



File No.: 04-1000-20-2018-488

October 16, 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 10, 2018 for:

All complaints made to 311 regarding 310 Alexander from March 1, 2017 to August 9, 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, <a href="mailto:info@oipc.bc.ca">info@oipc.bc.ca</a> or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2018-488); 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,

Barbara J. Van Fraassen, BA Director, Access to Information & Privacy

<u>Barbara.vanfraassen@vancouver.ca</u> 453 W. 12th Avenue Vancouver BC V5Y 1V4

\*If you have any questions, please email us at <a href="mailto:foi@vancouver.ca">foi@vancouver.ca</a> and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:ag

requesttype	CASEID SI	treetFrom STREETNAME_1 POSTALCO	DE LOCDETAILS	Notes	Addiona Details	CONTACTNAME	PHONENUM numcall	DATECREATED clo	seddate Preferred_Queue		EventNotes
Abandoned Non-Recyclables Pickup Case	101009274502	310 ALEXANDERST VIGA 1C3		1. Type of garbage: Garbage 2. If Other provide details: 3. (What Collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: There is a lot of garbage on the sidewalk left behind by the homeless who are no longer at the site. There is a lot of garbage on the sidewalk left behind by the homeless who are no longer at the site. There are not any large items and they need to put scaffolding at the site thus would. We the garbage removed finst. 5. (Don't ask just record - did caller indicate they want a call back?): No	e	s.22(1)	s.22(1)	3/15/2017 9:01	/16/2017 7: 8 Eng_Sanitation - Str	reet Cleaning Services	Agent Created Case:  Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services  Harans Service Case Created / Updated: Harsnes ServiceRequest Number: 1103956 created / updated at  Wednesdey, Martin 15 2017-9032-23 M  Harans an action has been scheduled: On 15/0 / 2017 12:38.45 PM an action has been scheduled for  15/03/2017 13:30 PM.  Harans Service Request has been reviewed: Case reviewed on 15/0 / 2017 12:48.43 PM.  Haransen Change in Comments: Comments: Sfed for Groreau. Added on 15/0 / 2017 12:56.38 PM.  Service Provided: 10 - Service Provided. Done as per foreman. Resolved on 15/03/2017 7:35:00 AM.  Agent Finished: Lease Closed.  Closed date: 2017-03-16 07:38:18:53  Service Provided. Done as per foreman. Resolved on 15/03/2017 7:35:00 AM.
				1. Type of garbage: Furniture 2. If Other provide details: a couch and 2 chairs 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: on the sidewalk across the street from this address. 5. (Don't ask just record - did caller indicate they want a call back?): No							Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng. Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1189982 created / updated at Saturday September 23 0017124/23 PM Hansen an action has been scheduled: On 25/09/2017 6:57:38 AM an action has been scheduled for 25/09/2017 5:70 0.04. Hansen Service Request has been reviewed: Case reviewed on 25/09/2017 7:51:53 AM. Hansen Service Request Comments: Sin faut to foreman. Added on 25/09/2017 18:13:32 AM. Service Provided: 10 - Service Provided: done as per foreman Bob D Resolved on 15/09/2017 10:34:00 AM. Agent Prinished: Case Closed. Closed date: 2017-09-27 0:35:35.893 Service Provided. done as per foreman Bob D Resolved on 25/09/2017 10:34:00 AM.
Abandoned Non-Recyclables Pickup Case  Abandoned Non-Recyclables Pickup Case	101010255684	310 ALEXANDER ST VGA 1C3		1. Type of garbage: cb. AlandonedNonRecyclables.Furniture 3. (What codlection zone is the abandoned garbage located?) 4. Provide details: in front of building 5. (Don't ask just record - did caller indicate they want a ca l back?): No	PS8: 3402676cp/>Click images below to expand-cp/> <a dilzaght="" doudfront="" href-https:="" ncibm="" net="" uploadylarge_4d78_c71408d0b75293c3ba54b50c7df7="">dir&gt;-imsr-https://dilzaght/ncibm doudfront net/uploadylarge_4d78_c71408d0b75293c3ba54b50c7df7&gt;dir-imageuf width-300 height-300&gt;-ja-np/bCick images below to expand-cp/&gt;all-imageuf width-300 height-300&gt;-ja-np/bCick images below to expand-cp/&gt;direction of the company of th</a>	,			9/27/2017 10:35 Eng_Sanitation - Stre		Agent Created Case: Public Stuff request id: PSIGMADDEST PSIG
				1. Type of garbage: Other Other 2. If Other provide details: Shopping cart filled with homeless possessions Shopping cart filled with homeless possessions (What Colection zones i the abandoned garbage located?) Not Applicable A Provide details: Caller and that there is filming across the road on the north side and there are 2 shopping carts on the road of short of the loading zone. No one can park in these areas and the 2 shopping carts have been been presented as a part or cord - did caller indicate they want a call back?):  (Nort ask just record - did caller indicate they want a call back?):	e						Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng. Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1214222 created / updated at Thunday November 15 2017 846: 6 PM Hansen an action has been scheduled on 17/1 / 2017 7:10:20 AM an action has been scheduled for 17/11/2017 7:10:00 AM. Hansen Service Request has been reviewed: Case reviewed on 17/1 / 2017 7:17:00 AM. Hansen Service Request has Service Provided: O: Service Provided: Completed as per foreman. Redoled on 17/11/2017 7:17:41 AM. Agent Finished: Case Closed.  Closed date: 2011-12 03:11:346.41 Service Provided: Completed Service Provided: 10:10:10:10:10:10:10:10:10:10:10:10:10:1
Abandoned Non-Recyclables Pickup Case	101010435245	310 ALDVANDERST VGA 1C3		1. Type of garbage: cb. Alandoned/Bonney-clables. Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: It It looks ike a homeless camp has been in front of this address now for more then 2 months. I filled accomplaint several weeks ago however the camp is getting larger. Their trash and junk is now in the street impeding traffic. I cannot walk down that side of the street due to safety and health concerns regarding the accumulation of garbage and the mental state of the street people.	PS8: 3453775-cp/-Click images below to expand-cp/-ca hnet-http://maps.googleapis.com/maps/aps/staticmap?marken-49.28 85569/2C- 123.0967038/86-000-0008048-by-30/gfpN1887 J-36XL88.659/2V95/VPCyatU7-vmg src-http://maps.googleapis.com/maps/aps/staticmap?markers-49.2885569/2C- 123.0967038/86-000.000864e-y-30/gfpN1887 J-364L88.659/2V95/VPCyatU7-vmg src-http://maps.googleapis.com/maps/aps/staticmap?markers-49.2885569/2C- 123.0967038/86-000.000864e-y-30/gfpN1887 J-364L86.952/V95/VPCyatU3-imapsurf wieth-30	2017 November Anonymous	1	11/18/2017 20-43	11/20/2017 11:13 Eng_Sanitation - Stre	Services Cleaning Services	Public Stuff request id: P503453775 Hamsen Service Case Created / Updated: Hansen ServiceRequest Number: 1214827 created / updated at Staturday November: 13 201 104.00 PM Hamsen an action has been scheduled: On 201/ 12017:11.157 AM an action has been scheduled for 20/11/2017 7:11.00 AM. Hamsen Service Request list been reviewed: Case reviewed on 20/1 /2017 8:04.00 AM. Hamsen Service Request list been reviewed: Case reviewed on 20/1 /2017 8:04.00 AM. Hamsen Service Request list been reviewed: Case reviewed on 20/1 /2017 8:04.20 AM. Hamsen Service Request has been reviewed: Case reviewed on 0.70 / 0001 12:0000 AM. Hamsen Service Request has been reviewed: Case reviewed on 0.70 / 0001 12:0000 AM. Hamsen Service Request has been reviewed: Case reviewed on 0.70 / 0001 12:0000 AM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 22:634 PM an action has been scheduled for 01/01/0001 12:0000 AM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 22:634 PM an Assens charge in Comments: Camerice Case reviewed on 20/1 / 2017 22:344 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Request has been reviewed: Case reviewed on 20/1 / 2017 23:300 PM. Hamsen Service Reviewed: Case Cosed.  Case Reopened: Reopened for hublic Stuff Feedback Case Reopened: Reopened for hublic Stuff Feedback Case
Abandoned Non-Recyclables Pickup Case	101010442828	310 ALEXANDER ST V6A 1C3	app version: 2.31 orginal address: 334 Alexander St alias: 334	<ol><li>(Don't ask just record - did caller indicate they want a ca I back?):</li></ol>	height='300'>c a>cp >ca href='http://www.publicstuff.com/request/view/3453775'>http://www.publicstuff.com/request/view/3 3775 <p ></p >		1	11/18/2017 13:03	12/ /2017 9:46 Eng_Sanitation - Stre	reet Cleaning Services	Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1214827 created / updated at Friday December 01. 2017 9-46-46 AM Agent Finished: Case Closed.

										Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services
										Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1271505 created / updated at Monday April 09 2018 8:21:00 AM
										Hansen an action has been scheduled: On 09/04/20 8 12:34:36 PM an action has been scheduled for 09/04/2018 12:34:00 PM.
										Hansen Service Request has been reviewed: Case reviewed on 09/04/2018 1:02:00 PM.  Hansen Change in Comments: Comments: SR fwd to foreman . Added on 09/04/2018 1:02:44 PM.
										Hansen Change in Comments: Comments: Claimed by homeless as per foreman Added on 11/04/2018
										2:42:23 PM. Hansen Service Request has been reviewed: Case reviewed on 0 /0 /0001 12:00:00 AM.
										Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 11/04/2018 2:42:04 PM.
										Hansen an action has been scheduled: On 1 /04/2018 2:41:56 PM an action has been scheduled for
				Type of garbage:     Other						01/01/0001 12:00:00 AM.  Hansen Service Request Assigned: Case was assigned on 1 /04/2018 8:52:00 AM.
				If Other provide details:     Homesless belongings						Hansen Service Request has been reviewed: Case reviewed on 13/04/2018 8:53:06 AM.  Service Provided: 10 - Service Provided. Apr 11/8 - 310 Alexander - We try and go to this location daily and
				<ol><li>(What collection zone is the abandoned garbage located?)</li></ol>						ask the people to move along Crew 502. Resolved on 11/04/20 8 12:00:00 AM.
				Not Applicable 4. Provide details:						Agent Finished: Case Closed. Closed date: 2018-04-17 13:38:34.937
				Under a blue tarp tied to a tree off the sidewa k - wooden wagon with Indian art black suitcase and few other items.						Service Provided 10 - Service Provided. Apr 11/18 - 310 Alexander - We try and go to this location daily and ask the people to
				(Don't ask just record - did caller indicate they want a ca I back?):						move along Crew 502. Resolved on 11/04/2018 12:00:00 AM.
Abandoned Non-Recyclables Pickup Case	101011088749	310 ALEXANDER ST V6A 1C3		NO		s.22(1)	s.22(1)	1 4/9/2018 8:19	4/17/20 8 13: 8 Eng_Sanitation - Street Cleaning Services	
										Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services
										Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1276863 created / updated at Sunday April 22 2018 7:45:06 AM
										Public Stuff request id: PSID4056041
										Hansen an action has been scheduled: On 2 /04/20 8 7:02:19 AM an action has been scheduled for 23/04/2018 7:02:00 AM.
										Hansen Service Request has been reviewed: Case reviewed on 2 /04/2018 7:31:00 AM.  Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 2 /04/20 8 7:31:50 AM.
										Service Provided: 10 - Service Provided. completed as per foreman . Resolved on 2 /04/20 8 7:09:00 AM.
										Agent Finished: Case Closed. Closed date: 2018-04-25 07:11:30.333
										Service Provided 10 - Service Provided. completed as per foreman . Resolved on 23/04/2018 7:09:00 AM.
										Case Reopened: Reopened for Public Stuff Feedback
										Agent Finished: Case Closed.
										Closed date : 2018-04-25 07:14:41.26 Open311 Feedback
										Send Complete Status and Resolution Comment to PS case
										Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'  Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1276863 created / updated at
										Wednesday Apri 25 2018 7:14:57 AM
				1. Type of garbage:						Agent Finished: Case Closed. Closed date: 2018-04-25 07:14:58.643
				Garbage 2. If Other provide details:						Back to previous status Closing case after 'Add Event'
				(What collection zone is the abandoned garbage located?)     Purole						Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
				4. Provide details:						Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1276863 created / updated at
				Via Van Connect PS ID 4056041 - Garbage everywhere outside centre. It blows along the street. People camping in the street leave litter and cigarette butts in planted areas sidewalks and street.	le					Wednesday Apr l 25 2018 7:16:17 AM Agent Finished: Case Closed.
				<ol> <li>(Don't ask just record - did caller indicate they want a ca I back?):</li> </ol>						Closed date: 2018-04-25 07:16:18.5 Back to previous status
Abandoned Non-Recyclables Pickup Case	101011148233	310 ALEXANDER ST V6A 1C3				s.22(1)	7783290674	4/22/2018 7:43	4/25/2018 7: 6 Eng_Sanitation - Street Cleaning Services	Closing case after 'Add Event'
										Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting
										Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1106403 created / updated at
										Tuesday March 21 2017 11 08:17 AM  Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1106403 created / updated at
				1. What is the problem with the light?						Tuesday March 21 2017 11:14:42 AM
				Light Out  2. If Other provide details:						Hansen Service Request has been reviewed: Case reviewed on 22/0 /2017 1:39:58 PM.  Hansen Work Order Created: Work order 847084 has been initiated on 23/03/2017 12:00:00 AM. Work
				How many lights are out?     Several						Order type is TLgReact.  Hansen Change in Comments: Comments: Emailed Electrical Office on Mar 22/17. Added on 23/03/2017
				Provide light pole number (if available):     Where is the light pole located?						9:00:07 AM.  Dispatched to Crew: 44 - Work Order created for Crew Resolved on 22/03/2017 12:00:00 AM.
				In front of the address indicated						Agent Finished: Case Closed.
				Has this issue occurred before?     Unknown						Closed date: 2017-03-23 09:02:21.003 Dispatched to Crew
				<ol> <li>(Don't ask just record - Did ca ler indicate they want a call back?)</li> <li>No</li> </ol>	There are no lights on in front of the bu Iding. Currently there construction going on at the location and t caller reports someone has injured themselves in the dark. Caller feels it's an unsafe situation and reques					44 - Work Order created for Crew Resolved on 22/0 /2017 12:00:00 AM.
Street Light - Out	101009300783	310 ALEXANDER ST V6A 1C3		Number of structures:	for them to be repaired as soon as possible.	2017 March Anonymous	1	3/21/2017 11:06	/2 /2017 9:02 Eng_Traffic and Electrical - Street Lighting	
				2 2. Structure present: Tent	PSII: 2693482Click images below to expand p/>a href='http://maps.googleapis.com/maps/api/staticmap?markers=49.283978%2C-					
				false	123.096759&size=600x300&key=AlzaSyDfghN_B7_h2dKLxBu58vZzVd5yVPcyazU'> <img< td=""><td></td><td></td><td></td><td></td><td></td></img<>					
				Heath & safety/sanitation concerns:     Other comments:	src='http://maps.googleapis.com/maps/api/staticmap?markers=49.283978%2C-123.096759&size=600x30 alt='mapurl' width='300' height='300'>>a	10'				Agent Created Case:
Encampment Case	101009614050	310 ALEXANDER ST. V6A 1C3	app version: 2.31 orginal address: 310 Alexander St	Attached to a car that is the centre of the encampment	href='http://www.publicstuff.com/request/view/2693482'>http://www.publicstuff.com/requ	59 e 22(1)	,	1 5/30/2017 2:16	Eng_Sanitation - Encampments	Public Stuff request id: PSID2693482
				1. Number of structures:		5.22(1)		.,.,		
				3						
				Heath & safety/sanitation concerns:     Other comments:						
				1 large shopping cart caravan 2 shelters built out of lumber and tarps on the north side of the street 2a. Structure present: Tent						
				false 2b. Structure present: Tarp	PSII: 0024 6Click images below to expand href='http://maps.googleapis.com/maps/api/staticmap?markers=49.283785%2C-					
				20. Structure present: Shopping cart	123.096833&size=600x300&key=AlzaSyDfghN_B7_h2dKLxBu58vZzVdSyVPcyazU'> <img< td=""><td></td><td></td><td></td><td></td><td></td></img<>					
				true	src='http://maps.googleapis.com/maps/api/staticmap?markers=49.283785%2C- 123.096833&size=600x300&key=AlzaSyDfghN B7_h2dKLxBu58v2zVd5yVPcyazU alt='mapurl' width='300'					
			app version: 2.31 orginal address: 310 Alexander St alias: 3 0	2d. Structure present: Other 0 true	height='300'> <a href='http://www.publicstuff.com/request/view/3002416'&gt;http://www.publicstuff.com/request/view/30</a 	00				Agent Created Case: Public Stuff request id: PSID3002416
Encampment Case	101009985308	310 ALEXANDER ST V6A 1C3	ALEXANDER ST fu I: 310 ALEXANDER ST VANCOUVER BC	1. Number of structures:	2416	s.22(1)	1	8/9/2017 1:49	Eng_Sanitation - Encampments	
				2 3. Heath & safety/sanitation concerns:						
				4. Other comments:						
				2 encampments actually on the street 2a. Structure present: Tent						
				true 2b. Structure present: Tarp	PSII: 018683Click images below to expand href='http://maps.googleapis.com/maps/api/staticmap?markers=49.28 886%2C-					
				true	123.096882&size=600x300&key=AlzaSyDfghN B7_h2dKLxBu58vZzVd5yVPcyazU'> <img< td=""><td></td><td></td><td></td><td></td><td></td></img<>					
				2c. Structure present: Shopping cart true	src='http://maps.googleapis.com/maps/api/staticmap?markers=49.283886%2C- 123.096882&size=600x300&key=AlzaSyDfghN B7_h2dKLxBu58vZzVd5yVPcyazU alt='mapurl' width='300'					
			app version: 2.31 orginal address: 310 Alexander St alias: 3 0	2d. Structure present: Other 0 false	height='300'>>a href='http://www.publicstuff.com/request/view/30_8683'>http://					Agent Created Case: Public Stuff request id: PSID3018683
Encampment Case	101010006149	310 ALEXANDER ST V6A 1C3	ALEXANDER ST fu I: 310 ALEXANDER ST VANCOUVER BC		8683	s.22(1)	1	8/13/2017 0:52	Eng_Sanitation - Encampments	Agent Created Case:
				Number of structures:     3						Public Stuff request id: PSID3095049 Agent Finished: Case Closed.
				Heath & safety/sanitation concerns:     A Other comments:						Assigned
				Other comments:     Za. Structure present: Tent						Assigned Auto case closed from Mapping App ication. PSID3095049
				true 2b. Structure present: Tarp	PSW: 095049Click images below to expand <a 3095049"="" href="http://maps.googleapis.com/maps/api/staticmap?markers=49.28_891%2C-&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Case Reopened: Reopened for Public Stuff Feedback&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;true 2c. Structure present: Shopping cart&lt;/td&gt;&lt;td&gt;123.096716&amp;size=600x300&amp;key=AlzaSyDfghN B7_h2dKLxBu58v2zVd5yVPcyazU'&gt;&lt;img&lt;br&gt;src='http://maps.googleapis.com/maps/api/staticmap?markers=49.283891%2C-&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Agent Finished: Case Closed.&lt;br&gt;Closed date: 2017-08-30 02:19:49.003&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;true 2d. Structure present: Other&lt;/td&gt;&lt;td&gt;123.096716&amp;size=600x300&amp;key=AlzaSyOfghN B7_h2dKLxBu58vZzVd5yVPcyazU' alt='mapurl' width='300' height='300'&gt;&lt;/a&gt;&gt;a&gt; 4p/&gt;a&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;&lt;/td&gt;&lt;td&gt;Open311 Feedback Send Complete Status and Resolution Comment to PS case&lt;/td&gt;&lt;/tr&gt;&lt;tr&gt;&lt;td&gt;Encampment Case&lt;/td&gt;&lt;td&gt;101010090331&lt;/td&gt;&lt;td&gt;310 ALEXANDER ST V6A 1C3&lt;/td&gt;&lt;td&gt;app version: 2.31 orginal address: 310 Alexander St alias: 3 (&lt;br&gt;ALEXANDER ST fu I: 310 ALEXANDER ST VANCOUVER BC&lt;/td&gt;&lt;td&gt;0 true&lt;/td&gt;&lt;td&gt;href=" http:="" request="" view="" www.publicstuff.com="">http://www.publicstuff.com/request/view/3095049"&gt;http://www.publicstuff.com/requ</a>			8/30/2017 2-10	8/30/2017 2:19 Eng_Sanitation - Encampments	
Literaphica case	101010030331	320 ACCUMINATED 31 VON ICS			***	s.22(1)		. 0, 2017 z.18	-yy	

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng\_Sanitation - Street Cleaning Services

Encampment Case	101010144507	310 ALEXANDER ST	V6A IC3	true 2c. Structure present: Shopping cart true 2d. Structure present: Other true	PSB: 3143799-cp/-Click images below to expand-cp/-ca hreff-http://maps.googleapis.com/maps/psp/staticmap/markers-e9.28 872%2C- 123.0669488;ize-600.0008key-alx32569bh 87 J-263456242459/Ps-yasu7-simg src-http://maps.googleapis.com/maps/psl/staticmap/markers-e9.288372562- src-http://maps.googleapis.com/maps/psl/staticmap/markers-e9.288372562- 123.0669488;ize-600.0008key-alx32569bh 87 J-2634468824459/Psy-yasu7-str ith-mapsurf width-300 height-300- <li>height-300-</li> <li>ps-cp/-ca href-http://www.publicituff.com/request/view/31437997-http://www.publicstuff.com/request/view/314 3739-/ps-cp/-</li>	s <u>22(1)</u>
Illegal Dumping Report Case	101010024001	310 ALEXANDER ST	V6A 1C3	Other  S. Did you witness the garbage being dumped: Yes  S. Do you know where the garbage came from? No  1. Location details: Street  S. (Don't ask just record - Did ca ler indicate they want a call back?) No  9. Your name:	PS Description: Drug dealers have taken over the sidewalk and two maybe three parking spaces.cq/.PSB: 3036113-Q/-Click images below to expand-cq/-ra 3036113-Q/-Click images below to expand-cq/-ra 3036113-Q/-Click images below to expand-cq/-ra size-intego-(state)-distribution-bloom closed from the plughday/large, 3028-20-ecd.2560018/405570424391d' already screening-(state)-state and screening-from the plughday-state below to expand-cylcs-gold-state-maybrand-ten-sed. 28.54513C.  12.306750328:ec-500.30368/ex-plast/gip(state)-state-sed.28.585313C.  12.306750328:ec-500.30368/ex-plast/gip(state)-sed.28.585313C.  12.306750328:ec-500.30368/ex-plast/gip(state)-sed	No Name No Name (ps)
Homelessness/Transient Issue	101010029499	310 ALEXANDER ST	V6A 1C3	1. (is this request from VPD?):  No  2. Type of Issue: Abandoned Tent/Belongings on Streets/Sidewalks 3.1 (Other provide etails: 4. Are there transients at the site?  Yes  5. Are there safety concerns?  Yes  6. (Don't sak just record - did caller indicate they want a call back?):  No	2017/08/17 11:58:58 Michael Gunderson Hi there & BAD_BBAA_Please create case for 50s. & BAD_BBAA_SHORMAN, SHORMAN, SHORM	No Name (ps) No Name
Homelessness/Transient issue	101010574557	310 ALEXANDER ST	V6A IC3	Yes  5. Are there safety concerns? Yes  6. (Don't ask just record - did caller indicate they want a call back?):	2017/12/20 14:46:46 Sonia Lotay George Guy (City employee) phoned to report that there are two transients camped on the sidewalk in front of the tevelyne Sa ler Community Centre. Address is 320 Alexander St. which shows as 310 on Yamapu, he says that he came back from Inch and noticed them. Perhaps they have been there for the past couple of hours. The transients have a makeshift tarp tent. BADQ-BADQ-Riging by sent to Mayor and Council - There has been a number of campers that have been moved from outside of the new Wish shelter location to under his window. He is frustrated and upset that the city has moved them to outside his building.	s 22(1)
VanConnect - Other Case	101010152063	310 ALEXANDER ST	V6A 1C3	There is a huge rats infestation in the back a ley behind the Wish drop-in center between Alexander St and Powell St going from Gore Ave to Dunley Ave. It is an absolute health and safety hazard risk. I often drive someone there for work in early mornings while it is still dark and I witness literately 50-ish rats running around. It is unsafe and disgusting. The city must urgently provide pest control services before	src='http://maps.googleapis.com/maps/api/staticmap?markers=49.283631994546%2C-	No Name No Name (ps)

app version: 2.31 orginal address: 320 Alexander St alias: 320 Tents pitched on roadway with debris and garbage around them. 101010317068 310 ALEXANDER ST V6A 1C3 ALEXANDER ST ful: 310 ALEXANDER ST VANCOUVER BC

VanConnect - Other Case

VanConnect - Other Case

PSB: 334243°cp/>Click images below to expand<p/p>
heri-http://mape.googleapis.com/maps/psp/stationapp/markers-49.284006417157/si2Cheri-http://mape.googleapis.com/maps/psp/stationapp/markers-49.284006417157/si2C12.10n6888706880et=600.30088et\_avis.googleapis.psg.doogleapis.googleapis.com/maps/psp/stationapp/markers-49.240068417167/si2C12.10n6888706880et=600.30088et\_avis.googleap

Agent Finished: Case Closed.
Closed date: 2017-09-11 01:30-41-547
Assigned
Auto case closed from Mapping App lication. PSID3143799 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2017-09-11 01:34-41.35 Open311 Feedback Send Complete Status and Resolution Comment to PS case 1 9/11/2017 1:30 9/1 /2017 1:34 Eng\_Sanitation - Encampments Agent Criated Case:
Public Stuff request Id: PSI03036113
Hassen Service Case Created / Updated: Hansen ServiceRequest Number: 1172567 created / updated at Wedendedy August 16 2017 12:56:69 PM.
Incorrect Queue Allocation: 32 - incorrect Queue Allocation... Resolved on 16/08/2017:2:15:50 PM.
Hassen Change in Comments: Comments: This came in via APP. It is a homeless encampment bythe looks of IL. Su just thought 16 get you in the loop so you canaccess. Added on 16/08/2017:2:15:34 PM.
Agent Finisher: Case Closed.
Closed date: 2017/08-16 14:13:38.577
Incorrect Queue Allocation ... Resolved on 16/08/2017:2:15:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2017-08-16 14:19:37.223 Open311 Feedback Send Complete Status and Resolution Comment to PS case Caie Reogened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1172567 created / updated at
Wednedday August 16 2017 21952 PM
Agent Finished: Lose Closed.
Closed date : 2017-08-1614-1953-527
Back to previous status
Closing case after 'Add Event' 1 8/16/2017 12:56 8/16/2017 14:19 Eng\_Solid Waste Management Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng\_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1173047 created / updated at Thursday August 17: 201711:S855 AM Harsen Service Case Created / Updated: Hansen ServiceRequest Number: 1173047 created / updated at Thursday August 17: 2017115:303 AM Hansen Change in Comments: Comments: Aug 17/17-Refer to S. McMillan. Added on 17/08/2017:2:17:50 PAL. hathest change in Comments. Comments. Nag 3/17 - We go to this location everyday and ask 220 to take his tent down. We go to this location everyday and ask 220 to take his down and the comment of the c 1 8/17/2017 11:58 8/2 /2017 8: 0 Eng\_Streets Operations Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng\_Streets Operations Agent Updated Case Details. Reallocated to queue: Eng. Streets Operations

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1226624 created / updated at 
Thursday December 14 2017 33733 PM. 
Hansen Service Request Assigned: Case was assigned on 15/12/2017 721300 AM. 
Hansen Service Request has been reviewed: Case reviewed on 15/12/2017 721300 AM. 
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1226624 created / updated at 
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1226624 created / updated at 
Wedneday December 20 2017 24864 PM 17 - 310 Alexander - We did not move anyone under your 
window. These people tend to camp wherever they want. We wil be by to try and move the people along - 
Crew 502. Resolved on 15/12/2017 22:00:00 AM. 
Agent Trinishet: Case Closed. 
Closed date: 2017-12-21 138-219-907 
Service Provided. Dec 15/17 - 3 O Alexander - We did not move anyone under your window. These 
people tend to camp wherever they want. We wil be by to try and move the people along. - Crew 502. 
Resolved on 15/12/2017 12:00:00 AM. S.22(1) 1 12/14/2017 15:34 12/21/2017 13:42 Eng\_Streets Operations Agent Created Case: Public Stuff request id: PSID3168118 Public Stuff request air PSIUS108118
Agent Took Ownership of Case:
Agent Finished: Case Closed.
Closed date: 2017-09-12 14:11:57.393
Insufficient or Invalid Info
Case cannot be created without burrow location. Case Reopened: Reopened for Public Stuff Feedback Case reopened. Reopened for Pound staff Peeduack.
Agent Finished: Case Closed.
Closed date: 2017-09-12 14:19:38.467
Open311 Feedback
Send Complete Status and Resolution Comment to PS case 1 9/12/2017 10:51 9/12/2017 14:19 VanConnect Agent Created Case:
Public Stuff request id: PSID3342429
Agent Took Ownership of Case:
Agent Finished: Case Closed.
Closed date: 2017- 0-21 6:54:15.6
Directed to Another City Department
Sent to Street Operations - see linked case

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2017 - 0-21 6:54:37.67 Open311 Feedback Send Complete Status and Resolution Comment to PS case

1 10/21/2017 14:56 10/21/2017 16:54 VanConnect

Agent Created Case: Public Stuff request id: PSID3143799

										Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services
Abandoned Mattress/Box Spring Pickup Case	101010205063	310 ALEXANDERST V6A IC3		Type of garbage:     Mattres:     What collection zone is the abandoned garbage located?     Not Applicable     Si (Don't ask just record - did caller indicate they want a ca I back?):     No	Items are across the street from this address on the sidewalk up against the building.	BIA - STRATHCONA BUSINESS IMPROVEMENT ASSOC	5047894143	1 9/23/2017 12:37	9/26/2017 15:08 Eng Sanitation - Street Cleaning Services	Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1189779 created / updated at Saturday September 23: 2017 12-00 DPM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1189779 created / updated at Saturday September 23: 2017 12-03-35 PM Hansen an action has been scheduled On 25/09/2017 6-57-43 AM an action has been scheduled for 25/09/2017 6-57-00 AM. Hansen Service Request has been reviewed: Case reviewed on 25/09/2017 7-57-37 AM. Hansen Change in Comments: Comments: SR five to foreman. Added on 25/09/2017 8-33-34 AM. Service Provided: 10. Service Provided: done as per foreman Miles. Resolved on 25/09/2017 307 00 PM. Agent Finished: Case Closed. Closed date: 2017-09-26-15/08-36-767 Service Provided. done as per foreman M les. Resolved on 25/09/2017 3:07:00 PM.
										Agent Created Case: Public Stuff request dir SPIDIS622573 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1234625 created / updated at Monday January 98 (2018 75:126 AM Hansen an action has been scheduled: On 08/0 / 2018 124:04.1 PM an action has been scheduled for 08/01/2018 12-000 PM. Hansen Service Request has been reviewed: Case reviewed on 08/0 / 2018 12-82:3 PM. Service Provided: 10 - Service Provided: Completed as per foreman. Resolved on 08/0 / 20 8 12:1100 PM. Agent Finished: Case Closed. Closed date: 2018-01-101/12-1244.5 Service Provided: Completed as per foreman. Resolved on 09/01/2018 12:11:00 PM.
					PSR: 622573-cp/-Click images below to expand-cp/a href-https://d17aqltn7olibm cloudfront.net/uploads/large_fefa4c35e1fb8197519061ed0f2666ba>-cimg					Case Reopened: Reopened for Public Stuff Feedback. Agent Finished: Case Closed. Couled date: 2018-01-19 12114-59,94 Openial 11 Feedback. Feed Compiler Stutus and Resolution Comment to P5 case
			app version: 2.31 orginal address: 320 Alexander St alias: 320	1. Type of garhage: Mattress and Box Spring 2. What collection zone is the abandoned garbage located? Not Applicable 3. (Don't ask just record - did caller indicate they want a ca I back?):  Note:	src-https://dlTaqilthr2inbm.cbustfront.net/ujnostr/large_lefsac3ss-fth81975/9014e0026660v afth/magueri within-020 height-1000/-2-op-/1-ciki imagues below to espando-pl-a htre-http://maps.goojleopis.com/maps/paj/staticmap/markers-e9.28 69317933393C- 123.09709835795-bise-6000.0008-bi-valso/gloyle 973-0248-dis95-95/95/95/yeqstV-simg src-http://maps.googleopis.com/maps/paj/staticmap/markers-e9.2859517933393C- 123.09709835795-bise-6000.0008-bi-valso/gloyle 973-0358-035957933393C- 123.09709835795-bise-6000.0008-bi-valso/gloyle 972-03540-bis95-972-95/9-974-98-97-97-97-97-97-98-97-97-97-97-97-97-97-97-97-97-97-97-97-					Case Reopened: Temporary re-open to 'Add Event' OR Move to other Queue' Hansen Service Case Created ( Updated Hansen Service Case Created / updated at Wednesday January 0 2018 12:18:05 PM Agent Fishbarch Cose Closed. Closed date: 2018-01-10 12:18:04.427 Back to previous Closed Closed. Closed Sarvice Closed Closed. Closed Sarvice Closed Closed. Closed Sarvice Closed Closed.
Abandoned Mattress/Box Spring Pickup Case	101010664606	310 ALEXANDER ST VGA 1C3	ALEXANDER ST fu I: 310 ALEXANDER ST VANCOUVER BC	Descr be deta is (who what where when why):     There has been a number of campers that have been moved from outside of the new Wish shelter location to under his window. He is intrasted and upset that the city has moved them to outside his but lifting. He would like to have his street back and he would like to know what Mayor and Council are obiging to solve the problem.  2. Type of freedback:     Regative     3. Department:     Mayor and Council	2573×(a>-qa)>	No Name No Name (ps)		1 /8/2018 7:51	1/10/20 812: 8 Eng_Sanitation - Street Cleaning Services	
				Were any other cases or service requests created as a result of this feedback?     No						Agent Created Case:
				<ol> <li>If ves provide case number(s) or other relevant deta is:</li> <li>(Don'f ask just record - did caller indicate they want a ca   back?):</li> <li>Yes</li> </ol>						Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback  Agent Updated Case Details: Reallocated to queue: 311 Contact Centre
				7. Select category: Housing and Homelessness 8. Select topic: Homelessness						Reason for rea location: Hello &Bx0D &Bx0D This issue will be circulated with the Mayor and Council however service request should be made in relation to a transient issue. Thank you.
				numelesaries  S. Specific area of concern: Homeless Campers  10. Neighbourhood:						reastion to a transient issue. I mank you.  Agent Took Ownership of Case: Agent Finished: Case Closed.
				Strathcona 11. Original Client: 12. Original Email address:						Closed date : 2017-12-14 15:35:53.89 Directed to Another City Department Created Homeless Issue Case # 01010574557
Mayor and Council Feedback Case	101010572381	310 ALEXANDER ST V6A 1C3		13. Original address:		s.22(1)	s.22(1)	1 12/14/2017 11:54	12/14/2017 15:35 311 Contact Centre	
				1. Descr be deta is (who what where when why):  Citizen mould ike a call back as previous case 11 069961 closed without a cal. Please call citizen back Citizen in his mid off (lives in a building with other seniors) hasn't been able to sleep in 5 days. He says he spoke to the Mayors Office and didn't get very fire with his complaint and doesn't feel like his complaint will resid in anything. The seniors here say they can't rely on the VPO as they aren't taking down tent camps where drug dealing and partyring are taking place below them. There are also people living in cars a sit is dose to the Sale Centre where their needs are being met. He says that people camping on the street have more rights than those living in the buildings above that they are effecting, He's spent 3 summers with his windows closed so he can get lesse. The VPO take 6 hours to show up and if they do show up they don't do anything with these people. It's making him sick.  1. Department:  3. Department:  4. Were any other cases or service requests created as a result of this feedback?  No No Si If they provide case numberle) or other relevant deta it:  6. (Don't ask just record - did caller indicate they want a cal back?):  7. Select category:  Property Use and Maintenance  8. Select topic:  8. Select topic:  9. Specific area of concern:						Agent Created Case:
				Neighborhood Homeless Issue  10. Neighbourhood: Strathcona						Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback  Agent Finished: Case Closed.
				11. Original Client: 12. Original Email address: 13. Original address:						Closed date : 2018-08-08 14:36:44.267 Service Provided
Mayor and Council Feedback Case	101011425745	310 ALEXANDER ST V6A 1C3				s.22(1)	s.22(1)	1 6/15/2018 13:47	8/8/20 8 14: 6 CS_Mayor and Counc l Feedback	

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng\_Sanitation - Street Cleaning Services

PSR: 679642-cp/-Click images below to expand-cp/-va here-fittp://d17aelht7-clibnd roculfront.net/uploads/lurge\_c178cc09992ffs4a16301454256ce00d\*-vimg src-https://d17aelht7-clibnd roculfront.net/uploads/lurge\_c178cc09992ffs4a16\_01454255ce00d\*-alta-imageuf\* width-300 height-3007-k7a-cp/-Click images below to expand-op/-va here-fittp://mage.ogolepsips.com/maps/ps/staticnap/maken-se3\_239351342-2-123\_098932&ize=600x300&key-AttaSyl0fghN 87\_h2dxLsidx58v21495/yrCystU\*-vimg src-http://mag.ogolepsips.com/mage/ps/staticnap/marken-se3\_239513426-2-2123\_098932&ize=600x300&key-AttaSyl0fghN 87\_h2dxLsidx58v21495/yrCystU\* alta-mapurl\* width=300\* height=300\*-ykey-acl-va=10x app version: 2.31 orginal address: 320 Alexander St alias: 320 No
101010752329 310 ALEXANDER ST V6A 1C3 ALEXANDER ST Fu I: 310 ALEXANDER ST VANCOUVER BC PSII: 679642-cpl-Citck images below to expand-cpl--ca
hetel-https://d17aqltn/rchbm.cloudfront.net/uploads/large\_c178cc09692ffs4a16301454256ce00d7-cimg
strc-https://d17aqltn/rchbm.cloudfront.net/uploads/large\_c178cc09692ffs4a16301454256ce00d7-cimg
strc-https://d17aqltn/rchbm.cloudfront.net/uploads/large\_c178cc09692ffs4a16301454256ce00d7-cimg
strc-http://maps\_soogleapsis.com/maps\_lapl/staticmap/markers-49\_23395153C121.06689286sec06003008key=https://g16plist.07/12645085824765/yPvcystV3-V-cimg
strc-http://maps\_soogleapsis.com/maps\_lapl/staticmap/markers-49\_23395153C121.06689286sec06003008key=https://g16plist.07/12645085824765/yPvcystV1-vimg
http://g1007-cip-cpl-sc
http://www.publicstuff.com/request/view/3679642-http://www.publicstuff.com/request/view/367
9642-(a>-cpl-) Abandoned Recyclables Pickup Case No Name No Name (ps) 1. Describe deta is (who what where when why):
Citizen in his mid 60°s (liwes in a building with other senion;) hasn't been able to skeep in 5 days. He says he spoke to the Mayors office and didn't get every far with his complaint till any the feel like his complaint till result in anything. The senioris here say they can't rely on the VPDs a they aren't taking down tent camps where ding dealing and partying are taking place below them. There are also people camping on the street have more rights than those living in the buildings above that they are effecting. He's spent 3 summers with his windows closed so he cange sleep. The VPD take 5 hours to show up and if they do show up they don't do anything with these people. It's making him sick.

2. Type of feedback:
Negative
3. Dejartment:
Major
4. Were any other cases or service requests created as a result of this feedback?
No No
5. If Yes provide case number(s) or other relevant deta ls:
6. (Don't ask just record - did caller indicate they want a ca l back?):
Yes Yes
7. Select category:
8. Select topic:
9. Specific area of concern:
10. Neighbourhood:
11. Original Client:
12. Original Email address:
13. Original address: Mayor Feedback Case 101011069961 310 ALEXANDER ST V6A 1C3 s.22(1) Complaint type:
 Barking dog
 If Other selected provide details:
 Animal type:
 Dog If Other selected provide details:
 Animal colour: If animal or human attacked provide details of injuries if applicable: 8. If animal or human attacked provide details of injuries if applicable:

8. I Was the dog on issis at the time of the attack?

8. b. is the attacking dog still in the area?
undefined

9. For al Complaint types describe any safety concerns:
The building has a respite drop in for homeless. The problem is that they leave the dogs out front who bank for hours on end. The caller is upset that this is happening.

10. Incident date:
04.1(2)(2)(3)(3)

11. Incident time: ors secusion 1.1. Incident time: 12:17
12. [Don't ask just record - did caller indicate they want a call back?]: No

They have spoken to the security at the door.

s.22(1)

Animal Concern - Non-Emergency Case

101011096535 310 ALEXANDER ST V6A 1C3

Public Stuff request id: PSI03679642
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1240896 created / updated at Monday January 22 2018 4:20:17 PM
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1240896 created / updated at Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1240896: created / updated at Monoday January 22 20184-2613 79 Hansen an action has been scheduled: On 2 / 0 / 20 8 7:14-29 AM an action has been scheduled for 22/01/2003 7:400 AM.
Hansen Change in Comments: SR fwor foreman. Added on 22/01/2003 8:15:00 AM.
Hansen Service Request has been reviewed: Case reviewed on 2 / 0 / 2018 8:16:00 AM.
Service Provided: 10 - Service Provided: completed as per foreman. Resolved on 26/0 / 20 8 7:37:00 AM.
Agent Finished: Case Closed.
Closed date: 2018 61 26 07:40:00.66 Service Provided 10 - Service Provided. completed as per foreman . Resolved on 26/01/2018 7:37:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2018-01-26 07:44:47.42 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hamen Service Case Created / Updated: Hansen ServiceRequest Number : 1240896 created / updated at
Friday January 25 2018 7-8508 AM
Agent Frisinked: Esce Closed.
Closed date: 2018-01-56 07-4507.17
Back to previous status
Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1240896 created / updated at
Friday January 25 2018 7-5617 340
Agent Finished: Case Closed.

Closed date: 2018-01-2607-46.66.1 Back to previous status Closing case after 'Add Event' 1 1/22/2018 16:20 /26/2018 7:46 Eng\_Sanitation - Street Cleaning Services Agent Created Case: Public Stuff request id: PSID3679642 Publis Suff request id: PSI03679621
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1241835 created / updated at Wedneddy, January 24: 2018 10:41:03 AM
Hansen an action has been scheduled: On 24/0 / 20 8 12:39:28 PM an action has been scheduled for 24/01/2018 12:39:00 PM.
Hansen an action has been scheduled: On 24/0 / 20 8 12:44:58 PM an action has been scheduled for 24/01/2018 12:70 OFM. 24/01/2018 12:37:00 PM.

Hatnes Bervick Request has been reviewed: Case reviewed on 24/0 / 2018 1:39:00 PM.

Hatness Change in Comments: Sfrwd to foreman. Added on 24/01/2018 1:39:45 PM.

Service Provided: 10 - Service Provided: completed as per foreman. Resolved on 26/0 / 20 8 3:17:00 PM.

Agent Finished: Case Closed.

Closed date: 2018-01-26 15:19-43.41

Service Provided: Service Provided

10 - Service Provided. completed as per foreman. Resolved on 26/01/2018 3:17:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed.
Closed date: 2018-01-26 15:25:04.333
Open311 Feedback
Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1241835 created / updated at
Friday January 26 2018 3:28:17 PM Agent Finished: Case Closed. Closed date : 2018-01-26 15:28:18.707 Back to previous status Closing case after 'Add Event' 1 1/23/2018 10:26 1/26/20 8 15:28 Eng Sanitation - Street Cleaning Services Agent Created Case:
Agent Updated Case Details: Reallocated to queue: MO\_Mayor Feedback Agent Finished: Case Closed. Closed date : 2018-05-14 11:43:35.78 No Response Required S.22(1) 1 4/4/2018 9:57 5/14/20 8 11:43 MO\_Mayor Feedback Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control

S.22(1) 1 4/10/2018 12:15 4/10/20 8 12:25 CSG - Animal Control

Agent Finished: Case Closed. Closed date: 2018-04-10 12:25:31.52 Assigned
Assigned to ACO 41 & DG 18-545546 - KC

roperty Use Complaint Case	101011129296			9. Phone number: 606 802 1317 10. Please verify address of the property: Evelyn's Saller Center 320 Alexander St. Vancouver	src~http://maps.googleapis.com/maps/ps/jstaticmap/markers-e9.283551XG- 123.0668928ize:0600.0008ke-plats/pr0fghN 87_h2dKs.ubc50r2Vd5yVPCyazt/ alt='mapurf width='300 height='300>-{ls>cp}-ca herk=http://www.publicstuff.com/request/view/4056041*http://www.pub-icstuff.com/request/view/466041		7783290674	1 4/17/2018 19:13	4/22/2018 7:49 311 Contact Centre
alk - Repair 1	101011284668	310 ALEXANDER ST VSA 1C3		3. is there a bluck patch on it? Yes 4. is it stafe? No 5. Describe issue in detail (in front of beside side of street etc.): Called is reprodring there are numerous uneven sections of sidewalk in front of this address. The worst spot is near the street tree.  6. Is this request but Motor Vehicle Accident? No 7. If Yes provide details on license plate number or other details (if known): 8. (Don't ask just record - Did ca ler indicate they want a call back?) No 1. Type of request:		§.22(1)	s.22(1)	1 5/21/2018 9:17	6/4/2018 7-55 Eng. Streets Operations
and Sidewalk Retail Use Issue	101011343502	310 ALEXANDER ST V6A 1C3		Compilant 2. Type of Issue: Street Vending 3. If Other provide details: 4. Describe details: 4. Describe details: Man has been selling illegal cigarettes for the past few days outside of this address. He has been advised to move but is not doing so. 5. (Don't ask just record - Did ca ler indicate they want a call back?): NO		s.22(1)	s.22(1	1 5/31/2018 10:57	6/2/20 8 16:55 Eng_Streets Activities
	alk - Repair :	alk - Repair 101011284668	alk-Repair 101011284658 310 ALEXANDER ST V6A 1C3	operty Use Complaint Case 101011129296 310 ALEXANDER ST V6A 1C3 ALEXANDER ST ful: 310 ALEXANDER ST VANCOUVER BC	app version: 2.31 orginal address: 320 Alexander St. alias: 320 Evelyn's Saller Center 320 Alexander St. Vancouver  101011129295 310 ALEXANDER ST V6A C3 ALEXANDER ST ful: 310 ALEXANDER ST VANCOUVER BC  1. Type of sidewalk problem: Uneven 2. If Other provide details: 3. Is there a black patch on it? Ves 4. Is it sale? No 5. Descrube issue in detail (in front of beside side of street etc.): Caller's reporting there are numerous unevers excitons of sidewalk in front of this address. The worst sport is more the street tree. 6. Is this request due to Notor Vehicle Accident? No 7. If Yes provide details on license plate number or other details (if known): 8. (Don't ask just record - Did ca ler indicate they want a call back?) No 1. Type of request: Complaint 2. Type of sidewalk problem: Uneven 2. If Other provide details on incense plate number or other details (if known): 8. (Don't ask just record - Did ca ler indicate they want a call back?) No 1. Type of request: Complaint 2. Type of seven: Street Vending 3. If Other provide details: Man has been selling illigat cignrettes for the past few days outside of this address. He has been adviced to move but in ort doing so. 5. (Don't ask just record - Did ca ler indicate they want a call back?): No	ap version: 2.13 organia adoress: 320 Alexander St. Vancouver herf-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4556941*-http://www.publictuffl.com/request/view/4569	page yermion. 231 organi address: 200 Alexander St. Jans. 200 Personner St. Vancouver   herf-http://www.publictueff.com/request/wew/4556417-http://www.publictueff.com	ap vernice. 231 organial addresses. 230 AlexaNocide 57 sileas 230 (Persion Saller Content 230 AlexaNoc	Separation   Sep

Agent Created Case:
Public Stuff request id: PSID4056041
Agent Updated Case Details: Reallocated to queue: 311 Contact Centre
Reason for rea location: Evelyn's Saller Center please reallocate.

Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date: 2018-04-22 07:44:50.27 Directed to Another City Department See 101011148233

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2018-04-2 07-99-36.04 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng\_Streets Operations

Agent Updated Case Details: Reallocated to queue: Eng. Streets Operations

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1290227 created / updated at Monday, May 21: 2018 919:27 AM Hansen Service Case Created / updated: Hansen ServiceRequest Number: 1290227 created / updated at Monday, May 21: 2018 92:006 AM Hansen Change in Comments: Comments: May 22/18May 22/18 - Referred to M Blagini. Added on 22/05/2018 8:653 AM.

Hansen Work Order Created: Work order 981879 has been initiated on 04/06/2018 12:00:00 AM. Work Order Updated: 10 - Service Provided: Residence on 29/05/2018 12:00:00 AM.

Agent Finished: Case Closed.

Closed date: 2018 06-04 07:55:11.2

Service Provided . Residved in 29/05/2018 12:00:00 AM.

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng\_Streets Activities
Title updated to: Street Vending

Agent Finished: Case Closed. Closed date: 2018-06-02 6:55:18.443 Acknowledged Attended location - no vending observed