

File No.: 04-1000-20-2018-144

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 annual April "Sun Run" event 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 (#04-1000-20-2018-144); 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.

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Date	Requestor's Name	Phone	Email	Case Details
04/23/2017	2017 April, Anonymous			Citizen wanting to complain about the Sun Run and how it was organized by the City. Citizen advised that he is sitting in a lineup of cars that are idling has traffic is gridlocked because the Burrard Bridge has not been opened at the scheduled time of noon. Citizen states he though the City and the Mayor was all about being green but feels wasting gas and allowing idling emissions due to a silly race is not very green.
04/24/2017	s.22(1)	s.22(1)	s.22(1)	<p>Now you want to spend \$250,000 of our tax dollars for a bike event! Are you kidding me... We were recently told by the city that it was too expensive to have fresh water in Charleson Park anymore, something that park has had for years for dogs to both drink and cool off in, kids use it as well, not too mention it supports a ton of waterfowl and the entire garden system is planted around the water. As a taxpayer, it's not a lot of money and there are many, many people who use that park, the water being the main draw in the summer. Nor have you repaired the sidewalks, or even added sidewalks to one of our roads (Charleson), making them safe and secure for wheelchairs and pedestrians. When my father was alive he was unable to visit me as he simply could not get around in his wheelchair because the roads and sidewalks were in such bad shape. And recently I drove down lower SW Marine Dr., which recently reopened after water main construction, and was interested to see that the water main construction had morphed into major bike route infrastructure, sorely needed, and long overdue I might add, on a road that services a university, though was shocked to see you has not included pedestrian or wheelchair infrastructure as there are no sidewalks. And I'm not even going to try to touch on the complete mishandling of the drug issue, not too mention the amount of money you say they are spending, including our extra .5% tax dollars, on the DTES without any results. What I see daily out of my office window at Hastings and Carrall is simply shocking. So you can imagine my reaction when I see the City of Vancouver is throwing \$250,000 at a couple of bike events... An evening bike ride, on a busy September Saturday night, closing bridges and main roads, making it even more unsafe for pedestrians than usual and cutting off businesses, all designed to make us look cool. It's not a fundraiser, it's not an awareness event even. The Vision party says it's to change people's impression we are a no fun city. And my guess is that \$250,000 won't even begin to cover the extra police, security, or garbage pickup. The City of Vancouver decided this in one closed door council meeting. Local feedback (other than Hub, a bike coalition you fund) was nowhere to be seen, nor were we invited. Where was the NPA on this? Where were the local business associations, the police board even? Why did we not hear about it until it was announced in the media. The City of Vancouver already sanctions a monthly bike ride right in the middle of a busy Friday rush hour that shuts downs streets, disrupts lives as they block roads to ferries and hospitals, and damages/vandalizes cars in their way. And each June during "Bike Month", this ride swells into the thousands. This "critical mass" demonstration is ongoing despite the millions of dollars of bike infrastructure long provided. Vision and parks just helped, sanctioned (behind the scenes) and supported a pot group that threw 10 pounds of joints into a crowd with underage kids, left so many roaches and pot edibles on the ground it's not safe for dogs to use the dog park, caused residents to remain indoors with their windows closed tight and destroyed the local soccer field making it unusable for weeks, possibly months (we have yet to see the cost of that). A couple of years ago Vison, whose politics are very much in opposition to the provincial Liberals, all but shot down a yoga session Christy Clark, somewhat misguidedly, wanted to do on the Burrard Street Bridge and charge them and their sponsors \$150,000 to shut down the bridge, while being concerned Vancouverites, who spend much of their daily lives stuck in gridlock, were apparently quite "miffed at the idea of shutting down one of Vancouver's busiest bridges on Father's Day", which falls on a much quieter Sunday morning, yet you are perfectly willing to miff a much larger crowd and cover the costs of a major bridge closure on a busy Saturday night for your pet project, and Gregor's personal legacy - bicycles! Let me come right out and say this, I don't agree with the city spending this much on an event simply to show we are cool. We have lots of events, this Sunday's Sun Run for example (how much does the city give them?) And I sure don't agree with doing it on a busy Saturday night, closing a major bridge and main arteries through the city, disrupting businesses and people attending events, shows and concerts. For a city that didn't have enough funds to pay for decent snow removal or garbage pickup this past year; has raw sewage flowing straight into False Creek and is letting the parks fall into disrepair, it seems utterly irresponsible to spend it on this type of event. This government, Vision, and its mayor, Gregor Robertson, are simply out of control. --- (cckeb, Apr 24 2017 4:37PM) Original additionally sent to PB Commissioners, VPD.</p>

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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Requestor Name	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
Eform Request Type		Citizen Feedback Case											
101006088611	s.22(1)						Describe details (who, what, where, when, why): The citizen states the men's washroom at lost lagoon in stanley park has been closed for 10 days now. There is going to be the Vancouver Sun run on April 19th and the washroom is still closed. He believes it should not have taken this long. There is a sign on the door advising that the washroom is closed. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: ParksRecreation Division or Branch Name: Park Facilities	s.22(1)	1	4/17/2015 2:36:00 PM	4/17/2015 3:40:04 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-17 15:21:42.817 Directed to Another City Department Sent to Jay Vanderpas Case Reopened: Temporary re-open to handle changes on Hamsen side Agent Updated Case Details: Description updated to: . Agent Finished: Case Closed. Closed date : 2015-04-17 15:39:32.267 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: .. Agent Finished: Case Closed. Closed date : 2015-04-17 15:40:04.047 Back to previous status Closing case after 'Add Event'

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Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101006091597	INTERSEC TION		BEACH AV	BIDWELL ST		<div>s.22(1)</div>	<div>s.22(1)</div>	1	4/18/2015 5:22:00 PM	4/19/2015 10:42:55 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-19 10:42:55.043 Directed to Another City Department Directed to Film and Special Events
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Case Status: Both

101006092109	s.22(1)					<div>Describe details (who, what, where, when, why): The caller states there is a music kiosk that is stationed right in front of her building. t has loud speakers and it is very loud in her building. This is a ongoing issue where she had the same complaint last year during the Sun Run. The kiosk is for the Sun Run and she states this kiosk could be placed in another location. This kiosk could be placed at Alexander park facing the water and it could be put at the beach house facing the water. The noise currently blasts directly at the building. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events</div>	s.22(1)	1	4/19/2015 9:20:00 AM	4/19/2015 11:08:17 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-19 11:08:17.347 Directed to Another City Department Directed to Film and Special Events</div>
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Case Status: Both

101006092151	INTERSECTION		FIR ST	W 2ND AV		<div>Describe details (who, what, where, when, why): For the last 13 years citizen has had to make a detour from her residence to downtown on the day of the Vancouver Sun Run. Normally vehicles are asked to go underneath the Burrard Bridge to access Lamey's Mill Road from Fir and West 2nd Avenue. This year VPD directed vehicles to a gravel road. There were no other officers to direct drivers, so the citizen wondered around for a fair bit of time trying to figure out the correct route. She ended up going through various potholes and finally a curb that nearly took off her bumper. This is unacceptable traffic management for the event. Citizen would like a call back as soon as possible. She is now late for work. Do you want to be contacted? Yes Type of feedback: Complaint Feedback regarding: CityDepartment Department: CommunityServices Division or Branch Name: Special Events: Vancouver Sun Run</div>	s.22(1)	1	4/19/2015 9:45:00 AM	4/19/2015 11:19:21 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-19 11:19:21.46 Directed to Another City Department Directed to Film and Special Events</div>
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Case Status: Both

101006092482	INTERSEC TION		DENMAN ST	W GEORGIA ST			Describe details (who, what, where, when, why): Roads are still closed for Sun Run past 11am. Caller says Georgia St is empty, the roads are clean, but still barricaded off. There is a police officer on site blocking access to the road, and even he doesn't know why the road is still closed. There are thousands of cars waiting to get through. "Is this the Mayors way of getting more people to ride their bikes?" 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	4/19/2015 12:33:00 PM	4/19/2015 1:47:24 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-19 13:47:23.89 Directed to Another City Department Directed to Film and Special Events
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Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101006102488						<p>Describe details (who, what, where, when, why): Via email: (The below was also sent directly to Mayor Robertson) Dear Mr. Mayor & City Councillors I would like to register my sincere displeasure with the way today's 4/20 festival was handled by the city. I live downtown and commute to UBC every day. On almost every other day, it's a nice commute that doesn't take very long. Today was not one of those days. The road closures today snarled traffic in the downtown core to a standstill. A 25 minute commute turned into a 75 minute debacle. What's worse is that there was no public indication on the roads that this was going to be happening. For the Sun Run on Sunday, there were street signs up for at least a week warning of the road closures. t was clearly marked what routes were going to be closed, which were going to be busy, and drivers had fair warning that they should find an alternate route if they were going to be out on the road. This happens for every event downtown, from the Gay Pride parade to the Santa Clause parade. None of this was evident for today's event. I drive down Hornby Street every week day, and I never saw any signs that indicated that it would be closed today. No warnings that traffic would be brought to a standstill. Putting aside the lack of warning, I find it completely unacceptable that this activity would be taking place in the middle of rush hour on a busy Monday (and I assume it will be the same on weekdays the coming years). This demonstrates a gross abuse of the taxpayers that fund this city with their tax dollars, all in favour of a bunch of people, a large portion of whom I doubt actually pay many taxes at all. There is a reason that most major festivals and events are held on the weekends. While I realize that there is no way that anybody will convince you or those in City Hall to actually not hold this event, please ensure in the future that those who are actually conducting their business in this city are warned when their time is about to be wasted sitting in traffic. Do you want to be contacted? No Type of feedback: Complaint Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events Office</p>	s.22(1)	1	4/21/2015 4:41:00 PM	4/21/2015 5:00:14 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-21 17:00:14.083 Directed to Another City Department Sent to the Film Office.</p>
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Case Status: Both

101006123947						<div>Describe details (who, what, where, when, why): Received via email: I live on Bidwell St. near Beach Ave. The past 2 weekends we have been bombarded with band music - last week the Sun Run starting at 9 00am, today a protest group starting around noon - still going on at 3 30pm. Are permits issued and is there a quality check done? Is there a permissible decibel limit? I love living in the west end community though it seems that weekend events are happening more and more to the point where it is difficult to have a quiet weekend which we all need after a busy work week. 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	4/27/2015 3:09:00 PM	4/27/2015 3:35:33 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2015-04-27 15:35:32.747 Directed to Another City Department Park Events</div>
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Case Status: Both

101006148241						<p>Describe details (who, what, where, when, why):</p> <p>Received via email: I could not get to my church this morning due to the marathon road closures. I checked the map the day before and had my route all set. Coming from the s.22(1) I left at 7:45 to arrive at St. John's Vancouver church (37th and Ballie) by 8:15. Driving down Main St., I understood from the map that I could go across King Ed to Oak, then down to 37th and back to Heather and down to the church. That was not the case! All the main roads were closed from Main St., and I wound up driving for 45 extra minutes, asking 4 different officers--most of whom were trying to be helpful, but couldn't tell me how to get to where I wanted to go---and finally gave up! I was supposed to s.22(1) at the service and not only was I extremely frustrated, but I'm sure everyone wondered what had happened.</p> <p>This is not the first time I and others have had this experience. We should not be penalized this way just because our location is "in the way" of these marathons.</p> <p>I would ask you please to figure out how we church people can get to our churches the next--and EVERY--time there's a marathon, half-marathon, Sun Run, etc. etc.</p> <p>Sincerely Yours</p> <p>s.22(1)</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>Special Events</p>	s.22(1)	1	5/3/2015 7:43:00 PM	5/3/2015 7:52:02 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 : 2015-05-03 19:52:01.747</p> <p>Directed to Another City Department</p> <p>Directed over to Special Events</p>
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101006525053	s.22(1)					<p>Describe details (who, what, where, when, why): Citizen e-mailed:</p> <p>Hello,</p> <p>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.</p> <p>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?!</p> <p>Thank you for your attention,</p> <p>s.22(1)</p> <p>Do you want to be contacted? No</p> <p>Type of feedback: Complaint</p> <p>Feedback regarding: CityDepartment Department: EngineeringServices Division or Branch Name: Special Events Park Events</p>	s.22(1)	1	7/28/2015 1:11:00 PM	7/28/2015 2:28:56 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 14:28:56.077 Directed to Another City Department Sent to parkevents@vancouver.ca</p>
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Case Status: Both

101007392819						<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>	s.22(1)	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 & amp; Cllrs; sender sent original to PB Commissioners
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Case Status: Both

101007592083	s.22(1)				V6E 1R4	<div>1. Describe details (who, what, where, when, why): The caller states there was a stereo on for the sun run at 8:10 am and it was so loud that she could hear it in her unit about 3 blocks away. It woke up her infant as well. She lives in s.22(1) and the music started at 8:10 am about 3 blocks away. 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 Office</div>	2016 April, Anonymous	1	4/17/2016 8:35:00 AM	4/17/2016 11:13:34 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-17 11:13:33.583 Assigned Sent to Film Office (Eng) <film.office@vancouver.ca>;
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Case Status: Both

101007592130						<div>1. Describe details (who, what, where, when, why): Citizen feels like the Sun Run shouldn't have a speaker with someone speaking on it through out the entire run. Bothered by the sound. 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</div>	s.22(1)	1	4/17/2016 8:57:00 AM	4/17/2016 11:17:23 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-17 11:17:23.133 Assigned Sent to Film Office (Eng) <film.office@vancouver.ca>
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Case Status: Both

101007592165	s.22(1)					<div>1. Describe details (who, what, where, when, why): The caller lives at s.22(1) and the amliified music is very loud for the sun run. He lives on the 12th floor and the base is very disturbing. He doesnt mind the people making noise but the amplified music is too much.</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	4/17/2016 9:13:00 AM	4/17/2016 11:19:52 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</div> <div>Agent Finished: Case Closed. Closed date : 2016-04-17 11:19:52.323 Assigned Sent to Film Office (Eng) &lt;film.office@vancouver.ca></div>
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101007592916						<div>1. Describe details (who, what, where, when, why): Complaint: inadequate sign-age warning about Sun Run road closures. There should have been postings at e g. the Oak Street bridge entering Vancouver for days in advance.</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>	No Name (ps), No Name	1	4/17/2016 1:41:00 PM	4/17/2016 1:44:29 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</div> <div>Agent Finished: Case Closed. Closed date : 2016-04-17 13:44:29.27 Assigned Sent to Film Office (Eng) &lt;film.office@vancouver.ca></div>
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Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007592915						<div>1. Describe details (who, what, where, when, why): Caller phoned to complain about the congestion and traffic issued caused by the Sun Run today. The information provided to the public on when the road closures would end was incorrect. She feels this event was poorly managed, and the Sun Run organizers did not communicate with the City well enough, and the City did not communicate the correct information to the public. She is upset that this event takes place every year, yet it is still poorly handled and coordinated. VPD provided no assistance in directing traffic, and delays affected people who had made plans around the information that was provided about the closures. Delays in re-opening roads likely caused people to miss flights, and caused problems for parents who needed to get their children home or elsewhere. 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	4/17/2016 1:41:00 PM	4/17/2016 2:06:13 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-17 14:06:13.103 Assigned Film Office (Eng) <film.office@vancouver.ca>;
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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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007593062						<div>1. Describe details (who, what, where, when, why): Caller phoned to complain about the traffic and congestion resulting from the Sun Run today. The event was supposed to end at 12 00pm but there are still quite a few closures and traffic is extremely congested downtown. He wants to know if the Sun Run organizers will be fined and charged for additional resources needed resulting from the pro-longed road closures.</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	4/17/2016 2:31:00 PM	4/17/2016 4:25:01 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII</div> <div>Agent Finished: Case Closed. Closed date : 2016-04-17 16:25:00.9 Directed to Another City Department Film Office (Eng)</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007593230						<div>1. Describe details (who, what, where, when, why): Subject: Vancouver Sun Run music volume Message: Can you advise why this and other activities executed annually in the West End requires the accompanying music be set at a level that disturbs uninterested parties blocks away. Notwithstanding the early hour on a Sunday I find it unnecessary and highly irritating. Why is music even necessary? t's a sporting event not a concert. t needs to be dialed back. 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</div>	s.22(1)	1	4/17/2016 3:42:00 PM	4/17/2016 4:27:10 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-17 16:27:09.81 Directed to Another City Department Film Office (Eng)
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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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007593646						<div>1. Describe details (who, what, where, when, why): Email regarding Sun Run closure of downtown streets Good afternoon, The Sun Run caused significant delays in traffic today, far beyond the posted closure times. For those of us on the North Shore, getting to or returning from Vancouver was a traffic nightmare. No one was running on Georgia Street at 11:00 a.m. but the street was still entirely closed. No one was running on Burrard Street at 1 00 p.m. at Georgia, but the street was still half closed. The only reasonable option to return to the North Shore at 1:00 p.m. today was to take a very long route via the Ironworkers Memorial Bridge which, by taxi, resulted in an exorbitant cost. Perhaps the City should consider having the Sun Run relocated to a more suitable location, such as UBC and the endowment lands? If the City is not able to re-open major traffic routes to the schedule promised, the implications for everyone else who needs to commute within the core of the Lower Mainland, particularly from the North Shore where we are essentially held captive in any event by bridges which are inadequate for the population, is not acceptable. Many people must work on Sunday, and bridge and major access route closures to accommodate people at leisure, or simply indulging in recreation, is neither sensible nor fair. Thank you for your attention. Regards, s.22(1)</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	4/17/2016 6:33:00 PM	4/17/2016 6:46:19 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CSRII</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-04-17 18:46:19.47</div> <div>Directed to Another City Department</div> <div>Film Office (Eng)</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007595551	INTERSEC TION		CAMBIE BRIDGE	CAMBIE ST			<div>1. Describe details (who, what, where, when, why): Received via email: Re: Sun run The traffic was stopped at Brodray and Cambie. Traffic wanted to go north on Cambie and east on 2nd, but there was no traffic aloud north, this is not acceptable.</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	4/18/2016 10:46:00 AM	4/18/2016 1:23:11 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CSRII</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-04-18 13:23:11.013</div> <div>Directed to Another City Department</div> <div>Sent to Film Office</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007598761						<div>1. Describe details (who, what, where, when, why): She would like more notification about road closures for marathons. She was stuck and couldn't return home yesterday and was not aware of the sun run. She is new to Vancouver and didn't know about such a marathon</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: Community Services</div> <div>6. Division or Branch Name: Special events</div>	2016 April, Anonymous	1	4/18/2016 4:15:00 PM	4/18/2016 4:21:49 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed Insufficient or Invalid Info
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007604939						<div>1. Describe details (who, what, where, when, why): There are COV workers taking down sun run banners on the Viaduct at 5:50pm today April 19/2016. She is upset that this is happening during rush hour traffic. She wants to know why the crew would come during rush hour and not during non peak hours. It is disruptive. She thinks the sun run shouldn't be held in the COV anymore.</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: Traffic and Electrical</div>	s.22(1)	1	4/19/2016 5:52:00 PM	4/19/2016 7:02:33 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CSRII</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2016-04-19 19:02:32.76</div> <div>Directed to Another City Department</div> <div>Brown, Ken</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007608105	s.22(1)				V6E 1V3		<div>1. Describe details (who, what, where, when, why): I think it's insane. If pot was legal and they got a permit, then fine. I know the City says they haven't sanctioned it but in actual fact they have sanctioned it by not doing anything. Sunset Beach is too small. I have 2 small grandchildren that I look after but I can't bring them home today with 50,000 pot smokers there. And that the City is allowing them to do it. The City has a responsibility to uphold the laws and protect its citizens. This should be away from residential areas. An illegal, pot smoking smokefest in my front yard is ridiculous. I'm sitting in my car because I can't go home. I'm a citizen too. We have lots of events that are legal like the Sun Run & Vancouver Marathon - I'm fine with those, but this just makes me mad! 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: 420 Protest</div>	s.22(1)	1	4/20/2016 12:41:00 PM	4/20/2016 12:59:27 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-04-20 12:59:26.637 Directed to Another City Department Directed to Mayor and Council</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007660425						<div>1. Describe details (who, what, where, when, why): Subject: BMO Marathon Message: Before the Vanc'r Sun Run, I checked the various newspapers and websites regarding the road closures. I planned my exit from Coal Harbour and the West End so I could pick up friends. I made plans to pick them up 1 hour after the streets were supposed to be open. The streets weren't open and a 5 minute trip to a few blocks in the West End turned into an hour just to pick up my friends. The downtown congestion was unbearable. People were doing u-turns and fighting to move in their cars. I've tried to find out about street closures and times for the BMO marathon but only get an unreadable map on their website and sketchy news regarding the road closures which I cannot read. My area and the West End are impacted by the races. I am happy to see these things going on but, it is very difficult for some of us who have to drive for various reasons. It looks like, for me, I will be housebound for most of tomorrow! I cannot even figure out where I can walk in the am, with my dog, as the sign near my home says the seawall will be closed from 9 am to 11 am. 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</div>	s.22(1)	1	5/2/2016 2:36:00 AM	5/2/2016 2:39:48 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSRII Agent Finished: Case Closed. Closed date : 2016-05-02 02:39:48.157 Directed to Another City Department Sent to Film Office.
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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 3:33:52 PM
Case Creation Date: From 1/1/2016 To 1/1/2018
Case Status: Both

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:</div>	s.22(1)	1	8/5/2016 5:15:00 PM	8/5/2016 5:17:10 PM	Feedback	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
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101008531826						<div>1. Describe details (who, what, where, when, why): Via Email - I live on the southern most block of Hornby Street. Our streets are regularly shutdown for events -- sun run, marathons, and now the turkey trot. Hosting events is simply part of living downtown, but event organizers need to do a better job of communicating to specific strata corporations along race routes that the will lose street access on a specific morning. There are days when you simply have to leave your property in a car at a specific time. If we know that the race will be blocking our driveway for at least an hour, we can plan around it and leave our vehicle on the street somewhere the evening before. Blocking resident access to streets without notice is simply unacceptable. I've checked with our property manager, ColyVan, and to her knowledge, no notice was received. 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</div>	s.22(1)	1	10/11/2016 9:07:00 PM	10/11/2016 9:30:55 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 : 2016-10-11 21:30:55.093 Directed to Another City Department Directed to the Film Office.</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009257440	s.22(1)				V6E 1V3	<div>1. Describe details (who, what, where, when, why): Email in: I notice you have not given a permit for the annual 420 event this year as usual. My husband and I visit Vancouver many times through out the year, as we have four daughters who live there. We always avoid coming down for the Sun Run, and the Pride parade,and a few other events, as we do not like the events and crowds with them. But it is always different days in the year for these events. So harder to plan around. Whereas the 420 peaceful, pot protest is always on this one certain day. So it is easy to avoid that one day, in the downtown area, no problem. Although we support this event (and the others) wholeheartedly ! Just not for us. Wish you would give support to this event as you do the other large gatherings. Love Vancouver and what it stands for. Thank you, s.22(1)</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 Board</div>	2017 March, Anonymous	1	3/10/2017 2:31:00 PM	3/10/2017 4:19:10 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-03-10 16:19:09.9 Directed to Another City Department Sent to Vancouver Park Board</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009383820	s.22(1)				V6H 3S8	<div>1. Describe details (who, what, where, when, why): Good afternoon. I am a resident at s.22(1) Currently the seawall in front of our building is closed. I am in favour of the project however it means that on nicer (especially weekend) days, there are a LOT of people, dogs, bikes, running groups, etc being diverted up off the seawall and onto Lamey's Mill until they can reconnect with the seawall. I've seen running groups running up the middle of the road as the sidewalk is very narrow and has difficulty handling the extra volume. My concern is that during the sun run, traffic volume also picks up along this stretch as West 6th is closed off to traffic. That means there will be a potentially unsafe combo of vehicular and pedestrian traffic on a very small road and even smaller sidewalk. Perhaps there could be some way to reopen the seawall for just that period of time on that Sunday morning? I just wanted to be sure that someone was aware of this potential problem. Best regards, s.22(1)</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: Parks</div> <div>6. Division or Branch Name: Parks - Contructions on the Seawall</div>	s.22(1)	1	4/8/2017 4:51:00 PM	4/8/2017 5:10:02 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed Directed to Another City Department directed to pbcomment@vancouver.ca</div>
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009440560	s.22(1)			V6H 3P6		<div>1. Describe details (who, what, where, when, why): citizen explains in the area he lives there is no access because roads have been closed for the sun run. He also says laney's mill road becomes Charles and that is where they've closed off to bicycles and buses only. Other forms of exit are blocked by the sun run and he has to leave for airport and doesn't want to receive 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: north east false creek project and special events</div>	s.22(1)	1	4/22/2017 10:04:00 AM	4/22/2017 1:21:30 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department sent to Film Office</div>
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009440837	INTERSEC TION		CHARLESON	LAMEY'S MILL ROAD			<div>1. Describe details (who, what, where, when, why): Citizen had concerns about access during the Sun Run from her apartment. Citizen lives at s.22(1) and signage in the area indicated that she should follow Lamey's Mill Road to go to 1st Avenue, but last she was aware, Charleson Road was closed for access, except for cyclists and buses, which would be their access beyond where Lamey's Mill Road ends, to access 1st Avenue. Citizen feels that this causes confusion for residents in the area. She feels that maybe additional signage should have been placed to say that Charleson Road would be temporarily accessible for all (if that's the case).</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	4/22/2017 11:02:00 AM	4/22/2017 1:35:33 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-04-22 13:35:32.82 Directed to Another City Department sent to film and special events</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009441143	INTERSEC TION		CHARLESON	LAMEY'S MILL ROAD			<div>1. Describe details (who, what, where, when, why): Citizen would like to provide feedback on the road closures due to the Sun Run on 04/23/2017. She claims if an emergency were to happen, residents of False Creek wouldn't be able to get out. She states Charleson is closed off and W 6th Ave will be closed off to vehicular traffic. She doesn't understand why the planners planned the road closures this way as it would leave residents boxed in for 4 hours. She only provided her first name, S.2 and would like a call back at S.22(1) 2(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>	2017 April, Anonymous	1	4/22/2017 12:05:00 PM	4/22/2017 2:12:46 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-04-22 14:12:46.433 Directed to Another City Department sent to special events</div>
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009442257	INTERSECTION		FIR ST	W 6TH AV		<div>1. Describe details (who, what, where, when, why): Citizen lives in the the False Creek area, on Lamey's Mill Road. She has to go to work at 11am on Sunday April 23, 2017 but is unable to leave her area because it is closed to vehicular traffic due to the Sun Run. In past years, she was able to escape via Charleson Road but it is now closed due to the Southeaset False Creek Seawall. Everyone in her area is trapped from 6am - 12pm. She also feels that it is unsafe because if there were emergencies, it will take an ambulance or a fire truck longer to get through. She feels that the Sun Run route should have been thought out differently due to the Charleson St closure. Or the Charleson closure shouldn't have even been approved in the first place as this creates congestion on W 6th and effects the neighbourhood immensely. Please consider how the Sun Run and Charleson closure affects the neighbourhood traffic. Citizen would like a call back to further 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: Film Office Project Delivery Branch - Southeast False Creek seawall</div>	s.22(1)	1	4/22/2017 5:38:00 PM	4/22/2017 6:41:35 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-04-22 18:41:35.1 Directed to Another City Department Film & amp: Special Events; SEFC Seawall Improvement Delivery Branch</div>
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Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009442471	INTERSEC TION		CHARLESON	MOBERLY ROAD			<div>1. Describe details (who, what, where, when, why): Citizen is upset that the city and the sun run organizers should have set up an alternative solution with regard to allowing individuals who live near granville island to be able to leave their location due to the sun run. The citizen was upset that the location at charleson and moberly is only bus and bikes only and the city should have traffic control to allow local residents access in and out of the location.</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: Sun Run (special events) and South False Creek Seawall repair</div>	s.22(1)	1	4/22/2017 7:32:00 PM	4/22/2017 8:57:46 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 : 2017-04-22 20:57:45.983</div> <div>Directed to Another City Department</div> <div>Film and Special Events, SEFC Seawall Improvements</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009442828	s.22(1)				V6H 3W9		<div>1. Describe details (who, what, where, when, why): Sun run road closures listed on city website say 8.30am s.22(1) husband planned a coffee run for them both with breakfast and was back just after 8am and was told he had no access to his street as closures are 8am. This is very disappointing for them as they planned this for 8 30-12pm as listed on the website, her husband is now locked out until noon if that is the correct time limited. Residences cannot leave until after noon and this is not realistic there should be access somewhere where people are free to come and go.</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	4/23/2017 8:30:00 AM	4/23/2017 11:34:15 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 : 2017-04-23 11:34:15.177</div> <div>Directed to Another City Department</div> <div>film.office@vancouver.ca</div>
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009442892	s.22(1)				V6E 4R1		<div>1. Describe details (who, what, where, when, why): The caller states there was loud music at 8 am on April 23rd which was coming from the Sun run. He does not like the fact that on a sunday morning he has to be woken up to music. He would like these events moved around the city and not always downtown. He lives at 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	4/23/2017 9:01:00 AM	4/23/2017 11:46:37 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 : 2017-04-23 11:46:36.67</div> <div>Directed to Another City Department</div> <div>Film Office</div>
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009442939	s.22(1)					<div>1. Describe details (who, what, where, when, why): s.22(1) s very upset and concerned with the amplified music noise outside her house due to the Vancouver Sun Run. The people outside are singing and they are so loud. She is concerned with the amplified music levels (not the people noise), she added later on. Caller says that there is a disconnect between the departments. The Special Events office told her that there will be staff on site to monitor the noise levels. She has gone through several years of Sun Runs and knows the process. Caller was advised to contact VPD Non-Emergency for any noise concerns. The traffic personnel on site may not be able to help her. She was also provided the option to record a message at 604.257 8516 or email parkevents@vancouver.ca. As well, she was guided to vancouver.ca to look at noise limits information for reference, if needed. Caller insisted that this is not a VPD issue. She believes that having inspectors work during the week is useless as special events happen during the weekend. She was also transferred to 604.257 8516 to record a message. She says that City Hall needs to get their act together. t is very illogical planning.</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	4/23/2017 9:17:00 AM	4/23/2017 11:59:47 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 : 2017-04-23 11:59:46.537</div> <div>Directed to Another City Department</div> <div>Film Office</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443164						<div>1. Describe details (who, what, where, when, why): Caller is being significantly disturbed by the noise of the bands at the Sun Run. She says this is the worst it has ever been. In previous years she was not disturbed by it. 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</div>	s.22(1)	1	4/23/2017 10:39:00 AM	4/23/2017 11:30:56 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-23 11:30:56.33 Directed to Another City Department film.office@vancouver.ca
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443169	INTERSEC TION		BEACH AV	BIDWELL ST			<div>1. Describe details (who, what, where, when, why): Via Email - Vancouver Sun Run Really? Badly performed oldies blaring at 9am for the Sun Run (km 7)? Is that really necessary? Maybe require them to locate the music stations somewhere far away from large residential complexes next time? 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</div>	s.22(1)	1	4/23/2017 10:42:00 AM	4/23/2017 11:31:55 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-23 11:31:55.45 Directed to Another City Department film.office@vancouver.ca
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443179	s.22(1)					<div>1. Describe details (who, what, where, when, why): Via Email - The impact of noise on residents through amplified music/singing is unacceptable and events are unmonitored. The organizers events know the events are unmonitored by the City so they can do whatever they please. Inspectors working week days are useless. The events are over. The events happen on week-ends not week days. Has anyone at City noticed? How impactful? Can't hear TV, radio, stereo or computer sound - that's how loud it is in people's apartments. These are places where people live - where they eat, sleep and relax. But . . . the City finds it perfectly acceptable to allow noise to interrupt normal human activity in people's own homes. How would the Mayor like to have his quiet Point Grey refuge disrupted by loud music like this penetrating his home? How would anyone at City Hall like it? Try it - the permits will quickly change. Organizers know that, once they have the permit, they can do whatever they want because there is NO ONE FROM CITY MONITOR NG THE EVENT. To expect VPD to "take care of the situation" is ridiculous. The City has given the permit and the VPD has its hands tied by the Special Events people. The decibels of the music from the Sun Run on the corner of Bidwell and Beach this week-end is a prime example. Their music is louder than the fireworks and misdirected. Instead of the music directed at building, the musicians' amplifiers should be directed towards the water and move the musicians to Alexander Park area facing towards the water - a simple, simple solution which the Special Events people and Sun Run organizers completely ignore. The streets used to be lined with supporters of the Sun Run participants. Now the streets are empty of fans because of this loud, obnoxious music blasted at people for no purpose. The runners and walkers spend very little time hearing this noise so it likely doesn't bother them much. Save the music for the end of the race. This has got to stop - absurd noise impact on residents for no good purpose except to flex corporate might. I will continue to complain until someone at City Hall and with the Sun Run finally come to their senses and stop this insane intrusion into people's homes. 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</div>	s.22(1)	1	4/23/2017 10:44:00 AM	4/23/2017 11:29:42 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-23 11:29:42.01 Directed to Another City Department film.office@vancouver.ca
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443206	s.22(1)				V6G 1N3		<div>1. Describe details (who, what, where, when, why): The caller states he is far way from the run but he can hear everything from the sun run. The music is loud and amplified. The caller states the noise is a lot louder than the past sun runs. He lives at s.22(1) and started to hear the music at 9 am. He does not wish to have the run in downtown and wants a stop of the event.</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	4/23/2017 10:56:00 AM	4/23/2017 11:27:19 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 : 2017-04-23 11:27:18.66</div> <div>Directed to Another City Department</div> <div>film.office@vancouver.ca</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443479	INTERSEC TION		BURRARD ST	DAVIE ST			<div>1. Describe details (who, what, where, when, why): s.22(1) says the communication he had from the Sun Run closures said the closures were until noon. However, he is grid locked and couldn't get over the Burrard Bridge at 12:30 still and traffic authority told him it will be at least an hour. He says he is all for the Sun Run and events and used to run it in himself but the citizens have to know the road closure times. If it says noon it should be done at noon, if they aren't sure then just say 2 pm so people can plan their day and not get surprised. He says he is trying to get to Vanier Park to access his boat and will be in traffic for an hour at least.</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	4/23/2017 12:39:00 PM	4/23/2017 1:31:50 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 : 2017-04-23 13:31:49.623</div> <div>Directed to Another City Department</div> <div>Film Office</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443648						<div>1. Describe details (who, what, where, when, why): Via Anonymous Email - Subject - Vancouver Sun Run street planning Just to "share": why is it that you can block major arteries of this city for a run but forget that all the other routes will have at least double or triple the capacity. Perhaps you could think about putting no parking on the additional lanes to accommodate the heavy traffic load like any other week day?? And no, I could not travel any other day as I need to visit an ill family member on the other side of Vancouver...it took me half an hour to not even reach Main St from Broadway and Spruce. Oh yeah, great idea to block traffic up Oak Street???? So, you would rather increase the risk of accident and have people turn left or go through a pedestrian light intersection. Seriously even I could plan this better and I don't have an education in planning. Wow.</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>	2017 April, Anonymous	1	4/23/2017 1:32:00 PM	4/23/2017 1:52:44 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2017-04-23 13:52:43.603 Directed to Another City Department Film Office.</div>
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443895						<div>1. Describe details (who, what, where, when, why): Via Email - t is absolutely unreasonable and unacceptable for the City to have made no provisions for residents along Lamey's Mill Road to leave the area with their vehicles during the Sun Run. Some people actually have to get to work Sunday morning! In the past there was a detour provided for ingress/egress, not this year! We are already being inconvenienced with the Seawall closure and now this. My husband drove around the barricade this morning to get to work and I'm surprised no one plowed through. All traffic heading westbound on Lamey's was directed ONTO Granville Island! What a clusterfuck. Ridiculous. 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</div>	s.22(1)	1	4/23/2017 2:57:00 PM	4/23/2017 3:22:43 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-23 15:22:43.067 Directed to Another City Department Film Office (Eng)
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009446629						<div>1. Describe details (who, what, where, when, why): Citizen does not agree with the traffic restrictions due to the Sun Run. She noticed especially around Stanley Park that a lot of the traffic was re-routed into one lane, causing major back ups. Caller believes that all the idling was not beneficial for the environment. She believes this was done better in previous years. 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: Parking restrictions - road blocks Sun Run</div>	s.22(1)	1	4/24/2017 11:20:00 AM	4/24/2017 2:19:49 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2017-04-24 14:19:49.09 Directed to Another City Department Film Office
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CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101010486218	INTERSECTION		BROUGHTON ST	W GEORGIA ST			<div>1. Describe details (who, what, where, when, why): Citizen wanted to pass his feedback along regarding the Santa Claus Parade. He said that it seems that we are celebrating or doing a parade every month that effects traffic in area. He said recently there was a Halloween Festival and then the sun run. He said that he works on Sundays and he feels city is not thinking about working class. He uses transit to get to work and all the buses get re-routed. Citizen is suggesting that we should change the locations of the events and not always have them at same location. Please follow up with him.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Film and Special Events</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>	s.22(1)	1	11/27/2017 10:14:00 AM	11/27/2017 1:33:59 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 : 2017-11-27 13:33:59.163</div> <div>Directed to Another City Department</div> <div>Sent to Film and Special Events.</div>
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101006092020	INTERSEC TION		CORNWALL AV	POINT GREY ROAD			Type of Inquiry: OtherEmerg If Other, provide details: No access to bike lane. Describe the issue in detail: There are barricades, and traffic pylons/cones laid out in the bike lane blocking access all the way from one end to the other. There is no construction in the area. The items are laid out in an odd way, looks as if someone is protesting the bike lane. No construction listed on Road Ahead. Not part of Sun Run Closures. 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	s.22(1)	1	4/19/2015 7:49:00 AM	4/20/2015 8:05:47 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 : 806039 created / updated at Sunday, April 19, 2015 7:52:17 AM Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 806039 created / updated at Sunday, April 19, 2015 8:09:21 AM Agent Updated Case Details: Description updated to: .. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 806039 created / updated at Sunday, April 19, 2015 8:29:07 AM Service Provided: 10 - Service Provided. Apr 18/15 - Crew 503 reset scattered delineators on blvd.. Resolved on 18/04/2015 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-04-20 08:05:46.593 Service Provided 10 - Service Provided. Apr 18/15 - Crew 503 reset scattered delineators on blvd.. Resolved on 18/04/2015 12:00:00 AM.
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Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101006092785	INTERSEC TION		CAMBIE ST	W 10TH AV			Type of Inquiry: OtherEmerg If Other, provide details: Remove cones Describe the issue in detail: Sun Run has ended but there are still cones along Cambie Street between West 10th Avenue and West Broadway making it single lane traffic. This is no longer necessary. 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	COV City Hall Security	1	4/19/2015 2:24:00 PM	4/20/2015 8:50:47 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 : 806093 created / updated at Sunday, April 19, 2015 2:26:07 PM Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 806093 created / updated at Sunday, April 19, 2015 2:27:57 PM Agent Updated Case Details: Description updated to: .. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 806093 created / updated at Sunday, April 19, 2015 2:34:13 PM Agent Updated Case Details: Description updated to: ... Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 806093 created / updated at Sunday, April 19, 2015 2:34:42 PM Incorrect Queue Allocation: 32 - Incorrect Queue Allocation. . Resolved on 20/04/2015 8:49:00 AM. Agent Finished: Case Closed. Closed date : 2015-04-20 08:50:47.25 Incorrect Queue Allocation 32 - Incorrect Queue Allocation. . Resolved on 20/04/2015 8:49:00 AM.
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Date Run: Thursday, April 19, 2018 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101008060251	s.22(1)			V6C 2E5		<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details:</div> <div>3. Describe the issue in detail: There is a barricade in front of 667 Howe ST by the bike rack. It was left over from the Sun Run. They would like it removed</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>	s.22(1)	1	7/11/2016 10:39:00 AM	7/11/2016 11:49:10 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 : 985628 created / updated at Monday, July 11, 2016 10:40:42 AM Hansen has changed the Queue within the Hansen Sys: Case queue changed to TO (Traffic Operations) on 11/07/2016 11:39:30 AM. Hansen Change in Comments: Comments: Jul 11/16 - Referred to Traffic Ops as they likely had a request to install/remove these barricades. Added on 11/07/2016 11:39:25 AM. Hansen Service Request has been reviewed: Case reviewed on 11/07/2016 11:48:00 AM. Dispatched to Crew: 44 - Work Order created for Crew. Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See work order.. Resolved on 11/07/2016 11:47:00 AM. Hansen Work Order Created: Work order 762510 has been initiated on 11/07/2016 11:46:00 AM. Work Order type is TSnTemp. Agent Finished: Case Closed. Closed date : 2016-07-11 11:49:10.237 Dispatched to Crew 44 - Work Order created for Crew. Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See work order.. Resolved on 11/07/2016 11:47:00 AM.</div>
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Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009454990	s.22(1)			V6J 3A9		<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details:</div> <div>3. Describe the issue in detail: Citizen advised that the fencing (green metal) for the sun run is still up blocking the blvd/sidewalk and needs to be taken away.</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>	s.22(1)	1	4/25/2017 4:26:00 PM	4/26/2017 10:36:41 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 : 1121011 created / updated at Tuesday, April 25, 2017 4:27:42 PM Incorrect Queue Allocation: 32 - Incorrect Queue Allocation. Apr 26/17 - Not Street Ops fencing. Emailed 311.. Resolved on 26/04/2017 8:30:00 AM.</div> <div>Agent Finished: Case Closed. Closed date : 2017-04-26 08:32:13.76 Incorrect Queue Allocation 32 - Incorrect Queue Allocation. Apr 26/17 - Not Street Ops fencing. Emailed 311.. Resolved on 26/04/2017 8:30:00 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 : 2017-04-26 09:20:35.707 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 ServiceRequest Number : 1121011 created / updated at Wednesday, April 26, 2017 9:20:43 AM Agent Finished: Case Closed. Closed date : 2017-04-26 09:20:43.82 Back to previous status Closing case after 'Add Event'</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009491954	INTERSEC TION		GRANVILLE ST	W BROADWAY			<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details: Retrieve City Property</div> <div>3. Describe the issue in detail: On the sidewalk of the NE corner of the intersection in front of the Royal Bank there is a barricade, a sign, and a tripod left over from the Sun Run. The materials are partially obstructing the sidewalk.</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>	s.22(1)	1	5/3/2017 5:41:00 PM	5/9/2017 7:30:07 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 : 1124646 created / updated at Wednesday, May 03, 2017 5:43:28 PM Hansen Service Request Assigned: Case was assigned on 04/05/2017 7:26:00 AM. Hansen Service Request has been reviewed: Case reviewed on 04/05/2017 7:26:45 AM. Hansen Change in Comments: Comments: May 4/17 - Referred to Crew 505.. Added on 04/05/2017 7:26:43 AM. Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. MAY 4/17 - All equipment must have been retrieved already. We couldn't locate any of mentioned equipment. - Crew 505. Resolved on 04/05/2017 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2017-05-09 07:30:07.35 Upon Investigation No Issue Exists at Location 24 - Investigation found no issue. MAY 4/17 - All equipment must have been retrieved already. We couldn't locate any of mentioned equipment. - Crew 505. Resolved on 04/05/2017 12:00:00 AM.</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101006094218	s.22(1)			V6K 1L5	<div>Type of noise: Construction Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Young Caucasian man and woman with licence plate s.22(1) were working outside throughout the weekend. They are not he same workers from past complaints. When is it happening? Sunday, April 19th from approximately 9am to 5pm. How often is it happening? Ongoing issue with work on Sundays. This is probably the 3rd or 4th complaint. If noise is from a fan, air conditioner or heat pump, where is it located on the property? Did you speak to the person or company making the noise? No If yes, what happened? Did you tell the police about your concern? No If yes, provide police file number (if known): (Don't ask just record - Did caller indicate they want a call back?) No</div>	s.22(1)	1	4/20/2015 9:37:00 AM	4/20/2015 3:45:40 PM	CSG - Property Use Inspections	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2015-04-20 15:45:39.737 Assigned Dan Mustapic 7866</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101006122195	1025		W GEORGIA ST		V6E 3N9	<div>Type of complaint: cb_ConstructionComplaint.Construction If Other, provide details: Describe the issue in detail: Barricade left behind possibly from Sun Run. It is in front of RBC Bank. Type of construction work: Sidewalk If Other, provide details: (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</div>	2015 April, Anonymous	1	4/27/2015 11:45:00 AM	4/30/2015 2:44:48 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 : 808510 created / updated at Monday, April 27, 2015 11:46:16 AM Hansen Service Request has been reviewed: Case reviewed on 27/04/2015 12:02:00 PM. Hansen Change in Comments: Comments: Apr 27/15 - Referred to Crew 505.. Added on 27/04/2015 12:02:54 PM. Hansen Service Request Assigned: Case was assigned on 27/04/2015 12:02:00 PM. Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 808510 created / updated at Tuesday, April 28, 2015 5:45:21 PM Service Provided: 10 - Service Provided. Apr 28/15 - Crew 505 picked up 1 barricade.. Resolved on 28/04/2015 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2015-04-30 14:44:47.88 Service Provided 10 - Service Provided. Apr 28/15 - Crew 505 picked up 1 barricade.. Resolved on 28/04/2015 12:00:00 AM.</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101007587345	INTERSEC TION		GRANVILLE BRIDGE	W 4TH AV			<div>1. Is this causing a safety or traffic hazard? No</div> <div>2. Location type: City Street</div> <div>3. Type of debris: Other</div> <div>4. If Other, provide details: Sun run is on Sunday and Park board employee is calling to advised that along the Granville st @ w 4th is heading all the way to Alder will need to be swept as there is alot of garbage on the road and the runners will be coming across alot of garbage. He's already cleaned as much as he can on the boulevards but he's requesting to have sweeper trucks there to do the rest on the streets.</div> <div>5. If Cement Spill, provide Cement Company name and truck number (if known):</div> <div>6. Is this a result of a Motor Vehicle Accident? No</div> <div>7. If Yes, did you witness the accident? undefined</div> <div>8. If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact info and/or VPD/VFD incident # (if known):</div> <div>9. If City Crew calling, provide Department details (City Department name and Crew detail):</div> <div>10. Provide SAP#/Hansen# for City Crew request:</div> <div>11. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Bersani, Renato	1	4/15/2016 1:53:00 PM	4/19/2016 10:45:19 AM	Eng_Sanitation - Street Cleaning Services	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 946477 created / updated at Friday, April 15, 2016 1:57:52 PM Hansen an action has been scheduled: On 18/04/2016 7:00:23 AM an action has been scheduled for 18/04/2016 7:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 18/04/2016 8:03:00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 18/04/2016 8:44:23 AM. Service Provided: 10 - Service Provided. done as per foreman. Resolved on 18/04/2016 10:44:00 AM. Agent Finished: Case Closed. Closed date : 2016-04-19 10:45:19.5 Service Provided 10 - Service Provided. done as per foreman. Resolved on 18/04/2016 10:44:00 AM.</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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101008613526						<div><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 It 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>s.22(1)</div></div><div>4 (Don't ask just record - Did caller indicate they want a call back?)</div><div>No</div></div>	<div>s.22(1)</div>	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 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 3:33:52 PM

Case Creation Date: From 1/1/2016 To 1/1/2018

Case Status: Both

101009443484						<div>1. Describe details (who, what, where, when, why): Citizen wanting to complain about the Sun Run and how it was organized by the City. Citizen advised that he is sitting in a lineup of cars that are idling has traffic is gridlocked because the Burrard Bridge has not been opened at the scheduled time of noon. Citizen states he though the City and the Mayor was all about being green but feels wasting gas and allowing idling emissions due to a silly race is not very green.</div> <div>2. Type of feedback: Negative</div> <div>3. Department: Mayor and Council</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: Sun Run</div> <div>8. Neighbourhood: Downtown</div>	2017 April, Anonymous	1	4/23/2017 12:41:00 PM	4/24/2017 1:14:34 PM	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 : 2017-04-24 13:14:33.6 No Response Required anonymous. no email provided</div>
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From: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \(\Eng\)" <film.office@vancouver.ca>
Date: 4/22/2017 1:21:16 PM
Subject: Citizen Feedback-101009440560

Kind regards,
Judith
311 Supervisor



Citizen Feedback

Case number: 101009440560

Case created: 2017-04-22, 10:04:00 AM

Incident Location

Address: s.22(1) Vancouver, V6H 3P6

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: s.22(1) Vancouver, V6H 3P6

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 explains in the area he lives there is no access because roads have been closed for the sun run. He also says laneys mill road becomes charles and that is where they've closed off to bicycles and buses only. Other forms of exit are blocked by the sun run and he has to leave for airport and doesn't want to recieve 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: | north east false creek project and special events |

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \ (Eng)" <film.office@vancouver.ca>
Date: 4/23/2017 11:34:03 AM
Subject: Citizen Feedback-101009442828

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009442828 Case created: 2017-04-23, 08:30:00 AM

Incident Location

Address: s.22(1) Vancouver, V6H 3W9
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: s.22(1) Vancouver, V6H 3W9
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Sun run road closures listed on city website say 8.30am, s.22(1) husband planned a coffee run for them both with breakfast and was back just after 8am and was told he had no access to his street as closures are 8am. This is very disappointing for them as they planned this for 8.30-12pm as listed on the website, her husband is now locked out until noon if that is the correct time limited. Residences cannot leave until after noon and this is not realistic there should be access somewhere where people are free to come and go. |
| 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: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \ (Eng\)" <film.office@vancouver.ca>
Date: 4/23/2017 11:46:27 AM
Subject: Citizen Feedback-101009442892

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009442892

Case created: 2017-04-23, 09:01:00 AM

Incident Location

Address: s.22(1) Vancouver, V6E 4R1

Address2:

Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6E 4R1

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): | The caller states there was loud music at 8 am on April 23rd which was coming from the Sun run. He does not like the fact that on a sunday morning he has to be woken up to music. He would like these events moved around the city and not always downtown. He lives at 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: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \(\Eng\)" <film.office@vancouver.ca>
Date: 4/23/2017 12:16:15 PM
Subject: Citizen Feedback-101009442920

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009442920 Case created: 2017-04-23, 09:11:00 AM

Incident Location

Address: INTERSECTION BIDWELL ST, Vancouver,
Address2: HARWOOD ST
Location name:

Contact Details

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

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | s.22(1) and says there is a woman on a microphone amplified trying to sign and shrieking. He says at Bidwell and Harwood in that vicinity. |
| 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>
Date: 4/23/2017 11:58:50 AM
Subject: Citizen Feedback-101009442939

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009442939 Case created: 2017-04-23, 09:17:00 AM

Incident Location

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

Contact Details

Name: s.22(1)
Address: Vancouver, V5G 1Y8
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

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

s.22(1) is very upset and concerned with the amplified music noise outside her house due to the Vancouver Sun Run. The people outside are singing and they are so loud. She is concerned with the amplified music levels (not the people noise), she added later on.

Caller says that there is a disconnect between the departments. The Special Events office told her that there will be staff on site to monitor the noise levels. She has gone through several years of Sun Runs and knows the process.

Caller was advised to contact VPD Non-Emergency for any noise concerns. The traffic personnel on site may not be able to help her. She was also provided the option to record a message at 604.257.8516 or email parkevents@vancouver.ca. As well, she was guided to vancouver.ca to look at noise limits information for reference, if needed.

Caller insisted that this is not a VPD issue. She believes that having inspectors work during the week is useless as special events happen during the weekend. She was also transferred to 604.257.8516 to record a message. She says that City Hall needs to get their act together. It is very illogical planning.
- Do you want to be contacted? Yes
- Type of feedback: Complaint
- Feedback regarding: City Department
- Department: Engineering Services
- 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>
Date: 4/23/2017 11:30:39 AM
Subject: Citizen Feedback-101009443164

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443164 Case created: 2017-04-23, 10:39:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 2M6
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Caller is being significantly disturbed by the noise of the bands at the Sun Run. She says this is the worst it has ever been. In previous years she was not disturbed by it.
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>
Date: 4/23/2017 11:31:44 AM
Subject: Citizen Feedback-101009443169

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443169

Case created: 2017-04-23, 10:42:00 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: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): | Via Email - Vancouver Sun Run |
| | | Really? Badly performed oldies blaring at 9am for the Sun Run (km 7)? Is that really necessary? Maybe require them to locate the music stations somewhere far away from large residential complexes next time? |
| 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>](mailto:311.Operations@vancouver.ca)
To: ["Film Office \ \(Eng\\)" <film.office@vancouver.ca>](mailto:film.office@vancouver.ca)
Date: 4/23/2017 11:29:30 AM
Subject: Citizen Feedback-101009443179

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443179

Case created: 2017-04-23, 10:44:00 AM

Incident Location

Address: s.22(1) Vancouver,

Address2:

Location name:

Contact Details

Name: s.22(1)

Address: , Vancouver, V5G 1Y8

Address2:

Phone:

Email: s.22(1)

Alt. Phone:

Preferred contact method: Either

Request Details

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

Via Email - The impact of noise on residents through amplified music/singing is unacceptable and events are unmonitored. The organizers events know the events are unmonitored by the City so they can do whatever they please.

Inspectors working week days are useless. The events are over. The events happen on week-ends not week days. Has anyone at City noticed?

How impactful? Can't hear TV, radio, stereo or computer sound - that's how loud it is in people's apartments. These are places where people live - where they eat, sleep and relax. But . . . the City finds it perfectly acceptable to allow noise to interrupt normal human activity in people's own homes. How would the Mayor like to have his quiet Point Grey refuge disrupted by loud music like this penetrating his home? How would anyone

at City Hall like it? Try it - the permits will quickly change.

Organizers know that, once they have the permit, they can do whatever they want because there is NO ONE FROM CITY MONITORING THE EVENT.

To expect VPD to "take care of the situation" is ridiculous. The City has given the permit and the VPD has its hands tied by the Special Events people.

The decibels of the music from the Sun Run on the corner of Bidwell and Beach this week-end is a prime example. Their music is louder than the fireworks and misdirected. Instead of the music directed at building, the musicians' amplifiers should be directed towards the water and move the musicians to Alexander Park area facing towards the water - a simple, simple solution which the Special Events people and Sun Run organizers completely ignore.

The streets used to be lined with supporters of the Sun Run participants. Now the streets are empty of fans because of this loud, obnoxious music blasted at people for no purpose.

The runners and walkers spend very little time hearing this noise so it likely doesn't bother them much. Save the music for the end of the race.

This has got to stop - absurd noise impact on residents for no good purpose except to flex corporate might.

I will continue to complain until someone at City Hall and with the Sun Run finally come to their senses and stop this insane intrusion into people's homes.

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

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \(\Eng\)" <film.office@vancouver.ca>
Date: 4/23/2017 11:27:05 AM
Subject: Citizen Feedback-101009443206

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443206

Case created: 2017-04-23, 10:56:00 AM

Incident Location

Address: s.22(1) Vancouver, V6G 1N3

Address2:

Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 1N3

Address2:

Phone:

Alt. Phone:

Email:

Preferred contact method: Either

Request Details

- | | |
|--|--|
| 1. Describe details (who, what, where, when, why): | The caller states he is far way from the run but he can hear everything from the sun run. The music is loud and amplified. The caller states the noise is a lot louder than the past sun runs. He lives at s.22(1) st and started to hear the music at 9 am. He does not wish to have the run in downtown and wants a stop of the 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 |

Additional Details

Map and Photo

- no picture -

From: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \(\Eng\)" <film.office@vancouver.ca>
Date: 4/23/2017 11:25:12 AM
Subject: Citizen Feedback-101009443219

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443219

Case created: 2017-04-23, 10:59:00 AM

Incident Location

Address: INTERSECTION BEACH AV, Vancouver,
Address2: BEACH CRESCENT
Location name:

Contact Details

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

Request Details

- | | |
|--|---|
| 1. Describe details (who, what, where, when, why): | Via Email - I am getting fed up with busses being routed off Granville street every time some idiotic event takes place. It's either a transit corridor or an event route. It CANNOT be both. Just move the busses back to Howe and Seymour or find some other place to disrupt with this crap. |
| 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: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \ (Eng\)" <film.office@vancouver.ca>
Date: 4/23/2017 1:31:38 PM
Subject: Citizen Feedback-101009443479

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443479

Case created: 2017-04-23, 12:39:00 PM

Incident Location

Address: INTERSECTION BURRARD ST, Vancouver,
Address2: DAVIE ST
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6J 2M3
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Phone

Request Details

- Describe details (who, what, where, when, why): s.22(1) says the communication he had from the Sun Run closures said the closures were until noon. However, he is grid locked and couldn't get over the Burrard Bridge at 12:30 still and traffic authority told him it will be at least an hour. He says he is all for the Sun Run and events and used to run it in himself but the citizens have to know the road closure times. If it says noon it should be done at noon, if they aren't sure then just say 2 pm so people can plan their day and not get surprised. He says he is trying to get to Vanier Park to access his boat and will be in traffic for an hour at least.
- Do you want to be contacted? No
- Type of feedback: Complaint
- Feedback regarding: City Department
- Department: Engineering Services
- 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>
Date: 4/23/2017 1:52:29 PM
Subject: Citizen Feedback-101009443648

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009443648 Case created: 2017-04-23, 01:32:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: 2017 April, Anonymous
Address: ,
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Via Anonymous Email - Subject - Vancouver Sun Run street planning Just to "share": why is it that you can block major arteries of this city for a run but forget that all the other routes will have at least double or triple the capacity. Perhaps you could think about putting no parking on the additional lanes to accommodate the heavy traffic load like any other week day?? And no, I could not travel any other day as I need to visit an ill family member on the other side of Vancouver...it took me half an hour to not even reach Main St from Broadway and Spruce. Oh yeah, great idea to block traffic up Oak Street???? So, you would rather increase the risk of accident and have people turn left or go through a pedestrian light intersection. Seriously even I could plan this better and I don't have an education in planning. Wow.
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: "311 Operations" <311.Operations@vancouver.ca>
To: "Film Office \ (Eng)" <film.office@vancouver.ca>
Date: 4/23/2017 3:22:35 PM
Subject: Citizen Feedback-101009443895

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101009443895 Case created: 2017-04-23, 02:57:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6H 3W9
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.	Describe details (who, what, where, when, why):	Via Email - It is absolutely unreasonable and unacceptable for the City to have made no provisions for residents along Lamey's Mill Road to leave the area with their vehicles during the Sun Run. Some people actually have to get to work Sunday morning! In the past there was a detour provided for ingress/egress, not this year! We are already being inconvenienced with the Seawall closure and now this. My husband drove around the barricade this morning to get to work and I'm surprised no one plowed through. All traffic heading westbound on Lamey's was directed ONTO Granville Island! What a clusterfuck. Ridiculous.
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: s.22(1)
To: ["Film Office \ \(Eng\\)" <film.office@vancouver.ca>](mailto:film.office@vancouver.ca)
Date: 4/23/2017 9:14:01 AM
Subject: Complaint

Hello,

Would like to make a serious complaint about the 7:30 am amplified concert you let the sun run have

Really unacceptable you allowed them to have this permit, amplified noise is fine but it should be after 12 Pm

It woke up half of Vancouver residence

Please next year do not allow this to happen before 12 pm

Let me know what the decision is

Thanks

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/20/2015 8:27:50 AM
Subject: FW: Citizen Feedback - 6091597

From the FASE inbox

From: 311 Operations
Sent: Sunday, April 19, 2015 10:43 AM
To: Film Office (Eng)
Subject: Citizen Feedback - 6091597

Hello,

We've received this feedback for your review.

Regards,

George
311 Operations



Citizen Feedback

Case number: 101006091597 Case created: 2015-04-18, 05:22:00 PM

Incident Location

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

Contact Details

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

Request Details

- | | | |
|----|---|--|
| 1. | Describe details (who, what, where, when, why): * | s.22(1) has an ongoing complaint about the live rock music that is set up every year for the Sun Run. He enjoys the event but the band is set up in a little tent at Beach and Bidwell and the music is directed at the residential buildings. He would like that the band to be set up a bit down the street at Alexander Beach and the band facing out to the water. He said there is a band stand where they can still access an electrical hook up. He would like to discuss this further to find out how the issue can be resolved in the future. |
| 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: "Hall, Josie" <josie.hall@vancouver.ca>

Date: 4/20/2015 8:28:22 AM

Subject: FW: Citizen Feedback - 6092109

from the FASE inbox

From: 311 Operations
Sent: Sunday, April 19, 2015 11:07 AM
To: Film Office (Eng)
Subject: Citizen Feedback - 6092109

Hello,

We've received this feedback for your review.

Regards,

George
311 Operations



Citizen Feedback

Case number: 101006092109 Case created: 2015-04-19, 09:20:00 AM

Incident Location

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

Contact Details

Name: s.22(1)
Address: Vancouver, V5G 1Y8
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Phone

Request Details

1.	Describe details (who, what, where, when, why): *	The caller states there is a music kiosk that is stationed right in front of her building. It has loud speakers and it is very loud in her building. This is a ongoing issue where she had the same complaint last year during the Sun Run. The kiosk is for the Sun Run and she states this kiosk could be placed in another location. This kiosk could be placed at Alexander park facing the water and it could be put at the beach house facing the water. The noise currently blasts directly at the building.
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: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/20/2015 8:28:55 AM
Subject: FW: Citizen Feedback - 6092151

From the FASE inbox

From: 311 Operations
Sent: Sunday, April 19, 2015 11:19 AM
To: Film Office (Eng)
Subject: Citizen Feedback - 6092151

Hello,

We've received this feedback for your review.

Regards,

George
311 Operations



Citizen Feedback

Case number: 101006092151 Case created: 2015-04-19, 09:45:00 AM

Incident Location

Address: INTERSECTION FIR ST, Vancouver,
Address2: W 2ND AV
Location name:

Contact Details

Name: s.22(1)
Address: s.22(1) Vancouver, V6J 5B6
Address2:
Phone:
Alt. Phone: Email:
Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): * | For the last 13 years citizen has had to make a detour from her residence to downtown on the day of the Vancouver Sun Run. Normally vehicles are asked to go underneath the Burrard Bridge to access Lamey's Mill Road from Fir and West 2nd Avenue. This year VPD directed vehicles to a gravel road. There were no other officers to direct drivers, so the citizen wondered around for a fair bit of time trying to figure out the correct route. She ended up going through various potholes and finally a curb that nearly took off her bumper. This is unacceptable traffic management for the event. Citizen would like a call back as soon as possible. She is now late for work. |
| 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: Vancouver Sun Run |

Additional Details

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/20/2015 8:30:20 AM
Subject: FW: Citizen Feedback - 6092482

From the FASE inbox

From: 311 Operations
Sent: Sunday, April 19, 2015 1:47 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 6092482

Hello,

We've received this feedback for your review.

Regards,

George
311 Operations



Citizen Feedback

Case number: 101006092482 Case created: 2015-04-19, 12:33:00 PM

Incident Location

Address: INTERSECTION DENMAN ST, Vancouver,
Address2: W GEORGIA ST
Location name:

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): *	Roads are still closed for Sun Run past 11am. Caller says Georgia St is empty, the roads are clean, but still barricaded off. There is a police officer on site blocking access to the road, and even he doesn't know why the road is still closed. There are thousands of cars waiting to get through. "Is this the Mayors way of getting more people to ride their bikes?"
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: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/18/2016 8:19:18 AM
Subject: FW: Citizen Feedback - 7593062

[From the FASE inbox](#)

From: 311 Operations
Sent: Sunday, April 17, 2016 4:25 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 7593062

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101007593062

Case created: 2016-04-17, 02:31:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6R 2R9
Address2:
Phone:
Alt. Phone:
Email:
Preferred contact method: Either

Request Details

- | | |
|--|---|
| 1. Describe details (who, what, where, when, why): | Caller phoned to complain about the traffic and congestion resulting from the Sun Run today. The event was supposed to end at 12:00pm but there are still quite a few closures and traffic is extremely congested downtown. He wants to know if the Sun Run organizers will be fined and charged for additional resources needed resulting from the pro-longed road closures. |
| 2. <u>Do you want to be contacted?</u> | <u>Yes</u> |
| 3. <u>Type of feedback:</u> | <u>Complaint</u> |
| 4. <u>Feedback regarding:</u> | <u>City Department</u> |
| 5. <u>Department:</u> | <u>Engineering Services</u> |
| 6. <u>Division or Branch Name:</u> | <u>Special Events</u> |

Additional Details

Map and Photo

- no picture -

From: "Film Office \<Eng\>" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/18/2016 8:19:45 AM
Subject: FW: Citizen Feedback - 7593230

[From the FASE inbox](#)

From: 311 Operations
Sent: Sunday, April 17, 2016 4:27 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 7593230

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101007593230

Case created: 2016-04-17, 03:42:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

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

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Subject: Vancouver Sun Run music volume
Message: Can you advise why this and other activities executed annually in the West End requires the accompanying music be set at a level that disturbs uninterested parties blocks away. Notwithstanding the early hour on a Sunday I find it unnecessary and highly irritating.
Why is music even necessary? It's a sporting event not a concert. It needs to be dialed back. |
| 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>](mailto:film.office@vancouver.ca)
To: ["Hall, Josie" <josie.hall@vancouver.ca>](mailto:josie.hall@vancouver.ca)
Date: 4/18/2016 8:20:43 AM
Subject: FW: Citizen Feedback - 7593646

[From the FASE inbox](#)

From: 311 Operations
Sent: Sunday, April 17, 2016 6:46 PM
To: Film Office (Eng)
Subject: Citizen Feedback - 7593646

Hello,

Please review the following citizen feedback.

Regards,

Asha Sharda
3-1-1 Duty Supervisor



Citizen Feedback

Case number: 101007593646

Case created: 2016-04-17, 06:33:00 PM

Incident Location

Address: , ,
Address2:
Location name:

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):

Email regarding Sun Run closure of downtown streets

Good afternoon,

The Sun Run caused significant delays in traffic today, far beyond the posted closure times. For those of us on the North Shore, getting to or returning from Vancouver was a traffic nightmare. No one was running on Georgia Street at 11:00 a.m. but the street was still entirely closed. No one was running on Burrard Street at 1:00 p.m. at Georgia, but the street was still half closed. The only reasonable option to return to the North Shore at 1:00 p.m. today was to take a very long route via the Ironworkers Memorial Bridge which, by taxi, resulted in an exorbitant cost.

Perhaps the City should consider having the Sun Run relocated to a more suitable location, such as UBC and the endowment lands? If the City is not able to re-open major traffic routes to the schedule promised, the implications for everyone else who needs to commute within the core of the Lower Mainland, particularly from the North Shore where we are essentially held captive in any event by bridges which are inadequate for the population, is not acceptable. Many people must work on Sunday, and bridge and major access route closures to accommodate people at leisure, or simply indulging in recreation, is neither sensible nor fair.

Thank you for your attention.

Regards,

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

Additional Details

Map and Photo

- no picture -

From: "Film Office \(\Eng\)\" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/21/2015 12:18:20 PM
Subject: FW: Citizen Feedback-101006099969

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



From: 311 Operations
Sent: Tuesday, April 21, 2015 11:30 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101006099969

Good morning,

3-1-1 received citizen feedback regarding your department. Please review the document below for details.

Thank you!

Amanda J.
3-1-1 Operations
City of Vancouver
x88636



Citizen Feedback

Case number: 101006099969 Case created: 2015-04-21, 11:18:00 AM

Incident Location

Address: INTERSECTION GRANVILLE ST, Vancouver,
Address2: W 6TH AV
Location name:

Contact Details

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

Request Details

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

I live on **s.22(1)** and I'd like to give feedback on the poor and inconsistent traffic management on the Sunday morning of the 2015 SunRun. Traffic northbound was closed past 6th ave, requiring all traffic to turn left onto 6th Ave (to head westbound). 6th Ave has a clear "right turn only" sign onto Granville. By not policing that intersection and allowing some traffic to ignore that restriction, this created a backlog of traffic (most of which was frustrated and honking horns) all morning on 6th Ave. I myself left my house and was forced to use 6th Ave to get home. I waited for over 10 mins to travel a 1 block distance to get back to my parking garage because of the traffic.

I completely understand the need to close roads for this event, but the inconsistency in policing and traffic management cause many intersections to look like Hemlock/Granville and 6th.
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

From: "Film Office \ (Eng\)" <film.office@vancouver.ca>
To: "Hall, Josie" <josie.hall@vancouver.ca>
Date: 4/18/2016 8:14:52 AM
Subject: FW: Citizen Feedback-101007592083

From the FASE inbox

From: Pop, Radu (Brad)
Sent: Sunday, April 17, 2016 11:13 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101007592083

Hi Special Events,

See anonymous comment about stereo on at Sun Run early in the morning.

Regards,

Brad
3-1-1



Citizen Feedback

Case number: 101007592083 Case created: 2016-04-17, 08:35:00 AM

Incident Location

Address: s.22(1) Vancouver, V6E 1R4
Address2:
Location name:

Contact Details

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

Request Details

1.	Describe details (who, what, where, when, why):	The caller states there was a stereo on for the sun run at 8:10 am and it was so loud that she could hear it in her unit about 3 blocks away. It woke up her infant as well. She lives in s.22(1) and the music started at 8:10 am about 3 blocks away.
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 Office

Additional Details

Map and Photo

- no picture -

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

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

Date: 4/18/2016 8:15:15 AM

Subject: FW: Citizen Feedback-101007592130

From the FASE inbox

From: Pop, Radu (Brad)
Sent: Sunday, April 17, 2016 11:17 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101007592130

Hi,

Another complaint about the speaker at Sun Run.

No follow up needed.

Regards,

Brad
3-1-1



Citizen Feedback

Case number: 101007592130Case created: 2016-04-17, 08:57:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

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

Request Details

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

Citizen feels like the Sun Run shouldn't have a speaker with someone speaking on it through out the entire run. Bothered by the sound.

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

Map and Photo

- no picture -

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

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

Date: 4/18/2016 8:15:35 AM

Subject: FW: Citizen Feedback-101007592165

From the FASE inbox

From: Pop, Radu (Brad)
Sent: Sunday, April 17, 2016 11:20 AM
To: Film Office (Eng)
Subject: Citizen Feedback-101007592165

Hello,

Another comment about amplified music at the sun run.

Regards,

Brad
3-1-1



Citizen Feedback

Case number: 101007592165 Case created: 2016-04-17, 09:13:00 AM

Incident Location

Address: s.22(1) Vancouver,
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):	The caller lives at s.22(1) and the amlified music is very loud for the sun run. He lives on the 12th floor and the base is very disturbing. He doesnt mind the people making noise but the amplified music is too much.
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: 4/18/2016 8:17:32 AM
Subject: FW: Citizen Feedback-101007592915

From the FASE inbox

From: Pop, Radu (Brad)
Sent: Sunday, April 17, 2016 2:06 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101007592915

Hi Special Events,

See comments below about Sun Run event. Please arrange follow up for citizen.

Brad
3-1-1



Citizen Feedback

Case number: 101007592915 Case created: 2016-04-17, 01:41:00 PM

Incident Location

Address: ,,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V5R 2L2
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | |
|--|---|
| 1. Describe details (who, what, where, when, why): | Caller phoned to complain about the congestion and traffic issued caused by the Sun Run today. The information provided to the public on when the road closures would end was incorrect. She feels this event was poorly managed, and the Sun Run organizers did not communicate with the City well enough, and the City did not communicate the correct information to the public. She is upset that this event takes place every year, yet it is still poorly handled and coordinated. VPD provided no assistance in directing traffic, and delays affected people who had made plans around the information that was provided about the closures. Delays in re-opening roads likely caused people to miss flights, and caused problems for parents who needed to get their children home or elsewhere. |
| 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>

Date: 4/18/2016 2:10:50 PM

Subject: FW: Citizen Feedback-101007595551

[From the FASE inbox](#)

From: 311 Operations
Sent: Monday, April 18, 2016 1:23 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101007595551

Good afternoon,

Please see the below feedback received by 311. Thanks!

Geoff
88822



Citizen Feedback

Case number: 101007595551

Case created: 2016-04-18, 10:46:00 AM

Incident Location

Address: INTERSECTION CAMBIE BRIDGE, Vancouver,
Address2: CAMBIE ST
Location name:

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: Re: Sun run
The traffic was stopped at Brodray and Cambie. Traffic wanted to go north on Cambie and east on 2nd, but there was no traffic aloud north, this is not acceptable. |
| 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>
"McLellan, Stephanie" <Stephanie.McLellan@vancouver.ca>
"Pio Roda, Melissa" <Melissa.PioRoda2@vancouver.ca>
Date: 4/25/2017 8:44:58 AM
Subject: FW: Citizen Feedback-101009446629

For one of you.....

Thanks,

Lori

From: 311 Operations
Sent: Monday, April 24, 2017 2:19 PM
To: Film Office (Eng)
Subject: Citizen Feedback-101009446629

Hello,

Please see feedback from citizen.

Thank you

Fernando
3-1-1 Contact Center



Citizen Feedback

Case number: 101009446629 Case created: 2017-04-24, 11:20:00 AM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6E 1P2
Address2:
Phone: Email:
Alt. Phone: Preferred contact method: Either

Request Details

- | | | |
|----|---|---|
| 1. | Describe details (who, what, where, when, why): | Citizen does not agree with the traffic restrictions due to the Sun Run. She noticed especially around Stanley Park that a lot of the traffic was re-routed into one lane, causing major back ups. Caller believes that all the idling was not beneficial for the environment. She believes this was done better in previous years. |
| 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: | Parking restrictions - road blocks Sun Run |

Additional Details

Map and Photo

- no picture -

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

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

Date: 4/20/2015 8:29:34 AM

Subject: FW: Special Events - Noise Complaint - Sun Run

Attachments: Unknown_Attachment

From the FASE inbox

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

From: Corporate Info

Sent: Sunday, April 19, 2015 11:55 AM

To: Film Office (Eng)

Subject: FW: Special Events - Noise Complaint - Sun Run

Dear Special Events: Can you please respond to s.22(1) regarding her complaint? If you are unable to assist with the citizen's request, please reply to: info@vancouver.ca or contact us at 84311. Regards, City of Vancouver 3-1-1 Contact Centre ----- Original Message ----- From:

s.22(1) Sent: 2015-04-19 11:36:10.0 To: info@vancouver.ca Subject: Special Events - Noise Complaint - Sun Run To the Sun Run entertainment organizers for Sunset Beach, This is my second year of making this complaint. The noise from the sound stage for the Sun Run, year after year is horrendous. I live two blocks away from the Aquatic Centre and live on the side away from the soundstage and my windows are closed. I have had to put on my head phones. My cats are under the bed. It's currently 11:30 and it's been 3 hours of this with at least two more hours to go. I am not a party pooper. I love being near these events and I enjoy the music from every other event. But the Sun Run is pure noise with bad music choices and decibel readings off the charts. Every song is ended with "Who-hoo Vancouver!" at ear popping volumes. There is nowhere for me to go except to leave the city. The crowds are massive. I have work that I need to get done at my desk and I should not be driven from my home. So, next year, I ask that you get better bands, with better music (really, the 70's were 40 years ago) and turn down the volume. All of Vancouver doesn't need to hear that. s.22(1) Vancouver, BC V6E 4C1 s.22(1)

s.22(1) --- This email is free from viruses and malware because avast! Antivirus protection is active.
<http://www.avast.com>

From: ["Hall, Josie" <josie.hall@vancouver.ca>](mailto:josie.hall@vancouver.ca)
To: ["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
Date: 4/18/2016 11:24:57 AM
Subject: FW: Sun Run closures

[Want to add these tweets](#)

From: Taylor, Kendra
Sent: Monday, April 18, 2016 11:14 AM
To: 311 Operations; Hall, Josie; ALLAN, Corinne
Cc: Rieberger, Dave
Subject: RE: Sun Run closures

Hi everyone,

Just a quick note that I realize these tweets are from yesterday and there are no road closures but I would love to give them more information as to why roads were closed longer than anticipated.

Thanks!

Kendra

From: 311 Operations
Sent: Monday, April 18, 2016 11:05 AM
To: Hall, Josie; ALLAN, Corinne
Cc: Rieberger, Dave; Taylor, Kendra
Subject: Sun Run closures

Good morning,

We received a few tweets yesterday in regards to the Sun Run closures being longer than expected. Do you have any information that you can provide us in regards to this?

Hey [@CityofVancouver](#) if you say road closures are over at 1pm could you make sure they are? Grr. (Apr 17 at 1.03pm)

Uh, [@CityofVancouver](#) the race is long over. Can we open some roads so us westenders can get our Sunday errands done? (Apr 17 at 1.34pm)

Why?? [@CityofVancouver](#) Traffic backed up for b <https://t.co/xMlyrzbp1K> (Apr 17 at 2.21pm)

Thank you!

Lindsay
3-1-1 Operations

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)

Date: 4/18/2016 8:18:51 AM

Subject: FW: What do you like to do on days off? Relax?

Attachments: sun run portion.mp3

[From the FASE inbox](#)

From: s.22(1)

Sent: Sunday, April 17, 2016 2:11 PM

To: Film Office (Eng)

Subject: What do you like to do on days off? Relax?

Hello,

Do you like to relax at home on your days off? I do. I like sleeping in and relaxing Sunday morning.

However, relaxing for me doesn't mean having someone intrude on my home peace and quiet with loud music for 5 HOURS! That's what happened again this year with the Sun Run – FIVE HOURS OF NON-STOP NOISE.

Yes, I left you a voice mail message so you could hear to some extent what we hear. I know your voice mail recording won't even come close the decibels at which we hear that music at Bidwell and Beach directed at our residences everywhere in the vicinity. No one is immune to this noise from 7:30 am right through the entire Sun Run period to a little past 11:30 AM!!

I've also made a recording which I attach here. I couldn't send you the whole file because it was too big for the server so I've given you a portion of the track. Hopefully, it's enough for you to finally understand the impact on residents here from the unreasonable level of music intruding in our lives every single year. Those peeps are my s.22(1) also protesting! If you turn up your headset or speakers to maximum, you might get an incling of what we hear.

Of course, you won't hear the decibels at which hear this "noise". This is recorded without the aid of fancy-dancy equipment – just a generic mike – at the furthest point in my apartment but you will be getting an idea of what I can hear throughout my apartment – even in the bathroom with the door closed!

Why is it that every year I complain – in all kinds of ways – and no one at Special Events seems to hear. Why is that? Why is it that Special Events can't use the simple suggestion I've made for years which is moving this music to Alexander Park facing the water? The musicians have their own power source but there is power at Alexander Park. Why would that be so difficult to give the residents in this area a break?

Ask your neighbour to put their speakers on as loud as they can and blast them at your home when you're wanting to just "chill" – so how it feels. You'll get an idea of what we have to put up with every single year. Why?

s.22(1)

From: ["Clarkson, Lori" <Lori.Clarkson@vancouver.ca>](mailto:Lori.Clarkson@vancouver.ca)
To: ["Clark, Rick" <Rick.Clark@vancouver.ca>](mailto:Rick.Clark@vancouver.ca)
Date: 4/11/2017 3:22:10 PM
Subject: RE: Citizen Feedback-101009383820

OK thanks.

From: Clark, Rick
Sent: Tuesday, April 11, 2017 3:21 PM
To: Clarkson, Lori
Subject: RE: Citizen Feedback-101009383820

I would direct her to the organizer, Tim Hopkins. Without Josie, here, he is probably the most educated on what the traffic plans are for pedestrians and vehicles in this area.

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: Clarkson, Lori
Sent: Tuesday, April 11, 2017 2:03 PM
To: Clark, Rick
Subject: FW: Citizen Feedback-101009383820

In Josie's absence.....perhaps you can weigh in?

From: Rieberger, Dave
Sent: Tuesday, April 11, 2017 1:58 PM
To: Spence, Mitchell; Hall, Josie; Plant, Sherwood; Nowak, Greg
Cc: Swan, Jennifer; Jung, Jenny; Clarkson, Lori
Subject: RE: Citizen Feedback-101009383820

The citizen comments below are with regard to the Sun Run road closure (April 23) and the false Creek Seawall construction. Are you able to assist her?

Dave

From: Vancouver Park Board
Sent: Tuesday, April 11, 2017 12:55 PM
To: Jung, Jenny; Swan, Jennifer

Subject: FW: Citizen Feedback-101009383820

Hi Jenny and Jennifer,

The following citizen feedback is in reference to the Sun Run, please review the email and respond as necessary. Perhaps you know what is happening with the seawall? I will also pass this onto Planning.

Cheers,
Danielle

From: Appenzeller, Judith
Sent: Saturday, April 08, 2017 5:10 PM
To: Vancouver Park Board
Subject: Citizen Feedback-101009383820

Kind regards,
Judith
311 Supervisor



Citizen Feedback

Case number: 101009383820

Case created: 2017-04-08, 04:51:00 PM

Incident Location

Address: s.22(1) Vancouver, V6H 3S8
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6H 3S8
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

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

Good afternoon. I am a resident at s.22(1) s.22(1) Currently the seawall in front of our building is closed. I am in favour of the project however it means that on nicer (especially weekend) days, there are a LOT of people, dogs, bikes, running groups, etc being diverted up off the seawall and onto Lamey's Mill until they can reconnect with the seawall. I've seen running groups running up the middle of the road as the sidewalk is very narrow and has difficulty handling the extra volume. My concern is that during the sun run, traffic volume also picks up along this stretch as West 6th is closed off to traffic. That means there will be a potentially unsafe combo of vehicular and pedestrian traffic on a very small road and even smaller sidewalk. Perhaps there could be some way to reopen the seawall for just that period of time on that Sunday morning? I just wanted to be sure that someone was aware of this potential problem. Best regards, s.22(1)

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 - Contructions on the Seawall

Additional Details

Map and Photo

- no picture -

Citizen Feedback

Case number: 101009440837

Case created: 2017-04-22, 11:02:00 AM

Incident Location

Address: INTERSECTION CHARLESON, Vancouver,

Address2: LAMEY'S MILL ROAD

Location name:

Contact Details

Name: s.22(1)

Address: Vancouver, V6J 5B6

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

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

Citizen had concerns about access during the Sun Run from her apartment. Citizen lives at s.22(1) and signage in the area indicated that she should follow Lamey's Mill Road to go to 1st Avenue, but last she was aware, Charleson Road was closed for access, except for cyclists and buses, which would be their access beyond where Lamey's Mill Road ends, to access 1st Avenue. Citizen feels that this causes confusion for residents in the area. She feels that maybe additional signage should have been placed to say that Charleson Road would be temporarily accessible for all (if that's the case).

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 -



Citizen Feedback

Case number: 101009441143

Case created: 2017-04-22, 12:05:00 PM

Incident Location

Address: INTERSECTION CHARLESON, Vancouver,

Address2: LAMEY'S MILL ROAD

Location name:

Contact Details

Name: 2017 April, Anonymous

Address: ,

Address2:

Phone:

Email:

Alt. Phone:

Preferred contact method: Phone

Request Details

- | | |
|--|---|
| 1. Describe details (who, what, where, when, why): | Citizen would like to provide feedback on the road closures due to the Sun Run on 04/23/2017. She claims if an emergency were to happen, residents of False Creek wouldn't be able to get out. She states Charleson is closed off and W 6th Ave will be closed off to vehicular traffic. She doesn't understand why the planners planned the road closures this way as it would leave residents boxed in for 4 hours. She only provided her first name, ^{s.22(1)} and would like a call 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: | Engineering Services |
| 6. Division or Branch Name: | Special Events |

Additional Details

Map and Photo

- no picture -

From: s.22(1)

To: ["Mayor and Council Correspondence" <mayorandcouncil@vancouver.ca>](mailto:mayorandcouncil@vancouver.ca)
["PB Commissioners" <PBCommissioners@vancouver.ca>](mailto:PBCommissioners@vancouver.ca)
pss@vpd.ca

Date: 4/22/2017 8:59:10 AM

Subject: \$250,000 of our tax dollars for a bike event!

Now you want to spend \$250,000 of our tax dollars for a bike event! Are you kidding me...

We were recently told by the city that it was too expensive to have fresh water in Charleson Park anymore, something that park has had for years for dogs to both drink and cool off in, kids use it as well, not too mention it supports a ton of waterfowl and the entire garden system is planted around the water. As a taxpayer, it's not a lot of money and there are many, many people who use that park, the water being the main draw in the summer. Nor have you repaired the sidewalks, or even added sidewalks to one of our roads (Charleson), making them safe and secure for wheelchairs and pedestrians.

When my father was alive he was unable to visit me as he simply could not get around in his wheelchair because the roads and sidewalks were in such bad shape. And recently I drove down lower SW Marine Dr., which recently reopened after water main construction, and was interested to see that the water main construction had morphed into major bike route infrastructure, sorely needed, and long overdue I might add, on a road that services a university, though was shocked to see you has not included pedestrian or wheelchair infrastructure as there are no sidewalks. And I'm not even going to try to touch on the complete mishandling of the drug issue, not too mention the amount of money you say they are spending, including our extra .5% tax dollars, on the DTES without any results. What I see daily out of my office window at s.22(1) is simply shocking,

So you can imagine my reaction when I see the City of Vancouver is throwing \$250,000 at a couple of bike events... An evening bike ride, on a busy September Saturday night, closing bridges and main roads, making it even more unsafe for pedestrians than usual and cutting off businesses, all designed to make us look cool. It's not a fundraiser, it's not an awareness event even. The Vision party says it's to change people's impression we are a no fun city. And my guess is that \$250,000 won't even begin to cover the extra police, security, or garbage pickup. The City of Vancouver decided this in one closed door council meeting. Local feedback (other than Hub, a bike coalition you fund) was nowhere to be seen, nor were we invited. Where was the NPA on this? Where were the local business associations, the police board even? Why did we not hear about it until it was announced in the media.

The City of Vancouver already sanctions a monthly bike ride right in the middle of a busy Friday rush hour that shuts down streets, disrupts lives as they block roads to ferries and hospitals, and damages/vandalizes cars in their way. And each June during "Bike Month", this ride swells into the thousands. This "critical mass" demonstration is ongoing despite the millions of dollars of bike infrastructure long provided.

Vision and parks just helped, sanctioned (behind the scenes) and supported a pot group that threw 10 pounds of joints into a crowd with underage kids, left so many roaches and pot edibles on the ground it's not safe for dogs to use the dog park, caused residents to remain indoors with their windows closed tight and destroyed the local soccer field making it unusable for weeks, possibly months (we have yet to see the cost of that).

A couple of years ago Vison, whose politics are very much in opposition to the provincial Liberals, all but shot down a yoga session Christy Clark, somewhat misguidedly, wanted to do on the Burrard Street Bridge and charge them and their sponsors \$150,000 to shut down the bridge, while being concerned Vancouverites, who spend much of their daily lives stuck in gridlock, were apparently quite "miffed at the idea of shutting down one of Vancouver's busiest bridges on Father's Day", which falls on a much quieter Sunday morning, yet you are perfectly willing to miff a much larger crowd and cover the costs of a major bridge closure on a busy Saturday night for your pet project, and Gregor's personal legacy - bicycles!

Let me come right out and say this, I don't agree with the city spending this much on an event simply to show we are cool. We have lots of events, this Sunday's Sun Run for example (how much does the city give them?) And I sure don't agree with doing it on a busy Saturday night, closing a major bridge and main arteries through the city, disrupting businesses and people attending events, shows and concerts. For a city that didn't have enough funds to pay for decent snow removal or garbage pickup this past year; has raw sewage flowing straight into False Creek and is letting the parks fall into disrepair, it seems utterly irresponsible to spend it on this type of event. This government, Vision, and its mayor, Gregor Robertson, are simply out of control.

s.22(1)

From: "Park Events" <ParkEvents@vancouver.ca>
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 4/27/2015 4:01:00 PM
Subject: FW: 311 Citizen Feedback-101006123947

Objection

From: 311 Operations
Sent: Monday, April 27, 2015 3:35 PM
To: Park Events
Subject: 311 Citizen Feedback-101006123947

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: 101006123947

Case created: 2015-04-27, 03:09:00 PM

Incident Location

Address: , ,
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6G 2L2
Address2:
Phone:
Alt. Phone:
Email: s.22(1)
Preferred contact method: None

Request Details

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

Received via email:

I live on Bidwell St. near Beach Ave. The past 2 weekends we have been bombarded with band music - last week the Sun Run starting at 9:00am, today a protest group starting around noon - still going on at 3:30pm. Are permits issued and is there a quality check done? Is there a permissible decibel limit?

I love living in the west end community though it seems that weekend events are happening more and more to the point where it is difficult to have a quiet weekend which we all need after a busy work week.

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: "Park Events" <ParkEvents@vancouver.ca>
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 7/30/2015 2:21:28 PM
Subject: FW: Citizen Feedback-101006525053[1]

From: 311 Operations
Sent: Tuesday, July 28, 2015 2:29 PM
To: Park Events
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: s.22(1) Vancouver,
Address2:
Location name: ENGLISH BAY BATHS|ENGLISHBAYBATHHOUSES

Contact Details

Name: s.22(1)
Address: VANCOUVER, V6M 3X5
Address2:
Phone: 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 |

From: "Rieberger, Dave"
To: s.22(1)
Date:
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 | <<http://www.vancouver.ca/>> www.vancouver.ca

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

From: "Rieberger, Dave"
To: s.22(1)
Date: 4/28/2014 1:47:14 PM
Subject: RE: Authority for Seawall obstruction

Hello s.22(1)

Thank you for bringing this to our attention.

I have had an opportunity to discuss with the Sun Run organizers and they confirm that the fence plan does not include placement of fencing across the seawall or bikeway. There is some fencing angled near the bike path to dissuade event participants from leaving the course and running on the bikeway. It is possible the fence was bumped or moved while participants ran past. The organizers will add a marshal to this area to monitor the fencing to ensure the bike path is unimpeded in the future.

Please feel free to contact me directly if you would like to discuss.

Regards,
Dave

Dave Rieberger

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

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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: Vancouver Park Board
Sent: Monday, April 28, 2014 11:45 AM
To: Pottinger, Guy
Subject: FW: Authority for Seawall obstruction

Please see email below, are you able to assist? If so please cc pbcomment@vancouver.ca when a reply is sent. If this will take you longer than one week to reply please let me know. If this is not something you are able to assist with please let me know.

Thank you,
Jessica

General Manager's Office
Vancouver Board of Parks and Recreation
2099 Beach Avenue
Vancouver, BC, V6G 1Z4



From: Correspondence Group, City Clerk's Office
Sent: Monday, April 28, 2014 11:37 AM
To: Jack
Subject: RE: Authority for Seawall obstruction

Thank you for your email which has been circulated for information to the Mayor, Vancouver City Council, and forwarded to the attention of the Office of the General Manager, Parks Board.

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

From: s.22(1)
Sent: Friday, April 25, 2014 10:42 PM
To: Correspondence Group, City Clerk's Office
Subject: Authority for Seawall obstruction

Dear Clerk,

Please forward this question to the mayor, council and parks board members.

By what authority was a dark green fence placed across the seawall bike path near the beach street entrance to Stanley Park? It constitutes a nuisance.

Thanks,

s.22(1)

From: ["Swan, Jennifer" <jennifer.swan@vancouver.ca>](mailto:jennifer.swan@vancouver.ca)
To: ["Vancouver Park Board" <PB.Comments@vancouver.ca>](mailto:PB.Comments@vancouver.ca)
Date: 4/11/2017 1:32:15 PM
Subject: RE: Citizen Feedback-101009383820

Hi Danielle,

I forwarded this to Dave Rieberger as he is our departmental contact for this event.

Jennifer

From: Vancouver Park Board
Sent: Tuesday, April 11, 2017 12:55 PM
To: Jung, Jenny; Swan, Jennifer
Subject: FW: Citizen Feedback-101009383820

Hi Jenny and Jennifer,

The following citizen feedback is in reference to the Sun Run, please review the email and respond as necessary. Perhaps you know what is happening with the seawall? I will also pass this onto Planning.

Cheers,

Danielle

From: Appenzeller, Judith
Sent: Saturday, April 08, 2017 5:10 PM
To: Vancouver Park Board
Subject: Citizen Feedback-101009383820

Kind regards,
Judith
311 Supervisor



Citizen Feedback

Case number: 101009383820

Case created: 2017-04-08, 04:51:00 PM

Incident Location

Address: s.22(1) Vancouver, V6H 3S8
Address2:
Location name:

Contact Details

Name: s.22(1)
Address: Vancouver, V6H 3S8
Address2:
Phone: Email: s.22(1)
Alt. Phone: Preferred contact method: Either

Request Details

1.

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

Good afternoon. I am a resident at s.22(1) s.22(1) Currently the seawall in front of our building is closed. I am in favour of the project however it means that on nicer (especially weekend) days, there are a LOT of people, dogs, bikes, running groups, etc being diverted up off the seawall and onto Lamey's Mill until they can reconnect with the seawall. I've seen running groups running up the middle of the road as the sidewalk is very narrow and has difficulty handling the extra volume. My concern is that during the sun run, traffic volume also picks up along this stretch as West 6th is closed off to traffic. That means there will be a potentially unsafe combo of vehicular and pedestrian traffic on a very small road and even smaller sidewalk. Perhaps there could be some way to reopen the seawall for just that period of time on that Sunday morning? I just wanted to be sure that someone was aware of this potential problem. Best regards, s.22(1)
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 - Contructions on the Seawall

Additional Details

Map and Photo

- no picture -

From: "Rieberger, Dave"
To: "Spence, Mitchell" <mitchell.spence@vancouver.ca>
"Hall, Josie" <josie.hall@vancouver.ca>
"Plant, Sherwood" <sherwood.plant@vancouver.ca>
"Nowak, Greg" <Greg.Nowak@vancouver.ca>
Date: 4/11/2017 1:57:49 PM
Subject: RE: Citizen Feedback-101009383820

The citizen comments below are with regard to the Sun Run road closure (April 23) and the false Creek Seawall construction. Are you able to assist her?

Dave

From: Vancouver Park Board
Sent: Tuesday, April 11, 2017 12:55 PM
To: Jung, Jenny; Swan, Jennifer
Subject: FW: Citizen Feedback-101009383820

Hi Jenny and Jennifer,
The following citizen feedback is in reference to the Sun Run, please review the email and respond as necessary. Perhaps you know what is happening with the seawall? I will also pass this onto Planning.

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Opinion
4. Feedback regarding:

City Department
5. Department:

Parks
6. Division or Branch Name:

Parks - Contructions on the Seawall

Additional Details

Map and Photo

- no picture -

From: cnimmo@cmhc-schl.gc.ca
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 4/20/2015 1:15:54 PM
Subject: RE: Granville Island not accessible during Sun Run

Thanks, Dave.

Carrie Nimmo
Coordinator, Cultural Programming and Events
Granville Island Office
1661 Duranleau Street, 2nd Floor
Vancouver, BC V6H 3S3

T 604-666-3024
F 604-666-7376
www.granvilleisland.com

From: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
To: "cnimmo@cmhc-schl.gc.ca" <cnimmo@cmhc-schl.gc.ca>,
Cc: "Hopwood, Cael" <cael.hopwood@vancouver.ca>
Date: 20/04/2015 01:13 PM
Subject: RE: Granville Island not accessible during Sun Run

Hi Carrie,

Probably best to discuss with Cael Hopwood, she manages the City Events Office. I've copied her this e-mail, her phone number is 604.257.8851.

Take care,
Dave

Dave Rieberger

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

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

From: cnimmo@cmhc-schl.gc.ca [<mailto:cnimmo@cmhc-schl.gc.ca>]
Sent: Monday, April 20, 2015 1:06 PM
To: Rieberger, Dave
Cc: sfraser@cmhc-schl.gc.ca; lono@cmhc-schl.gc.ca; jelliott@cmhc-schl.gc.ca
Subject: Granville Island not accessible during Sun Run

Hi Dave, do you know who the contact is for the City regarding Sun Run? The information on the flyer that was sent to us by Sun Run race director, Tim Hopkins, to distribute to staff and visitors was not accurate in terms of times, information and alternate routes. Also, when visitors contacted the city, via social media, the city was not aware of the alternate route to Granville Island. See tweet below. When our staff attempted to take the alternate route after regular routes were closed, the traffic officer directed them off the alternate route so it was impossible to drive onto the Island unless they

disobeyed the person directing traffic. There were no alternate routes available. This resulted in fewer visitors being able to access the Island until approximately 2pm.

We strongly recommend the route be changed next year so that our businesses and visitors are not negatively impacted. I believe that the City approves the Sun Run event application. Can you provide next steps in terms of getting the route changed?

Carrie Nimmo
Coordinator, Cultural Programming and Events
Granville Island Office
1661 Duranleau Street, 2nd Floor
Vancouver, BC V6H 3S3

T 604-666-3024

F 604-666-7376

www.granvilleisland.com

----- Forwarded by Carrie Nimmo/BCY/CMHC-SCHL/CA on 20/04/2015 12:27 PM -----

From: Scott Fraser/BCY/CMHC-SCHL/CA
To: Carrie Nimmo/BCY/CMHC-SCHL/CA@CMHC-SCHL,
Date: 20/04/2015 12:17 PM
Subject: Fw: Tweet from City of Vancouver re: Sun Run

Scott Fraser
Marketing & Communications Officer
Granville Island

1661 Duranleau St. 2nd floor
Vancouver, BC V6H 3S3
p: (604) 666-8149, f: (604) 666-7376
www.granvilleisland.com

----- Forwarded by Scott Fraser/BCY/CMHC-SCHL/CA on 04/20/15 12:17 PM -----

From: s.22(1)
To: <sfraser@cmhc.ca>,
Date: 04/19/15 06:14 AM
Subject: Tweet from Sprout Social

@CityofVancouver:

@VancouverSunRun We're getting alot of inquiries from people wondering how to access granville island tomorrow morning, any suggestions? ^RR

From: "Tim Hopkins" s.22(1)
To: "Rieberger, Dave" <dave.rieberger@vancouver.ca>
Date: 5/2/2017 6:47:50 AM
Subject: Re: Tomatoes and Roses

Dave, thanks for getting back to us on this. It was a good year for the event other than the weather leading up to the event. Thanks for your assistance.

Tim

Tim Hopkins

Race Director

T: 604.808-1976

#1 – 200 Granville Street



CANADA'S LARGEST 10K RUN!

Like us on **Facebook**: www.facebook.com/vancouver.sunrun

Follow us on **Twitter**: www.twitter.com/vancouver.sunrun

From: Dave Rieberger <dave.rieberger@vancouver.ca>

Date: Tuesday, April 25, 2017 at 11:26 AM

To: Tim Hopkins s.22(1) TONY PALLAS s.22(1)

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

Subject: Tomatoes and Roses

Congratulations, the 2017 Sun Run is now just a memory. I hope the participants had a great time.

I drove the park portion of the route Monday morning and it looked clean, except for a couple of modoloc fence locations. Thanks for the clean up efforts.

I did hear from a West End resident about the music locations at Bidwell, and possibly the one at Cardero. She found the music in this area very loud and has suggested the speakers be directed towards the water, and the music station be relocated to the Alexandra Park area.

We can discuss further if we debrief, or at the 2018 FEST meeting

Other than that, nothing to report.

Thanks,
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

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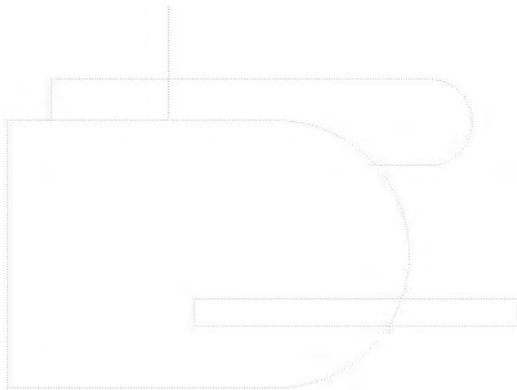
<http://vancouver.ca/your-government/park-board-smoking-regulation-bylaw.aspx>

From: s.22(1)

To: "Mayor Media" <Mayor.Media@vancouver.ca>
"Mayor Media" <Mayor.Media@vancouver.ca>
"Affleck, George" <George.Affleck@vancouver.ca>
"Affleck, George" <George.Affleck@vancouver.ca>
"Ball, Elizabeth" <Elizabeth.Ball@vancouver.ca>
"Ball, Elizabeth" <Elizabeth.Ball@vancouver.ca>
"Carr, Adriane" <Adriane.Carr@vancouver.ca>
"Carr, Adriane" <Adriane.Carr@vancouver.ca>
"De Genova, Melissa" <Melissa.DeGenova@vancouver.ca>
"De Genova, Melissa" <Melissa.DeGenova@vancouver.ca>
"Deal, Heather" <Heather.Deal@vancouver.ca>
"Deal, Heather" <Heather.Deal@vancouver.ca>
"Jang, Kerry" <Kerry.Jang@vancouver.ca>
"Jang, Kerry" <Kerry.Jang@vancouver.ca>
"Louie, Raymond" <Raymond.Louie@vancouver.ca>
"Louie, Raymond" <Raymond.Louie@vancouver.ca>
"Meggs, Geoff" <Geoff.Meggs@vancouver.ca>
"Meggs, Geoff" <Geoff.Meggs@vancouver.ca>
"Reimer, Andrea" <Andrea.Reimer@vancouver.ca>
"Reimer, Andrea" <Andrea.Reimer@vancouver.ca>
"Stevenson, Tim" <Tim.Stevenson@vancouver.ca>
"Stevenson, Tim" <Tim.Stevenson@vancouver.ca>

Date: 4/21/2017 2:28:40 PM

Subject: 4/20 follow-up



As a follow up to my e mail yesterday, entitle Beach Avenue Resident, I would like to share a few comments, the day after if you will.

As a longtime resident of Beach Avenue, I and many of my neighbors are wearing a little thin on the fact that EVERY EVENT in the spring summer and early fall needs to be held on Beach Avenue.

It does not matter w hat it is, the Sun Run, The Sea Wheeze, the Sea Breeze, Scotia, BMO, CIBC Run for the cure, the half marathon, the practicing Gran Fondo rider, we get it all on Beach avenue (the 1000 block to Bute in particular.

We feel held hostage at least one Sunday a month from May to the end of October, because we cannot leave our parking lot, our lives need to be planned around w hat the City thinks we should tolerate.

It is seriously time to start moving the events around, not only for our residents, but to let other communities participate in setting them up, and having the local vendors in the area benefit from the events, I am certain these events are not too low level for the residents of Kits and Pt Grey?

We were saddled with the 4/20 tw o years running now. To hear Dana Larsen, w ho is heavily involved in the space suggest that they should not pick up costs for the event, as the City has beer gardens and the l ke during events and picks up the tab is beyond w hat words acceptable in this e mail could express.

Gay pride, while also intense and busy, does not create the damage or from that matter the BLARING LOUD ABNOXIUOS noise we put up with for nearly 10 hours yesterday.

Residents w ere basically blown off as complainers.

Imagine, leaving my building to see six teenagers, betw een 13 and 15 standing on our property, higher than anything selling drugs to people.

This is not only offensive, it is against the law .

Needless to say, this 12 hours of madness has cost local residents the use of the park, it is a black eye for us w hen tourists come to see the beauty that Vancouver has.

As said, World Class City? Mayor Robertson you have a long w ay to go. First, the people of this local area have a right to peaceful enjoyment of their property, w e also have the right to have it look good to show visitors how beautiful it is. Instead we have had a free for all, smoke it up, deal drugs, and get bashed out of your mind event in the name of stating my views.

When do the views of those w ho are impacted every other w eek going to be taken into consideration

<http://w w w .cbc.ca/new s/canada/british-columbia/vancouver-4-20-damage-closes-sunset-beach-park-for-up-to-5-w eeks-1.4079331>

s.22(1)

From: s.22(1)

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

Date: 3/2/2016 11:24:49 PM

Subject: 4-20 demonstration at sunset beach

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 PRIDE, 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.

s.22(1)