

File No.: 04-1000-20-2018-575

November 22, 2018

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of October 29, 2018 for:

**All written notes and emails sent to 3-1-1 and the Mayor and Council's Correspondence Clerk in regards to the decision to ban cars (temporary or permanently) from using the Adanac Overpass and how this fits into the 40 Year Transportation Plan, received between January 1, 2016 and August 27, 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](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto:info@oipc.bc.ca) or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2018-575); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,



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

[Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

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

Encl.

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CA13Key - eForm Detail Report with Additional Details

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

Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Preferred Queue	Event Notes
Eform Request Type		Citizen Feedback Case												
101008152747	INTERSEC TION		RENFREW ST	TURNER ST			1. Describe details (who, what, where, when, why): Via VanConnect: "there needs to be a left hand turn 3-6PM restriction put in for southbound traffic on renfrew st. ever since the median was added further down renfrew and the restricted turns further south, everyone has diverted down turner st to get to the adanac overpass for highway 1. its getting worse and worse. people are driving very fast thru the sidestreets." 2. Do you want to be contacted? No 3. Type of feedback: Opinion 4. Feedback regarding: City Department 5. Department: Engineering Services 6. Division or Branch Name: Traffic and data management	Could not create a service request because anonymous cases are not accepted.	2016 July, Anonymous		7/27/2016 5:18:00 PM	7/27/2016 6:33:50 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2016-07-27 18:33:49.833 Directed to Another City Department Sent to James Wei and Timothy Chan
101010538604	INTERSEC TION		ADANAC ST	CASSIAR ST			1. Describe details (who, what, where, when, why): They got Jan 2018 closing the Adanac Overpass to cars. s.22(1) was some sort of community consultation in the spring but nothing official has been announced. The community group s.22(1) s part of received a letter today saying someone from the city (not named) has said the Adanac overpass that goes over the Cassiar tunnel will be closed for car traffic starting January 2018 and will be just a bike route. She says if this is true there is no public consultation about this in the spring and the city can't just shut down a street like that, she is hoping it's not true and wants a follow up. 3-1-1 found a project page for the Adanac Bike Improvements in 2013 with the email adanac@vancouver.ca listed on there. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac@vancouver.ca 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		12/7/2017 11:16:00 AM	12/7/2017 11:31:21 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2017-12-07 11:31:21.387 Assigned adanac bikes
101010575756	s.22(1)		NOOTKA ST		V5K 4E6	app version: 2.31 original address: 1095 Nootka St alias: full:	1. Describe details (who, what, where, when, why): I've been a resident at s.22(1) since 1972. I've been informed by a friend that the Adanac Overpass (Cassiar Connector) is going to be restricted to buses and bicycles only. Is this true? If so, why wasn't the surrounding neighborhood informed (Hastings-Boundary-1st Avenue-Renfrew)? If this is a green measure, I really don't think it was very well thought out. Its going to inconvenience many/most/all of us living in the catchment and contrary to 'green' thinking, it'll force cars into heavy traffic causing MORE pollution. I understand there are 'rat runners' wanting to get from Downtown Vancouver out to the suburbs but this can't be the only solution. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: s.22(1) 8. s.22(1) 9. Contact number: 10. Email address: s.22(1)	Request came through via online webform.	s.22(1)		12/14/2017 10:00:52 PM	12/15/2017 7:48:32 AM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-12-15 07:48:32.133 Directed to Another City Department Sent to Adanac project team.

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Case Status: Both

101010581483	s.22(1)		W 22ND AV		NOT APPLIC	app version: 2.31 original address: v5k2l1 alias: full:  1. Describe details (who, what, where, when, why): re: Adanac overpass trial closure Thank you CoV for listening to the local residents and putting forth the trial closure of the Adanac overpass. Your consultation process with the community meeting in May 2017 and talking to schools, neighbours and residents was thorough and greatly appreciated. This trial should be a good measure to see what restriction to buses and bikes as this overpass has become a huge thoroughfare for commuters outside of the community. The process was open, transparent and collaborative. Tracking traffic and licence plates was objective and quantitative in determining the scope of the problem. Enforcement of no left turns on Boundary and Renfrew will be critical to the success of this trial to ensure that commuter traffic is truly diverted to the main arterial routes. Thank you. 2. Type of feedback: Compliment 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7 s.22(1) 8. Contact name: s.22(1) 9. Contact number: s.22(1) 10. Email address: s.22(1)		s.22(1)		12/16/2017 10:37:59 AM	12/16/2017 3:26:02 PM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2017-12-16 15:26:02.157 Directed to Another City Department
101010594286	3300	3399	ADANAC ST			1. Describe details (who, what, where, when, why): Via Email: To Whom t May Concern, On December 11th, we received the attached blue notice in our mailbox. We were shocked to hear that there were plans to close the Adanac Overpass. To date, we have not been involved in any consultations or survey regarding this issue. Since the notice was anonymous, my husband and I would like to know if there are, indeed, plans to do this in January 2018. Please also find attached, our concerns should the overpass be closed. Also, as residents of this area for almost 31 years, we are concerned whether this blue notice is a hoax or not and whether there is a community group asking for feedback to fuel their position to close the overpass for bike lanes only. The notice states that there were members of the city's transportation division discussing traffic issues. Again, we don't know if these meetings actually occurred and if they did, why was were the residents included? We would like to hear back from you on this matter. The best way to contact us is through email. You can also contact my husband s.22(1) or you can leave a message on our land line at s.22(1) with a best time to call you back. Thank you, s.22(1)  there are two attachments to this email  2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		12/19/2017 2:25:00 PM	12/19/2017 3:18:09 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2017-12-19 15:18:09.26 Directed to Another City Department Adanac Project
101010653228						1. Describe details (who, what, where, when, why): s.22(1) states he received a letter regarding the Adanac Overpass closure and says he and alot of people are completely against it and feels betrayed. He has asked for a call back. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:	Citizen preferred to submit his opinion through 3-1-1.	s.22(1)		1/4/2018 6:04:00 PM	1/4/2018 7:02:06 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-01-04 19:02:06.203 Directed to Another City Department Adanac Overpass Project

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Case Status: Both

101010667567						<p>1. Describe details (who, what, where, when, why): The caller disagrees with the Adanac Overpass project and he does not wish for it to be closed. He feels even though this is a temporary closure it could be for much longer. He doesn't understand why a natural gas pipeline is being upgraded when the city's intention is to limit or ban natural gas in the future. He feels a lot of politics are being played. Furthermore, he states if busses are allowed to go over the overpass the area residents should be able to as well.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Transportation Planning - Adanac Bike Lane</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>	s.22(1)	1/8/2018 11:58:00 AM	1/8/2018 1:14:08 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-01-08 13:14:07.7 Directed to Another City Department Adanac Project</p>
101010681706						<p>1. Describe details (who, what, where, when, why): Citizen is concerned with the City's decision to close access to the Adanac overpass, due to the upcoming Fortis project. He understands the concerns with non-local traffic coming into that area, but does not feel that just closing it completely is the proper solution for the residents. He suggest either adding some speed humps, and/or placing police officers there. Citizen was offered the direct email contact for the project as well.</p> <p>2. Type of feedback: Opinion</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Adanac project</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>	s.22(1)	1/10/2018 11:43:00 AM	1/10/2018 12:06:06 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-01-10 12:06:06.993 Assigned adanac</p>
101010683901						<p>1. Describe details (who, what, where, when, why): We are opposed to the closure of the overpass. We are homeowners to the north of Hastings and we were not notified of this closure. This closure will impact us, we have a child s.22(1) and with the terrible traffic to the bridge, often the Adanac Overpass is the only place we can take s.22(1) to get her into Vancouver. There is no other way we can transport her as a bicycle is not an option. We think that they need to expand the overpass into a commuter route and that would solve the bigger problems. We have lived in the neighbourhood s.22(1) and it is insane to contemplate closing the route. We don't care if people out of the neighbourhood use that route because, of course they have to. Please contact the citizen immediately to discuss as there is a small child s.22(1) that needs to get to her activities.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Development, Building &amp; Licensing</p> <p>5. Division or Branch Name: Adanac team</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>	s.22(1)	1/10/2018 2:20:00 PM	1/10/2018 3:06:26 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-01-10 15:06:26.46 Alternate Service Provided sent to adanac@vancouver.ca</p>



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Case Status: Both

101010684557						<div>1. Describe details (who, what, where, when, why): s.22(1) lives in the area and wanted to lodge his complaint. He is opposed to the temporary closure of the Adanac Overpass. Which he feels it will be closed permanently. This overpass is the only way to get out of the area on the east side s.2 and his wife have been in touch with Jordan who is apart of this project. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Active Transportation 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		1/10/2018 4:29:00 PM	1/10/2018 6:25:26 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-01-10 18:25:26.34 Directed to Another City Department Directed to Active Transportation for review. SC.
101010734684	311	UNADDRESSED LOCATION		VAN 311	<div>app version: 2.31 s.22(1)</div> <div>1. Describe details (who, what, where, when, why): The following was received via the online webform and the citizen noted ; "I just heard about the Adanac bridge closure. Terrible. Please reconsider this. If there is an accident on the bridge or on one of your few alternate routes this is the only way to get around. I use this route when Hastings is too backed up and I'm mindful of the speed limits and try not to use unnecessary but as a local resident I have used for years. I live in the area which would mean I would need to drive all the way to broadway as an alternative route if Hastings is unavailable. This is way too far !! Hastings /broadway and 1st and already heavily congested all the time. This will only create more driving than necessary and lead to further congestion I should not have to drive an extra 20 minutes to get somewhere what should be less than 10 minutes. 5 months of closures of 1st ave is a long time and closures where and when. I also live in a area where our side streets are used as short cuts - example Pandora /franklin and triumph and do you close out streets? Or monitor people speeding -no nothing was done. Our voices went unheard the last time I went to a meeting about the traffic and people speeding. There are not enough alternate routes in this area to close adanac bridge overpass. More cars idling in traffic is what this will create. Not everyone has the option to ride a bike to and from places. The traffic lights on renfrew and Hastings only have left turn lights till 6pm and none at all on 1st ave. Rush hour far exceeds 6 pm if anyone's noticed ! Longer periods of left hand signals or all the time may help. The should have left turn lights at all major intersections all the time so a few hours a day. Your just going to make the local residence miserable. I don't see our side streets closed when they built the Powell street overpass - nope we had a steady stream of people and still do avoiding McGill and Hastings street" 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: s.22(1) 8. Contact name: s.22(1) 9. Contact number: s.22(1) 10. Email address: s.22(1)</div>		s.22(1)		1/18/2018 8:35:24 PM	1/18/2018 9:21:14 PM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2018-01-18 21:21:14.053 Alternate Service Provided sent to adanac@vancouver.ca	
101011007778	INTERSECTION	ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Caller wanting to advise she is a resident of the area at s.22(1) or 11 years and is opposed to the Adanac overpass closure. She advises this will impact residents greatly in their daily routines. There must be another solution, more study and investigation needs to be done, this does not serve the residents well. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		3/19/2018 2:32:00 PM	3/19/2018 2:45:07 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-19 14:45:07.17 Directed to Another City Department sent to adanac@vancouver.ca	

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Case Status: Both

101011008173	INTERSEC TION		ADANAC ST	BOUNDARY ROAD		<div>1. Describe details (who, what, where, when, why): Citizen lives on Kootenay and Boundary. His parents live on East 1st Avenue and Rupert. He uses the Adanac Overpass on a regular basis, so he doesn't agree with the temporary closure while Fortis BC upgrades the gas lines. He'll have to go far out of his way to detour back into his own neighborhood. Citizen doesn't feel closure is necessary to alleviate any possible congestion thru residential streets. It causes huge inconvenience for residents in the area.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Closure</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		3/19/2018 3:15:00 PM	3/19/2018 3:25:26 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-19 15:25:25.763 Directed to Another City Department Sent to Adanac@vancouver.ca</div>
101011014005	s.22(1)				V5K 4T2	<div>1. Describe details (who, what, where, when, why): Instead of closing Adanac down completely while there's construction, citizen suggests that Adanac be closed down for morning rush hours (6:30am to 9 30am) for west bound traffic and afternoon rush hours (3pm to 6pm) for east bound traffic. This way residence of the area can use the road at off peak hours.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		3/20/2018 3:33:00 PM	3/20/2018 4:04:28 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-20 16:04:28.26 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011017495	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>s.22(1) 1. Describe details (who, what, where, when, why): s.22(1) is unhappy with the letter he received which he assumes is for the citizens of Adanac St. t appears to be a flyer. The first line reads: "The City of Vancouver is closing the Adanac overpass to local and non-local traffic soon.s.22(1)wants to have Nootka St. (his street) closed off too as there is lot of vehicular traffic on that street. He perceives that ot neighbourhoo</div> <div>ds/areas are getting a priority for safer streets. He requested for a road closure for Nootka St. as well. He was informed that road closures are only authorized by Emergency Services. He wanted something permanent. He was also provided with the email address adanac@vancouver.ca.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Street and Nanaimo Street Improvements</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		3/21/2018 12:05:00 PM	3/21/2018 12:23:51 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-21 12:23:51.033 Directed to Another City Department Redirected to Project Team, devon.brownlee@vancouver.ca and adanac@vancouver.ca</div>



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Case Status: Both

101011018748	INTERSEC TION		CLARK DRIVE	E 1ST AV		<div>1. Describe details (who, what, where, when, why): s.22(1) wanted to share her feedback regarding the Adanac Overpass and the temporary closure for Fortis BC work happening. She is in favour of closing it temporarily during construction, but thinks that once construction is finished, it should remain closed permanently except for buses and cyclists. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>	<a href="http://share.vancouver.ca/311staff/SiteAssets/Lists/City%20department%20news/NewForm/ENG%20-%20TPL%20-%20Hastings-Sunrise%20and%20Adanac%20Overpass%20Notification%20Letter%20-%202018-01-02.pdf">http://share.vancouver.ca/311staff/SiteAssets/Lists/City%20department%20news/NewForm/ENG%20-%20TPL%20-%20Hastings-Sunrise%20and%20Adanac%20Overpass%20Notification%20Letter%20-%202018-01-02.pdf</a>	s.22(1)		3/21/2018 2:32:00 PM	3/21/2018 2:50:49 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-21 14:50:49.03 Directed to Another City Department Directed to Transportation.Planning@vancouver.ca</div>
101011025528	INTERSEC TION		ADANAC ST	PENTICTON ST		<div>1. Describe details (who, what, where, when, why): Citizen lives in this area and he wanted to give feedback regarding the Adanac Overpass closure. He said that we are adding more traffic on main arterial routes which cause more pollution in the air. He said that the streets were planned for future vehicle growth not for future bicycle growth. Citizen said that he is being punished now because he can't drive to North Burnaby, he has to go to Hastings or 1st ave and it causes more pollution in the air because he is driving 6-7 more blocks and then sits in traffic. Citizen was involved in the bicycle route for adanac and it was successful and the traffic is not bad in the area. I advised citizen that the Adanac Overpass is temporarily closed right now due to Fortis doing work on upgrading a gas line. Citizen said that he received something in the mail regarding a permanent closure of the Adanac Overpass. I advised that there will be discussion of the future plans of the Adanac Overpass but currently it is temporarily closed. Citizen went on to mention that people driving bicycles should also have to pay for a licence and have it displayed on their bike. Please follow up. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Closure and Active Transportation 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		3/23/2018 9:23:00 AM	3/23/2018 10:59:58 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-23 10:59:58.483 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011036142	INTERSEC TION		ADANAC ST	PENTICTON ST		<div>1. Describe details (who, what, where, when, why): He supports keeping the Adanac overpass open to local in the traffic in the future. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		3/26/2018 2:00:00 PM	3/26/2018 2:32:05 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-26 14:32:05.333 Directed to Another City Department Directed to Transportation Planning, Adanac Overpass - adanac@vancouver.ca</div>

CA13Key - eForm Detail Report with Additional Details

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

Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011036342	INTERSEC TION		ADANAC ST	BOUNDARY ROAD			1. Describe details (who, what, where, when, why): Citizen is opposed to the closure of the Adanac Overpass. He is a resident of the area, and with the closure of it, it now means he would have to go to Hastings to get out and this is a burden to him. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		3/26/2018 2:26:00 PM	3/26/2018 5:19:03 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-03-26 17:19:02.757 Directed to Another City Department Directed to Transportation Planning Adanac Overpass - adanac@vancouver.ca
101011065822							1. Describe details (who, what, where, when, why): Resident of Vancouver Heights neighbourhood is concerned about the Adanac Overpass closure - Says it will make it very difficult for residents to access their home during rush hour times as they are not able to turn left on Hastings nor McGill - they would have to drive through Burnaby to get home. He feels that the COV has not thoroughly thought out this plan as 1st Ave will also be tied up due to sewer work. All traffic will need to divert to Hastings which will cause terrible congestion. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets & Transportation - Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/3/2018 12:21:00 PM	4/3/2018 1:23:03 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-03 13:23:03.417 Directed to Another City Department Directed to Adanac Project team, adanac@vancouver.ca
101011066495	INTERSEC TION		ADANAC ST	CASSIAR ST			s.22(1) 1. Describe details (who, what, where, when, why): s.22(1) drives from N Burnaby to pick up her mother over the adanac pass. She is very upset the pass will be closed, this is causing so much more traffic then there already is along Hastings. The idling in traffic will cause more pollution, people in the neighbourhood are stuck. This entire plan is nonsense.The residents were not openly consulted. She is also calling on behalf of her mother s.22(1) who expresses the same. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/3/2018 1:31:00 PM	4/3/2018 1:35:32 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-03 13:35:31.967 Directed to Another City Department Redirect to Adanac Overpass Project Team, adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011066796	INTERSEC TION		BOUNDARY ROAD	TRIUMPH ST			<div>1. Describe details (who, what, where, when, why): Citizen called to provide her opinion regarding the closure of the Adanac Overpass. Citizen lives at Boundary Road &amp; Triumph St and thinks emergency vehicles access is great idea. There is a lot of congestion on E Hastings St when getting onto Second Narrows Bridge when coming out of Downtown. Further, it's less traffic for residents coming from south side of the City. There are lots of speeds bumps to help control the speeding and local residents and drivers are aware of it. It's the only avenue for residents to get in and out without going towards Boundary Road; a very high traffic road. t will have a huge disadvantage for the locals that use this overpass at the moment. Citizen is completely against the idea of knocking down the overpass and it's impacting the local residents and the people that made the decision are not living in the area to know the benefits. Citizen requested a follow up call.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/3/2018 1:59:00 PM	4/3/2018 3:32:28 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-03 15:32:28.313 Directed to Another City Department Transportation Planning - adanac@vancouver.ca</div>
101011067382	s.22(1)				V5K 1P3		<div>1. Describe details (who, what, where, when, why): Citizen lives at s.22(1) near the Adanac Overpass and called to raise his concern and opinion. Citizen is quite upset that there was no consultation with the area residents or any feedback options for the people and citizen just learned about the overpass from his neighbour. Citizen would like a follow up from the department.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/3/2018 3:03:00 PM	4/3/2018 3:19:29 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-03 15:19:28.683 Directed to Another City Department Redirected to Adanac Project Team, adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011072156	INTERSEC TION		ADANAC ST	NANAIMO ST		<div>1. Describe details (who, what, where, when, why): Citizen said she lives in neighbourhood that is bordered by a freeway, which means in order to travel west she only has two options. One option is to drive west on Hastings, which is a nightmare during rush hour. Second option is to drive three blocks and take the adanac overpass to by pass the worst part of Hastings traffic. So her standard commute using the adanac overpass is approx 15 minutes, however, if she is forced to use Hastings, it takes her a minimum of 30 minutes. If we permanently close the overpass, everyone that lives in her unique area will be squeezed onto Hastings. She said, they have no other option except if they drive all the way to Boundary and take 1st to get into downtown. She understands that the overpass is temporarily closed for Fortis BC but she would like her feedback processed when we are considering the long term decision for the overpass. She is in favor of reducing traffic on adanac and the speed of traffic on adanac. She is also in favor of traffic calming in her area but not in favor of permanent closure of adanac. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Closure 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/4/2018 1:41:00 PM	4/4/2018 2:38:13 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-04 14:38:12.503 Alternate Service Provided sent to adanac@vancouver.ca</div>
101011073684						<div>1. Describe details (who, what, where, when, why): s.22(1) phoned in to say that he is opposed to the permanent closure of the Adanac overpass. As a life long resident, born and raised in the east end, he finds that all of these city closures are not doing the city or residents any good. The more closures, the further this is restricting movement of traffic. He would appreciate a call back at s.22(1) 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: adanac@vancouver.ca 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/4/2018 4:45:00 PM	4/4/2018 5:18:20 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-04 17:18:20.067 Alternate Service Provided sent to adanac@vancouver.ca</div>
101011073695						<div>1. Describe details (who, what, where, when, why): Closing the overpass is going to congest an already congested street as Windermere is very difficult to cross especially when turning left on to 1st Avenue because of high traffic. Hastings is also a terrible route to take because of the big PNE parking lot thus Windermere ends up being the only access point. Caller also feels that the project is not thought out considering we are trying to be a greener city. This project is pushing more traffic on to streets and it'll take longer for drivers to get to where they need to thus creating more pollution. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets &amp; Transportation - Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/4/2018 4:46:00 PM	4/4/2018 5:22:18 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-04 17:22:18.173 Alternate Service Provided sent to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011078619						<div>1. Describe details (who, what, where, when, why): s.22(1) heard on the local news that the Adanac overpass is being closed on April 9th and work on E 1st Ave will not be taking place until June/July. Is this the actual truth or does the news have it all wrong? She can see reasoning in having it closed when Fortis begins their work. Agent provided timeline details to citizen as per COV website. Citizen does not have email and does not use the internet. She would like a call back from the department for more information about this project and would like to see if the department can mail out updates on this project to her. She mentioned she received a letter regarding the project back in January 2018 and since then has not seen anything. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)	4/5/2018 4:17:00 PM	4/5/2018 6:35:06 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-05 18:35:05.66 Directed to Another City Department Sent to adanac@vancouver.ca
101011079346	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): s.22(1) mother lives in this area and she is upset about the notice to have the Adanac overpass closed s.22(1) is calling on her behalf to give feedback about this. He says that it is extremely inconvenient to the residents in this area and it should never have been approved. There must be some other way the City can do work without having this overpass closed s.22(1) mother received a letter awhile back with very few details in it. Also, they signed a petition for the overpass not to be closed and he feels like this wasn't even taken into consideration. He would like someone to call him back asap to discuss this and to get some more details about it. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		Unknown s.22(1)	4/5/2018 8:03:00 PM	4/5/2018 8:16:09 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-05 20:16:09.133 Directed to Another City Department sent to adanac@vancouver.ca
101011080616	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): They citizen said, "I strongly object to the repurposing of this overpass. It's a major traffic relocation. No public input. The City did not solicit opinions of community. I dont' know who the City thinks it's working for. Certainly not the taxpayers.I want the city to change the decision and to open the overpass to car traffic. I want a public meeting and a chance for the community to provide input. I'm not happy about the situation." 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>	Note: The citizen was provided information from COV website regarding the closure and offered the email address for the department. He did not want to email and asked that his feedback be passed along.	s.22(1)	4/6/2018 10:19:00 AM	4/6/2018 10:36:13 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-06 10:36:13.157 Directed to Another City Department Directed to adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011089824						<div>1. Describe details (who, what, where, when, why):     Caller feels that some sort of access should be left open to commuters along the Adanac Overpass. Especially for those commuters that only drive and do not cycle or walk into Vancouver. He wonders how people will get around and how traffic will go? He wishes to discuss this further with the project team. 2. Type of feedback:     Complaint 3. Feedback regarding:     City Department 4. Department:     Engineering Services 5. Division or Branch Name:     adanac@vancouver.ca 6. (Don't ask, just record - did caller indicate they want a call back?):     Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/9/2018 10:14:00 AM	4/9/2018 11:21:40 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-09 11:21:39.68 Alternate Service Provided sent to adanac@vancouver.ca</div>
101011091104	INTERSEC TION		ADANAC ST	BOUNDARY ROAD		<div>1. Describe details (who, what, where, when, why):     Citizen thinks it's crazy to close off Adanac/Boundary traffic artery when 1st Ave will also be shut down soon. He says that blocking 2 of the 3 arteries leaving downtown is unbelievable. 2. Type of feedback:     Complaint 3. Feedback regarding:     City Department 4. Department:     Engineering Services 5. Division or Branch Name:     Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?):     No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		2018 April, Anonymous		4/9/2018 12:13:00 PM	4/9/2018 1:48:54 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-09 13:48:54.373 Directed to Another City Department Sent to adanac@vancouver.ca.</div>
101011093408						<div>1. Describe details (who, what, where, when, why):     The caller states over the course of 4 minutes at about 4 pm on April 9th he has seen 13 vehicles disobey the signs regarding the Adanac overpass closure. He feels there should have been someone at the location to stop traffic from entering on day 1 of the closure as the current signage is inadequate. A lot of people may have just missed the signs due to their size. Furthermore he noted that he lives close to Skeena st &amp; E Georgia st and feels that this area will be missed by the current traffic counters that have been put in place. He would like this area monitored as well. Finally, he was unwilling to contact the VPD regarding the traffic violations which are taking place and feels that that the project coordinator should be getting in touch with the VPD. He noted that due to this vehicular traffic the cyclists are at risk. 2. Type of feedback:     Complaint 3. Feedback regarding:     City Department 4. Department:     Engineering Services 5. Division or Branch Name:     Adanac Overpass Closure 6. (Don't ask, just record - did caller indicate they want a call back?):     Unknown 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/9/2018 4:17:00 PM	4/9/2018 7:16:52 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-09 19:16:52.163 Directed to Another City Department Feedback Sent via email to: adanac@vancouver.ca</div>



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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011093834	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): s.22(1) s extremely frustrated with the closure of the Adanac overpass. He said that there was no consideration taken by the city when they closed this to drivers. He said he pays taxes and they should have a say in this. t is very inconvenient and frustrating for drivers. He is really upset and would like to speak to the person incharge of this closure. He wants it reopened and as a citizen his opinion should matter. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>	s.22(1) says he is a city employee and he wants a call back asap s.22(1)	s.22(1)	4/9/2018 5:29:00 PM	4/9/2018 8:14:14 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-09 20:14:13.847 Directed to Another City Department Feedback Sent via email to: adanac@vancouver.ca</div>
101011094170	INTERSEC TION		E 1ST AV	RENFREW ST		<div>1. Describe details (who, what, where, when, why): The caller is asking for enforcement of the closure of the Adanac Overpass. She said that today at approximately 7:20, she has witnessed about 20 cars speeding in the area. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Police Services 5. Division or Branch Name: Traffic enforcement 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)	4/9/2018 7:21:00 PM	4/10/2018 7:03:34 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 07:03:33.623 Directed to Non-City Agency Directed to VPD, vpd@vpd.ca</div>
101011094246	INTERSEC TION		E 1ST AV	RENFREW ST		<div>1. Describe details (who, what, where, when, why): This citizen wanted to call and thank the city for closing the overpass. She said her neighbourhood is very happy and it is much safer. There are a few cars that are still trying to squeeze through but they then realize that they cannot get through and turn around. She said that the people who are trying to go through have no options. Some are getting angry but they have no opetion but to turn around. The Neighbours are very happy right now. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)	4/9/2018 7:48:00 PM	4/10/2018 7:08:48 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 07:08:48.49 Directed to Another City Department Directed to Adanac Overpass Project Team.</div>

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Case Status: Both

101011094464						<div>1. Describe details (who, what, where, when, why): Received feedback on twitter April 10, 2018 at 6:52am: Your closure of Adanac overpass is not working. It's creating a pinch point at the barriers. Cars are still trying to get through while buses are passing through. Twitter handle: @99_driver</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Planning, Urban Design &amp; Sustainability</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		@99_driver, Round and Round		4/10/2018 7:21:00 AM	4/10/2018 7:27:13 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 07:27:12.523 Directed to Another City Department Directed to Adanac Overpass Project, adanac@vancouver.ca</div>
101011094474	INTERSECTION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): s.22(1) is very upset regarding the Adanac Overpass Project. He lives blocks away from the closure but where he lives is being affected. He's sent emails to "Adanac@Vancouver.ca" and has heard nothing in the past 3 weeks. He says that vehicles are breaking traffic laws when they are leaving where they are parked because the street is blocked off. Vehicles are made to make a U-turn at the bottom of the hill crossing two bike lanes to leave the street. He says that vehicles are using the driveway for Terra Vita Place causing traffic problems for people trying to leave that complex s.22(1)s upset because he feels that the residents of the area were not given any information about this closure and the COV only opened up the website for this project about a month ago. He says that it's adding about a half an hour to commutes for residents in the are as well as causing possible dangerous situations because of frustrated drivers being around school zones in the area. He says that VPD was supposed to be there policing this but they aren't there.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>	s.22(1) is very frustrated and has already contacted the email for the project but has not had any response. CSR advised him to contact VPD with any traffic related concerns or violations.	s.22(1)		4/10/2018 7:30:00 AM	4/10/2018 7:50:01 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 07:50:00.94 Directed to Another City Department Forwarded to Adanac Project Team - adanac@vancouver.ca</div>
101011094509						<div>1. Describe details (who, what, where, when, why): Caller feels that the plan to close the Adanac overpass is an inconvenience. She feels that it will cause more congestion and that the city is not taking other variables in to consideration when putting this plan together, such as increased vehicle insurance, increased gas prices, increased congestion from limited detours, increased frustration due to an increase in time getting places, specifically for residents of the neighbour getting to/from home.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Project Team</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/10/2018 7:45:00 AM	4/10/2018 7:58:48 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 07:58:47.52 Directed to Another City Department Forwarded to Adanac Project Team, adanac@vancouver.ca</div>

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Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011094547	INTERSEC TION		ADANAC ST	CASSIAR ST			1. Describe details (who, what, where, when, why): Citizen calling to report that the closure of the adanac overpass is causing large traffic issues. Citizens are cutting in neighbourhoods and not following driving rules. It is also causes traffic delays, citizen would like to put a feedback to the department as he doesn't think the closure can last as long as it is scheduled. He would like to speak to someone in regards to the closure of the overpass. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Community Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/10/2018 8:00:00 AM	4/10/2018 8:08:34 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 08:08:34.47 Directed to Another City Department Directed to Adanac Project Team, adanac@vancouver.ca
101011094554	INTERSEC TION		E PENDER ST	SKEENA ST			1. Describe details (who, what, where, when, why): Citizen lives in the neighbourhood of Skeena and E Pender. It should not take over 15 minutes for her to get onto Hastings. Traffic is backed up all over the place and she had to go through a intersection illegally to get as far as she is. The Adanac overpass should NOT be closed. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Project Team 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		2018 April, Anonymous		4/10/2018 8:04:00 AM	4/10/2018 8:10:40 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 08:10:40.413 Directed to Another City Department Forwarded to Adanac Project Team, adanac@vancouver.ca
101011094746	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Describe details (who, what, where, when, why): Adana overpass closure started yesterday. Surprisingly there has been no personnel to educate or enforce the closure. Vehicles continue to go straight through the barriers - at full speed! On top of that those that are listening and obeying the closure are getting stuck at Skeena and Pender because north bound traffic on Skeena doesn't have priority. Further that with cars parked on both sides of Skeena between Pender and E Hastings and only one lane of moving traffic can get through. I had to sit through three light cycles at the intersection before pedestrians crossed and blocked traffic on Pender so I could cross and get to the lights. We need enforcement at the Adanac overpass, a four way stop at Skeena and Pender and a lane of traffic removed from Skeena for the closure to even halfway tolerable 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: s.22(1) 9. Contact number: s.22(1) 10. Email address: s.22(1)		s.22(1)		4/10/2018 8:43:00 AM	4/10/2018 8:45:58 AM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 08:45:58.29 Directed to Another City Department Forwarded to Adanac Overpass Project, adanac@vancouver.ca

CA13Key - eForm Detail Report with Additional Details

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

Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011094758						1. Describe details (who, what, where, when, why): Caller wanted to pass along his feedback regarding the closure of the Adanac Overpass. He states it is the stupidest thing he has ever seen in his life, and wonders why the city thought this was a good idea. t is really inconvenient, and the number of people having to do U-turns is immense. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		2018 April, Anonymous		4/10/2018 8:45:00 AM	4/10/2018 8:53:10 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 08:53:10.14 Directed to Another City Department Forwarded to adanac@vancouver.ca
101011096065	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION  1. Describe details (who, what, where, when, why): Received VIA Online Webform: "I live in the 3400 Napier Street and work downtown. I left home for work with my car this morning and try to make a left turn onto Adanac Street and realized their is no access to Adanac except buses and bicycles. This is absolutely ridiculous. I have to then take the round and about to either Boundary Street or side streets to Hastings. I have nothing against the bike lane but to cut out all vehicles just to allow that is totally unexceptable." 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: s.22(1) 9. Contact number: s.22(1) 10. Email address: s.22(1)		s.22(1)		4/10/2018 11:19:00 AM	4/10/2018 11:28:59 AM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 11:28:58.947 Directed to Another City Department Directed to adanac@vancouver.ca
101011096376	INTERSECTION		ADANAC ST	CASSIAR ST		1. Describe details (who, what, where, when, why): Citizen is calling in regards to the Adanac Overpass closure. She feels there isn't proper signage advising of closure as well as signage of any detour routes to avoid the area and how to get out of. She advised that cars didn't know where to go and local residents were jumping in between cars taking pictures and yelling at motorists. She feels the flow of traffic and signage needs to be better placed for the closure. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Community Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/10/2018 11:57:00 AM	4/10/2018 12:14:26 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 12:14:25.98 Directed to Another City Department Directed to adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011096920	500	599	CASSIAR ST			<div>1. Describe details (who, what, where, when, why): Citizen lives in the neighbourhood and said that due to the Adanac Overpass Closure there is an increase of traffic in her area, especially on Cassiar St. She said that cars are driving so fast down Cassiar like it is an arterial road when it is not. She believes that there should be temporary speed humps or some other traffic calming device in the area to stop people from speeding down the street. This Adanac overpass is not supposed to reopen until late 2018/early 2019 and she would like a call back to discuss some soultions for this issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/10/2018 12:53:00 PM	4/10/2018 1:11:53 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 13:11:53.403 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011097496						<div>1. Describe details (who, what, where, when, why): Caller is a cyclist who uses the Adanac bike route regularly - He finds that the closure of the Adanac overpass has created safety concern, a significant negative impact on local residents, and in general a bad situation worse. He says he has witnessed drivers drive up the overpass and only then realize that it is closed, forcing them to make a 3-point turn to turn back, creating a risk to other drivers &amp; cyclists. He wants the the barricades to be removed entirely however if the city is not willing to, he feels that this time should be used to create traffic calming measures so that when the barricades are removed, the traffic does not go back to the way it was in the first place (and the reason why it was closed in the first place). He says there are speed humps, traffic circles and no through streets at other parts of Adanac but this specific area has nothing. He feels that the city should invest time in to finding better solutions for the community while resident and citizens are having to deal with the inconvenience. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/10/2018 1:57:00 PM	4/10/2018 2:30:14 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 14:30:13.55 Directed to Another City Department Forwarded to adanac@vancouver.ca</div>
101011097576						<div>1. Describe details (who, what, where, when, why): s.22(1) states he is having to travel out of his way due to the Adanac Overpass closure. He wonders why the city continued with closing the Adanac Overpass, as he states he filled out a petition and knows many others did as well not to do this. He wishes to speak to the department who can answer questions regarding why is does not seem the public was considered in this decision. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/10/2018 2:03:00 PM	4/10/2018 2:16:51 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 14:16:51.38 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011098218						<div>1. Describe details (who, what, where, when, why): CSR went through timeline with citizen on webpage. She wanted to voice her opinion on the future of the Adanac Overpass, as she does not use a computer. She feels if all this work is due to a bike route, it inconvenience's alot of people and leads to more congestion on Hastings and 1st Ave. Residents that live in the area have to be re-routed during heavy traffic times and she finds it ridiculous. The Adanac overpass is a way to get to Boundary, it lessens the congested traffic and provides an alternate route for locals residents. If you don't live in the community, it's hard to gage what residents have to go through. She is hoping the Adanac overpass stays after work from Fortis BC has been completed. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		2018 April, Anonymous		4/10/2018 3:26:00 PM	4/10/2018 3:43:24 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 15:43:24.067 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011098797						<div>1. Describe details (who, what, where, when, why): Since the Adanac overpass closure yesterday, there has been an increase in traffic and speed. I understand what the city is trying to do but safety wise, it is worse now that the barriers went in. I also do not feel that there is adequate signage to notify drivers, and I have seen cars, when you turn right from (northbound) Rupert St to Adanac St (eastbound), there is no way for cars to get out. What they do, is they end up driving through the single lane or making U-turns which is not safe. This seems like a very poorly thought out implementation. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: adanac@vancouver.ca 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/10/2018 4:44:00 PM	4/10/2018 7:00:49 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-10 19:00:49.4 Directed to Another City Department Feedback sent via email to: adanac@vancouver.ca</div>
101011099706						<div>1. Describe details (who, what, where, when, why): The following feedback came via Twitter and the citizen noted: @CityofVancouver @VancouverPD your closure of Adanac overpass is very dangerous for pedestrians at the Adanac crosswalk. Cars are stopping at the closure signs, looking around to see if anyone is watching, then racing through. So unsafe. #adanacoverpass 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		Twitter_AdanacSkeena, AdanacSkeena		4/11/2018 7:32:00 AM	4/11/2018 7:36:11 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 07:36:10.72 Directed to Another City Department Directed to adanac@vancouver.ca</div>



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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011100149	s.22(1)			V5K 4T2		<div>1. Describe details (who, what, where, when, why): It took citizen 12 minutes more to get to her destination becuase of the closure of the overpass. She doesn't believe the closure has anything to do with Fortis. She will be calling everyday to advise that this closure should not happen.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/11/2018 9:18:00 AM	4/11/2018 9:26:03 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 09:26:02.88 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011100195	INTERSEC TION		ADANAC ST	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): Citizen is very upset about the closure of the Adanac overpass. It has caused major traffic havoc. He lives in the area and it now takes 45 minutes to take his kids to school which would normally take a very short time. He wants to speak with someone to find out how the Fortis BC project on E. 1st Ave has anything to do with the Adanac overpass closure. He said it does not make sense to close off this major route. It only backs up traffic on E. Hastings and E. 1st Ave. Citizen savs something needs to be done now about this closure as it is making a lot of people very angry. Please call s.22(1)</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Planning, Urban Design &amp; Sustainability</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/11/2018 9:25:00 AM	4/16/2018 6:09:58 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 09:34:04.5 Directed to Another City Department Directed to adanac@vancouver.ca</div> <div>Case Reopened: Citizen is upset that he has not received any contact from the department. He has called 5 times; 3 emails; 4 voicemails and still has not heard from anyone. The citizen was provided the phone number and email for Amy Do and email address of adanac@vancouver.ca. He would like this overpass reopened, it is complete chaos. Hastings and Skeena is completely backed up. This closure makes zero sense. Please call, thank you! Agent Finished: Case Closed. Closed date : 2018-04-16 18:09:58.11 Directed to Another City Department sent to Amy Do, Engineering, and adanac@vancouver.ca</div>
101011100370	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): s.22(1) would like to express her disappointment on the closure of the overpass she is sitting in traffic for an extra 13mins and if her child is with her on their daily route it has added 30mins of traffic time s.22(1) also feels the garbage/recycling/compost trucks that are not allowed to use the overpass is inconvenien s.22(1) would like to make 2 suggestions that will help the local residents.</div> <div>1. Have a pass like the souther golf island for vehicles that are allowed to use the overpass. 2. Just like the marine drive closure residents had a sticker on their vehicle, this would work in this case too.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/11/2018 9:45:00 AM	4/11/2018 10:03:13 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 10:03:13.193 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Case Status: Both

101011100403						<div>1. Describe details (who, what, where, when, why): The following feedback was received via twitter and the citizen noted: @CityofVancouver Could you add the Adanac overpass closure to your Road Ahead app? Then maybe some Adanac shortcut users could plan their route instead of being caught by surprise. #adanacoverpass Tweet: <a href="https://twitter.com/AdanacSkeena/status/984099639371575296">https://twitter.com/AdanacSkeena/status/984099639371575296</a> 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac overpass project and the Road Ahead Coordinator. 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		Twitter_AdanacSkeena, AdanacSkeena		4/11/2018 9:49:00 AM	4/11/2018 10:08:11 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 10:08:11.313 Directed to Another City Department Directed to adanac@vancouver.ca &amp; Road Ahead Coordinator, Emma Mendoza</div>
101011100503						<div>1. Describe details (who, what, where, when, why): The following feedback was received via twitter and the citizen noted: "@CityofVancouver What was the decision making process behind the closing of the Adanac freeway overpass? With no warning, the signs went up and I've seen road rage, accidents and innumerable people late for various destinations. Why'd you do this?" and in another tweet she also mentioned "@CityofVancouver Send out some of your "observers" to Hastings and Skeena if you'd like to observe the effects of this. PS. Everyone turns off Hastings at Windermere now, so there's been no traffic calming, just diversion." Tweet: <a href="https://twitter.com/realtorjana/status/984087671386484737">https://twitter.com/realtorjana/status/984087671386484737</a> 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		Twitter_realtorjana, JANA		4/11/2018 9:59:00 AM	4/11/2018 10:10:17 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 10:10:16.547 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011101023	INTERSECTION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Caller is extremely frustrated that the Adanac Overpass is shut down. He would like a different alternative to closing the whole thing. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 10:53:00 AM	4/11/2018 11:12:33 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 11:12:33.03 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011101705						<div>1. Describe details (who, what, where, when, why): s.22(1) hopes the City reconsiders the Adanac overpass closure - She feels that it is an inconvenience and unfair to local residents &amp; that it will become much worse when 1st Ave is closed. She understands that this route was attracting a high volume of traffic but feels that it should still be accessible for local residents (at least). She suggests that the city offers a decal verifying that overpass-users are local residents in order to have access, the same why RPPs are displayed for residential parking zones. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 12:05:00 PM	4/11/2018 12:18:30 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 12:18:30.257 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011101745		s.22(1)			V5K 2J3	<div>1. Describe details (who, what, where, when, why): Complaint about the Adanac Overpass closing - What it's doing is making him take an additional 5 - 10 mins depending on whether he makes all the light. - coming from 3600 Turner to get to a main artery has to go up to Hastings turn left on Windermere is adding more time. Why are they upgrading the Natural Gas line along Fir to Clarke if they will be banning Natural Gas in Vancouver? Please call to discuss. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 12:09:00 PM	4/11/2018 12:17:19 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 12:17:18.79 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011101839	3200	3299	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen doesn't have e-mail so he couldn't complain directly to the project contact address. He said he's calling for many upset residents/neighbours who are struggling with the fact that the shut down of the overpass is creating a nightmare scenario in terms of diverting traffic through their back lanes etc. He says people are U-turning, honking, &amp; speeding down alley's. He has to walk away from the area just to cross the street. He doesn't understand why the city would shut this road down when Fortis is doing work on E 1st Av. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 12:18:00 PM	4/11/2018 12:39:23 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 12:39:23.18 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011102039						<div>1. Describe details (who, what, where, when, why): Citizen is upset with the City in regards to the decision to close the Adanac Overpass. His neighbourhood now has to turn on to Hastings and Skeena where it takes 15-20 minutes just to make a turn. Little kids (school crossing) have to cross this traffic. He says that the City made their decision without consultation, then posted a section on their website asking for feedback, and no information was sent prior to warn or consult residents. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 12:39:00 PM	4/11/2018 12:51:27 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 12:51:26.583 Directed to Another City Department Directed to adanac@vancouver.ca
101011102279		s.22(1)			V6P 4V7	<div>1. Describe details (who, what, where, when, why): s.22(1) feels that the Adanac Overpass Closure is causing/going to cause a lot more congestion now, worse than there already was. Most traffic using the overpass were local residents, whether they be 5 blocks east or west of the overpass, or friends/family visiting local residents. If the purpose of the closure is to divert traffic, the closure is really only forcing residents to spend extra time in traffic to get to/from home. Coquitlam or Burnaby residents aren't the ones using the overpass - it would be out of their way. He hopes that the City reconsider the length of the closure and maybe find a way to allow local residents only to access the overpass. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 1:11:00 PM	4/11/2018 2:08:08 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case released Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 14:08:07.69 Directed to Another City Department Directed to adanac@vancouver.ca
101011102358						<div>1. Describe details (who, what, where, when, why): The closure of the Adanac Overpass is increasing alot of traffic on both sides of the street, and this is making it difficult to get in and out of my house at s.22(1) 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/11/2018 1:18:00 PM	4/11/2018 1:37:25 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-11 13:37:25.423 Directed to Another City Department Directed to adanac@vancouver.ca

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011103374	INTERSEC TION		ADANAC ST	BOUNDARY ROAD		<div>1. Describe details (who, what, where, when, why): Citizen feels that the bridge closure for the Adanac overpass is very inconvenient. He thinks that the City should allow local residents access, at least during certain hours, or consider issuing decals to local residents to allow them access.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Design Branch</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)	4/11/2018 3:12:00 PM	4/11/2018 8:17:52 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-04-11 20:17:51.647 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011103469	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen is highly upset with the closure of the Adanac overpass. She is blind and has a friend that would drive over and take her out. However; with the closure and alternate routes being difficult to travel on due to the traffic, her friend will not be taking her out. She is frustrated as she is now house bound and is concerned that this might be a permanent closure of the Adanac Overpass. She would like to speak to someone in regards to her complaint.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)	4/11/2018 3:24:00 PM	4/11/2018 8:20:28 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-04-11 20:20:27.617 Directed to Another City Department Directed to Adanac Overpass (adanac@vancouver.ca)</div>
101011104166	INTERSEC TION		ADANAC ST	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): Citizen is frustrated about the closure of the Adanac overpass. Traffic is causing havoc in the area. Cars are speeding out of frustration. Crossing Pender along Windermere is very dangerous. Pedestrians are almost getting hit. This area is close to parks, a school and community centre with many kids walking around and citizen is concerned about safety. We need to consider how traffic will be redirected because of the overpass as this situation is not good at all.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)	4/11/2018 5:27:00 PM	4/11/2018 9:23:33 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-04-11 21:23:32.623 Directed to Another City Department Directed to Adanac Overpass Project</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011104253	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen called with a complaint about recent traffic changes in his area. This is in regards to the Adanac Overpass closure. He feels that the City failed to consider that our local traffic requires and uses the overpass quite often. The citizen is a s.22(1) works at various s.22(1) Vancouver area. He lives on the east side of the Adanac Overpass and is greatly affected by this closure. He would like to discuss this further. Please call him.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>	Note: Provided citizen with Adanac Overpass email option and information on the City website.	s.22(1)		4/11/2018 6:00:00 PM	4/11/2018 9:34:13 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-11 21:34:13.193 Directed to Another City Department Directed to Adanac Overpass Project
101011104269	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen lives on Napier St, on the east side of the Adanac Overpass. He said that since the closure of the overpass, traffic has really increased on his street. He has noticed that on Skeena, there is often a 2 block lineup of vehicles trying to get onto Hastings. He said that as a resident of Vancouver, he is really cut off from the City. He no longer feels a part of Vancouver - it is more like he is living in Burnaby.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>	Note: Provided him with Adanac Overpass email address.	s.22(1)		4/11/2018 6:08:00 PM	4/11/2018 9:40:08 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-11 21:40:08.443 Directed to Another City Department Directed to Adanac Overpass
101011104371	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen called about the Adanac Overpass Closure. She said they are having a very difficult time. They live on the east side of the overpass and they use this way to get everywhere - to get to work and for her kids to get to school. Her children have been 30 minutes late for school every day this week. She said, " t is very bad for us."</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/11/2018 6:55:00 PM	4/12/2018 9:09:53 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-12 09:09:52.563 Directed to Another City Department Sent to adanac@vancouver.ca



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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011104677	s.22(1)			V5K 2P4	app version: 2.31 s.22(1)	<div>1. Feedback or Comment: I am glad to see police presence and more signage surrounding the Adanac overpass but there needs to be even more signage. Signage should be added at all access points off Hastings (at Winderemere, Lilloett and Skeena),? Renfrew (at ALL streets between Hastings &amp; 1st) and all access points off 1st Ave and Boundary. In addition something needs to be done about the intersection at Skeena &amp; Hastings. There needs to be a lot more signage surrounding that intersection and street parking between Pender &amp; Hastings should be disbanded, either temporarily or permanently (which is a better idea given the absolute nightmare that section was prior to the closure). It is nearly impossible to have safe traffic flow along Skeena in general but further complicated with cars parked on both sides of the street, cars attempting to access Hastings, cars coming in and out of the gas station and the McDonald&amp;#39;s parking lot. There is more than enough street parking for residents on Pender St &amp; most residents also have off street parking. There is absolutely no reason why drivers patronizing the businesses between McDonald&amp;#39;s and Skeena can&amp;#39;t utilize the parking lot attached to the McDonald&amp;#39;s, I have never seen that lot anywhere close to being full. This whole closure was poorly planned &amp; is resulting in jeopardizing the safety of the residents of this neighbourhood. 6. Do you want to be contacted? Unknown 6. Do you want to be contacted? Unknown 8. s.22(1) 9. Phone s.22(1) 10. Email: s.22(1) 11. Address: s.22(1) 99. Attachments 0</div>	s.22(1)		4/12/2018 1:00:31 AM	4/12/2018 9:35:16 AM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2018-04-12 09:35:15.56 Directed to Another City Department sent adanac@vancouver.ca
101011104980	s.22(1)			V5K 5H6		<div>1. Describe details (who, what, where, when, why): With the closure of the Adanac overpass we are now taking 20 minutes to leave to the neighbourhood at Skeena. It is also a school crossing so we have a backup of cars that are trying to go left onto Hastings. It is only going to get worse when 1st closes. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>	s.22(1)		4/12/2018 8:25:00 AM	4/12/2018 9:55:14 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-12 09:55:14.143 Directed to Another City Department sent to adanac@vancouver.ca
101011106262	INTERSEC TION		ADANAC ST	SKEENA ST		<div>1. Describe details (who, what, where, when, why): Caller is very upset/frustrated regarding the Adanac overpass closure. She is advising that this temporary closure for Fortis BC should have been done during the summer so parents are not impacted for school pick up and drop off in the area especially at NotreDame 2880 Venables st. Caller says its add an extra 15 mins to their commute which normally was a 5 min drive. Once the E 1st closure occurs it will be chaos with all traffic heavily impacting E Hastings st. There is road rage, its hard to get onto E Hastings during rush hour, it's a big loop around for no reason for a lot of people. This better not be a permanent closure, this will cause havoc. 2. Type of feedback: Compliment 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Adanac 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>	s.22(1)		4/12/2018 10:51:00 AM	4/12/2018 12:12:16 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-12 12:12:15.517 Directed to Another City Department sent to Engineering Adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011106461	INTERSEC TION		E 1ST AV	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): s.22(1) attended a community meeting Aug 2017 and had raised this concern with the City representative at the time, who had marked it on her map to look at again but the issue still remains. His urgent recommendation was the area just on 1st as you turn north off Windermere needs to have no parking signs on both sides of the street. Last year a truck trying to turn was stuck and this backed up E1st and Windermere for a long time. Now with this being a preferred route as Adanac Overpass is closed this needs to be addressed. s.22(1) would like to be contact by phone s.22(1)</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: streets</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/12/2018 11:16:00 AM	4/12/2018 1:13:26 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-12 13:13:25.81 Case created in error by Contact Centre
101011106904	311		UNADDRESSED LOCATION		VAN 311	<div>app version: 2.31 original address: East Vancouver</div> <div>1. Describe details (who, what, where, when, why): Hello, Thank you. My regular bike commute takes me along the Adanac bike way over the Cassiar tunnel. This is usually the worst part of my journey; parked cars, speeding vehicles using the route as a rat-run, and a narrowing of the road all make for an uncomfortable and dangerous experience. This week, the Adanac overpass at Cassiar has been made bus-only in both directions, with separated bike ways. This is absolutely fantastic. Now all ages and abilities will be able to use the bike way. It is hard to overstate the great benefit that this will bring. Thank you to all involved in making this improvement. At the moment, VPD are stationed in the area to enforce the new layout. I hope some method of enforcement will continue beyond the initial introduction. Traffic violations are a daily occurrence at numerous locations on the Adanac bike way. Many thanks again, s.22(1)</div> <div>2. Type of feedback: Compliment</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Adanac Overpass</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>7. Your address: East Vancouver</div> <div>8. Contact name: s.22(1)</div> <div>9. Contact number:</div> <div>10. Email address: s.22(1)</div>		s.22(1)		4/12/2018 12:01:55 PM	4/12/2018 1:05:11 PM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2018-04-12 13:05:10.66 Directed to Another City Department sent to Engineering adanac@vancouver.ca
101011109166	s.22(1)				V5T 2S1	<div>1. Describe details (who, what, where, when, why): s.22(1) phoned to say that with the closure of E 1st Ave in relation to the Adanac Overpass, this will cause extreme congestion in the area. He is concerned that the city did not consult anyone regarding this and feels that there could have atleast been a sign posted about upcoming traffic changes, with contact information on where one could submit feedback or concerns.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Bike Lane</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/12/2018 4:17:00 PM	4/12/2018 5:33:19 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-12 17:33:18.78 Directed to Another City Department Adanac Project

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Case Status: Both

101011110393	INTERSEC TION		ADANAC ST	CASSIAR ST			1. Describe details (who, what, where, when, why): Citizen is not happy about the closure of the Adanac Overpass. The closure has resulted in heavily backed up traffic causing hour-long delays. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets. 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/13/2018 8:46:00 AM	4/13/2018 9:55:04 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case released Agent Finished: Case Closed. Closed date : 2018-04-13 09:55:03.88 Directed to Another City Department Directed to Adanac.ca
101011111215	INTERSEC TION		ADANAC ST	PENTICTON ST			1. Describe details (who, what, where, when, why): s.22(1) would like that overpass open again. He said that the neighbourhood was not consulted. He said that the listen and learn was not a consultation with the residents in the area because it does not mention anything about a closure. I have explained that this is a temporary closure and the decision regarding the future of the Adanac Overpass is to be discused after the work is completed but citizen said that he does not want the overpass closed even for the work that is being done by Fortis. Citizen said, that the City has not let commuters know that this is going to happen and that there will a closure on 1st avenue. There has been nothing posted about what the commuters should be doing that normally used 1st avenue. He feels it is a very irresponsible and short sight in terms of planning from the COV. Citizen said that someone at the city has made a bureaucratic decision and does not care about the residents. He said that if we annoy the residents in the area further that he will protest over this. He mentioned that he has spoken to Jordan in transporation last year and was not given a good explanation of why we are doing this. Please follow up. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/13/2018 10:26:00 AM	4/13/2018 10:56:35 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-13 10:56:34.727 Directed to Another City Department Directed to Adanac Project
101011111864							1. Describe details (who, what, where, when, whv): Adanac Overpass closure. Caller lives at s.22(1) and he needs to go west bound to downtown along Adanac to work. It's been a 15 to 20 mins delay since we closed off the street. Now he has to go one block east to Skeena going north bound on Skeena and left left onto the west bound of Hastings. Caller writes to adanac@vancouver.ca directly everyday but he hasn't heard back from them. Caller would like to put through a complaint with us. Caller would like someone to talk to him. Please call s.22(1) 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/13/2018 11:36:00 AM	4/13/2018 1:20:03 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-13 13:20:02.847 Directed to Another City Department Directed to adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011112639	INTERSEC TION		ADANAC ST	PENTICTON ST			1. Describe details (who, what, where, when, why): Huge inconvenience having the Adanac Overpass closed, she lives in the area and uses it several times daily. Because they have to detour around it's an extra 10-15 minutes over several times a day which adds up to a lot of extra time. She is hoping that we open it up soon as the Fortis work is completed. Citizen wants to make sure it is not a permanent closure. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		2018 April, Anonymous		4/13/2018 12:57:00 PM	4/13/2018 2:00:48 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-13 14:00:48.373 Directed to Another City Department Sent to adanac@vancouver.ca
101011113152	s.22(1)				V5K 2Z6		1. Describe details (who, what, where, when, why): Due to the Adanac overpass being closed, the traffic has become unbearable and it is impossible to get out of their neighbourhood. She said that this was not planned out well, they were not consulted and this is causing longer commute times and a lot of frustration. Her communte that usually takes her 3 minutes now takes her over 20 minutes and she has to go in to Burnaby just to get back in to Vancouver. Now that people aware of the issues and the traffic probably will not be as bad and the City will come back to her and say that there is no issues but she would like department to know that there was a lack of communication regarding this project. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/13/2018 1:53:00 PM	4/13/2018 2:29:19 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-13 14:29:19.483 Directed to Another City Department Sent to adanac@vancouver.ca
101011114710	INTERSEC TION		ADANAC ST	RUPERT ST			1. Describe details (who, what, where, when, why): Caller said going northbound on Rupert St., there should be signs for no turning right onto Adanac St. because closed due to Adanac closure. Cars now have to do an illegal u-turn on Adanac, so signs at Rupert and Adanac would help. 2. Type of feedback: Opinion 3. Feedback regarding: City Employee 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/13/2018 6:34:00 PM	4/13/2018 6:41:46 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-13 18:41:46.083 Directed to Another City Department Amy Do

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Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011116124						<div>1. Describe details (who, what, where, when, why): Citizen is upset about the Adanac Overpass closure. He has submitted complaints to adanac@vancouver.ca but has received no response. He is specifically upset because it takes him an extra 10 mins to get to the Hastings Community Centre than before. He feels cut off from the rest of the city.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/14/2018 1:58:00 PM	4/14/2018 2:16:36 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-04-14 14:16:35.817 Directed to Another City Department Adanac Project</div>
101011119918	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Caller would like to voice her opinion on the closure of the Adanac overpass to vehicles where they are only allowing bicycles. She is thoroughly opposed to the closure of the overpass especially considering E 1st Av will be under construction for the next few months. She would like better overall planning for vehicle traffic throughout the city when there are multiple major thoroughfares being affected at the same time.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac overpass adanac@vancouver.ca</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/16/2018 10:12:00 AM	4/16/2018 11:36:22 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-16 11:36:21.91 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011120273	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): s.22(1) had sent an email to adanac@vancouver.ca this morning, an hour later he was sent a response advising he should be taking the bus. He feels this is not appropriate and people should not be told to take the bus when they can drive and pay for vehicles to be driven on the roads, first we are facing the adanac overpass closure, traffic delays and then told to take the bus.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning Adanac Overpass Closure</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/16/2018 10:48:00 AM	4/16/2018 1:10:43 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-04-16 13:10:43.27 Directed to Another City Department Directed to Amy Do</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011121248	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen works at a consultant that can see the Adanac Overpass from the front window. While VPD is pulling over one vehicle, two others are going through the closure. Cheating is rampant. Citizen is directly impacted by the overpass closure. The inconvenience is adding 20 minutes to every trip she makes. She either has to take East 1st Avenue or East Hastings which is ridiculously backlogged. Here she is being obedient and trying to be nice by abiding the law, while everyone else is cheating. t doesn't matter if there are VPD present are not, there are just too many motorists knowingly doing what they shouldn't. Citizen feels the closure isn't working and only making the situation unfair. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass Closure VPD - Enforcement 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/16/2018 12:36:00 PM	4/16/2018 1:43:07 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-16 13:43:07.437 Directed to Another City Department Directed to Adanac Project, Amy Do and vpd@vpd.ca</div>
101011121307	INTERSEC TION		ADANAC ST	RUPERT ST		<div>1. Describe details (who, what, where, when, why): Roads are made for cars not cyclists. The decision to close the Adanac overpass is stupid and it should be reconsidered. Cars now have to go to 1st or E Hastings and it causes chaos. This decision needs to be reconsidered. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		2018 April, Anonymous		4/16/2018 12:43:00 PM	4/16/2018 1:26:29 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-16 13:26:29.403 Directed to Another City Department Directed to Adanac Project and Amy Do</div>
101011124560	s.22(1)				V5K 4T2	<div>1. Describe details (who, what, where, when, why): Citizen is not happy about the closure of the Adanac overpass. The traffic is backed up all the way to Boundary. It's taken 17 minutes longer to get to her desintation today. She also watched cars take off really fast to cross the overpass as they are not allowed. It's making it really dangerous. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/17/2018 8:34:00 AM	4/17/2018 8:52:16 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-17 08:52:15.723 Directed to Another City Department Sent to adanac@vancouver.ca</div>



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Case Status: Both

101011124665	INTERSEC TION		ADANAC ST	PENTICTON ST		<div>1. Describe details (who, what, where, when, why): Caller is frustrated there are increase traffic in her residential street at s.22(1) due to the closure of the Adanac overpass. She just wants to call in and complaint so that the phone call is being recorded. She will also speak with VPD and also submit a feedback online via VanConnect.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/17/2018 8:45:00 AM	4/17/2018 9:23:03 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-17 09:23:02.593 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011124750	INTERSEC TION		E HASTINGS ST	SKEENA ST		<div>1. Describe details (who, what, where, when, why): Citizen said that due to the Adanac overpass being closed, the area is just a complete nightmare. Cars are driving in the wrong direction, cars in the middle of the road and this area is just a parking lot. Police prescence needs to be directing the flow of traffic for everyone. Every year the elementary school Sir John Franklin has students to be crossing guards to help other students cross the street, but the school has deemed this too unsafe and now children are having a very difficult time crossing E Hastings. There needs to be solution for this closure.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/17/2018 8:56:00 AM	4/17/2018 9:26:03 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-17 09:26:03.43 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011125185	INTERSEC TION		ADANAC ST	SKEENA ST		<div>1. Describe details (who, what, where, when, why): Citizen is not happy about the Adanac Overpass closure. t has caused significant traffic concerns in the neighborhood. There are worries for the safety of children in the neighborhood, as the closure has led to a high increase in vehicle traffic. Citizen witnessed a cat being killed this morning by a speeding car, and was very upset by this. From early morning to at least 930am there is gridlock from Hastings to Turner, Boundary is gridlocked up to Hastings. Drivers are speeding up and down lanes, and pulling illegal u-turns. Citizen believes that someone from the City should come out and observe just how bad the situation is.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/17/2018 9:50:00 AM	4/17/2018 10:37:47 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-17 10:37:46.683 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Case Status: Both

101011125536	INTERSECTION		SKEENA ST	TURNER ST		<p>1. Describe details (who, what, where, when, why): Citizen is very concerned about the closure of the Adanac Overpass. Citizen understands the thought process behind the reason for the closure, however she feels that something the City hasn't considered is how isolating it is for the people that live in that neighbourhood. She has specific concerns for emergency vehicle access at this time, especially along her street on Turner Street, between Kootenay Street and Skeena Street. She said that since vehicles park on either side of the street and it's already a very narrow road, when traffic is backed up on that street, there is literally nowhere for them to pull over to allow emergency vehicles to get through. Citizen is <b>s.22(1)</b> and very concerned that the increase of traffic congestion in her neighbourhood will slow down response time to get to a hospital. She feels closing the Adanac Overpass is not the right solution to help prevent non-local traffic from going in to the neighbourhood. At time of call, traffic was backed up in her area for 2 blocks and citizen's Dad had to go down her back alley to access her house. She is suggesting that maybe the City block off the area from Boundary Street, to better block off people not already living in the neighbourhood.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Transportation Planning - Adanac Overpass</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>	<b>s.22(1)</b>		4/17/2018 10:27:00 AM	4/17/2018 10:54:51 AM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-17 10:54:51.5 Directed to Another City Department Directed to Transportation Planning: adanac@vancouver.ca</p>
101011127179	3300	3399	ADANAC ST			<p>1. Describe details (who, what, where, when, why): Received via twitter: @CityofVancouver @MayorGregor Kids at Franklin Elementary in Vancouver are in danger because of #adanacoverpass closure. I'd love to talk about the idle time effects on the environment, too! 6 mins before opposed to 25 mins after. Cyclists over children? Kids ride bikes, too. @CityofVancouver What you have caused closing the adanac overpass is way more traffic on quiet, non commuter streets AND school zones, road rage, accidents and a very dangerous environment for pedestrians. Disaster! Fix it, PLEASE!</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Adanac Project</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>	<b>s.22(1)</b>		4/17/2018 1:33:00 PM	4/17/2018 1:42:30 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-17 13:42:29.67 Directed to Another City Department Sent to adanac@vancouver.ca</p>
101011129358						<p>1. Describe details (who, what, where, when, why): Received via twitter: The closure of the Adanac overpass is causing major traffic jam at skeena and Hastings backing the Traffic back into Burnaby . Cars idling for 15 min . Outside of franklin elementary is worse then a Saturday at the Costco parking lot . Kids Safety ??? @CityofVancouver @CityofVancouver @MayorGregor Great job closing the Adanac overpass!! Kids safety first !! Nice log jam at Hastings and skeena with cars all lined up outside Franklin elementary !! All those emissions! Great for the environment ??? You Fraud</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Transportation Planning - Adanac Bike Lane</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>	<b>s.22(1)</b>		4/17/2018 7:34:00 PM	4/17/2018 8:18:20 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2018-04-17 20:18:20.043 Directed to Another City Department sent to Amy Do, Engineering &amp; adanac@vancouver.ca</p>

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Case Status: Both

101011129575	INTERSEC TION		CAMBRIDGE ST	N BOUNDARY ROAD			1. Describe details (who, what, where, when, why): Via Vanconnect PS 4056177 Traffic congestion in residential streets around Hastings & Boundary. Insane amount of traffic diverting off Hastings St. into our Vancouver Heights neighbourhood, no doubt impacted by City's closure of Adanac overpass without proper public consultation at any level, or concern for the safety of area residents. Doubly impacted when there's a problem on the 2nd Narrows bridge. <a href="https://d17aqltn7chbm.cloudfront.net/uploads/543e3b6d1cee2a05692c0c11c50f30e6">https://d17aqltn7chbm.cloudfront.net/uploads/543e3b6d1cee2a05692c0c11c50f30e6</a> 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/17/2018 9:12:00 PM	4/18/2018 7:50:27 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-18 07:50:27.34 Alternate Service Provided sent to adanac@vancouver.ca
101011129836	INTERSEC TION		BOUNDARY ROAD	E 1ST AV			1. Describe details (who, what, where, when, why): Citizen thinks it's great - She lives in the neighbourhood and feels that it's a lot safer, traffic has gone down, and it feels more like a neighbourhood. She's not as worried about her children on their way to school or families on their way to church etc. because cars are not speeding past anymore. 2. Type of feedback: Compliment 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets & Transportation - Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/18/2018 8:21:00 AM	4/18/2018 9:41:52 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-18 09:41:52.363 Alternate Service Provided sent to adanac@vancouver.ca
101011130130	INTERSEC TION		ADANAC ST	CASSIAR ST			s.22(1) 1. Describe details (who, what, where, when, why): s.22(1) says that she is happy with the Adanac Overpass closure. She lives on the west side of the overpass. The closure has resulted in a lack of speeding through her neighbourhood during the morning and evening rush. She does understand that it is inconvenient for people on the other side. But she feels that the city is doing a good job. Vehicles are no longer going over the overpass and by her house. She says that the city should look into ticketing on the bridge as now people are taking chances. Vehicles are attempting to sneak by on either direction. She believes that counter flow lanes for such a short-term interruption should be considered on Hastings or 12th. They work well on bridges. 2. Type of feedback: Compliment 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/18/2018 9:07:00 AM	4/18/2018 10:24:31 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-04-18 10:24:30.94 Alternate Service Provided sent to adanac@vancouver.ca

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Case Status: Both

101011130330	INTERSEC TION		ADANAC ST	CASSIAR ST			1. Describe details (who, what, where, when, why): Citizen is calling to complain about the construction at Adanac Overpass. She explains it took her an extra 11 minutes to get through traffic because of it. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:	Explained to citizen complaints or feedback must go to adanac@vancouver.ca. She insisted that it be recorded over the phone and said she has emailed numerous times.	s.22(1)		4/18/2018 9:29:00 AM	4/18/2018 10:27:41 AM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-18 10:27:41.273 Directed to Another City Department Directed to adanac@vancouver.ca
101011133113	3300	3399	ADANAC ST				1. Describe details (who, what, where, when, why): Citizen called again to express her concerns with the Adanac Overpass closure. She said she has a concern with buses that seem to travel very fast through here. She thinks that a stop sign is needed at Cassiar and Adanac to slow them down. She witnessed a car almost get hit by a bus. The closure has greatly affected her travel time. She has to leave 15 minutes earlier now to get her daughter to school s.22(1) There are long wait times at Skeena & Hastings due to increased traffic. Also, because of this additional traffic and wait time, she is burning more fossil fuels - this is not in line with the Greenest City. Since Sanitation vehicles can no longer use the overpass, there is also increased travel time for those vehicles. She said that the overpass closure is creating dissension among the neighbours. People want to tattle on their neighbours who continue to use the overpass. She thinks that residents on the East side should be given passes, like the passes for SW Marine Drive residents were given during the closures there. She would like someone to call her back to advise why this is not being done. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Closure 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:	Please ensure that she gets a call back to advise why a pass system has not been implemented for Vancouver residents living east of the overpass.	s.22(1)		4/18/2018 1:57:00 PM	4/18/2018 2:11:52 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-18 14:11:51.607 Directed to Another City Department Sent to adanac@vancouver.ca
101011134079	INTERSEC TION		ADANAC ST	CASSIAR ST			1. Describe details (who, what, where, when, why): Citizen would like to submit feedback that the closure of Adanac overpass is a mistake. t's already challenging for traffic to move and the city keeps removing options to move. Citizen says he can't see how it will be that much use for buses and bikes. If not reopened, it will be more risky for everyone, because people will be doing more risky stuff to get through traffic. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:		s.22(1)		4/18/2018 3:42:00 PM	4/18/2018 7:04:00 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-18 19:03:59.94 Directed to Another City Department Sent to adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011140090	3600	3699	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen is a cyclist and was almost hit/hurt today from a resident in the 3600 block of Adanac making a u-turn. He says the Adanac overpass closure is forcing people to make u-turns and is creating dangerous conditions. He thinks there should be a better flow of traffic during this closure. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transpotation Planning 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/19/2018 5:05:00 PM	4/19/2018 6:32:01 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-19 18:32:00.627 Directed to Another City Department Directed to Transportation Planning: adanac@vancouver.ca</div>
101011140844	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Received via Twitter: Many cars racing through the closed Adanac overpass. How about installing a traffic counter hose on the overpass? Then you could see an actual count. This road was bad before but it is much worse now. Don't wait for a fatality. #adanacoverpass 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. (Don't ask, just record - did caller indicate they want a call back?): Unknown 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		Twitter_AdanacSkeena, AdanacSkeena		4/20/2018 7:22:00 AM	4/20/2018 8:04:41 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-20 08:04:40.873 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011144833						<div>1. Describe details (who, what, where, when, why): s.22(1) s very upset at the lack of consultation that the city had with residents in the Adanac area with regards to the closure of the Adanac overpass. He has voiced his opinion and the terrible inconvenience it has caused the residents of the community in an e-mail to adanac@vancouver.ca as requested. He feels the response he received was pathetic and unapologetic. He was told that he should try transit. He has s.22(1) hat he takes to school daily and has to drive for work this has created undue stress and wasted time for him and the residents of the community. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. (Don't ask, just record - did caller indicate they want a call back?): No 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:</div>		s.22(1)		4/20/2018 3:24:00 PM	4/20/2018 3:35:52 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-20 15:35:52.153 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011164722	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen works at s.22(1) by the Adanac Overpass. Three routes have now become one making Hastings very busy and congested. She has to add 10min to her commute daily. It's a bike lane, so she hopes when the project is done they'll fully pave the road to the edges of the sidewalk. Currently it's not fully paved, so cyclists either ride in the dirt or go into the car lane.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/25/2018 3:09:00 PM	4/25/2018 3:30:48 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-25 15:30:48.037 Directed to Another City Department Directed to Transportation Planning: adanac@vancouver.ca</div>
101011176367	INTERSEC TION		E 1ST AV	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): Caller is not pleased with the closure of the Adanac overpass as it is having a significant impact on alternate routes from E 1st Av to E Hastings. In particular, Windermere and E 1st Av is backing up significantly as vehicles are trying to turn left onto Windermere northbound.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/27/2018 8:51:00 PM	4/28/2018 11:38:53 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-28 11:38:52.777 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011183141						<div>1. Describe details (who, what, where, when, why): s.22(1) wanted to forward another complaint regarding her extreme displeasure with the Adanac Overpass closure. She states she still sees people cheating all the time, and going across it when they shouldn't. She says she is doing her best to obey, even though this closure has added 15-30 mins to her commute everytime she leaves the house, which is a big inconvenience. She has also seen children using this place as a good place to play which is a huge safety concern. This is not a good spot for kids, especially because cars are still driving through, especially trucks. The other day she saw a tow truck driving over it. She also added that there needs to be another solution if this closure is due to Fortis work or for traffic calming purposes. An alternative should be found in order to keep this bridge open for local residents.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: adanac@vancouver.ca</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Your address:</div> <div>8. Contact name:</div> <div>9. Contact number:</div> <div>10. Email address:</div>		s.22(1)		4/30/2018 12:16:00 PM	4/30/2018 12:41:34 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-30 12:41:33.637 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011189386	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Feedback or Comment: Adanac Hwy 1 Overpass Closure &#xD;&#xA;Over the past 5 years I have regularly traveled by bike through the area to the west of the Adanac hwy 1 overpass. In the past this area has been a uncomfortable place to ride and I have had numerous near misses with vehicles running stop signs or driving too fast through the neighbourhood. For the past 2 years I have avoided using the Adanac overpass due to the volume of cars using that route. Since the barriers have were installed at the beginning of April, the area to the west of the overpass (between Hastings and 1st) has been a much more pleasant place to ride through. I have even started to use the Adanac overpass again. &#xD;&#xA;In addition to riding through the neighbourhood, I used to live on Adanac street between Renfrew and Hwy 1. One of the reasons we moved out of the neighbourhood was the traffic, my wife and I did not feel safe walking around with our daughter. Traffic was aggressive, drove too quickly and many vehicles rolled or drove? through? the stop signs. &#xD;&#xA;I would like to encourage the city to make the current traffic barriers permanent. This will make the area safer and more pleasant for the people living in the neighbourhood, and for the cycle commuters who use the Adanac route and surrounding streets. 6. Do you want to be contacted? Unknown 6. Do you want to be contacted? Unknown 8. Name s.22(1) 9. Phone: 10. Email s.22(1) 11. Address: 99. Attachments 0		s.22(1)		5/1/2018 12:31:00 PM	5/1/2018 6:54:26 PM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-01 18:54:26.167 Directed to Another City Department Feedback sent via email to:  adanac@vancouver.ca
101011203839	INTERSECTION		ADANAC ST	BOUNDARY ROAD			1. Describe details (who, what, where, when, why): Citizen finds the closure of the Adanac Overpass to be very inconvenient. He has to fight traffic on Boundary Road and make several turns, before getting back into the district that the closure is restricting him to go into. This adds more time to his commute when dropping off and picking up his wife. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s.22(1)		5/3/2018 3:30:00 PM	5/3/2018 7:42:05 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-03 19:42:05.38 Directed to Another City Department Directed to Transportation Planning: adanac@vancouver.ca



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Case Status: Both

101011204434	s.22(1)				V5K 2M6	<div><div>1. Describe details (who, what, where, when, why): I'm a resident on Cassiar Street. I thought closure of the Adanac overpass would bother me, as I did use it a lot to get out of the neighbourhood. But the mild inconvenience is nothing compared to a QU ET Adanac Street. I love it!! Getting commuters off the street is the best thing to have happened, especially when I had read that 70% of the traffic on Adanac was commuters. I think this overpass should be permanently closed if commuters cannot be kept away any other way.</div><div>2. Type of feedback: Compliment</div><div>3. Feedback regarding: City Department</div><div>4. Department: Engineering Services</div><div>5. Division or Branch Name: Transportation Planning - Adanac Overpass</div><div>6. Were any other cases or service requests created as a result of this feedback? No</div><div>7. If Yes, provide case number(s) or other relevant details:</div><div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div><div>9. Your address:</div><div>10. Contact name:</div><div>11. Contact number:</div><div>12. Email address:</div></div>	Citizen provided feedback via VanConnect PS# 4132813	No Name (ps), No Name		5/3/2018 4:50:00 PM	5/3/2018 8:00:48 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-03 20:00:47.577</div> <div>Directed to Another City Department</div> <div>Directed to Transportation Planning: adanac@vancouver.ca</div>
101011208483	INTERSECTION	ADANAC ST	CASSIAR ST			<div><div>1. Describe details (who, what, where, when, why): Citizen said, that the amount of disruption that has been caused by the Adanac Overpass closure has impacted not only people that use it daily but motorists that use E Hastings Street. She said that people have to use E Hastings and now are dealing with extra volume and it is taking people longer to get to work. Citizen said that traffic is something that the city should care about and it doesn't appear to her that the city has put much thought to the impact on people the Adanac Closure will have. s.22(1) said that the gas prices are so high and idling is terrible for the environment, she said that we are polluting our Lower Mainland. She said that city has talked about idling for a long time and now the city has done something that has caused idling to be greater that it has ever been. Citizen said that people can't leave Coquitlam, Burnaby and other cities because city has closed off a major artery and it effects how people get into Vancouver. It has caused an extra 15 commute for students. Citizen feels that the COV has to prove that they care about the enviroment by trying to get people to their destinations without idling. Lastly, citizen said that there was no discussion about whether or not the Adanac Overpass should be closed and all of a sudden there was a closure sign. She said it's not a very democratic way of doing things. Please follow up.</div><div>2. Type of feedback: Complaint</div><div>3. Feedback regarding: City Department</div><div>4. Department: Engineering Services</div><div>5. Division or Branch Name: Adanac Overpass</div><div>6. Were any other cases or service requests created as a result of this feedback? No</div><div>7. If Yes, provide case number(s) or other relevant details:</div><div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div><div>9. Your address:</div><div>10. Contact name:</div><div>11. Contact number:</div><div>12. Email address:</div></div>		s.22(1)		5/4/2018 1:24:00 PM	5/4/2018 1:38:36 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-04 13:38:36.133</div> <div>Directed to Another City Department</div> <div>Sent to Adanac Overpass Project</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011211969	INTERSEC TION		E HASTINGS ST	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): There has been an increase in the amount of traffic since the Adanac overpass has been closed. There needs to be police prescence at the intersection of E Hastings and Windemere to deal with the increase of congestion. Since there is no left turn light at Windemere, cars are running the yellow and red light to avoid being stuck in traffic which is very dangerous since tons of people are walking. She said that with Playland and Baseball happening at at the same time, more measures need to be put in place to make the area safer. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Planning, Urban Design &amp; Sustainability 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/5/2018 12:47:00 PM	5/5/2018 3:42:29 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-05 15:42:28.78 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011212395	INTERSEC TION		E PENDER ST	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): The caller would like the City to be aware of the chaos in PNE area regarding people selling backyard parking. The area is now more so in an uproar due to the closure of the Adanac Overpass. The residents are once again jumping out in front of cars and flagging people down added to the chaos. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking Enforcement 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/5/2018 2:57:00 PM	5/5/2018 4:04:57 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-05 16:04:57.173 Directed to Another City Department Directed to Baljeet Senghera, Jaclyn Jacobson, Gary Cho and Jason Campbell</div>
101011217524	400	499	SKEENA ST			<div>1. Describe details (who, what, where, when, why): Caller suggests to have no parking on both east and west side of 400blk Skeena St while the Adanac overpass is closed. He thinks this is necessary because a lot of drivers detour onto E Hastings st via Skeena St but only one car can get by at a time with cars parked on either side. If his suggestion is not possible, caller believes at least the east side of Skeena St should be 'no parking' during the closure of the Adanac overpass to ease the traffic in the area. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/7/2018 11:33:00 AM	5/7/2018 1:48:52 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-07 13:48:52.483 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Case Status: Both

101011221727	INTERSEC TION		ADANAC ST	PENTICTON ST			<div>1. Describe details (who, what, where, when, why): Citizen is very upset about the Adanac Overpass Closure. He says it's causing him major ongoing delays. He says he's personally written to adanac@vancouver.ca at least three times over the last 4 weeks and has yet to receive a response. He wants to speak to someone directly to someone from the project. Please follow up with citizen.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/8/2018 7:08:00 AM	5/8/2018 9:08:55 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-08 09:08:55.223 Directed to Another City Department Sent to adanac@vancouver.ca and also emailed Project Manager Ross Kenny, see case note</div>
101011222240	INTERSEC TION		E 1ST AV	RENFREW ST			<div>1. Describe details (who, what, where, when, why): s.22(1) had seen on the news that rush hour time zones would be extended in certain areas due to the E 1st Ave closure. She wonders when, or if the city will still go forward with this idea, and finds that traffic will be come worse as of this Friday, as backups are already terrible by the Convention Centre.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/8/2018 8:58:00 AM	5/8/2018 10:00:32 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-08 10:00:32.417 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011225149	INTERSEC TION		BOUNDARY ROAD	KITCHENER ST			<div>1. Describe details (who, what, where, when, why): Citizen said that she is on her way to an appointment and is already 15-20 minutes late. She said that she is obeying the law and not crossing adanac. Citizen is concerned that when Fortis closes off E 1st avenue how much more traffic there will be in the area s.22(1) said, she is burning more fuel sitting in traffic and herself and neighbours that live in the area do not support the Adanac closure. Citizen feels that the local residents are being impacted most by this closure. The traffic is so slow that one car gets through the intersection per green light.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/8/2018 1:11:00 PM	5/8/2018 1:24:37 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-08 13:24:36.77 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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101011227715	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen called regarding the closure of the Adanac Overpass. He said that this closure negatively impacts their family. They live in the neighbourhood that is close to the overpass and use this route as the main way to exit their community, going any way east. This closure adds a significant amount of time to get to Burnaby. He would like to see the closure in effect only during rush hours. He would like to see the overpass opened weekdays (outside of rush hours) and on weekends. If this cannot be done, then he would like to see the E Hastings bus lanes changed to HOV lanes during the 1st Ave closure. This would allow traffic to move more freely on E Hastings.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/8/2018 7:21:00 PM	5/8/2018 7:43:53 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-08 19:43:53.11 Directed to Another City Department sent to Amy Do - Eng.
101011229108	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): s.22(1) would like to provide feedback on how the Adanac overpass closure is negatively impacting the neighbourhood. He says that the closure is an unbelievable failure for the neighbourhood. The closure is catering to people commuting and not residents. He says that he has to go to Burnaby to get back to Vancouver. t is a huge price point. In addition, he says that there is more police presence now and there is more ticketing which was not there before. He finds this move the "dumbest thing ever." s.22(1) futher says that he finds the agenda self-serving. He was provided the email address adanac@vancouver.ca as well. He says he will email them with the feedback as well.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass road closure Project contact is Amy Do amy.do@vancouver ca</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/9/2018 10:16:00 AM	5/9/2018 12:21:46 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-09 12:21:46.05 Alternate Service Provided sent to amy.do@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011237421	INTERSECTION		ADANAC ST	CASSIAR ST		<p>1. Describe details (who, what, where, when, why): Citizen is wanting to make the City aware that the closure of the Adanac Overpass is a big inconvenience. He says it takes him longer to drop off his wife at work because he has to get thrown in to the mix of people turning off of Boundary on to either Turner Street or Pender Street, and then they go to Skeena Street and turn left on to Hastings at Skeena, which makes citizen not able to get to Hastings, because it can get backed up by people coming from the suburbs. Citizen turns on to Hastings and then goes to Windermere and makes a left turn on to Charles Street, like he would have, going over the Adanac Overpass. Also, when his wife takes the bus home and he tries to meet her, she gets off the bus at Rupert and Broadway and she walks down Rupert to Adanac, and takes the Adanac overpass to get to her house on Turner Street. So when the weather is bad or he's in a hurry he goes to pick her up but with the closure of the Adanac Overpass he can't follow her walking path to pick her up before she reaches their meeting point.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Adanac Overpass Project</p> <p>6. Were any other cases or service requests created as a result of this feedback? No</p> <p>7. If Yes, provide case number(s) or other relevant details:</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>			s.22(1)		5/10/2018 2:55:00 PM	5/10/2018 3:43:38 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-10 15:43:38.16 Directed to Another City Department Sent to adanac@vancouver.ca</p>
101011240404	INTERSECTION		ADANAC ST	CASSIAR ST		<p>1. Describe details (who, what, where, when, why): Citizen would like to voice as a resident how inconvenient this closure of the Adanac overpass really is. t takes so much more time and gas for people to do their everyday things like go to church or school or anywhere. This is not a well thought solution for residents. The overpass needs to be open for local residents only.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Adanac Overpass Project</p> <p>6. Were any other cases or service requests created as a result of this feedback? No</p> <p>7. If Yes, provide case number(s) or other relevant details:</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>		2018 May, Anonymous		5/11/2018 10:31:00 AM	5/11/2018 12:25:10 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-11 12:25:10.4 Directed to Another City Department Sent to Adanac Overpass Project</p>	

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Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011250860	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen is very concerned and upset regarding the Adanac Overpass closure. She said that instead of closing the adanac overpass to cars right now, city should allow cars to use the overpass and close it during rush hour. Citizen also mentioned that playland is open and pne will be open during summer and she is currently using Windermere and E Hastings or 1st and Rupert to get home but she has learned from PNE that those two intersections will not allow left turns during PNE. Citizen said she and neighbours in area will have to drive to rupert to get home. Citizen said that this closure is causing idling and not creating a green city. Please follow up. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Closure 6. Were any other cases or service requests created as a result of this feedback? Yes 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/14/2018 11:24:00 AM	5/14/2018 2:28:36 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed Directed to Another City Department sent to adanac@vancouver.ca</div>
101011251634	INTERSEC TION		ADANAC ST	RUPERT ST		<div>1. Describe details (who, what, where, when, why): Is very upset with the closing of the Adanac overpass to cars, this morning because of an accident - truck has knocked power down she cannot get accross Cassiar to pick child up from daycare, she would normally take the over pass as an alternate route over the Hyway. She would like to speak with someone about this. I did give here the Adanac email but she said no one every replies back from there. So she wanted to put in a feedback complaint. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Traffic planning 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/14/2018 12:26:00 PM	5/14/2018 3:46:33 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed Directed to Another City Department sent to the Adanac Project</div>

CA13Key - eForm Detail Report with Additional Details

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

Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011252783						<div>1. Describe details (who, what, where, when, why): COV should not do a full closure at the Adanac Overpass. t inconveniences the local residents .Caller believes there should be more options rather than closing it. Caller would like to speak with someone at the department. Caller doesn't want to send an email but he would like to talk with someone. Please contact s.22(1)</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Operations.</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	14/05/2018 - The citizen called back and stated there are numerous vehicles who were racing across the adanac overpass in the 30 zone. He noted there were 175 vehicles in the last 6 mins and he asked to be transferred to the VPD for police presence.	s.22(1)		5/14/2018 2:00:00 PM	5/14/2018 6:49:38 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to Adanac Project.
101011253115						<div>1. Describe details (who, what, where, when, why): Citizen wants to express feedback in regards to the Adanac overpass temporary closure. Residents need to drive out of their way to get to work or anywhere else they are travelling to due to the closure. The citizen did not want to provide their contact number and number.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		2018 May, Anonymous		5/14/2018 2:30:00 PM	5/14/2018 6:52:09 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to the Adanac Project team.
101011253247						<div>1. Describe details (who, what, where, when, why): Citizen states that it is ridiculous, how much construction is occurring in the City of Vancouver at the same time, lessening the number of streets that are available to commuters, despite the amount of taxes she pays. For example, Hastings St and E 1st Ave are currently closed due to the Adanac Overpass work that is occurring. She wishes to speak to someone further regarding this.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: adanac@vancouver.ca</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/14/2018 2:44:00 PM	5/14/2018 6:53:35 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to Adanace Team Project.



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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011253531	INTERSEC TION		BOUNDARY ROAD	E 1ST AV		<div>1. Describe details (who, what, where, when, why): Individual is not happy with the Adanac overpass closure because it has increased commute time &amp; has increased overall congestion in the area (alternate routes are limited). He is even more upset with the fact that he's unable to pick his wife up on the way home from work. His wife catches a bus home, he would typically take the same route as her to pick her up on the way home but this route requires taking the overpass, his wife is now required to walk a long way after a hard day at work. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Closure 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/14/2018 3:16:00 PM	5/14/2018 7:49:30 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to the Adanac Project Team.
101011253745						<div>1. Describe details (who, what, where, when, why): Caller called concerned with Adanac Overpass closed and construction on E.1st Ave. that people selling parking during PNE will cause even more traffic congestion. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking Enforcement 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/14/2018 3:43:00 PM	5/14/2018 7:39:32 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to the Adanac Project Team.
101011254042	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen is very upset with the Adanac Overpass closure for another bike lane. Citizen was driving to work at 4pm and has lived in the area for over s.22(1) and to find out one of the main route is being closed to traffic going into downtown. As it happens to be there E Hastings was blocked off due to wires down and Adanac Overpass closed for vehicles so if there are any emergency people can get in or out of the area. There was no consultation with the area residents. Citizen requested for a follow up. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/14/2018 4:23:00 PM	5/14/2018 9:32:08 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-14 21:32:08.347 Directed to Another City Department Adanac Project

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011257288	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen has called back into 311 again as she still has not been contacted by the Adanac Overpass project team, despite multiple requests for a call back. Citizen wants to be given a pass to use the area, and states that anyone within a 1KM radius should be given one as well, as the traffic is ridiculous. Please have someone follow-up with her as she has called into 311 numerous times. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? Yes 7. If Yes, provide case number(s) or other relevant details: 11133113 and 11100370 were previous feedback cases. 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		<div>s.22(1)</div>	5/15/2018 11:18:00 AM	5/15/2018 12:09:19 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-15 12:09:18.757 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011265673	INTERSEC TION		ADANAC ST	CASSIAR ST	V5Y 4B1	<div>1. Describe details (who, what, where, when, why): Closing of the Adanac Overpass - There has to be somewhere for traffic to go. Does not know if this is a perfect solution forcing everyone to funnel down Hastings or Broadway or Grandview is not realistic and will cause more traffic congestion and frustration than is benefitting anyone by closing the overpass. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		<div>s.22(1)</div>	5/16/2018 2:04:00 PM	5/16/2018 2:29:48 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-16 14:29:47.687 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011276745	INTERSEC TION		ADANAC ST	CASSIAR ST			<div>1. Describe details (who, what, where, when, why): Adanac closure: The city made a very poor decision to close the overpass. This was a temporary closure but now this is permanent. It has taken me 24 minutes to get from my home which is s.22(1) overpass to get onto 1st ave. Drivers are blowing car horns in frustration, traffic at lunch hour is backed up everywhere. A sticker for locals to use the bridge should have been considered. It is not fair that young families trying to get to a Vancouver Community Centre have to detour via Burnaby and it takes them 20mins with young kids. How is this fair? t was non local traffic using that overpass so why are residents of the neighbourhood being punished? Living in Burnaby would be cheaper but now we regret chosing Vancouver. We were always told there wasn't enough manpower to police speeders on the overpass, I have seen more police here since the closure than the 7 years I have lived here. I have asked for a call back, no one responds to me. There are no traffic restrictions on Skeena for parking which makes it more crazy. I even saw two VPD officers on motorbikes that did not have sirens on using the bridge at their convenience to cross over to cut traffic. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/18/2018 11:59:00 AM	5/18/2018 1:23:30 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-18 13:23:29.7 Directed to Another City Department Sent to adanad@vancouver.ca</div>
101011299650	3300	3399	ADANAC ST				<div>1. Describe details (who, what, where, when, why): The Adanac overpass closure is forcing drivers to make an illegal U-turn going east. Citizen has left messages for project manager, Amy Do, who has not contacted him back or made any changes to the detour. Advised citizen to call the non-emergency police so they can monitor the area. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/23/2018 5:43:00 PM	5/23/2018 6:22:03 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-23 18:22:03.0 Directed to Another City Department Adanac Project</div>
101011302062	3300	3399	ADANAC ST				<div>1. Describe details (who, what, where, when, why): Citizen is very angry over being in her car for over 20 min to go 2 blocks along Adanac St. She believes this is cutting her off from her community where she lives and unfortunately is unable to walk to her destination. She believes there are solutions to this issue and the traffic congestion but says the city is not willing to adjust the plans that are in place now. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/24/2018 10:33:00 AM	5/24/2018 10:43:00 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-24 10:43:00.353 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011306340	INTERSEC TION		ADANAC ST	COMMERCIAL DIV NORTH		<div>1. Describe details (who, what, where, when, why): Citizen called to file a complaint about the Adanac Overpass with the fact that it's closed and has become a headache for drivers. Citizen would like the Overpass reopened and requested a follow up call.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/24/2018 5:45:00 PM	5/24/2018 7:10:59 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-05-24 19:10:59.49 Alternate Service Provided sent to adanac@vancouver.ca</div>
101011306466	INTERSEC TION		ADANAC ST	PENTICTON ST		<div>1. Describe details (who, what, where, when, why): RE Case# 11221727 Citizen has called multiple times and requested a call back in regards to the Adanac overpass. He is beyond frustrated and wants someone who is in charge to call him back immediately. He shouldn't have to send multiple emails and make multiple complaints just to have someone call him back. Please follow up with citizen asap.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/24/2018 6:27:00 PM	5/24/2018 8:39:48 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-05-24 20:39:48.333 Directed to Another City Department Directed to Adanac Project Team</div>
101011313786	INTERSEC TION		ADANAC ST	PENTICTON ST		<div>1. Describe details (who, what, where, when, why): Follow up to cases 11306466 RE Case# 11221727 Citizen has called multiple times and requested a call back in regards to the Adanac overpass. He is beyond frustrated and wants someone who is in charge to call him back immediately. He shouldn't have to send multiple emails and make multiple complaints just to have someone call him back. Please follow up with citizen asap.</div> <div>Citizen wants to update the dept that VPD has sent over an email agreeing that something needs to change. The closure is forcing citizen to break the law and this is become a dangerous issue. He still has not heard back from the department and he has been calling for weeks.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? Yes</div> <div>7. If Yes, provide case number(s) or other relevant details: 11306466 11221727</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		5/26/2018 7:42:00 AM	5/26/2018 7:58:59 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-26 07:58:58.887 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011315278	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen is extremely frustrated with the closure of the Adanac overpass. Citizen was calling because she was stuck in traffic unable to access her own home. She said she can't express how many times that has happened. She can't access her home from 1st Avenue, since traffic is backed up on E Hastings Street. She lives on Adanac, one block over from the Adanac Overpass. She has started doing all of her shopping and business in Burnaby during this closure. She can see that there are traffic calming measures done all the way up to Adanac and then their section from Cassiar to Boundary is completely shut out from the rest of Vancouver. Citizen feels that the City's answer to giving residents of that area traffic calming solutions was to just lock them out. Citzien said she can't access her home or any of her services in Vancouver. She has to park on the otherside of the overpass and walk two blocks to get to her house and then walks back later to move her car. She's regularly having to park in front of other people's homes a couple of blocks away from her house. She's been speaking with City Councillors about this issue and they have a whole community organization rallying behind this issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	5/26/2018 1:45:00 PM	5/26/2018 2:12:33 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-26 14:12:33.153 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011315704	INTERSEC TION		ADANAC ST	NANAIMO ST		<div>1. Describe details (who, what, where, when, why): The citizen is a cyclist and has a concern with the Adanac closure with regard to this intersection. The citizen stated that he likes that the city has done a number of good traffic calming measures along Adanac, but he feels that there is safety issue due to the barriers at this location. In that, the citizen is concerned about restricting the number of traffic lighted intersections for vehicles to access Nanaimo (will create an unsafe bottle neck in the future). The citizen would like a call back on this issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	5/26/2018 3:15:00 PM	5/26/2018 3:38:08 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-26 15:38:07.987 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011321426	INTERSEC TION		BOUNDARY ROAD	E 1ST AV		<div>1. Describe details (who, what, where, when, why): Citizen called to complain about the closure of the Adanac overpass. It's a big inconvenience for him. He can't follow his wives trip when she gets off the bus at Rupert and Broadway. When he gets home early enough, he picks her up on the overpass. He can't detour onto Skeena, then Hastings, then onto Windermere because he'll miss her. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	5/28/2018 11:17:00 AM	5/28/2018 8:48:21 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-05-28 20:48:20.96 Directed to Another City Department Directed to adanac@vancouver.ca
101011322085	INTERSEC TION		BOUNDARY ROAD	E 1ST AV		<div>1. Describe details (who, what, where, when, why): As a resident who lives 2 blocks away from the Adanac overpass, she feels that the closure is an inconvenience &amp; hopes that City would make it accessible to local residents. Her recommendation is to issue permits to residents within a certain distance from the overpass which would allow them to continue using it. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Design - Adanac Team 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	5/28/2018 12:04:00 PM	5/28/2018 12:49:25 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-28 12:49:24.54 Directed to Another City Department Sent to adanac@vancouver.ca
101011325244						<div>1. Describe details (who, what, where, when, why): s.22(1) states that when the city decided to close the Adanac Overpass, that the city had mentioned that one of the reasons for the closure was not having enough manpower to enforce the 30km speed, and the closure would be for safety reasons. Today, s.22(1) saw 4 police officers on the bridge, with only 1 violation. Therefore he finds that there is indeed enough manpower to have left the bridge open and that it should never have been closed. What the city has done is very severe and it affects residents of Vancouver greatly. He would like a call back and would love to arrange an in person meeting with someone regarding this. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: adanac@vancouver.ca 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	5/28/2018 3:57:00 PM	5/28/2018 8:26:43 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to adanac@vancouver.ca

CA13Key - eForm Detail Report with Additional Details

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

Date Run: Thursday, November 01, 2018 11:34:14 AM  
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Case Status: Both

101011326404	s.22(1)			V5K 4V5	<div>1. Describe details (who, what, where, when, why): Adanac Overpass concerns. Issue: Citizen said that his 5 minute trip from his house at s.22(1) turns into a 25 minute trip due to construction in the area. Citizen used to take that overpass to get over to Begbie Elementary at 1430 Lillooet Street. He has to detour now and make a complete roundabout. He feels that the overpass should be open to the local residents within the area as it's a great inconvenience for everyone.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)	5/28/2018 6:11:00 PM	5/29/2018 9:07:50 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-29 09:07:49.72 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011327106					<div>1. Describe details (who, what, where, when, why): Citizen has not received a call back in regards to his previous complaints via cases 101011313786, 101011306466, 101011221727 and 101011120273 for the Adanac Overpass closure. He has been requesting a call back since February. He has already contacted councilor Raymond in regards to his complaint.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback? Yes</div> <div>7. If Yes, provide case number(s) or other relevant details: 101011313786 101011306466 101011221727 101011120273</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)	5/29/2018 7:12:00 AM	5/29/2018 2:08:04 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-29 14:08:03.937 Directed to Another City Department Directed to Transportation Planning - Adanac Overpass: adanac@vancouver.ca</div>
101011338173					<div>1. Describe details (who, what, where, when, why): Adanac closure, now that 1st is closed the overpass should be open for residents, Hastings is backed up, and we are stuck for a very long time. This was not a wise decision.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning - Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		2018 May, Anonymous	5/30/2018 1:12:00 PM	5/30/2018 4:13:55 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-30 16:13:55.087 Directed to Non-City Agency Directed to Transportation Planning: adanac@vancouver.ca</div>



CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011342123	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): s.22(1) has been contacting city with his feedback regarding the Adanac Overpass and has not been contacted back by anyone other than Amy Do. He is wanting to speak to a City Official regarding the closure and the negative impact on the residents in the area. He said, that if he had known that COV would be closing the overpass and considering to close it permanently he would have never bought a home in this area. He said that the closure is causing such an inconvenience for the residents that he is requesting we re-open the overpass. Citizen mentioned that he and his family normally used to go to Hastings Community Centre but they had to switch to a Burnaby community centre to make the commute easier. He also said that PNE is coming up and they are so impacted by PNE that they get free admission passes from them because they know how the residents are impacted. Citizen is wanting to speak to someone. Please follow up. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/31/2018 8:39:00 AM	5/31/2018 10:05:17 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-31 10:05:17.263 Directed to Another City Department Sent to Adanac Overpass Project</div>
101011342785	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen is very frustrated with the closure of the Adanac Overpass, and sees that the issues are getting worse. it is taking longer and longer for residents to get out of the area, with it sometimes taking 20-45 minutes each time. Rush hour is obviously the worst, but off-peak timeframes are becoming just as bad. Citizen also saw 2 cars attempting to use the overpass, and watched as they had to back off of it and almost hit a bus. Citizen also said she has seen kids on their bikes playing on it, and she does not think this is safe either. She also mentioned that she knows what is really going on, and the City needs to get on with actually fixing and repairing the overpass. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		5/31/2018 9:53:00 AM	5/31/2018 12:29:28 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-31 12:29:27.977 Directed to Another City Department Sent by email to adanac@vancouver.ca</div>

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011366660	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): s.22(1) would like a call back from the Transportation Design Branch to contact her back regarding her continuous concern regarding the Adanac Overpass. s.22(1) has emailed the Adanac Overpass team at adanac@vancouver.ca. She has been in touch with Amy Do a few times but now she is not getting any response back. It appears that she has talked to most people in the Transportation Design Branch, including John Clelland nd Ross Kenny among others. She has been told that RPO signs cannot be installed in the area. If she is interested in creating a permit zone for review, it would be a 12-month process involving support. She has been in touch with VPD on several occassions and they have advised her that U turns are not allowed. She is not getting any response back from anyone and one of the contacts is away. She was on the call for thirty plus minutes and felt flabbergasted. She wants the city to consider the extenuating circumstances created due to the Adanac Overpass closure and provide her parking options. She says due to the closure half of the parking has been taken away and with PNE coming parking will be even more affected. She says that she finds Amy Do unprofessional. On the day when the closure went into effect, it was the last time she spoke with her and she told her that the closure is designed in that manner. There was no signage then. The project has been planned very poorly. She would like to know why her inquiries are not being responded to. She was told the following: If the department is not responding to her inquiries anymore, then they may have considered that the issue is resolved or that is the best that they have to offer. She wants the department to be held accountable for that. She relentlessly insists on speaking to someone higher up when it appears that she has already been in touch with several people. She still wants the top authority to give her some leeway and a response. Amy Do's phone number was contact and led to a voice message. Anyone else in the branch wasn't available at the time either. She was asked if she had any new questions that haven't been answered, she is not satisfied with anything being shared with her. She feels a 3-1-1 agent is in no position to answer to her inquiries. She was someone in the branch to contact her. She can be reached at s.22(1) She is expecting a reply back. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Planning, Urban Design &amp; Sustainability 5. Division or Branch Name: Transportation and Design Branch Top Management 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address:</div>	Amy has the following case open for residential parking permit. Case number is 101011341019.	s.22(1)	6/4/2018 3:20:00 PM	6/4/2018 4:34:29 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed Directed to Another City Department sent to the Adanac Project team for review.
101011373330	INTERSEC TION		E HASTINGS ST	WINDERMERE ST		<div>1. Describe details (who, what, where, when, why): With the Adanac overpass closure, there is more and more traffic backing up and the flow is very congested. Citizen would like to suggest a permanent left hand turn signal at E Hastings and Windermere, to help with the traffic flow. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/5/2018 3:12:00 PM	6/5/2018 3:42:03 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-05 15:42:03.11 Directed to Another City Department Directed to Transportation Planning - Adanac Overpass Project: adanac@vancouver.ca

CA13Key - eForm Detail Report with Additional Details

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

Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011378413	INTERSEC TION		BOUNDARY ROAD	E 1ST AV			<div>1. Describe details (who, what, where, when, why): Resident of the area would like to pass on the following feedback about the Adanac Overpass Closure: This closure horribly inconveniences my family and I daily, I hope it's just a temporary closure as previously announced. The city has not only added time to my commute in and out of my neighbourhood, but has also increased congestion. There is construction along every route that residents need to take - Broadway, Hastings and 1st Ave. The city has also taken away 10 parking spots while allowing Car2Go and Evo to take over residential parking, forcing us as regular residents to park in front of other neighbour's homes and create friction in our relationships with neighbours. This closure has been a nightmare. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets &amp; Transportation - Adanac Overpass Closure 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/6/2018 1:01:00 PM	6/6/2018 1:18:25 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-06 13:18:25.153 Directed to Another City Department Feedback sent via email to:  adanac@vancouver.ca</div>
101011379410	INTERSEC TION		BOUNDARY ROAD	E 1ST AV			<div>1. Describe details (who, what, where, when, why): Citizen called back to add more to his complaint case submitted a couple hours ago (11378413): He left his home just to take his dog to the dog park, it took him an additional 20mins just to get to the park (because of the Adanac Overpass Closure) &amp; now an additional 30mins at least just to get back home. He finds himself cutting through other people's neighbourhoods trying to dodge the traffic, which is funny because the purpose of the closure was to reduce traffic in his residential neighbourhood. He lives just next to the overpass but in order to get home as quick as possible, he is having to drive all the way in to Burnaby and then back in to Vancouver. He feels that a "local resident" sticker or permit should be an option to authorize residents to use the overpass &amp; if anything ticket drivers who use the overpass without the sticker or permit - This would get rid of the inconvenience &amp; meet the city's original purpose of closing the overpass. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets &amp; Transportation - Adanac Overpass Closure 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/6/2018 2:21:00 PM	6/6/2018 2:48:06 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-06-06 14:48:05.89 Alternate Service Provided sent to adanac@vancouver.ca</div>

CA13Key - eForm Detail Report with Additional Details

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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011386973						<div>1. Describe details (who, what, where, when, why): s.22(1) wanted to phone in to relay his disatissfaction with the closure of the Adanac overpass. He states it is making him consume more fuel, more carbon, and more expenses. Furthermore, it is costing him more time with it being closed as the time to come back home is much longer. He feels that if the overpass can be open for bike lanes then it should also be open for local traffic. In general however, he feels it should never have been closed. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: adanac@vancouver.ca 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		6/7/2018 3:58:00 PM	6/7/2018 4:27:41 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-06-07 16:27:40.847 Alternate Service Provided sent to adanac@vancouver.ca</div>
101011387760	s.22(1)				V5K 4N6	<div>1. Describe details (who, what, where, when, why): Previous case #11333368. Caller calls every day because she is upset regarding the Adanac overpass project. She is still waiting for callback. Please call her to advise. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? Yes 7. If Yes, provide case number(s) or other relevant details: case #11333368 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		6/7/2018 6:02:00 PM	6/7/2018 7:02:36 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-07 19:02:36.393 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM

**Case Creation Date:** From 1/1/2016 To 8/28/2018

**Case Status:** Both

101011390239						1. Describe details (who, what, where, when, why): Citizen is upset about the Adanac Street overpass closure. Citizen states one of the reasons they were given for the closure, rather than traffic calming, was how there wasn't enough police coverage to enforce the 30km speed limit. Citizen just saw another police vehicle hanging out there. Right after the police left, he witnessed a garbage truck going 60km down the street. He waved at them to slow down, and they zipped past him and locked up his breaks to turn onto 1st ave so quickly. He states there has been more police there since the closure than there was prior to the closure in the 7 years he has lived in this neighbourhood. Citizen says the speeding through there is still bad. By the time people have looked 3 ways to see if there's any enforcement they just speed through. Citizen also found it interesting how the road through Rupert extending to 1st is only half open for vehicles going one direction. He can leave one way but coming back has to go all the way around and out of his way. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s.22(1)		6/8/2018 11:15:00 AM	6/8/2018 12:23:34 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-08 12:23:34.44 Directed to Another City Department Sent to Adanac Overpass Project
101011391654	INTERSECTION		ADANAC ST	BOUNDARY ROAD		1. Describe details (who, what, where, when, why): Citizen says this closure has been a very big inconvenience for residents of the area. He recommends that we start issuing permits for residents to continue accessing the overpass because it makes no sense to increase their travel time and stick them in the terrible traffic for the purpose of decreasing traffic in the neighbourhood. Residents of the neighbourhood should not be affected by this. He says the closure has made things more dangerous than it was before, there are angry and impatient drivers now, and people taking u-turns while cyclists are cycling by. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s.22(1)		6/8/2018 1:35:00 PM	6/8/2018 1:44:05 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-08 13:44:05.22 Directed to Another City Department Sent to Adanac Overpass Project

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011392744	s.22(1)				V5K 4T2		<div>1. Describe details (who, what, where, when, why): Citizen is unhappy with the Adanac overpass closure as it is restricts him from picking up his wife when it is raining. There is no access to the bus stop due to all of the closures and as a result she is having to walk home. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		6/8/2018 3:27:00 PM	6/8/2018 5:17:34 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-08 17:17:33.887 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011398545	INTERSEC TION		E HASTINGS ST	WINDERMERE ST			<div>1. Describe details (who, what, where, when, why): The citizen stated due to the PNE congestion, closure of the Adanac overpass has created a bottle neck at his location. This delay adds 10 minute commute times for him entering and leaving his neighborhood. The citizen stated that this is poor planning by that department. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Bike Lane and Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		6/10/2018 7:32:00 PM	6/11/2018 7:00:23 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-11 07:00:23.207 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011398549	INTERSEC TION		E HASTINGS ST	WINDERMERE ST			<div>1. Describe details (who, what, where, when, why): The citizen stated he is upset with regard to parking enforcments lack of response to the location (during the summer). The citizen stated that due to the PNE congestion, closure of the Adanac overpass and residents allowed to sell spots, the area is high congested and he feels that the city is not doing enough for residents to deal with illegal parking. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking enforcement &amp; Property Use Inspections 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		6/10/2018 7:36:00 PM	6/11/2018 7:05:05 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-11 07:05:05.447 Directed to Another City Department Sent to Parking Enforcement, Baljeet.senghera@vancouver.ca; Gary.Cho@vancouver.ca; Jason.Campbell@vancouver.ca and Property Use Inspections, Mike Collister</div>

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Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011398926	3000	3099	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen lives on Skeena street and it's taken her over 20 minutes to get onto Hastings from her home. Citizen says this should have been a 2 minute drive. Citizen is not happy about the Adanac closure and having the traffic re-routed. This is unacceptable and she would like to have the city put some money into fixing the overpass so that it can be used instead. Citizen says this was a waste of her time and also creates a lot of unnecessary pollution from drivers idling. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? Yes 7. If Yes, provide case number(s) or other relevant details: n/a 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/11/2018 8:22:00 AM	6/11/2018 8:28:24 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-11 08:28:23.767 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011399731	2700	2799	TURNER ST			<div>1. Describe details (who, what, where, when, why): Citizen called 311 to get in touch with someone in Water who would be able to tell him when the water main upgrade is expected to take place. When CSR checked PlanIt there were no projects appearing for the next year. Citizen was very adamant that COV surveyers have marked the roads in his neighborhood so much so that it's an unsightly mess. He firmly believes COV has plans to upgrade the lines right before the PNE opens this summer. CSR tried to explain surveying can be done by COV, utilities and private entities. Even if COV, it doesn't necessarily mean work is imminent. Sewer Design indicated the sewer lines are from 1994 and water from 1965. Most of these lines have a 100 year life expectancy. Unless there is something wrong with the current water mains, it's not likely COV would upgrade. CSR was not able to reach Water Design engineer that deals with upgrade projects. Moreover, COV would not schedule such a project when other factors like Adanac Overpass and PNE are already impacting the neighborhood. CSR let citizen know should there be a major project, COV would let citizens know in writing well in advance. Information citizen has is not first hand. He spoke to "someone" in his neighborhood who spoke to "someone" at COV who told them water main is going to be upgraded before PNE. Citizen didn't witness the surveyor but insists it was COV and that they even got a bit of orange paint on his car. Citizen is frustrated with COV's inability to track down who did the surveying and get him in touch with who is working on the preliminary stages of this project. He's greatly disappointed that we're brushing him off and questions what is he to do when COV starts work this summer? Two weeks notice would not be good enough. Ideally citizen wants to know what is planned even before it's released to the public. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Water Design 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/11/2018 9:55:00 AM	6/11/2018 10:33:16 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-11 10:33:16.15 Directed to Another City Department Sent to Water Design, donny.wong@vancouver.ca</div>



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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011403784	3000	3099	ADANAC ST			<div>1. Describe details (who, what, where, when, why): Citizen is not happy about the Adanac overpass closure. Citizen would like to let the city know that it's not ok to close to overpass. This is a traffic nightmare. Please open up the overpass again. He's loosing out on family time and having to go around just to get home. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass closure 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/11/2018 4:33:00 PM	6/11/2018 7:36:10 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-06-11 19:36:10.027 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011408488	3600	3699	TURNER ST			<div>1. Describe details (who, what, where, when, why): Citizen would like to voice his frustration with Adanac Overpass closure. Would like overpass open for local residents only during W 1st project.. Says there are now signs for local residents on streets running parallel for Fortis W 1st project and would like similar signage for Adanac Overpass. Says specifically that he, as a resident of area, is being thrown in with a lot of through traffic coming up Boundary onto E Pender, Turner or E Georgia and which turns north on Skeena, before making a left turn onto E Hastings. Finds this an inefficient traffic pattern for local traffic, would like overpass reopened now. Says he has emailed project team twice at adanac@vancouver.ca, first time he received a response, second time he did not. He would like a call back from a project team member to further discuss his feedback. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	6/12/2018 2:13:00 PM	6/12/2018 2:43:52 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-12 14:43:52.277 Directed to Another City Department Sent to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011410979	INTERSEC TION		BOUNDARY ROAD	E 1ST AV		<div><div>1. Describe details (who, what, where, when, why): Resident of the area called to complain about the Adanac Overpass Closure: Other than the obvious affects (commute time &amp; traffic), he would like the city to know that he has witnessed 3 people this morning get out of their cars to initiate an argument, he has witnessed vehicles running through red lights, and he has seen people honk plus finger other drivers. He also states that relationships with neighbours is tense now because of people parking in front of each other's homes. Why was there no thought put in to give residents "local stickers" which existed for the the SW Marine Drive closure? Why is there no police presence to direct and monitor traffic? The City has made our neighbourhood more dangerous than it was before, the purpose of the closure is not being met. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets &amp; Transportation - Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div></div>		s.22(1)		6/13/2018 8:37:00 AM	6/13/2018 9:23:09 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-13 09:23:08.673 Alternate Service Provided sent to adanac@vancouver.ca</div>
101011415620	INTERSEC TION		ADANAC ST	RENFREW ST		<div><div>1. Describe details (who, what, where, when, why): Citizen calling in regards to the Adanac Overpass project. He is highly upset that the city has closed the Adanac Overpass to the neighbourhood. He feels the city didn't consider how much of a disturbance and inconvenience of it would be for the residents. Traffic is worse, it's hard to find parking, they are unable to access their area and are adding longer commute times to their routes for going to work, daycare etc. He wants an explanation of why the city did this; please citizen back to discuss further. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div></div>		s.22(1)		6/13/2018 6:25:00 PM	6/13/2018 6:36:09 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-06-13 18:36:08.873 Directed to Another City Department adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011416574	INTERSEC TION		ADANAC ST	CASSIAR ST			<div>1. Describe details (who, what, where, when, why): Citizen is not happy that the City has recently put up signs in this area, restricting the parking to just residents of that block. This seems like it is because of the Adanac Overpass closure and the resulting chaos in this neighborhood. As someone in trades who has work to do in the area, he is frustrated that there are next to no options as to where he can park. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		2018 June, Anonymous		6/14/2018 8:45:00 AM	6/14/2018 12:03:03 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-14 12:03:03.007 Directed to Another City Department sent to adanac@vancouver.ca</div>
101011419059	INTERSEC TION		E 1ST AV	RUPERT ST			<div>1. Describe details (who, what, where, when, why): s.22(1) would like to file a formal case that he is unhappy with the Adanac Overpass being closed to all traffic including local residents. He has spoken to the Coordinators of the 1st ave closure on frequently. He came across signs at Alma and W 12th that said local traffic only which prompted this call, as he finds it in contradiction to the streetment Adanac Residents have received. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass Project 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		6/14/2018 12:57:00 PM	6/14/2018 1:18:31 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-14 13:18:30.803 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011421492							<div>1. Describe details (who, what, where, when, why): Caller wants to suggest that there be more patrolling by police, on the eastern end of the Adanac Overpass where she resides. People are speeding, more frequently during rush hour and are gunning through. She is concerned that someone might get seriously injured, and something needs to be done to crack down on these drivers and issue fines. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning VPD 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	Advised caller to contact VPD non emergeney also for traffic violations.	s.22(1)		6/14/2018 5:18:00 PM	6/14/2018 6:20:04 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-14 18:20:03.54 Directed to Another City Department Directed to adanac@vancouver.ca and vpd@vpd.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011427540	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen lives on the last block before Boundary Road before the bridge and has been living in the area for the past s.22(1) and there was no consultation done with the area residents to close the Adanac Overpass to add more traffic congestion to already highly busy routes. Citizen has been circling around to get home and Broadway is backed up with traffic up to Renfrew St. There would have been other solutions to this and citizen requested a call back from the Project Manager to discuss alternate solutions.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adnanc Overpass.</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		6/15/2018 5:17:00 PM	6/16/2018 8:18:20 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-16 08:18:20.267 Directed to Another City Department Sent to adanac@vancouver.ca (Adanac Overpass project)</div>
101011443354	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen is very upset about the Adanac overpass closure. He has sent a couple of emails and no one has answered him back. He said with the overpass closed it takes him up to 1 hour to pick up his kids using E Hastings, whereas before it was only 5 minutes with the overpass. He would like to speak with someone about this please call as soon as possible.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac closure</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		6/19/2018 2:08:00 PM	6/19/2018 2:48:43 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-19 14:48:42.813 Directed to Another City Department adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011445640	s.22(1)			V5K 4Y5	app version: 2.31 s.22(1)	<div>1. Describe details (who, what, where, when, why): Received via PublicStuff: Regarding Adanac Overpass While out for a walk around 6:15 pm today (June 19), I stopped at Adanac/Cassiar to cross. Three vehicles in succession travelling at much higher speeds than the posted 30 km went swiftly westward over the Adanac Overpass. While I did not have my phone with me to take any photos, I believe they were travelling too fast to take photos! My general comments- 1) Residents disobeying the new traffic signage at the Adanac Overpass. Note that a FB page called "Citizens of Adanac" seems to encourage each other to ignore the posted signage. They are not happy campers and want this overpass opened again. 2) Speeding on a bicycle route 3) At 6:15 pm, no one can say they went over the overpass because rush hour traffic is so bad. It's basically over by that time! I am in support of this overpass closure (and I am a driver, too!). I've managed to find different ways to get where I need to go. But, mainly I love the fact that Adanac Street is now a quiet, local street and has relatively few commuters! Mind you, Skeena near Hastings is a real problem.. Thank you. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown 9. Your address: s.22(1) 10. Contact name: s.22(1) 11. Contact number: s.22(1) 12. Email address: s.22(1)</div>	s.22(1)		6/19/2018 7:06:00 PM	6/19/2018 7:26:13 PM	Feedback	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-19 19:26:13.21 Directed to Another City Department Directed to adanac@vancouver.ca
101011453012	INTERSECTION	ADANAC ST	CASSIAR ST			<div>1. Describe details (who, what, where, when, why): With the Adanac overpass being closed, everyone is cutting through the back roads and stopping the residents from getting out of their own homes and possible making them be late for work, he has been sitting inside his car for over 20 minutes because of people parking on both sides of Skeena - he is only one block to the bridge and traffic is over 3 blocks long and can't get out. Even leaving at 8 am in the morning he has issues - people are driving in every direction and over curbs. It might help if the City changed the parking on one side of Skeena to "No Stopping" till after 10 00 am would help with the traffic flow so cars giving it almost a two lanes traffic instead of one lane. He has sent many email to the Adadac email but no one is responding he would like to speak with someone about this issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	s.22(1)		6/21/2018 8:54:00 AM	6/21/2018 3:58:12 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-21 15:58:12.053 Directed to Another City Department Directed to adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011453456	INTERSEC TION		ADANAC ST	CASSIAR ST		<div><div>1. Describe details (who, what, where, when, why):     Caller is advising the adanac overpass is having a big impact on congestion. Caller lives by s.22(1) by E Hastings and Cassiar, she has to take the bus or car to drop off her son to daycare. She advises she has noticed there is heavy congestion along E Hastings st, and if there is an accident people try to cut through or maybe it is local traffic but Skeena is then congested heavily from E Hastings to sometimes Adanac. This congestion can also be seen along Skeena and E pender st.</div><div>2. Type of feedback:     Complaint</div><div>3. Feedback regarding:     City Department</div><div>4. Department:     Engineering Services</div><div>5. Division or Branch Name:     Adanac Overpass Project</div><div>6. Were any other cases or service requests created as a result of this feedback?     No</div><div>7. If Yes, provide case number(s) or other relevant details:</div><div>8. (Don't ask, just record - did caller indicate they want a call back?):     No</div><div>9. Your address:</div><div>10. Contact name:</div><div>11. Contact number:</div><div>12. Email address:</div></div>		s.22(1)		6/21/2018 9:51:00 AM	6/21/2018 11:58:40 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-21 11:58:40.077 Directed to Another City Department Sent to adanac@vancouver.ca</div>
101011469104	INTERSEC TION		ADANAC ST	CASSIAR ST		<div><div>1. Describe details (who, what, where, when, why):     Citizen doesn't understand why the overpass has to be closed while 1st is also closed. It it was to be left open then it would have alleviated alot of the traffic problems on the road now. Citizen would like to make a complaint on the closure.</div><div>2. Type of feedback:     Complaint</div><div>3. Feedback regarding:     City Department</div><div>4. Department:     Engineering Services</div><div>5. Division or Branch Name:     Adanac Overpass</div><div>6. Were any other cases or service requests created as a result of this feedback?     No</div><div>7. If Yes, provide case number(s) or other relevant details:</div><div>8. (Don't ask, just record - did caller indicate they want a call back?):     No</div><div>9. Your address:</div><div>10. Contact name:</div><div>11. Contact number:</div><div>12. Email address:</div></div>		s.22(1)		6/25/2018 8:25:00 AM	6/25/2018 9:10:55 AM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-06-25 09:10:54.92 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011470192	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why): Citizen works as a gardener a block away from the Adanac Overpass. He feels whoever made the decision to put in the cement barricades for buses and bikes only needs to re-think their decision. Citizen claims "it's a zoo" over there with people fingering other motorists, driving recklessly to detour thru the lanes and some are still going across the overpass when they shouldn't. He feels COV needs to allow traffic to flow by removing the barricades. Ever since the barricades where installed the area has become hostile with impatient and dangerous drivers. Though CSR suggested traffic enforcement, citizen insists removing the barricades will alleviate the hostility.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass VPD</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)	6/25/2018 10:10:00 AM	6/25/2018 12:04:19 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-06-25 12:04:19.387 Directed to Another City Department Directed to adanac@vancouver.ca and vpd@vpd.ca</div>
101011486196						<div>1. Describe details (who, what, where, when, why): Citizen states that when PNE opens, because of the Adanac Overpass closure, it will take her much longer to get home. Currently, with the closure, it is taking her an extra 15 minutes to get to work, but if some access was given it would give her this much extra time. She would appreciate a follow up regarding her concerns.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: adanac@vancouver.ca</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)	6/27/2018 1:45:00 PM	6/27/2018 1:51:03 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-27 13:51:02.873 Directed to Another City Department Sent to adanac@vancouver.ca</div>



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Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011487531						<div>1. Describe details (who, what, where, when, why): The caller stated that the traffic flow (both directions) is unbelievable due to the Adanac Overpass closure. The citizen believes that the COV is closing the Overpass as a result of COV manpower shortages (traffic control). The citizen stated that (unlike the COV) he has seen 4 policemen out there (three times specifically) writing tickets to cyclists who had run the stop sign by the Overpass. The citizen further stated that as a result of the closure, local resident's commute times have increased by 30 minutes, as they are forced to drive east to avoid congestion. The caller also adds that if the overpass stays permanently closed, he may never be able to sell his house, nor would he have purchased it if he had known this was in the city's plan. He would like a call back from a supervisor, and not Amy Do who has contacted him in the past. He finds it disheartening that it seems other than residents, nobody else cares about this new situation</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: adanac@vancouver.ca</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		6/27/2018 3:47:00 PM	6/27/2018 4:44:06 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-06-27 16:44:05.65 Directed to Another City Department Feedback sent via email to: adanac@vancouver.ca</div>
101011518161	INTERSECTION		ADANAC ST	RUPERT ST		<div>1. Describe details (who, what, where, when, why): The citizen is calling back with regard to the closure of the Adanac Overpass. The citizen stated that he has spoken to Amy (Engineering student) but he would like a response from a city employee (supervisor). The citizen stated has called on this previously (cases 101011427540, 101011415620, 101011410979, 101011403784, 101011390239, 101011379410, 101011378413 and 101011342123) and stated that the closure has added considerable time to the commute of residents in the area (as they are forced to drive east to avoid congestion). The citizen stated that the city should be doing a better job with traffic control (VPD traffic unit) and he feels that closing the overpass and surrounding areas is not a viable situation for the residents (unlike the protocol set by the city during the SW Marine upgrades ). The citizen stated that he would like a call back to discuss this issue.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: adanac@vancouver.ca</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		7/3/2018 6:57:00 PM	7/9/2018 7:25:16 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-07-03 19:14:14.763 Directed to Another City Department Adanac Project &amp;lt;Adanac@vancouver.ca&gt;</div> <div>Case Reopened: Homeowner has called in frustration again regarding the overwhelming amount of time he has to sit in traffic due to the detour and closure of his street. Although Amy Do has called him back and did a site visit she has no authority or enough information to pass on to this homeowner. He has not received any phone calls (follow-Up) from the city even though on each of the following cases he has requested a call back. See cases (which are only a sample of many) for more info. 101011518161 July 3 101011487531 June 27 - 101011427540 June 15 - 101011415620 June 13. Street construction complaint case #101011548274 was also created. This person deserves to have someone from the city call him. Please escalate this</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011554751	3400	3499	ADANAC ST			<div>1. Describe details (who, what, where, when, why):     Caller doesn't have access to a computer to put in his complaint to the group looking after the adanac overpass issues. Caller is barely 2 blocks from his place of work at s.22(1) and it is impossible to get to and from as there is so much area that is not allowed to be accessed. He feels ocal traffic only sign for residents. He feels it should be altered as soon as possible or there will major issues people are getting very angry and frustrated over this.</div> <div>2. Type of feedback:     Complaint</div> <div>3. Feedback regarding:     City Department</div> <div>4. Department:     Engineering Services</div> <div>5. Division or Branch Name:     Transportation Planning</div> <div>6. Were any other cases or service requests created as a result of this feedback?     No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?):     No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		7/10/2018 3:46:00 PM	7/10/2018 4:05:17 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-10 16:05:16.847 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011565429						<div>1. Describe details (who, what, where, when, why):     The citizen is upset that the Adanac Overpass is closed and today the traffic signal is out at E Hastings and Cassiar which made it even more difficult to get to her home at s.22(1) She is not happy about the overpass being closed.</div> <div>2. Type of feedback:     Complaint</div> <div>3. Feedback regarding:     City Department</div> <div>4. Department:     Engineering Services</div> <div>5. Division or Branch Name:     Adanac overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback?     No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?):     Unknown</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		7/12/2018 3:43:00 PM	7/12/2018 9:10:34 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-12 21:10:33.677 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011565564	INTERSEC TION		ADANAC ST	CASSIAR ST		<div>1. Describe details (who, what, where, when, why):     Citizen called again about the Adanac Overpass closure. She is currently stuck in traffic at Cassiar &amp; E Hastings due to the signals being out. She said that normally she would have been able to take the Adanac overpass to avoid this, as she lives on Cassiar. She said it is very frustrating that anytime there is a traffic incident in the area, it is so much worse now that the overpass is closed. She is hoping that the City will reopen the Adanac overpass as soon as possible, once the construction on 1st Ave is complete.</div> <div>2. Type of feedback:     Complaint</div> <div>3. Feedback regarding:     City Department</div> <div>4. Department:     Engineering Services</div> <div>5. Division or Branch Name:     Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback?     No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?):     Unknown</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		7/12/2018 4:03:00 PM	7/12/2018 9:23:28 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-12 21:23:27.7 Directed to Another City Department Directed to adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011579809	INTERSEC TION		ADANAC ST	CASSIAR ST			<div>1. Describe details (who, what, where, when, why): Citizen said that with the Adanac Overpass being closed and the E 1st Fortis project and Playland and soon PNE being open there will be a lot of traffic in her area s.22(1) aid, that it is impossible for her to turn left onto her street from Hastings due to how busy the area is right now and she sa be a nightmare with all the traffic that will come from PNE. She does not agree with city temporary closing the Adanac Overpass. Citizen also feels that there should be someone at Hastings and Windermere directing traffic.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		7/16/2018 1:17:00 PM	7/16/2018 1:37:32 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-16 13:37:31.88 Directed to Another City Department Sent to Adanac Overpass Project</div>
101011592875	INTERSEC TION		ADANAC ST	CASSIAR ST			<div>1. Describe details (who, what, where, when, why): The caller states he is unhappy with the Adanac overpass project which is not allowing local area vehicle traffic during construction. He noted other construcion projects allow for local area traffic He would also like local area traffic signs installed on E Pender, Adanac, and Turner st in order to stop out of the area vehicles who are trying to avoid the lights on E Hastings. This is a major issue for the residents of the area in the morning.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		7/18/2018 4:13:00 PM	7/18/2018 7:54:42 PM	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-18 19:54:42.113 Directed to Another City Department Sent to Adanac@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011604802	INTERSEC TION		E HASTINGS ST	RENFREW ST	V6G 3G1		1. Describe details (who, what, where, when, why): Citizen would like it noted that the Adanac Overpass closure is causing a lot of frustration in the neighbourhood. Since this closure began, commute has been significantly longer unnecessarily. Agent did offer to provide the email address to the city's contact, but citizen stated that they not only spoke to someone, they also sent several emails but rarely receive a response in return. Citizen would still like to register his complaint and frustration through this feedback. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning - Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s.22(1)		7/20/2018 6:30:00 PM	7/20/2018 7:24:04 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-07-20 19:24:04.22 Directed to Another City Department Adanac Project &lt;Adanac@vancouver.ca>
101011655012	s.22(1)				V5K 2H4		1. Describe details (who, what, where, when, why): Citizen would like to file a formal complaint regarding the full closure on the Adanac overpass in his neighborhood. This has become a major issue since the PNE being opened during the summer season. Citizen has contacted the city contact multiple times and also contacted his local MLA regarding this specific issue. As a result of the closure, this has caused commutes to be miserable on a daily basis. Citizen feels that the closure should not be done unless work is being done, closure begun back in January and no work has been done on the site so far. Citizen would like a call back from the department on the matter. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s.22(1)		7/31/2018 2:22:00 PM	7/31/2018 5:49:44 PM	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-31 17:49:44.457 Directed to Another City Department Directed to Adanac@vancouver.ca

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Date Run: Thursday, November 01, 2018 11:34:14 AM  
Case Creation Date: From 1/1/2016 To 8/28/2018  
Case Status: Both

101011687399	3300	3399	ADANAC ST			<div>1. Describe details (who, what, where, when, why): The citizen understands that due to the Fortis construction on E 1st that the city had to close of Adanac. However, the citizen stated that he hopes that the city will re-open the location and keep it open after the Fortis work is complete. The citizen is concerned about rumours he heard from neighbors that the Adanac closure is permanent.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Adanac Overpass Project</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		8/7/2018 6:37:00 PM	8/7/2018 8:26:18 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-08-07 20:26:17.743 Directed to Another City Department sent to adanac@vancouver.ca</div>
101011694403						<div>1. Describe details (who, what, where, when, why): Citizen wanted to give her support of the closure of the Adanac overpass.She is very happy and feels better walkng her dog in the neighbourhood.</div> <div>2. Type of feedback: Compliment</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Transportation Planning</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		s.22(1)		8/9/2018 7:51:00 AM	8/9/2018 9:01:44 AM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-08-09 09:01:44.007 Directed to Another City Department Directed to adanac@vancouver.ca</div>
101011710149						<div>1. Describe details (who, what, where, when, why): Caller is extremely frustrated with the current traffic situation in East Vancouver caused by the Adanac Overpass closure combined with the excessive amount of temporary traffic restrictions associated with the E 1st Av Fortis project. Caller would like to see the overpass opened again to vehicle traffic ASAP to allow for better traffic flow and act as an alternative and more direct route for local residents. Caller would like a clear definition of LOCAL TRAFFIC ONLY signs to know if she is allowed to pass on roads with those signs if they are, for example, 5 or more blocks from her home. Overall caller would like to see the VPD ticketing speeders on residential streets instead of blocking off the road to the rest of the neighbourhood. Caller also mentioned the city has become less accessible for vehicles and more difficult to navigate making it inconvenient for families and people living in the community.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: adanac@vancouver.ca gaslineupgrades@fortisbc.com VPD</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details:</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	Citizen would like a call back to discuss these issues requiring immediate attention and she would like an email confirming the definition of Local Traffic Only signs.	s.22(1)		8/12/2018 5:29:00 PM	8/12/2018 6:13:29 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2018-08-12 18:13:28.657 Directed to Another City Department Adanac Project &amp;lt;Adanac@vancouver.ca&gt;; 'gaslineupgrades@fortisbc.com'; vpd@vpd.ca &amp;lt;vpdmail@vpd.ca&gt;;</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011727226	INTERSEC TION		CHARLES ST	NANAIMO ST		<div>1. Describe details (who, what, where, when, why): East Van resident upset about all the local traffic only signs and traffic blockages in the Nanaimo area. He thinks it doesn't make sense to divert traffic to Hastings and E 1st which is already backed up. Also Adanac overpass is also shut down. Why isn't there any public consultation? He thinks city should consult the public. He thinks it's a waste of taxpayer money. He says Canada is too passive, people don't call to make changes. Citizen just wants to work hard, raise family, pay bills, and go to sleep at night. When major arteries are closed, it doesn't make any sense. Who authorized to spend money on bike lanes? Tens of millions of dollars... why isn't there an audit of the taxpayer dollars spent on bike lanes and burrard st bridge? Why no money towards homeless issue. Caller says it's a democratic society, he pays plenty of taxes and doesn't see the tax dollar working for him. He's in congestion of Hastings st because adanac overpass is closed. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Project Delivery Branch - FortisBC Gas Line Upgrades - E 1st Ave Transportation Planning 6. Were any other cases or service requests created as a result of this feedback? Yes 7. If Yes, provide case number(s) or other relevant details: Feedback case for mayor and council 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)	8/15/2018 4:01:00 PM	8/15/2018 4:40:15 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-08-15 16:40:14.863 Directed to Another City Department Directed to Adanac@vancouver.ca, Sarah Wilson cc: Road Ahead</div>
101011729952						<div>1. Describe details (who, what, where, when, why): Citizen upset about the closure of adanac overpass to cars. He says the construction on E 1st Ave puts extra pressure on motorists to use other roads. Adds to congestion. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		2018 August, Anonymous	8/16/2018 11:04:00 AM	8/16/2018 12:36:40 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-08-16 12:36:39.677 Directed to Another City Department sent to adanac@vancouver.ca</div>
101011740372	INTERSEC TION		E HASTINGS ST	KASLO ST		<div>1. Describe details (who, what, where, when, why): Citizen says on Twitter (https //twitter.com/vchoubc/status/1030919348775399425): "@CityofVancouver so @PNE_Playland starts &amp; Adanac Overpass is still closed along w/ 1st Ave &amp; residents aren't allowed to left turn westbound on Hastings on Windermere &amp; Lilloet.Renfrew is insane,so we turn on Kaslo then head eastbound just to get back to our hood.[shrugging person emoji]" 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Project Delivery Branch - FortisBC Gas Line Upgrades - E 1st Ave 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		NA, Vincent	8/18/2018 2:07:00 PM	8/18/2018 2:42:27 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-08-18 14:42:26.777 Directed to Another City Department Directed to Project Delivery Branch - FortisBC Gas Line Upgrades - E 1st Ave: sarah.wilson@vancouver.ca cc: RoadAhead@vancouver.ca</div>

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Date Run: Thursday, November 01, 2018 11:34:14 AM

Case Creation Date: From 1/1/2016 To 8/28/2018

Case Status: Both

101011741035						<div>1. Describe details (who, what, where, when, why):     Caller is extremely frustrated with the city for not listening to residents requests to reopen the Adanac Overpass. The issue is compounded by the no left turn off of E Hastings onto Windermere or Lillooet. Residents now have only one way to access their entire neighbourhood and are having to sit in traffic to travel extra distance to get to their homes. Caller is requesting that the Adanac Overpass be reopened to residents of the neighbourhood only. 2. Type of feedback:     Complaint 3. Feedback regarding:     City Department 4. Department:     Engineering Services 5. Division or Branch Name:     adanac@vancouver.ca 6. Were any other cases or service requests created as a result of this feedback?     No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?):     Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		8/18/2018 5:26:00 PM	8/18/2018 8:14:16 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-08-18 20:14:15.683 Case created in error by Contact Centre Feedback email sent to:  adanac@vancouver.ca</div>
101011751642	3100	3199	E PENDER ST			<div>1. Describe details (who, what, where, when, why):     Citizen lives at the 3100 block E. Pender Street near the PNE. She is frustrated about a couple of things that are causing major traffic congestion right now, especially during the PNE. Both the new temporary no left signs, as well as the Adanac overpass closure are creating traffic havoc. When heading Westbound on E. Hastings there are temporary no left turn signs at Windermere and Lillooet Street so in order for her to get home, she has to drive to Renfrew Street to turn left where there is a huge line up of vehicles and then on Renfrew Street, there is a no left turn onto E Pender during rush hour times. It is worse now because the Adanac overpass is closed now also. It now takes her a very long time to get home when it should only take a couple of minutes. She wants someone to look into the traffic issues in this area as she is getting very frustrated. 2. Type of feedback:     Complaint 3. Feedback regarding:     City Department 4. Department:     Engineering Services 5. Division or Branch Name:     Traffic and Data Management Transportation Planning - Adanac Overpass 6. Were any other cases or service requests created as a result of this feedback?     No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?):     Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		s.22(1)		8/21/2018 12:20:00 PM	8/21/2018 3:19:43 PM	Feedback	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback  Agent Finished: Case Closed. Closed date : 2018-08-21 15:19:43.053 Directed to Another City Department Adanac Project &amp;lt;Adanac@vancouver.ca&gt;; Prieur, Jay &amp;lt;jay.prieur@vancouver.ca&gt;; ; Pablo, Mori &amp;lt;Mori.Pablo@vancouver.ca&gt;; t;</div>



Case ID	Created Date	Feedback Type	Department	Requestor Name	Phone Number	Email	Citizen Requested a Response	Category	Topic	Specific Area of Concern	Neighbourhood	Case Details	Additional Details	Action Taken/Response to Citizen	Other Related Service Requests	Case Status
101009117509	02/07/2017	Negative	Mayor and Council	Citizens Opposing Union-Adanac Corridor			No	Streets, Infrastructure and Transportation	Bike lanes	Union-Adanac Corridor	Strathcona	Citizens petition opposing and rejecting Union-Adanac Corridor Spot Improvements. Signatures received 75. See attachment for further details.	--- (cckeb, Feb 7 2017 5 34PM) circ M & Cllrs, adanac@vancouver.ca; See attachment Citizens Opposing Union-Adanac Corridor Spot Improvements --- (cckeb, Feb 7 2017 5 35PM) circ M & Cllrs, adanac@vancouver.ca; See attachment Citizens Opposing Union-Adanac Corridor Spot Improvements	Agent Finished Case Closed. Closed date 2017-02-08 09 57 50.673 No Service Provided See attachment Citizens Opposing Union-Adanac Corridor Spot Improvements circ M & Cllrs, adanac@vancouver.ca; See attachment Citizens Opposing Union-Adanac Corridor Spot Improvements		Closed
101009807571	07/05/2017	Positive	Mayor and Council	s.22(1)			No	Streets, Infrastructure and Transportation	Traffic	Traffic calming	Strathcona	Thank you! Re Vernon/Adanac Bike Improvements  Just wanted to let you know how much better Vernon @ Adanac is after the recent improvements. While Adanac is generally safe, that intersection was always one where motor vehicles seemed to take the turns with extra speed, creating more risk for those around them. The new calming features are a vast improvement and the street furniture is a nice touch to bring some life to the area.  Thank you	Public Staff request id PSID0Agent Finished Case Closed. Closed date 2017-07-05 11 10 57.04 Acknowledged		Closed	
101010506428	11/30/2017	Positive	Mayor and Council	s.22(1)		s.22(1)	Unknown	Streets, Infrastructure and Transportation	Bike Lanes	Adanac/Union & Vernon	Strathcona	Hello Mayor and Councillors,  I am writing to you today with the sole purpose of providing some positive feedback on a city initiative. I am an avid cyclist, member and HUB, and daily bicycle commuter. My route includes a long stretch of the Adanac bike-way.  The city recently made a change to the intersection at Adanac/Union and Vernon streets (the little zig-zag where Adanac becomes Union), closing the intersection to car traffic. I understand this is something of a pilot project, which may be replicated on other bike routes. I just want to let you how wonderful this change has been.  At the cost of a minor inconvenience to car traffic, a number of positive outcomes have occurred. Of course, the intersection is now safer for cyclists. But that's not all. Since the bike lane takes up less space than the road for cars did, there was space left over. This has created a de-facto community space. I have seen people eating their lunch in the sun, sitting on the cement blocks. Skateboarders hang out there and practice tricks. Some of the local businesses even have tiny block-parties out there, once complete with a ping-pong table.  I don't know what, if any, other feedback you have received on this. I hope it is not mostly negative comments from motorists, if so, I urge you to stand strong in the face of criticism. People are always allergic to change. But this is one change that is emphatically for the better. I wholeheartedly support the city expanding this type of things to other city bike routes, and I'm sure I speak for the majority of cyclists in this city.  Thank you s.22(1)	Public Staff request id PSID0Agent Finished Case Closed. Closed date 2017-12-01 09 34 57.52 Service Provided Hello s.22(1)  Thank you for taking the time to share your positive experience with Council regarding the Union-Adanac Corridor.  You may learn more about the project, as well as sign-up for updates related to this project here. Your wonderful comments have been shared with the Mayor and Council, as well as the team leading this project.  Thank you again for your comments.  Sincerely,  Office of Vancouver City Council		Closed	
101010811507	02/01/2018	Positive	Mayor and Council	s.22(1)			No	Streets, Infrastructure and Transportation	Road Closures	Adanac Overpass Closure	Hastings-Sunrise	Support of closing of Adanac overpass to cars  I know you are hearing from many against this, but as someone who lives in the neighbourhood and watches commuters race down our streets, it will be nice to not have people cutting through our residential neighbourhood. Many if my neighbours feel the same.	Public Staff request id PSID0Agent Finished Case Closed. Closed date 2018-02-02 10 16 37.943 Acknowledged		Closed	
101011081107	04/06/2018	Negative	Mayor and Council	s.22(1)			Yes	Streets, Infrastructure and Transportation	Road closure	Adanac Overpass	Hastings-Sunrise	Caller is resident in area close to Adanac Overpass where the closure of the overpass begins April 19th. Caller advises that bridge is the connector between 2 sides of Cassiar, it does not make sense. Residents who live east of Cassiar and have children attending school on the west of Cassiar have to a big detour. Caller says local residents are impacting big time, it does not make sense. If the worry is about excessive traffic due to E 1st ave closure for Fortis to commence work, then perhaps put up signage or restricting traffic for locals only, other neighbourhoods have traffic calming instead. Find better suitable solutions, this is not a good solution to what they perceive to be a problem. Until problems arise this should not be implemented.	Agent Updated Case Data Is Reallocated to queue 311 Contact Centre Reason for reallocation Hello,  This case has been shared with the Mayor and Council, however this complaint should be directed to the applicable Engineering department as they would determine the road closures. Thank you. Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2018-04-07 13 53 37.583 Assigned Sent to Adanac@vancouver.ca		Closed	
101011094383	04/09/2018	Positive	Mayor and Council	s.22(1)		s.22(1)	No	Streets, Infrastructure and Transportation	Road closure	Adanac Overpass	Strathcona	Good Morning Mayor and Council,  I regularly cycle Adanac, and I was all smiles when I passed by the crew installing the barriers on the Adanac overpass this morning.  I'm looking forward to seeing if the barriers and signs will be enough to deter short-cutting through the neighbourhood. From my observations this afternoon, results look a bit mixed. Still early days so I remain hopeful )  This section of the bikeway between Boundary Rd and Windermere needed a traffic calming measure (high rate of non-compliance at Windermere). The status quo meant cars could travel the segment between Boundary and Renfrew unimpeded and that negatively influenced the safety and comfort of people cycling. I think targeting the overpass was smart since I cannot be so easily circumvented, and may negate the need for cycle tracks (separation) which will save a lot of money.  So THANK-YOU for doing this, and I hope it will be a successful measure.  In Health s.22(1)	Public Staff request id PSID0Agent Finished Case Closed. Closed date 2018-04-16 11 41 01.58 Acknowledged Case Reopened Agent Finished Case Closed. Closed date 2018-05-03 11 09 05.537 Acknowledged		Closed	
101011123969	04/16/2018	Negative	Mayor and Council	No Name No Name (ps)		s.22(1)	No	Streets, Infrastructure and Transportation	Road closure	Adanac Street Closures	Strathcona	To whom it may concern My name is s.22(1) and while I live in north Burnaby I find myself beyond frustrated with yet another road closure of Adanac street west of Burnaby Road. I understand that the pipes are being fixed but it is unfathomable that this road which bridges two closely knit communities of east Vancouver and north Burnaby will be permanently closed. My children are attending s.22(1) in east Vancouver and I travel Adanac Street every day. I understand that we are promoting bike lanes and green living however I cannot bring my kids to school on a bike and commute in the snow. Bus routes are not realistic and thus I will now be idling for longer in my car as I try to navigate through Hastings or First Ave streets, which are also undergoing construction. As one of many tax paying citizens this is unacceptable! I look forward to hearing from you in regards to this matter.  s.22(1)	Public Staff request id PSID0Agent Finished Case Closed. Closed date 2018-04-18 10 52 35.813 Service Provided Hello,  Thank you for taking the time to share your concerns with Council regarding closure of the Adanac overpass.  I am sorry to hear about the inconvenience the closure is causing you and your family.  In response to safety concerns from residents, the City hosted a transportation "Listen and Learn" session in May 2017. The City worked with residents to gather and map information about transportation issues in the neighbourhood.  What we heard - Residents are concerned about non-local traffic shortcutting through their neighbourhood - Areas of particular concern for shortcutting are the Adanac Bikeway, and streets adjacent to and near A.R. Lord Elementary School.  To address concerns from residents, the Adanac Overpass has been temporarily closed. The closure will be timed with the upgrade of natural gas lines by Fortis BC along E 1st Ave.  Once construction along E 1st Ave is complete, the City will reopen the overpass and meet with the neighbourhood to discuss the future of the Adanac Overpass. Fortis BC's work on E 1st Ave will require at least six months to complete. You may learn more about the project and sign up for email newsletter for updates on the project and time line here.  Thank you again for your comments; your concerns have been sent to the Mayor and Councillors.  Sincerely,  Office of Vancouver City Council		Closed	

101011136290	04/19/2018	Negative	Mayor and Council	s.22(1)		No	Streets, Infrastructure and Transportation	Road closure	Adanac Street Closure	Renfrew-Collingwood	<p>Subject RE URGENT Safety Alert!</p> <p>Hi, Jordan and the Transportation Planning Team (adanac@vancouver.ca).</p> <p>Thank you for your prompt response to my ema l, much appreciated!</p> <p>E ther my message was unclear or your reply does not respond to my serious warning.</p> <p>Fire, Ambulance, or Police could not respond to emergencies in the local neighborhoods due to recently clogged local streets, like Skeena and Turner, even with emergency vehicles continuing to use the Adanac overpass. It would be impossible for emergency vehicles to get to neighborhood residents in a timely, responsive, and responsible manner.</p> <p>For example, in an emergency, my s.22(1) would be unable to use her car to even get out of her street with the whole block f lled with cars, w th no room for cars to pass, back up or go forward. Please be warned and act before there is a serious incident in the neighborhood due to the closing of the Adanac Street overpass.</p> <p>The decision and action to close the Adanac street overpass has exposed all local residents to increased great safety risk to many people and families, including pedestrians. You have testimony and evidence of recently clogged local streets, w th traffic unable to move. W th this new information, w i l you please decide to reopen the Adanac Street overpass? Please be advised and reply to this warning.</p> <p>The decision and action to close the Adanac street overpass has also inflicted great inconvenience and harm on all local residents, including my pregnant daughter and fam ly, who need their car for da ly practical purposes. Always walking and taking buses just doesn t work for everyone, especially for the many young fam lies in the neighborhood.</p> <p>Without the Adanac Street overpass, daily living for local residents has become much more than doubly difficult. Please stop focusing and funneling the great cost, inconvenience, and harm on local residents, including young fam lies who need to use their cars. Please stop discriminating against them. Please decide to reopen the Adanac Street overpass. Please be advised and reply to this plea.</p> <p>Jordan, thank you for continuing to be informed, advised, and to acknowledge my serious warnings and reasoned pleas to you.</p> <p>On behalf of the the City of Vancouver, will you forward or reply to my warnings and pleas to reopen the Adanac Street overpass?</p> <p>I've copied the Mayor and City Councillors also to advise them of this serious safety issue and the great harm being inflicted on local neighborhood residents. May they prudently decide to reopen the Adanac Street overpass.</p> <p>With sincere thanks,</p> <p>s.22(1)</p> <p>Vancouver, BC</p>		Public Stuff request id PSID0Agent Finished Case Closed. Closed date 2018-04-20 09 58 01.103 Directed to Another City Department		Closed
101011192668	05/01/2018	Positive	Mayor and Council	s.22(1)		No	Streets, Infrastructure and Transportation	Road closure	Adanac Overpass	Strathcona	<p>Thank you so much for the changes on the Adanac bike route at the highway 1 overpass. The overpass is open to buses, bikes and pedestrians, but not cars. It has made a huge difference to my commute to North Van. Before the change I was quite unpleasant and dangerous because there wasn t enough space for cars and b kes on the overpass, and it was difficu t to turn left into the Cassiar Street bike route.</p>	<p>Public Stuff request id PSID0Agent Finished Case Closed. Closed date 2018-05-03 11 07 14.083 Service Provided Case Reopened Agent Finished Case Closed. Closed date 2018-05-03 11 09 29.23 Service Provided Hello s.22(1)</p> <p>Thank you for taking the time to share your positive feedback with Council regarding closure of the Adanac overpass.</p> <p>In response to safety concerns from residents, the City hosted a transportation ?Listen and Learn? session in May 2017. The City worked w th residents to gather and map information about transportation issues in the neighbourhood.</p> <p>What we heard</p> <ul style="list-style-type: none"><li>- Residents are concerned about non-local traffic shortcutting through their neighbourhood</li><li>- Areas of particular concern for shortcutting are the Adanac Bikeway, and streets adjacent to and near A.R. Lord Elementary School.</li></ul> <p>To address concerns from residents, the Adanac Overpass has been temporarily closed. The closure w ll be timed w th the upgrade of natural gas ines by Fortis BC along E 1st Ave.</p> <p>Once construction along E 1st Ave is complete, the City w ll reopen the overpass and meet with the neighbourhood to discuss the future of the Adanac Overpass. Fortis BC's work on E 1st Ave will require at least six months to complete. You may learn more about the project and sign up for email newsletter for updates on the project and time ine here.</p> <p>Thank you again for your comments; your feedback has been sent to the Mayor and Councillors.</p> <p>Sincerely,</p> <p>Office of Vancouver City Council</p>		Closed	
101011296932	05/23/2018	Negative	Mayor and Council	s.22(1)		No	Streets, Infrastructure and Transportation	Road Closures	Adanac Traffic Congestion	West End	<p>Adanac is already closed and E 1st from Boundary to Nanaimo is going to be closed until the end of this year for the Fortis BC upgrade. There are only a few major roads from Burnaby to the city. Hastings, Broadway and Kingsway are already very busy. It is going to be a big problem. COV should come up with a plan to alleviate traffic instead of having major projects having impact in the same area going at the same time.</p>	<p>Agent Finished Case Closed. Closed date 2018-05-28 16 01 29.823 Acknowledged</p>		Closed	
101011308546	05/25/2018	Negative	Mayor and Council	s.22(1)	Yes		Streets, Infrastructure and Transportation	Road Closures	Adanac Overpass	Hastings-Sunrise	<p>Caller put in multiple feedbacks and emails to adanac@vancouver.ca but she received no response. This is really unacceptable. The project is breaking their neighborhood apart as people tattling on each other creating dissension among neighbours. It takes more than 15 mins per trip for her to get out of the area and she needs to make multiple trips every day. Ca ler is requesting to speak with someone. Please call s.22(1)</p>	<p>Agent Finished Case Closed. Closed date 2018-05-31 16 33 26.203 Service Provided Sent to ENG to respond - May 28Received call from Adanac Project - may 31s.22(1) ack, was promised that within 2 weeks the mayor's office would be in contact with her but noone called her back. She is frustrated and feels the Mayor just wants to silence the people and ignore them who are effected by the adanac overpass closure. Caller wanted to speak w th the mayor, transferred to mayor's office.</p>	Lagan 11007778 Mar 19, 11100370 Apr 11, Lagan 11122113 Apr 18 and Lagan 11257288 May 15.	Closed	
101011727290	08/15/2018	Negative	Mayor and Council	s.22(1)	Yes		Streets, Infrastructure and Transportation	Road closure	Adanac Overpass and E 1st	Hastings-Sunrise	<p>East Van resident upset about all the local traffic only signs and traffic blockages in the Nanaimo area. He thinks it doesn't make sense to divert traffic to Hastings and E 1st which is already backed up. Also Adanac overpass is also shut down. Why isn't there any public consultation? He thinks city should consult the pub ic. He thinks it's a waste of taxpayer money. He says Canada is too passive, people don't call to make changes. Citizen just wants to work hard, raise family, pay bi ls, and go to sleep at night. When major arteries are closed, it doesn't make any sense. Who authorized to spend money on bike lanes? Tens of m llions of dollars... why isn't there an audit of the taxpayer do lars spent on bike lanes and burrard st bridge? Why no money towards homeless issue. Ca ler says it's a democratic society, he pays plenty of taxes and doesn't see the tax dollar working for him. He's in congestion of Hastings st because adanac overpass is closed.</p>	<p>Agent Finished Case Closed. Closed date 2018-08-17 09 37 37.953 Directed to Another City Department Sent to Street Ops, no email provided</p>	101011727226 (feedback to traffic management)	Closed	



Union-Adanac Corridor Spot Improvements  
Join us at an open house!

Petition to oppose & to reject  
I. - changes proposed for the intersection at Nanaimo & Kamloops  
H. - changes proposed for the block between Garden & Nanaimo

Petition to oppose and to reject

# - Charges proposed for the Intersection - H: Charges proposed for the Block  
I: at NANAIMO & KALLOOZ 2400 BLOCK OF ADANAC.  
Between Garden and Nanaimo.

STREET NUMBER	PRINT NAME	SIGNATURE	PHONE NUMBER	EMAIL
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s.22(1)

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I. - Charges proposed for the intersection at Nanasmo & Kanjops  
 II. - Charges proposed for the Block Between Garden & Nanasmo.

2400 Block OF ADANAC

STREET  
NUMBER

PRINT NAME

SIGNATURE

PHONE #

EMAIL

s.22(1)

s.22(1)

s.22(1)



# Petition to oppose & To reject

I - Changes proposed for the intersection  
at Nanaimo & Kamloops

H - Changes proposed for the Block  
Between Garden and Nanaimo.

2400 BLOCK OF ADANAC.

STREET  
NUMBER

PRINT NAME

SIGNATURE

Phone #

EMAIL

s.22(1)

Petition to oppose & to reject

I-Charges proposed for the intersection

at Naisimo & Kamloops 2500 BLOCK OF ADANAC

for charges proposed for the Block between  
Gardner & Naisimo

STREET  
NUMBER

PRINT NAME

SIGNATURE

PHONE #

EMAIL

s.22(1)

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&

N/A.



Petition to oppose and to reject

- I - Charges proposed for the intersection at Nanaimo and Kamloops 2500 Block of ADAMC

STREET NUMBER	PRINT NAME	SIGNATURE	PHONE #	EMAIL
s.22(1)				
s.22(1)				
s.22(1)				
s.22(1)				

Petition to oppose CMA to the street  
H:- charges proposed for the block  
between Gordon & Nahrino.  
I- charges proposed for the intersection  
at Nahrino & Kenilworth 2600 BLOCK OF ADANAC.

[illegible]

petition to oppose and to  
reject  
I - charges proposed for the  
intersection at Nanaimo &  
Kamloops.

4. - charges proposed for the block between  
Gardner & Nanaimo.

2600 BLOCK OF ADANAC

STREET  
NUMBER

PRINT NAME

SIGNATURE

PHONE #

EMAIL

s.22(1)

s.22(1)

s.22(1)

petition to oppose and to  
reject

I- Changes proposed for the intersection at Nanaimo & Kamloops  
2400 BLOCK OF Georgia.

STREET  
NUMBER

PRINT NAME

SIGNATURE

PHONE #

EMAIL

s.22(1)

s.22(1)

s.22(1)

s.22(1)

s.22(1)

s.22(1)

s.22(1)

