "family fireworks" in Vancouver" Dear Mayor and Council, As a followup to my message of Oct 25, I would like to call your attention to this year's first fireworks-related fatality. http://www.cbc.ca/news/canada/british-columbia/fireworks-dog-death-trout-lake-vancouver-bc-1.3828219 You may think "it's only a dog", but I don't think you'd say that to her owners. This incident is another demonstration of the unpredictable state the City is in once fireworks go on sale every year. The device was set off at an illegal time (middle of the day, not on Oct 31) at an illegal place (public park). As I write this in the broad daylight of a Sunday morning, I can hear more going off. Once again I urge you to ban the sale, possession, and use of "family fireworks" in the City of Vancouver, imposed promptly such that we do not face this mayhem again in 2017. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/4/2016 3:45:00 PM	11/4/2016 3:48:36 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 15:48:35.54 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Ue Inspections & ; Animal Srvs. Office of Fire Prevention</div>

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008643513							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org, Change		1	11/4/2016 3:56:00 PM	11/4/2016 4 02:12 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 15:59:39.443 Service Provided circ M & C; C; See attachment: Change.Org Petition 1 - 31 Oct Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-04 16:02:12.29 Back to previous status Closing case after 'Add Event'
101008643546							1. Describe details (who, what, where, when, why): Subject: Please ban fireworks! Dear Mayor and Council and Vancouver Park Board, I am writing with serious concerns about fireworks at Halloween in Vancouver. I live near Trout Lake, and year after year, for at least a full week before Halloween and a full week after, residents are subjected to fireworks throughout the afternoon, evening, and overnight. For two full weeks, we must either abandon our homes and rent a hotel room in a different neighbourhood or city, or face relentless noise, terrified pets, frightened kids, and significantly disrupted sleep. Here are just some of the reasons why allowing the public to purchase and set off fireworks is a terrible idea: - They disrupt residents and cause major sleep problems for thousands of people who still have to get up for work, be with their kids, etc. - They startle seniors and people suffering from PTSD and other anxiety disorders. (We know a military veteran in the seniors centre near us who is forced to leave town for two weeks because of the re-traumatizing the fireworks cause; there are many others like him) 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	s.22(1)		1	11/4/2016 4:01:00 PM	11/4/2016 4 05:16 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 16:05:15.573 Service Provided circ M & C; C; Dir & Sr Policy Analyst, both of Licensing & Prop Use Inspections & Animal Svcs, Office of Fire Prevention; Original to Pk Bd

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101008643668						<div>1. Describe details (who, what, where, when, why): Subject: Ban Fireworks within city limits I am shocked and saddened by the death of the dog by the skytrain due to fireworks. I spent 5 hours trying to calm my dog who was shaking uncontrollably and panting heavily after fireworks went off outside my window at Kingsway and nanaimo. These damn fireworks should be banned in city limits. As a resident I do not want them anywhere near my residence and now I have to deal with a frightened pet. Please BAN fireworks in the city limits. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/4/2016 4:20:00 PM	11/4/2016 4 23:50 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 16:23:50.247 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Use Inspections & ; Animal Srvs, Office of Fire Prevention</div>
101008643698						<div>1. Describe details (who, what, where, when, why): Subject: Fireworks Policy October 30, 2016 Dear Mayor and Council and Vancouver Parks Board, It is with a heavy heart that I write this letter. Our beloved dog Maggie died this evening after being frightened by firecrackers at Trout Lake park. What started out as our usual daily family walk, turned tragic. She was in the off-leash area (during the afternoon - it wasn't dark) when the firecrackers went off nearby. She ran towards our home, but when more firecrackers went off, she panicked and we lost track of her. After enlisting friends and neighbours to search for her, we heard that there was a dog matching her description at the Nanaimo skytrain station. We rushed over but it was too late. In her panic, she had made her way to the platform and onto the tracks. Skytrain staff tried to coax her off the tracks, but to no avail. She was hit by a train. I don't know how or why she went to the skytrain, but I do know that she must have been terrified. She was a wonderful member of our family and we are devastated. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/4/2016 4:25:00 PM	11/4/2016 4 28:47 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 16:28:46.943 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Use Inspections & ; Animal Srvs, Office of Fire Prevention</div>

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101008643730						<div>1. Describe details (who, what, where, when, why): Subject: Fireworks I am extremely disappointed by city coucil's refusal to ban the sale of fireworks at Halloween in the city of Vancouver. For the past 3 nights in a row I have been restricted from walking my dog through our neighbourhood because she is petrified by the constant cracking of firecrackers at every turn, and I myself am on edge that my personal property could be at risk of being damaged or destroyed by the numerous delinquents clearly not adhering to the bylaws. Why do I have to live with this as a tax-paying citizen?? These dangerous explosives are easily making their way into the hands of nefarious individuals and the COV is culpable for facilitating this by sanctioning these sales. Setting off fireworks is not a necessary component to celebrating Halloween so I want to know why this council is ignoring its citizens concerns and allowing this practice to ensue year after year, inevitably terrorizing our neighbourhoods in the process. Is it that the financial incentive to the city through permits and taxation is what this government values more than it does public safety? Not to mention the additional strain that is placed on police and emergency services. When will this council take authority over this matter and follow the lead of other municipalities in the GVRD by banning the sale of fireworks? They recognise this issue, when will this council make the sensible decision to follow suit? 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/4/2016 4:31:00 PM	11/4/2016 4 33:54 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-04 16:33:54.337 Service Provided cirt M &sr; Cllrs, Dir &sr; Sr Policy Analyst, both of Licensing &sr; Prop Use Inspections &sr; Animal Srvs, Office of Fire Prevention</div>
101008652987						<div>1. Describe details (who, what, where, when, why): Email submission: "I suffer for many nights every Halloween because the fireworks are so hard on my dogs. t's pathetic to see them shake and be too afraid to go outside. This year I even tried tranquilizers for them but they were still terrified. The problem is the noise goes on for hours and several nights. This past weekend people were still setting fireworks off. The fireworks are set off for hours. Last year they went from 4 pm to 4 am. This year was a little better since Halloween was on a Monday, but they went off all weekend before the holiday. There is no way of knowing where/when they will be set off. They were even set off under an awning on the building that I live in. The police came then. Thankfully, not the fire department, but if it had gone wrong a several million dollar building could have been set on fire. I think about all the other animals/birds that live outside and how they have to endure terror for who knows how long. Some greenest city "we" are scaring animals and birds with random explosions. This is not fun for them. Why not make sure fireworks are set off in designated parks, or playing fields, only? Let us know where and when they are happening like the Festival of Light. Have set times like the festival, so we can have an ending, or, at least know when we can go outside so the dogs can relieve themselves. I seriously doubt the permit/education spin. It seems to me that mostly young kids just go around blowing off fireworks anywhere any time for as long as they can each year at this time. Most aren't mature enough to be responsible, yet. Worse, many are drunk or high while throwing around the explosives. Look at the professionals that set up Festival of Lights. Obviously, they realize the dangers. Fireworks are not harmless toys. I'm not against fireworks when they are handled responsibly. More consideration has to happen towards people, property, pets and other living creatures in this city. The random craziness of the fireworks approach right now is like nothing I've ever seen in any other city. I grew up in another city that had a day for fireworks but kids weren't allowed to prowl around throwing them anywhere. Fireworks were carefully set up in designated areas. This taught kids responsibility. Right now are kids learning to be thoughtless vandals from what I've seen. This year buses of people from the areas that banned fireworks came into "my" neighborhood. That really sucks. If fireworks are going to be banned, then do it everywhere in the region. I think there should be events set up in parks, at set times, that teach the responsible enjoyment of fireworks. Have some fun for Halloween night and then that's it for the fireworks rather than weeks of them. I think that fireworks need to be a lot harder to get. Maybe they should only be sold at these events that teach responsible handling? I'm glad that I grew up in an era that taught kids how to have fun with fireworks and keep it safe for everyone, animals included. It was never the needless torment that we have now back then because there was more awareness that fireworks do have dangers associated with them." 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/7/2016 2:57:00 PM	11/7/2016 3:19:19 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-07 15:19:19.357 Directed to Another City Department Forwarded to Mayor and Council</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008653353						<div>1. Describe details (who, what, where, when, why): Subject: Please ban fireworks in metro Vancouver Dear Mayor and Council, Can we revisit banning fireworks in Vancouver 365 days a year? I can't enjoy Halloween because I have to stay home to comfort my frightened pets and keep watch on my house to make sure no one has aimed fireworks at my home. My neighbor across the street loves to set off fireworks every chance they have and it just sounds like bombs going off all night long on every holiday fireworks are permitted. Vancouver wouldn't be the first to ban fireworks. In fact it seems like Vancouver is one of the last cities in North America that has not banned fireworks. Why do you keep pandering to the few people who like to set off explosives at the expense of the rest of the people in the city? There are people with PTSD, pets who ran away from freight and killed (did you hear about the dog who was ran over by the train over the weekend?) and the countless of us staying at home with anxiety over the loud noise. Please just ban fireworks all together 365 days a week. It's really normal. Tons of cities do it. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/7/2016 3:40:00 PM	11/7/2016 3:42:56 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-07 15:42:56.287 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Use Inspections & ; Animal Srvs, Office of Fire Prevention</div>
101008653484						<div>1. Describe details (who, what, where, when, why): Subject: Ban Fireworks and Firecrackers in Vancouver Dear Mayor and Council and Vancouver Parks and Recreation, Enough is enough; it is time to ban fireworks and firecrackers. My social media feed is flooded with terrible stories, all relating to fireworks and firecrackers around Halloween. Other municipalities in the Metro Vancouver area have banned them, but due to the fact that they are still permissible in Vancouver, they are all being set off in our neighbourhoods. The pop up stores selling fireworks are open until midnight (or later), one every couple blocks, and they shoot off firecrackers periodically to create awareness for their stores. The majority of those setting off fireworks and firecrackers are not being responsible. They are not doing it in a safe environment, within a respectful time frame, and being mindful and considerate of others, or the environment. They are setting them off for a two-week period, almost 24 hours a day. I hear them at 2am. I hear them at 9am. They are leaving their garbage everywhere, which is not limited to just the refuse from fireworks. Not really contributing to Vancouver being a "green city". 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/7/2016 3:57:00 PM	11/7/2016 4 01:43 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-07 16:01:43.077 Service Provided circ M & ; Cllrs, Original to Pk Bd Office and GM of Pk Bd</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008653585							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org, Change		1	11/7/2016 4:13:00 PM	11/7/2016 4:16:21 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-07 16:16:21.067 Service Provided circ M & Cllrs, See attachment: Change.Org Petition -2 31 Oct
101008653676							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org, Change		1	11/7/2016 4:25:00 PM	11/7/2016 4 32:04 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Updated Case Details: Description updated to: . Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-07 16:29:57.47 Service Provided circ M & Cllrs, See attachment: Change.Org Petition 3 - 31 Oct Case Reopened: Temporary re-open to handle changes on Hansen side Agent Updated Case Details: Description updated to: .. Agent Finished: Case Closed. Closed date : 2016-11-07 16:32:03.783 Back to previous status Closing case after 'Add Event'

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008653716							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council	Org. Change		1	11/7/2016 4:31:00 PM	11/7/2016 4 35:03 PM	Intermediate	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-07 16:32:58.58 Directed to Another City Department Forwarded to Mayor and Council Case Reopened: Agent Finished: Case Closed. Closed date : 2016-11-07 16:33:41.083 Service Provided circ M & amp; Cllrs, See attachment: Change.Org Petition 4 - 31 Oct Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-07 16:35:03.5 Back to previous status Closing case after 'Add Event'
101008653800							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org. Change		1	11/7/2016 4:46:00 PM	11/7/2016 4 50:08 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-07 16:48:14.003 Duplicate Request Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-07 16:50:08.213 Back to previous status Closing case after 'Add Event'

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Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008653846							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org, Change		1	11/7/2016 4:54:00 PM	11/7/2016 4 59:09 PM	Intermediate	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-07 16:55:29.95 Duplicate Request Case Reopened: Agent Finished: Case Closed. Closed date : 2016-11-07 16:56:25.313 Service Provided circ M & amp; Cllrs, See attachment: Change.Org Petition - 1 01 Nov 10 Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-07 16:59:09.31 Back to previous status Closing case after 'Add Event'
101008653866							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org, Change		1	11/7/2016 4:57:00 PM	11/7/2016 5 02:12 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-07 16:59:27.097 Service Provided circ M & amp; Cllrs, See attachment: Change.Org Petition 2 - 01 Nov Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-07 17:02:11.6 Back to previous status Closing case after 'Add Event'

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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101008653885							1. Describe details (who, what, where, when, why): Ban the sale, possession, and use of "consumer fireworks" in the City of Vancouver. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	Org. Change		1	11/7/2016 5:01:00 PM	11/7/2016 5 05:11 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-07 17:03:33.91 Service Provided circ M & Cllrs, See attachment: Change.Org Petition 3 - 01 Nov Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2016-11-07 17:05:11.363 Back to previous status Closing case after 'Add Event'
101008653968							1. Describe details (who, what, where, when, why): Subject: Ban on fireworks Dear city Councillors Again, Halloween rolls around and again my neighbourhood is overwhelmed by the endless loud bangs of oversized and overloud fireworks. I'm talking about explosive sounds (some extremely loud) in a residential neighbourhood (the kids don't stick to parks – they let them off in the roads and on the sidewalks) at very close proximity to residents and animals. There is no way a commercial fireworks show would be allowed in my backyard, so why are unregulated fireworks allowed at equally close proximity? They 1. Go on for much longer than a regulated show – often well past midnight 2. Are in relatively closed areas where the sounds echo and reverb 3. Are in residential areas where there is risk of fire and injury 4. Are used by inexperienced and often immature teenagers who have no concept of potential problems 5. Are extremely loud (yes, the pyrotechnics can be pretty, but a lot of the bangs are from fireworks that have no show – just a loud bang 2. Do you want to be contacted? Yes 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	s.22(1)		1	11/7/2016 5:18:00 PM	11/7/2016 5 20:46 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-07 17:20:46.233 Service Provided circ M & Cllrs, Dir & Sr Policy Analyst, both of Licensing & Prop Use Inspections & Animal Svcs, Office of Fire Prevention

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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101008653992						<div>1. Describe details (who, what, where, when, why): Subject: fireworks Dear Mayor and Council, I live in Mount Pleasant near Commercial & 2nd. Last night my neighborhood sounded like it was under siege from all the fireworks that were going off on the street and the nearby parks. For a while now I've felt that the Mayor and Council are out of touch with the people who live, work, and pay taxes in the city of Vancouver; last night was proof of that. It makes no sense to me that you can't smoke 6 metres away from an air vent (a measure I support), and yet a drunk idiot in a mask can set off barrage of small explosives on a street lined with wood framed houses and buildings, and small children walking up down it. I also don't understand how it is perfectly legal for someone dressed as Jason from the Friday the 13th movies to sell fireworks from the back of his truck in the parking lot of the Royal Bank at Commercial and 1st. You can't even go into a convenience store with a mask on. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/7/2016 5:23:00 PM	11/7/2016 5 26:16 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-11-07 17:26:16.033 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Use Inspections & ; Animal Svcs. Office of Fire Prevention</div>
101008658122						<div>1. Describe details (who, what, where, when, why): Sale of and setting off of fireworks I want to let you know how concerned and upset I am with the uncontrolled setting off of fireworks in our neighbourhood and I'm sure many others. My family has to leave town to avoid Halloween now because of the traumatic effect it has on our family. We arrived back home on Nov. 4 only to be shaken by fireworks from 2030 until 0345 that night in various areas around our house. This has continued to occur every night this weekend including last night at 2345. Our neighbours informed us that it was good we had gone away through Halloween week and weekend because it was like a war zone! We have spent hundreds of dollars on veterinary medication to sedate our pets, travel and try to avoid this trauma but it goes on. There is no way to enforce the setting off of fireworks, complaints to the police can only be followed up on with direct evidence. We witnessed a heritage House set on fire near us 2 years ago that is only now getting rebuilt. A canine death death at trout la ke this year. Please ban the sale of fireworks to the general public and have designated public displays controlled by professionals at set times and places so that these can be enjoyed safely by all. And the many that are disturbed by them can plan to take the measures they need to for their safety. Thank you for your consideration on this matter. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: Mayor and Council</div>	s.22(1)		1	11/8/2016 2:02:00 PM	11/8/2016 2 03:06 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-08 14:03:05.66 Directed to Another City Department Mayor and Council</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008658674							<div>1. Describe details (who, what, where, when, why): Subject: Ban private fireworks in Vancouver Dear Mayor Robertson and Members of Council: It is long past time that fireworks should be banned outright in Vancouver - except for civically approved, professionally organized, very, very limited occasions such as the Celebration of Light and Canada Day. All private and some public uses should be banned outright, and the sale of fireworks in the city should be made illegal, with appropriate enforcement and penalties. Like many others, I was sickened and horrified this weekend by the heartbreaking story of the beloved dog playing with her owner in a designated off-leash park near Trout lake a few days before Halloween who was freaked by the sound of fireworks, bolted, and ran to a gruesome death on a Skytrain track. Not only the family but the Skytrain workers who had to deal with the situation have been badly traumatized, and Halloween time will never be the same for the heart-broken little boy who loved Maggie. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/8/2016 3:00:00 PM	11/8/2016 3 03:50 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-08 15:03:50.18 Service Provided circ M & Cllrs, Dir & Sr Policy Analyst, both of Licensing & Prop Use Inspections & Animal Srvs, Office of Fire Prevention</div>
101008658763							<div>1. Describe details (who, what, where, when, why): Subject: Fireworks Mr. Mayor I am a tax-paying home owner in East Vancouver. I live a half block from Templeton High School. For the past 3 nights my family and pet dog have been subjected to an escalating barrage of noise from fireworks being set off all night...mostly from the Templeton fields. Saturday night the explosions did not end until 5:30 am. Halloween night it sounded at times like an Apocalyptic war zone. Our dog has been so traumatized that he cannot do his business at night and he shakes all evening whilst we try and console him in our basement. This happens every year. This year was by far the worst. I am trying to understand what possible reason makes this something we should just accept? What positive purpose does this serve? Why do we allow fireworks to be sold without permits? Why is there ZERO enforcement of fireworks being sold to minors? To add insult to injury, I am PAYING through my property taxes for the 'privilege' of being sleep deprived and my family terrorized. Again I ask WHY? Why are drunk and high youth not only allowed but encouraged to roam around all night causing this blatant mischief. Why are you and city council doing and saying NOTHING while ALL of the emergency services are run ragged? What is it going to take? A house burning down? A street catching fire? Another dog freaking out and dying on the Skytrain tracks? God-forbid a person being killed or severely injured? A class-action lawsuit? SHAME on you and the city for condoning this selfish behaviour every chance the inmates get to take over the asylum. I will be keep your lack of action in mind next election. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a</div>	s.22(1)		1	11/8/2016 3:12:00 PM	11/8/2016 3:15:13 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-08 15:15:12.76 Service Provided circ M & Cllrs, Dir & Sr Policy Analyst, both of Licensing & Prop Use Inspections & Animal Srvs, Office of Fire Prevention</div>

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008658807						1. Describe details (who, what, where, when, why): Subject: Fireworks Hi there, I am writing to ask you to do something about the fireworks in Vancouver. They have become a headache for all of us. Our children and pets are terrified, the are not good for the environment, they are a waste of money for taxpayers, and they are not regulated properly by law enforcement. They go on all hours of the day and night, and for much longer than just October 31. People have been severely injured, animals dead and wildlife effected. Please, please consider how the city feels about this. Please ban fireworks! 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Mayor & Council 6. Division or Branch Name: n/a	s.22(1)		1	11/8/2016 3:17:00 PM	11/8/2016 3:18:51 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2016-11-08 15:18:50.973 Service Provided circ M & ; Cllrs, Dir & ; Sr Policy Analyst, both of Licensing & ; Prop Use Inspections & ; Animal Srvs, Office of Fire Prevention
101009879352	1700		BEACH AV		NOT APPLIC	1. Describe details (who, what, where, when, why): Complaint for Special Event 'Honda Celebration of Light'. Citizen wants CoV to stop allowing this event to take place. Several concerns; fire hazard this time of year; results in pollution (especially to nearby residents). Stressful for residents because of the increase of people in the area and their bad behavior. Residents have experienced people breaking their windows and throwing up on their private property. Appreciates that the event has been reduced to only three nights and would appreciate if the locations alternated at least. For example one night in Kitsilano, another on the North Shore and one downtown. But overall citizen wants us to stop allowing this large scale Firework event. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Special Events - Parks	s.22(1)		1	7/18/2017 3:37:00 PM	7/18/2017 4 08:17 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-07-18 16:08:16.71 Directed to Another City Department Directed to Park Events - Special Events

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009880531	1700		BEACH AV		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Complaint for Special Event 'Honda Celebration of Light'. Citizen feels the fireworks should be cancelled because of fire hazards. Even though they take place over the water, sparks can fly anywhere. Also people attending the show in the park will be smoking regardless of the bylaw. Feels it's a really bad idea right now with everything being so tinder dry.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Special Events - (Park Property)</div>	s.22(1)		1	7/18/2017 7:10:00 PM	7/18/2017 8 32:17 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-18 20:32:17.437 Directed to Another City Department Special Events - Parks</div>
101009905237	s.22(1)				V6G 1H9	<div>1. Describe details (who, what, where, when, why): Opinion that portable toilets should be set up during the Fireworks events in the west end as 'all of humanity' comes downtown to watch the Fireworks. There have been no portable toilets in this area for previous years and they are always fishing people out of the parklet at Gilford and Haro, they are using like public washroom. There is a vacant lot at corner of Robson and Gilford, it would be great to have some toilets set up for the event days. If the city can spend money on marathons, why not a little money to help pevent people from public urination etc?</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Special events - fireworks</div>	s.22(1)		1	7/24/2017 10:41:00 AM	7/24/2017 1 02:58 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-24 13:02:58.007 Alternate Service Provided Film and Special Events</div>

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009915702	s.22(1)				V6G 0A8	<div>1. Describe details (who, what, where, when, why): Citizen is calling in regards to setup for fireworks. He advised the flower beds near Cactus Club at English Bay at the end of Denman St. have fencing placed around them so no one steps on the flower beds while watching the fireworks. He has noticed this year that along with the fireworks they have fenced off the seating that was there as well. He is wondering if the fencing could be changed to open up the seating on the beach as it is highly used daily as well as during the fireworks. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Parks - Special Events</div>	s.22(1)		1	7/25/2017 5:53:00 PM	7/26/2017 12 37:08 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-07-25 18:10:04.14 Directed to Another City Department Sent to Park Events Case Reopened: The citizen would like a call back regarding his feedback. He would like to know if the fenced off seating would be available for sitting? Agent Finished: Case Closed. Closed date : 2017-07-26 12:37:07.97 Acknowledged sent to parks special events</div>
101009920243						<div>1. Describe details (who, what, where, when, why): Email rec'd: Your staff had a hard time finding the weekend closures for the pride weekend events other than the parade. They eventually found it and call back. I think they searched further because she could tell i was frustrated. She still was not able to find the closure times for the Celebration of lights festival. Considering it is under a week away (it is Tuesday night). The fireworks festival starts on Saturday evening.... your communication department needs to communicate more to your front line 311 respresentatives. Nor could i find the info on your website. Your 311 representatives were great! Super helpful etc. I feel as though the communications department could help them out. Have all the pride weekend closures in one area together. Send them firework closure info more than 4 days in advance of the actual event. These events take place each year. As a West End resident for almost five years, I constantly have a hard time finding information for these two events. As I understand the great benefits of all the events for the city, the LGQTB community etc, I am fully supportive of it. I just find I always have a hard time as I try to plan & figure out what the road closures, how it will effect my weekend, what I need to plan for etc.... it would be helpful if this info could be available for the residents of the West End further in advance. Especially the fireworks closures... 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Digital Services 6. Division or Branch Name: Road Ahead Special Events 3-1-1</div>	2017 July, Anonymous		1	7/26/2017 2:25:00 PM	7/26/2017 3 24:31 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-07-26 15:24:30.707 Acknowledged Sent to Film and special events, park events, Brian Charlston (road ahead) and Denise</div>

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Case Status: Both

101009921115	1700		BEACH AV		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Citizen is concerned that the long bench on English Bay has been blocked off by fencing for the Celebration of Light. In previous years the fence would be placed around it so people can still sit on the bench.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Park Events</div>	s.22(1)		1	7/26/2017 4:21:00 PM	7/26/2017 6 33:07 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-26 18:33:07.29</div> <div>Acknowledged sent to park events</div>
101009926028	s.22(1)				V6A 3Z7	<div>1. Describe details (who, what, where, when, why): This was a walk-in complaint to Spyglass. Citizen rang our doorbell and said she needed to let us know the following: The citizen feels that the City should be ashamed of itself for not regularly powerwashing the seawall to remove bird excrement. She runs on the seawall from Science World all the way to Granville Island and has noticed a large amount of bird feces all along the pedestrian and bike paths. She says that in some spots the feces are at least four inches thick and have been compacted into the ground by people walking or biking over it. She says that not only is it unsightly, it is being tracked into homes and buildings by people causing unsanitary conditions. The Celebration of Lights is taking place so there will be many tourists here and it's unsightly. Furthermore, she's even seen complaints about this on Trip Advisor and Yelp. The City needs to do something about this.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Street Cleaning Park Operations</div>	s.22(1)		1	7/27/2017 1:50:00 PM	7/27/2017 4 30:56 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case released Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-07-27 16:30:56.187</div> <div>Directed to Another City Department Forwarded to Jeff Whitehead and Jim Heeps</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009926609	s.22(1)					<div>1. Describe details (who, what, where, when, why): The caller states that the benches on English Bay were fenced in recently due to the fireworks. In the past the fencing went in behind the benches and the benches were not blocked. Now, because of the fencing, the benches won't be available for the elderly or the tourists who visit the area. These are the benches up from the cactus club. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Parks - Special Events</div>	s.22(1)		1	7/27/2017 2:48:00 PM	7/27/2017 3 31:20 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-07-27 15:31:19.58 Directed to Another City Department Forwarded to Parks Special Events</div>
101009934730	INTERSECTION		BEACH AV	B DWELL ST		<div>1. Describe details (who, what, where, when, why): Caller wanted to express his opinion regarding the volleyball courts on English Bay Beach. He said every year when the fireworks take place, there are 4-8 players using the volleyball area to play. This deprives people of finding a place on the beach to watch the fireworks. It is grossly unfair when space is limited. The Park Board should put up signs to prevent players from playing when thousands of people are trying to find a place to sit. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Parks - Special Events</div>	2017 July, Anonymous		1	7/28/2017 5:39:00 PM	7/28/2017 6 04:39 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-07-28 18:04:38.83 Directed to Another City Department Sent to parkevents</div>

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009935610	INTERSECTION		DAVE ST	DENMAN ST			<div>1. Describe details (who, what, where, when, why): The citizen live in the area where there is RPP, there are signs saying no stopping with dates and times, most likely as the fireworks are happening. The citizen would like to express this is unfair. He is paying for permit parking but now is told he cannot park there. There has to be an alternative to this.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	2017 July, Anonymous			1	7/29/2017 7:19:00 AM	7/29/2017 8 25:42 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-29 08:25:42.43</div> <div>Directed to Another City Department</div> <div>Sent to Film Office</div>
101009938068	s.22(1)						<div>1. Describe details (who, what, where, when, why): Janice is very upset as to why the Special Events Department had approved the low flying aircrafts this evening prior to the fireworks show. The citizen was explained that air approval was granted by Transport Canada and was provided the phone number for Andrew Bradley 604.938.1700. Janice would like the department to explain why they keep permitting this acrobatic/antique style plane dive fying in their neighbourhood about 7:45pm today prior to the fireworks show. It is so close to the buildings and the awful noise. This occurred 2 years ago, not last year and now it's back this year?</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)			1	7/29/2017 8:08:00 PM	7/29/2017 9:12:30 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-29 21:12:29.58</div> <div>Directed to Another City Department</div> <div>Sent to Film and Special Events</div>

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Case Status: Both

101009938241	s.22(1)				V6E 1V3	<div>1. Describe details (who, what, where, when, why): Citizen would like to lodge a complaint as she has noticed there are less porter pottys this year during the Celebration of Lights. As she is currently mobility challenged she finds this very difficult in having to walk to one end of the beach to the other to access washrooms.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Parks - Special Events</div>	s.22(1)	1	7/29/2017 9:16:00 PM	7/29/2017 9 31:18 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-29 21:31:17.703 Directed to Another City Department Sent to Park events</div>
101009938280						<div>1. Describe details (who, what, where, when, why): s.22(1) says that she is at the Sunset Beach for the Fireworks event. The public washrooms and porta-potties are unavailable. The nearby facilities are closed. She is witnessing men and children peeing on the beach. The concession stand washroom at Sunset Beach is experiencing long lineups due to an unexpected issue with the sump. Nearby facilities are closed as well. She would like to provide this as feedback for future events.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Parks - Special Events</div>	s.22(1)	1	7/29/2017 9:32:00 PM	7/29/2017 10 28:18 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-29 22:28:17.79 Directed to Another City Department Sent to Park Events</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009938302	s.22(1)			V6E 1V3		<div>1. Describe details (who, what, where, when, why): Is unhappy that during the Fireworks event today, they department closed the washrooms and did not replace with a portable toilet. - Sunset Beach</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Parks - Special Events</div>	s.22(1)		1	7/29/2017 9:41:00 PM	7/29/2017 10 30:32 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-29 22:30:32.023 Directed to Another City Department Sent to Park events</div>
101009938306	s.22(1)			V6E 1V3		<div>1. Describe details (who, what, where, when, why): This citizen and a few other callers are complaining that there are no portable toilets set up at Sunset Beach for the Fireworks. The regular washrooms there are closed due to a flood. They are having to walk to English Bay where the line ups are very long. He would like for there to be portable toilets for the upcoming events.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Park Events</div>	s.22(1)		1	7/29/2017 9:43:00 PM	7/29/2017 10 32:37 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-29 22:32:37.447 Directed to Another City Department Sent to Park Events</div>

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009941126	2000		W GEORGIA ST		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Citizen is very upset Sanitation has been left with cleaning up mess from Saturday's fireworks, because 15 special events containers went missing. She wants to speak directly with someone about this.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Special Events</div>	s.22(1)		1	7/31/2017 9:16:00 AM	7/31/2017 10:46:57 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-07-31 10:46:56.77</div> <div>Acknowledged Sent to Parks Special Events</div>
101009944742	s.22(1)				V6E 1V3	<div>1. Describe details (who, what, where, when, why): Received via email. Washrooms at Fireworks: Washroon was closed on Sunset beach for few hours during Fireworks on July 29. There was NO blue mobile toilets close to this area. Police had to prevent people from entering closed washroom and many people were desperate.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Park Events Park Rangers - Washroom</div>	s.22(1)		1	7/31/2017 2:09:00 PM	7/31/2017 2 58:46 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-07-31 14:58:45.58</div> <div>Directed to Another City Department Sent to Chad Cowles and Park Events</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009949404							1. Describe details (who, what, where, when, why): "After #Vancouver #fireworks comes clean up... crews + machinery... @CityofVancouver any way to make this sound less obnoxious at 5am? genuine enquiry. Machine sounded loud enough to exceed noise limit, very early. Can you look into this please?" 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Sanitation - Street Cleaning, Abandoned Garbage, Litter Can	s.22(1)		1	8/1/2017 11:09:00 AM	8/1/2017 12:45:03 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-01 12:45:02.887 Directed to Another City Department Sent to Jim Heeps
101009950785							1. Describe details (who, what, where, when, why): Because of the poor air quality he feels the fireworks should be postponed. He feels the smoke from the fireworks will make the air quality worse especially for those outside near them. He would like this to be considered. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events	s.22(1)		1	8/1/2017 1:15:00 PM	8/1/2017 3 33:26 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-01 15:33:25.763 Directed to Another City Department Sent to Film Office

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009956052							<div>1. Describe details (who, what, where, when, why): s.22(1) is concerned as to why the city is still going ahead with the Fireworks, despite the current air pollution throughout Vancouver and feels this event should be postponed/cancelled. He states it is a health concern as it is. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Community Services 6. Division or Branch Name: Special Events</div>	<div>s.22(1)</div>		1	8/2/2017 12:09:00 PM	8/2/2017 1:17:32 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-02 13:17:32.31 Assigned Film Office (Eng)</div>
101009957274							<div>1. Describe details (who, what, where, when, why): She thinks the fireworks are a waste of city resources and money. This money could be spent to have first nations events instead 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Community Services 6. Division or Branch Name: Special events</div>	<div>2017 August, Anonymous</div>		1	8/2/2017 2:12:00 PM	8/2/2017 3:18:20 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-02 15:18:19.67 Directed to Another City Department Park Events</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009957575	2000		W GEORGIA ST		NOT APPLIC		1. Describe details (who, what, where, when, why): Via twitter: Why are the fireworks going ahead with the air quality advisory in effect? 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Special Events	s.22(1)		1	8/2/2017 2:46:00 PM	8/2/2017 3 27:19 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-02 15:27:18.51 Directed to Another City Department Park Events
101009957622	2000		W GEORGIA ST		NOT APPLIC		1. Describe details (who, what, where, when, why): Citizen sent a tweet asking the City to consider cancelling the fireworks as to not contribute to pollution which is already bad from B.C interior forest fires. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Special Events	s.22(1)		1	8/2/2017 2:51:00 PM	8/2/2017 3:41:44 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-02 15:41:44.213 Directed to Another City Department Park Events

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101009959151						1. Describe details (who, what, where, when, why): Escalated call to 311 Supervisor regarding Fireworks not being cancelled tonight. Citizen has noticed every year the air quality deteriorates after the fireworks. We just hit an 8 out of 10 in the air quality warning and we are going to put more particulates in the air? She feels this is absurd Visibility is also an issue due to the haze. She doesn't see the point. At the end of the fireworks display it can get very hard to see them from the actual smoke. Citizen likes fireworks and enjoys them but is not impressed this evening. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events	s.22(1)		1	8/2/2017 6:51:00 PM	8/2/2017 7 56:24 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-02 19:56:23.94 Directed to Another City Department Directed to Film and Special Events for their review. SC
101009959316	1700		BEACH AV		NOT APPLIC	1. Describe details (who, what, where, when, why): Complaint about the special event 'Honda Celebration of Light'. Citizen overall does not like the fireworks but even more with the current terribly air quality feels the City should consider cancelling with conditions like this. Wants to document dissatisfaction and hopes that in future years current and changes to air quality conditions are taken into consideration. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Film and Special Events Office	s.22(1)		1	8/2/2017 7:43:00 PM	8/2/2017 8 01:05 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-02 20:01:05.297 Directed to Another City Department Directed to the department for their review. SC

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101009959702	s.22(1)						<div>1. Describe details (who, what, where, when, why): s.22(1) wanted to leave feedback regarding the fireworks tonight. She said that it is a thoughtless idea and the fireworks is a money grab. t causes both air and sound pollution and with the fire issues going on in the province, it is just a bad idea. She would like someone to contact her back from the special events office. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Park Events</div>	s.22(1)	1	8/2/2017 10:29:00 PM	8/3/2017 8 39:36 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-03 08:39:36.253 Directed to Another City Department Park Events</div>
101009959813							<div>1. Describe details (who, what, where, when, why): @kitspool should do events for the fireworks! Float and watch for charity? @CityofVancouver @ParkBoard ideas 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Recreation 6. Division or Branch Name: Outdoor Pools</div>	s.22(1)	1	8/3/2017 7:48:00 AM	8/3/2017 8 56:39 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-03 08:56:39.5 Directed to Another City Department Park Events, Sean Healy</div>

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101009960295	INTERSECTION		ARBUTUS ST	W 10TH AV			<div>1. Describe details (who, what, where, when, why): Citizen said that she rode the arbutus greenway home yesterday with her husband after the fireworks. She said that she noticed that there were boulders put in when approaching an intersection so cyclists were aware there was an intersection. She said that the there needs to be lighting or cats eyes as citizen said on the boulders so cyclists are well aware that the boulders are there. Citizen said that the boulders are knee high and in various intersections due to the greenway being dark, you don't see it until you are too close. She said that the street after Broadway on her way home (W 10th) is an example of an area where she wasn't able to see it and it was dark in the area. Please follow up and advise if we can put something on the boulders so they can be more visible at night time.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Arbutus Greenway</div>	<div>s.22(1)</div>	1	8/3/2017 9:14:00 AM	8/3/2017 9:49:31 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-03 09:49:30.99</div> <div>Directed to Another City Department</div> <div>Arbutus Greenway</div>
101009960484	<div>s.22(1)</div>						<div>1. Describe details (who, what, where, when, why): Citizen said that the street has not been swept this year and she said that due to fireworks there is restricted parking in the area right now and she was hoping that the street could be swept at this time. I have advised that the sweeper trucks are not going out right now but she wanted to put her feedback in about how the street should be swept. She said she has called in the past with this request but it hasn't been done. Please follow up.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Street Cleaning</div>	<div>s.22(1)</div>	1	8/3/2017 9:32:00 AM	8/3/2017 9 56:33 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-03 09:56:33.083</div> <div>Directed to Another City Department</div> <div>Jim Heeps</div>

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Case Status: Both

101009961774						<div>1. Describe details (who, what, where, when, why): Via web form: parking -Kitsilano-lot next to basketball court I am now embarrassed to bring my Ft. Lang. daughter to Van. Spent the afternoon at Children's hospital with her and my grandson-broken arm. Afterwards, treated ourselves to the Boathouse restaurant, parked in the lot in which we always park as our 3 generations get a short walk to the restaurant, by the basketball court. Daughter paid at machine. 4 30 p.m. Returned at 6 07 to see many irate people- about 15, who had all received \$40 00 tickets for parking in an area posted (very badly, in my opinion and that of all the others) Very tiny print on small signs scattered about, none in front of your car, where you actually park, saying special event and disabled only. The attendant from Easy Park was there, explaining it was "reserved" ,no sign said this. The galling part was this attendant had been sitting in his "fusion" car while we paid and never explained, just watched us pay and then ticketed us. It was entrapment. We had paid for 2 hours, he knew we would be gone before the fireworks. As our neighbour from Washington said, perhaps, the hundreds of dollars in fines could be used to purchase more obvious signage. I was weeping for my loved city. COV can do better than this. He said we had to deal with easy park, but I am sure the signs came from the city, also the City of V. contracts with Easypark. So disappointing, somewhere we always park and didn't notice the miniscule signs. So many annoyed people, vowing never to return to Vancouver. It was an expensive meal. 8/2/2017. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Parks Special Events</div>	s.22(1)	1	8/3/2017 11:38:00 AM	8/3/2017 12:13:51 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-03 12:13:51.12 Alternate Service Provided email to parkspecialevents@vancouver.ca
101009962046						<div>1. Describe details (who, what, where, when, why): Email message-I am a resident of the west end. Specifically an apartment on the corner of Burrard and Pacific. Our Parking garage is only accessible from southbound burrard across a bike lane or south bound thurlow. The road closures for Celebration of Lights are listed on Van Map as beginning at Burrard and Davie. However, on my way home this evening there was a full closure of west bound Davie St. starting at Hornby St. The traffic police told us we couldn't continue through to Burrard St. to get to our apartment and that we would have to turn down Hornby St. and detour around. He also said to take it up with the city. Again, this closure is NOT listed on vanmaps. I am a resident of the west end and though I can prove it with my ID they wouldn't let us or anyone through. This detour added 40 minutes to what should have taken 3. This is unacceptable. I work in locations department in the film industry. If we were to ever create this much of an inconvenience to local home owners, we would be expected to pay a hefty inconvenience fee. But in this case with the city, I feel we go unheard and in the case of these events we aren't even a last thought. We have no problem with the event itself but I can't believe how thoughtless the organization is for us who pay to live here. Our property taxes increase every year and for what? Extremely frustrated with the lack of planning and consideration. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Community Services 6. Division or Branch Name: Special Events</div>	s.22(1)	1	8/3/2017 12:01:00 PM	8/3/2017 12:19:16 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-03 12:19:16.253 Alternate Service Provided email to film.office@vancouver.ca

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Case Status: Both

101009962116							<div>1. Describe details (who, what, where, when, why): Email message-It is beyond me why the city didn't cancel the fireworks Wednesday, Aug 2. In case you haven't noticed the decreased air quality due to the smoke from wildfires, there is currently an air quality advisory in place which includes striking exceedances of several air quality objectives in the lower mainland. The city is literally covered by a thick blanket of smoke, which increases health risks to many people, particularly those with pre-existing heart and respiratory conditions. How can the city justify holding a fireworks party under these conditions? Fireworks are significant emitters of smoke and associated airborne contaminants. Has the city considered what cumulative effects might occur as a result of human exposure to wildfire + fireworks smoke in a metropolitan setting? Has the city considered whether firework smoke is able to dissipate as normal or if it is "trapped" in place when the air is saturated with wildfire smoke? It seems obvious to me that sometimes the city just needs to prioritize health over fun. This is what being a city with values is about. We need to adapt to and respond to potential health risks, not ignore them. Out of respect for the victims of the wildfires across BC and here in the lower mainland, I urge the city to reconsider its policy on allowing fireworks during severe air quality advisories. 2. Do you want to be contacted? No 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Community Services 6. Division or Branch Name: Special Events</div>	s.22(1)	1	8/3/2017 12:07:00 PM	8/3/2017 12 21:24 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-03 12:21:23.7 Alternate Service Provided film office@vancouver.ca</div>
101009963751	INTERSECTION		BEACH AV	B DWELL ST			<div>1. Describe details (who, what, where, when, why): Citizen advised that the fireworks ended at 1030 and there were about 20 food trucks that were leaving beach ave and turning onto Bidwell and then probably going up Davie. Citizen said that there was so many people/children/cars and citizen felt that it was not the right time for the food trucks to be on the street, he thinks that the food trucks should leave at least an hour after the fireworks end. Please follow up with citizen. NOTE: 311 called Special Events who advised to contact Alan Rocket / Vending Coordinator (case 9963157). However, the case was returned to 311 (as this issue happened within a permitted event) and advised to contact Special Events who will need to contact the event organizer for Celebration of Light. 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Special Events</div>	s.22(1)	1	8/3/2017 3:01:00 PM	8/3/2017 4 23:05 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case released Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-03 16:23:05.063 Directed to Another City Department Forwarded to Special Events</div>

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101009963979						<div>1. Describe details (who, what, where, when, why): s.22(1) says that there was a street party in the West End. She didn't have a special event name or a location. She insisted it was down at the beach and in the residential area. She says due to the city sanctioned street party, she was exhausted and fatigued. She is struggling to work with caffeine and has double vision. She nearly got into three accidents. The party was so loud that people were screaming in the backyard. She was asked how she knows that it was a city sanctioned party after the Celebration of Lights. She says there was an after party listed on the COL website but she couldn't find specific information on the website. There were one thousand people screaming. There were giant speakers 30 feet high that were very loud. If it was not city sanctioned, the police would have taken care of it s.22(1) is looking for a call back and insisted to find out the process as to how to definitively stop these events in the future. She can be reached back at s.22(1) 2. Do you want to be contacted? Yes 3. Type of feedback: Complaint 4. Feedback regarding: City Department 5. Department: Recreation 6. Division or Branch Name: Special Events</div>	s.22(1)	1	8/3/2017 3:25:00 PM	8/3/2017 3 54:10 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-03 15:54:09.707 Directed to Another City Department Forwarded to Special Events
101009964342	1700		BEACH AV		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Grace wishes to go on record to state that the Honda Celebration of Light should be cancelled. Air quality is poor, and this will not help. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Special Events.</div>	s.22(1)	1	8/3/2017 4:15:00 PM	8/3/2017 4 54:43 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-03 16:54:43.17 Directed to Another City Department Forwarded to Special Events

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Case Status: Both

101009965590							<div>1. Describe details (who, what, where, when, why): Citizen would like to put in a complaint with regards to the event Celebration of Lights and our air quality. He feels that as enjoyable as the fireworks are, they should not be taking place at this time due to the poor air quality. The statement received in Sharepoint from Geoff, Air Quality Planner was read to citizen.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	8/4/2017 7:55:00 AM	8/4/2017 9 01:53 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-04 09:01:52.673 Directed to Another City Department Sent to Film Office</div>
101009966905	s.22(1)				V6G 2K9		<div>1. Describe details (who, what, where, when, why): Citizen is frustrated because along with the many events held in her area in the West End, like the Celebration of Lights, it attracts so many people that tend to leave a mess when they leave. Citizen was recently calling to report vomit, urine and cigarette butts that were on the sidewalk in front of her house. She feels that when these types of events are held, that there should be some responsibility on behalf of the City or organizers to ensure that the area is left in a safe and clean condition afterwards.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Parks</div> <div>6. Division or Branch Name: Special Events</div>	s.22(1)		1	8/4/2017 10:39:00 AM	8/4/2017 11 34:37 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-04 11:34:37.297 Acknowledged Sent to Parks Special Events</div>

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Case Status: Both

101009969560	s.22(1)					<div>1. Describe details (who, what, where, when, why): In reference to the Fireworks scheduled for tomorrow - the citizen would like the department to NOT continue with the fireworks tomorrow, with the smoke air quality we have now and the fireworks pollution....it is already too difficult to breath. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Parks 6. Division or Branch Name: Parks Special Events.</div>	s.22(1)		1	8/4/2017 3:17:00 PM	8/4/2017 5 03:30 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-04 17:03:30.027 Directed to Another City Department Park Events</div>
101009970360						<div>1. Describe details (who, what, where, when, why): Via Facebook - I don't know where this will go, but I wanted to share the fact that I'm really disappointed in the City for continuing with the Celebration of Light shows. I realize it brings in money, but it is so disturbing to be intentionally putting smoke into our skies when we are already under an air quality warning due to the wild fires. So many people are suffering in our province and we are intentionally putting more fire in the sky. It's disrespectful to these families and overall really sad. 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Special Events</div>	s.22(1)		1	8/4/2017 5:11:00 PM	8/4/2017 6 21:09 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-08-04 18:21:08.713 Directed to Another City Department Directed to the film office for review.</div>

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101009972149						<div>1. Describe details (who, what, where, when, why): Citizen wanted to pass along her opinion in regards to the fireworks. She says due to the current air quality conditions, she thinks the permit given to Calebration of Lights should be either cancelled or postponed.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Special Events</div>	s.22(1)	1	8/5/2017 1:16:00 PM	8/5/2017 3 22:13 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-05 15:22:12.653 Customer Contact Unsuccessful Directed to the film office for their review. SC</div>
101009972381	1700		BEACH AV		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Received via email. Why add to the already unhealthy air quality by contributing major particulate matter from extensive fire works ? CANCEL the fireworks under these conditions ! !! If the City Medical Examiner will exercise some responsibility instead of just meaningless lip service, CANCEL the fireworks. I live on English Bay. I do not want to be breathing in more minute particulate matter on top of the present "No 7" or higher air quality alert conditions !</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)	1	8/5/2017 2:06:00 PM	8/5/2017 2 22:10 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-05 14:22:09.64 Directed to Another City Department Directed to the film office for there review. SC</div>

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Case Status: Both

101009972501	s.22(1)			V6G 2K8		<div>1. Describe details (who, what, where, when, why): Caller is confused/upset as there are temporary signs (that say special events) on his block for the fireworks that read NSA July 27, 9am to Aug 8, 10am. He does not understand what the signs actually mean. Do they mean he can't opark there the whole time? If that is the case he thinks that is insane. Caller's vehicle was towed. Please call to discuss.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Special Events</div>	s.22(1)		1	8/5/2017 2:43:00 PM	8/5/2017 3:15:53 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-05 15:15:53.473 Directed to Another City Department Directed to the film office for their review. SC</div>
101009972949	s.22(1)			V6J 3R9		<div>1. Describe details (who, what, where, when, why): Citizen's vehicle was towed from front of his house at s.22(1) Licence Plate number s.22(1)Citizen is very upset that he lives on Maple St and due to Celebration of Lights the residents and taxpayers are being inconvenienced. There has to be some leniency. Citizen will call the ticket information line to further discuss but for now, he wanted his complaint lodged and has requested a call back from the department and requested for a refund of towing cost & cancellation of the ticket.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Special Events Parking Ticket & Enforcement</div>	s.22(1)		1	8/5/2017 4:44:00 PM	8/5/2017 6:11:13 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-05 18:11:12.877 Directed to Another City Department Sent to Baljeet Senghera, Mark Mackie, Jaclyn Jacobson, Scott Bigg</div>

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Case Status: Both

101009973385	1700		BEACH AV		NOT APPLIC	<div>1. Describe details (who, what, where, when, why): Received via email. The air quality in the city has declined drastically recently due to the forest fires, causing various outbreaks of respiratory issues in many Vancouverites. t seems strange that during this critical time when the air polution is posing a seious health risk, the "Symphony of Fire" fireworks event will not be cancelled, or at least delayed. The city should be educating the public about air pollution, or encouraging the public to make eco-smart choices, instead of unnecessarily contributing more pollution into our environment in order to celebrate.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	8/5/2017 6:51:00 PM	8/5/2017 8 25:36 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-05 20:25:36.087 Directed to Another City Department Sent to Film and Special Events</div>
101009975175						<div>1. Describe details (who, what, where, when, why): Fireworks Complaint via email: Excessive noise The firework display in English Bay on 2017/08/05 were unreasonably loud at too late of an hour. This disrupted my sleep and impeded my right to quiet enjoyment of my home. Fireworks should be un-intrusive and only cause noise and light disturbances during daylight hours when noise from industry, construction, or other loud events is expected and allowed through existing City bylaws.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Film and Special Events</div>	s.22(1)		1	8/6/2017 4:03:00 PM	8/6/2017 6 00:33 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-08-06 18:00:32.75 Directed to Another City Department Forwarded to Special Events</div>

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009975428	INTERSECTION		BEACH AV	JERVIS ST		<div>1. Describe details (who, what, where, when, why): Citizen says last night during the fireworks he was heading to London Drugs to pick up his wives perscription drugs. At the intersection of Pacific St & Jervis St there was a road closure due to the fireworks. Citizen talked to the individuals there who he said were unidentified. He explained that they didn't have much information and after showing his parking decal they didn't allow him to pass. He also said that the foot traffic was low and he had to come around another direction where he met VPD and they redirected him. He believes there needs to be better re-routing or a person of authority going forward. He wants it to be more lenient for people who actually live in the area. You can also contact him at his cell number - s.22(1)</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Special Events</div>	s.22(1)		1	8/6/2017 5:32:00 PM	8/6/2017 6:13:00 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-06 18:13:00.37</div> <div>Directed to Another City Department</div> <div>Forwarded to Special Events</div>
101009982030	s.22(1)				V6E 2A6	<div>1. Describe details (who, what, where, when, why): Citizen reports that there are extra litter cans put out for the events during the summer time, however after all of the events (pride, fireworks) the city takes away the cans, leaving the last bit of august and september fewer amounts of litter cans then ever before. Citizen being proactive and does not want to see litter all over neighbourhood, he also noted that last year the neighbourhood was very messy.</div> <div>2. Do you want to be contacted? Yes</div> <div>3. Type of feedback: Opinion</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Sanitation - Street Cleaning, Abandoned Garbage, Litter Can</div>	s.22(1)		1	8/8/2017 12:54:00 PM	8/8/2017 2 27:58 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-08 14:27:58.39</div> <div>Directed to Another City Department</div> <div>Forwarded to Jim Heeps</div>

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009983124						<div>1. Describe details (who, what, where, when, why): Citizen would like to pass along a message of thanks to the City of Vancouver as a whole for being a major partner in the Celebration of Light Festival this summer. He claims that he really appreciates the city playing such an integral role in supporting the festival of lights that brings together such a wide range of people for this event every summer. He states he cannot think of any other event that would bring together such a wide variety of people, young and old to the public beaches and areas to watch a show. He is also grateful that the city did not grant live bands and DJs to take over this year as he found it to be a more serene and positive experience this year, in comparison with last year's event.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Compliment</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Special Events Office</div>	s.22(1)	1	8/8/2017 2:31:00 PM	8/8/2017 3 26:46 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-08 15:26:45.9</div> <div>Directed to Another City Department</div> <div>Forwarded to Special Events</div>
101010003681						<div>1. Describe details (who, what, where, when, why): s.22(1) attempted to leave her neighbourhood but found she was not able to because the road has been closed off, and the only way to get out would be by police assistance (which is very unlikely). She is suggesting it would've worked alot better if they provided notice like the fireworks. There could've been signage put out well in advance, indicating this was to take place. She feels this is all inappropriate.</div> <div>2. Do you want to be contacted? No</div> <div>3. Type of feedback: Complaint</div> <div>4. Feedback regarding: City Department</div> <div>5. Department: Engineering Services</div> <div>6. Division or Branch Name: Special Events - Josie Hall</div>	s.22(1)	1	8/12/2017 9:02:00 AM	8/12/2017 10:16:28 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-12 10:16:27.653</div> <div>Directed to Another City Department</div> <div>Directed to the film office for their review. SC</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101010199960	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION alias: full:	1. Feedback or Comment: Dear City Councillors of Vancouver, 
 
Hello, my name is s.22(1) and I'm a second-year University student.? My classmates and I have an important Economics project where we need to investigate the details of the Honda Celebration of Light.? We know Vancouver hosts this event annually.? If possible, could we meet with some of the people in charge of the celebration to discuss some of the economic factors of this event?? Please let me know, and we greatly appreciate your consideration!?? Sorry for any inconvenience. 
 
Have a great day! 
 
Best, 
s.22(1) 6. Do you want to be contacted? Unknown 6. Do you want to be contacted? Unknown 8. Name: Debbie Liang 9. Phone: 10. Email: s.22(1) 11. Address: 99. Attachments 0	s.22(1)			1	9/22/2017 9:43:00 AM	9/22/2017 10:47:45 AM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-09-22 10:47:45.437 Incorrect Queue Allocation
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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

Eform Request Type: Missed Garbage Pickup Case

101009156522	1700		BEACH AV		NOT APPLIC		<div>1. Type of request: General Inquiry</div> <div>2. Type of issue: Street Vending</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Citizen is looking to set up a food vending truck for the Gay Pride Parade and also the fireworks at English Bay. He is wanting to clarify if it is a "Roaming Food Vendor Permit" that he has to apply for, or if there's a different option for people just wanting to sell at special events for food. Citizen said he's hopefully being invited by the event organizer for the fireworks, and wasn't sure if that meant that he wouldn't have to obtain his own separate permit for that one event, if he'd be covered under the event organizer's permit. Citizen also wanted ot know if there was a limit on the length that the truck could be. He's interested in using a truck that is 40ft 1" in length. Last question he had was why a criminal record search would be required.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	s.22(1)		1	2/16/2017 1:06:00 PM	2/16/2017 4 05:03 PM	Eng_Streets Activities	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue:</div> <div>Eng_Streets Activities</div> <div>Title updated to: Street Vending</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-02-16 16:05:03.3</div> <div>Service Provided</div>
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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009963157	INTERSECTION		BEACH AV	B DWELL ST			<div>1. Type of request: Complaint</div> <div>2. Type of issue: Other</div> <div>3. If Other, provide details: Food Trucks</div> <div>4. Describe details: He said that the fireworks ended at 1030 and there were about 20 food trucks that were leaving beach ave and turning onto Bidwell and then probably going up Davie. Citizen said that there was so many people/children/cars and citizen felt that it was not the right time for the food trucks to be on the street, he thinks that the food trucks should leave at least an hour after the fireworks end. I called special events and they asked me to send this to Alan Rockett. Please follow up with citizen.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	s.22(1)		1	8/3/2017 1:55:00 PM	8/3/2017 3 09:04 PM	311 Contact Centre	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Other</div> <div>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre</div> <div>Reason for reallocation: Please reallocate to Film and Special Events who will then, need to contact the event organizer for Celebration of Light. Alan Rockett is the vending coordinator but this issue happened within a permitted event.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-03 15:09:03.9</div> <div>Alternate Service Provided</div> <div>see case 9963751</div>
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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

Eform Request Type: Missed Yard Trimmings and Food Scraps Pickup Case

101006513449	s.22(1)				V6E 1V3		Type of Service : noise Problem Description: Citizen says the speakers being used at Sunset beach for the fireworks event are too loud and the bass is extremely high. Would like to have this turned down. If Homeless Issue for Park Ranger to attend list any hazards, e.g. weapons, drug paraphernalia, dangerous animals etc. If Homeless Issue with individual missing their property, provide details of missing items. Other Information: VPD Incident Number if available: Park Name: Sunset Beach Ranger Contacted Details: (Don't ask just record - Did caller indicate they want a call back?) No Neighbourhood: West End	s.22(1)		1	7/25/2015 3:37:00 PM	8/5/2015 11:10:18 AM	PRB Park Ranger	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845496 created / updated at Saturday, July 25, 2015 3 38:49 PM Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845496 created / updated at Saturday, July 25, 2015 4 26:04 PM Agent Updated Case Details: Description updated to: .. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845496 created / updated at Saturday, July 25, 2015 5:11:23 PM Agent Updated Case Details: Description updated to: ... Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845496 created / updated at Saturday, July 25, 2015 5:14:12 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 05/08/2015 11:05:00 AM. Hansen Change in Comments: Comments: Directed to Special Events department.. Added on 05/08/2015 11 06:18 AM. Agent Finished: Case Closed. Closed date : 2015-08-05 11:10:18.11 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 05/08/2015 11:05:00 AM.
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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006530826	s.22(1)			V6E 1V3		<div>Type of Service : noise Problem Description: Honda celebration of light concert on Sunset Beach concert 2pm today (it lasted 8 hours on saturday) and concerned about noise 8 hours today. Concerned about speakers / amplification If Homeless Issue for Park Ranger to attend list any hazards, e.g. weapons, drug paraphernalia, dangerous animals etc. If Homeless Issue with individual missing their property, provide details of missing items. Other Information: VPD Incident Number if available: Park Name: Sunset Beach Ranger Contacted Details: (Don't ask just record - Did caller indicate they want a call back?) Yes Neighbourhood: West End</div>	s.22(1)	1	7/29/2015 2:24:00 PM	7/29/2015 11 28:58 PM	PRB Park Ranger	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 847382 created / updated at Wednesday, July 29, 2015 2 26:16 PM Duplicate Request: 30 - Duplicate Request. . Resolved on 29/07/2015 11 27 00 PM. Hansen Change in Comments: Comments: RANGER SERAPH M#35 SPOKE WITH CITIZEN ON PHONE SHE IS CONCERNED FOR THE BASS NOTES. RANGERS DISPATCHED AT 1720HRS RANGER SHERLAN W LL LOOK INTO THIS WITH SOUND MIXER ON SITE. Related cases are 847433, 847382, 847331.. Added on 29/07/2015 11:27:52 PM. Agent Finished: Case Closed. Closed date : 2015-07-29 23:28:57.68 Duplicate Request 30 - Duplicate Request. . Resolved on 29/07/2015 11 27 00 PM.</div>
101006532779	s.22(1)					<div>Type of Service : noise Problem Description: 1100 beach avenue - band playing at sunset beach on a stage. Assumes it will go until the fireworks at 10pm. It's the thump thump sound that is the most intolerable. She knows from other years and she understands that the permit gives her a certain volume level. It's getting louder than the normal decibel rating. Citizen would appreciate a call back with respect to this. She assumes it's brazilian type music. She doesn't think anyone is paying attention to them. If Homeless Issue for Park Ranger to attend list any hazards, e.g. weapons, drug paraphernalia, dangerous animals etc. If Homeless Issue with individual missing their property, provide details of missing items. Other Information: VPD Incident Number if available: Park Name: Sunset Beach Ranger Contacted Details: Did not contact ranger. (Don't ask just record - Did caller indicate they want a call back?) Yes Neighbourhood: West End</div>	s.22(1)	1	7/29/2015 9:13:00 PM	7/29/2015 11 23:01 PM	PRB Park Ranger	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 847621 created / updated at Wednesday, July 29, 2015 9:14 59 PM Hansen Change in Comments: Comments: Ranger Seraphim#35 called and spoke with Joan regarding the bassy sounds that hit her appartment. Joan realizes this is a permitted event and usually leaves town for events.. Added on 29/07/2015 11:19:44 PM. Service Provided: 10 - Service Provided. . Resolved on 29/07/2015 11:10 00 PM. Agent Finished: Case Closed. Closed date : 2015-07-29 23:23:00.83 Service Provided 10 - Service Provided. . Resolved on 29/07/2015 11:10:00 PM.</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006544673	s.22(1)					Type of Service : noise Problem Description: There is a band playing near the bandstand. He expects this noise to happen during the fireworks but not at 3 PM in the afternoon. If Homeless Issue for Park Ranger to attend list any hazards, e.g. weapons, drug paraphernalia, dangerous animals etc. If Homeless Issue with individual missing their property, provide details of missing items. Other Information: VPD Incident Number if available: Park Name: Alexandra Park Ranger Contacted Details: Called over to Park Rangers at 604.861.0450 and talked to Steve. (Don't ask just record - Did caller indicate they want a call back?) No Neighbourhood: West End	s.22(1)		1	8/1/2015 3:41:00 PM	8/31/2015 12 08:41 PM	PRB Park Ranger	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 848959 created / updated at Saturday, August 01, 2015 3:46:10 PM No Service Provided: 11 - No Service Provided. . Resolved on 31/08/2015 12 07 00 PM. Hansen Change in Comments: Comments: Rangers could not attend. Rangers were occupied with Fireworks Preparations and Operations.. Added on 31/08/2015 12:08:13 PM. Agent Finished: Case Closed. Closed date : 2015-08-31 12:08:41.233 No Service Provided 11 - No Service Provided. . Resolved on 31/08/2015 12:07:00 PM.
101006544926	s.22(1)					Type of Service : noise Problem Description: Band has been playing non stop sound checks since 2pm on top of the bath house at English Bay. Citizen says it is different than how the other bands have always done it. This band will play a couple of cords, then stop and start again non stop and it is very loud and really annoying. She has been watching fireworks for years and says the bands usually do a 20 minute sound check at about 3:30 or 4 and that's it, but this is so much different so she wants us to speak with the band about it. If Homeless Issue for Park Ranger to attend list any hazards, e.g. weapons, drug paraphernalia, dangerous animals etc. If Homeless Issue with individual missing their property, provide details of missing items. Other Information: VPD Incident Number if available: Park Name: English Bay bath house Ranger Contacted Details: (Don't ask just record - Did caller indicate they want a call back?) No Neighbourhood: UNKNOWN	s.22(1)		1	8/1/2015 4:56:00 PM	8/4/2015 2:46:58 PM	PRB Park Ranger	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 848987 created / updated at Saturday, August 01, 2015 4 59 32 PM Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. . Resolved on 04/08/2015 2:44:00 PM. Agent Finished: Case Closed. Closed date : 2015-08-04 14:46:57.537 Upon Investigation No Issue Exists at Location 24 - Investigation found no issue. . Resolved on 04/08/2015 2:44:00 PM.

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Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006546634	s.22(1)			V6E 1V1		<p>Type of Service : noise</p> <p>Problem Description: There is a beer garden and a stage set up at Sunset beach as part of the Pride Parade. The sound engineers are already going above the permitted decible levels and the parade is not even in the area yet. Caller tried to speak to the individuals setting up on site, but they accuse him of being anti-pride. Caller says he enjoys this event, but the music can be excessively loud. He has been in discussion with the special events office and was informed that park rangers have decible readers. He would like someone to take a reading so that it can go to the special events office, so that next year when they seek permits for special events, the COV can address this issue. A similiar process to this has been done for the Fireworks, and that event has been a lot more manageable as far noise concerns.</p> <p>If Homeless Issue for Park Ranger to attend list any hazards, e.g. weapons, drug paraphernalia, dangerous animals etc.</p> <p>If Homeless Issue with individual missing their property, provide details of missing items.</p> <p>Other Information: VPD Incident Number if available: Park Name: Sunset Beach Ranger Contacted Details: (Don't ask just record - Did caller indicate they want a call back?) Yes Neighbourhood: West End</p>	s.22(1)		1	8/2/2015 1:17:00 PM	8/4/2015 7 32:01 AM	PRB Park Ranger	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 849198 created / updated at Sunday, August 02, 2015 1:29:04 PM Hansen Change in Comments: Comments: Ranger Carlson attended and spoke to the organizers about the sound level.. Added on 04/08/2015 7:31:02 AM. Service Provided: 10 - Service Provided. . Resolved on 04/08/2015 7 30 00 AM. Agent Finished: Case Closed. Closed date : 2015-08-04 07:32:00.78 Service Provided 10 - Service Provided. . Resolved on 04/08/2015 7:30:00 AM.</p>
101008107569	1700		BEACH AV	NOT APPLIC		<p>1. Type of service: Noise Complaint</p> <p>2. If Other, provide details:</p> <p>3. Problem description: There is someone playing an amplified xylophone on English Bay Beach Park, on the beach, near the stage area for the fireworks.</p> <p>4. Provide VPD incident number (if available):</p> <p>5. Park name: English Bay Beach park</p> <p>6. Provide Ranger name and time of call: Spoke with Andrew, Park Ranger, at 2 52pm.</p> <p>7. Neighbourhood: UNKNOWN</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p>	2016 July, Anonymous		1	7/19/2016 2:50:00 PM	7/20/2016 7 01:08 AM	PRB Park Ranger	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 989539 created / updated at Tuesday, July 19, 2016 2 52:48 PM Agent Updated Case Details: Description updated to: .</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 989539 created / updated at Tuesday, July 19, 2016 4 20 28 PM Agent Updated Case Details: Description updated to: ..</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 989539 created / updated at Tuesday, July 19, 2016 4:41 34 PM No Service Provided: 11 - No Service Provided. . Resolved on 20/07/2016 7 00 00 AM. Hansen Change in Comments: Comments: Rangers were unable to attend at that time. Added on 20/07/2016 7:00:52 AM. Agent Finished: Case Closed. Closed date : 2016-07-20 07:01:07.517 No Service Provided 11 - No Service Provided. . Resolved on 20/07/2016 7:00:00 AM.</p>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008119238	1000		CHESTNUT ST		NOT APPLIC	<div>1. Type of service: Noise Complaint</div> <div>2. If Other, provide details:</div> <div>3. Problem description: Anonymous caller, is a senior citizen who lives by Vanier Park. His complaint is regarding the noise from the Honda Celebration of Lights fireworks. He says even during the preparation, and post fireworks, there is a lot of noise from the ships. And it goes on past midnight.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: Vanier Park</div> <div>6. Provide Ranger name and time of call: PR at 11:31am.</div> <div>7. Neighbourhood: Kitsilano</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2016 July, Anonymous		1	7/21/2016 11:28:00 AM	7/21/2016 2:10:12 PM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 990537 created / updated at Thursday, July 21, 2016 11:32:52 AM No Service Provided: 11 - No Service Provided. . Resolved on 21/07/2016 2 07 00 PM. Hansen Change in Comments: Comments: Issue not currently happening.. Added on 21/07/2016 2:07:33 PM. Agent Finished: Case Closed. Closed date : 2016-07-21 14:10:12.29 No Service Provided 11 - No Service Provided. . Resolved on 21/07/2016 2:07:00 PM.</div>
101008123193	s.22(1)				V6E 1V3	<div>1. Type of service: Request to Assist Internal Dept</div> <div>2. If Other, provide details:</div> <div>3. Problem description: Darcy- caretaker of Sunset beach would like rangers to assist with skateboarders playing ontop of two containers by the concession stand. Containers are for the builders to make the stands for the fireworks. He says it is not safe.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: Sunset</div> <div>6. Provide Ranger name and time of call: #65 at 8 38pm</div> <div>7. Neighbourhood: West End</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	7/21/2016 8:35:00 PM	7/22/2016 11:10:13 PM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 990850 created / updated at Thursday, July 21, 2016 8 38 58 PM Service Provided: 10 - Service Provided. . Resolved on 22/07/2016 11 07 00 PM. Agent Finished: Case Closed. Closed date : 2016-07-22 23:10:10.167 Service Provided 10 - Service Provided. . Resolved on 22/07/2016 11:07:00 PM.</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: service provided . Added on 22/07/2016 11:08:03 PM. Agent Finished: Case Closed. Closed date : 2016-07-22 23:10:12.557 Back to previous status Closing case after 'Add Event'</div>

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101008131866	1499		ARBUTUS ST		NOT APPLIC	<div>1. Type of service: Request to Assist Internal Dept</div> <div>2. If Other, provide details:</div> <div>3. Problem description: Spoke with PR 67 regarding protocol at Kits Beach parking lot on Celebration of Lights Event night. The parking lot should be reserved for persons with disabilities. COV Event Management staff is requesting enforcement of this lot.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: Kits Beach Park</div> <div>6. Provide Ranger name and time of call: Initial call came in from PR 67 6 35pm</div> <div>7. Neighbourhood: Kitsilano</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	7/23/2016 6:43:00 PM	8/3/2016 3 04:39 PM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 991601 created / updated at Saturday, July 23, 2016 6:47:01 PM</div> <div>No Service Provided: 11 - No Service Provided. . Resolved on 03/08/2016 3 01 00 PM.</div> <div>Hansen Change in Comments: Comments: Rangers were not instructed to close the lot this year.. Added on 03/08/2016 3 02:11 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-08-03 15:04:39.417</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 03/08/2016 3:01:00 PM.</div>
101008169120	s.22(1)				V6R 3Z6	<div>1. Type of service: Bylaw Complaint or Inquiry</div> <div>2. If Other, provide details:</div> <div>3. Problem description: There is a dog in the tennis courts at West Point Grey Park (aka Trimble Park). The dog owner is tossing balls and exercising the dog by letting it jump over the net.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: West Point Grey Park</div> <div>6. Provide Ranger name and time of call: Spoke with Dave, Park Ranger, at 4:31pm. Rangers are busy downtown for the fireworks and requested that we notify Animal Control. Created case for Animal Control.</div> <div>7. Neighbourhood: West Point Grey</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2016 July, Anonymous		1	7/30/2016 4:29:00 PM	8/2/2016 9 25:30 AM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 994799 created / updated at Monday, August 01, 2016 1:15:01 PM</div> <div>No Service Provided: 11 - No Service Provided. . Resolved on 02/08/2016 9 22 00 AM.</div> <div>Hansen Change in Comments: Comments: Rangers advised 311 to call animal control. Rangers too busy to attend. Activity is no longer occurring.. Added on 02/08/2016 9:23:14 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-08-02 09:25:30.22</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 02/08/2016 9:22:00 AM.</div>

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101006515482	INTERSECTION		DENMAN ST	MORTON AV			<div>Type of Inquiry: OtherEmerg If Other, provide details: Blue fencing for the fireworks is blocking wheelchair access to the sidewalk around Morton park. Describe the issue in detail: At Denman st and Morton Av plus Denman st and Davie St there is blue fencing which only allows a couple of feet of space for pedestrians to get on the sidewalk. The caller states wheelchairs would not able to get on the sidewalk because there is only 2 ft of room on the curb wheelchair ramps at these two intersections. She was on a mobile scooter and had to go on the road as the scooter may have tipped over if she tried to go through the curb wheelchair ramp. The blue fencing plus the yellow feet of the fencing is blocking the sidewalk. 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</div>	s.22(1)		1	7/26/2015 1:39:00 PM	7/29/2015 1 02:01 PM	Eng_Streets Operations	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845692 created / updated at Sunday, July 26, 2015 1:45:52 PM Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845692 created / updated at Sunday, July 26, 2015 1:48:47 PM Agent Updated Case Details: Description updated to: .. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 845692 created / updated at Sunday, July 26, 2015 1:51:48 PM Hansen Change in Comments: Comments: July 26/15 - Crew 503 moved modulock fence back, zap strapped. Referred to Crew 505 to possibly back fence off s/w.. Added on 27/07/2015 9 30:48 AM. Hansen Service Request Assigned: Case was assigned on 27/07/2015 9 29 00 AM. Hansen Service Request has been reviewed: Case reviewed on 27/07/2015 9 30 00 AM. Directed to Another City Department: 20 - Directed to Another City Dept. July 28/15 - Crew 505 took pictures of the site. Emailed pics to J. Skov @ BSI to have inspector follow up with contractor.. Resolved on 28/07/2015 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2015-07-29 13:02:00.817 Directed to Another City Department 20 - Directed to Another City Dept. July 28/15 - Crew 505 took pictures of the site. Emailed pics to J. Skov @ BSI to have inspector follow up with contractor.. Resolved on 28/07/2015 12 00 00 AM.</div>
101006527513	INTERSECTION		DUNBAR ST	POINT GREY ROAD			<div>Type of Inquiry: OtherNonEmerg If Other, provide details: Describe the issue in detail: Please look into actioning tomorrow July 29th for the Fireworks. Point Grey and Dunbar. It's a dead end street and it was full of cars because the barricades that the city has on the grass was not placed out. It was chaotic without having the barricades there to keep some of the cars out last Saturday. They are sitting on the lawn and need to be set up by someone for tomorrow's fireworks and next saturday's fireworks. 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</div>	s.22(1)		1	7/28/2015 9:05:00 PM	7/30/2015 7 58:59 AM	Eng_Streets Operations	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 846998 created / updated at Tuesday, July 28, 2015 9 07 08 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to TO (Traffic Operations) on 29/07/2015 3:19 34 PM. Hansen Change in Comments: Comments: July 29/15 - Traffic Ops is handling road closures on fireworks nights. - J. Bruce Referred to TO.. Added on 29/07/2015 3:21:22 PM. Hansen Service Request has been reviewed: Case reviewed on 30/07/2015 7:41 00 AM. Assigned: 39 - Dispatched to Crew. Emailed to Traffic Ops Superintendent at 7:54 on July 30/15: From: Traffic Operations Sent: Thursday, July 30, 2015 7 54 AMTo: Elford, Dan; Calderon, AlexSubject: Dunbar &amp; Point Grey Road - Celebration of Light Hello. Citizen concern for Dunbar &amp; Point Grey Road for Celebration of Light. This citizen is NOT requesting a callback. This call was originally made on Tuesday, July 28th at 9:05PM, this is concerning yesterday's (July 29) and Saturday's (Aug 1) fireworks. Thank you. Dunbar &amp; Point Grey Road*Please look into actioning tomorrow July 29th for the Fireworks. Point Grey and Dunbar. It's a dead end street and it was full of cars because the barricades that the city has on the grass was not placed out. It was chaotic without having the barricades there to keep some of the cars out last Saturday. They are sitting on the lawn and need to be set up by someone for tomorrow's fireworks and next saturday's fireworks.". Resolved on 30/07/2015 7 54 00 AM. Agent Finished: Case Closed. Closed date : 2015-07-30 07:58:59.337 Assigned 39 - Dispatched to Crew. Emailed to Traffic Ops Superintendent at 7 54 on July 30/15 From: Traffic</div>

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101006728116	s.22(1)			V6E 1C3		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: 3. Describe the issue in detail: A COV wooden barricade and 2 metal barricades used for crowd control from the fireworks have been on the Bute St sidewalk since then. Please pick them up. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)		1	9/15/2015 9:50:00 AM	9/18/2015 2:13:13 PM	Eng_ Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 867338 created / updated at Tuesday, September 15, 2015 9:52:46 AM Hansen Change in Comments: Comments: Sept 16/15 - Referred to Crew 505.. Added on 16/09/2015 7 07:11 AM. Hansen Service Request Assigned: Case was assigned on 16/09/2015 7 06 00 AM. Hansen Service Request has been reviewed: Case reviewed on 16/09/2015 7 07 00 AM. Service Provided: 10 - Service Provided. Sept 17/15 - Crew 505 picked up 2 barricades.. Resolved on 17/09/2015 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-09-18 14:13:13.49 Service Provided 10 - Service Provided. Sept 17/15 - Crew 505 picked up 2 barricades.. Resolved on 17/09/2015 12:00:00 AM.
101008127920	1100	CHESTNUT ST		V6J 3J9		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: 4 sets of barricades 3. Describe the issue in detail: Patrick is requesting 4 sets of barricades for the fireworks tomorrow. They did have some, but went missing. If the barricades can be delivered tonight or tomorrow. If tonight, they are open until midnight - on-site contact is Lucian at the phone number provided. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) Yes	Museum of Vancouver	s.22(1)	1	7/22/2016 3:56:00 PM	7/25/2016 10 01:10 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 : 991234 created / updated at Friday, July 22, 2016 3 59:48 PM Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 991234 created / updated at Friday, July 22, 2016 4 02 53 PM Service Provided: 10 - Service Provided. Jul 23/16 - 1100 Chestnut - Dropped off 4 barricades fnear the McMillan Planetarium (For fireworks) - Crew 503. Resolved on 23/07/2016 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2016-07-25 10:01:10.17 Service Provided 10 - Service Provided. Jul 23/16 - 1100 Chestnut - Dropped off 4 barricades fnear the McMillan Planetarium (For fireworks) - Crew 503. Resolved on 23/07/2016 12:00:00 AM.

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101008169459	NTERSEC TION		BURRARD ST	HARWOOD ST			1. Type of Inquiry: Other - Emergency 2. If Other, provide details: 3. Describe the issue in detail: Citizen called to report that vehicles and bicycles are disregarding barricades and cones setup along Burrard from Pacific up to Harwood and possibly beyond. There is an ongoing sewer project there and barricades are being moved and driven over by vehicles. Citizen has called VPD Non-emergency, but they are saying they don't have resources to attend because of the fireworks. However, during the call, a firetruck was trying to get through Burrard but was blocked by a vehicle that had driven through barricades and was trying to turn in the middle of Burrard. Please attend site and replace barricades and cones in proper positions. If available, please place heavier barricades that are not easy to move. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)		1	7/30/2016 5:46:00 PM	8/2/2016 3:40:31 PM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 994820 created / updated at Monday, August 01, 2016 1:16:47 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 994820 created / updated at Monday, August 01, 2016 1:46:06 PM Assigned: 39 - Dispatched to Crew. Jul 30/16 - Dispatched to Sanitation crew to attend.. Resolved on 30/07/2016 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2016-08-02 15:40:31.443 Assigned 39 - Dispatched to Crew. Jul 30/16 - Dispatched to Sanitation crew to attend.. Resolved on 30/07/2016 12:00:00 AM.
101009892261	1100		CHESTNUT ST		V6J 3J9		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: 7 barricades required at Vancouver Musuem. 3. Describe the issue in detail: They require 7 barricades by Jul 28, 2017 in preparation for the fireworks and would like them picked up on Aug 6, 2017 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	Vanier Park Security	s.22(1)	1	7/20/2017 6:21:00 PM	8/9/2017 12 33:39 PM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1160495 created / updated at Thursday, July 20, 2017 6 23 06 PM Hansen Change in Comments: Comments: Jul 21/17- Refer to M. Biagini.. Added on 21/07/2017 7:09:12 AM. Hansen Service Request has been reviewed: Case reviewed on 21/07/2017 7 09:13 AM. Hansen Change in Comments: Comments: Jul 21/17- Refer to Crew 505 as per F. Mezzomo. . Added on 24/07/2017 11:17:19 AM. Service Provided: 10 - Service Provided. Aug 8/17 - Picked up barricades. - Crew 505. Resolved on 08/08/2017 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2017-08-09 12:33:38.953 Service Provided 10 - Service Provided. Aug 8/17 - Picked up barricades. - Crew 505. Resolved on 08/08/2017 12:00:00 AM.

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101009892287	s.22(1)			V6J 1A3		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: Would like 2 barricades in preparation for the fireworks 3. Describe the issue in detail: Please deliver for Jul 28, 2017 and pick up on Aug 6, 2017. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	Vanier Park Security	s.22(1)	1	7/20/2017 6:25:00 PM	8/9/2017 12 33:39 PM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1160500 created / updated at Thursday, July 20, 2017 6 27 07 PM Hansen Service Request has been reviewed: Case reviewed on 21/07/2017 7 08 37 AM. Hansen Change in Comments: Comments: Jul 21/17- Refer to M. Biagini.. Added on 21/07/2017 7:08:36 AM. Hansen Change in Comments: Comments: Jul 21/17- Refer to Crew 505 as per F. Mezzomo. . Added on 24/07/2017 11:18:04 AM. Service Provided: 10 - Service Provided. Aug 8/17 - Picked up barricades. - Crew 505. Resolved on 08/08/2017 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2017-08-09 12:33:39.0 Service Provided 10 - Service Provided. Aug 8/17 - Picked up barricades. - Crew 505. Resolved on 08/08/2017 12:00:00 AM.
101009935746	INTERSECTION		DUNBAR ST	PONT GREY ROAD		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: Street barricades used for Celebration of Lights are gone 3. Describe the issue in detail: Street is blocked off every year at Dunbar/Point Gray during fireworks, however, crews working on Seawall expansion removed barricades (perhaps by accident) yesterday- now no barricades 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)		1	7/29/2017 8:44:00 AM	8/1/2017 12 32:50 PM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1164304 created / updated at Saturday, July 29, 2017 8:49:31 AM No Service Provided: 11 - No Service Provided. . Resolved on 29/07/2017 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2017-08-01 12:32:49.797 No Service Provided 11 - No Service Provided. . Resolved on 29/07/2017 12:00:00 AM.

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101009937073	s.22(1)						1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: Missing safety barridades for Celebration of lights event 3. Describe the issue in detail: Right by the bathhouse in english bay, just next to the cactus club, there are 4 2x4 orange and white stripped safety barricades that are missing. Citizen is reuquesting, if possible, to have some delivered if not for tonight's event, then for the following events. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)		1	7/29/2017 2:29:00 PM	7/31/2017 8:49:37 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 : 1164464 created / updated at Saturday, July 29, 2017 2 32:04 PM No Service Provided: 11 - No Service Provided. . Resolved on 29/07/2017 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2017-07-31 08:49:37.303 No Service Provided 11 - No Service Provided. . Resolved on 29/07/2017 12:00:00 AM.
101010005083	NTERSEC TION		DAV E ST	PAC FIC BOULEVARD			1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: Temporary sign posted on bus stop 3. Describe the issue in detail: There is a temporary no parking/no stopping sign still posted on the first bus stop heading westbound on pacific and davier (bus stop is Davie and hamilton) that was posted from the fireworks. The signs dates: August 2 -5 and is therefore no longer valid. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	2017 August, Anonymous		1	8/12/2017 2:22:00 PM	8/18/2017 8 33:40 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 : 1170736 created / updated at Saturday, August 12, 2017 2 24 01 PM Hansen Service Request has been reviewed: Case reviewed on 14/08/2017 7 36 20 AM. Hansen Service Request Assigned: Case was assigned on 14/08/2017 7 35 00 AM. Hansen Change in Comments: Comments: Aug 14/17 - Referred to Crew 505.. Added on 14/08/2017 7 36:19 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to TO (Traffic Operations) on 18/08/2017 8:18 32 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12 00 00 AM. Hansen Change in Comments: Comments: Aug 17/17 - Refer to Traffic to remove. - Crew 505. Added on 18/08/2017 8:18:57 AM. Hansen Service Request has been reviewed: Case reviewed on 18/08/2017 8 23 56 AM. Hansen Work Order Created: Work order 895408 has been initiated on 18/08/2017 8 25 00 AM. Work Order type is TSnTemp. Dispatched to Crew: 44 - Work Order created for Crew. WO#895408; TO Temp Sign Pick Up - Davie at Hamilton, printed to TO Office for Supervisor / Crew Dispatch. Emailed RH. Resolved on 18/08/2017 8:30:00 AM. Agent Finished: Case Closed. Closed date : 2017-08-18 08:33:40.35 Dispatched to Crew 44 - Work Order created for Crew. WO#895408; TO Temp Sign Pick Up - Davie at Hamilton, printed to TO Office for Supervisor / Crew Dispatch. Emailed RH. Resolved on 18/08/2017 8 30 00 AM.

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Case Status: Both

101010169776	NTERSEC TION		BEACH AV	NICOLA ST			<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details: Contractor Stole City 'Road Closed' Sign</div> <div>3. Describe the issue in detail: Citizen claims that city forgot to pick up one of the 'road closed' signs used for the fireworks over the summer. As a result, there is a contractor who stole the sign and is using it to arbitrarily block off roads to do his work. Right now the 'road closed' sign is blocking hte laneway on the SW corner of Beach Ave and Nicola St. He would like the sign collected.</div> <div>4. Is this request due to Motor Vehicle Accident? Unknown</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div>	s.22(1)		1	9/15/2017 11:47:00 AM	9/20/2017 10:43:44 AM	Eng_Streets Operations	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1186601 created / updated at Friday, September 15, 2017 11:49:17 AM Hansen Service Request has been reviewed: Case reviewed on 18/09/2017 7 08 39 AM. Hansen Change in Comments: Comments: Sept 18/17 - Referred to Crew 505.. Added on 18/09/2017 7 08 37 AM. Hansen Service Request Assigned: Case was assigned on 18/09/2017 7 08 00 AM. Service Provided: 10 - Service Provided. Sept 19/17 - Picked up numerous safety equipment. - Crew 505. Resolved on 19/09/2017 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2017-09-20 10:43:44.09 Service Provided 10 - Service Provided. Sept 19/17 - Picked up numerous safety equipment. - Crew 505. Resolved on 19/09/2017 12:00:00 AM.</div>
101010237289	NTERSEC TION		BARCLAY ST	BURRARD ST			<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details: leftover road closure barricades</div> <div>3. Describe the issue in detail: North corner of Barclay and and Smithe and Burrard, Road closure barricades leftover from the fireworks. There are also some under a bus shelter.</div> <div>4. Is this request due to Motor Vehicle Accident? No</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div>	2017 October, Anonymous		1	10/2/2017 8:24:00 AM	10/6/2017 1 08:39 PM	Eng_Streets Operations	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1193485 created / updated at Monday, October 02, 2017 8 25 54 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1193485 created / updated at Monday, October 02, 2017 8 27:44 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1193485 created / updated at Monday, October 02, 2017 8 28 09 AM Hansen Change in Comments: Comments: Oct 2/17 - Referred to Crew 505.. Added on 02/10/2017 2:11 26 PM. Hansen Service Request has been reviewed: Case reviewed on 02/10/2017 2:11 28 PM. Hansen Service Request Assigned: Case was assigned on 02/10/2017 2:11 00 PM. Service Provided: 10 - Service Provided. Oct 4/17 - Picked up 5 barricades. - Crew 505. Resolved on 04/10/2017 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2017-10-06 13:08:39.037 Service Provided 10 - Service Provided. Oct 4/17 - Picked up 5 barricades. - Crew 505. Resolved on 04/10/2017 12:00:00 AM.</div>

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101006544566	NTERSEC TION		DENMAN ST	ROBSON ST			Type of issue: Overflowing Describe issue in detail: Temporary litter cart is overflowing. t was placed there for the fireworks but it is already full. (Don't ask just record - Did caller indicate they want a call back?) No	TIME SQUARE SUITES	s.22(1)	1	8/1/2015 3:15:00 PM	8/5/2015 1 04:20 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 : 848938 created / updated at Saturday, August 01, 2015 3:17:17 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 848938 created / updated at Saturday, August 01, 2015 3 23 02 PM Hansen an action has been scheduled: On 04/08/2015 7:01:48 AM an action has been scheduled for 04/08/2015 7:01:00 AM. Hansen Service Request has been reviewed: Case reviewed on 04/08/2015 8 23 00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 04/08/2015 8:56:35 AM. Service Provided: 10 - Service Provided. done by J. Gill . Resolved on 04/08/2015 1:02:00 PM. Agent Finished: Case Closed. Closed date : 2015-08-05 13:04:19.99 Service Provided 10 - Service Provided. done by J. Gill . Resolved on 04/08/2015 1 02 00 PM.
101008156199	s.22(1)				V6G 2H9		1. Type of issue: Overflowing 2. Describe issue in detail: 2 overflowing cans in the public, traffic calmed area. This could be called "Cardero Bikeway." These were missed after the Fireworks last night 3. (Don't ask, just record - did caller indicate they want a call back?): No	s.22(1)		1	7/28/2016 11:52:00 AM	8/3/2016 8 37:37 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 : 993780 created / updated at Thursday, July 28, 2016 11:53:52 AM Hansen an action has been scheduled: On 28/07/2016 12:41:35 PM an action has been scheduled for 28/07/2016 12:41:00 PM. Hansen Service Request has been reviewed: Case reviewed on 28/07/2016 1 07 00 PM. Hansen Change in Comments: Comments: SR fwd to cart warehouse. Added on 28/07/2016 1:08:25 PM. Service Provided: 10 - Service Provided. done as per foreman . Resolved on 30/07/2016 8:34:00 AM. Agent Finished: Case Closed. Closed date : 2016-08-03 08:37:37.367 Service Provided 10 - Service Provided. done as per foreman . Resolved on 30/07/2016 8 34 00 AM.

CA13Key - eForm Detail Report with Additional Details

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Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101006529998	s.22(1)			V6Z 0A9		Is this an immediate cleanup request due to a safety and traffic hazard? No Request is for: Cart Type of request: New If Clean-Up, is it: Overflowing If Repair/Replace, is it: If Other, provide details: Describe request in detail: All of the garbage bins at David Lam Park are overflowing. If you can empty them before the celebration of lights tonight that would be appreciated. Otherwise, people will have nowhere to place their garbage and it will end up on the ground. (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)		1	7/29/2015 12:42:00 PM	7/31/2015 9 01:59 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 : 847303 created / updated at Wednesday, July 29, 2015 12:44:01 PM Hansen an action has been scheduled: On 29/07/2015 12:57:33 PM an action has been scheduled for 29/07/2015 12:57:00 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 29/07/2015 1:33:53 PM. Hansen Service Request has been reviewed: Case reviewed on 29/07/2015 1 32 00 PM. Service Provided: 10 - Service Provided. July 29th, 2015 done per foreman. Resolved on 29/07/2015 8:58:00 AM. Agent Finished: Case Closed. Closed date : 2015-07-31 09:01:59.203 Service Provided 10 - Service Provided. July 29th, 2015 done per foreman. Resolved on 29/07/2015 8:58:00 AM.
101009935944	s.22(1)			V6G 3E2		1. Request is for: Cart 2. Type of request: Other 3. If Clean-Up, is it: undefined 4. If Repair/Replace, is it: undefined 5. If Other, provide details: Mark called to say there are usually 10-12 garbage totes by the Second beach concession by the pool. 6. Describe request in detail: The fireworks are tonight, and he said that there are only 2 totes. He said there will be so much garbage on the ground and everywhere if the totes are not returned today. 7. (Don't ask, just record - did caller indicate they want a call back?): Yes	*Manager of Food and Beverages*, MARK	s.22(1)	1	7/29/2017 9:44:00 AM	8/1/2017 1:48:51 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 : 1164328 created / updated at Saturday, July 29, 2017 9:46:52 AM Hansen Service Request has been reviewed: Case reviewed on 31/07/2017 7:43 58 AM. Service Provided: 10 - Service Provided. All totes were removed for Celebration of Lights, will be replaced with see-through totes as per VPD. Regular totes will be brought back after August 5th when fireworks are done.. Resolved on 31/07/2017 11 08 00 AM. Agent Finished: Case Closed. Closed date : 2017-08-01 11:13:05.367 Service Provided 10 - Service Provided. All totes were removed for Celebration of Lights, will be replaced with see-through totes as per VPD. Regular totes will be brought back after August 5th when fireworks are done.. Resolved on 31/07/2017 11 08 00 AM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 31/07/2017 8:20:37 AM. Agent Finished: Case Closed. Closed date : 2017-08-01 11:42:38.697 Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen an action has been scheduled: On 31/07/2017 7:08:49 AM an action has been scheduled for 31/07/2017 7:08:00 AM. Agent Finished: Case Closed. Closed date : 2017-08-01 13 48 50 577

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009968234	s.22(1)			V6E 1V3		<div>1. Request is for: Can</div> <div>2. Type of request: Repair/Replace</div> <div>3. If Clean-Up, is it: undefined</div> <div>4. If Repair/Replace, is it: undefined</div> <div>5. If Other, provide details:</div> <div>6. Describe request in detail: Danielle, the lifeugard at Sunset beach informed that there are 6 garbage bins throughout Sunset Park that have plastic bags that are not staying up, causing some of the garbage to spill inside. She is requesting to have a band or restraint to be placed around the bags to prevent them from falling. She is concerned as the fireworks are tonight.</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Lifeguard	s.22(1)	1	8/4/2017 12:54:00 PM	8/9/2017 2 03:39 PM	Eng_Sanitation - Street Cleaning Services	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1167345 created / updated at Friday, August 04, 2017 12 57:15 PM</div> <div>Hansen an action has been scheduled: On 04/08/2017 1:52:47 PM an action has been scheduled for 04/08/2017 1:52:00 PM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 04/08/2017 1 55 22 PM.</div> <div>Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 04/08/2017 2:02:51 PM.</div> <div>Service Provided: 10 - Service Provided. Crews are patrolling the area.. Resolved on 08/08/2017 2:03:00 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-09 14:03:38.78</div> <div>Service Provided</div> <div>10 - Service Provided. Crews are patrolling the area.. Resolved on 08/08/2017 2:03:00 PM.</div>
101009999456	1000	CHESTNUT ST		NOT APPLIC		<div>1. Request is for: Cart</div> <div>2. Type of request: New</div> <div>3. If Clean-Up, is it: undefined</div> <div>4. If Repair/Replace, is it: undefined</div> <div>5. If Other, provide details:</div> <div>6. Describe request in detail: City employee calling: There used to be 8 garbage carts along the walkway near the water and a couple near the Burrard Marina parking lot. They were replaced with clear bags for the Celebration of Lights event and then again brought back after the event, there are only approx 3-4 carts scattered in the park, not properly placed. He has repositioned those few along the water and the parking lot, but is asking for sanitation to deliver a few more and make sure they're set out in the right locations.</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	8/11/2017 11:08:00 AM	8/16/2017 10 27:41 AM	Eng_Sanitation - Street Cleaning Services	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1170193 created / updated at Friday, August 11, 2017 11:13:48 AM</div> <div>Hansen an action has been scheduled: On 11/08/2017 12:45:31 PM an action has been scheduled for 11/08/2017 12:45:00 PM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 11/08/2017 1 23:49 PM.</div> <div>Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 11/08/2017 1:41:06 PM.</div> <div>Service Provided: 10 - Service Provided. done as per foreman C1567. Resolved on 14/08/2017 10 25 00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-16 10:27:40.963</div> <div>Service Provided</div> <div>10 - Service Provided. done as per foreman C1567. Resolved on 14/08/2017 10 25 00 AM.</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101006572271	s.22(1)				Type of complaint: cb_ConstructionComplaint.Construction If Other, provide details: Describe the issue in detail: received via email. Might have been picked up already, but on Monday,August 3 there were 2 metal street closure barricades beside the laneway in the curb side parking lane across from 1100 Bidwell Street (the back of the school); closest address I could find. Assume leftover from the Pride Parade or the fireworks. Type of construction work: Other If Other, provide details: left over from an event (Was Road Ahead and Minor Construction Crew List checked?) Yes (Provide any relevant information found on Road Ahead and/or Minor Construction Crew List): n/a (Don't ask just record - Did caller indicate they want a call back?) No	2015 August, Anonymous		1	8/8/2015 10:48:00 AM	8/13/2015 3:49:40 PM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 851772 created / updated at Saturday, August 08, 2015 10:50:09 AM Hansen Change in Comments: Comments: Aug 10/15 - Referred to Crew 505.. Added on 10/08/2015 6 59:41 AM. Hansen Service Request has been reviewed: Case reviewed on 10/08/2015 6 59 00 AM. Hansen Service Request Assigned: Case was assigned on 10/08/2015 6 59 00 AM. Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. Aug 11/15 - Crew 505 checked site, nothing found on arrival.. Resolved on 11/08/2015 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-08-13 15:49:39.707 Upon Investigation No Issue Exists at Location 24 - Investigation found no issue. Aug 11/15 - Crew 505 checked site, nothing found on arrival.. Resolved on 11/08/2015 12 00 00 AM.
101006704493	s.22(1)			V5Z 3N4	Type of complaint: cb_ConstructionComplaint.Other If Other, provide details: no parking signs left behind from Fireworks along Tisdal Park Describe the issue in detail: No Parking signs during fireworks signs have not been removed along Tisdal Park. There are several still up. Type of construction work: Other If Other, provide details: Fireworks command set up in Tisdal park no parking signs were placed along Tisdal St. (Was Road Ahead and Minor Construction Crew List checked?) No (Provide any relevant information found on Road Ahead and/or Minor Construction Crew List): N/A (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1)		1	9/9/2015 12:46:00 PM	9/9/2015 3 22:34 PM	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 865031 created / updated at Wednesday, September 09, 2015 12:50:36 PM Hansen Service Request has been reviewed: Case reviewed on 09/09/2015 3 06 00 PM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to TO (Traffic Operations) on 09/09/2015 3 06 39 PM. Hansen Change in Comments: Comments: Transferred to TO queue.. Added on 09/09/2015 3 08:11 PM. Hansen Work Order Created: Work order 662108 has been initiated on 09/09/2015 12:00:00 AM. Work Order type is TSnPermanent. Dispatched to Crew: 44 - Work Order created for Crew. Referred to Traffic Ops superintendent for review && crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO. . Resolved on 09/09/2015 3 21 00 PM. Agent Finished: Case Closed. Closed date : 2015-09-09 15:22:33.62 Dispatched to Crew 44 - Work Order created for Crew. Referred to Traffic Ops superintendent for review && crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO. . Resolved on 09/09/2015 3 21 00 PM.

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101010002485	1441		CREEKS DE DRIVE			app version: 2.31 original address: Burrard St alias: BURRARD ST full: 1441 CREEKS DE DR, VANCOUVER, BC	1. Type of garbage: cb_AbandonedNonRecyclables.Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Entire west side sidewalk and bike lane - garbage from last Saturday's fireworks 5. (Don't ask, just record - did caller indicate they want a call back?): No	s.22(1)		1	8/11/2017 4:19:05 PM	8/15/2017 10 54:57 AM	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Public Stuff request id: PSID3016988 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1170402 created / updated at Friday, August 11, 2017 4:19:12 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1170402 created / updated at Friday, August 11, 2017 4 24:12 PM Hansen an action has been scheduled: On 14/08/2017 6:57:42 AM an action has been scheduled for 14/08/2017 6:57:00 AM. Hansen Service Request has been reviewed: Case reviewed on 14/08/2017 7 27:49 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 14/08/2017 9:00:20 AM. tem not found: 771 - Sanitation: tem not found. items previously collected (not found)as per foreman G Gilmour. Resolved on 14/08/2017 10 50 00 AM. Agent Finished: Case Closed. Closed date : 2017-08-15 10:51:38.927 tem not found 771 - Sanitation: Item not found. items previously collected (not found)as per foreman G Gilmour. Resolved on 14/08/2017 10 50 00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-08-15 10:54:41.817 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1170402 created / updated at Tuesday, August 15, 2017 10:54:56 AM Agent Finished: Case Closed. Closed date 2017-08-15 10 54 57 343
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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

Eform Request Type: Trees and Vegetation Encroachment - City Property

101007723036	s.22(1)			V6R 3L6		<div>1. Type of Encroachment issue: Other</div> <div>2. If Other, provide details: There is a small triangle of land the appears to be owned by the City, directly behind this property, along the pathway, just behind citizen's back hedge. This triangle of earth/grass is mounded and very private. Citizen finds that people sit back there to do drugs and have also used it to jump her hedge in to her backyard during busy events, like the fireworks. Citizen was wondering if either she could plant something there, or if the City could, to alter it to be less inviting as a place to hang out. (I've attached a link to googlemaps zoomed in to the property). Citizen would appreciate a call back to be advised either way.</div> <div>3. Describe the issue and location in detail: See above</div> <div>4. (Don't ask just record - Did caller indicate they want a call back?) Yes</div>	s.22(1)	1	5/13/2016 10:22:00 AM	5/16/2016 2:49:46 PM	Eng_Streets Operations	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 958422 created / updated at Friday, May 13, 2016 10 28:19 AM Hansen Service Request has been reviewed: Case reviewed on 16/05/2016 7 09 00 AM. Hansen Service Request Assigned: Case was assigned on 16/05/2016 7 09 00 AM. Hansen Change in Comments: Comments: May 16/16 - Referred to V Santorelli. Added on 16/05/2016 7 09:41 AM. Directed to Another City Department: 20 - Directed to Another City Dept. May 16/16 - (V. Santorelli) Spoke to s.22(1) n site and explained to her that Parks will take care of rrred to Parks Board. . Resolved on 16/05/2016 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2016-05-16 14:37:41.963 Directed to Another City Department 20 - Directed to Another City Dept. May 16/16 - (V. Santorelli) Spoke to s.22(1) site and explained to her that Parks will take care of it. Referred to Parks Board. . Resolved on 16/05/2016 12 00 00 AM.</div> <div>Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: .</div> <div>Agent Finished: Case Closed. Closed date : 2016-05-16 14:49:15.493 Back to previous status Closing case after 'Add Event'</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen</div>
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Date Run: Thursday, April 19, 2018 3:18 28 PM
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Case Status: Both

101008156694							<div>1. Topic: Public Bike Share</div> <div>2. Type of feedback: Complaint</div> <div>3. Provide details: The Mobi stations are taking up valuable parking in the West End. There's already a parking crisis here! Why does Mobi need 3-4 car spaces? Why can't they be on the sidewalk? Also it's totally stupid to install the stations without the bikes before the Fireworks. It just feels silly to launch this before Fireworks and Pride. And the West End Parking Survey is happening right now and all this makes it worse. There was not enough consultation on the Mobi Bike program.</div> <div>4.(Don't ask just record - Did caller indicate they want a call back?) No</div>	s.22(1)		1	7/28/2016 12:43:00 PM	9/27/2017 2 32:35 PM	Hot Topic Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</div> <div>Agent Finished: Case Closed</div> <div>Bulk-Closed in Lagan</div>
101008613526							<div>1. Topic: Vacant home tax</div> <div>2. Type of feedback: Opinion</div> <div>3. Provide details: Via email: Thank you for attempting to Tax the Empty Homes/Foreign Ownership issue I just finished a Talk Vancouver survey - where they are asking me if they should raise my civic taxes. I said NO NEVER. City of Vancouver does a great job, I love my library, parks, pools, rinks, community center programs. My family is in public school on the East Side, we can only afford these public services. We cannot afford child care, private sports training, private tutors, private piano, private karate classes, etc as we can only afford the Community Centers. We know our kids are failing compared to the private instructions others receive, but we are trying to make ends meet. We are 3rd generation Canadians. Our parents and us have paid local taxes for generations, and have local jobs, in local industry, schooled here locally. We are now lower middle class. We cannot afford 2 million dollar townhomes on Cambie or 1 million dollar townhomes in East Vancouver. Where is the problem, and where should we get revenues? If you need money, go after the people that pay no taxes, and eat Dim Sum every day. Increase licensing permits on Medical Pot stores 1000%, Increase Policing fees for events such PRIDE, Celebration of Light, Sun Run - all those are upper middle class events. Raise their permits by 500% and they can pass that onto their wealthy participants. How many New Immigrants, ESL south asians, or DTES people do 1/2 Marathons or see Canuck games or do street tours of our publicly funded street art? ZERO. Solution = tax the rich, tax the empty condos, tax the 6-10 million dollars homes of the West Side and \$25million penthouses downtown with their automated parking garages. Tax Property capital gains on non residents TAX the private schools - parking and utilities, and TAX for foreign student >500%, they will still come in hordes. Please please - Stop Killing the middle class!!!! I am on the Parent Advisory council at my school, and we fund raise monthly to continue to raise the quality of life for our neighborhood. We raise so little, because parents are tapped out. I expect local government to protect local citizens. I'm pleading with you. Please, this has gone on far too long. Need money? Tax the rich as they run for the exits/cash out. Not motivated enough to protect what we have left before Vancouver? Read about this todays immigration fraud: http://www.cbc.ca/news/canada/british-columbia/immigration-fraud-china-canada-1.3826942 t affects your family, relatives and your neighbours (if you like them) Respectfully sir as I believe a Canadian Donald Trump/Brexit is near if nothing is done to continue to ensure our local priorities. I appreciate your time. Thank you</div> <div>4.(Don't ask just record - Did caller indicate they want a call back?) No</div>	s.22(1)		1	10/29/2016 1:19:00 PM	9/27/2017 2 28:17 PM	Hot Topic Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</div> <div>Agent Finished: Case Closed</div> <div>Bulk-Closed in Lagan</div>

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009434880	s.22(1)				V6E 1V3		<div>1. Topic: 4/20 event - Sunset Beach</div> <div>2. Type of feedback: Complaint</div> <div>3. Provide details: Caller says the smell of weed is permeating her apartment even with windows and doors closed. She can't get a way from it. She lives about 2 blocks east of the epicenter. She is opposed to this event, and feels it should not be allowed. She feels it is more disruptive for the residents of the area than the parades or fireworks.</div> <div>4.(Don't ask just record - Did caller indicate they want a call back?) No</div>	s.22(1)	1	4/20/2017 8:30:00 PM	9/27/2017 1 55:05 PM	Hot Topic Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</div> <div>Agent Finished: Case Closed Bulk-Closed in Lagan</div>
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

Eform Request Type: ZZ OLD - PRB_Homeless Issues SR

101008169786	s.22(1)						1. Type of service: Homeless Issue	s.22(1)	1	7/30/2016 7:12:00 PM	8/3/2016 10 22:38 PM	PRB Homeless Issues	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Homeless Issues Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 994830 created / updated at Monday, August 01, 2016 1:17:47 PM Service Provided: 10 - Service Provided. . Resolved on 03/08/2016 7 30 00 PM. Agent Finished: Case Closed. Closed date : 2016-08-03 22:22:38.27 Service Provided 10 - Service Provided. . Resolved on 03/08/2016 7:30:00 PM.
							2. Provide details (including hazards, e g. weapons, drug paraphernalia, dangerous animals, etc): Citizen says there is currently transients in Harbour Green Park with 1 tent set up. Citizen is unable to verify how many transients there currently are.						
							3. Description of belongings:						
							4. Provide date or approximate date of removal:						
							5. Contact info - A Park Ranger will call you to arrange delivery or let you know of status: (If no contact number, warm transfer to Park Ranger - do not give out number)						
							6. Provide VPD incident number (if available):						
							7. Park name: Harbour Green Park						
							8. Provide Ranger name and time of call: I spoke with Park Ranger 67 at 604.861.0450. He advised all of the Park Rangers will be at Stanley Park for the fireworks tonight and that they will deal with this issue in the morning.						
							9. Neighbourhood: Downtown						
							10. (Don't ask, just record - did caller indicate they want a call back?): No						

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101008208578	1255		DAVE ST		V6E 1N4		<div>1. Type of Street Furniture: Bench</div> <div>2. Describe details: Two benches infront of 1255 Davie St, installed by the city need to be power washed. After the fireworks they became very dirty. Benches are on the Davie St side.</div> <div>3. If Street Furniture has been damaged by a motor vehicle accident, then provide Police Incident Number if available:</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>s.22(1)</div>	1	8/8/2016 11:52:00 AM	8/8/2016 11 54:19 AM	311 Contact Centre	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-08-08 11:54:18.623</div>
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

Eform Request Type: Parks - Ranger Case

101009822266	s.22(1)			V6K 1A7	app version: 2.31 original address: Volunteer Park	1. Type of service: cbo_TypeofRangerService.other 3. Provide details: Bushes were not trimmed this year thus blocking ocean view from park. If not trimmed ocean views will be gone from park. Hopefully can be accommodated as the park is well used and a huge viewing point for fireworks etc 5. Park name: Volunteer 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	No Name No Name (ps)		1	7/7/2017 10:54:00 AM	7/9/2017 5 54:00 PM	PRB Park Ranger	Agent Created Case: Public Stuff request id: PSID2858917 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1153702 created / updated at Friday, July 07, 2017 10:54:29 AM Agent Finished: Case Closed. Closed date : 2017-07-07 12:59:25.06 Directed to Another City Department Directed via case 9822843 Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1153702 created / updated at Friday, July 07, 2017 12:59:51 PM Agent Finished: Case Closed. Closed date : 2017-07-07 12:59:51.683 Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: Overgrown bushes blocking ocean views. Agent Finished: Case Closed. Closed date : 2017-07-07 13:00:36.503 Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1153702 created / updated at Friday, July 07, 2017 1 00 51 PM Agent Finished: Case Closed. Closed date : 2017-07-07 13:00:52.4 Back to previous status
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009936652	4801		NW MARINE DRIVE		NOT APPLIC	<div>1. Type of service: Noise Complaint</div> <div>2. If Other, provide details:</div> <div>3. Problem description: Caller says they are near the off-leash park for dogs. There is a group of 15-20 people running a generator hooked up to a smoker. They are located near the last parking space before the water. The generator is very loud, and the intention of these people are to stay until tonight for the fireworks.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: Spanish Banks Park Off-leash area</div> <div>6. Provide specific location in park: Near the last spot of parking</div> <div>7. Neighbourhood: UNKNOWN</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	7/29/2017 12:47:00 PM	7/30/2017 9 59:26 AM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1164421 created / updated at Saturday, July 29, 2017 12:50:09 PM</div> <div>No Service Provided: 11 - No Service Provided. . Resolved on 30/07/2017 8:16 00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-30 09:59:24.837</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 30/07/2017 8:16:00 AM.</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Change in Comments: Comments: Rangers were unable to attend due to shortage of staff/prior requirements. Added on 30/07/2017 8:16:45 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-30 09:59:26.03</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>
101009959310	2000		W GEORGIA ST		NOT APPLIC	<div>1. Type of service: Noise Complaint</div> <div>2. If Other, provide details:</div> <div>3. Problem description: According to the citizen, there is amplified music that is playing along second beach, in preparation for the fireworks, that is shaking their building. Citizen would like a park ranger to attend to advice to lower the volume of the musci</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: Second beach/Stanley Park</div> <div>6. Provide specific location in park: Second Beach</div> <div>7. Neighbourhood: UNKNOWN</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2017 August, Anonymous		1	8/2/2017 7:42:00 PM	8/3/2017 7:42:41 AM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1166482 created / updated at Wednesday, August 02, 2017 7:43 36 PM</div> <div>No Service Provided: 11 - No Service Provided. . Resolved on 03/08/2017 7 39 00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-03 07:42:38.987</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 03/08/2017 7:39:00 AM.</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Change in Comments: Comments: Rangers were unable to attend due to prior requirements. Added on 03/08/2017 7 39 38 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-03 07:42:41.417</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009959408	1700		BEACH AV		NOT APPLIC	<div>1. Type of service: Noise Complaint</div> <div>2. If Other, provide details:</div> <div>3. Problem description: Citizen would like to complain about the noise that is generated at English Bay from the fireworks.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: English Bay</div> <div>6. Provide specific location in park: Stage</div> <div>7. Neighbourhood: UNKNOWN</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	8/2/2017 8:14:00 PM	8/3/2017 7:42:39 AM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1166491 created / updated at Wednesday, August 02, 2017 8:16 06 PM</div> <div>Hansen Change in Comments: Comments: Rangers were unable to attend due to prior requirements. Added on 03/08/2017 7:40:49 AM.</div> <div>No Service Provided: 11 - No Service Provided. . Resolved on 03/08/2017 7:40 00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-03 07:42:38.99</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 03/08/2017 7:40:00 AM.</div>
101009973156	s.22(1)				V6G 2P6	<div>1. Type of service: Other</div> <div>2. If Other, provide details: Food Cart</div> <div>3. Problem description: Citizen calling to advise that there is a hot dog stand at English Bay at the foot of Gilford St. near Sylvia Hotel that is potentially blocking the fireworks view. Citizen would like a park ranger to check if that cart is allowed to be at English Bay.</div> <div>4. Provide VPD incident number (if available):</div> <div>5. Park name: English Bay</div> <div>6. Provide specific location in park: At the foot of Gilford St. in front of Sylvia Hotel 1154 Gilford St.</div> <div>7. Neighbourhood: West End</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	8/5/2017 5:42:00 PM	8/6/2017 7 39:41 AM	PRB Park Ranger	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1167891 created / updated at Saturday, August 05, 2017 5:44:49 PM</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1167891 created / updated at Saturday, August 05, 2017 6:12 21 PM</div> <div>No Service Provided: 11 - No Service Provided. . Resolved on 06/08/2017 7 39 00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-06 07:39:38.9</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 06/08/2017 7:39:00 AM.</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Change in Comments: Comments: Please re-direct case. Added on 06/08/2017 7:39:28 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-08-06 07:39:41.317</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009985186	1600		BEACH AV			app version: 2.31 original address: West End alias: WEST END full: 1600 BEACH AVE, VANCOUVER, BC	1. Type of service: cbo_TypeofRangerService.noise 3. Provide details: Did anybody send a strongly worded letter to the guy whose car alarm went during the ENTIRE fireworks show Saturday? He/she ruined the experience for hundreds in the vicinity. 5. Park name: Near Beach Ave. and Cardero 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	s.22(1)		1	8/8/2017 8:48:06 PM	8/9/2017 7 04:52 AM	PRB Park Ranger	Agent Created Case: Public Stuff request id: PSID3002298 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1168905 created / updated at Tuesday, August 08, 2017 8:48:15 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1168905 created / updated at Tuesday, August 08, 2017 8 51 24 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1168905 created / updated at Tuesday, August 08, 2017 8 52 24 PM No Service Provided: 11 - No Service Provided. . Resolved on 09/08/2017 6 57 00 AM. Hansen Change in Comments: Comments: Please re-direct complaint. Added on 09/08/2017 6 57 32 AM. Agent Finished: Case Closed. Closed date : 2017-08-09 07:00:45.39 No Service Provided 11 - No Service Provided. . Resolved on 09/08/2017 6:57:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-08-09 07:04:37.74 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1168905 created / updated at Wednesday, August 09, 2017 7 04 52 AM Agent Finished: Case Closed. Closed date : 2017-08-09 07:04:51.99 Back to previous status Closing case after 'Add Event'
101009995144	1000		CHESTNUT ST		NOT APPLIC		1. Type of service: Bylaw Complaint or Inquiry 2. If Other , provide details: Ticket s.22(1) Licence Plate #s.22(1) Park Ranger # 82 (Daneille) 3. Problem description: Citizen was parked at Vanier Park by the gravel path and her vehicle was ticketed which on Aug 5th during the Fireworks and citizen went to Buster's on Sunday morning to get her car and was given no tickets. Please follow up with citizen. 4. Provide VPD incident number (if available): 5. Park name: Vanier Park 6. Provide specific location in park: 1000 Chestnut St 7. Neighbourhood: Kitsilano 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	s.22(1)		1	8/10/2017 1:46:00 PM	8/13/2017 9 06:39 AM	PRB Park Ranger	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1169806 created / updated at Thursday, August 10, 2017 1 50:11 PM Hansen Change in Comments: Comments: Rangers called back the citizen to inform her why her vehicle was towed. Added on 13/08/2017 9:02:23 AM. Service Provided: 10 - Service Provided. . Resolved on 13/08/2017 9 02 00 AM. Agent Finished: Case Closed. Closed date : 2017-08-13 09:06:39.303 Service Provided 10 - Service Provided. . Resolved on 13/08/2017 9:02:00 AM.

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101010200427						<div>1. Describe details (who, what, where, when, why): Dear City Councillors of Vancouver, Hello, my name is s.22(1) and I'm a second-year University student. My classmates and I have an important Economics project where we need to investigate the details of the Honda Celebration of Light. We know Vancouver hosts this event annually. If possible, could we meet with some of the people in charge of the celebration to discuss some of the economic factors of this event? Please let me know, and we greatly appreciate your consideration! Sorry for any inconvenience. Have a great day! Best, s.22(1)</div> <div>2. Type of feedback: Positive</div> <div>3. Department: Mayor and Council</div> <div>4. Were any other cases or service requests created as a result of this feedback? No</div> <div>5. If Yes, provide case number(s) or other relevant details:</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Select category: Other</div> <div>8. Select topic: Events</div> <div>9. Specific area of concern: Celebration of Light</div> <div>10. Neighbourhood: City-wide</div> <div>11. Original Client:</div> <div>12. Original Email address:</div> <div>13. Original address:</div>	s.22(1)		1	9/22/2017 10:46:00 AM	9/25/2017 10 29:50 AM	CS_Mayor and Council Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-09-25 10:29:50.39 Service Provided</div>
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

Eform Request Type: VanConnect - Other Case

101009929248	1691		HARWOOD ST		V6G 1Y1	app version: 2.31 original address: Sunset Beach alias: SUNSET BEACH full: 1691 HARWOOD ST, VANCOUVER, BC	. Provide details: Celebration of lights fencing blocking one lane of bike path and now portopotties blocking the other?? Not cool immediately before a busy weekend on the seawall.	No Name No Name (ps)		1	7/28/2017 8:22:03 AM	7/28/2017 8:44:35 AM	VanConnect	Agent Created Case: Public Stuff request id: PSID2952470 Agent Finished: Case Closed. Closed date : 2017-07-28 08:41:45.517 Alternate Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-07-28 08:44:34.99 Open311 Feedback Send Complete Status and Resolution Comment to PS case
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101009935561	1209		B DWELL ST		V6G 2K8	app version: 2.31 s.22(1) B DWELL ST full: 1209 BIDWELL ST, VANCOUVER, BC	. Provide details: I am a permitted parking person and am not allowed to park on Bidwell . During fireworks	No Name No Name (ps)		1	7/28/2017 9:47:00 PM	7/29/2017 7 54:34 AM	VanConnect	Agent Created Case: Public Stuff request id: PSID2955930 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-07-29 07:50:13.693 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017-07-29 07:54:34.363 Open311 Feedback Send Complete Status and Resolution Comment to PS case
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

Eform Request Type: Mayor Feedback Case

101009861120	1450		CHESTNUT ST		V6J 3K3	app version: 2.31 original address: 1450 Chestnut st.	1. Describe details (who, what, where, when, why): When the fireworks are on in Aug, please do NOT have the police stop me and neighbours from getting to our homes in Kits. We are quite tired of coming off of Burrard bridge or Street onto Cornwall, and being told we HAVE to go to Arbutus St to get to CHESTNUT St. For a city CLAIMING to be green..... this is absolutely stupid! 2. Type of feedback: Negative 3. Department: Mayor 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. Select topic: Events 7. Specific area of concern: Fireworks street closures 8. Neighbourhood: 9. Original Client (populated by webform): s.22(1) 10. Original Email address (populated by webform): s.22(1) 11. Original address (populated by webform): 1450 Chestnut st.	s.22(1)		1	7/14/2017 1:38:52 PM	7/20/2017 4:48:39 PM	MO_Mayor Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-07-20 16:48:39.337 Acknowledged
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009959719	s.22(1)			V6E 4P2	app version: 2.31 s.22(1)	<div>1. Describe details (who, what, where, when, why): I am a resident of the west end. Specifically an apartment on the corner of s.22(1) Our Parking garage is only accessible from s.22(1) We've been surrounded by construction for years now. Our property taxes continue to rise. But for what? The new updates on Pacific St and Burrard Bridge have caused a backup that goes all the way down Thurlow and all the way down Pacific. On a normal day it can take 15 minutes to go from our parking garage at the back of our building to the front of our building on Pacific. The road closures for Celebration of Lights are listed on Van Map as beginning at Burrard and Davie. However, on my way home this evening there was a full closure of west bound Davie St. starting at Hornby St. The traffic police told us we couldn't contunue through to Burrard St. to get to our apartment and that we would have to turn down Hornby St. and detour around. He also said to take it up with the city. Again, this closure is NOT listed on vanmaps or anywhere in their plan. I am a resident of the west end and though I can prove it with my ID they wouldn't let us or anyone through. This detour added 40 minutes to what should have taken 3. This is unacceptable. I work in locations department in the film industry. If we were to ever create this much of an inconvenience to local home owners, we would be expected to pay a hefty inconvenience fee. But in this case with the city, I feel we go unheard and in the case of these events we aren't even a last thought. We have no problem with the event itself but I can't believe how thoughtless the organization is for us who pay to live here. Extremely frustrated with the lack of planning and consideration. And as far as restriction of vehicle access to the dt core.. it will just create bottle necks and increase polution with idling cars. People commute to DT Van because they can't afford to live in DT. Have you noticed every restaurant and cafe is hiring? No one can afford to live on wages.. Vancouver will be a ghost town.</div> <div>2. Type of feedback: Negative</div> <div>3. Department: Mayor</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>5. Select category: Streets, Infrastructure and Transportation</div> <div>6. Select topic: Road closures</div> <div>7. Specific area of concern: Construction/fireworks</div> <div>8. Neighbourhood: West End</div> <div>9. Original Client (populated by webform): s.22(1)</div> <div>10. Original Email address (populated by webform): s.22(1)</div> <div>11. Original address (populated by webform):</div>	s.22(1)	1	8/2/2017 11:10:00 PM	8/8/2017 8 02:00 AM	Eng_Mayor and Council Correspondence	<div>Agent Created Case: Public Stuff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: Hi Engineering - Please review this complaint regarding the road closures associated with the Celebration of Light</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-08 08:01:59.51 Service Provided Dear Paul/Ross:&#x0D;&#x0D; I had a good discussion with s.22(1) about the Burrard Bridge Project and he was very happy to hear that the bridge will opening by late September, and that the new Burrard/Pacific intersection will be in full service. &#x0D;&#x0D; He would also like to talk to someone about the big picture traffic impacts, why did we restrict LT?s on Burrard?, how can the West End transportation system handle any more towers? etc &#x0D;&#x0D; Dear Rick/Josie:&#x0D;&#x0D; Could one of you cal s.22(1) o discuss his concerns about access to his property during the Festival of Lights?&#x0D;&#x0D; Thanks to all.&#x0D;&#x0D; Dave Currie, P Eng &#x0D; Senior Project Manager&#x0D; Burrard Bridge North Project&#x0D; 604-871-6656 (office)&#x0D;</div>
101009961377						<div>1. Describe details (who, what, where, when, why): The citizen is reporting that she is disgusted that the fireworks were allowed to go ahead considering the air quality. She does not believe that they should have been allowed to go on.</div> <div>2. Type of feedback: Negative</div> <div>3. Department: Mayor</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>5. Select category: Other</div> <div>6. Select topic: Events</div> <div>7. Specific area of concern: Smoke from fireworks</div> <div>8. Neighbourhood:</div> <div>9. Original Client (populated by webform):</div> <div>10. Original Email address (populated by webform):</div> <div>11. Original address (populated by webform):</div>	s.22(1)	1	8/3/2017 11:04:00 AM	8/3/2017 11 33:36 AM	MO_Mayor Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: MO_Mayor Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-08-03 11:33:36.07 Acknowledged</div>

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009965128	s.22(1)					1. Describe details (who, what, where, when, why): The citizen is calling to say that she believes that the fireworks should not be allowed continue. ts polluting the air and will contribute to the air quality and the sparks may cause fire in this dry temperature. 2. Type of feedback: Negative 3. Department: Mayor and Council 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Select category: Police, Fire and Public Safety 6. Select topic: Fireworks 7. Specific area of concern: pollution 8. Neighbourhood: City-wide 9. Original Client (populated by webform): 10. Original Email address (populated by webform): 11. Original address (populated by webform):	s.22(1)		1	8/3/2017 7:15:00 PM	8/15/2017 2:48:14 PM	CS_Mayor and Council Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: MO_Mayor Feedback Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback Reason for reallocation: Form directed to M&C Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback Agent Finished: Case Closed. Closed date : 2017-08-15 14:48:14.473 Acknowledged
101009965225	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 s.22(1) Vancouver alias: full: 1. Describe details (who, what, where, when, why): Dear Mayor Robertson, As a Vancouverite I have always enjoyed watching the yearly Celebration of Light, especially when it was a week-long affair. However, in the wake of the BC forest fires and the excess amount of smoke present in Vancouver's atmosphere, I am extremely disappointed to see that the fireworks were not postponed. I understand a lot of work goes into planning, organizing, and funding this yearly tradition, but I think it's time to take a step back and get our priorities straight. Naturally, Vancouver is a tourist attraction not only for our food, nightlife, and multiculturalism, but for the nature that surrounds us; I for one cannot imagine Vancouver without the ocean, mountains, rain, or clear skies. As such, I really do think we should put a priority on the air-condition and do our best to mitigate the pollution that is being created during this severely hot and smoky time. I urge you and the rest of this beautiful city's representatives to postpone the fireworks event on Saturday and to temporarily halt any fireworks until the smoke has cleared out. I understand that this is a very difficult request, however as our Mayor I believe you are one of the only people who has the power to make this change, so please consider it! I hope this letter finds you in good health and happiness, and I sincerely hope that you have a great long weekend. Best Regards, s.22(1) 2. Type of feedback: Negative 3. Department: Mayor 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. Select topic: Events 7. Specific area of concern: Fireworks smoke 8. Neighbourhood: 9. Original Client (populated by webform): s.22(1) 10. Original Email address (populated by webform): s.22(1) 11. Original address (populated by webform): s.22(1) North Vancouver	s.22(1)		1	8/3/2017 8:01:28 PM	8/4/2017 9 39:20 AM	MO_Mayor Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-08-04 09:39:20.033 Acknowledged

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009973731	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION alias: full:	1. Describe details (who, what, where, when, why): The opening fireworks this "Celebration of Light" were louder than ever and quite ironic in the context of quieting boats for whale survival. Now, this evening, the night of the last fireworks, there were very low flying two jet flyovers that similarly boomed us out of our seats and running to comfort freaked out pets. All this smoke and the fireworks are about to create more. And all those folks who poured in from the valley in their carsto be the audience. How can we be GREEN and promote these things? Sure, there's lots of money to be made by restaurants, but really, is that priority to be subsidized by suffocating nature and ourselves. There are many at the fireworks.....and many more NOT at the fireworks. 2. Type of feedback: Negative 3. Department: Mayor 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. Select topic: Events 7. Specific area of concern: Fireworks 8. Neighbourhood: 9. Original Client (populated by webform): s.22(1) 10. Original Email address (populated by webform): s.22(1) 11. Original address (populated by webform):	s.22(1)		1	8/5/2017 9:33:13 PM	8/8/2017 10:48:01 AM	MO_Mayor Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-08-08 10:48:01.34 Acknowledged
101009975714	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION alias: full:	1. Describe details (who, what, where, when, why): I find it disgusting that we are promoting Vancouver as a green city while continuing with the Celebration of Lights fireworks during smog from forest fires. I can barely breathe outside and we are adding smoke to fire. Forest fires may not be preventable but you should focus more on finding a solution and less on these superficial events. 2. Type of feedback: Negative 3. Department: Mayor 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. Select topic: Events 7. Specific area of concern: Firework smoke 8. Neighbourhood: 9. Original Client (populated by webform): A 10. Original Email address (populated by webform): s.22(1) 11. Original address (populated by webform):	A		1	8/6/2017 7:37:42 PM	8/8/2017 10 26:30 AM	MO_Mayor Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-08-08 10:26:30.02 Acknowledged

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009980128	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION alias: full:	1. Describe details (who, what, where, when, why): Hello The Fireworks / global pollution show ended last week. You can remove the glaring blue flashing LED sign on wheels from the otherwise beautiful gateway to English Bay at Beach and Jervis. The blue text is largely illegible and the message is redundant. Maybe put this ugly thing elsewhere where it might actually serve a purpose. And thanks for ruining our livability for the past 2 weeks. The fireworks and Pride fencing, detouring, nasty cops are out of control. Go mess up another neighbourhood. Enough! 2. Type of feedback: Negative 3. Department: Mayor 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. Select topic: Events 7. Specific area of concern: Fireworks and pride 8. Neighbourhood: West End 9. Original Client (populated by webform): s.22(1) 10. Original Email address (populated by webform): s.22(1) 11. Original address (populated by webform):	s.22(1)		1	8/8/2017 10:11:18 AM	8/8/2017 10:13:14 AM	MO_Mayor Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-08-08 10:13:14.173 Acknowledged
101009982479							1. Describe details (who, what, where, when, why): Dear Gregor Robertson, I want to talk to you about the fireworks. I am concerned and appalled that the fireworks events continued to happen when we have an air quality on par with Beijing if not worse due to forest fires in our province. They continued to happen on the day where from Vancouver we could not even see the North Vancouver mountains due to the smoke blown to our area. People, especially asthmatics and others with respiratory conditions, are struggling to breathe walking, running, biking or doing any form of exercise outdoors. How disrespectful to continue to allow the fireworks to blow off, adding to the already smokey air and environment. Disrespectful to our health and our environment. Disrespectful not only to the people in our city and lower mainland, but also to those who are currently evacuated from their homes and communities because of the forest fires. I only hope you will re-evaluate these actions and try to put the people and their health first. Sincerely, from a concerned s.22(1) 2. Type of feedback: Negative 3. Department: Mayor 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown 5. Select category: Other 6. Select topic: Events 7. Specific area of concern: Fireworks - smoke 8. Neighbourhood: 9. Original Client (populated by webform): 10. Original Email address (populated by webform): 11. Original address (populated by webform):	s.22(1)		1	8/8/2017 1:33:00 PM	8/8/2017 2 33:51 PM	MO_Mayor Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: MO_Mayor Feedback Agent Finished: Case Closed. Closed date : 2017-08-08 14:33:51.257 Acknowledged

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

Eform Request Type: Park Grounds Maintenance - Superintendent Case

101009822843	2855		POINT GREY ROAD		V6K 1A7		<div>1. Type of request: Grounds maintenance request</div> <div>2. If Other, describe:</div> <div>3. Provide case details: Bushes were not trimmed this year thus blocking ocean view from park. If not trimmed ocean views will be gone from park. Hopefully can be accommodated as the park is well used and a huge viewing point for fireworks etc</div> <div>4. Park name: Volunteer Park</div> <div>5. Park address: 2885 Point Grey Road</div> <div>6. Maintenance area: West</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2017 July, Anonymous		1	7/7/2017 11:46:00 AM	7/7/2017 1 22:06 PM	PR Park Maintenance - West	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - West</div> <div>Title updated to: Parks Superintendent Request for Maintenance Area - West</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-07 13:22:06.257</div> <div>Dispatched to Crew</div> <div>This work is scheduled for July prior to the Fireworks every year</div>
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CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009840265	s.22(1)			V6E 1T7		<div>1. Type of request: Grounds maintenance request</div> <div>2. If Other, describe:</div> <div>3. Provide case details: Caller says that there are overgrown bushes directly underneath the Burrard Bridge on the north side of this address. He said they will block views of the fireworks and need to be trimmed now.</div> <div>4. Park name: Sunset Beach Park</div> <div>5. Park address: 1204 Beach ave</div> <div>6. Maintenance area: Beaches, Downtown, Stanley Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2017 July, Anonymous		1	7/11/2017 9:55:00 AM	7/25/2017 1 36:23 PM	PR Park Maintenance - Downtown	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - Downtown</div> <div>Title updated to: Parks Superintendent Request for Maintenance Area - Downtown</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-25 13:36:22.593</div> <div>Acknowledged</div> <div>t is bird nesting season, and the Park Board is not allowed to hack down bird habitats.</div>
101009876357	INTERSECTION	POINT GREY ROAD	TRAFALGAR ST			<div>1. Type of request: Loose litter</div> <div>2. If Other, describe:</div> <div>3. Provide case details: Stairs that lead from the street down towards the seawall are covered in loose gravel, which citizen feels could be a tripping hazard for someone. She would like this cleaned up, hopefully before the fireworks start.</div> <div>4. Park name: seawall outside of Kit's beach</div> <div>5. Park address: Trafalgar and Point Grey Road</div> <div>6. Maintenance area: Beaches, Downtown, Stanley Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2017 July, Anonymous		1	7/18/2017 10:40:00 AM	7/21/2017 9:19:50 AM	PR Park Maintenance - West	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - Downtown</div> <div>Title updated to: Parks Superintendent Request for Maintenance Area - Downtown</div> <div>Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - West</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-21 09:19:49.867</div> <div>Service Provided</div> <div>July 19, 2017 - Stairs swept and blown.</div>

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM

Case Creation Date: From 1/1/2015 To 1/1/2018

Case Status: Both

101009912084	1204		BEACH AV		V6E 1V3	<div>1. Type of request: Grounds maintenance request</div> <div>2. If Other, describe:</div> <div>3. Provide case details: The citizen is calling to ask that the grassy knoll behind and near the aquatic centre be trimmed before the fire works. He says this is the area where a lot of small children view the fireworks and the bushes are so high that it is not possible. Its is the area under the burrard street bridge beside the walking and riding path by the beach. This is a second request. Unable to find the first one.</div> <div>4. Park name: Sunset Beach</div> <div>5. Park address: 1204 Beach Ave</div> <div>If you are unsure of the Park, you can use</div> <div>Park Finder</div> <div>6. Maintenance area: Beaches, Downtown, Stanley Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div>	s.22(1)		1	7/25/2017 11:11:00 AM	7/25/2017 12 57:19 PM	PR Park Maintenance - Downtown	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - Downtown</div> <div>Title updated to: Parks Superintendent Request for Maintenance Area - Downtown</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-25 12:57:18.867</div> <div>Acknowledged</div> <div>Will look into it, and see if we can provide this service. It is bird nesting season, and we are under current grass cutting restrictions.</div>
101009915208	1000		CHESTNUT ST		NOT APPLIC	<div>1. Type of request: Other</div> <div>2. If Other, describe: see notes below;</div> <div>3. Provide case details: 12 foot aluminum boat on the dock and 20 foot long dock and 2 8x4 slab of styrofoam covered with cement attached to dock and floating VPD requesting removal of these items before Saturday. Marine Squad needs ot removed prior to the fireworks. Also requesting ETA today. File number is 148078. Marine Squad states department will need a dump truck and some heavy equipment.</div> <div>4. Park name: Vanier Park</div> <div>5. Park address: 1001 Chestnut St</div> <div>If you are unsure of the Park, you can use</div> <div>Park Finder</div> <div>6. Maintenance area: West</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div>	Ecomm/VPD Dispatch **USE THIS PROFILE ONLY**	s.22(1)	1	7/25/2017 4:20:00 PM	7/28/2017 1 26:55 PM	PR Park Maintenance - West	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - West</div> <div>Title updated to: Parks Superintendent Request for Maintenance Area - West</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2017-07-28 13:26:55.05</div> <div>Service Provided</div> <div>Boat removed and dock owner located (Burrard Civic Marina)</div>

CA13Key - eForm Detail Report with Additional Details

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Thursday, April 19, 2018 3:18 28 PM
Case Creation Date: From 1/1/2015 To 1/1/2018
Case Status: Both

101009958764	INTERSECTION		BARCLAY ST	LAGOON DRIVE			<div>1. Type of request: Wasp nest</div> <div>2. If Other, describe:</div> <div>3. Provide case details: s.22(1) is a VPD officer at the Fireworks tonight. She said she has had complaints of wasps nest near the playground (not the one with the firetruck in aid there is one tree directly in front of the intermediate swings (not the baby swings), and if you are facing the ocean, the tree is directly in front. There is also a Mobi bike stand closeby and also a temporary generator for the fireworks closeby.</div> <div>4. Park name: Second beach playground</div> <div>5. Park address: Stanley Park Dr and N Lagoon Dr</div> <div>6. Maintenance area: Beaches, Downtown, Stanley Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s.22(1)		1	8/2/2017 5:22:00 PM		PR Park Maintenance - Downtown	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - Downtown Title updated to: Parks Superintendent Request for Maintenance Area - Downtown
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From: "311 Operations" <311.Operations@vancouver.ca>

To: "Hall, Josie" <josie.hall@vancouver.ca>

Date: 7/29/2016 12:25:44 PM

Subject: Citizen Feedback-101008162467

Hi Josie,

This are the details.

Thanks,

Denise



Citizen Feedback

Case number: 101008162467

Case created: 2016-07-29, 10:53:00 AM

Incident Location

Address: INTERSECTION BEACH AV, Vancouver,

Address2: BIDWELL ST

Location name:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Phone

Request Details

1.	Describe details (who, what, where, when, why):	caller said she fell off her bike and broke her elbow yesterday while she was riding her bike along on Beach Av at Bidwell. the reason she fell was because the strap that holds the firework signs onto the fence broke off and landed right in front of her bike, which caused her tripped and fell. She called the fence company(save on?!) immediately to ask them to replace or remove those straps before it hurts anyone else. and the nearby security guy who witness the incident also place a garbage can right in front of those fence. However, she is out of work now due to broken elbow, and she would like whichever department responsible to call her back for follow up please.
2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	unknown

Additional Details

Caller did not ask for compansation, just wishes to have a department to follow up with the incident.

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
"Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 7/3/2015 3:19:22 PM
Subject: FW: 311 Citizen Feedback-101006414002

From the FASE inbox

From: 311 Operations
Sent: Friday, July 03, 2015 3:15 PM
To: Film Office (Eng)
Subject: 311 Citizen Feedback-101006414002

Hello,
The following is a Citizen Feedback Case that was created by
the 311 Contact Centre. Please do not hesitate to contact us
if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101006414002

Case created: 2015-07-03, 02:22:00 PM

Incident Location

Address: 2000 W GEORGIA ST, Vancouver, NOT APPLIC

Address2:

Location name: STANLEY PARK|STANLEYPARK|STANLY PARK|STANLYPARK

Contact Details

Name: s.22(1)

Address: Vancouver, V6T 1R8

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Phone

Request Details

1. Describe details (who, what, where, when, why): *

Citizen is concerned with how dry the park is regarding the upcoming firework events. He walks through Stanley Park daily and it is extremely tinder dry. He wants to know what practices the city has in place in case there was a spark from the fireworks that set the park on fire. With the upcoming Celebration of Lights and the ongoing hot weather it is a major concern.

2. Do you want to be contacted? *

Yes

3. Type of feedback: *

Complaint

4. Feedback regarding: *

City Department

5. Department: *

Community Services

6. Division or Branch Name: *

Special Events

Additional Details

Please contact s.22(1) and leave a voicemail if there is no answer.

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
"Hall, Josie" <josie.hall@vancouver.ca>
"Park Events" <ParkEvents@vancouver.ca>
Date: 7/29/2015 2:21:35 PM
Subject: FW: 311 Citizen Feedback-101006529355

From out inbox. Signed: Anonymous.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Wednesday, July 29, 2015 1:11 PM
To: Film Office (Eng)
Subject: 311 Citizen Feedback-101006529355

Hello,
The following is a Citizen Feedback Case that was created by
the 311 Contact Centre. Please do not hesitate to contact us
if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101006529355 Case created: 2015-07-29, 11:22:00 AM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: 2015 July, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): * | Citizen lives at s.22(1) and is concerned about the noise coming from Sunset Beach every time the Festival of Lights celebration occurs. The noise starts as early as 10am in the morning and lasts all day and evening until after the fireworks are done. He claims they are testing the sound equipment and all he can hear is the base and "boom boom boom" noise. He knows it is a permitted event and permits and licences have been obtained from the city so the noise inspectors wouldn't have as much jurisdiction over the public event, however would like to offer his feedback to get the department to advise the managers of the festival to start their testing an hour or two hours prior to the event. On 07/25/2015 and on 07/29/2015, they have been testing their sound systems and base systems four to five hours prior to the event, as the event schedule states the entertainment is not set to start until 2:00pm on 07/29/2015. |
| 2. | Do you want to be contacted? * | No |
| 3. | Type of feedback: * | Opinion |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Community Services |
| 6. | Division or Branch Name: * | Special Events |

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
"Hall, Josie" <josie.hall@vancouver.ca>
"Park Events" <ParkEvents@vancouver.ca>
Date: 7/29/2015 4:26:32 PM
Subject: FW: 311 Citizen Feedback-101006530808

From the inbox.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Wednesday, July 29, 2015 3:17 PM
To: Film Office (Eng)
Subject: 311 Citizen Feedback-101006530808

Hello,
The following is a Citizen Feedback Case that was created by the 311 Contact Centre. Please do not hesitate to contact us if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101006530808 Case created: 2015-07-29, 02:21:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address: s.22(1) Vancouver,
Address2:
Phone: s.22(1) Email: s.22(1)
Alt. Phone: Preferred contact method: None

Request Details

1.	Describe details (who, what, where, when, why): *	She called upset because she did not know music at Sunset Beach for fireworks starting at 2pm. She would like residents to get a form to notify.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Complaint
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events

Additional Details

From: ["Hopwood, Cael" <cael.hopwood@vancouver.ca>](mailto:cael.hopwood@vancouver.ca)
To: ["Hall, Josie" <josie.hall@vancouver.ca>](mailto:josie.hall@vancouver.ca)
Date: 8/4/2015 11:06:42 AM
Subject: FW: 311 Citizen Feedback-101006547861

fyi

From: Film Office (Eng)
Sent: Tuesday, August 04, 2015 8:47 AM
To: Clark, Rick; Hopwood, Cael
Subject: FW: 311 Citizen Feedback-101006547861

[From the FASE inbox](#)

From: 311 Operations
Sent: Monday, August 03, 2015 11:04 AM
To: Film Office (Eng)
Subject: 311 Citizen Feedback-101006547861

Hi,

A Citizen feedback came into the 311 Contact Centre.

Please review the attachment at your convenience. If you have any questions, please let us know.

Regards
Silvia



Citizen Feedback

Case number: 101006547861 Case created: 2015-08-03, 08:19:00 AM

Incident Location

Address: INTERSECTION CORNWALL AV, Vancouver,
Address2: CYPRESS ST
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Email

Request Details

1. Describe details (who, what, where, when, why): *

Feedback for Special Events Office regarding sign posted for Celebration of Lights. Citizen reports the sign posted a Cornwall and Cypress had the incorrect dates, see attached image. Sign reads 'Entry Point for Kits Point Residents Only, 6pm-1130pm, July 26, 30, Aug 2. The signs further down Cornwall at Maple and Arbutus had the correct dates. Photo of sign:

https://vancouver.fluidsurveys.com/media/assets/survey/uploads/41703/45088677-BKIfAqdzZX/IMG_6143.JPG

2. Do you want to be contacted? *

No

3. Type of feedback: *

Opinion

4. Feedback regarding: *

City Department

5. Department: *

Engineering Services

6. Division or Branch Name: *

Special Events Office

Additional Details

From: ["Film Office \ \(Eng\\)" <film.office@vancouver.ca>](mailto:film.office@vancouver.ca)
To: ["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
Date: 6/18/2015 9:49:36 AM
Subject: FW: Access to Planetarium, Sat, Aug. 1

[From the FASE inbox](#)

From: s.22(1)
Sent: Thursday, June 18, 2015 9:43 AM
To: Film Office (Eng)
Subject: Access to Planetarium, Sat, Aug. 1

I will be attending a wedding reception at the Vancouver Planetarium starting at 5:00 pm on Sat, Aug. 1. This coincides with the finale of the Celebration of Lights and I am concerned about access to the venue. When will the roads be closed in the Cornwall and Cypress area that afternoon? If the closures occur before 5:00 pm, will **private cars or taxis** be allowed through the barriers to allow guests to reach the venue?

Thank you for your response in advance.

s.22(1)

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
"Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/30/2015 9:17:10 AM
Subject: FW: Citizen Feedback - 6532876

From the FASE inbox

From: 311 Operations
Sent: Wednesday, July 29, 2015 10:40 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 6532876

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006532876 Case created: 2015-07-29, 10:15:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6B 1T7
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen would like to complain about the ongoing fireworks in the city.
2.	Do you want to be contacted? *	Yes
3.	Type of feedback: *	Complaint
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 7/7/2015 9:14:40 AM
Subject: FW: Citizen Feedback - 6426385

Yowza.

Desirée Hamilton
Liaison | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Monday, July 06, 2015 7:09 PM
To: Film Office (Eng); Park Events
Subject: Citizen Feedback - 6426385

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006426385 Case created: 2015-07-06, 05:22:00 PM

Incident Location

Address: 2000 W GEORGIA ST, Vancouver, NOT APPLIC
Address2:
Location name: STANLEY PARK|STANLEYPARK|STANLY PARK|STANLYPARK

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen would like to voice her opinion regarding the Celebration of Lights Firework show at the end of July. Due to the dry weather she feels like this would be hazardous to Stanley Park. She is advocating to cancelling the Celebration of lights to avoid a widespread park fire.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Opinion
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 7/7/2015 9:14:56 AM
Subject: FW: Citizen Feedback - 6426448

Desirée Hamilton
Liaison | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Monday, July 06, 2015 7:05 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 6426448

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006426448 Case created: 2015-07-06, 05:37:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|--|---|
| 1. Describe details (who, what, where, when, why): * | Citizen would like to see the Celebration of Lights canceled this year, due to the extreme fire hazard. She is very concerned with the behaviour of the spectators. Many people smoke, even though smoking is banned in the parks. Also, many people set off fireworks or flares, even though these are banned. In light of the extreme fire hazard, she feels the protection of our park land is far more important than this fireworks competition. Please call her to discuss. |
| 2. Do you want to be contacted? * | Yes |
| 3. Type of feedback: * | Opinion |
| 4. Feedback regarding: * | City Department |
| 5. Department: * | Engineering Services |
| 6. Division or Branch Name: * | Special Events plus Mayor and Council |

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
"Hall, Josie" <josie.hall@vancouver.ca>
"Park Events" <ParkEvents@vancouver.ca>
Date: 7/29/2015 4:24:20 PM
Subject: FW: Citizen Feedback - 6531516

From the inbox.

Thanks,
Rick

Rick Clark

Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Wednesday, July 29, 2015 4:20 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 6531516

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006531516 Case created: 2015-07-29, 03:46:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 3W2
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Phone

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): * | Citizen would like the City to consider giving someone else the opportunity to perform or play music at the Sunset Beach tent during the fireworks next year. Citizen is frustrated because of the music noise coming from this event. She lives 2 blocks away and her wine glasses are rattling because of the pulsating bass. She said it may not sound as loud at ground level, but the bass carries and it's going up. She said if she tries to speak to someone on site about turning it down a bit, they basically swear at her and tell her not to be a party spoiler. |
| 2. | Do you want to be contacted? * | Yes |
| 3. | Type of feedback: * | Complaint |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Parks & Recreation |
| 6. | Division or Branch Name: * | Special Events |

Additional Details

Please note that a noise complaint has been submitted to the Park Ranger and Special Events Office in addition to this feedback.

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
"Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/30/2015 9:14:58 AM
Subject: FW: Citizen Feedback - 6532623

From the FASE inbox

From: 311 Operations
Sent: Wednesday, July 29, 2015 8:42 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 6532623

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006532623

Case created: 2015-07-29, 07:57:00 PM

Incident Location

Address: s.22(1) Vancouver, V6G 1X5
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6G 1X5
Address2:
Phone: s.22(1) Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): * | Citizen is upset that there is no information posted about residential access points into the west end. |
| 2. | Do you want to be contacted? * | Yes |
| 3. | Type of feedback: * | Complaint |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Engineering Services |
| 6. | Division or Branch Name: * | Special Events |

Additional Details

We could provide her with the information that the access points are Burnaby and Nelson but it does not explain how she gets

to Harwood. I explained that at the points she can speak with a vpd member or voluneteer and they will direct her. She was not happy with the lack of information provided by the city.

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 7/27/2016 8:50:03 AM
Subject: FW: Citizen Feedback - 8140608

From the inbox.

Thanks,
Rick

Rick Clark
Operations Manager (Acting)
Film and Special Events
City of Vancouver | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | C. 604.358.8307 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Monday, July 25, 2016 7:58 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 8140608

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101008140608 Case created: 2016-07-25, 07:16:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: 2016 July, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Caller lives in the West End and was trying to find out when roads become accessible by local traffic only on fireworks nights so she can plan for guests. All websites and bulletins say 7:30 but caller does not believe this is correct. She said that they start closing at like 3pm. She feels the websites should be updated. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
"Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/30/2015 8:47:36 AM
Subject: FW: Citizen Feedback-101006506622

From the FASE inbox

From: 311 Operations
Sent: Thursday, July 23, 2015 8:18 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006506622

Hello,

We received the following feedback from a citizen. See info below.

Thanks,
Ryan
3-1-1 Contact Centre



Citizen Feedback

Case number: 101006506622

Case created: 2015-07-23, 06:49:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 2P2
Address2:
Phone:
Alt. Phone:

Email: s.22(1)
Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): * | Concerned that there is no available information on our website for road closures during the 2015 honda celebration of light. would like someone to follow up to ensure that it is posted, or if someone could let him know what is planned. |
| 2. | Do you want to be contacted? * | Yes |
| 3. | Type of feedback: * | Opinion |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Community Services |
| 6. | Division or Branch Name: * | Film Office |

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/27/2015 8:58:55 AM
Subject: FW: Citizen Feedback-101006511747

From the inbox.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Friday, July 24, 2015 8:07 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006511747

Hello,

We received the following feedback from a citizen. See info below.

Thanks,
Ryan
3-1-1 Contact Centre



Citizen Feedback

Case number: 101006511747 Case created: 2015-07-24, 08:00:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V5T 4T1
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): * | Via email: Celebration of lights garbage issue
Each year garbage is still an issue at COL.
I believe visibility of garbage cans is the issue.
When the beach is clear the cans are visible ,put 100,000 people on the beach and people have no idea where the cans are, they are out of sight.
You currently use tall blue metal muster signs with letters on them along English bay sea wall walk during the COL
Why not use the same type of pole with "Garbage disposal "HERE"" on the sign, this way garbage cans will be visible, of course you are still going to get the non conformers, but I believe the majority want to dispose of their garbage responsibly but are unable to see where the cans are. |
| 2. Do you want to be contacted? * | No |
| 3. Type of feedback: * | Opinion |
| 4. Feedback regarding: * | City Department |
| 5. Department: * | Engineering Services |
| 6. Division or Branch Name: * | Special Events/Park Events |

Additional Details

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
"Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/30/2015 9:02:07 AM
Subject: FW: Citizen Feedback-101006511747

From the FASE inbox

From: 311 Operations
Sent: Friday, July 24, 2015 8:07 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006511747

Hello,

We received the following feedback from a citizen. See info below.

Thanks,
Ryan
3-1-1 Contact Centre



Citizen Feedback

Case number: 101006511747 Case created: 2015-07-24, 08:00:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V5T 4T1
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Via email: Celebration of lights garbage issue Each year garbage is still an issue at COL. I believe visibility of garbage cans is the issue. When the beach is clear the cans are visible ,put 100,000 people on the beach and people have no idea where the cans are, they are out of sight. You currently use tall blue metal muster signs with letters on them along English bay sea wall walk during the COL Why not use the same type of pole with "Garbage disposal "HERE"" on the sign, this way garbage cans will be visible, of course you are still going to get the non conformers, but I believe the majority want to dispose of their garbage responsibly but are unable to see where the cans are.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Opinion
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events/Park Events

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/27/2015 7:48:46 AM
Subject: FW: Citizen Feedback-101006513595

From the inbox.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Sunday, July 26, 2015 3:29 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006513595

Hello,

3-1-1 has received the following citizen feedback.

Thanks,
Russ



Citizen Feedback

Case number: 101006513595 Case created: 2015-07-25, 04:14:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Phone

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): * | Citizen that lives in the west end is very upset that there is a temporary no stopping sign for the fireworks that was placed on Cardero st. between Burnaby and Harwood. The restriction is from 12-9pm. He thinks that this sign should not be placed there and does not understand why it is only this area but not the other side of the street or further down the road. |
| 2. | Do you want to be contacted? * | Yes |
| 3. | Type of feedback: * | Complaint |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Engineering Services |
| 6. | Division or Branch Name: * | Special events |

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/27/2015 7:49:22 AM
Subject: FW: Citizen Feedback-101006514289

From the inbox.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Sunday, July 26, 2015 2:58 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006514289

Hello,

3-1-1 has received the following citizen feedback.

Thanks,
Russ



Citizen Feedback

Case number: 101006514289 Case created: 2015-07-25, 08:30:00 PM

Incident Location

Address: INTERSECTION PACIFIC ST, Vancouver,
Address2: THURLOW ST
Location name:

Contact Details

Name: 2015 July, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen reports that at Thurlow St and Pacific Ave, there are two traffic control officers directing traffic for the fireworks. Her complaint is that one of the officers is blowing his whistle about every 7 seconds, despite the fact that cars can clearly see when it is their turn to go, on the green light.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Complaint
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events

Additional Details

--- (AVDO, Jul 25 2015 8:33PM) Case created with approval from duty supervisor N.H.

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/27/2015 8:54:54 AM
Subject: FW: Citizen Feedback-101006514298

From the inbox

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Sunday, July 26, 2015 2:57 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006514298

Hello,

3-1-1 has received the following citizen feedback.

Thanks,
Russ



Citizen Feedback

Case number: 101006514298 Case created: 2015-07-25, 08:33:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6M 3X5
Address2:
Phone:
Alt. Phone: Email:
Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): * | Citizen is upset with the amount of noise created by Celebration of lights this year. She does not believe the event needs bands or a stunt plane show before hand. "Why can't it be an event where people gather on the beach and watch the water until the fireworks start?" |
| 2. | Do you want to be contacted? * | No |
| 3. | Type of feedback: * | Complaint |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Engineering Services |
| 6. | Division or Branch Name: * | Special Events - Celebration of Light |

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 7/28/2015 2:09:52 PM
Subject: FW: Citizen Feedback-101006518955

From the inbox.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Monday, July 27, 2015 1:26 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006518955

Dear Special Events.
The following feedback case was received by the 3-1-1 Contact Centre.
Kind Regards,
Alison
3-1-1 Contact Centre



Citizen Feedback

Case number: 101006518955 Case created: 2015-07-27, 12:17:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 1S1
Address2:
Phone:
Alt. Phone:
Email: s.22(1)
Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): * | recieved via webform:
I've been considering lodging a complaint about the excessive bass allowed at venus such as the Celebration of Lights for a number years.

The penetrating percussive low frequency beat is very irritating and inescapable for local residents unless they choose to leave their home.

I just had a short respite which I attribute to the band taking a break. They have now returned with renewed energy.

It is not fair that everyone nearby is subject to this irritant without recourse and I request your office exercise its authority to limit this noise in the immediate future.

Thank you for your time & consideration. |
| 2. Do you want to be contacted? * | Yes |
| 3. Type of feedback: * | Complaint |
| 4. Feedback regarding: * | City Department |
| 5. Department: * | Engineering Services |
| 6. Division or Branch Name: * | Special Events - Celebration of Light |

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>

To: "Clark, Rick" <Rick.Clark@vancouver.ca>

"Hopwood, Cael" <cael.hopwood@vancouver.ca>

Date: 8/6/2015 2:51:34 PM

Subject: FW: Citizen Feedback-101006563283

From the FASE inbox

From: 311 Operations

Sent: Thursday, August 06, 2015 1:56 PM

To: Park Events

Cc: Film Office (Eng)

Subject: Citizen Feedback-101006563283

Dear Special Events,

The following feedback case was received by the 3-1-1 Contact Centre.

Kind Regards,

Alison

3-1-1 Contact Centre



Citizen Feedback

Case number: 101006563283

Case created: 2015-08-06, 12:44:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC

Address2:

Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH
PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)

Address: Vancouver, V5T 2R1

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): * | Fireworks. Frankly they are too loud for too long over 3 nights. Given where I live I don't think I should here them at all but they keep my 5 and 3 year old up. |
| 2. | Do you want to be contacted? * | No |
| 3. | Type of feedback: * | Complaint |
| 4. | Feedback regarding: * | City Department |
| 5. | Department: * | Parks & Recreation |
| 6. | Division or Branch Name: * | Special Events |

Additional Details

Received via online form

From: "Clark, Rick" <Rick.Clark@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/10/2015 4:00:09 PM
Subject: FW: Citizen Feedback-101006579176[1]

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: Film Office (Eng)
Sent: Monday, August 10, 2015 3:38 PM
To: Clark, Rick; Hopwood, Cael
Subject: FW: Citizen Feedback-101006579176[1]

[From the FASE inbox](#)

From: 311 Operations
Sent: Monday, August 10, 2015 3:35 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101006579176[1]

Good afternoon,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101006579176 Case created: 2015-08-10, 03:05:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V5T 4C8
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why): *

Email: Please, cut the time allowed for the many fireworks displays. Last night (Aug. 1) the loud booming fireworks went on from 10:00 to 10:30- p.m. This was a very long half hour that was like World War II all over again. It really got on my nerves. Fifteen minutes is quite long enough. And they don't all have to be so outrageously loud. either. The first night of fireworks was barely noticeable. This longer length of time added much smoke and pollution to our air. So in the future, please keep firework displays to no more than 15 minutes.
2. Do you want to be contacted? *

No
3. Type of feedback: *

Complaint
4. Feedback regarding: *

City Department
5. Department: *

Engineering Services
6. Division or Branch Name: *

Special Events

Additional Details

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
"Hall, Josie" <josie.hall@vancouver.ca>
Date: 7/25/2016 12:05:02 PM
Subject: FW: Citizen Feedback-101008131239

From the inbox.

Thanks,
Rick

Rick Clark
Operations Manager (Acting)
Film and Special Events
City of Vancouver | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | C. 604.358.8307 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Saturday, July 23, 2016 10:16 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101008131239

Hello Film Office,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101008131239 Case created: 2016-07-23, 03:35:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC
Address2:
Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6G 2X7
Address2:
Phone:
Alt. Phone: Email: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Citizen is upset with the amount of noise that is being allowed around the beaches and parks along the waterfront in the West End during special events such as the Celebration of Lights. She believes it is unacceptable to have to live with the noise generated by the people attending the beach and using the park. She does not believe the fireworks are a reason to allow more noise then normal. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Mentioned to the citizen that park rangers are actively patrolling the park because of the event this evening. She still wanted to her complaint on file.

Map and Photo

- no picture -

From: ["Film Office \ \(Eng\\)" <film.office@vancouver.ca>](mailto:film.office@vancouver.ca)
To: ["Hall, Josie" <josie.hall@vancouver.ca>](mailto:josie.hall@vancouver.ca)
["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
Date: 7/25/2016 12:06:46 PM
Subject: FW: Citizen Feedback-101008134112

From the inbox.

Thanks,
Rick

Rick Clark

Operations Manager (Acting)

Film and Special Events

City of Vancouver | 126 Keefer Street | Vancouver BC, V6A 1X4

T. 604.257.8848 | C. 604.358.8307 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Sunday, July 24, 2016 6:02 PM
To: Senghera, Baljeet; Mackie, Mark
Cc: Film Office (Eng)
Subject: Citizen Feedback-101008134112

Good evening,

We received citizen feedback regarding your department. Please see the attached document for details.

If this should be directed elsewhere, please let us know by replying to 311.operations@vancouver.ca.

Thank you!

Amanda
3-1-1 Operations



Citizen Feedback

Case number: 101008134112

Case created: 2016-07-24, 05:57:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name:

Address:

Address2:

Phone:

Alt. Phone:

s.22(1)

Vancouver, V5N 5T2

Email: sfustudent@yahoo.ca

Preferred contact method: Either

Request Details

1.

Describe details (who, what, where, when, why):

Subject: Parking on Fireworks Night

Message:

Hello,

Last year on fireworks night despite the City posting "NO PARKING" signs along East/West 12th, there were plenty of cars parked along 12th Avenue especially between Arbutus and Cambie Street which held up traffic heading eastbound once the event was over. What's the point of putting up signs if no tickets or towing occurs? I hope this is corrected for this years fireworks nights. No parking should mean no parking for everyone.

2.

Do you want to be contacted?

No

3.

Type of feedback:

Complaint

4.

Feedback regarding:

City Department

5.

Department:

Engineering Services

6.

Division or Branch Name:

Parking Enforcement & Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 7/28/2016 12:56:16 PM
Subject: FW: Citizen Feedback-101008155009

From the inbox.

Thanks,
Rick

Rick Clark
Operations Manager (Acting)
Film and Special Events
City of Vancouver | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | C. 604.358.8307 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Thursday, July 28, 2016 10:48 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101008155009

Hello,
The following is a Citizen Feedback Case that was created by the 311 Contact Centre. Please do not hesitate to contact us if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101008155009 Case created: 2016-07-28, 10:04:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6Z 3E3
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: None

Request Details

1.	Describe details (who, what, where, when, why):	Via email: "I would like to vote on putting a stop to the Celebration of Light event. It is noise and air pollution. It disrupts the traffic for local residents there is a lot of nosey and drunken fireworks viewers in the area long after the fireworks are finish. There is a lot of trash damage the day after costs the city unnecessary to clean up."
2.	Do you want to be contacted?	No
3.	Type of feedback:	Opinion
4.	Feedback regarding:	City Department
5.	Department:	Mayor & Council
6.	Division or Branch Name:	Mayor and Council, cc Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/2/2016 10:02:24 AM
Subject: FW: Citizen Feedback-101008164564 - Celebration of Light

From the FASE inbox

From: 311 Operations
Sent: Friday, July 29, 2016 2:30 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101008164564

Hello,

311 has received the following feedback from a citizen.

Regards,
Joanne
311 Operations



Citizen Feedback

Case number: 101008164564 Case created: 2016-07-29, 02:01:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address:
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Wishes to express frustration with the Celebration of Light in regards to accessibility for handicapped people, and cabs. Feels that the city has not got enough taxis to allow for quick pick up, with large crowds, and getting to a cab is very difficult for people with accessibility issues. As a result, after the fireworks, he needed to walk all the way to skytrain, which was painful and difficult. would like us to implement something that allows easier access for people with mobility issues |
| 2. | Do you want to be contacted? | Yes |
| 3. | Type of feedback: | Opinion |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

EN
FYA to:
FYI to:

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/2/2016 10:23:44 AM
Subject: FW: Citizen Feedback-101008169851 - fireworks

From the FASE inbox

From: 311 Operations
Sent: Saturday, July 30, 2016 8:23 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101008169851 - fireworks

Hello everyone,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101008169851 Case created: 2016-07-30, 07:35:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6J 1A1
Address2:
Phone: s.22(1) Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	"Hi; Was very disappointed and inconvenienced when i went to get on the #2 @ MacDonald nr 4th, to go along Cornwall to see the fireworks. The city and Translink want to encourage tranist use but then 'cancel' (re-route) the bus that takes us to the event. I realize most people can walk the extra 4 blks, but not all of us can. And where i wanted to get off, if i had gone along 4th, there would have been a big hill. Disabled, even slightly , cannot do this. There was little car traffic along Cornwall so i dont see why this re-route took place. I will email Translink also. Knowing this ahead, i would have gotten into my car instead (i had to hail a taxi, @ double the cost of the bus, one way). Surely the idea is Not to encourage more cars. And attendance is down, which this is part of the reason, easy access. Hopefully next time/year, this will be changed, otherwise i will b driving, or not going at all. Thank you"
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/2/2016 10:24:58 AM
Subject: FW: Citizen Feedback-101008170301 - fireworks

From the FASE inbox

From: 311 Operations
Sent: Saturday, July 30, 2016 10:56 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101008170301 - fireworks

Hello everyone,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101008170301 Case created: 2016-07-30, 10:48:00 PM

Incident Location

Address: s.22(1) Vancouver, V6G 1Y1
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 1Y1
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Has been yelled at multiple times by fireworks attendees, including homophobic slurs due to him asking them not to urinate in his yard. States that every year we say they will address the issue, but this year we never even put up barricades.
2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:13:02 AM
Subject: FW: Citizen Feedback-101009944087

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Monday, July 31, 2017 2:30 PM
To: Film Office (Eng); Park Events
Subject: Citizen Feedback-101009944087

Good afternoon,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101009944087 Case created: 2017-07-31, 01:21:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6Z 3E3
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Email received: Festival of Lights This event is noise and air pollution. It is stressful for local residences and brings a lot of crime and noise to the neighbourhood many hours after the event has supposedly. I would like to register my vote on stopping this event forever.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:12:33 AM
Subject: FW: Citizen Feedback-101009950785

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Tuesday, August 01, 2017 3:33 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009950785

Good afternoon,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101009950785 Case created: 2017-08-01, 01:15:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6J 1B8
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Because of the poor air quality he feels the fireworks should be postponed. He feels the smoke from the fireworks will make the air quality worse especially for those outside near them. He would like this to be considered. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Tuesday, August 01, 2017 3:33 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009950785

Hello Special Events,

3-1-1 has received the attached feedback case.

Regards,

Ivan Fernandez
CSR 1/Duty Supervisor
City of Vancouver, 311 Contact Centre
Phone: 604.873.7000 ext. 88945
Fax: 604.829.4310
E-mail: ivan.fernandez@vancouver.ca
Web: www.vancouver.ca



Citizen Feedback

Case number: 101009950785

Case created: 2017-08-01, 01:15:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: VANCOUVER, V6J 1B8

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Because of the poor air quality he feels the fireworks should be postponed. He feels the smoke from the fireworks will make the air quality worse especially for those outside near them. He would like this to be considered.

2. Do you want to be contacted?

No

3. Type of feedback:

Complaint

4. Feedback regarding:

City Department

5. Department:

Engineering Services

6. Division or Branch Name:

Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 8:47:02 AM
Subject: FW: Citizen Feedback-101009956052

From the inbox.

Thanks,

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Wednesday, August 02, 2017 1:17 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009956052

Hello,

3-1-1 has received the following citizen feedback.

Thanks,
Russ



Citizen Feedback

Case number: 101009956052 Case created: 2017-08-02, 12:09:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V5V 3R1
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | s.22(1) is concerned as to why the city is still going ahead with the Fireworks, despite the current air pollution throughout Vancouver and feels this event should be postponed/cancelled. He states it is a health concern as it is. |
| 2. | Do you want to be contacted? | Yes |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Community Services |
| 6. | Division or Branch Name: | Special Events |

Additional Details

Advised citizen that for health concerns to contact VCH and air quality is dealt with Metro Vancouver.

Map and Photo

- no picture -

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:12:19 AM
Subject: FW: Citizen Feedback-101009956052

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Wednesday, August 02, 2017 1:17 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009956052

Hello,

3-1-1 has received the following citizen feedback.

Thanks,
Russ



Citizen Feedback

Case number: 101009956052 Case created: 2017-08-02, 12:09:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V5V 3R1
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Philip is concerned as to why the city is still going ahead with the Fireworks, despite the current air pollution throughout Vancouver and feels this event should be postponed/cancelled. He states it is a health concern as it is.
2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Community Services
6.	Division or Branch Name:	Special Events

Additional Details

Advised citizen that for health concerns to contact VCH and air quality is dealt with Metro Vancouver.

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 8:49:23 AM
Subject: FW: Citizen Feedback-101009959151

FYI

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Wednesday, August 02, 2017 7:56 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009959151

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009959151 Case created: 2017-08-02, 06:51:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6A 4J7
Address2:
Phone:
Alt. Phone: Email:
Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Escalated call to 311 Supervisor regarding Fireworks not being cancelled tonight.

Citizen has noticed every year the air quality deteriorates after the fireworks. We just hit an 8 out of 10 in the air quality warning and we are going to put more particulates in the air? She feels this is absurd

Visibility is also an issue due to the haze. She doesn't see the point. At the end of the fireworks display it can get very hard to see them from the actual smoke.

Citizen likes fireworks and enjoys them but is not impressed this evening. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:12:09 AM
Subject: FW: Citizen Feedback-101009959151

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Wednesday, August 02, 2017 7:56 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009959151

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009959151

Case created: 2017-08-02, 06:51:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6A 4J7
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Escalated call to 311 Supervisor regarding Fireworks not being cancelled tonight.

Citizen has noticed every year the air quality deteriorates after the fireworks. We just hit an 8 out of 10 in the air quality warning and we are going to put more particulates in the air? She feels this is absurd

Visibility is also an issue due to the haze. She doesn't see the point. At the end of the fireworks display it can get very hard to see them from the actual smoke.

Citizen likes fireworks and enjoys them but is not impressed this evening. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 8:49:36 AM
Subject: FW: Citizen Feedback-101009959316

FYI

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Wednesday, August 02, 2017 8:00 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009959316

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009959316 Case created: 2017-08-02, 07:43:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC
Address2:
Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)
Address: s.22(1) VANCOUVER, V6K 4J6
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Complaint about the special event 'Honda Celebration of Light'. Citizen overall does not like the fireworks but even more with the current terribly air quality feels the City should consider cancelling with conditions like this. Wants to document dissatisfaction and hopes that in future years current and changes to air quality conditions are taken into consideration.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events Office

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:12:01 AM
Subject: FW: Citizen Feedback-101009959316

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Wednesday, August 02, 2017 8:00 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009959316

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009959316 Case created: 2017-08-02, 07:43:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC
Address2:
Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)
Address: s.22(1) VANCOUVER, V6K 4J6
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Complaint about the special event 'Honda Celebration of Light'. Citizen overall does not like the fireworks but even more with the current terribly air quality feels the City should consider cancelling with conditions like this. Wants to document dissatisfaction and hopes that in future years current and changes to air quality conditions are taken into consideration.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events Office

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 12:19:44 PM
Subject: FW: Citizen Feedback-101009962046

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 12:19 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009962046

Hello,
The following is a Citizen Feedback Case that was created by
the 311 Contact Centre. Please do not hesitate to contact us
if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101009962046

Case created: 2017-08-03, 12:01:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name:

s.22(1)

Address:

Vancouver, V6E 4P2

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Email message-I am a resident of the west end. Specifically an apartment on the corner of s.22(1) Our Parking garage is only accessible from s.22(1) s.22(1)

The road closures for Celebration of Lights are listed on Van Map as beginning at Burrard and Davie. However, on my way home this evening there was a full closure of west bound Davie St. starting at Hornby St. The traffic police told us we couldn't continue through to Burrard St. to get to our apartment and that we would have to turn down Hornby St. and detour around. He also said to take it up with the city. Again, this closure is NOT listed on vanmaps. I am a resident of the west end and though I can prove it with my ID they wouldn't let us or anyone through. This detour added 40 minutes to what should have taken 3. This is unacceptable.

I work in locations department in the film industry. If we were to ever create this much of an inconvenience to local home owners, we would be expected to pay a hefty inconvenience fee. But in this case with the city, I feel we go unheard and in the case of these events we aren't even a last thought.

We have no problem with the event itself but I can't believe how thoughtless the organization is for us who pay to live here. Our property taxes increase every year and for what?

Extremely frustrated with the lack of planning and consideration.

- 2. Do you want to be contacted?
- 3. Type of feedback:
- 4. Feedback regarding:
- 5. Department:
- 6. Division or Branch Name:

- No
- Complaint
- City Department
- Community Services
- Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 12:27:57 PM
Subject: FW: Citizen Feedback-101009962116

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 12:21 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009962116

Hello,
The following is a Citizen Feedback Case that was created by
the 311 Contact Centre. Please do not hesitate to contact us
if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101009962116

Case created: 2017-08-03, 12:07:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, V6K 1R9

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Email message-It is beyond me why the city didn't cancel the fireworks Wednesday, Aug 2. In case you haven't noticed the decreased air quality due to the smoke from wildfires, there is currently an air quality advisory in place which includes striking exceedances of several air quality objectives in the lower mainland. The city is literally covered by a thick blanket of smoke, which increases health risks to many people, particularly those with pre-existing heart and respiratory conditions.

How can the city justify holding a fireworks party under these conditions? Fireworks are significant emitters of smoke and associated airborne contaminants. Has the city considered what cumulative effects might occur as a result of human exposure to wildfire fireworks smoke in a metropolitan setting? Has the city considered whether firework smoke is able to dissipate as normal or if it is "trapped" in place when the air is saturated with wildfire smoke?

It seems obvious to me that sometimes the city just needs to prioritize health over fun. This is what being a city with values is about. We need to adapt to and respond to potential health risks, not ignore them. Out of respect for the victims of the wildfires across BC and here in the lower mainland, I urge the city to reconsider its policy on allowing fireworks during severe air quality advisories.

2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Community Services
6.	Division or Branch Name:	Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:11:43 AM
Subject: FW: Citizen Feedback-101009962116

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 12:21 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009962116

Hello,
The following is a Citizen Feedback Case that was created by
the 311 Contact Centre. Please do not hesitate to contact us
if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101009962116

Case created: 2017-08-03, 12:07:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, V6K 1R9

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Email message-It is beyond me why the city didn't cancel the fireworks Wednesday, Aug 2. In case you haven't noticed the decreased air quality due to the smoke from wildfires, there is currently an air quality advisory in place which includes striking exceedances of several air quality objectives in the lower mainland. The city is literally covered by a thick blanket of smoke, which increases health risks to many people, particularly those with pre-existing heart and respiratory conditions.

How can the city justify holding a fireworks party under these conditions? Fireworks are significant emitters of smoke and associated airborne contaminants. Has the city considered what cumulative effects might occur as a result of human exposure to wildfire fireworks smoke in a metropolitan setting? Has the city considered whether firework smoke is able to dissipate as normal or if it is "trapped" in place when the air is saturated with wildfire smoke?

It seems obvious to me that sometimes the city just needs to prioritize health over fun. This is what being a city with values is about. We need to adapt to and respond to potential health risks, not ignore them. Out of respect for the victims of the wildfires across BC and here in the lower mainland, I urge the city to reconsider its policy on allowing fireworks during severe air quality advisories.

2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Community Services
6.	Division or Branch Name:	Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 4:57:09 PM
Subject: FW: Citizen Feedback-101009963751

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 4:23 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009963751

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009963751 Case created: 2017-08-03, 03:01:00 PM

Incident Location

Address: INTERSECTION BEACH AV, Vancouver,
Address2: BIDWELL ST
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 1Y1
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Citizen advised that the fireworks ended at 1030 and there were about 20 food trucks that were leaving beach ave and turning onto Bidwell and then probably going up Davie. Citizen said that there was so many people/children/cars and citizen felt that it was not the right time for the food trucks to be on the street, he thinks that the food trucks should leave at least an hour after the fireworks end. Please follow up with citizen.
2. Do you want to be contacted?

Yes
3. Type of feedback:

Complaint
4. Feedback regarding:

City Department
5. Department:

Engineering Services
6. Division or Branch Name:

Special Events
- NOTE: 311 called Special Events who advised to contact Alan Rocket / Vending Coordinator (case 9963157). However, the case was returned to 311 (as this issue happened within a permitted event) and advised to contact Special Events who will need to contact the event organizer for Celebration of Light.

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:11:30 AM
Subject: FW: Citizen Feedback-101009963751

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 4:23 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009963751

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009963751 Case created: 2017-08-03, 03:01:00 PM

Incident Location

Address: INTERSECTION BEACH AV, Vancouver,
Address2: BIDWELL ST
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 1Y1
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Citizen advised that the fireworks ended at 1030 and there were about 20 food trucks that were leaving beach ave and turning onto Bidwell and then probably going up Davie. Citizen said that there was so many people/children/cars and citizen felt that it was not the right time for the food trucks to be on the street, he thinks that the food trucks should leave at least an hour after the fireworks end. Please follow up with citizen. |
| | | NOTE: 311 called Special Events who advised to contact Alan Rocket / Vending Coordinator (case 9963157). However, the case was returned to 311 (as this issue happened within a permitted event) and advised to contact Special Events who will need to contact the event organizer for Celebration of Light. |
| 2. | Do you want to be contacted? | Yes |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>

To: "Hall, Josie" <josie.hall@vancouver.ca>

"Pio Roda, Melissa" <Melissa.PioRoda2@vancouver.ca>

"Fernie, Brian" <brian.fernier@vancouver.ca>

"McLellan, Stephanie" <Stephanie.McLellan@vancouver.ca>

Date: 8/3/2017 4:56:41 PM

Subject: FW: Citizen Feedback-101009963979

Anyone know what this could have been?

Desirée Hamilton

Operations Supervisor (Acting) | Film & Special Events

Engineering Services | City of Vancouver

T. 604.257.8844 | F. 604.257.8859

desiree.hamilton@vancouver.ca



From: 311 Operations

Sent: Thursday, August 03, 2017 3:54 PM

To: Film Office (Eng)

Subject: Citizen Feedback-101009963979

Hi,

311 received the following feedback for your department.

Thanks,

Paul

311



Citizen Feedback

Case number: 101009963979

Case created: 2017-08-03, 03:25:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: Vancouver, V6G 2G1

Address2: s.22(1)
Phone:
Alt. Phone:

Email:
Preferred contact method: Either

Request Details

1.

Describe details (who, what, where, when, why):

s.22(1)

says that there was a street party in the West End. She didn't have a special event name or a location. She insisted it was down at the beach and in the residential area. She says due to the city sanctioned street party, she was exhausted and fatigued. She is struggling to work with caffeine and has double vision. She nearly got into three accidents. The party was so loud that people were screaming in the backyard.

She was asked how she knows that it was a city sanctioned party after the Celebration of Lights. She says there was an after party listed on the COL website but she couldn't find specific information on the website. There were one thousand people screaming. There were giant speakers 30 feet high that were very loud. If it was not city sanctioned, the police would have taken care of it.

s.22(1) is looking for a call back and insisted to find out the process as to how to definitively stop these events in the future. She can be reached back at s.22(1)

2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Recreation
6.	Division or Branch Name:	Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/3/2017 4:57:19 PM
Subject: FW: Citizen Feedback-101009964342

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 4:54 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009964342

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009964342 Case created: 2017-08-03, 04:15:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC
Address2:
Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)
Address: s.22(1) VANCOUVER, V5T 1G5
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Grace wishes to go on record to state that the Honda Celebration of Light should be cancelled. Air quality is poor, and this will not help. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Opinion |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Parks |
| 6. | Division or Branch Name: | Special Events. |

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:11:20 AM
Subject: FW: Citizen Feedback-101009964342

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Thursday, August 03, 2017 4:54 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009964342

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009964342 Case created: 2017-08-03, 04:15:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC
Address2:
Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)
Address: s.22(1) VANCOUVER, V5T 1G5
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Grace wishes to go on record to state that the Honda Celebration of Light should be cancelled. Air quality is poor, and this will not help.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Opinion
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Special Events.

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 8/4/2017 9:05:19 AM
Subject: FW: Citizen Feedback-101009965590

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Friday, August 04, 2017 9:02 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101009965590

Hello there,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009965590

Case created: 2017-08-04, 07:55:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Citizen would like to put in a complaint in regards to the event Celebration of Lights and our air quality. He feels that as enjoyable as the fireworks are, they should not be taking place at this time due to the poor air quality. The statement received in Sharepoint from Geoff, Air Quality Planner was read to citizen. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 11:11:13 AM
Subject: FW: Citizen Feedback-101009965590

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Friday, August 04, 2017 9:02 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101009965590

Hello there,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009965590 Case created: 2017-08-04, 07:55:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address:
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Citizen would like to put in a complaint in regards to the event Celebration of Lights and our air quality. He feels that as enjoyable as the fireworks are, they should not be taking place at this time due to the poor air quality. The statement received in Sharepoint from Geoff, Air Quality Planner was read to citizen. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Film and Special Events |

Additional Details

Map and Photo

- no picture -

From: ["Park Events" <ParkEvents@vancouver.ca>](mailto:ParkEvents@vancouver.ca)
To: ["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
Date: 8/4/2017 12:32:37 PM
Subject: FW: Citizen Feedback-101009966905
Attachments: Citizen Feedback-101009966905.rtf

"sidewalk"



Thanks,



Imagine parks + recreation: vancouver.ca/vanplay

Ian McKenzie

Park Events & Filming | Vancouver Board of Parks and Recreation
610 Pipeline Rd | Vancouver | BC | V6G 3E2
P: 604-257-8681 | F: 604-257-8501 | www.vancouver.ca
Office hours: Monday-Friday, 9am-5pm

From: 311 Operations
Sent: Friday, August 04, 2017 11:34 AM
To: Park Events
Subject: Citizen Feedback-101009966905

Good Afternoon,

Please see the attached feedback for your department.

Warm Regards,

Lisa



Citizen Feedback

Case number: 101009966905

Case created: 2017-08-04, 10:39:00 AM

Incident Location

Address: 1208 BIDWELL ST, Vancouver, V6G 2K9

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): | Citizen is frustrated because along with the many events held in her area in the West End, like the Celebration of Lights, it attracts so many people that tend to leave a mess when they leave. Citizen was recently calling to report vomit, urine and cigarette butts that were on the sidewalk in front of her house. She feels that when these types of events are held, that there should be some responsibility on behalf of the City or organizers to ensure that the area is left in a safe and clean condition afterwards. |
| 2. Do you want to be contacted? | No |
| 3. Type of feedback: | Complaint |
| 4. Feedback regarding: | City Department |
| 5. Department: | Engineering Services |
| 6. Division or Branch Name: | Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:21:48 AM
Subject: FW: Citizen Feedback-101009970360

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Friday, August 04, 2017 6:21 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009970360

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009970360 Case created: 2017-08-04, 05:11:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Via Facebook - I don't know where this will go, but I wanted to share the fact that I'm really disappointed in the City for continuing with the Celebration of Light shows. I realize it brings in money, but it is so disturbing to be intentionally putting smoke into our skies when we are already under an air quality warning due to the wild fires. So many people are suffering in our province and we are intentionally putting more fire in the sky. It's disrespectful to these families and overall really sad. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Opinion |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:23:51 AM
Subject: FW: Citizen Feedback-101009972149

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Saturday, August 05, 2017 3:21 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009972149

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009972149 Case created: 2017-08-05, 01:16:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: s.22(1) Vancouver, V6R 1B1
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Citizen wanted to pass along her opinion in regards to the fireworks. She says due to the current air quality conditions, she thinks the permit given to Calebration of Lights should be either cancelled or postponed. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Opinion |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Special Events |

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:23:12 AM
Subject: FW: Citizen Feedback-101009972381

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: Chana, Sharn
Sent: Saturday, August 05, 2017 2:22 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009972381

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009972381 Case created: 2017-08-05, 02:06:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC
Address2:
Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)
Address: Vancouver, V6J 4X8
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Received via email. Why add to the already unhealthy air quality by contributing major particulate matter from extensive fire works ? CANCEL the fireworks under these conditions ! !! If the City Medical Examiner will exercise some responsibility instead of just meaningless lip service, CANCEL the fireworks. I live on English Bay. I do not want to be breathing in more minute particulate matter on top of the present "No 7" or higher air quality alert conditions !
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events

Additional Details

Citizen has also been emailed back with information from the Metro Vancouver Air Quality Specialist

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:24:16 AM
Subject: FW: Citizen Feedback-101009972949

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services / City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Saturday, August 05, 2017 6:11 PM
To: Film Office (Eng); Senghera, Baljeet; Mackie, Mark; Jacobson, Jaclyn; Bigg, Scott (David)
Subject: Citizen Feedback-101009972949

Hello everyone,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009972949 Case created: 2017-08-05, 04:44:00 PM

Incident Location

Address: 1380 MAPLE ST, Vancouver, V6J 3R9
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6J 3R9
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Phone

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Citizen's vehicle was towed from front of his house at s.22(1) Licence Plate number s.22(1) Citizen is very upset that he lives on Maple St and due to Celebration of Lights the residents and taxpayers are being inconvenienced. There has to be some leniency. Citizen will call the ticket information line to further discuss but for now, he wanted his complaint lodged and has requested a call back from the department and requested for a refund of towing cost & cancellation of the ticket. |
| 2. | Do you want to be contacted? | Yes |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Engineering Services |
| 6. | Division or Branch Name: | Special Events
Parking Ticket & Enforcement |

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:27:16 AM
Subject: FW: Citizen Feedback-101009973385

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Saturday, August 05, 2017 8:25 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009973385

Hello there,

Please kindly review the citizen feedback below.

Thank you,

Cathy

3-1-1 Contact Centre

City of Vancouver



Citizen Feedback

Case number: 101009973385

Case created: 2017-08-05, 06:51:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC

Address2:

Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)

Address: VANCOUVER, V6H 4J2

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why): Received via email.

The air quality in the city has declined drastically recently due to the forest fires, causing various outbreaks of respiratory issues in many Vancouverites. It seems strange that during this critical time when the air pollution is posing a serious health risk, the "Symphony of Fire" fireworks event will not be cancelled, or at least delayed. The city should be educating the public about air pollution, or encouraging the public to make eco-smart choices, instead of unnecessarily contributing more pollution into our environment in order to celebrate.

2. Do you want to be contacted?

No

3. Type of feedback:

Complaint

4. Feedback regarding:

City Department

5. Department:

Engineering Services

6. Division or Branch Name:

Film and Special Events

Additional Details

Citizen did not provide an email address, so no contact back was made.

Map and Photo

- no picture -

From: "Film Office \(\Eng\) " <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:30:29 AM
Subject: FW: Citizen Feedback-101009975175

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Sunday, August 06, 2017 6:00 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009975175

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009975175 Case created: 2017-08-06, 04:03:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Fireworks Complaint via email: Excessive noise The firework display in English Bay on 2017/08/05 were unreasonably loud at too late of an hour. This disrupted my sleep and impeded my right to quiet enjoyment of my home. Fireworks should be un-intrusive and only cause noise and light disturbances during daylight hours when noise from industry, construction, or other loud events is expected and allowed through existing City bylaws.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 8:31:17 AM
Subject: FW: Citizen Feedback-101009975428

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Sunday, August 06, 2017 6:13 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009975428

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009975428 Case created: 2017-08-06, 05:32:00 PM

Incident Location

Address: INTERSECTION BEACH AV, Vancouver,
Address2: JERVIS ST
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 1V1
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Citizen says last night during the fireworks he was heading to London Drugs to pick up his wifes perscription drugs. At the intersection of Pacific St & Jervis St there was a road closure due to the fireworks. Citizen talked to the individuals there who he said were unidentified. He explained that they didn't have much information and after showing his parking decal they didn't allow him to pass. He also said that the foot traffic was low and he had to come around another direction where he met VPD and they redirected him. He believes there needs to be better re-routing or a person of authority going forward. He wants it to be more lenient for people who actually live in the area. You can also contact him at his cell number s.22(1)
2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Special Events

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
"Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/8/2017 3:46:40 PM
Subject: FW: Citizen Feedback-101009983124

Well there’s one win ☺

Desirée Hamilton
Operations Supervisor (Acting) | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 | F. 604.257.8859
desiree.hamilton@vancouver.ca



From: 311 Operations
Sent: Tuesday, August 08, 2017 3:26 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009983124

Hi,

311 received the following feedback for your department.

Thanks,

Paul
311



Citizen Feedback

Case number: 101009983124 Case created: 2017-08-08, 02:31:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V5Z 2S4
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Citizen would like to pass along a message of thanks to the City of Vancouver as a whole for being a major partner in the Celebration of Light Festival this summer. He claims that he really appreciates the city playing such an integral role in supporting the festival of lights that brings together such a wide range of people for this event every summer. He states he cannot think of any other event that would bring together such a wide variety of people, young and old to the public beaches and areas to watch a show. He is also grateful that the city did not grant live bands and DJs to take over this year as he found it to be a more serene and positive experience this year, in comparison with last year's event.
2. Do you want to be contacted?

No
3. Type of feedback:

Compliment
4. Feedback regarding:

City Department
5. Department:

Engineering Services
6. Division or Branch Name:

Special Events Office

Additional Details

Map and Photo

- no picture -

From: ["Film Office \ \(Eng\\)" <film.office@vancouver.ca>](mailto:film.office@vancouver.ca)

To: ["Hopwood, Cael" <cael.hopwood@vancouver.ca>](mailto:cael.hopwood@vancouver.ca)
["Hall, Josie" <josie.hall@vancouver.ca>](mailto:josie.hall@vancouver.ca)

Date: 7/29/2015 2:29:35 PM

Subject: FW: Festival of Lights

From the inbox.

Thanks,
Rick

Rick Clark

Supervisor, Film & Special Events

City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4

T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: s.22(1)

Sent: Tuesday, July 28, 2015 12:36 PM

To: Film Office (Eng)

Subject: Festival of Lights

Hello,

We wish to make a formal complaint about the aeronautics display scheduled with the Festival of Lights (8-8:30 pm Saturday July 25 + Aug 1).

While we have been led to understand that the actual permits for this display were approved by Transport Canada, we have also been informed by the events management company "brand.LIVE" that many departments in the City supported this component of the 2015 Fireworks event. It makes sense that someone in Special Events would have known about the lineup of "entertainment" before formal permits were approved.

We feel that the aeronautics display provides nothing to enhance the Fireworks festival and is an unnecessary, obtrusive, add-on, a nuisance from the standpoint of noise and safety.

Unlike *choosing* to attend an airshow, (choosing to accept the spectacle and noise), people who live in the West End just have to put up with whatever programming is put their way.

The Fireworks Festival has traditionally been a relatively quiet assembly on the water in advance of the fireworks display, and has now evolved into a much noisier event, with all-day live music stages and unnecessary aeronautics.

We would hope never to have antique prop planes performing aerial acrobatics over a populated area in the future.

Thank you for your attention.

s.22(1)

s.22(1)

From: ["Rieberger, Dave"](#)

To: s.22(1)

Date: 8/4/2015 12:03:25 PM

Subject: FW: RE: RE: Make a comment : Celebration of Light

Hello s.22(1)

The fencing was installed too early, not as scheduled. This was a mistake that was not rectified as requested, and I am sorry for any inconvenience. The event organizer is aware of this issue and has already spoken to the fencing supplier. It will be addressed again in a post-event debrief and will most definitely be corrected for 2016.

Regards,
Dave

Dave Rieberger

Supervisor, Special Events & Filming | Vancouver Board of Parks and Recreation

2099 Beach Avenue | Vancouver | BC | V6G 1Z4

P: 604-257-8498 | F: 604-257-8501 | www.vancouver.ca

 please consider the environment before printing this e-mail.

Vancouver's Parks and Beaches are SMOKE-FREE! For more information, please visit:

<http://vancouver.ca/your-government/park-board-smoking-regulation-bylaw.aspx>

-----Original Message-----

From: Hopwood, Cael

Sent: Tuesday, August 04, 2015 11:13 AM

To: Rieberger, Dave

Subject: FW: RE: RE: Make a comment : Celebration of Light

Fyi....

-----Original Message-----

From: Corporate Info

Sent: Saturday, August 01, 2015 3:00 PM

To: Film Office (Eng)

Subject: Re: RE: RE: Make a comment : Celebration of Light

Hello,

Can you respond to this citizen? See their inquiry below.

Thanks,

Ryan

3-1-1 Contact Centre

----- Original Message -----

From: s.22(1)

Sent: 2015-07-28 21:10:37.0

To: info@vancouver.ca

Subject: RE: RE: Make a comment : Celebration of Light

The response below lacks credibility. Having some experience in public events, I can assure you that modular fencing is simple engineering, requiring a crew of labourers to take down. To say "due to the nature of the work they were unable to do so" is a lie.

Why am I repeatedly lied to when I ask questions of info@vancouver.ca? And who is doing the lying? Is it info@? Is it "Special Events", City Engineering, The Parks Board?

Why are the Mayor and Council allowing this to happen?

s.22(1)

Vancouver, BC
V6G 2G1

-----Original Message-----

From: info@vancouver.ca [mailto:info@vancouver.ca]

Sent: July 25, 2015 7:16 PM

To: s.22(1)

Subject: Re: RE: Make a comment : Celebration of Light

Dear s.22(1)

Thank you for contacting the City of Vancouver.

The organization responsible for the set up of infrastructure for the Celebration of Lights set up fencing along English Bay early and in error towards the beginning of July. Special events did ask that the fencing be removed until a date closer to July 25th however due to the nature of the work they were unable to do so. The fencing will remain in place for the duration of the event, July 25, 29 and August 1st. We apologize for any inconvenience this has caused.

If you require further assistance, please contact us at:

3-1-1 (within Vancouver)

604.873.7000 (outside Vancouver)

We are open to take your call from 7:00 am to 10:00 pm, 7 days/week, 365 days/year (including holidays). We also offer interpretation services in over 170 languages.

We invite you to visit the City of Vancouver's website for further information on City services at <http://vancouver.ca>

Regards,

Andrew
City of Vancouver
3-1-1 Contact Centre

----- Original Message -----

From: s.22(1)

Sent: 2015-07-23 21:37:07.0
To: info@vancouver.ca
Subject: RE: Make a comment : Celebration of Light

The fencing has not been taken down. Why was I lied to and why is such an eyesore permitted to stand for so long?

s.22(1)

Vancouver, BC
V6G 2G1

-----Original Message-----

From: info@vancouver.ca [mailto:info@vancouver.ca]
Sent: July 15, 2015 3:48 PM
To: s.22(1)
Subject: Re: Make a comment : Celebration of Light

Dear s.22(1)

Thank you for contacting the City of Vancouver.

The fencing will be taken down soon then put back up closer to the 25th of July.

If you require further assistance, please contact us at:

3-1-1 (within Vancouver)
604.873.7000 (outside Vancouver)

We are open to take your call from 7:00 am to 10:00 pm, 7 days/week, 365 days/year (including holidays). We also offer interpretation services in over 170 languages.

We invite you to visit the City of Vancouver's website for further information on City services at <http://vancouver.ca>

Regards,

Ivan
City of Vancouver
3-1-1 Contact Centre

----- Original Message -----

From: info@vancouver.ca
Sent: 2015-07-14 21:01:23.0
To: info@vancouver.ca
Subject: Make a comment : Celebration of Light

[q1.0] Part 1: Your message | I want to:
Make a comment

[q1.1] Part 1: Your message | About:
Celebration of Light

[q1.2] Part 1: Your message | Share details:

Today is July 14. The Celebration of Light begins on July 25. Why is English Bay fenced off, spoiling the view and making it more difficult to manoeuvre in proximity to English Bay, 11 days before the event?

Since the fencing was put up pretty much over night, it could easily have been put up overnight on July 24. Citizens should not have their public spaces compromised like this. Tourists are practically disinclined from taking in the A-maze-ing Laughter sculpture and the other beauties of the area.

What a boned headed thing to do. This obstruction should be taken down and reinstalled on July 24.
[photo]

Upload a photo of the issue or service: (Optional)

[q2.0] Part 2: About you | Name:

s.22(1) [redacted]

[q2.1] Part 2: About you | Email:

s.22(1) [redacted]

[q2.2] Part 2: About you | Phone:

s.22(1) [redacted]

[q2.3] Part 2: About you | Address:

s.22(1) [redacted]

From:	"Film Office \(\Eng\)" <film.office@vancouver.ca>
To:	"Clark, Rick" <Rick.Clark@vancouver.ca>
Date:	7/7/2015 9:12:11 AM
Subject:	FW: Request a service : Fireworks presenting a fire hazard danger to Stanley Park

From the inbox

Desirée Hamilton
Liaison | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 |F. 604.257.8859
desiree.hamilton@vancouver.ca

-----Original Message-----
From: Corporate Info
Sent: Monday, July 06, 2015 1:22 PM
To: Film Office (Eng)
Subject: FW: Request a service : Fireworks presenting a fire hazard danger to Stanley Park

Hi Special Events,

See concerns for upcoming celebration of lights event.

Brad
3-1-1

----- Original Message -----
From: info@vancouver.ca
Sent: 2015-07-05 20:27:10.0
To: info@vancouver.ca
Subject: Request a service : Fireworks presenting a fire hazard danger to Stanley Park

[q1.0] Part 1: Your message | I want to:
Request a service
[q1.1] Part 1: Your message | About:
Fireworks presenting a fire hazard danger to Stanley Park [q1.2] Part 1: Your message | Share details:
As we are in the throes of Extreme Fire Hazard Danger, I am writing to express my concern about the potential hazards involved in the Firework Celebrations that are planned in Vancouver this month. The manager of operations for the Vancouver Park Board, warns that though the forest may look lush, it could easily go up in smoke. A spark could cause the very dry layers of duff to smoulder for a while below the surface, and then explode into wild fire.

There is now a province wide ban on camp fires and fireworks. I am writing to request that this ban be taken into account if still in effect when the fireworks celebrations are planned. Stanley Park is a national treasure that needs to be preserved at all costs.

[photo]
Upload a photo of the issue or service: (Optional)

[q2.0] Part 2: About you | Name:

[q2.1] Part 2: About you | Email:
s.22(1)

[q2.2] Part 2: About you | Phone:

[q2.3] Part 2: About you | Address:

From:	"Film Office \(\Eng\) " <film.office@vancouver.ca>
To:	"Clark, Rick" <Rick.Clark@vancouver.ca>
Date:	7/7/2015 9:16:23 AM
Subject:	FW: Request a service : Fireworks presenting a fire hazard danger to Stanley Park

Desirée Hamilton
Liaison | Film & Special Events
Engineering Services | City of Vancouver
T. 604.257.8844 |F. 604.257.8859
desiree.hamilton@vancouver.ca

-----Original Message-----
From: Corporate Info
Sent: Monday, July 06, 2015 1:22 PM
To: Film Office (Eng)
Subject: FW: Request a service : Fireworks presenting a fire hazard danger to Stanley Park

Hi Special Events,

See concerns for upcoming celebration of lights event.

Brad
3-1-1

----- Original Message -----
From: info@vancouver.ca
Sent: 2015-07-05 20:27:10.0
To: info@vancouver.ca
Subject: Request a service : Fireworks presenting a fire hazard danger to Stanley Park

[q1.0] Part 1: Your message | I want to:
Request a service

[q1.1] Part 1: Your message | About:
Fireworks presenting a fire hazard danger to Stanley Park

[q1.2] Part 1: Your message | Share details:
As we are in the throes of Extreme Fire Hazard Danger, I am writing to express my concern about the potential hazards involved in the Firework Celebrations that are planned in Vancouver this month. The manager of operations for the Vancouver Park Board, warns that though the forest may look lush, it could easily go up in smoke. A spark could cause the very dry layers of duff to smoulder for a while below the surface, and then explode into wild fire.

There is now a province wide ban on camp fires and fireworks. I am writing to request that this ban be taken into account if still in effect when the fireworks celebrations are planned. Stanley Park is a national treasure that needs to be preserved at all costs.

[photo]
Upload a photo of the issue or service: (Optional)

[q2.0] Part 2: About you | Name:

[q2.1] Part 2: About you | Email:
s.22(1)

[q2.2] Part 2: About you | Phone:

[q2.3] Part 2: About you | Address:

City of Vancouver - FOI File # 2018-143

Page 234 of 329

From: ["Hopwood, Cael" <cael.hopwood@vancouver.ca>](mailto:cael.hopwood@vancouver.ca)
To: ["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
Date: 8/7/2015 11:46:55 AM
Subject: RE: RE: RE: Make a comment : Celebration of Light

I was actually responding to the 'hey'???

-----Original Message-----

From: Clark, Rick
Sent: Friday, August 07, 2015 11:43 AM
To: Hopwood, Cael
Subject: RE: RE: RE: Make a comment : Celebration of Light

Nevermind, I see Dave R. has addressed it.

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4
T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

-----Original Message-----

From: Hopwood, Cael
Sent: Friday, August 07, 2015 11:08 AM
To: Clark, Rick
Subject: RE: RE: RE: Make a comment : Celebration of Light

Hey????

-----Original Message-----

From: Clark, Rick
Sent: Friday, August 07, 2015 11:06 AM
To: Hopwood, Cael
Subject: RE: RE: RE: Make a comment : Celebration of Light

Hey,

Not sure if you have responded to this...and not sure why we have to step in after 311 has made a mess of this complaint..

Thanks,
Rick

Rick Clark
Supervisor, Film & Special Events
City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4

T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

-----Original Message-----

From: Film Office (Eng)
Sent: Tuesday, August 04, 2015 8:38 AM
To: Clark, Rick; Hopwood, Cael
Subject: FW: RE: RE: Make a comment : Celebration of Light

From the FASE inbox

-----Original Message-----

From: Corporate Info
Sent: Saturday, August 01, 2015 3:00 PM
To: Film Office (Eng)
Subject: Re: RE: RE: Make a comment : Celebration of Light

Hello,

Can you respond to this citizen? See their inquiry below.

Thanks,
Ryan
3-1-1 Contact Centre

----- Original Message -----

From: s.22(1)
Sent: 2015-07-28 21:10:37.0
To: info@vancouver.ca
Subject: RE: RE: Make a comment : Celebration of Light

The response below lacks credibility. Having some experience in public events, I can assure you that modular fencing is simple engineering, requiring a crew of labourers to take down. To say "due to the nature of the work they were unable to do so" is a lie.

Why am I repeatedly lied to when I ask questions of info@vancouver.ca? And who is doing the lying? Is it info@? Is it "Special Events", City Engineering, The Parks Board?

Why are the Mayor and Council allowing this to happen?

s.22(1)

Vancouver, BC
V6G 2G1

-----Original Message-----

From: info@vancouver.ca [mailto:info@vancouver.ca]
Sent: July 25, 2015 7:16 PM
To: s.22(1)
Subject: Re: RE: Make a comment : Celebration of Light

Dear s.22(1)

Thank you for contacting the City of Vancouver.

The organization responsible for the set up of infrastructure for the Celebration of Lights set up fencing along English Bay early and in error towards the beginning of July. Special events did ask that the fencing be removed until a date closer to July 25th however due to the nature of the work they were unable to do so. The fencing will remain in place for the duration of the event, July 25, 29 and August 1st. We apologize for any inconvenience this has caused.

If you require further assistance, please contact us at:

3-1-1 (within Vancouver)
604.873.7000 (outside Vancouver)

We are open to take your call from 7:00 am to 10:00 pm, 7 days/week, 365 days/year (including holidays). We also offer interpretation services in over 170 languages.

We invite you to visit the City of Vancouver's website for further information on City services at <http://vancouver.ca>

Regards,

Andrew
City of Vancouver
3-1-1 Contact Centre

----- Original Message -----

From: s.22(1)
Sent: 2015-07-23 21:37:07.0
To: info@vancouver.ca
Subject: RE: Make a comment : Celebration of Light

The fencing has not been taken down. Why was I lied to and why is such an eyesore permitted to stand for so long?

s.22(1)

Vancouver, BC
V6G 2G1

-----Original Message-----

From: info@vancouver.ca [mailto:info@vancouver.ca]

Sent: July 15, 2015 3:48 PM

To: s.22(1)

Subject: Re: Make a comment : Celebration of Light

Dear s.22(1)

Thank you for contacting the City of Vancouver.

The fencing will be taken down soon then put back up closer to the 25th of July.

If you require further assistance, please contact us at:

3-1-1 (within Vancouver)

604.873.7000 (outside Vancouver)

We are open to take your call from 7:00 am to 10:00 pm, 7 days/week, 365 days/year (including holidays). We also offer interpretation services in over 170 languages.

We invite you to visit the City of Vancouver's website for further information on City services at <http://vancouver.ca>

Regards,

Ivan
City of Vancouver
3-1-1 Contact Centre

----- Original Message -----

From: info@vancouver.ca

Sent: 2015-07-14 21:01:23.0

To: info@vancouver.ca

Subject: Make a comment : Celebration of Light

[q1.0] Part 1: Your message | I want to:

Make a comment

[q1.1] Part 1: Your message | About:

Celebration of Light

[q1.2] Part 1: Your message | Share details:

Today is July 14. The Celebration of Light begins on July 25. Why is English Bay fenced off, spoiling the view and making it more difficult to manoeuvre in proximity to English Bay, 11 days before the event?

Since the fencing was put up pretty much over night, it could easily have been put up overnight on July 24. Citizens should not have their public spaces compromised like this.T tourists are practically disinvited from taking in the A-maze-ing Laughter sculpture and the other beauties of the area.

What a boned headed thing to do. This obstruction should be taken doen and reinstalled on July 24.

[photo]

Upload a photo of the issue or service: (Optional)

[q2.0] Part 2: About you | Name:

s.22(1)

[q2.1] Part 2: About you | Email:

s.22(1)

[q2.2] Part 2: About you | Phone:

s.22(1)

[q2.3] Part 2: About you | Address:

s.22(1)



Citizen Feedback

Case number: 101009920243

Case created: 2017-07-26, 02:25:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: 2017 July, Anonymous

Address: ,

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Email rec'd:

Your staff had a hard time finding the weekend closures for the pride weekend events other than the parade. They eventually found it and call back. I think they searched further because she could tell i was frustrated. She still was not able to find the closure times for the Celebration of lights festival. Considering it is under a week away (it is Tuesday night). The fireworks festival starts on Saturday evening.... your communication department needs to communicate more to your front line 311 representatives. Nor could i find the info on your website. Your 311 representatives were great! Super helpful etc. I feel as though the communications department could help them out. Have all the pride weekend closures in one area together. Send them firework closure info more than 4 days in advance of the actual event.

These events take place each year.

As a West End resident for almost five years, I constantly have a hard time finding information for these two events. As I understand the great benefits of all the events for the city, the LGQTB community etc, I am fully supportive of it. I just find I always have a hard time as I try to plan & figure out what the road closures, how it will effect my weekend, what I need to plan for etc.... it would be helpful if this info could be available for the residents of the West End further in advance. Especially the fireworks closures...

2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Digital Services
6.	Division or Branch Name:	Road Ahead Special Events 3-1-1

Additional Details

Map and Photo

- no picture -



Citizen Feedback

Case number: 101009966905

Case created: 2017-08-04, 10:39:00 AM

Incident Location

Address: 1208 BIDWELL ST, Vancouver, V6G 2K9

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): | Citizen is frustrated because along with the many events held in her area in the West End, like the Celebration of Lights, it attracts so many people that tend to leave a mess when they leave. Citizen was recently calling to report vomit, urine and cigarette butts that were on the sidewalk in front of her house. She feels that when these types of events are held, that there should be some responsibility on behalf of the City or organizers to ensure that the area is left in a safe and clean condition afterwards. |
| 2. Do you want to be contacted? | No |
| 3. Type of feedback: | Complaint |
| 4. Feedback regarding: | City Department |
| 5. Department: | Engineering Services |
| 6. Division or Branch Name: | Special Events |

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \(\Eng\)" <film.office@vancouver.ca>
"Park Events" <ParkEvents@vancouver.ca>
Date: 7/6/2015 7:08:54 PM
Subject: Citizen Feedback - 6426385

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006426385 Case created: 2015-07-06, 05:22:00 PM

Incident Location

Address: 2000 W GEORGIA ST, Vancouver, NOT APPLIC
Address2:
Location name: STANLEY PARK|STANLEYPARK|STANLY PARK|STANLYPARK

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen would like to voice her opinion regarding the Celebration of Lights Firework show at the end of July. Due to the dry weather she feels like this would be hazardous to Stanley Park. She is advocating to cancelling the Celebration of lights to avoid a widespread park fire.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Opinion
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events

Additional Details

From: "311 Operations" <311.Operations@vancouver.ca>
To: "Park Events" <ParkEvents@vancouver.ca>
Date: 7/28/2015 2:28:46 PM
Subject: Citizen Feedback-101006525053[1]

Hello,

3-1-1 has received the following feedback case. Please let us know if you have any questions.

Thank you
Cassy



Citizen Feedback

Case number: 101006525053

Case created: 2015-07-28, 01:11:00 PM

Incident Location

Address: 1750 BEACH AV, Vancouver,

Address2:

Location name: ENGLISH BAY BATHS|ENGLISHBAYBATHHOUSES

Contact Details

Name: s.22(1)

Address: VANCOUVER, V6M 3X5

Address2:

Phone: s.22(1)

Email:

Alt. Phone: Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why): *

Citizen e-mailed:

Hello,

We wish to lodge a formal noise complaint with regards to additional entertainment for the 2015 Festival of Lights in English Bay.

In particular, the complaint has to do with the addition of music stages performing through the day and into the evening. And we strongly oppose the addition of the loud airplane aeronautic display as the sound was really disturbing.

In the past, the Festival of Lights was simply a quiet assembly on the waterfront and enjoyment of fireworks, and we fail to understand why it has to evolve into yet another large noisy entertainment-driven Vancouver assembly.

We also wish to lodge complaint about the live music that accompanied one of the marathons this summer (either the Sun Run or the Vancouver Marathon). We were needlessly awoken at 7:45 a.m. by loud music on the waterfront. Again, a quiet event that has evolved into a needlessly multi-dimensional entertainment event. Surely the public can enjoy a marathon without the addition of loud music?!

Thank you for your attention,

s.22(1)

2. Do you want to be contacted? *

No

3. Type of feedback: *

Complaint

4. Feedback regarding: *

City Department

5. Department: *

Engineering Services

6. Division or Branch Name: *

Special Events

Park Events

Additional Details

From: "Chana, Sharn" <Sharn.Chana@vancouver.ca>
To: "Park Events" <ParkEvents@vancouver.ca>
Date: 4/22/2016 9:07:54 PM
Subject: Citizen Feedback-101007622087

Hello,

We received the following feedback below from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101007622087

Case created: 2016-04-22, 07:06:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3

Address2:

Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Received via email:

I live very near Sunset Beach and I did not have a problem with the 420 people. The people were quiet, respectful. I walked by the soccer field the day after and it had been cleaned up pretty well. I'm tired of hearing the Park Board complaining about the mess, the cost of cleaning up. 420 was MUCH preferable to the festival of Lights where people are running around drunk and peeing all over our neighborhood. The garbage at the Festival of Lights is disgusting and much worse than what I saw at 420.

I can't stand the festival of lights, all the booze, drunks but 420 was no problem.

2. Do you want to be contacted?

No

3. Type of feedback:

Opinion

4. Feedback regarding:

City Department

5. Department:

Parks & Recreation

6. Division or Branch Name:

Event Office

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>

To: "Park Events" <ParkEvents@vancouver.ca>

Date: 7/21/2016 5:20:12 PM

Subject: Citizen Feedback-101008119892

Good afternoon,

3-1-1 received citizen feedback for your department. Please see the attached document for details.

If this should be directed elsewhere, please let us know by replying to 311.operations@vancouver.ca

Thank you!

Amanda
3-1-1 Operations



Citizen Feedback

Case number: 101008119892

Case created: 2016-07-21, 12:28:00 PM

Incident Location

Address: 1750 BEACH AV, Vancouver,

Address2:

Location name: ENGLISH BAY BATHS|ENGLISHBAYBATHHOUSES

Contact Details

Name: s.22(1)

Address: Vancouver, V5T 4T1

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	RE: Celebration of Lights. The difficulty the Sanitation department has is during the morning after from all of the garbage on the beach. During the day time, all of the garbage cans are visible. When there are thousands of people on the beach for the event, the carts disappear. He would recommend putting taller posts, like Muster stations, so that when citizens are looking up they can see a garbage sign and head toward the garbage carts.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Opinion
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Parks - Special Events

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>

To: "Park Events" <ParkEvents@vancouver.ca>

Date: 7/18/2017 4:07:59 PM

Subject: Citizen Feedback-101009879352

Hello,

Please see feedback from citizen.

Thank you,

Smita
3-1-1 Contact Center



Citizen Feedback

Case number: 101009879352

Case created: 2017-07-18, 03:37:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC

Address2:

Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)

Address: Vancouver, V6G 2L1

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): | Complaint for Special Event 'Honda Celebration of Light'.
Citizen wants CoV to stop allowing this event to take place. Several concerns; fire hazard this time of year; results in pollution (especially to nearby residents). Stressful for residents because of the increase of people in the area and their bad behavior. Residents have experienced people breaking their windows and throwing up on their private property. Appreciates that the event has been reduced to only three nights and would appreciate if the locations alternated at least. For example one night in Kitsilano, another on the North Shore and one downtown.
But overall citizen wants us to stop allowing this large scale Firework event. |
| 2. Do you want to be contacted? | No |
| 3. Type of feedback: | Complaint |
| 4. Feedback regarding: | City Department |
| 5. Department: | Engineering Services |
| 6. Division or Branch Name: | Special Events - Parks |

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>
To: "Park Events" <ParkEvents@vancouver.ca>
Date: 7/18/2017 8:31:53 PM
Subject: Citizen Feedback-101009880531

Hello,

Please see feedback from citizen.

Thank you,

Smita
3-1-1 Contact Center



Citizen Feedback

Case number: 101009880531

Case created: 2017-07-18, 07:10:00 PM

Incident Location

Address: 1700 BEACH AV, Vancouver, NOT APPLIC

Address2:

Location name: ENGLISH BAY|ENGLISH BAY BCH PK|ENGLISH BAY BEACH|ENGLISH BAY BEACH
PK|ENGLISHBAY|ENGLISHBAYBEACHPARK

Contact Details

Name: s.22(1)

Address:

Address2:

Phone: s.22(1)

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Complaint for Special Event 'Honda Celebration of Light'. Citizen feels the fireworks should be cancelled because of fire hazards. Even though they take place over the water, sparks can fly anywhere. Also people attending the show in the park will be smoking regardless of the bylaw. Feels it's a really bad idea right now with everything being so tinder dry. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Parks |
| 6. | Division or Branch Name: | Special Events - (Park Property) |

Additional Details

Map and Photo

- no picture -

From: "Chana, Sharn" <Sharn.Chana@vancouver.ca>
To: "Vancouver Park Board" <PB.Comments@vancouver.ca>
Date: 7/30/2017 11:54:22 AM
Subject: Citizen Feedback-101009938744

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009938744

Case created: 2017-07-30, 10:50:00 AM

Incident Location

Address: 610 PIPELINE ROAD, Vancouver,

Address2:

Location name: STANLEY PARK PAVILLI|STANLEY PK PAVILN|STANLEYPARKPAVILLION

Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, V6G 1R8

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

1. Describe details (who, what, where, when, why):

Via email:

NO SMOKING IN STANLEY PARK -

Particularly Important Now During Fire-Hazard Season

[q1.2] Part 1: Your message | Share details:

Att: Park Board Commissioners

"NO SMOKING SIGNS" in Stanley Park are barely visible throughout the park. With the crowds of people excitedly coming and going there, especially on Tuesday Movie Nights, and the forthcoming fireworks' music concert at Second Beach, during this dry Fire-Hazard season, it would take only one carelessly thrown, not fully-out, cigarette butt to destroy our beautiful park.

May I suggest prominently-placed signage be located at all major public-used areas, and accesses and egresses to and from the park?

I would appreciate a response.

2. Do you want to be contacted?

Yes

3. Type of feedback:

Opinion

4. Feedback regarding:

City Department

5. Department:

Parks

6. Division or Branch Name:

Park Board

Additional Details

Map and Photo

- no picture -

From: s.22(1)

To: "PB Commissioners" <PBCommissioners@vancouver.ca>

Date: 7/21/2015 4:04:35 PM

Subject: Enforce no smoking, no drinking rules to save our park

I live next door to Stanley Park and see people, even in this high fire risk season, smoking. With the upcoming fireworks events, please step up enforcement of our parks' smoking ban! Along with the alcohol ban, this is an important safety and security concern for our neighbourhood. Our park could easily go up in flames!

s.22(1)

From: s.22(1)

To: ["Vancouver Park Board" <pbcomments@vancouver.ca>](mailto:pbcomments@vancouver.ca)
["PB Commissioners" <PBCommissioners@vancouver.ca>](mailto:PBCommissioners@vancouver.ca)

Date: 7/22/2014 1:16:56 PM

Subject: English Bay beach closed at 10:00 p.m. - With photo attachment

English Bay beach (and Stanley Park) are now closed at 10:00 p.m.??

See attached photo taken today on English Bay Beach (at the bottom of Davie & Beach).
I'm a long time resident of the area and I'm quite sure I've never seen this sign before.

If I'm correct, and the sign IS new, I'm wondering if it's a reaction to the situation at Oppenheimer Park.

One thing's for sure, this "law" will be rather inconvenient for the Celebration of Light and the Tuesday night summer outdoor movie series ...Both of which START at approx 9:30 - 9:45.

Oh well, it'll give the police and by-law officers plenty to do.
(ie - About a 125,000 tickets on fireworks nights).

- s.22(1)



From: s.22(1)

To: ["PB Commissioners" <PBCommissioners@vancouver.ca>](mailto:PBCommissioners@vancouver.ca)

Date: 7/24/2016 5:52:16 PM

Subject: English Bay Mess

Thank you for letting the over-bloated "Shorefest beach event" that the once great Celebration of Light has become yet again trash the neighbourhood in every way imaginable. I'll bet they were drinking and smoking up a storm down there, as well as trashing the public areas and surrounding neighbourhood. Oh, right. I forgot. You don't give a crap about the neighbours. Where was the management and control the public has a right to expect with these events, especially when they're staged in a residential area??? And what concerns you folks? Sniveling about your little smoking bylaw. By the way, I'm an ex-smoker, not fond of the habit, but not obsessed with the subject to the extent that Park Board seems to be. You might want to look at the pictures from around the neighbourhood this morning and re-think your priorities.

By the way, I trust that the FULL cost of the cleanup – beach AND neighbourhood – is being charged to the "event" organizers and not dropped on the taxpayer. I, for one, am sick and tired of subsidizing this type of crap with my tax dollars so a few carpetbaggers can make a quick buck!

From: ["311 Vancouver" <no.reply@vancouver.ca>](mailto:no.reply@vancouver.ca)

To: ["Vancouver Park Board" <PB.Comments@vancouver.ca>](mailto:PB.Comments@vancouver.ca)

Date: 7/21/2016 11:37:40 AM

Subject: Feedback from Citizen re: Celebration of Light

Dear Parks Board,

I am helping a senior citizen with no access to computer leave a feedback regarding the Celebration of Light Fireworks.

The citizen has a noise complaint. He says there's a lot of noise coming from the dock at Vanier Park. He says the noise goes on even post fireworks during clean up and sometimes go past midnight. And for preparation for the fireworks as well, there's a lot of noise from the dock at Vanier Park. It will be going on for some weeks, that's his concern.

If you require further assistance, please contact us at:

3-1-1 (within Vancouver)

604.873.7000 (outside Vancouver)

We are open to take your call from 7:00 am to 10:00 pm, 7 days/week, 365 days/year (including holidays). We also offer interpretation services in over 170 languages.

We invite you to visit our website for information on City online services, tools and mobile apps at: <http://vancouver.ca/online-services>

You can also report an issue or request a service online at: <http://vancouver.ca/vanconnect-desktop.aspx>

Regards,

Ray
City of Vancouver
3-1-1 Contact Centre

From: s.22(1)

To: ["Vancouver Park Board" <pbcomments@vancouver.ca>](mailto:pbcomments@vancouver.ca)

Date: 7/6/2015 4:23:50 PM

Subject: Fire Danger Level

As a long time resident of the west end, on Stanley Park for more than 30 yrs I am concerned about the possibility of a fire in the park during the 'Festival of Light'. Our current precipitation accumulations are right around 10% of normal for the past 2 months. Without a significant rainfall between now and the first fireworks show I would seriously consider canceling all Fireworks displays until the risk diminishes significantly.

Sincerely

s.22(1)


Dear Park Board personnel,

As the drought and hot weather continue, I'm getting very very concerned about the possibility that there could be a fire in Stanley Park caused by the Celebration of Light fireworks scheduled for the end of this month.

You know that the Lower Mainland, including Stanley Park is now under an Extreme Fire Hazard designation.

Brian Quinn, manager of operations for the Vancouver Park Board, warns that though the forest may look lush, it could easily go up in smoke. If you were to dig down in the soil a bit, you'd get a good indication of how dry the duff layer is, he says.

The duff layer is the layer of dead leaves, fallen needles, and other organic matter that gathers on the forest floor. Quinn says if there is a spark, it can smoulder below the surface or a while, with very little indication it's on fire. At that point, it can explode into something much larger



Vancouver Park Board


City of Vancouver

Fire hazard level: EXTREME.

Please remember (applies to all parks & beaches):

- No smoking (ever)
- No campfires (ever)
- No charcoal & wood-burning barbecues

You know that there is now a nationwide ban on camp fires and fireworks.



works displays scheduled to celebrate the 25th anniversary of the Celebration of Light that have been cancelled due to safety concerns.

or reevaluation.

forest fires near Seattle.

A windblown spark or a "rogue rocket" from the fireworks in English Bay might land in Stanley Park, again, now under an "Extreme Fire Hazard" status.

Thousands of people will be right next to the park on those days and I can guarantee you, from years of experience with the fireworks, that many many of those people will be smoking, will be drinking and thus have less or little control over their actions. I can guarantee you that there will be people drawn to watch the fireworks and then head off to the park, the beaches or the nearby parking lots to set off their own fireworks.

I see these things happen each night of the fireworks, every year.

These actions pose an extreme fire risk to our park.

Please consider carefully any decisions on you make regarding allowing the Celebration of Fire to continue.

Someone I spoke with today said, "Remember, the fireworks bring in millions of dollars to the city and local businesses."

And it does.

But as he went on to say, "Stanley Park is priceless!"

It cannot burn down.

Thank you for your attention to this matter,

S.22(1)

From: s.22(1)

To: "Chandra Herbert.MLA, Spencer" <s.chandraherbert.mla@leg.bc.ca>
"Robertson, Gregor" <Gregor.Robertson@vancouver.ca>
"Vancouver Park Board" <pbcomments@vancouver.ca>

Date: 7/22/2015 5:44:35 PM

Subject: Fire in Stanley Park

Hello,

It is rapidly closing in on the first day of the Celebration of Light. I am still concerned, so here is most likely my last try at convincing you to cancel the fireworks.

July 22nd fire rating.

Extremely dry forest fuels and the fire risk is very serious. New fires will start easily, spread rapidly, and **Extreme** challenge fire suppression efforts. General forest activities may be restricted, including open burning, industrial activities and campfires.

From CTV Vancouver
Last Updated Monday, July 20, 2015 8:13AM PDT

"Yet firefighters are becoming increasingly frustrated with the dry conditions -- and bad behavior from Metro Vancouverites."

July 7, 2015

Delta is taking no chances. The municipality has ordered the closure of four parks until further notice because the fire danger rating has hit "extreme." "It's always difficult to take these major steps but we are really looking to protect people and the parks," says Delta mayor Lois Jackson.

The fire rating in West Vancouver moved to extreme on Wednesday afternoon, prompting a ban on charcoal and propane barbecues at parks across the district.

"These very dry conditions mean our community is at risk, making it even more important for everyone to practice summer fire safety," said West Vancouver Fire & Rescue in a statement.

Fireworks and smoking are also banned due to the tinder dry conditions

North Vancouver July 20, 2015

Current restrictions that help protect us

During this period of extreme dryness, restrictions are in place to help cut down on the number of accidental fires:

- No barbecues of any kind — or any other source of open flame — allowed in parks
- No smoking in parks, on trails, or on beaches
- No backyard fireplaces or firepits
- No campfires or open fires
- No fireworks

And here's another reason I'm so concerned. This comment from an article posted by or about Vancouver Firefighters on, I believe, Facebook.

This person seems to think that no matter how people use or misuse their barbecues, because the barbecues are CSA approved, there is no danger. And he seriously believes there are LOTS of people in the parks to fight fires !

I'm sorry to say I think he is not alone in his opinions.

· **Peter@Dragons**

"The firefighters are crazy. Propane barbeques are safe or they would not be CSA approved. Besides, parks have a lot of people to fight the fires for them."

Delta has closed their parks; West and North Vancouver have banned all types of barbecues, smoking, campfires and fireworks. We here in Vancouver are surrounded by municipalities that are concerned enough about the danger of fire to go as far as to close their parks.

Yet we still seem comfortable to go ahead with the Celebration of Light where 250,000 to 350,000 people will be in or near our parks. Many of them I fear will feel as Peter does above. "Parks have lots of people in the park to fight fires for them."

I know that with that many people in the parks there is no way to be certain that careless smoking will not happen.

It will. Living next to Stanley Park, I see it every day.

Please, cancel the fireworks this year.

Thank you,

s.22(1)

From: s.22(1)

To: ["Vancouver Park Board" <pbcomments@vancouver.ca>](mailto:pbcomments@vancouver.ca)

Date: 7/19/2015 10:59:33 PM

Subject: Fireworks and Stanley Park

Dear Park Board members,

I was walking on the sea wall last Saturday evening. It was a beautiful warm evening.

There were many people on the beach and on the lawns, barbecuing, smoking, drinking and generally having a good time.

Hmmm...I thought to myself, but isn't there a ban on doing all this in the park right now because of the extreme fire danger.

Hmmm...I thought to myself, now let's multiply this behaviour by about 250,000 to 350,000 people on fireworks night.

239 liquor pour outs on the first night last year, 692 the year before.

From Global news; "As usual, there were hundreds of alcohol pour-outs and several arrests for intoxication..."

I wonder how many of those drinkers smoke !

Now that's a scary thought.

Save our park.

Cancel the fireworks.

s.22(1)

From: s.22(1)

To: "PB Commissioners" <PBCommissioners@vancouver.ca>

Date: 7/4/2016 1:25:12 PM

Subject: Fireworks in Vancouver Parks

Hello to each of you,

As you know, the July 2016 Celebration of Light is happening soon, taking place offshore from the park at English Bay.

Many people, animals and birds regard it as a Celebration of Loud Noise. An analogy would be army ordnance which produces the bangs, explosions, mayhem and death caused by war-like activities.

I am not exaggerating with the war reference since the noise is reminiscent of army artillery. Also not exaggerating with the death reference since we all know about pets and birds dying various ways during fireworks.

I know I sound like the Fun Police but if we followed practises in Europe (link below) our Celebration of Light would actually live up to its name.

Would you as Parks Board Commissioners consider this issue for the 2017 Celebration?

Thanks, s.22(1)

s.22(1)

Oh, Say, Can You See (but Not Hear) Those Fireworks?

<http://www.nytimes.com/2016/07/01/science/july-4-fireworks-quiet.html>

From: s.22(1)

To: ["PB Commissioners" <PBCommissioners@vancouver.ca>](mailto:PBCommissioners@vancouver.ca)

Date: 7/21/2015 1:27:46 PM

Subject: fireworks too much of a risk

Just a note to request that there not be fireworks this year, or at the very least extra measures be taken to protect the park from smokers/bbqs/campers. There is simply too much of a risk of forest fires. As a west end resident I am well aware of how careless folks can be on their way to and from the events surrounding the fireworks, and our park is far too precious.

Please consider.

Thanks!

s.22(1)

s.22(1)

From: ["DeSanti, Mark" <Mark.DeSanti@vancouver.ca>](mailto:Mark.DeSanti@vancouver.ca)
To: ["Rieberger, Dave" <dave.rieberger@vancouver.ca>](mailto:dave.rieberger@vancouver.ca)
Date: 12/3/2015 4:21:42 PM
Subject: FW: 2015 Celebration of Lights 311 calls
Attachments: Copy of COL.xlsx

Hi Dave,

Sorry about the delay. We had to do some sorting, because we don't have a case type of this nature. I've requested any feedback cases that includes the key phrases "Celebration of lights" and "COL"

The agents will at times shorten the term. These are the results, but I can't promise it is inclusive of all calls that happened, simply when feedback was offered.

Hope this helps, thank you

Mark DeSanti 3-1-1 Contact Centre
Business Relations & Social Media Lead
Work:604.829.4301 Cell:604.362.1547

From: 311 Operations
Sent: Tuesday, November 24, 2015 1:20 PM
To: DeSanti, Mark
Cc: Rieberger, Dave
Subject: FW: 2015 Celebration of Lights 311 calls

Hello Mark,
Are you able to assist Dave with his request?

Dave – I believe you meant 2015 celebration of light. If not, pls advise.

Thanks!

Joan/DS

From: Rieberger, Dave
Sent: Tuesday, November 24, 2015 12:41 PM
To: 311 Operations
Subject: 2015 Celebration of Lights 311 calls

Are you able to send a list of the calls received regarding the 2016 Celebration of Lights?

Dave Rieberger

Supervisor, Special Events & Filming | Vancouver Board of Parks and Recreation
2099 Beach Avenue | Vancouver | BC | V6G 1Z4
P: 604-257-8498 | F: 604-257-8501 | www.vancouver.ca

 please consider the environment before printing this e-mail.

Vancouver's Parks and Beaches are SMOKE-FREE! For more information, please visit:
<http://vancouver.ca/your-government/park-board-smoking-regulation-bylaw.aspx>

Case ID	Created Date	Street Number	Street Name	Postal Code
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101006124102	4/27/15 3:29 PM	1055 CANADA PLACE		V6C 0C3
101006414002	7/3/15 2:22 PM	2000 W GEORGIA ST		NOT APPLIC
101006426385	7/6/15 5:22 PM	2000 W GEORGIA ST		NOT APPLIC
101006426448	7/6/15 5:37 PM			

101006497425 7/22/15 10:51 AM

101006502194 7/23/15 9:18 AM 1750 BEACH AV

101006506622 7/23/15 6:49 PM

101006511747 7/24/15 8:00 PM

101006514298 7/25/15 8:33 PM

101006518955 7/27/15 12:17 PM

101006537420 7/30/15 5:31 PM 1499 ARBUTUS ST NOT APPLIC

101006547861 8/3/15 8:19 AM INTERSECTION CORNWALL AV

101006548585 8/3/15 11:57 AM

Case Details

Via web form: Tonight I was surprised by my dogs barking and stressing out over fireworks that were occurring. It was hard to tell where they were coming from, Burrard Inlet (maybe the oil spill was igniting!) or English Bay. Either way, I tried to find a schedule on the City's website of any fireworks this season, not just the Celebration of Lights, and came up empty handed. There was one tourist site I found on google but it wouldn't open. It would be intuitive for the city to have these listed under the calendar of events. At the very least, for those who want to participate they'll know when fireworks are occurring to be there rather than being surprised by the noise and seeing and hearing them from a distance. For me, it would be great to know in advance so I can "batten down the hatches" for my nervous dogs.

Citizen is concerned with how dry the park is regarding the upcoming firework events. He walks through Stanley Park daily and it is extremely tinder dry. He wants to know what practices the city has in place in case there was a spark from the fireworks that set the park on fire. With the upcoming Celebration of Lights and the ongoing hot weather it is a major concern.

Citizen would like to voice her opinion regarding the Celebration of Lights Firework show at the end of July. Due to the dry weather she feels like this would be hazardous to Stanley Park. She is advocating to cancelling the Celebration of lights to avoid a widespread park fire.

Citizen would like to see the Celebration of Lights canceled this year, due to the extreme fire hazard. She is very concerned with the behaviour of the spectators. Many people smoke, even though smoking is banned in the parks. Also, many people set off fireworks or flares, even though these are banned. In light of the extreme fire hazard, she feels the protection of our park land is far more important than this fireworks competition. Please call her to discuss.

Citizen is very concerned about the upcoming Celebration of Lights Events taking place in the west end. Due to the dry grass in the parks she is concerned if people are smoking and potentially causing fires. I provided citizen with the information provided to us here at 311 by the Communications Manager and she was pleased that we had people on standby and an increased presence, but is suggesting that the City put up "No Smoking" signage throughout the park and perhaps have the person speaking at the event remind people as well. She has recently been in the park there and noticed a bunch of cigarette butts so she's not convinced that people will respect the no smoking bylaw.

Citizen was woken up at 4:15 AM due to a crew setting up bleachers for the Celebration of Lights. She had talked to someone from Special Events and was told that the crew can only work during certain times. The crew is not following those guidelines. This has been ongoing for several days now. The crew tends to do whatever they want at that time because there are no city employees available. Please call her back. She talked to someone previously about her concerns and she would like them to call her back.

Concerned that there is no available information on our website for road closures during the 2015 honda celebration of light. would like someone to follow up to ensure that it is posted, or if someone could let him know what is planned.

Via email: Celebration of lights garbage issue Each year garbage is still an issue at COL. I believe visibility of garbage cans is the issue. When the beach is clear the cans are visible ,put 100,000 people on the beach and people have no idea where the cans are, they are out of sight. You currently use tall blue metal muster signs with letters on them along English bay sea wall walk during the COL Why not use the same type of pole with "Garbage disposal "HERE"" on the sign, this way garbage cans will be visible, of course you are still going to get the non conformers, but I believe the majority want to dispose of their garbage responsibly but are unable to see where the cans are.

Citizen is upset with the amount of noise created by Celebration of lights this year. She does not believe the event needs bands or a stunt plane show before hand. "Why can't it be an event where people gather on the beach and watch the water until the fireworks start?"

received via webform: I've been considering lodging a complaint about the excessive bass allowed at venues such as the Celebration of Lights for a number of years. The penetrating percussive low frequency beat is very irritating and inescapable for local residents unless they choose to leave their home. I just had a short respite which I attribute to the band taking a break. They have now returned with renewed energy. It is not fair that everyone nearby is subject to this irritant without recourse and I request your office exercise its authority to limit this noise in the immediate future. Thank you for your time & consideration.

Citizen saw a large CoV no smoking sign at English Bay during the Celebration of Lights. It was great to see, but it is misleading as it says "Please no smoking in Parks" But it does not say anything about beaches. It is not effective because people still think that they can smoke on the beach.

Feedback for Special Events Office regarding sign posted for Celebration of Lights. Citizen reports the sign posted at Cornwall and Cypress had the incorrect dates, see attached image. Sign reads 'Entry Point for Kits Point Residents Only, 6pm-1130pm, July 26, 30, Aug 2. The signs further down Cornwall at Maple and Arbutus had the correct dates. Photo of sign: https://vancouver.fluidsurveys.com/media/assets/survey-uploads/41703/45088677-BKIfAqdzZX/IMG_6143.JPG

Citizen was towed during the celebration of lights and wanted to pass on that she felt that the temporary no parking signage on Cornwall wasn't visible enough (too small) as an entire street full of people got towed. Citizen suggests that the city should rope it off or put up larger no parking signs to avoid having many upset towed people next year.

Additional Details

Please contact **s.22(1)**
and leave a voicemail if there is no answer.

Citizen also tried to contact the organization directly but nothing happened. She feels that the City should make organizations accountable for their complaints.

--- (AVRK2, Jul 23 2015 8:17PM)
Forwarded to Film Office

---- (AVRK2, Jul 24 2015 8:07PM)
Forwarded to Film Office

--- (AVRK2, Aug 3 2015 4:50PM)
Forwarded to Film Office

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006124102>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006414002>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006426385>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006426448>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006497425>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006502194>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006506622>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006511747>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006514298>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006518955>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006537420>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006547861>

<http://311ecm:8080/lagan/uwa/case/view.html?caseref=101006548585>

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 7/22/2015 2:15:51 PM
Subject: FW: Citizen Feedback - 6497425

From: 311 Operations
Sent: Wednesday, July 22, 2015 1:51 PM
To: Park Events
Subject: Citizen Feedback - 6497425

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101006497425 Case created: 2015-07-22, 10:51:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Phone

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen is very concerned about the upcoming Celebration of Lights Events taking place in the west end. Due to the dry grass in the parks she is concerned if people are smoking and potentially causing fires. I provided citizen with the information provided to us here at 311 by the Communications Manager and she was pleased that we had people on standby and an increased presence, but is suggesting that the City put up "No Smoking" signage throughout the park and perhaps have the person speaking at the event remind people as well. She has recently been in the park there and noticed a bunch of cigarette butts so she's not convinced that people will respect the no smoking bylaw.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Opinion
4.	Feedback regarding: *	City Department
5.	Department: *	Parks & Recreation
6.	Division or Branch Name: *	Parks Board

Additional Details

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Jung, Jenny" <jenny.jung@vancouver.ca>
Date: 8/2/2017 3:19:11 PM
Subject: FW: Citizen Feedback - 9957274

From: 311 Operations
Sent: Wednesday, August 02, 2017 3:18 PM
To: Park Events
Subject: Citizen Feedback - 9957274

Hello:

We've received the following feedback for your review.

Regards,

George
311 Operations



Citizen Feedback

Case number: 101009957274 Case created: 2017-08-02, 02:12:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: 2017 August, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	She thinks the fireworks are a waste of city resources and money. This money could be spent to have first nations events instead
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Community Services
6.	Division or Branch Name:	Special events

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>

To: "Jung, Jenny" <jenny.jung@vancouver.ca>

Date: 8/3/2017 9:16:08 AM

Subject: FW: Citizen Feedback - 9959702

Fireworks – complaint – wants a response

From: 311 Operations
Sent: Thursday, August 03, 2017 8:40 AM
To: Park Events
Subject: Citizen Feedback - 9959702

Hello:

We've received the following complaint for your review.

Regards,

George
311



Citizen Feedback

Case number: 101009959702

Case created: 2017-08-02, 10:29:00 PM

Incident Location

Address: 1750 BEACH AV, Vancouver,

Address2:

Location name: ENGLISH BAY BATHS|ENGLISHBAYBATHHOUSES

Contact Details

Name: s.22(1)

Address: VANCOUVER, V6G 1M9

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

- Describe details (who, what, where, when, why): s.22(1) wanted to leave feedback regarding the fireworks tonight. She said that it is a thoughtless idea and the fireworks is a money grab. It causes both air and sound pollution and with the fire issues going on in the province, it is just a bad idea. She would like someone to contact her back from the special events office.
- Do you want to be contacted? Yes
- Type of feedback: Complaint
- Feedback regarding: City Department
- Department: Parks
- Division or Branch Name: Park Events

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>

To: "Jung, Jenny" <jenny.jung@vancouver.ca>

Date: 8/9/2017 11:37:57 AM

Subject: FW: Citizen Feedback - 9969560

Fireworks – smoke – no reply

From: 311 Operations

Sent: Friday, August 04, 2017 5:03 PM

To: Park Events

Subject: Citizen Feedback - 9969560

Hello:

We've received the following feedback for your review.

Regards,

George
311 Operations



Citizen Feedback

Case number: 101009969560

Case created: 2017-08-04, 03:17:00 PM

Incident Location

Address: 1750 BEACH AV, Vancouver,

Address2:

Location name: ENGLISH BAY BATHS|ENGLISHBAYBATHHOUSES

Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, V5T 1G5

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: None

Request Details

1.	Describe details (who, what, where, when, why):	In reference to the Fireworks scheduled for tomorrow - the citizen would like the department to NOT continue with the fireworks tomorrow, with the smoke air quality we have now and the fireworks pollution....it is already too difficult to breath.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Opinion
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Parks Special Events.

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 7/23/2015 10:25:55 AM
Subject: FW: Citizen Feedback-101006502194[1]

From: 311 Operations
Sent: Thursday, July 23, 2015 10:25 AM
To: Park Events
Subject: Citizen Feedback-101006502194[1]

Good morning,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101006502194 Case created: 2015-07-23, 09:18:00 AM

Incident Location

Address: 1750 BEACH AV, Vancouver,
Address2:
Location name: ENGLISH BAY BATHS|ENGLISHBAYBATHHOUSES

Contact Details

Name: s.22(1)
Address: Vancouver, V5G 1Y8
Address2:
Phone: s.22(1) Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): * | Citizen was woken up at 4:15 AM due to a crew setting up bleachers for the Celebration of Lights. She had talked to someone from Special Events and was told that the crew can only work during certain times. The crew is not following those guidelines. This has been ongoing for several days now. The crew tends to do whatever they want at that time because there are no city employees available. Please call her back. She talked to someone previously about her concerns and she would like them to call her back. |
| 2. Do you want to be contacted? * | Yes |
| 3. Type of feedback: * | Complaint |
| 4. Feedback regarding: * | City Department |
| 5. Department: * | Community Services |
| 6. Division or Branch Name: * | Special Events |

Additional Details

Citizen also tried to contact the organization directly but nothing happened. She feels that the City should make organizations accountable for their complaints.

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Jung, Jenny" <jenny.jung@vancouver.ca>
Date: 7/31/2017 9:14:12 AM
Subject: FW: Citizen Feedback-101009934730

Vball court during Fireworks

From: 311 Operations
Sent: Friday, July 28, 2017 6:05 PM
To: Park Events
Subject: Citizen Feedback-101009934730

Hello,

3-1-1 received citizen feedback for your department. Please see the attached document for details.

If this should be directed elsewhere, please let us know by replying to 311.operations@vancouver.ca

Regards,

Sandy V.
3-1-1 Operations



Citizen Feedback

Case number: 101009934730 Case created: 2017-07-28, 05:39:00 PM

Incident Location

Address: INTERSECTION BEACH AV, Vancouver,
Address2: BIDWELL ST
Location name:

Contact Details

Name: 2017 July, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Caller wanted to express his opinion regarding the volleyball courts on English Bay Beach. He said every year when the fireworks take place, there are 4-8 players using the volleyball area to play. This deprives people of finding a place on the beach to watch the fireworks. It is grossly unfair when space is limited. The Park Board should put up signs to prevent players from playing when thousands of people are trying to find a place to sit. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Opinion |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Parks |
| 6. | Division or Branch Name: | Parks - Special Events |

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>

To: "Jung, Jenny" <jenny.jung@vancouver.ca>

Date: 7/31/2017 9:51:53 AM

Subject: FW: Citizen Feedback-101009938241

Lack of toilets at Fireworks

From: 311 Operations
Sent: Saturday, July 29, 2017 9:31 PM
To: Park Events
Subject: Citizen Feedback-101009938241

Hello Park Events,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009938241 Case created: 2017-07-29, 09:16:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address: s.22(1) Vancouver, V6E 1L9
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Citizen would like to lodge a complaint as she has noticed there are less porter pottys this year during the Celebration of Lights. As she is currently mobility challenged she finds this very difficult in having to walk to one end of the beach to the other to access washrooms.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Parks - Special Events

Additional Details

Map and Photo

- no picture -

From: "Jung, Jenny" <jenny.jung@vancouver.ca>
To: "Cowles, Chad" <Chad.Cowles@vancouver.ca>
Date: 7/31/2017 9:54:23 AM
Subject: FW: Citizen Feedback-101009938280

From: Park Events
Sent: Monday, July 31, 2017 9:52 AM
To: Jung, Jenny
Subject: FW: Citizen Feedback-101009938280

Toilet complaint - fireworks

From: 311 Operations
Sent: Saturday, July 29, 2017 10:28 PM
To: Park Events
Subject: Citizen Feedback-101009938280

Hello there,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009938280 Case created: 2017-07-29, 09:32:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 2A1
Address2:
Phone: s.22(1) Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.

Describe details (who, what, where, when, why):

s.22(1) says that she is at the Sunset Beach for the Fireworks event. The public washrooms and porta-potties are unavailable. The nearby facilities are closed. She is witnessing men and children peeing on the beach.
- The concession stand washroom at Sunset Beach is experiencing long lineups due to an unexpected issue with the sump. Nearby facilities are closed as well. She would like to provide this as feedback for future events.
2.

Do you want to be contacted?

No
3.

Type of feedback:

Complaint
4.

Feedback regarding:

City Department
5.

Department:

Parks
6.

Division or Branch Name:

Parks - Special Events

Additional Details

Map and Photo

- no picture -

From: "Jung, Jenny" <jenny.jung@vancouver.ca>
To: "Cowles, Chad" <Chad.Cowles@vancouver.ca>
Date: 7/31/2017 9:54:09 AM
Subject: FW: Citizen Feedback-101009938302

From: Park Events
Sent: Monday, July 31, 2017 9:53 AM
To: Jung, Jenny
Subject: FW: Citizen Feedback-101009938302

Toilet Complaint - Fireworks

From: 311 Operations
Sent: Saturday, July 29, 2017 10:30 PM
To: Park Events
Subject: Citizen Feedback-101009938302

Hello there,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009938302 Case created: 2017-07-29, 09:41:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Phone

Request Details

1.	Describe details (who, what, where, when, why):	Is unhappy that during the Fireworks event today, they department closed the washrooms and did not replace with a portable toilet. - Sunset Beach
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Parks - Special Events

Additional Details

Map and Photo

- no picture -

From: "Jung, Jenny" <jenny.jung@vancouver.ca>
To: "Cowles, Chad" <Chad.Cowles@vancouver.ca>
Date: 7/31/2017 9:54:01 AM
Subject: FW: Citizen Feedback-101009938306

From: Park Events
Sent: Monday, July 31, 2017 9:53 AM
To: Jung, Jenny
Subject: FW: Citizen Feedback-101009938306

Toilet Complaint - Fireworks

From: 311 Operations
Sent: Saturday, July 29, 2017 10:32 PM
To: Park Events
Subject: Citizen Feedback-101009938306

Hello there,

Please kindly review the citizen feedback below.

Thank you,
Cathy
3-1-1 Contact Centre
City of Vancouver



Citizen Feedback

Case number: 101009938306 Case created: 2017-07-29, 09:43:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 1L9
Address2:
Phone:
Alt. Phone:
Email: s.22(1)
Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | This citizen and a few other callers are complaining that there are no portable toilets set up at Sunset Beach for the Fireworks. The regular washrooms there are closed due to a flood.

They are having to walk to English Bay where the line ups are very long.

He would like for there to be portable toilets for the upcoming events. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Parks |
| 6. | Division or Branch Name: | Park Events |

Additional Details

Map and Photo

- no picture -

From: ["Jung, Jenny" <jenny.jung@vancouver.ca>](mailto:jenny.jung@vancouver.ca)

To: ["Chi, Peter" <peter.chi@vancouver.ca>](mailto:peter.chi@vancouver.ca)

Date: 7/31/2017 12:29:17 PM

Subject: FW: Citizen Feedback-101009941126

Attachments: Citizen Feedback-101009941126.rtf

From: Park Events

Sent: Monday, July 31, 2017 11:09 AM

To: Jung, Jenny

Subject: FW: Citizen Feedback-101009941126

Sanitation – Fireworks - She wants a response.

From: 311 Operations

Sent: Monday, July 31, 2017 10:47 AM

To: Park Events

Subject: Citizen Feedback-101009941126

Good Day,

Please see the attached feedback for your department.

Warm Regards,

Lisa

Citizen Feedback

Case number: 101009941126

Case created: 2017-07-31, 09:16:00 AM

Incident Location

Address: 2000 W GEORGIA ST, Vancouver, NOT APPLIC

Address2:

Location name: STANLEY PARK|STANLEYPARK|STANLY PARK|STANLYPARK

Contact Details

Name: s.22(1)

Address: ,

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Citizen is very upset Sanitation has been left with cleaning up mess from Saturday's fireworks, because 15 special events containers went missing. She wants to speak directly with someone about this.
2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Special Events

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>

To: "Jung, Jenny" <jenny.jung@vancouver.ca>

Date: 7/31/2017 2:44:35 PM

Subject: FW: Citizen Feedback-101009944087

General complaint – Fireworks – no response

From: 311 Operations

Sent: Monday, July 31, 2017 2:30 PM

To: Film Office (Eng); Park Events

Subject: Citizen Feedback-101009944087

Good afternoon,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101009944087

Case created: 2017-07-31, 01:21:00 PM

Incident Location

Address: , ,

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: Vancouver, V6Z 3E3

Address2:

Phone:

Alt. Phone:

Email: s.22(1)

Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Email received: Festival of Lights
		This event is noise and air pollution. It is stressful for local residences and brings a lot of crime and noise to the neighbourhood many hours after the event has supposedly. I would like to register my vote on stopping this event forever.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Engineering Services
6.	Division or Branch Name:	Film and Special Events

Additional Details

Map and Photo

- no picture -

From: "Jung, Jenny" <jenny.jung@vancouver.ca>
To: "Cowles, Chad" <Chad.Cowles@vancouver.ca>
Date: 7/31/2017 3:14:23 PM
Subject: FW: Citizen Feedback-101009944742

From: Park Events
Sent: Monday, July 31, 2017 3:13 PM
To: Jung, Jenny
Subject: FW: Citizen Feedback-101009944742

Toilets – Fireworks – no response

From: 311 Operations
Sent: Monday, July 31, 2017 2:58 PM
To: Cowles, Chad; Park Events
Subject: Citizen Feedback-101009944742

Good afternoon,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101009944742 Case created: 2017-07-31, 02:09:00 PM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: s.22(1)
Address: ,
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Received via email.
Washrooms at Fireworks:

Washroom was closed on Sunset beach for few hours during Fireworks on July 29. There was NO blue mobile toilets close to this area. Police had to prevent people from entering closed washroom and many people were desperate. |
| 2. | Do you want to be contacted? | No |
| 3. | Type of feedback: | Complaint |
| 4. | Feedback regarding: | City Department |
| 5. | Department: | Parks |
| 6. | Division or Branch Name: | Park Events
Park Rangers - Washroom |

Additional Details

Map and Photo

- no picture -

From: "Jung, Jenny" <jenny.jung@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/2/2017 2:13:23 PM
Subject: FW: Citizen Feedback-101009956223

From: Park Events
Sent: Wednesday, August 02, 2017 2:12 PM
To: Jung, Jenny
Subject: FW: Citizen Feedback-101009956223

Toilets – Fireworks – wants a call back

From: 311 Operations
Sent: Wednesday, August 02, 2017 1:40 PM
To: Park Events
Subject: Citizen Feedback-101009956223

Hello,

3-1-1 has received the following citizen feedback.

Thanks,
Russ



Citizen Feedback

Case number: 101009956223 Case created: 2017-08-02, 12:31:00 PM

Incident Location

Address: 1755 BEACH AV, Vancouver,
Address2:
Location name: ALEXANDRA PARK|ALEXANDRAPARK

Contact Details

Name: s.22(1)
Address:
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Caller said for every special event, public urination is a problem on his building. The citizen would like to request more porta-potties in Alexandra Park, specifically near Harwood St during special events to help avoid this problem.
2.	Do you want to be contacted?	Yes
3.	Type of feedback:	Opinion
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Parks Special Events

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Jung, Jenny" <jenny.jung@vancouver.ca>
Date: 8/3/2017 9:22:32 AM
Subject: FW: Citizen Feedback-101009958551

Fireworks – smoke- wants a respnose

From: Chana, Sharn
Sent: Wednesday, August 02, 2017 6:02 PM
To: Park Events
Subject: Citizen Feedback-101009958551

Hello,

We received the following feedback from a citizen. Could you please review?

Thank you,
311 Operations



Citizen Feedback

Case number: 101009958551 Case created: 2017-08-02, 04:42:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 3Z9
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Received via email : "We have a huge amount of smog in the city due the fires in BC , please let's cancel the fire works this week , we don't need more smoke pollution in this environmental friendly city ."
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department
5.	Department:	Parks
6.	Division or Branch Name:	Park Events

Additional Details

Map and Photo

- no picture -

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Clark, Rick" <Rick.Clark@vancouver.ca>
Date: 8/4/2017 12:32:37 PM
Subject: FW: Citizen Feedback-101009966905
Attachments: Citizen Feedback-101009966905.rtf

"sidewalk"



Thanks,



Imagine parks + recreation: vancouver.ca/vanplay

Ian McKenzie

Park Events & Filming | Vancouver Board of Parks and Recreation
610 Pipeline Rd | Vancouver | BC | V6G 3E2
P: 604-257-8681 | F: 604-257-8501 | www.vancouver.ca
Office hours: Monday-Friday, 9am-5pm

From: 311 Operations
Sent: Friday, August 04, 2017 11:34 AM
To: Park Events
Subject: Citizen Feedback-101009966905

Good Afternoon,

Please see the attached feedback for your department.

Warm Regards,

Lisa

Citizen Feedback

Case number:101009966905

Case created:2017-08-04, 10:39:00 AM

Incident Location

Address:

s.22(1)

Vancouver, V6G 2K9

Address2:

Location name:

Contact Details

Name:

s.22(1)

Address:

Address2:

Phone:

s.22(1)

Email:

Alt. Phone:Preferred contact method:Either

Request Details

1.	Describe details (who, what, where, when, why):	Citizen is frustrated because along with the many events held in her area in the West End, like the Celebration of Lights, it attracts so many people that tend to leave a mess when they leave. Citizen was recently calling to report vomit, urine and cigarette butts that were on the sidewalk in front of her house. She feels that when these types of events are held, that there should be some responsibility on behalf of the City or organizers to ensure that the area is left in a safe and clean condition afterwards.
2.	Do you want to be contacted?	No
3.	Type of feedback:	Complaint
4.	Feedback regarding:	City Department

5.	Department:	Engineering Services
6.	Division or Branch Name:	Special Events

Additional Details

Map and Photo

- no picture -

From: ["Rieberger, Dave"](#)
To: ["Jung, Jenny" <jenny.jung@vancouver.ca>](#)
Date: 6/30/2016 8:53:13 AM
Subject: FW: English Bay Bathhouse

You weren't included on this e-mail string, lucky you...

From: Silva, Octavio
Sent: Wednesday, June 29, 2016 11:56 PM
To: Kirby-Yung, Sarah; Rieberger, Dave
Cc: Bromley, Malcolm
Subject: RE: English Bay Bathhouse

Hi Sarah,

The event referenced below was a Stanley Park Brewery seasonal product launch initiative. It's an event that has taken place on the Bathhouse roof in the past, and I believe, without any significant issues and/or complaints. I did not go by the Bathhouse event this evening due to our commitments at VanDusen, but I did drop into the event last year and it was very much as Dave described below (corporate networking event/crowd with background music and F&B services... although energetic and lively, it did not bear any resemblance to the description provided below by s.22(1)).

We'll conduct a more thorough post-event review tomorrow, including consulting with on-shift Rangers, to determine if this year's execution was different and also to identify if there were any other responses/complaints from nearby residents.

Regards,
Octavio

From: Kirby-Yung, Sarah
Sent: Wednesday, June 29, 2016 10:24 PM
To: Rieberger, Dave
Cc: Bromley, Malcolm; Silva, Octavio
Subject: Re: English Bay Bathhouse

Dave/Octavio,

What is the event that is causing the reaction?

Thx,

Sarah Kirby-Yung
Chair
Vancouver Board of Parks and Recreation

Sent from my iPhone

On Jun 29, 2016, at 10:07 PM, s.22(1) wrote:

Thank you for getting back to me.

Well Dave, I don't know how you define *background music*; I sure wouldn't want to experience what you'd call *disturbing the peace* – which is the reality here. Also, when did *networking* become a euphemism for *beer bust*? Poorly executed "spin" is little more than lipstick on a pig, but thanks for the laugh.

It's now 9:00. As you suggested, I called 3-1-1 when I thought things down there were getting unreasonably loud – i.e., so intrusive that I've been unable to concentrate on a book I was trying to read, even with all the “white noise” devices in the place going full tilt. Calling 3-1-1 was a waste of time – if anything, it's just gotten louder and more invasive as the party progresses. As usual, the Park Board abrogates its public responsibilities when it comes to actually exercising control over what they inflict on the neighbourhood.

Basic physics, which I wish you folks would get a handle on: Sound doesn't dissipate as it rises; it amplifies. It's even worse when it's bouncing off of hard surfaces like concrete and roads. What may sound reasonable down there is much, much louder by the time it's risen a few hundred feet and ricocheted off of some high-rises. Let me repeat: Basic physics.

I didn't invite your beer bust buddies into my home. You can pass on to the Park Board folks who make these decisions the fact that I very, very much resent the fact that they feel entitled to do so on my behalf. I would really like them to explain that. I believe that this City still has some semblance of civility in that it still has noise by-laws. I suppose those don't apply to the Park Board and their “special friends.”

I also resent being denied access to public spaces which, as a taxpayer, I help fund, so they can be taken over for personal and private parties, or to flip a quick commercial buck. Here's how I see it: If elected public officials grant privileged access to public property to people from whom they derive a benefit (be it nothing more than campaign contributions), that is, by definition, an abuse of power. It actually has nastier names.

I feel particularly put out in that, now pushing s.22(1), the top of the bathhouse is the only area along the beach which I – and several friends – can access easily to sit on a bench and enjoy the shore. I very much resent the fact that Park Board feels that it's of no consequence to disadvantage me and others like me. Who cares about old farts when there's a beer bust “on tap”? (At the risk of appearing cynical, I expect that most, if not all, the Park Board are down there enjoying their freebies.)

Here's a thought: The next time someone wants “free” public real estate for a beer bust, how about setting them up around Brockton Point, away from the residential areas? Better yet, if they want to drink and admire the sunset, how about telling them to rent a party boat. Think about this: You must, surely, be aware of the vociferous complaints registered with the City about the noise from party boats – yet, despite that, the Park Board thinks it's just peachy keen and super dandy to set up what is, essentially, the very same thing on public land in the middle of a residential neighbourhood. Does anybody there ever think anything through? Apparently not.

[Oh, good! The inevitable caterwauler with limited talent and a guitar is ramping it up. Now it's not just annoyingly loud, it's getting ugly!]

If this were a one-off, it wouldn't be that big an issue, but it's just the harbinger of worse to come – notably, the more poorly managed and poorly controlled mess the Celebration of Light has become. Like everything else in this city, something that was once great fun and well managed has become overblown and out-of-control to the point of being an irritant rather than a pleasure. I remember, not long ago, when, at the end of the show, the announcer would ask the crowd to leave quickly and quietly, and “show that we're a world class city” – and everyone did just that. Even the police helicopter would be gone by about 11:15 and the neighbourhood could go to bed in peace.

Now, your personal and private parties on the bathhouse roof get back to their drinking and amplified music, the concession stands along the beach break out the boom boxes to try to keep folks hanging around in the hope that they might squeeze another dime out of them, and people are still down on the beach shrieking and carrying on (drunk, by the sound of it – and you want to

peddle beer on the beaches?), into the wee hours – with no oversight, no control, nada from the people elected to manage these lands on behalf of the taxpaying public. The fun really kicks in after midnight when the dimmer lights start tossing metal fencing around on the sidewalks, roads and trucks. Any idea what trying to sleep through that until 2:00 or 3:00 am is like?

I voted a straight NPA slate in the last municipal election because I felt that Vision Vancouver had lost its way, seriously, especially when it came to the management of the city's parklands for the benefit of the public, not their special interest friends. Alas, the problem seems to be more endemic. I'm sure that many of Vancouver's elected officials sit around these days wondering just how in hell the likes of Donald Trump and Boris Johnson are able to muster the public support they do. Hint: The same public disgruntlement is brewing in your own house.

From: Rieberger, Dave [<mailto:dave.rieberger@vancouver.ca>]

Sent: 29-Jun-16 2:36 PM

To: s.22(1)

Cc: Park Events

Subject: RE: English Bay Bathhouse

Hi s.22(1)

Thank you for reaching out to us about the event setup on the Bathhouse. There is a private event this evening from 6:30 to 10pm. The event will have amplified sound, but it will be limited to background music so people can network at the event. Park Rangers are aware of the event and will be monitoring the sound level during the evening. If you do have concerns this evening please call 3-1-1 and they will pass along the message to the Park Rangers. The Bathhouse will be reopened to the public tomorrow morning, with our crews returning the benches first thing in the morning.

Sincerely,
Dave

Dave Rieberger

Event Liaison, Special Events & Filming | Vancouver Board of Parks and Recreation

2099 Beach Avenue | Vancouver | BC | V6G 1Z4

P: 604-257-8498 | F: 604-257-8501 | www.vancouver.ca



please consider the environment before printing this e-mail.

Vancouver's Parks and Beaches are SMOKE-FREE! For more information, please visit:

<http://vancouver.ca/your-government/park-board-smoking-regulation-bylaw.aspx>

From: Park Events

Sent: Wednesday, June 29, 2016 10:21 AM

To: Rieberger, Dave

Subject: FW: English Bay Bathhouse

From: s.22(1)

Sent: Wednesday, June 29, 2016 9:37 AM

To: Park Events

Subject: English Bay Bathhouse

I know that all you folks at the Park Board like to operate obscurely, inaccessible by anything so immediate as a

telephone (yours all seem to be set, in perpetuity, to go directly to voice mail), but I would like an answer to this question – now!

What is going on at the roof the bathhouse at English Bay? Once again, the public is being denied access, fences are going up, tents are rising and, most ominously of all, what appears to be a generator being installed. Is this yet another of those personal and private events - which, I am sure, are reserved for generous political donors, the tax paying public be damned? What else do we have to look forward to – some caterwauling twit or delusional “DJ” with a 50,000 watt amplifier inflicting audio terror on the neighbourhood? People live around here, you know. This is our home, not your personal and private party palace and, given with the disruptions we have to contend with already over the course of a summer, your adding to it is just salt in the wound. You’ve become really lousy neighbours!

I, for one, am tired of the growing trend which the Park Board has demonstrated in recent years to disadvantage the people who foot your bills for the benefit a few favoured political donors. If you want to allow this type of thing, how about keeping it in some more suitable area like Brockton Clubhouse, away from residential areas?

Looking forward to your SPEEDY response,

s.22(1)

From: ["Park Events" <ParkEvents@vancouver.ca>](mailto:ParkEvents@vancouver.ca)
To: ["Rieberger, Dave" <dave.rieberger@vancouver.ca>](mailto:dave.rieberger@vancouver.ca)
Date: 7/21/2015 9:30:18 AM
Subject: FW: English Bay

From: s.22(1)

Sent: Monday, July 20, 2015 7:46 PM

To: Park Events

Cc: Vancouver Park Board; Lead Ranger

Subject: RE: English Bay

Hi Ian,

Thank you for your reply, and seeing that the taxpaying peons could access the roof of the bathhouse again, although we no longer have any benches to sit on. I guess that, in a couple of days, the 99% will be barred from the area again as it's readied to host more high ticket "personal and private" behind the fencing functions – generating easy bucks, on what's supposedly public property, for what one can only assume are favored corporate sponsors of our elected officials. I'd hoped that we'd moved past that by dumping the Vision Vancouver majority on the Park Board, but apparently not. I was particularly bemused by the fact that, after banning smoking in the park because of its enormous health risk, they immediately turned around and let one of their corporate buddies set up shop on the roof of the bathhouse during the Festival of Light, fire up the barbie, and belch noxious, greasy, carcinogenic laden smoke into the surround high rises. Oh well, only peon taxpayers live there. The Park Board's become such a good neighbour!

I've lived here a long time. Until recently, the Festival of Light was a great event which everyone enjoyed. People started drifting down in the afternoon, the crowds kept building but everything was well controlled and, by and large, had little negative impact on the neighbourhood. A few loudspeaker announcements were made, starting around 8:00 p.m., fireworks went boom at 10:00, over at 10:30 and, by 11:15, relative calm had returned to the neighbourhood and we could get a good night's sleep. Ah, the good old days. More recently, to make it one of those increasingly over-blown *Vancouver Eeeeeee-Vents*, we've had to suffer through loudspeakers blasting in the afternoon. Last year, the "party" didn't end at 10:30 – oh no! The privileged few atop the bathhouse cranked up the music again and rattled on until well after 11:00. There was absolutely no control on all the vendors moving off the beach, either – some of them had boom boxes blaring, kids dancing and yelling on the street, no one in control of anything. It went on until nearly 1:00 a.m. The VPD, of course, doesn't stoop to by-law enforcement anymore.

The other thing you folks don't seem to grasp is that, even if everyone vacates the area quickly and quietly after the show's over, it's still extremely noisy in the wee small hours – metal fencing coming down (those crews don't worry about dropping it all over the place), portable toilets being removed, garbage being picked up, streets being cleaned, etc., etc. Most of it – with the exception of the clanging metal fencing – can be slept through by most of us with a history of city dwelling (I can sleep through just about any emergency siren you can throw at me). The other real annoyance is the bloody squawking backup horns on the trucks; can't they at least shut those off? It's the middle of the night, for God's sake!

Here's the thing:

- Most high-rise apartments here were built decades ago, before the summers started getting warmer, and they've never been air conditioned. We have no choice but to keep our windows open.
- Sound doesn't decrease as it rises, it amplifies – especially as it bounces off of hard surfaces,

sand, water and the surrounding buildings. What may seem conversational at ground level is a lot louder up here s.22(1). It's basic physics.

- For those who just come to one event per year at English Bay, it probably seems that it's not much of an inconvenience to the people who live here. Wrong. To many of us, it got very old a long time ago. It's not just once or twice per year, but a summer-long assault. Besides the Festival of Light, which runs several nights, there are the road races (which, it seems, can't count as *Vancouver Eeeeeee-Vents* unless they have twits with 50,000 watt amps playing DJ at 8:30 on a Sunday morning - to say nothing of the idiots with the vuvuzelas), the parades, Indian protests and (sometimes naked) cyclists blocking traffic – as well as the occasional “personal and private” beer busts, etc., such as the one you folks let your corporate pals host atop the bathhouse recently, closing it, yet again, to the taxpaying public and annoying the residents with noise.
- For most of these things, roads are closed, traffic's disrupted, our public transit's shut down and we're expected to suffer the noise. Some of it has been managed a bit better recently; some of it appears to be getting worse by the year. We put up with enough over the course of a summer, doing more than enough by way of civic duty. How about you and yours at least respecting the fact that this is our home, and keeping the noise levels to a minimum – in volume and duration?
- The salient point is that, for those of us who live around here, this is our home – and we'd appreciate having that respected. Don't give me some guff about sound levels being capped at a “conversational level” for such events. First, by the time the sound gets up 20 stories, it's considerably louder than that. Second, who gave you the right to invite people I don't know into my home to carry on at a “conversational level?” If we want that, we'll ask friends over!

That having been said, I'm wondering what special horror's in store for the neighbourhood this year. With all the clanging, banging and pounding going on down below for the past day or so, it's hard to miss the fact that even more public space is being sealed off (less fireworks viewing area for the 99% and their kids), and some enormous metal flooring structure is being laid over the verge between Beach Avenue and the walkway. What is THAT going to be? More “personal and private” party palaces for the chosen few? Or are we really going to crank up the volume this year with “entertainment” worthy of a *Vancouver Eeeeeee-Vent*? I pray that it's not the latter.

I'm deeply concerned about this, not just because of the noise factor, but because, for some of us, it's a health issue. An hour or so of incessant, throbbing “music”, and I get physically ill – headaches to the point of nausea. I don't think that I should be subjected to that in my own home – and I want to be assured that I won't be. The City by-laws say I shouldn't be, as a matter of fact. Oh, right – they don't apply to City officials and their pals.

I've lived in Vancouver long enough to remember the Grand Prix races – another greed driven, misguided and regrettable venture that the city politicians thought was a dandy *Eeeeeee-Vent* and a good little earner for the corporate cronies. Alas, Vancouver seems to have never learned its lesson from that, and to be heading down the same dismal road again. I guess it's just one more reasons why we rank as the unhappiest city in Canada.

BTW, on the bright side, I enjoy the two hour Sunday concerts at the Alexandra Park bandstand – especially the actual bands. A couple of the acts have been duds (one last year was little more than two hours of over-amplified, unadulterated caterwauling) but, on average, they're not bad.

s.22(1)

From: Park Events [<mailto:ParkEvents@vancouver.ca>]

Sent: 14-Jul-15 5:00 PM

To: s.22(1)
Cc: Vancouver Park Board; Lead Ranger
Subject: RE: English Bay

Hi s.22(1)

We were are surprised as you. It is for the celebration of light. They wanted to get a head start with all the set up for that big event.

We have asked them to take the fencing down and wait a little bit longer. Hopefully it's down in a day or so.

Thanks,

Ian McKenzie
Vancouver Board of Parks & Recreation, Special Events & Filming Department

From: Vancouver Park Board
Sent: Tuesday, July 14, 2015 4:37 PM
To: Lead Ranger; Park Events
Subject: FW: English Bay

Please see email below, is this something you are able to assist with? If so please cc pbcomment@vancouver.ca when a reply is sent. If this is not something you are able to assist with please let me know.

Thank you,
Jessica

From: s.22(1)
Sent: Tuesday, July 14, 2015 12:20 PM
To: Vancouver Park Board
Subject: English Bay

What's all the security fence going up on Beach Avenue around English Bay for – the Festival of Light, or something sooner?

From: "Evans, Catherine" <Catherine.Evans@vancouver.ca>

To: s.22(1)

Date: 7/6/2016 3:19:51 PM

Subject: FW: Fireworks in Vancouver Parks

Catherine Evans, Commissioner
Vancouver Board of Parks and Recreation
Tel: 604.358.8038

From: s.22(1)

Sent: Monday, July 04, 2016 1:25 PM

To: PB Commissioners

Subject: Fireworks in Vancouver Parks

Hello to each of you,

As you know, the July 2016 Celebration of Light is happening soon, taking place offshore from the park at English Bay.

Many people, animals and birds regard it as a Celebration of Loud Noise. An analogy would be army ordnance which produces the bangs, explosions, mayhem and death caused by war-like activities.

I am not exaggerating with the war reference since the noise is reminiscent of army artillery. Also not exaggerating with the death reference since we all know about pets and birds dying various ways during fireworks.

I know I sound like the Fun Police but if we followed practises in Europe (link below) our Celebration of Light would actually live up to its name.

Would you as Parks Board Commissioners consider this issue for the 2017 Celebration?

Thanks, s.22(1)

s.22(1)

Oh, Say, Can You See (but Not Hear) Those Fireworks?

<http://www.nytimes.com/2016/07/01/science/july-4-fireworks-quiet.html>

From: ["Park Events" <ParkEvents@vancouver.ca>](mailto:ParkEvents@vancouver.ca)

To: ["Flewin, Yuna" <yuna.flewin@vancouver.ca>](mailto:yuna.flewin@vancouver.ca)

["Ribatto, Marina" <marina.ribatto@vancouver.ca>](mailto:marina.ribatto@vancouver.ca)

["Swan, Jennifer" <jennifer.swan@vancouver.ca>](mailto:jennifer.swan@vancouver.ca)

Date: 7/6/2015 11:25:37 AM

Subject: FW: Make a comment : Celebration of light

-----Original Message-----

From: Corporate Info

Sent: Monday, July 06, 2015 10:01 AM

To: Park Events

Subject: Re: Make a comment : Celebration of light

Hello,

We received the following feedback from a citizen. See info below.

Thanks,

Ryan

3-1-1 Contact Centre

----- Original Message -----

From: info@vancouver.ca

Sent: 2015-07-04 14:28:31.0

To: info@vancouver.ca

Subject: Make a comment : Celebration of light

[q1.0] Part 1: Your message | I want to:

Make a comment

[q1.1] Part 1: Your message | About:

Celebration of light

[q1.2] Part 1: Your message | Share details:

A responsible council would cancel this event completely when we are at such a high fire risk level.

Can you guarantee that of the 300,000+ people who come downtown not one idiot will throw a cigarette butt on the dry grass? You can't so do the responsible thing and cancel the whole event.

[photo]

Upload a photo of the issue or service: (Optional)

[q2.0] Part 2: About you | Name:

[q2.1] Part 2: About you | Email:

s.22(1)

[q2.2] Part 2: About you | Phone:

[q2.3] Part 2: About you | Address:

From: s.22(1)

To: ["Vancouver Park Board" <pbcomments@vancouver.ca>](mailto:pbcomments@vancouver.ca)

Date: 7/3/2015 6:07:22 PM

Subject: Locarno Beach

Hello, I saw a very offensive and arrogant sign at Locarno beach stating "No person permitted in park 10pm-6am" and I would like to see the actual bylaw, in writing, that states a public beach and waterfront could even possibly be off limits during a certain time period each day.

I cannot believe such a thing exists, and if it does, shame. I understand city bylaws cannot extend past the historic high tide mark however, but theoretically you'd be stuck out there on the shore until 6am or else you would be a "criminal" if caught walking on our beaches in between.

Do the half a million people on Vancouver beaches during the fireworks shows realize they are all in contravention of a bylaw which supposedly creates a police-state curfew on their own land? I sure would like to see the bylaw and if so, educate the general public as there should be massive outrage. That's a huge portion of the city "closed" at 10pm if it's for all parks.

Again, I'd really like to study the exact bylaw in detail so please have someone forward it to me as soon as possible.

Regards,

s.22(1)

From: s.22(1)

To: ["PB Commissioners" <PBCommissioners@vancouver.ca>](mailto:PBCommissioners@vancouver.ca)

Date: 7/30/2014 1:10:52 PM

Subject: Music at English Bay fireworks, etc

To Whom It May Concern;

As a long term resident (25 years) of the west end I wish to express my concern about the continual noise assault to residents living around or near English Bay.

It is Wednesday, July 30th (fireworks night) and it is 12:45 in the afternoon. The loudspeakers and music are already playing!! Seriously??!!

While a certain amount of music is expected during the fireworks it certainly is not necessary to crank up the volume at noon on a Wednesday.

Fireworks + parade on Sunday means 24 hours of non stop noise for residents near English Bay. Add to that the music during marathons, sun run, and other races. Add to that the amplified music which was being played at English Bay for two consecutive Friday nights in July from 6 PM to 11 PM.

Add also to that the now **every Friday night parties and music** being played in Alexandra park which often goes until past 1 am in the morning.

It is not the job of the Parks Board to entertain people. The parks board seems to have forgotten that **people actually reside and live in this neighbourhood**, and yes surprising as it may be to you.....there are people, lots of them who work nights as well as during the day. It is also not the job of the Parks Board to make living in and around Stanley Park undesirable.

While it is true that an increase in activities is to be expected during the summer months in this neighbourhood residents here should not be expected to a continual and never ending noise assault. It is a **residential neighbourhood first and foremost** not a concert venue, not happy hour at beach, etc. etc. If I wanted to listen to the Beatles blasting at 12:45 on a Wednesday afternoon I would turn on my stereo. It is not the responsibility of the parks board to impose that on residents.

Please relook at the noise issues in the English Bay neighbourhood in and around Stanley Park.

Sincerely;

s.22(1)

From: s.22(1)

To: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
"Vancouver Park Board" <pbcomments@vancouver.ca>
"Robertson, Gregor" <Gregor.Robertson@vancouver.ca>
mrobinson@postmedia.com
info@quiet.org

Date: 4/25/2016 2:39:27 PM

Subject: Noise and Vancouver Sun article today

Sadhu Johnston, Vancouver City Manager

Park Board Commissioners and General Manager

Gregor Robertson, Mayor

cc: Matt Robinson, Postmedia

cc: Hans Schmid, Right to Quiet Society

Dear Mr. Johnston, Park Board Commissioners, Mayor:

cc: Matt Robertson, Hans Schmid

I was pleased to read in today's Vancouver Sun, p. A7, April 25, 2016, that Mr. Johnston said "imagine living in this city...without all that noise, where the primary noise you were hearing was not that leafblower...but it was the birds in this tree above you, or the wind blowing in the trees. Imagine a city like that."

Please would you consider addressing a perennial concern about noise pollution --- that of unnecessarily loud so-called music in the parks of the city during all kinds of events, e.g., fireworks days (now the music starts at noon on 4 days in the summer), the pot party last week (ugh, for lots of reasons, pollution, noise, garbage, health issues, smoking prohibitions in parks (except for pot)) and other events, sanctioned and not sanctioned by the city. Noise pollution is not "green". It hurts people's ears and well-being.

The noise is an unwanted intrusion into the lives of the residents who live in the West End but who have no choice other than have to listen to this deafening (and deaf-making) din. During fireworks days and nights, the so-called music is directed at the south side of the West End from as many as 4 different sources simultaneously - Sunset Beach, English Bay, Kits point, and more.

When I have expressed my concern to the sponsors and the City in the past, I was told "everybody loves it" and "why don't you get out of the city on those days". This is an unacceptable response. Not everyone loves it and not everyone can leave the city just like that. The noise can be mitigated by reducing the amplification and by reducing the duration of these "music" events.

Please can you help make the city less noisy? Thank you for your "ear". And Matt, thanks for writing the story.

Regards, s.22(1)

West End resident

s.22(1)

From: ["Film Office \ \(Eng\\)" <film.office@vancouver.ca>](mailto:film.office@vancouver.ca)
To: ["Park Events" <ParkEvents@vancouver.ca>](mailto:ParkEvents@vancouver.ca)
Date: 7/29/2015 2:28:46 PM
Subject: RE: 311 Citizen Feedback-101006529355

I actually laughed out loud reading your response. Too funny.

Thanks,
Rick

Rick Clark

Supervisor, Film & Special Events

City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4

T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: Park Events
Sent: Wednesday, July 29, 2015 2:25 PM
To: Film Office (Eng)
Subject: RE: 311 Citizen Feedback-101006529355

Thanks – we get a lot from Mr Anonymous here

Have a good day

From: Film Office (Eng)
Sent: Wednesday, July 29, 2015 2:22 PM
To: Hopwood, Cael; Hall, Josie; Park Events
Subject: FW: 311 Citizen Feedback-101006529355

From out inbox. Signed: Anonymous.

Thanks,
Rick

Rick Clark

Supervisor, Film & Special Events

City of Vancouver | Film Office | 126 Keefer Street | Vancouver BC, V6A 1X4

T. 604.257.8848 | F. 604.257.8859 | E. rick.clark@vancouver.ca

From: 311 Operations
Sent: Wednesday, July 29, 2015 1:11 PM
To: Film Office (Eng)
Subject: 311 Citizen Feedback-101006529355

Hello,
The following is a Citizen Feedback Case that was created by the 311 Contact Centre. Please do not hesitate to contact us if you have any questions or concerns.
Joan / 311 Contact Centre



Citizen Feedback

Case number: 101006529355 Case created: 2015-07-29, 11:22:00 AM

Incident Location

Address: 1204 BEACH AV, Vancouver, V6E 1V3
Address2:
Location name: SUNSET BEACH|SUNSET BEACH PARK|SUNSETBEACHPARK|SUNSETBEACHPK

Contact Details

Name: 2015 July, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen lives at s.22(1) and is concerned about the noise coming from Sunset Beach every time the Festival of Lights celebration occurs. The noise starts as early as 10am in the morning and lasts all day and evening until after the fireworks are done. He claims they are testing the sound equipment and all he can hear is the base and "boom boom boom" noise. He knows it is a permitted event and permits and licences have been obtained from the city so the noise inspectors wouldn't have as much jurisdiction over the public event, however would like to offer his feedback to get the department to advise the managers of the festival to start their testing an hour or two hours prior to the event. On 07/25/2015 and on 07/29/2015, they have been testing their sound systems and base systems four to five hours prior to the event, as the event schedule states the entertainment is not set to start until 2:00pm on 07/29/2015.
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Opinion
4.	Feedback regarding: *	City Department
5.	Department: *	Community Services

6. Division or Branch Name: * Special Events

Additional Details

From: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 7/27/2015 4:45:02 PM
Subject: RE: Citizen Feedback-101006514298

Hahaha....i missed that part.

From: Rieberger, Dave
Sent: Monday, July 27, 2015 4:14 PM
To: Hopwood, Cael
Subject: RE: Citizen Feedback-101006514298

I agree, watch the water...

From: Hopwood, Cael
Sent: Monday, July 27, 2015 3:57 PM
To: Rieberger, Dave
Subject: FW: Citizen Feedback-101006514298

fyi



Citizen Feedback

Case number: 101006514298 Case created: 2015-07-25, 08:33:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6M 3X5
Address2:
Phone: s.22(1) Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why): *	Citizen is upset with the amount of noise created by Celebration of lights this year. She does not believe the event needs bands or a stunt plane show before hand. "Why can't it be an event where people gather on the beach and watch the water until the fireworks start?"
2.	Do you want to be contacted? *	No
3.	Type of feedback: *	Complaint
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events - Celebration of Light

Additional Details

From: ["Park Events" <ParkEvents@vancouver.ca>](mailto:ParkEvents@vancouver.ca)

To: ["Vancouver Park Board" <pbcomments@vancouver.ca>](mailto:pbcomments@vancouver.ca)

Date: 7/6/2015 2:02:24 PM

Subject: RE: FIREWORKS and STANLEY PARK

From: Vancouver Park Board
Sent: Monday, July 06, 2015 1:55 PM
To: Park Events
Subject: FW: FIREWORKS and STANLEY PARK

Please see email below, is this something you are able to assist with? If so please cc pbcomment@vancouver.ca when a reply is sent. If this is not something you are able to assist with please let me know.

Thank you,
Jessica

From: s.22(1)
Sent: Monday, July 06, 2015 10:55 AM
To: [@invalid.domain">"gregor.robertson@vancouver.ca"@invalid.domain](mailto:gregor.robertson@vancouver.ca)
Cc: Vancouver Park Board
Subject: FIREWORKS and STANLEY PARK

Vancouver City Council, and the Vancouver Board of Parks.
Mr. Mayor

As I sit in my condo in Kitsilano, trying to stay indoors because of the smoke from the forest fires that is blanketing the city right now, and that is wreaking havoc with my asthma; has given me time to think.

Stanley Park, the city's jewel, is a very short distance from the Celebration of Light fireworks in English Bay, scheduled for the end of this month. Given the extreme dryness of our forests, and the extremely hot weather predicted for this summer, I think it might be a good idea to consider cancelling the fireworks this year as a precautionary stand.

No one would blame you for doing that, and most would applaud the move.

Just look at the footage of all those forest fires burning out-of-control in B.C., Alberta, Saskatchewan, Ontario, Texas, California . . . well, you get my point. Just try to imagine this type of fire in Stanley Park. It would be disastrous – and would take a generation to repair.

Fireworks are fun, but not worth the risk.

Please consider cancelling the fireworks this year.

Thank you.

s.22(1)

Vancouver, BC
V6J 1J2

From: ["Evans, Catherine" <Catherine.Evans@vancouver.ca>](mailto:Catherine.Evans@vancouver.ca)

To: s.22(1)

Date: 7/5/2016 4:40:57 PM

Subject: RE: Fireworks in Vancouver Parks

Thank you s.22(1) I had not heard of quiet fireworks before now, but I fully understand and support the reasons for wanting them.

A way of introducing them might be for Halloween when fireworks displays are smaller and, according to the article you sent, better suited to quiet fireworks. From personal experience i am very aware of the trauma Halloween fireworks inflict on pets and wildlife all over the city.

I will look into who is responsible for permitting fireworks sales at Halloween and see what can done to limit the sales to quiet fireworks.

I'd then be happy to take on the larger displays.

Yours truly,

Catherine Evans, Commissioner
Vancouver Board of Parks and Recreation
Tel: 604.358.8038

From: s.22(1)

Sent: Monday, July 04, 2016 1:25 PM

To: PB Commissioners

Subject: Fireworks in Vancouver Parks

Hello to each of you,

As you know, the July 2016 Celebration of Light is happening soon, taking place offshore from the park at English Bay.

Many people, animals and birds regard it as a Celebration of Loud Noise. An analogy would be army ordnance which produces the bangs, explosions, mayhem and death caused by war-like activities.

I am not exaggerating with the war reference since the noise is reminiscent of army artillery. Also not exaggerating with the death reference since we all know about pets and birds dying various ways during fireworks.

I know I sound like the Fun Police but if we followed practises in Europe (link below) our Celebration of Light would actually live up to its name.

Would you as Parks Board Commissioners consider this issue for the 2017 Celebration?

Thanks, s.22(1)
s.22(1)

Oh, Say, Can You See (but Not Hear) Those Fireworks?

<http://www.nytimes.com/2016/07/01/science/july-4-fireworks-quiet.html>

From: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
To: "Sharpe, Heather \"(brand.LIVE)\" <HSharpe@brandlivegroup.com>
"Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 7/28/2015 3:29:42 PM
Subject: RE: FW: Citizen Feedback-101006518955

thanks

From: Sharpe, Heather (brand.LIVE)
Sent: Tuesday, July 28, 2015 2:16 PM
To: Hopwood, Cael; Rieberger, Dave
Subject: Re: FW: Citizen Feedback-101006518955

You got it

On Tue, Jul 28, 2015 at 2:12 PM, Hopwood, Cael <cael.hopwood@vancouver.ca> wrote:
Hi Heather, can you please ensure the ‘bass’ is monitored on your amplification. As we know that’s the sound that travels and penetrates the most.
Thanks
Cael
Address: 1155 HARWOOD ST, Vancouver, V6E 1S1

Request Details

1.	Describe details (who, what, where, when, why): *	recieved via webform: I've been considering lodging a complaint about the excessive bass allowed at venus such as the Celebration of Lights for a number years. The penetrating percussive low frequency beat is very irritating and inescapable for local residents unless they choose to leave their home. I just had a short respite which I attribute to the band taking a break. They have now returned with renewed energy. It is not fair that everyone nearby is subject to this irritant without recourse and I request your office exercise its authority to limit this noise in the immediate future. Thank you for your time & consideration.
2.	Do you want to be contacted? *	Yes
3.	Type of feedback: *	Complaint
4.	Feedback regarding: *	City Department
5.	Department: *	Engineering Services
6.	Division or Branch Name: *	Special Events - Celebration of Light

Additional Details

--
Heather Sharpe
Producer

E hsharpe@brandlivegroup.com
C [604-314-8685](tel:604-314-8685)
T [604.733.7171](tel:604.733.7171)

308-611 Alexander St.
Vancouver, BC, V6A 1E1
brandlivegroup.com

From: ["Czene, Paul" <paul.czene@vancouver.ca>](mailto:paul.czene@vancouver.ca)
To: ["Vancouver Park Board" <PB.Comments@vancouver.ca>](mailto:PB.Comments@vancouver.ca)
["Duncan, Alan" <alan.duncan@vancouver.ca>](mailto:alan.duncan@vancouver.ca)
Date: 8/29/2016 10:15:09 AM
Subject: RE: Park Board Parking Lot and Fireworks -- Handicap Parking

I will respond to s.22(1)

-----Original Message-----

From: Vancouver Park Board
Sent: Monday, August 29, 2016 10:14 AM
To: Duncan, Alan; Czene, Paul
Subject: FW: Park Board Parking Lot and Fireworks -- Handicap Parking

Hi Alan + Paul,

Please respond to s.22(1)

Thanks,
Yuna

-----Original Message-----

From: s.22(1)
Sent: Monday, August 29, 2016 9:29 AM
To: Vancouver Park Board
Subject: Re: Park Board Parking Lot and Fireworks -- Handicap Parking

Hi Park Board,

I sent this 4 weeks ago and no reply.

Has anyone looked at this and are any of the reasonable suggestions being considered?

Regards,

s.22(1)

On Jul 31, 2016, at 8:51 AM, s.22(1) wrote:

> Hi,

>

> It is with appreciation that I acknowledge the fact that you provide handicap parking, on the evenings of the fireworks, in the Vancouver Park Board parking lot at 2099 Beach. However, I have a few recommendations:

>

> 1) For these 3 nights a year, please park your Vancouver Parks vehicles somewhere else. Under your building or even in the able-bodied public parking areas near the tennis courts. For those 3

evening a year, handicap parking, near the beach, is at an absolute premium. For Vancouver Park Board vehicles to take up 2 or sometimes 3 of the roughly 20 designated handicap spots doesn't make a lot of sense to me. Please park your vehicles somewhere else for those 3 nights.

>

> 2) There is one parking spot, in this lot, right beside the actual handicap spot indicating that it's reserved for deliveries. Cover this sign for the 3 evenings so it can be used by handicap people. I don't think too many deliveries are taking place on those evenings at those times.

>

> 3) More clear signage in the designated handicap parking lot. Perhaps in front of each stall or every other stall so non-handicapped people remove their vehicles at 5:00p on the fireworks evenings. Last night there were 9 non-handicapped vehicles parked in the lot after 5:00p. There were roughly 7 handicapped vehicles lined-up waiting for these spots as late as 6:30p. A security guard was ticketing these non-handicapped vehicles. And a tow truck showed up around 6:00p and towed one car. Not sure if other tow trucks showed up and removed other non-handicapped vehicles.

> I think you get the gist of my concern.

>

> 4) Enforce the parking at this lot in the sense that ticketing is done shortly after 5:00p and non-handicapped vehicles are towed expeditiously shortly after 5:00p. Two or three tow trucks ready to go shortly after 5:00p would do the job.

>

> Proper planning and execution of the small details would make the entire experience a lot better and more efficient for people with disabilities.

>

> Thank you and best regards,

>

>

> s.22(1)

>

>

>

From: ["Mackinnon, Stuart" <Stuart.Mackinnon@vancouver.ca>](mailto:Stuart.Mackinnon@vancouver.ca)

To: s.22(1)

["PB Commissioners" <PBCommissioners@vancouver.ca>](mailto:PBCommissioners@vancouver.ca)

Date: 7/21/2015 2:55:08 PM

Subject: RE: Stanley Park Smoker Concerns

Thank you for letter and your very timely suggestion. I am forwarding this onto our staff for their input and consideration.

Stuart Mackinnon, Commissioner
Vancouver Board of Parks & Recreation

From: s.22(1)

Sent: July 21, 2015 2:26 PM

To: PB Commissioners

Subject: Stanley Park Smoker Concerns

To Whom it May concern,

Living close to Stanley Park makes me feel very fortunate as I'm able to enjoy the gorgeous setting almost daily with walks, runs and bikes.

In my opinion the Vancouver Parks Board and staff do an excellent job maintaining the Park and I'm very grateful for that as well.

The reason I'm writing now is that I still see people smoking in Stanley Park despite the ban. I personally don't like smoking in the Park at the best of times, but I'm particularly concerned now with the current hot dry weather (and the upcoming Honda Celebration of Light).

I assume (though I'm not certain) that many smokers are tourists and may simply not be aware there is no smoking permitted in the park.

If it's not already done, I'd like to suggest the Parks Board initiate communication with the tour bus operators, owners, drivers, (and even BC Transit) to remind guests upon disembarking to the Park that it is a no smoking area. I also would love to see more discreetly placed signage (I actually have never seen signage at all - though I'm told it exists at the entrance for vehicle traffic).

Thank you for your time and consideration.

Kind regards, s.22(1)

s.22(1)

From: s.22(1)

To: "PB Commissioners" <PBCommissioners@vancouver.ca>

Date: 7/23/2016 11:19:21 AM

Subject: The Usual

Howling with laughter. Just read the CBC news website item on what's turned from a once enjoyable-for-all event into another overblown, intrusive commercial enterprise to benefit a few money grubbing political cohorts – i.e., the Celebration of Light. I particularly enjoy the sheer, blind hypocrisy of the Park Board. The massive infusion of chemicals into the local atmosphere from the fireworks themselves aside, you let your corporate buddies take over prime public spaces for their personal profit and set up barbeques belching carcinogenic smoke into the surrounding high-rise apartments. And what's the big comment from the Park Board about the event? It seems to be: *the public hadn't better smoke in the park or the Rangers will get you!* A Ranger actually doing something on English Bay? Hell, I'm going to start smoking over there just to see if we can finally get a Ranger down there!

This was the same petty, inane response which you had when the weed advocates announced that they were going to stage a protest at Sunset Beach. No concern expressed by the Park Board about the potential impact on public property, public access to the beach or the adjacent neighbourhood. Nope. All you had your knickers in a knot about was that they might violate your little smoking bylaw.

As I've noted before, you've become lousy neighbours. No management or control of what goes on along English Bay, other than to turn it into a 24/7 adjunct of Granville Street, no effort to control the impacts on the neighbourhood, nada. What do you self-absorbed, pointless twits prattle on about endlessly, however – your pathetic little smoking bylaw!! Honest to God!