

File No.: 04-1000-20-2018-487

December 21, 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 September 11, 2018 for:

311 complaints made to the City regarding Creative Energy or Central Heat Distribution heating infrastructure from January 1, 2016 to September 11, 2018.

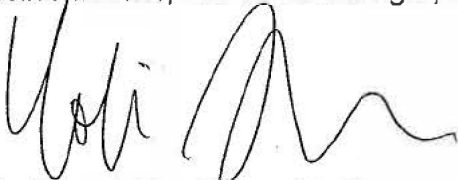
All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request 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 (#04-1000-20-2018-487); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Cobi Falconer, FOI Case Manager, for



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.

:cf



Citizen Feedback

Case number: 101009865441

Case created: 2017-07-15, 03:18:00 PM

Incident Location

Address: 900 PACIFIC ST, Vancouver, V6Z 2E3

Address2:

Location name:

Original Address:

Contact Details

Name: s.22(1)

Address: VANCOUVER, V6Z 2R1

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Request Details

- | | |
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| 1. Describe details (who, what, where, when, why): | The citizen is upset about the construction work being conducted at the location all the way to the 600 block of Pacific. The citizen stated that the city should have better signage to notify motorists of the delays and the crews should have better trained traffic control people. |
| 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: | Utilities Management - Michael Pendon |

Additional Details

I informed the citizen about the road ahead feature.

Construction on Road Ahead: Creative Energy Utility Construction at Pacific Street

Link: <http://vanmapp1.vancouver.ca/roadahead/events/details/00c3d85a-2b05-42be-a7b6-96e0cf5be045>

Map and Photo

- no picture -

Citizen Feedback

Case number: 101010816970

Case created: 2018-02-02, 09:02:00 AM

Incident Location

Address: s.22(1) Vancouver,

Address2:

Location name:

Original Address:

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): | Citizen wanted to lodge a formal complaint regarding the road closure of two lanes on the east side of Burrard St, between Davie St and Helmcken St. He says it has been like this for a month and feels it shouldn't take this long to complete work if there was continuous work being done. |
| 2. | Type of feedback: | Complaint |
| 3. | Feedback regarding: | City Department |
| 4. | Department: | Engineering Services |
| 5. | Division or Branch Name: | Utilities - Creative Energy Utility
Construction at Burrard Street |
| 6. | (Don't ask, just record - did caller indicate they want a call back?): | No |

Additional Details

City contact: Marie Javan - marie.javan@vancouver.ca

External contact: Amin Hassanshahi - Creative Energy 604.834.1895

Map and Photo

- no picture -



Citizen Feedback

Case number: 101012113983

Case created: 2018-11-13, 02:22:00 PM

Incident Location

Address: INTERSECTION HOWE ST, Vancouver,

Address2: W GEORGIA ST

Location name:

Original Address:

Contact Details

Name: No Name (ps), No Name

Address: ,

Address2:

Phone:

Email: Anonymous@Anonymous.ca

Alt. Phone:

Preferred contact method: Either

Request Details

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

Feedback received via VanConnect PSID #5195016:

The morning traffic after a long weekend was horrendous this morning (Nov 13). It did not seem necessary to block a whole lane of traffic on Georgia between Hornby and Howe for a flagging truck and a personal vehicle (black Jeep). And to have flashing lights at one of the busiest morning downtown intersections, without a flag person assisting is ridiculous. Maybe one of the guys standing around on the corner with a cigarette hanging out of their mouth could have at least help direct traffic. What normally is a 30-45 minute commute took 1 1/2 hours to get to work this morning. I understand that construction needs to start early during rush hour traffic, but the lack of assistance from city workers did not help the flow at all. It is difficult enough to run a small business in this city,

so an unexpected loss of an hour of work in the day is very frustrating. Please have someone look into this issue if this construction is going to continue for any length of time.

2.	Type of feedback:	Complaint
3.	Feedback regarding:	City Department
4.	Department:	Engineering Services
5.	Division or Branch Name:	Roadwork - Utilities: Creative Energy Utility Maintenance at Howe Street
6.	Were any other cases or service requests created as a result of this feedback?	No
8.	(Don't ask, just record - did caller indicate they want a call back?):	No

Additional Details

Map and Photo

- no picture -