

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, 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 (#04-1000-20-2018-488); 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

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.

:ag

requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	LOCDETAILS	Notes	Addiona Details	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Prefered_Queue	EventNotes
Abandoned Non-Recyclables Pickup Case	101009274502	310	ALEXANDER ST	V6A 1C3		<p>1. Type of garbage: Garbage</p> <p>2. If Other provide details:</p> <p>3. [What collection zone is the abandoned garbage located?] Not Applicable</p> <p>4. Provide details: There is a lot of garbage on the sidewalk left behind by the homeless who are no longer at the site. The pile is about 10 ft long and 2 ft wide but not very tall. It's on the sidewalk in front of 310 Alexander st. There are not any large items and they need to put scaffolding at the site thus would like the garbage removed first.</p> <p>5. [Don't ask just record - did caller indicate they want a call back?]: No</p>					3/15/2017 9:01	1/16/2017 7:08	8 Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1103956 created / updated at Wednesday March 15 2017 9:03:22 AM</p> <p>Hansen an action has been scheduled: On 15/0 /2017 12:33:45 PM an action has been scheduled for 15/01/2017 12:33:00 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 15/0 /2017 12:48:43 PM.</p> <p>Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 15/0 /2017 12:56:38 PM.</p> <p>Service Provided: 10 - Service Provided. Done as per foreman. Resolved on 15/03/2017 7:35:00 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-03-16 07:38:18.93</p> <p>Service Provided</p> <p>10 - Service Provided. Done as per foreman. Resolved on 15/03/2017 7:35:00 AM.</p>
Abandoned Non-Recyclables Pickup Case	101010205084	310	ALEXANDER ST	V6A 1C3		<p>1. Type of garbage: Furniture</p> <p>2. If Other provide details: a couch and 2 chairs</p> <p>3. [What collection zone is the abandoned garbage located?] Not Applicable</p> <p>4. Provide details: on the sidewalk across the street from this address.</p> <p>5. [Don't ask just record - did caller indicate they want a call back?]: No</p>		BIA - STRATHCONA BUSINESS IMPROVEMENT ASSOC	6047894143	1	9/23/2017 12:40	9/27/2017 10:35	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1189982 created / updated at Saturday September 23 2017 12:42:29 PM</p> <p>Hansen an action has been scheduled: On 25/09/2017 6:57:38 AM an action has been scheduled for 25/09/2017 6:57:00 AM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 25/09/2017 7:51:53 AM.</p> <p>Hansen Change in Comments: Comments: SR fwd to foreman . Added on 25/09/2017 8:13:32 AM.</p> <p>Service Provided: 10 - Service Provided. done as per foreman Bob D. . Resolved on 25/09/2017 10:34:00 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-09-27 0:35:35.893</p> <p>Service Provided</p> <p>10 - Service Provided. done as per foreman Bob D. . Resolved on 25/09/2017 10:34:00 AM.</p>
Abandoned Non-Recyclables Pickup Case	101010380114	310	ALEXANDER ST	V6A 1C3	app version: 2.31 original address: 320 Alexander St alias: 320 ALEXANDER ST fu l: 310 ALEXANDER ST VANCOUVER BC	<p>1. Type of garbage: cb_AbandonedNonRecyclables.Furniture</p> <p>3. [What collection zone is the abandoned garbage located?] Not Applicable</p> <p>4. Provide details: in front of building</p> <p>5. [Don't ask just record - did caller indicate they want a call back?]: No</p>	<p>PS# 3402676-cp/-Click images below to expand-cp/-img src="https://d17aqln7cibm.cloudfront.net/uploads/large_4d781c7140840b75293c3ba54b50c7df" alt="imageurl" width="300" height="300"/>-------</p> <p>href="http://maps.googleapis.com/maps/api/staticmap?markers=49.283951%2C-123.096892&size=600x300&key=AtiasyOfghN_87_h2dKLuBvSvZv5yVPcyasU">-img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.283951%2C-123.096892&size=600x300&key=AtiasyOfghN_87_h2dKLuBvSvZv5yVPcyasU" alt="mapurl" width="300" height="300"/>-------</p> <p>href="http://www.publicstuff.com/request/view/3402676-http://www.pub.icstuff.com/request/view/3402676-cp/--</p>	No Name No Name (ps)		1	1/6/2017 8:35	1/7/2017 12:41	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case:</p> <p>Public Stuff request id: PS#3402676</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1209514 created / updated at Monday November 06 2017 8:37:13 AM</p> <p>Hansen an action has been scheduled: On 06/1 /2017 12: 8:58 PM an action has been scheduled for 06/11/2017 12:38:00 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 06/1 /2017 12:54:54 PM.</p> <p>Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 06/1 /2017 1:00:23 PM.</p> <p>No Action Private Property: 45 - No Action-Private Property. not completed as it is on private property . Resolved on 06/11/2017 12:32:00 PM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-11-07 12:38:19.79</p> <p>No Action Private Property</p> <p>45 - No Action-Private Property. not completed as it is on private property . Resolved on 06/1 /2017 12:32:00 PM.</p> <p>Case Reopened: Reopened for Public Stuff Feedback</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-11-07 12:39:44.243</p> <p>Open111 Feedback</p> <p>Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1209514 created / updated at Tuesday November 07 2017 12:41:41 PM</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-11-07 12:41:42.813</p> <p>Back to previous status</p> <p>Closing case after 'Add Event'</p>
Abandoned Non-Recyclables Pickup Case	101010435245	310	ALEXANDER ST	V6A 1C3		<p>1. Type of garbage: Other</p> <p>2. If Other provide details: Shopping cart filled with homeless possessions</p> <p>3. [What collection zone is the abandoned garbage located?] Not Applicable</p> <p>4. Provide details: Caller said that there is filming across the road on the north side and there are 2 shopping carts on the road in front of the loading zone. No one can park in these areas and the 2 shopping carts have been here since yesterday.</p> <p>5. [Don't ask just record - did caller indicate they want a call back?]: No</p>		2017 November Anonymous			11/16/2017 20:43	11/20/2017 11:13	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1214222 created / updated at Thursday November 16 2017 8:46: 6 PM</p> <p>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.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 17/1 /2017 7:17:00 AM.</p> <p>Hansen Change in Comments: Comments: SR forwarded to foreman.. Added on 17/11/2017 7:17:41 AM.</p> <p>Service Provided: 10 - Service Provided. completed as per foreman . Resolved on 18/1 /2017 11:13:00 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-11-20 11:13:46.41</p> <p>Service Provided</p> <p>10 - Service Provided. completed as per foreman . Resolved on 18/11/2017 11:13:00 AM.</p>
Abandoned Non-Recyclables Pickup Case	101010442828	310	ALEXANDER ST	V6A 1C3	app version: 2.31 original address: 334 Alexander St alias: 334 ALEXANDER ST fu l: 310 ALEXANDER ST VANCOUVER BC	<p>1. Type of garbage: cb_AbandonedNonRecyclables.Garbage</p> <p>3. [What collection zone is the abandoned garbage located?] Not Applicable</p> <p>4. Provide details: It looks like a homeless camp has been in front of this address now for more then 2 months. I filed a complaint 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.</p> <p>5. [Don't ask just record - did caller indicate they want a call back?]: No</p>	<p>PS# 3453775-cp/-Click images below to expand-cp/--img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.2838556%2C-123.0967053&size=600x300&key=AtiasyOfghN3B7_h2dKLuBvSvZv5yVPcyasU" alt="mapurl" width="300" height="300"/>-------</p> <p>href="http://www.publicstuff.com/request/view/3453775-http://www.pub.icstuff.com/request/view/3453775-cp/--</p>	No Name No Name (ps)		1	11/18/2017 13:03	12/ /2017 9:46	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case:</p> <p>Public Stuff request id: PS#3453775</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1214827 created / updated at Saturday November 18 2017 1:04:40 PM</p> <p>Hansen an action has been scheduled: On 20/1 /2017 7:11:57 AM an action has been scheduled for 20/11/2017 7:11:00 AM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 20/1 /2017 8:04:00 AM.</p> <p>Hansen Change in Comments: Comments: SR forwarded to foreman.. Added on 20/11/2017 8:04:28 AM.</p> <p>Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 20/11/2017 12:26: 6 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 0 /0 /0001 12:00:00 AM.</p> <p>Hansen an action has been scheduled: On 20/1 /2017 12:26:36 PM an action has been scheduled for 01/01/0001 12:00:00 AM.</p> <p>Hansen Change in Comments: Comments: sanitation attended and has requested a forward to Stu McMillan in Streets . Added on 20/1 /2017 12:29:11 PM.</p> <p>Hansen Service Request has been reviewed: Case reviewed on 20/1 /2017 2:43:44 PM.</p> <p>Hansen Service Request Assigned: Case was assigned on 20/1 /2017 2:43:00 PM.</p> <p>Service Provided: 0 - Service Provided. Nov 20/17 - 310 Alexander - We stop here everyday and try and ove these people along. We are working together w/ VPD to try and resolve the issue. - Crew 502. Resolved on 20/11/2017 12:00:00 AM.</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-12-01 09:40:49.263</p> <p>Service Provided</p> <p>10 - Service Provided. Nov 20/17 - 310 Alexander - We stop here everyday and try and ove these people along. We are working together w/ VPD to try and resolve the issue. - Crew 502. Resolved on 20/11/2017 12:00:00 AM.</p> <p>Case Reopened: Reopened for Public Stuff Feedback</p> <p>Agent Finished: Case Closed.</p> <p>Closed date : 2017-12-01 09:44:46.62</p> <p>Open111 Feedback</p> <p>Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1214827 created / updated at Friday December 01 2017 9:46:46 AM</p> <p>Agent Finished: Case Closed.</p>

Abandoned Non-Recyclables Pickup Case	101011088749	310 ALEXANDER ST	V6A 1C3	<ol style="list-style-type: none"> Type of garbage: Other If Other provide details: Homeless belongings [What collection zone is the abandoned garbage located?] Not Applicable Provide details: Under a blue tarp tied to a tree off the sidewalk - wooden wagon with Indian art black suitcase and few other items. [Don't ask just record - did caller indicate they want a call back?]: No 	s.22(1)	s.22(1)	1	4/9/2018 8:19	4/17/20 8:13: 8	Eng_Sanitation - Street Cleaning Services
Abandoned Non-Recyclables Pickup Case	101011148233	310 ALEXANDER ST	V6A 1C3	<ol style="list-style-type: none"> Type of garbage: Garbage If Other provide details: Purple [What collection zone is the abandoned garbage located?] Provide details: 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. [Don't ask just record - did caller indicate they want a call back?]: No 	s.22(1)		1	4/22/2018 7:43	4/25/2018 7: 6	Eng_Sanitation - Street Cleaning Services
Street Light - Out	101009300783	310 ALEXANDER ST	V6A 1C3	<ol style="list-style-type: none"> What is the problem with the light? Light Out If Other provide details: How many lights are out? Several Provide light pole number (if available): Where is the light pole located? In front of the address indicated Has this issue occurred before? Unknown [Don't ask just record - did caller indicate they want a call back?]: No <p>There are no lights on in front of the building. Currently there construction going on at the location and the caller reports someone has injured themselves in the dark. Caller feels it's an unsafe situation and requests for them to be repaired as soon as possible.</p>			1	3/21/2017 11:06	/2 /2017 9:02	Eng_Traffic and Electrical - Street Lighting
Encampment Case	101009614050	310 ALEXANDER ST	V6A 1C3	<p>app version: 2.31 original address: 310 Alexander St</p> <ol style="list-style-type: none"> Number of structures: 2 Structure present: Tent false Health & safety/sanitation concerns: Attached to a car that is the centre of the encampment Other comments: 	s.22(1)		1	5/30/2017 2:16		Eng_Sanitation - Encampments
Encampment Case	101009985308	310 ALEXANDER ST	V6A 1C3	<p>app version: 2.31 original address: 310 Alexander St alias: 30 ALEXANDER ST fu i: 310 ALEXANDER ST VANCOUVER BC</p> <ol style="list-style-type: none"> Number of structures: 2 Structure present: Tent false Health & 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 	s.22(1)		1	8/9/2017 1:49		Eng_Sanitation - Encampments
Encampment Case	101010006149	310 ALEXANDER ST	V6A 1C3	<p>app version: 2.31 original address: 310 Alexander St alias: 30 ALEXANDER ST fu i: 310 ALEXANDER ST VANCOUVER BC</p> <ol style="list-style-type: none"> Number of structures: 2 Structure present: Tent true Health & safety/sanitation concerns: Other comments: 2 encampments actually on the street..... 	s.22(1)		1	8/13/2017 0:52		Eng_Sanitation - Encampments
Encampment Case	101010090331	310 ALEXANDER ST	V6A 1C3	<p>app version: 2.31 original address: 310 Alexander St alias: 30 ALEXANDER ST fu i: 310 ALEXANDER ST VANCOUVER BC</p> <ol style="list-style-type: none"> Number of structures: 3 Health & safety/sanitation concerns: Other comments: 	s.22(1)		1	8/30/2017 2:18	8/30/2017 2:19	Eng_Sanitation - Encampments

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 RIO (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 01/01/0001 12:00:00 AM.
Hansen Service Request Assigned: Case was assigned on 1 /04/2018 8:52:00 AM.
Hansen Service Request has been reviewed: Case reviewed on 11/04/2018 8:53:06 AM.
Service Provided: 10 - Service Provided. Apr 11/ 8 - 310 Alexander - We try and go to this location daily and ask the people to move along - Crew 502. Resolved on 11/04/20 8 12:00:00 AM.
Agent Finished: Case Closed.
Closed date : 2018-04-17 13:38:34.937
Service Provided
10 - Service Provided. Apr 11/18 - 310 Alexander - We try and go to this location daily and ask the people to move along - Crew 502. Resolved on 11/04/2018 12:00:00 AM.

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 7:45:08 AM
Public Staff request id: PSID04056041
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 Staff 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 April 25 2018 7:14:57 AM
Agent Finished: Case Closed.
Closed date : 2018-04-25 07:14:58.643
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 : 1276863 created / updated at Wednesday April 25 2018 7:16:17 AM
Agent Finished: Case Closed.
Closed date : 2018-04-25 07:16:18.5
Back to previous status
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 Tuesday March 21 2017 11:14:42 AM
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 Order type is Traffic.
Hansen Change in Comments: Comments: Emailed Electrical Office on Mar 22/17. Added on 23/03/2017 9:00:07 AM
Dispatched to Crew: 44 - Work Order created for Crew. . Resolved on 22/03/2017 12:00:00 AM.
Agent Finished: Case Closed.
Closed date : 2017-03-23 09:02:21.003
Dispatched to Crew
44 - Work Order created for Crew. . Resolved on 22/0 /2017 12:00:00 AM.

Agent Created Case:
Public Staff request id: PSID2693482

Agent Created Case:
Public Staff request id: PSID3002416

Agent Created Case:
Public Staff request id: PSID3018683

Agent Created Case:
Public Staff request id: PSID3095049
Agent Finished: Case Closed.
Closed date : 2017-08-30 02:18:25.703
Assigned
Auto case closed from Mapping App ication. PSID3095049

Case Reopened: Reopened for Public Staff Feedback
Agent Finished: Case Closed.
Closed date : 2017-08-30 02:19:49.003
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

Abandoned Mattress/Box Spring Pickup Case	101010205063	310 ALEXANDER ST	V6A 1C3	<p>1. Type of garbage: Mattress</p> <p>2. What collection zone is the abandoned garbage located? Not Applicable</p> <p>3. (Don't ask just record - did caller indicate they want a call back?): No</p>	Items are across the street from this address on the sidewalk up against the building.	BIA - STRATHCONA BUSINESS IMPROVEMENT ASSOC	6047894143	1	9/23/2017 12:37	9/26/2017 15:08	Eng_Sanitation - Street Cleaning Services
---	--------------	------------------	---------	--	--	---	------------	---	-----------------	-----------------	---

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1189979 created / updated at Saturday September 23 2017 12:40:00 PM
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1189979 created / updated at Saturday September 23 2017 12:45:35 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 fwd to foreman . Added on 25/09/2017 8:13:34 AM.
Service Provided: 10 - Service Provided. done as per foreman Miles. Resolved on 25/09/2017 3 07:00 PM.
Agent Finished: Case Closed.
Closed date : 2017-09-26 15:08:36.767
Service Provided
10 - Service Provided. done as per foreman Miles. Resolved on 25/09/2017 3:07:00 PM.

Abandoned Mattress/Box Spring Pickup Case	101010664606	310 ALEXANDER ST	V6A 1C3	<p>1. Type of garbage: Mattress and Box Spring</p> <p>2. What collection zone is the abandoned garbage located? Not Applicable</p> <p>3. (Don't ask just record - did caller indicate they want a call back?): No</p>	<p>PS#- 622573-Click images below to expand</p>=
href="https://d17aqh7cibm.cloudfront.net/uploads/large_fefa4c35e1fb8197519061ed0f2666ba"
src="https://d17aqh7cibm.cloudfront.net/uploads/large_fefa4c35e1fb8197519061ed0f2666ba"
alt="imageurl" width="300" height="300"</p>=
href="http://maps.google.com/maps/api/staticmap?markers=49-28_60517933392C-123.09709835797&size=600x300&key=Ata5yDfghN_87_h2dKLBu58zV5yPcyatU"
src="http://maps.google.com/maps/api/staticmap?markers=49.28369517933392C-123.09709835797&size=600x300&key=Ata5yDfghN_87_h2dKLBu58zV5yPcyatU" alt="mapurl" width="300" height="300"</p>=
href="http://www.publicstuff.com/request/view/3622573"
http://www.pub.icustuff.com/request/view/3622573-Click images below to expand</p>=
href="https://d17aqh7cibm.cloudfront.net/uploads/large_fefa4c35e1fb8197519061ed0f2666ba"
src="https://d17aqh7cibm.cloudfront.net/uploads/large_fefa4c35e1fb8197519061ed0f2666ba"
alt="imageurl" width="300" height="300"</p>=
href="http://maps.google.com/maps/api/staticmap?markers=49-28_60517933392C-123.09709835797&size=600x300&key=Ata5yDfghN_87_h2dKLBu58zV5yPcyatU"
src="http://maps.google.com/maps/api/staticmap?markers=49.28369517933392C-123.09709835797&size=600x300&key=Ata5yDfghN_87_h2dKLBu58zV5yPcyatU" alt="mapurl" width="300" height="300"</p>=
href="http://www.publicstuff.com/request/view/3622573"
http://www.pub.icustuff.com/request/view/3622573" </p>	No Name No Name (ps)	1	8/2018 7:51	1/10/20 8:12	8 Eng_Sanitation - Street Cleaning Services
---	--------------	------------------	---------	---	--	----------------------	---	-------------	--------------	---

Agent Created Case:
Public Stuff request id: PSID3622573
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1234625 created / updated at Monday January 08 2018 7 51:26 AM
Hansen an action has been scheduled: On 08/0 /20 8 12:40:41 PM an action has been scheduled for 08/01/2018 12:40:00 PM.
Hansen Service Request has been reviewed: Case reviewed on 08/0 /2018 12:48:29 PM.
Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 08/0 /20 8 12:54:56 PM.
Service Provided: 10 - Service Provided. completed as per foreman . Resolved on 09/0 /20 8 12:11:00 PM.
Agent Finished: Case Closed.
Closed date : 2018-01-10 12:12:44.85
Service Provided
10 - Service Provided. completed as per foreman . Resolved on 09/01/2018 12:11:00 PM.

Case Reopened: Reopened for Public Stuff Feedback
Agent Finished: Case Closed.
Closed date : 2018-01-10 12:14:59.94
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 : 1234625 created / updated at Wednesday January 0 2018 12:18:05 PM
Agent Finished: Case Closed.
Closed date : 2018-01-10 12:18:04.427
Back to previous status
Closing case after 'Add Event'

Mayor and Council Feedback Case	101010572281	310 ALEXANDER ST	V6A 1C3	<p>1. 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 frustrated and upset that the city has moved them to outside his building. He would like to have his street back and he would like to know what Mayor and Council are doing to solve the problem.</p> <p>2. Type of feedback: Negative</p> <p>3. Department: Mayor and Council</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes provide case number(s) or other relevant detail: No</p> <p>6. (Don't ask just record - did caller indicate they want a call back?): Yes</p> <p>7. Select category: Housing and Homelessness</p> <p>8. Select topic: Homelessness</p> <p>9. Specific area of concern: Homeless Campers</p> <p>10. Neighbourhood: Strathcona</p> <p>11. Original Client: Strathcona</p> <p>12. Original Email address: Strathcona</p> <p>13. Original address: Strathcona</p>	<p>app version: 2.31 original address: 320 Alexander St alias: 320 ALEXANDER ST fu l: 310 ALEXANDER ST VANCOUVER BC</p>	No Name No Name (ps)	1	8/2018 7:51	1/10/20 8:12	8 Eng_Sanitation - Street Cleaning Services
---------------------------------	--------------	------------------	---------	--	---	----------------------	---	-------------	--------------	---

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback

Agent Updated Case Details: Reallocated to queue: 311 Contact Centre
Reason for rea location: Hello 

This issue will be circulated with the Mayor and Council however service request should be made in relation to a transient issue. Thank you.

Agent Took Ownership of Case:
Agent Finished: Case Closed.
Closed date : 2017-12-14 15:35:53.89
Directed to Another City Department
Created Homeless Issue Case # 01010574557

Mayor and Council Feedback Case	101011425745	310 ALEXANDER ST	V6A 1C3	<p>1. Descr be deta is (who what where when why): Citizen would like a call back as previous case 11 069961 closed without a call. Please call citizen back. Citizen in his mid 60's (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 far with his complaint and doesn't feel like his complaint will result in anything. The seniors here say they can't rely on the VPD as they aren't taking down tent camps where drug dealing and partying are taking place below them. There are also people living in cars as it's close to the Saller 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 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.</p> <p>2. Type of feedback: Negative</p> <p>3. Department: Mayor and Council</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes provide case number(s) or other relevant detail: No</p> <p>6. (Don't ask just record - did caller indicate they want a call back?): Yes</p> <p>7. Select category: Property Use and Maintenance</p> <p>8. Select topic: Noise</p> <p>9. Specific area of concern: Neighborhood Homeless Issue</p> <p>10. Neighbourhood: Strathcona</p> <p>11. Original Client: Strathcona</p> <p>12. Original Email address: Strathcona</p> <p>13. Original address: Strathcona</p>	<p>app version: 2.31 original address: 320 Alexander St alias: 320 ALEXANDER ST fu l: 310 ALEXANDER ST VANCOUVER BC</p>	No Name No Name (ps)	1	6/15/2018 13:47	8/8/20 8:14	6 CS_Mayor and Council Feedback
---------------------------------	--------------	------------------	---------	--	---	----------------------	---	-----------------	-------------	---------------------------------

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback

Agent Finished: Case Closed.
Closed date : 2018-08-08 14:36:44.267
Service Provided

Abandoned Recyclables Pickup Case	101010752329	310 ALEXANDER ST V6A 1C3	<p>app version: 2.31 original address: 320 Alexander St alias: 320 ALEXANDER ST fu l: 310 ALEXANDER ST VANCOUVER BC</p> <p>1. Type of garbage: cb_AbandonedRecyclables.ElectronicWast 2. (What collection zone is the abandoned garbage located?) Not Applicable 3. Provide details: oven on sidewalk 4. (Don't ask just record - did caller indicate they want a call back?): No</p>	<p>PSR: 679642cp/-Click images below to expand-cp/-
href="https://d17aqln7chbm.cloudfront.net/uploads/large_c178cc09692ff4a16_01454256ce00f">img src="https://d17aqln7chbm.cloudfront.net/uploads/large_c178cc09692ff4a16_01454256ce00f" alt="imageurl" width="300" height="300">-
href="http://maps.googleapis.com/maps/api/staticmap/markers=49.283951%2C-123.096892&size=600x300&key=AtasylQlghN_B7_h2dKLuBu58vZvD5yVPcyazU">img src="http://maps.googleapis.com/maps/api/staticmap/markers=49.283951%2C-123.096892&size=600x300&key=AtasylQlghN_B7_h2dKLuBu58vZvD5yVPcyazU" alt="mapurl" width="300" height="300">-
href="http://www.publicstuff.com/request/view/3679642-http://www.pub.ictstuff.com/request/view/3679642/-cp/-></p>	No Name No Name (ps)	1	1/22/2018 16:20	/26/2018 7:46	<p>Eng_Sanitation - Street Cleaning Services</p> <p>Public Stuff request id: PSID3679642 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 Monday January 22 2018 4:26:13 PM Hansen an action has been scheduled: On 2 /0 /20 8 7:14:29 AM an action has been scheduled for 23/01/2018 7:14:00 AM Hansen Change in Comments: Comments: SR fwd to foreman . Added on 23/01/2018 8:15:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2 /0 /2018 8:14:00 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 : 2018-01-26 07:40:40.64 Service Provided 10 - Service Provided. completed as per foreman . Resolved on 26/01/2018 7:37:00 AM.</p> <p>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</p> <p>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 26 2018 7:45:08 AM Agent Finished: Case Closed. Closed date : 2018-01-26 07:45:07.17 Back to previous status Closing case after 'Add Event'</p> <p>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 26 2018 7:46:17 AM Agent Finished: Case Closed. Closed date : 2018-01-26 07:46:16.61 Back to previous status Closing case after 'Add Event'</p>
Abandoned Recyclables Pickup Case	101010755313	310 ALEXANDER ST V6A 1C3	<p>app version: 2.31 original address: 320 Alexander St alias: 320 ALEXANDER ST fu l: 310 ALEXANDER ST VANCOUVER BC</p> <p>1. Type of garbage: cb_AbandonedRecyclables.ElectronicWast 2. (What collection zone is the abandoned garbage located?) Not Applicable 3. Provide details: oven on sidewalk 4. (Don't ask just record - did caller indicate they want a call back?): No</p>	<p>PSR: 679642cp/-Click images below to expand-cp/-
href="https://d17aqln7chbm.cloudfront.net/uploads/large_c178cc09692ff4a16_01454256ce00f">img src="https://d17aqln7chbm.cloudfront.net/uploads/large_c178cc09692ff4a16_01454256ce00f" alt="imageurl" width="300" height="300">-
href="http://maps.googleapis.com/maps/api/staticmap/markers=49.283951%2C-123.096892&size=600x300&key=AtasylQlghN_B7_h2dKLuBu58vZvD5yVPcyazU">img src="http://maps.googleapis.com/maps/api/staticmap/markers=49.283951%2C-123.096892&size=600x300&key=AtasylQlghN_B7_h2dKLuBu58vZvD5yVPcyazU" alt="mapurl" width="300" height="300">-
href="http://www.publicstuff.com/request/view/3679642-http://www.pub.ictstuff.com/request/view/3679642/-cp/-></p>	No Name No Name (ps)	1	1/23/2018 10:26	1/26/20 8 15:28	<p>Eng_Sanitation - Street Cleaning Services</p> <p>Agent Created Case: Public Stuff request id: PSID3679642 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1241835 created / updated at Wednesday 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 12:37:00 PM. Hansen Service Request has been reviewed: Case reviewed on 24/0 /2018 1:39:00 PM. Hansen Change in Comments: Comments: SR fwd 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 10 - Service Provided. completed as per foreman . Resolved on 26/01/2018 3:17:00 PM.</p> <p>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</p> <p>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'</p>
Mayor Feedback Case	101011069961	310 ALEXANDER ST V6A 1C3	<p>1. Descr be deta ls (who what where when why): Citizen in his mid 60's (lives in a building with other seniors) hasn't been able to sleep in 5 days. He says he spoke to the Mayor's office and didn't get very far with his complaint and doesn't feel like his complaint will result in anything. The seniors here say they can't rely on the VPD as they aren't taking down tent camps where drug dealing and partying are taking place below them. There are also people living in cars as it's close to the Saller 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 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. Department: Mayor 4. Were any other cases or service requests created as a result of this feedback? No 5. If Yes provide case number(s) or other relevant details: 6. (Don't ask just record - did caller indicate they want a call back?): Yes 7. Select category: 8. Select topic: 9. Specific area of concern: 10. Neighbourhood: 11. Original Client: 12. Original Email address: 13. Original address:</p>	<p>PSR: 679642cp/-Click images below to expand-cp/-
href="https://d17aqln7chbm.cloudfront.net/uploads/large_c178cc09692ff4a16_01454256ce00f">img src="https://d17aqln7chbm.cloudfront.net/uploads/large_c178cc09692ff4a16_01454256ce00f" alt="imageurl" width="300" height="300">-
href="http://maps.googleapis.com/maps/api/staticmap/markers=49.283951%2C-123.096892&size=600x300&key=AtasylQlghN_B7_h2dKLuBu58vZvD5yVPcyazU">img src="http://maps.googleapis.com/maps/api/staticmap/markers=49.283951%2C-123.096892&size=600x300&key=AtasylQlghN_B7_h2dKLuBu58vZvD5yVPcyazU" alt="mapurl" width="300" height="300">-
href="http://www.publicstuff.com/request/view/3679642-http://www.pub.ictstuff.com/request/view/3679642/-cp/-></p>	No Name No Name (ps)	1	4/4/2018 9:57	5/14/20 8 11:43	<p>MO_Mayor Feedback</p> <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: MO_Mayor Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2018-05-14 11:43:35.78 No Response Required</p>
Animal Concern - Non-Emergency Case	101011096535	310 ALEXANDER ST V6A 1C3	<p>1. Complaint type: Barking dog 2. If Other selected provide details: 3. Animal type: Dog 4. If Other selected provide details: 5. Animal colour: Various 6. Provide dog breed if applicable (best guess if unknown): Various 7. Dog size: Medium 8. If animal or human attacked provide details of injuries if applicable: 8 a. Was the dog on leash at the time of the attack? 8 b. Is the attacking dog still in the area? undefined 9. For a 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 bark for hours on end. The caller is upset that this is happening. 10. Incident date: 04/10/2018 11. Incident time: 12:17 12. (Don't ask just record - did caller indicate they want a call back?): No</p>	<p>They have spoken to the security at the door.</p>	No Name No Name (ps)	1	4/10/2018 12:15	4/10/20 8 12:25	<p>CSG - Animal Control</p> <p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control</p> <p>Agent Finished: Case Closed. Closed date : 2018-04-10 12:25:31.52 Assigned Assigned to ACD 41 & 21 - DG 18-545546 - KC</p>

PUI Property Use Complaint Case	10101129296	310 ALEXANDER ST	VSA 1C3	app version: 2.31 original address: 320 Alexander St alias: 320 ALEXANDER ST fu i: 310 ALEXANDER ST VANCOUVER BC	<p>PS Description: 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-cp/hP5E: 4056041-pj/>Click images below to expand-cp/>-ca href="http://maps.googleapis.com/maps/api/Staticmap?markers=49.28395192C-123.096892&size=600x300&key=AtaSyOfghN_87_h2dKLaBu5bZvD5yVPcyatU">img src="http://maps.googleapis.com/maps/api/Staticmap?markers=49.28395192C-123.096892&size=600x300&key=AtaSyOfghN_87_h2dKLaBu5bZvD5yVPcyatU" alt="mapurl" width="300" height="300">/a-cp/>-ca href="http://www.publicstuff.com/request/view/4056041">http://www.pub.kcstuff.com/request/view/4056041-cp/></p> <p>1. Type of concern (If multiple concerns select primary and provide details in question 2): ExteriorBuildingMaintenance 9. Phone number: 604 802 1317 10. Please verify address of the property: Evelyn's Saller Center 320 Alexander St. Vancouver</p>	§.22(1)	7783290674	1	4/17/2018 19:13	4/22/2018 7:49 311 Contact Centre	<p>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.</p> <p>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</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-04-22 07:49:36.04 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
Sidewalk - Repair	101011284668	310 ALEXANDER ST	VSA 1C3		<p>1. Type of sidewalk problem: Uneven 2. If Other provide details: 3. Is there a black patch on it? Yes 4. Is it safe? No 5. Describe issue in detail (in front of, beside, side of street, etc.): Caller is reporting there are numerous uneven sections of sidewalk in front of this address. The worst spot is near the street tree. 6. Is this request due to 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 caller indicate they want a call back?) No</p>	§.22(1)	§.22(1)	1	5/21/2018 9:17	6/4/2018 7:55 Eng_Streets Operations	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1290227 created / updated at Monday May 21 2018 9:19:27 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1290227 created / updated at Monday May 21 2018 9:20:06 AM Hansen Change in Comments: Comments: May 22/18May 22/18 - Referred to M Biagini. Added on 22/05/2018 8:56:35 AM. Hansen Work Order Created: Work order 981879 has been initiated on 04/06/2018 12:00:00 AM. Work Order type is Rework Service Provided: 10 - Service Provided. . Resolved on 29/05/2018 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2018-06-04 07:55:11.2 Service Provided: 10 - Service Provided. . Resolved on 29/05/2018 12:00:00 AM.</p>
Street and Sidewalk Retail Use Issue	101011343502	310 ALEXANDER ST	VSA 1C3		<p>1. Type of request: Complaint 2. Type of issue: Street Vending 3. If Other provide details: 4. Describe details: Main 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 caller indicate they want a call back?): No</p>	s.22(1)	s.22(1)	1	5/31/2018 10:57	6/2/20 8 16:55 Eng_Streets Activities	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Vending</p> <p>Agent Finished: Case Closed. Closed date : 2018-06-02 8:55:18.443 Acknowledged Attended location - no vending observed</p>