

File No.: 04-1000-20-2019-381

August 16, 2019

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 June 19, 2019 for:

**All records (in excel format) which set out complaints received by the City of Vancouver regarding the driving of City vehicles in terms of safety, competence and courteousness to other road users and pedestrians, from April 1, 2019 to May 31, 2019**

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)

Please note, we are unable to provide the records in excel format.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](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 (#04-1000-20-2019-381); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Cobi Falconer, FOI Case Manager, for



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

[Barbara.vanfraassen@vancouver.ca](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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BLANCA ST	W 10TH AV		<p>1. Describe details (who, what, where, when, why):  Citizen was upset because Sanitation employee driving the truck with the licence plate 6578GB blocked the laneway at 4 pm. The citizen believed that the truck driver could have parked his truck in a way to allow the other cars to pass him in the laneway. The citizen exchanged words with the driver. He believes that the driver's tone was aggressive. He couldn't remember the exact words that were exchanged. The citizen wanted to report this to the department because he wanted the driver's superiors to know about this interaction.</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Employee  4. Department: Engineering Services  5. Division or Branch Name: Sanitation - Collections  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:</p>		4/2/2019 4 23 00 PM
W 15TH AV		V6J 2L5	<p>1. Describe details (who, what, where, when, why): Citizen witnessed garbage/green bin trucks using Arbutus Greenway as short cut to get to the next back lane. Citizen said trucks are driving on greenways from W 16th to W 12. Trucks are turning onto Greenway instead of turning on Arbutus and often crosses street to get to the other side of the greenway as short cut. Caller witnessed truck drivers almost hitting wheelchairs and bringing large amount of soil onto the greenway. There are no barricades to block the vehicle access onto Greenway on these streets. Caller first witnessed about 2 months ago and has been happening since.</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Department  4. Department: Engineering Services  5. Division or Branch Name: Sanitation - Employee Complaints  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:</p>	Please contact the citizen.	4/5/2019 3 37 00 PM
E 49TH AV	MAIN ST		<p>1. Describe details (who, what, where, when, why): Incident Date: April 8th, 2019 at approximately 1pm.  Sanitation truck number: E1569 Citizen saw a COV truck change lanes in the middle of the intersection just to get ahead of the bus. The driver should have just waited instead of having everyone slamming on their brakes to let the truck through. Truck was travelling southbound Main Street at E 49th Avenue.</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Employee  4. Department: Engineering Services  5. Division or Branch Name:  Sanitation - Employee Complaints Driver Services  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:</p>		4/8/2019 1 20 00 PM

			<p>1. Describe details (who, what, where, when, why): City of Vancouver driver of CV8607 was on his phone while driving. He was on the front of left hand lane at mcdonald and broadway intersection. The light turned green and driver was distracted, did not pull forward to approach the intersection. He had a passenger, he was wearing sunglasses. When caller passed him, City driver laughed at him and was extremely unprofessional. Vehicle details: C1110 CV8607 TRUCK, PICKUP, LIGHT FORD / F150 ST EQUIPMENT SUPT (871-6757) ENGINEERING STREETS OPER.</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: Street Operations and Driver services</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?): Yes</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>		4/15/2019 11 05 00 AM
E KING EDWARD AV	MAIN ST	V5Y 3L4	<p>1. Describe details (who, what, where, when, why): Citizen calling to complain about CoV driver for truck number B5374. Citizen was driving North on Main up to W King Edward. The CoV vehicle saw that the car in front was turning left and the light was changing so he cut the citizen off and ran the red light. He had no regard for anyone else on the road and he has seen this with CoV vehicles and he wants this to go higher up.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: Real Estate &amp; Facilities Management</p> <p>5. Division or Branch Name: Facilities and Design Maintenance and Driver Services</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>		4/16/2019 12 13 00 PM
MACDONALD ST	W BROADWAY		<p>1. Describe details (who, what, where, when, why): Incident occurred at approximately 11:40AM on Wednesday, April 24th. Citizen witnessed a city vehicle (white hatchback, vehicle number A0149) drive through a solid red light NB on Macdonald and almost hit pedestrians crossing the street. Citizen states one of the pedestrians threw her hands up, to which the city employee responded by rolling his window down and yelling at the pedestrians. Citizen was shocked by these actions.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Street Operations Driver Services</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>	Equipment lookup shows vehicle A0149 is a Ford Focus w th licence plate 671BME.	4/24/2019 11 48 00 AM

DAVIE ST	PACIFIC BOULEVARD		<p>1. Describe details (who, what, where, when, why): Citizen advised that when he was driving near Davie Street and Pacific Blvd this morning at about 11:05AM. There was a City vehicle two cars ahead when it pulled over to remove signs, but the vehicle was still blocking traffic. Citizen advised he waited about 1-2 minutes before honking to make the driver aware they were being blocked. He advised that is when the passenger who was removing City signs started staring at him. At one point when the Citizen confronted and started talking with the employee. The employee swore at him saying that there are "a holes like you honking at us all day". At one point the employee got back in the car and the citizen stated he was going to take his picture and report him for his behaviour, and the employee then stated "if you take my picture I'm going to get out and beat the sh t out of you". The employee also had a screwdriver that he was waving around which he felt was intimidating as if he would use it as a weapon. Citizen is insisting on speaking with someone regarding this matter. He also has photos of the employee who turned his head to hide his face if needed for a followup of the situation.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Traffic &amp; Electrical Operations</p> <p>6. Were any other cases or service requests created as a result of this feedback? No</p>		4/29/2019 11 54 00 AM
W 13TH AV		V6H 1N3	<p>1. Describe details (who, what, where, when, why): s.22(1) is frustrated over the delays caused by the garbage truck driver in his area. The driver has repeatedly blocked the lane behind his home for 15 to 20 minutes while residents try to leave their homes. This causes a traffic delay in the area. He would like to note that the driver was there today at approximately 930AM and blocked the lane for a significant amount of time.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Sanitation Services - Garbage curbside pickup driver.</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?): Unknown</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>		5/2/2019 9 40 00 AM
E 31ST AV		V5V 2W6	<p>1. Describe details (who, what, where, when, why): Caller would like to see the green bin driver in his area slow down. He mentioned the driver leaves the alley in a mess and has also damaged carts on numerous occasions.</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: Sanitation</p> <p>6. Were any other cases or service requests created as a result of this feedback? Yes</p> <p>7. If Yes, provide case number(s) or other relevant details: 12831835</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>		5/4/2019 5 10 00 PM

HIGHBURY ST	V6N 1Z2	<p>1. Describe details (who, what, where, when, why):  Citizen witnessed City of Vancouver Garbage truck crush/smash their recycling bin/cart at 11:29am on May 6th 2019 at 6129 Highbury ST. Citizen indicated that debris from cart/recycling material were thrown throughout yard and street, which citizen had to clean up. Citizen advised he was unable to provide license plate of the City of Vancouver Truck due to the angle of video camera. Citizen would appreciate a follow up with regards to the incident</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Department  4. Department: Engineering Services  5. Division or Branch Name: Sanitation  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:</p>	<p>Citizen advised that he had captured incident occurring on video which occurred at 11 29am.  Citizen advised that driver did not stop after incident and drove on.</p>	5/6/2019 1 01 00 PM
W KENT AV NORTH		<p>1. Describe details (who, what, where, when, why) s 22(1) was about to drive into the Transfer Station, when a City of Vancouver, long tractor trailer pulled out in front of him and cut him off. The driver was a younger east indian male, who didn't stop, and continued moving forward in a way to intimidate s 22(1) to move his car back, which he did. This was all the information that s 22(1) has, and feel) t this was a type of bully move. This occurred on May 8th at about 3:10 pm.</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Department  4. Department: Engineering Services  5. Division or Branch Name: Transfer Station, Driver Services  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:</p>		5/8/2019 3 15 00 PM
PARKER ST	RENFREW ST	<p>1. Describe details (who, what, where, when, why): s 22(1) his morning. There was a garbage truck on Parker that was turning into the lane that runs North South. He could not make the turn and backed up without looking. The citizen had to honk to prevent being hit, then the garbage truck moved forward and backed up again without looking. It seemed like he could not hear the vehicle honking and did not look at all. This is at the back entrance of a school and if a pedestrian had been walking there they would have been killed. The driver continued to speed though the lane without caution. Licence plate JY8741.</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Employee  4. Department: Engineering Services  5. Division or Branch Name: Sanitation  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:</p>		5/9/2019 8 38 00 AM

			<p>1. Describe details (who, what, where, when, why): As per chat. " The driver of city van B5374 ignored the no right turn on red light restriction on Richards to Dunsmuir at 07:50 this morning. Please take the driver aside to retrain them on what (stay firmly behind the stop line until their light goes green) and why that restriction is in place." Equipment Listing by Equipment Number: Unit Number: B5374 License Number: ET7880 Department: s 22(1) Real Estate &amp; Facilities Management</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Real Estate &amp; Facilities Management</p> <p>5. Division or Branch Name: Real Estate &amp; Facilities Management</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>	5/15/2019 8 17 00 AM
BURRARD BRIDGE	BURRARD ST		<p>1. Describe details (who, what, where, when, why): Caller was stuck in traffic and the driver in the CoV truck was smoking and flicking ashes out the window. She can't believe that they are allowed to smoke in the vehicle? She doesn't like inhaling in the fumes and in this weather it could cause a fire.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: driver of B1651 ENGINEERING TRAFF &amp; ELEC SRVCS</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>	5/23/2019 11 08 00 AM
E 17TH AV		V5V 1A1	<p>1. Describe details (who, what, where, when, why): s 22(1) called to let us know that 1/2 to 3/4 of the garbage carts in the lane were all knocked down and all over the laneway today. She didn't witness the garbage truck doing this but said that either the driver was angry or very new and wanted to let us know. Unknown truck number or plate provided.</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: Sanitation - Collections</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>	5/30/2019 7 33 00 PM

			<p>1. Describe details (who, what, where, when, why):  Via Facebook message: "I suggest you have a chat with the city of Vancouver garbage and recycling drivers and teach them how to stop being completely belligerent to others on the road, especially the garbage truck driver that picks up in the alley of maple street off of Granville. A little respect and manners go a long way, this guy doesn't deserve to have a job representing our city and needs to understand he doesn't own the roads and other people have jobs to do as well..... I have a licence plate, he was not cooperative when asked for his I.d, as I said before he was completely out of line and disrespectful and other people around were frightened as his attitude became worse when Ilhe approached me and I tried to do what I could to calm him down but employees I work with got the impression he was gonna get violent as he was very orally aggressive ( we have females on our crew and he had no problem using cursing in front of them which I found very disrespectful and quite offensive... This was Thursday May 29th between 12 and 1 pm, city of Vancouver garbage truck driver, I hope he gets dealt with accordingly because he is very unprofessional and the neighbors also came out to comment that they are very unimpressed with his attitude as well, hope this issue gets resolved in a professional manner"</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Employee  4. Department: Engineering Services  5. Division or Branch Name:  D1581 JY8728 TRUCK, REFUSE, SIDE LOADER, AUTOMATED 20 YARD CNG AUTOCAR /</p>	5/31/2019 8 23 00 AM
FRASER ST		V5W 3A4	<p>1. Describe details (who, what, where, when, why): Citizen wanted to pass on feedback to Parking Management, "I am a disabled person and I am tired of City Vehicles parking in the Handicap parking spot in the 6400 blk of Fraser street so they can grab lunch or shop or whatever. this happens daily, more than once a day. Parking Enforcement says wrong department. Emails go unanswered. What can I do. these drivers are able-bodied yet they show no respect for the Disabled. I have started taking pictures and recording times.". Truck number D1367 was spotted today, and parked in the handicap spot and parking enforcement advised they will not attend.</p> <p>2. Type of feedback: Complaint  3. Feedback regarding: City Department  4. Department: Engineering Services  5. Division or Branch Name: Sewer Ops  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:</p>	5/31/2019 1 33 00 PM