

File No.: 04-1000-20-2020-277

July 2, 2020

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 May 20, 2020 for:

1. **Draft versions of the "Enjoy your day but stay apart" COVID-19 signage, plus emails from the graphics and design team that relate to all changes made to the design,**
2. **Public feedback via 311 related to the closure of golf courses due to the pandemic.**

Date range: March 17, 2020 to May 20, 2020

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(l) and s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act 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 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 (#04-1000-20-2020-277); 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 if you have any questions.

Yours truly,

Cobi Falconer, FOI Case Manager, for

[Signature on file]

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

Barbara.vanfraassen@vancouver.ca

453 W. 12th Avenue Vancouver BC V5Y 1V4

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

Encl.

:kt

From: "Shewfelt, Taylor" <Taylor.Shewfelt@vancouver.ca>

To: "Ulmer, Christine" <Christine.Ulmer@vancouver.ca>

"Soh, Virgil" <Virgil.Soh@vancouver.ca>

"Woo, Leeza" <Leeza.Woo@vancouver.ca>

"Guerette, Jeannine" <Jeannine.Guerette@vancouver.ca>

"Krumins, Ryan" <Ryan.Krumins@vancouver.ca>

"Wojnarski, Daria" <Daria.Wojnarski@vancouver.ca>

"Loughrey, Angelica" <Angelica.Loughrey@vancouver.ca>

Date: 3/18/2020 4:03:23 PM

Subject: RE: How to use parks safely

I was really looking at it from a visual perspective but the infographic of the people in the second option actually sends the opposite message of the text, so the third option would be better aligned.

I know us marketing folks like to make things "fun" but the last graphic aligns the best with the actual messaging we are sending out. Sorry for a complete change in opinion hah!

-T

From: Ulmer, Christine

Sent: Wednesday, March 18, 2020 3:47 PM

To: Shewfelt, Taylor; Soh, Virgil; Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica

Subject: RE: How to use parks safely

Thanks Taylor ☺ if everyone can send their feedback/suggestions ☺ Virgil and Leeza can make final decisions on the best approach.

Please share your reco with the group when it's ready.

Thx,

C

From: Shewfelt, Taylor

Sent: Wednesday, March 18, 2020 3:41 PM

To: Soh, Virgil; Ulmer, Christine; Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica

Subject: RE: How to use parks safely

I think the first option has a better "park feel" with the infographics, but I have a couple suggestions:

- I would recommend that the dotted line go around the word "but" instead of cutting through the text to make it a bit cleaner and fill in the negative space on the left side of the graphic
- Perhaps you could make the graphics a bit bigger to fill out the sign a bit more/less negative space
- If you were to go with something along the lines of the first option, you may want to add the 6 metre distance memo to that one as well
- I think the text could be capitalized and/or put together instead of having 2 lines spaced out differently

My second choice would be the second option because the graphic fills the page a bit better, but just update the text with Christine's recommendations.

Good start, Virgil!

-Taylor

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To: Ulmer, Christine; Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica; Shewfelt,

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Which one? There are 3 pages.

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Subject: RE: How to use parks safely

I like it.

Let s standardize use of title case and sentence case. We should be using Canadian spelling on meter so metre

Thx,

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From: Woo, Leeza
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To: Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Soh, Virgil; Wojnarski, Daria; Loughrey, Angelica; Shewfelt, Taylor
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Virg, just sent this over, I think it s a good start, there are 3 versions in the attachement.

Thoughts?

Leeza

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Thanks Leeza any update on when we can see a draft?

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Subject: RE: How to use parks safely

Sounds good, will work on that now.

From: Guerette, Jeannine
Sent: Wednesday, March 18, 2020 12:44 PM
To: Krumins, Ryan; Soh, Virgil; Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

Two cents* I meant to say.

From: Guerette, Jeannine
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Hi All,

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Leeza and Virgil at the end of the call, and they seem to have the most capacity at the moment to get started on the signs, so they're happy to run with it (although, they'll pass it by comms). From there, Ryan/Virgil (me? If necessary) can work on formatting it for Social.

Taglines I mentioned today in our meeting for your consideration:

- Doing our Part in Parks
- Keep safe, maintain space (or something like this)

My two sense, just keeping it image heavy (for users/visitors who are ESL).

Hope this helps,
JG

From: Krumins, Ryan
Sent: Wednesday, March 18, 2020 11:05 AM
To: Soh, Virgil; Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Guerette, Jeannine; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

Looks good! I would also mention the benefits / importance of physical activity while in quarantine:

- Wondering about getting exercise? Getting in 30 to 60 minutes of moderate to brisk activity can help your immune system keep viruses at bay.
- Feel free to engage in outdoor activity in our parks, such as running, walking, and cycling, as long as you practice safe social distancing (stay 6 feet apart) and do not gather in groups.

Ryan



Ryan Krumins | Social Media Strategist

My pronoun is: he/him/his

Vancouver Park Board | 2099 Beach Avenue

t. 604.257.8511 | c. s.15(1)(l)

ryan.krumins@vancouver.ca

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil-Waututh Nations



From: Soh, Virgil
Sent: Wednesday, March 18, 2020 10:40 AM
To: Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

Here's my 2 bit

the idea is to get everyone to buy in to the system...
how about something to get people to work as a community added in?

IE

Let's do our part

When in doubt, wash it out?

do your part for you and your community... avoid exposure / slow the spread... together we can flatten the curve

or keep message really simple with a catchy phrase..

Social distancing helps limit the spread of COVID-19.

Together, we can make it work, let's flatten the curve.

then some graphics:

- avoid crowds
- maintain your distance (6 feet, etc.)
- silhouette of people on top of curve flattening it out

From: Woo, Leeza

Sent: Wednesday, March 18, 2020 10:37 AM

To: Wojnarski, Daria; Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Loughrey, Angelica; Soh, Virgil; Shewfelt, Taylor

Subject: RE: How to use parks safely

I also did a quick google search and have added a couple of comments.

From: Wojnarski, Daria

Sent: Wednesday, March 18, 2020 10:33 AM

To: Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Woo, Leeza; Loughrey, Angelica; Soh, Virgil; Shewfelt, Taylor

Subject: RE: How to use parks safely

I came up with draft messaging after a quick google search:

Vancouver's 240+ parks remain open, as do washrooms in the parks. The health and safety of visitors and Park Board staff is our top priority. Help us prevent the spread of COVID-19:

- Keep a healthy space of 1 - 2 metres (3 - 6 feet) between you and other visitors - [practice it and know what it looks like](#)
- Be cautious when engaging in recreational activities to avoid injury to help minimize demands on the health care system
- Leave no trace when you visit our outdoor spaces; take all your garbage with you and help us keep our parks clean
- Stay home if you are sick or if you have been in contact with someone that is sick
- [Carry hand sanitizer](#)

From: Ulmer, Christine

Sent: Wednesday, March 18, 2020 10:22 AM

To: Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Woo, Leeza; Loughrey, Angelica; Soh, Virgil; Shewfelt, Taylor

Subject: How to use parks safely

Hi team,

We've been directed to come up with some messaging and posters for our community about how to safely use our parks (social distancing etc.)

Can you all give it some thought ahead of our call at 11?

Thx,

C



Christine Ulmer | Senior Manager, Marketing & Communications

Vancouver Park Board | 2099 Beach Avenue

t. 604-654-0757

christine.ulmer@vancouver.ca



From: "Woo, Leeza" <Leeza.Woo@vancouver.ca>
To: "Ulmer, Christine" <Christine.Ulmer@vancouver.ca>
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"Soh, Virgil" <Virgil.Soh@vancouver.ca>
"Wojnarski, Daria" <Daria.Wojnarski@vancouver.ca>
"Loughrey, Angelica" <Angelica.Loughrey@vancouver.ca>
"Shewfelt, Taylor" <Taylor.Shewfelt@vancouver.ca>
Date: 3/18/2020 3:22:12 PM
Subject: RE: How to use parks safely
Attachments: 20-025-enjoy our park but stay apart copy.pdf

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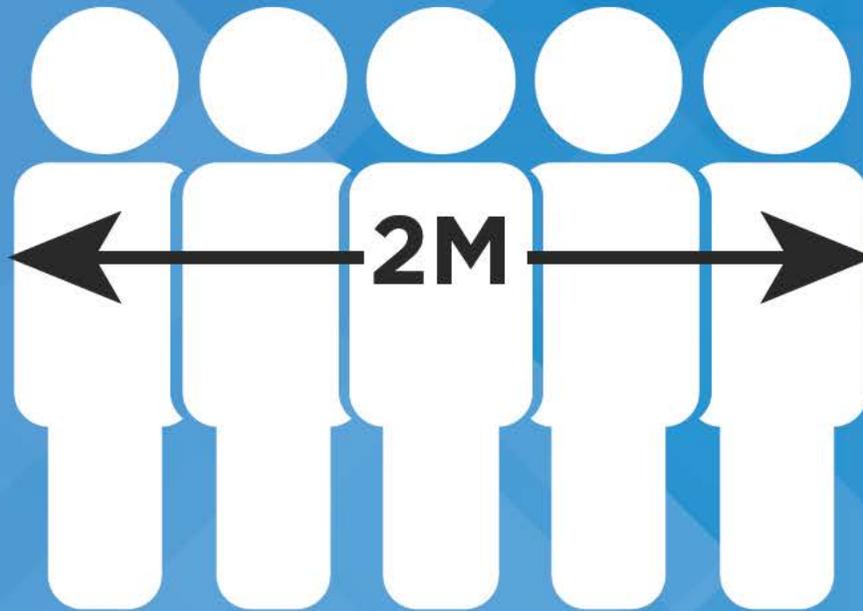
Enjoy our park



But stay Apart



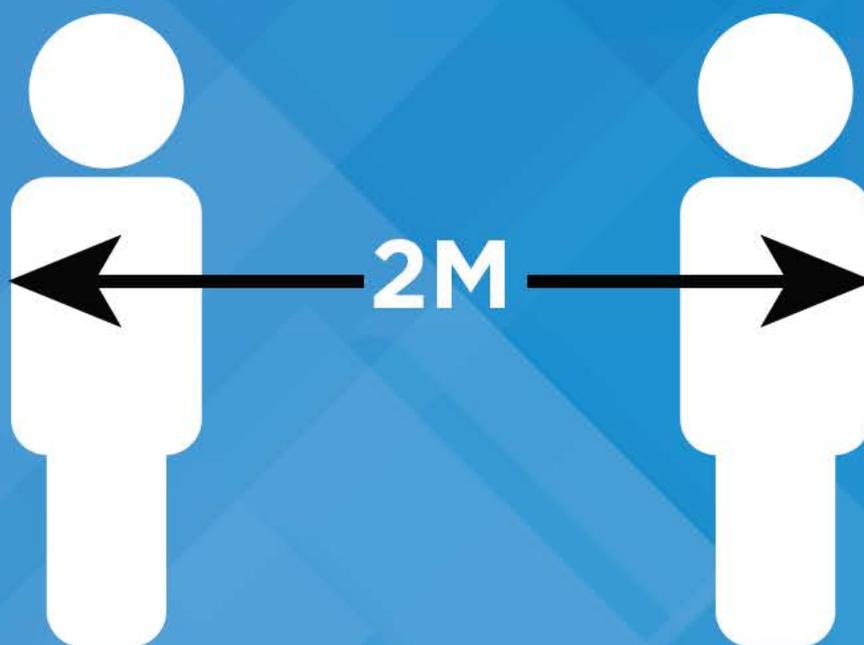
ENJOY OUR PARK BUT STAY APART



Avoid crowds
Maintain 2 meter distance
(approx 6 feet)



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"Wojnarski, Daria" <Daria.Wojnarski@vancouver.ca>
"Loughrey, Angelica" <Angelica.Loughrey@vancouver.ca>
Date: 3/18/2020 4:04:51 PM
Subject: RE: How to use parks safely
Attachments: IMG_0036.jpg
20-025-enjoy our park but stay apart copy.pdf

Hi All,

I had a quick conversation with Jeannine/Daria, and took their comments into consideration. Attached is ultimately, what Virg and I landed on.

I'd like to print these out on big billboards like the attached, but I'm not sure how much I can spend on this sign.

Leeza

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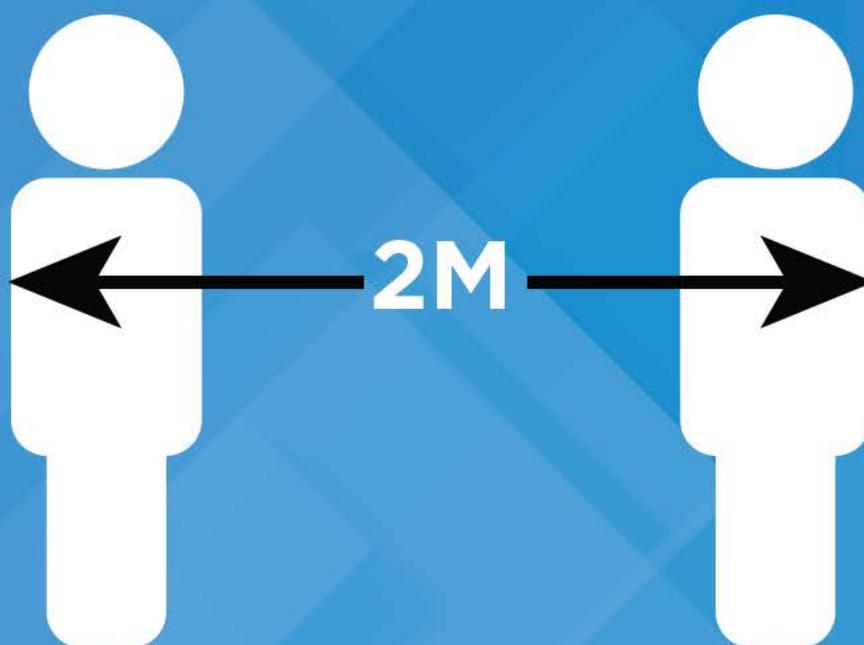


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ENJOY OUR PARK BUT STAY APART



**AVOID CROWDS
MAINTAIN 1-2 METRE DISTANCE
(APPROX 6 FEET)**

From: "Woo, Leeza" <Leeza.Woo@vancouver.ca>

To: "Ulmer, Christine" <Christine.Ulmer@vancouver.ca>

"Shewfelt, Taylor" <Taylor.Shewfelt@vancouver.ca>

"Soh, Virgil" <Virgil.Soh@vancouver.ca>

"Guerette, Jeannine" <Jeannine.Guerette@vancouver.ca>

"Krumins, Ryan" <Ryan.Krumins@vancouver.ca>

"Wojnarski, Daria" <Daria.Wojnarski@vancouver.ca>

"Loughrey, Angelica" <Angelica.Loughrey@vancouver.ca>

Date: 3/18/2020 4:12:25 PM

Subject: RE: How to use parks safely

Sounds good, I'll wait until we have sign off.

And I can work on the social elements for Ryan.

L

From: Ulmer, Christine

Sent: Wednesday, March 18, 2020 4:09 PM

To: Woo, Leeza; Shewfelt, Taylor; Soh, Virgil; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica

Subject: RE: How to use parks safely

Thanks Leeza for fly this by SLT and get back to you. Don't worry about cost, we have COVID-10 account code we are using.

I need to find out from Howard, how many of these we want, what size would work best, and what material. Some parks may not have a lot of spots to post them. He can advise and I will update you.

Can you also work on content for a social post (I think perhaps Ryan and Jeannine were leading that part?)

Thx for the good work.

C

From: Woo, Leeza

Sent: Wednesday, March 18, 2020 4:05 PM

To: Ulmer, Christine; Shewfelt, Taylor; Soh, Virgil; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica

Subject: RE: How to use parks safely

Hi All,

I had a quick conversation with Jeannine/Daria, and took their comments into consideration.

Attached is ultimately, what Virg and I landed on.

I like to print these out on big billboards like the attached, but I'm not sure how much I can spend on this sign.

Leeza

From: Ulmer, Christine

Sent: Wednesday, March 18, 2020 3:47 PM

To: Shewfelt, Taylor; Soh, Virgil; Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica

Subject: RE: How to use parks safely

Thanks Taylor if everyone can send their feedback/suggestions, Virgil and Leeza can make final decisions on the best approach.

Please share your reco with the group when it's ready.

Thx,
C

From: Shewfelt, Taylor
Sent: Wednesday, March 18, 2020 3:41 PM
To: Soh, Virgil; Ulmer, Christine; Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica
Subject: RE: How to use parks safely

I think the first option has a better park feel with the infographics, but I have a couple suggestions:

- I would recommend that the dotted line go around the word but instead of cutting through the text to make it a bit cleaner and fill in the negative space on the left side of the graphic
- Perhaps you could make the graphics a bit bigger to fill out the sign a bit more/less negative space
- If you were to go with something along the lines of the first option, you may want to add the 6 metre distance memo to that one as well
- I think the text could be capitalized and/or put together instead of having 2 lines spaced out differently

My second choice would be the second option because the graphic fills the page a bit better, but just update the text with Christine's recommendations.

Good start, Virgil!

-Taylor

From: Soh, Virgil
Sent: Wednesday, March 18, 2020 3:27 PM
To: Ulmer, Christine; Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

Which one? There are 3 pages.

From: Ulmer, Christine
Sent: Wednesday, March 18, 2020 3:26 PM
To: Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Soh, Virgil; Wojnarski, Daria; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

I like it.

Let's standardize use of title case and sentence case. We should be using Canadian spelling on meter so metre

Thx,

C

From: Woo, Leeza
Sent: Wednesday, March 18, 2020 3:22 PM
To: Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Soh, Virgil; Wojnarski, Daria; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

Virg, just sent this over, I think it's a good start, there are 3 versions in the attachment.

Thoughts?
Leeza

From: Ulmer, Christine
Sent: Wednesday, March 18, 2020 3:20 PM
To: Woo, Leeza; Guerette, Jeannine; Krumins, Ryan; Soh, Virgil; Wojnarski, Daria; Loughrey, Angelica; Shewfelt, Taylor
Subject: RE: How to use parks safely

Thanks Leeza any update on when we can see a draft?

Thx,

C

From: Woo, Leeza

Sent: Wednesday, March 18, 2020 1:00 PM

To: Guerette, Jeannine; Krumins, Ryan; Soh, Virgil; Wojnarski, Daria; Ulmer, Christine; Loughrey, Angelica; Shewfelt, Taylor

Subject: RE: How to use parks safely

Sounds good, will work on that now.

From: Guerette, Jeannine

Sent: Wednesday, March 18, 2020 12:44 PM

To: Krumins, Ryan; Soh, Virgil; Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Loughrey, Angelica; Shewfelt, Taylor

Subject: RE: How to use parks safely

Two cents* I meant to say.

From: Guerette, Jeannine

Sent: Wednesday, March 18, 2020 12:35 PM

To: Krumins, Ryan; Soh, Virgil; Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Loughrey, Angelica; Shewfelt, Taylor

Subject: RE: How to use parks safely

Hi All,

Just realized as people were hanging up, that we didn't land on who will take the lead on the signage. Chatted with Leeza and Virgil at the end of the call, and they seem to have the most capacity at the moment to get started on the signs, so they're happy to run with it (although, they'll pass it by comms). From there, Ryan/Virgil (me? If necessary) can work on formatting it for Social.

Taglines I mentioned today in our meeting for your consideration:

- Doing our Part in Parks
- Keep safe, maintain space (or something like this)

My two cents, just keeping it image heavy (for users/visitors who are ESL).

Hope this helps,

JG

From: Krumins, Ryan

Sent: Wednesday, March 18, 2020 11:05 AM

To: Soh, Virgil; Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Guerette, Jeannine; Loughrey, Angelica; Shewfelt, Taylor

Subject: RE: How to use parks safely

Looks good! I would also mention the benefits / importance of physical activity while in quarantine:

- Wondering about getting exercise? Getting in 30 to 60 minutes of moderate to brisk activity can help your immune system keep viruses at bay.
- Feel free to engage in outdoor activity in our parks, such as running, walking, and cycling, as long as you practice safe social distancing (stay 6 feet apart) and do not gather in groups.

Ryan



Ryan Krumins | Social Media Strategist

My pronoun is: he/him/his

Vancouver Park Board | 2099 Beach Avenue

t. 604.257.8511 | c. s.15(1)(l)

ryan.krumins@vancouver.ca

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil-Waututh Nations



From: Soh, Virgil

Sent: Wednesday, March 18, 2020 10:40 AM

To: Woo, Leeza; Wojnarski, Daria; Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Loughrey, Angelica; Shewfelt, Taylor

Subject: RE: How to use parks safely

Here's my 2 bit

the idea is to get everyone to buy in to the system...

how about something to get people to work as a community added in?

IE

Let's do our part

When in doubt, wash it out?

do your part for you and your community... avoid exposure / slow the spread... together we can flatten the curve

or keep message really simple with a catchy phrase..

Social distancing helps limit the spread of COVID-19.

Together, we can make it work, let's flatten the curve.

then some graphics:

- avoid crowds
- maintain your distance (6 feet, etc.)
- silhouette of people on top of curve flattening it out

From: Woo, Leeza

Sent: Wednesday, March 18, 2020 10:37 AM

To: Wojnarski, Daria; Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Loughrey, Angelica; Soh, Virgil; Shewfelt, Taylor

Subject: RE: How to use parks safely

I also did a quick google search and have added a couple of comments.

From: Wojnarski, Daria

Sent: Wednesday, March 18, 2020 10:33 AM

To: Ulmer, Christine; Guerette, Jeannine; Krumins, Ryan; Woo, Leeza; Loughrey, Angelica; Soh, Virgil; Shewfelt, Taylor

Subject: RE: How to use parks safely

I came up with draft messaging after a quick google search:

Vancouver's 240+ parks remain open, as do washrooms in the parks. The health and safety of visitors and Park Board staff is our top priority. Help us prevent the spread of COVID-19:

- Keep a healthy space of 1 - 2 metres (3 - 6 feet) between you and other visitors - practice it and know what it looks like

- Be cautious when engaging in recreational activities to avoid injury to help minimize demands on the health care system
- Leave no trace when you visit our outdoor spaces; take all your garbage with you and help us keep our parks clean
- Stay home if you are sick or if you have been in contact with someone that is sick
- Carry hand sanitizer

From: Ulmer, Christine

Sent: Wednesday, March 18, 2020 10:22 AM

To: Guerette, Jeannine; Krumins, Ryan; Wojnarski, Daria; Woo, Leeza; Loughrey, Angelica; Soh, Virgil; Shewfelt, Taylor

Subject: How to use parks safely

Hi team,

We've been directed to come up with some messaging and posters for our community about how to safely use our parks (social distancing etc.)

Can you all give it some thought ahead of our call at 11?

Thx,

C



Christine Ulmer | Senior Manager, Marketing & Communications

Vancouver Park Board | 2099 Beach Avenue

t. 604-654-0757

christine.ulmer@vancouver.ca



From: "Woo, Leeza" <Leeza.Woo@vancouver.ca>

To: "Soh, Virgil" <Virgil.Soh@vancouver.ca>

Date: 3/18/2020 1:05:06 PM

Subject: Signs to be made for Parks

Attachments: 20200318125910914.pdf

Hi Virgil,

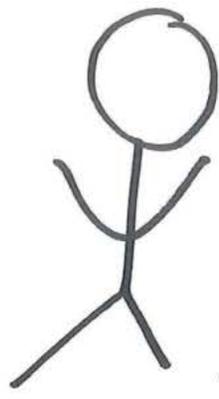
When you get a chance can you give me a call so we can talk through this together?

But I think the tagline I'm going with is "ENJOY OUR PARK - BUT STAY APART"

8x11
120x96

Background Colour Park Board Blue

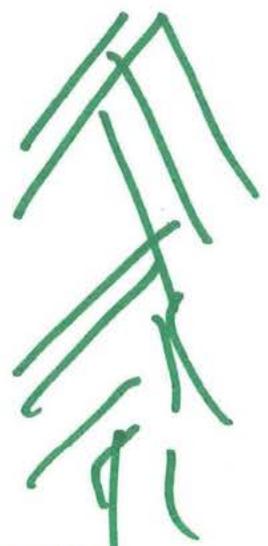
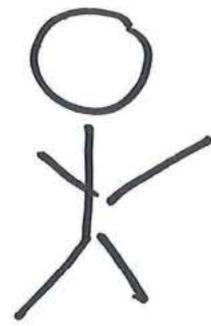
Thanks,
Leeza
604-257-8653



Enjoy our park ;)



But stay Apart



From: "Wojnarski, Daria" <Daria.Wojnarski@vancouver.ca>
To: "Ulmer, Christine" <Christine.Ulmer@vancouver.ca>
"Woo, Leeza" <Leeza.Woo@vancouver.ca>
CC: "Krumins, Ryan" <Ryan.Krumins@vancouver.ca>
"Guerette, Jeannine" <Jeannine.Guerette@vancouver.ca>
"Shewfelt, Taylor" <Taylor.Shewfelt@vancouver.ca>
"Loughrey, Angelica" <Angelica.Loughrey@vancouver.ca>
"Soh, Virgil" <Virgil.Soh@vancouver.ca>
Date: 3/20/2020 8:55:14 AM
Subject: RE: Enjoy our parks safely campaign

One more suggestion, can we say 'enjoy our parks (beaches), stay apart' instead of 'use our parks, stay apart'?

From: Ulmer, Christine
Sent: Friday, March 20, 2020 8:24 AM
To: Woo, Leeza
Cc: Krumins, Ryan; Guerette, Jeannine; Wojnarski, Daria; Shewfelt, Taylor; Loughrey, Angelica; Soh, Virgil
Subject: RE: Enjoy our parks safely campaign
Importance: High

Thanks so much Leeza.

What we really need right now (spoke with Malcolm late last night) is signage for parks and beaches, beaches being the priority.

I don't want to put out a whole bunch of different messages right now, so can we move forward with the primary message which is the 'stay apart' and the 2 m etc. I'm not seeing our logos on that creative is there another version?

Can we please create an additional version that references 'beaches' and the one you already have for parks.

Howard and I have been on the phone with the sign shop. They are going to print and install these today. Howard is working on a list of high priority beaches and where they should be installed.

We need the file built for sandwich boards in these sizes with some bleed so that if he needs to slightly resize, he's not cutting off words or graphics.

Gary webster ☒
sandwich board sizes: 24 inches by 36 and 18x24
office: 6047186239
cell: 604-861-3724

Can you please finalize the two signs, one for beaches, one for parks and send over to me for a final review? Once I approve, please work directly with Gary on delivering the design files to him for production. Howard is working on how we will install.

Thanks,

C

From: Woo, Leeza
Sent: Friday, March 20, 2020 8:11 AM
To: Ulmer, Christine
Cc: Krumins, Ryan; Guerette, Jeannine; Wojnarski, Daria; Shewfelt, Taylor; Loughrey, Angelica; Soh, Virgil
Subject: RE: Enjoy our parks safely campaign

Resending it as a PDF [the last one is a reverse design duplicate.

From: Ulmer, Christine
Sent: Friday, March 20, 2020 7:51 AM
To: Woo, Leeza
Subject: RE: Enjoy our parks safely campaign

Thanks Leeza [in having trouble opening any of the files. Are you able to send as PDF?

Thx,

C

From: Woo, Leeza
Sent: Thursday, March 19, 2020 8:01 PM
To: Ulmer, Christine; Krumins, Ryan; Guerette, Jeannine; Wojnarski, Daria; Shewfelt, Taylor; Loughrey, Angelica; Soh, Virgil
Subject: Enjoy our parks safely campaign

Hi Everyone,

This is the first draft of the campaign for [Enjoy parks safely]
Let me know your thoughts.

Thanks,
Leeza

Case Type	Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
Citizen Feedback Case	101013916441	1		E CORDOVA ST		V6A 4H3		<p>1. Describe details (who, what, where, when, why): Caller upset about "lack of police presence" in Gastown because he said people walk around armed with a golf club and other weapons. He told VPD but no action if nothing broken, but he said police should protect residents from people carrying weapons.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Police Services</p> <p>5. Division or Branch Name: VPD</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>								<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 : 2020-04-08 19:32 56.44 Directed to Another City Department sent to vpd@vpd.ca</p>
Citizen Feedback Case	101013911424	7800		VIVIAN DRIVE		V5S 2V8		<p>1. Describe details (who, what, where, when, why): Caller wanted to thank the parks board for putting up the social distancing signs up at Fraserview Golf Course.</p> <p>2. Type of feedback: Compliment</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Parks</p> <p>5. Division or Branch Name: Parks Golf</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: 101013907314</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>								<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Parks Golf jeff.macleam@vancouver.ca</p>
Citizen Feedback Case	101013892032	3350		SW MARINE DRIVE		V6N 3Y9		<p>1. Describe details (who, what, where, when, why): Tylor Patroch, Director of Course and Grounds has called to provide Property Use Department heads up as to an ongoing noise complaint from a neighbour. s.22(1) they have been corresponding by email: s.22(1) did not provide Tylor building address or phone number. This complaint from the citizen has been ongoing for 6 months. They (Tylor) are at a point of 'standstill'. This is not COVID-19 related. This golf course is not open to the public, but continuous with maintaining the grounds. There is construction project on site, the citizen may be confusing this with maintenance of grounds on site. They are not overstepping the noise bylaws, for example, in January, the citizen complained of construction noise at 5:30am. Tylor was in at 6am and there was no construction activity. Furthermore, on a Sunday, the citizen hears activity mid morning and relates that to construction, when in fact it was grounds maintenance. The citizen (Summer) feels that there should be zero noise mid-morning. The Golf and Country Club is not being negligent or rude. Tylor does investigate the citizen's complaints, comparing to the activities on the golf course and cannot put all the pieces together. The citizen's complaints are not realistic.</p> <p>2. Type of feedback: Opinion</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Development, Building & Licensing</p> <p>5. Division or Branch Name: Property Use - noise issue</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>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Updated Case Details: Reallocated to queue: DBL - Property Use Feedback</p>

Citizen Feedback Case	101014012876 311	UNADDRESSED LOCATION	VAN 311	<p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	<p>1. Describe details (who, what, where, when, why): Park Rangers need to be present at 3rd Beach especially on Saturday nights and Long weekends. People are in large groups, smoking and drinking and no body from the Park Board is there to make sure people are behaving as they should. My husband, child and I were there tonight and a group of 8 guys were smoking, drinking and snorting something that they were passing round. I spoke with the one of two park rangers near the golf course on the way home. The two rangers are of no use watching cyclists ride by when the real unsafe infractions as they pertain to Covid as well as unsocial behaviour is happening on Third Beach. Get the Rangers to the Beach and keep the park safe for those of us playing by the rules.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: Parks</p> <p>5. Division or Branch Name: Park Rangers</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: s.22(1)</p> <p>11. Contact number: s.22(1)</p> <p>12. Email address: s.22(1)</p>	s.22(1)	s.22(1)	1 5/18/20 22:15 5/19/20 7:26 Feedback	<p>Agent Created Case: Public Stuff request id: PSIDO Agent Finished: Case Closed. Closed date : 2020-05-19 07:26 07.43 Directed to Another City Department Sent to Downie, Alex & alex.downie@vancouver.ca&gt;; Gandha, Amit & Amit.Gandha@vancouver.ca&gt;</p>
Citizen Feedback Case	101014011810				<p>1. Describe details (who, what, where, when, why): Citizen is upset that the Parks Boards is not allowing for family members to rent a golf cart together at the golf courses. This makes it very difficult for a family to go golfing because it is too expensive. The parks boards needs to revisit this rule and allow for family members to rent a cart together. City of Richmond is allowing for families to rent together if they can proof with ID that people are actually family from the same residence. City of Vancouver needs to consider adopting that same rule. Citizen feels that this an age decimation to the elderly who cannot walk the course due to age or other health reasons. Citizen would like a update from the dept. Preferred contact is email s.22(1)</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Parks</p> <p>5. Division or Branch Name: Parks Board</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>	s.22(1)	s.22(1)	1 5/18/20 10:25 5/18/20 11:35 Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2020-05-18 11:35 03.493 Case created in error by Contact Centre</p>
Citizen Feedback Case	101013920300 7800	VIVIAN DRIVE	V5S 2V8		<p>1. Describe details (who, what, where, when, why): Citizen is reporting multiple dog owners letting their dogs run off leash on the green. Around 11:40am, citizen witnessed at least 6 dogs off-leash with one rather large German Shepherd running around hole 6. Citizen has tried to avoid the dogs on the green, however does not believe they are allowed there anyway. Citizen is requesting some sort of enforcement to these rules.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Parks</p> <p>5. Division or Branch Name: Fraserview Golf Course</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>	2020 April, Anonymous		1 4/10/20 13:12 4/14/20 11:22 311 Contact Centre	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre</p> <p>Agent Finished: Case Closed Insufficient or Invalid Info</p>

Tell us Online Webform	101013977502 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Nothing on this recreation page concerning Pitch & Putt golf courses. &#xD;&#xA; &#xD;&#xA;https://vancouver.ca/home-property-development/coronavirus-whats-closed-affected-or-still-open.aspx</p> <p>2. Address: 3. Name: 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>99. Attachments 0</p>	No Name No Name (ps)	1	5/5/20 10:58	5/5/20 11 06	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Acknowledged Emailed citizen pitch and putt status</p>	
Tell us Online Webform	101013944137 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: When are you going to open the golf courses? Most in the lower mainland are starting to re-open. There is a thing called &quot;mental health&quot; that EVERYONE was complaining about last year</p> <p>2. Address: 3. Name: s.22(1) 4. Phone: s.22(1) 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>99. Attachments 0</p>	s.22(1)	s.22(1)	1	4/21/20 12:05	4/21/20 12:21	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Jeff Maclean- Parks Golf</p>
Tell us Online Webform	101013964592 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Thank you for reopening McCleery and Fraserview. &#xD;&#xA;As a s.22(1) I went to Hazelmere and played golf today. First time since mid March lock downs. I felt very comfortable about social distancing with limit of 4 people in pro shop, enter and exit signs to avoid king paths and regular 8 minute or so tee off times. I played and did not get close to anyone ahead or behind. &#xD;&#xA; &#xD;&#xA;The Vancouver Park Boards doubling tee off times to 18 minute is ridiculous. It is not needed and hurts City revenues. Please get this back to 9 or 10 minutes ASAP!</p> <p>2. Address: s.22(1) 3. Name: s.22(1) 4. Phone: s.22(1) 5. Email: s.22(1)</p> <p>app version: 2.31 original address: s.22(1) UNADDRESSED LOCATION</p> <p>99. Attachments 0</p> <p>2020/04/29 15:27 02 ~ Leslie Marciniak ~ see case 101013964634&#xD;&#xA;</p>	s.22(1)	s.22(1)	1	4/29/20 15:14	4/29/20 15:27	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-29 15:27 06.267 Alternate Service Provided see case 101013964634</p>
Tell us Online Webform	101013919941 INTERSECTION	CHARLES ST	RUPERT ST	<p>1. Feedback or Comment: Why are people still golfing in groups and it being allowed at the Rupert Pitch and Putt despite closure signs</p> <p>2. Address: rupert street and charles street</p> <p>3. Name: 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: rupert street and charles street</p> <p>99. Attachments 0</p>	No Name No Name (ps)	1	4/10/20 11:06	4/10/20 14 09	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-04-10 14 09 58.577 Directed to Another City Department Sent to Park Rangers 101013920454</p>	
Tell us Online Webform	101013965815 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: The sunshine makes us want to play tennis again outside. When do you expect the courts to be reopened? Was the closer mandated by Dr. Henry or was this a Vancouver city degree? Hopefully, like the golf courses, we can play again. Tennis BC has sent out a good set of guidelines as well.</p> <p>Thanks!</p> <p>2. Address: 3. Name: s.22(1) 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>99. Attachments 0</p>	s.22(1)	s.22(1)	1	4/30/20 9:57	4/30/20 10:17	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed to pb.comments@vancouver.ca, CC'd COVID19Vancouver@vancouver.ca</p>

Tell us Online Webform	101013916956 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: My comment is regarding the closure of Stanley Park to all traffic and how this policy discriminates against mobility challenged citizens. I understand the difficult position the park board is in with respect to the issues and responsibilities in limiting the transmission of Covid 19 and I support most of the measures our various levels of government have taken. I am responsibly self-isolating by maintaining at least 2 metres of distance and by other measures. I am concerned about this closure, however, because it excessively impacts a particular group of citizens; those of us, the elderly and the disabled, who use vehicles and parking, to access the park. This group is especially vulnerable to suffer negative results from isolation, and we particularly benefit from access to outdoor areas to provide the relief and health benefits needed to avoid adverse effects. As a society as a whole, we are currently prone to high levels of depression and anxiety proportionate to our isolation and lack of accessibility. On Tuesday, April 7, I drove to Stanley Park, parked and walked in the area of Lost Lagoon and the area bordering the golf course and the seawall. The experience of being in nature was invaluable in this time of confinement. It was cleansing and uplifting. I felt my well-being restored. The closing of the park roads disproportionately and adversely affects a segment of our society who need to drive to access the park. Now only able-bodied people, who can walk long distances, use bicycle, skates, etc., can benefit from this resource. Stanley Park is the only place in the city that offers a rich, broad, and essentially accessible access to fresh air and nature. Bonnie Henry and other health officials have repeatedly invoked the importance of getting outside while social distancing. It is incumbent on you to support that. Another factor in closing the roads would be that more people would migrate to other areas, creating more crowding and putting vulnerable groups in greater danger while opposing our current goal to flatten the curve. It is not the seniors or the physically challenged who form groups and neglect distancing. As officials develop and implement new policies and restrictions, the impact on seniors and disabled people must be a major part of the conversation, from both a health and human rights perspective. In this case, the policy implemented is discriminatory and unbalanced. The issue of accessibility to Stanley Park needs to be revisited and revised, to support</p> <p>1. Feedback or Comment: Please open the golf courses. Many are open province wide and we can all social distance and the courses make a profit to help cash flow</p> <p>2. Address: 3. Name: Joe Strasser 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	4/9/20 8:38	4/9/20 8 53 311 Tell us Online
Tell us Online Webform	101013937615 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Hello, as your board considers what park activities will be open, I would appreciate if you gave consideration to reopening the public tennis courts. This is a very low risk activity in terms of virus transmission as there is no direct physical contact between players. Also tennis is an inexpensive sport (much cheaper than golf) which makes it accessible to many in our community. Exercising in the outdoors promotes mental and physical well being and brings minimal risk of virus transmission a comment frequently made by Drs Henry and Daly. Thanks for your consideration. s.22(1)</p> <p>2. Address: 3. Name: s.22(1) 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)		1	4/18/20 7:45	4/18/20 14:12 311 Tell us Online
Tell us Online Webform	101013970936 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Hi There, whoever designed and is responsible for the plantings along the Stanley park seawall, just after the viaduct from lost lagoon and into coal harbor, I just wanted to say how beautiful of a job your doing. I am a gardener and it is so nice to see more naturalistic designs and plantings in the neighborhood. The photo I will attach and words do not do justice, but the expression of this particular area this spring stopped me in my tracks as I was walking by. On a similar but related note, I also would like to say the the gardener in my neighborhood s.22(1) is doing a fantastic job in the trails between the rhododendron garden and the mini golf course. I see him actually working (as opposed to faffing away like some others), and the diversity of ground covers he has been encouraging in the area is not only functional but also beautiful. Thank you for all the good work you do. Please reward your employees that are actually doing real work... Actions really do speak louder than words. Thank you.</p> <p>2. Address: 3. Name: s.22(1) 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	5/1/20 19:33	5/1/20 21:23 311 Tell us Online
Tell us Online Webform	101013955316 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Hi There, whoever designed and is responsible for the plantings along the Stanley park seawall, just after the viaduct from lost lagoon and into coal harbor, I just wanted to say how beautiful of a job your doing. I am a gardener and it is so nice to see more naturalistic designs and plantings in the neighborhood. The photo I will attach and words do not do justice, but the expression of this particular area this spring stopped me in my tracks as I was walking by. On a similar but related note, I also would like to say the the gardener in my neighborhood s.22(1) is doing a fantastic job in the trails between the rhododendron garden and the mini golf course. I see him actually working (as opposed to faffing away like some others), and the diversity of ground covers he has been encouraging in the area is not only functional but also beautiful. Thank you for all the good work you do. Please reward your employees that are actually doing real work... Actions really do speak louder than words. Thank you.</p> <p>2. Address: 3. Name: s.22(1) 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)		1	4/25/20 20:12	4/25/20 20:33 311 Tell us Online

Agent Created Case:
Public Stuff request id: PSID0
Agent Took Ownership of Case:
Agent Finished: Case Closed
Alternate Service Required
Recreated and linked.

Agent Created Case:
Public Stuff request id: PSID0
Agent Took Ownership of Case:
Agent Finished: Case Closed
Closed date : 2020-04-18 14:12:21.847
Directed to Another City Department
COVID-19 Case

Agent Created Case:
Public Stuff request id: PSID0
Agent Took Ownership of Case:
Agent Finished: Case Closed
Closed date : 2020-05-01 21:22 59.887
Alternate Service Provided
Created COVID19 case

Agent Created Case:
Public Stuff request id: PSID0
Agent Took Ownership of Case:
Agent Finished: Case Closed
Directed to Another City Department
Sent to pbcomment@vancouver.ca

Tell us Online Webform	101013968134	s.22(1)	s.22(1)	s.22(1)	s.22(1)	s.22(1)	s.22(1)	1	4/30/20 21:38	4/30/20 21:48	311 Tell us Online	<p>1. Feedback or Comment: Thank you for reopening Fraserview and McCleery for golf. Golfers are community members. Different Vancouverites enjoy different amenities. I don't ask the parks board to rip out the park and playground at Kitsilano community centre to put in a driving range and putting green. Petitions that pit us against each other make no sense we can all enjoy the Vancouver we love.</p> <p>2. Address: s.22(1)</p> <p>3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: s.22(1)</p> <p>99. Attachments s.22(1)</p>	<p>Agent Created Case: Public Stuff request id: PSIDO Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-30 21:48:35.567 Directed to Another City Department FB COVID-19 case created 101013968137</p>
Tell us Online Webform	101013991707	311	UNADDRESSED LOCATION	VAN 311	UNADDRESSED LOCATION	s.22(1)	s.22(1)	1	5/10/20 16:36	5/10/20 19:55	311 Tell us Online	<p>1. Feedback or Comment: I paid for group golfing lessons(MGA Skill Builder) at McCleery in March. I was able to complete 2 of the 5 lessons due to the shut down. I have emailed the instructor 2 months ago but have not heard back. I have kept my receipt, in the amount of \$250.00. I would like to know if I might have someone from the McCleery Academy refund the balance of my money please. I can be contacted at s.22(1) Thanks</p> <p>2. Your address: s.22(1)</p> <p>3. Contact name: s.22(1)</p> <p>4. Contact number: s.22(1)</p> <p>5. Email address: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	<p>Agent Created Case: Public Stuff request id: PSIDO Agent Took Ownership of Case: Agent Finished: Case Closed Acknowledged Created COVID case</p>
Tell us Online Webform	101013937578	311	UNADDRESSED LOCATION	VAN 311	UNADDRESSED LOCATION	No Name No Name (ps)	No Name No Name (ps)	1	4/17/20 23:07	4/18/20 14:04	311 Tell us Online	<p>1. Feedback or Comment: Dear Vancouver Golf, Rec and Park Board, &#xD;&#xA; &#xD;&#xA;PINPAL Golf Flagstick Collar (also a COVID-19 safety solution) &#xD;&#xA; &#xD;&#xA;We would like to take this brief opportunity to introduce our BC based company and product that would prove to be very beneficial to your Golf Club, not only during a normal season but also now while we are faced with the devastating Covid-19 virus. For any courses that remain open, safety and social distancing are essential. &#xD;&#xA; &#xD;&#xA;PINPAL is an inexpensive, dual purpose product solution that when elevated on the pin, works effectively as a safety measure to avoid touching flagsticks while retrieving a ball. Once back to a less challenging time, PINPAL, in its normal operation is supported by the flagstick ferrule and prevents damage to the hole by simply lifting the ball from the cup, thereby keeping your course in great condition while saving you maintenance costs throughout the year. &#xD;&#xA; &#xD;&#xA;Like all businesses, the Golf industry has been dealt a terrible blow. Should a touch free pin policy remain in effect when your Club does reopen (or is open), PINPAL&#39;s dual purpose solution is perfect. &#xD;&#xA; &#xD;&#xA;We invite you to our website pinpalcollar.com and look forward to being a part of your Club&#39;s solution to the problems it faces today, and in the future. Please check out our navigation menu heading, &quot;PINPAL and Covid-19&quot;. &#xD;&#xA; &#xD;&#xA;We thank you in advance for your time and support, &#xD;&#xA;Team PINPAL &#xD;&#xA;pinpalcollar.com</p> <p>2. Address: teampinpal@pinpalcollar.com</p> <p>3. Name: 99. Attachments 0</p> <p>4. Phone: 0</p> <p>5. Email: 0</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	<p>Agent Created Case: Public Stuff request id: PSIDO Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-18 14 04:22.397 Acknowledged Provided webpage on bidding processes.</p>
Tell us Online Webform	101013924185	311	UNADDRESSED LOCATION	VAN 311	UNADDRESSED LOCATION	Marine dr golf course	Marine dr golf course	1	4/13/20 12:50	4/13/20 14:55	311 Tell us Online	<p>1. Feedback or Comment: Marine dr golf course has put up new fencing and signs along the Fraser river stating that u cannot walk along the river banks. This is public lands and I am unclear how they have a right to do this.</p> <p>2. Address: Marine dr golf course</p> <p>3. Name: Deborah</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: 0 Marine dr golf course</p>	<p>Agent Created Case: Public Stuff request id: PSIDO Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-13 14 55:10.977 Alternate Service Provided sent to jeff.maclea@vancouver.ca</p>
Tell us Online Webform	101013986453	311	UNADDRESSED LOCATION	VAN 311	UNADDRESSED LOCATION	s.22(1)	s.22(1)	1	5/8/20 9:36	5/8/20 14:46	311 Tell us Online	<p>1. Feedback or Comment: Hello, &#xD;&#xA; &#xD;&#xA;Can you explain why driving ranges in Burnaby public golf courses are open and the driving ranges in Vancouver golf courses are still closed.</p> <p>2. Address: George</p> <p>3. Name: George</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	<p>Agent Created Case: Public Stuff request id: PSIDO Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-08 14:46:21.26 Alternate Service Provided Created COVID case 101013988191</p>

Tell us Online Webform	101013872015 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Hi, I am interested in working during the summer at one of your golf facilities. I am a university student looking to work until August. Are there any available positions that I could apply to? Thank you,</p> <p>2. Address: 3. Name: 4. Phone: 5. Email:</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	No Name No Name (ps)	1	3/21/20 11:06	3/21/20 11:45	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to jeff.maclea@vancouver.ca</p>
Tell us Online Webform	101013955581 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Why have golf courses and driving ranges remained closed when many courses across the city have put covid-19 social distances guidelines and opened, especially since the revenue seems necessary</p> <p>2. Address: 3. Name: 4. Phone: 5. Email:</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	4/26/20 10:39	4/26/20 14:12	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-26 14:12:47.97 Directed to Another City Department Covid Feedback case 101013955862</p>
Tell us Online Webform	101013938174	s.22(1)	s.22(1)	s.22(1)	s.22(1)	s.22(1)	1	4/18/20 13:34	4/18/20 14:31	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-18 14:31:33.523 Directed to Another City Department COVID-19 case</p>
Tell us Online Webform	101013873947 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Very poor decision to close tennis and golf courses. These are the only activities whereby there is no direct contact.</p> <p>2. Address: 3. Name: 4. Phone: 5. Email:</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	3/22/20 13:11	3/22/20 17:11	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed Acknowledged Thank you for your feedback.</p>
Tell us Online Webform	101013968644 7425	YEW ST	V6P 6H1	<p>1. Feedback or Comment: I have an inquiry regarding the Marine Drive Golf Club located at 7425 Yew Street in Vancouver. Curious to find out why the Golf Club has jurisdiction and employs security guards to patrol access to the Fraser River foreshore which is connected to the Fraser River Trail. On two occasions over the last week Provident Security has arrived at south east corner of the golf course and asked folks sitting on logs watching the sunset to leave the beach area which is not Marine Drive Golf Club property and is within the Fraser River foreshore. In conversation with the security guards it was confirmed that they are hired by Marine Drive Golf Club. I have attached a number of photos and added notes to each. If further information is needed or if this message should be forwarded to another agency please let me know. Thanks in advance and keep well.</p> <p>2. Address: 3. Name: 4. Phone: 5. Email:</p> <p>app version: 2.31 original address: 7425 Yew Street</p>	s.22(1)	s.22(1)	1	5/1/20 9:46	5/1/20 10:17	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Acknowledged Sent email to citizen advising that the section of the shore appears to be within the property line.</p>

1. Feedback or Comment:
 As officials begin to discuss easing the COVID-19 restrictions and re-opening some services I would like to make a plea for allowing golf courses to re-open ? especially the Vancouver City owned courses. I am a regular morning golfer at the Langara course so my comments come from my experience there. Here are the reasons why I believe access to the courses is important. 
1. Golf is an activity where social distancing is almost part of the game. It is easy to maintain the minimum 2 metre distance from everyone else on the course. In fact, I am in close proximity with more people in a 20 minute walk in my neighbourhood or on the Arbutus walk way than I am in 4 hours on the golf course. 
2. The few privately owned courses that remain open have developed social distancing protocols that can be applied to public courses. Reservations can be done on line so there is no congregation of customers checking in. Power cart use can be restricted or prohibited to prevent close contact. Course marshals can monitor physical distancing as they perform their regular duties. And so on. 
3. In my mornings at Langara the majority of people I encounter are seniors. The course has relatively little elevation gain so it is easily walkable and provides seniors s.22(1) an opportunity for fresh air and exercise. 
4. The fees charged on City courses are reasonable and allow access to a wide variety of income classes, again, particularly seniors, but also students and others on lower incomes. 
5. Opening the courses will bring revenue into City coffers at a time when we are struggling financially. It will also allow some City employees to retain their jobs during these tough economic times. 
This is a time when so much of our normal activities are suspended or restricted. Even the pleasures of walking the sea wall in Stanley Park or strolling along the beaches are not available to people whose usual access to these facilities is by car. Allowing a return to golf would be a most welcome opportunity for healthy recreation with little or no risk to the community.

2. Address:
 3. Name:
 app version: 2.31 s.22(1)
 original address: 311 s.22(1)
 UNADDRESSED LOCATION s.22(1)
 VAN 311 LOCATION s.22(1)
 4. Phone:
 5. Email:

Agent Created Case:
 Public Staff request id: PSIDO
 Agent Took Ownership of Case:
 Agent Finished: Case Closed.
 Closed date : 2020-04-23 14 00:16.397
 Directed to Another City Department
 Created covid19 feedback

Tell us Online Webform 101013949575 311 UNADDRESSED LOCATION VAN 311 LOCATION s.22(1) s.22(1) 1 4/23/20 11:22 4/23/20 14 00 311 Tell us Online

1. Feedback or Comment:
 You have made the perimeter path around the Fraserview Golf Course a one-way jogging trail. Most folks using that path are walkers - on the southern blocks of Vivian Drive there are no sidewalks and the path is the only option other than the street. Also on Kerr there is only a sidewalk on the east side. Watching the activity on the path, the ratio of walkers to runners is easily 10 to 1. We have never had a conflict between the two groups of users so I think this restriction was unnecessary. If I am being directed to walk on the Golf Course then cyclists should be restricted. They are racing around in there on the paths s.22(1) and find it difficult to jump out of the way. It also feels isolated for an older woman on her own. I don't understand why I have to run to use the path that s.22(1) worked so hard to have established many years ago.

2. Your address:
 s.22(1)
 3. Contact name:
 s.22(1)
 4. Contact number:
 s.22(1)
 5. Email address:
 s.22(1)

Agent Created Case:
 Public Staff request id: PSIDO
 Agent Took Ownership of Case:
 Agent Finished: Case Closed
 Directed to Another City Department
 sent to pbcomments@vancouver.ca

Tell us Online Webform 101013921156 s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) 1 4/11/20 7:45 4/11/20 12:49 311 Tell us Online

1. Feedback or Comment:
 I am disappointed the Parks Board are considering switching Fraserview Golf Course back to a few golfers before pandemic restrictions are completely lifted. As a family with higher-risk people in it who has been distancing strongly, the golf course is one of the very best places locally to be outdoors yet still have lots and lots of room to stay away from people. Also very good for the children's mental health as they can run freely in most circumstances with a few understandable rules without being asked to restrain themselves repeatedly as they would be on other public trail systems. Please preserve the Fraserview Golf Course as public open space for pedestrians trying to maintain their safety, physical and mental health, and overall wellness during the pandemic. At a very minimum I hope you would consider a half-time golf/pedestrian alternating shared use scenario.

2. Address:
 s.22(1)
 3. Name:
 s.22(1)
 4. Phone:
 s.22(1)
 5. Email:
 s.22(1)

Agent Created Case:
 Public Staff request id: PSIDO
 Agent Took Ownership of Case:
 Agent Finished: Case Closed.
 Closed date : 2020-04-27 14 57:34.793
 Directed to Another City Department
 Created COVID19 feedback 101013958480

Tell us Online Webform 101013958294 s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) 1 4/27/20 14:17 4/27/20 14 57 311 Tell us Online

Tell us Online Webform	101013971431 INTERSECTION	s.22(1)	s.22(1)	s.22(1)	app version: 2.31 original address: s.22(1)	2020/05/02 11:55:19 ~ Leslie Marciniak ~ see case 101013971457&#x26;	s.22(1)	s.22(1)	1	5/2/20 11:39	5/2/20 11:55	311 Tell us Online	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-02 11:55:36.497 Alternate Service Provided 101013971457
Tell us Online Webform	101014016463 311	UNADDRESSED LOCATION	VAN 311	s.22(1)	app version: 2.31 original address: Fraserview Golf Course		No Name No Name (ps)		1	5/19/20 21:18	5/19/20 22:04	311 Tell us Online	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-19 22:04:19.103 Directed to Another City Department FB COVID-19 case created 101014016506
Tell us Online Webform	101013991758 311	UNADDRESSED LOCATION	VAN 311	s.22(1)	app version: 2.31 original address: s.22(1)		s.22(1)	s.22(1)	1	5/10/20 17:20	5/10/20 19:57	311 Tell us Online	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Directed to Jeff Maclean
Tell us Online Webform	101013997658 311	UNADDRESSED LOCATION	VAN 311	s.22(1)	app version: 2.31 original address: 311 UNADDRESSED LOCATION		No Name No Name (ps)		1	5/12/20 13:04	5/12/20 14:11	311 Tell us Online	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Alternate Service Provided Created COVID case
Tell us Online Webform	101013896219 311	UNADDRESSED LOCATION	VAN 311	s.22(1)	app version: 2.31 original address: 311 UNADDRESSED LOCATION	&#x26; purchased an unlimited pass on Saturday, March 14th and a couple days later, all the golf courses were closed to due covid-19. I was told I could get a refund, please advise if this is true. See the below screenshot.	s.22(1)		1	3/31/20 11:25	3/31/20 13:31	311 Tell us Online	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-03-31 13:31:22.953 Directed to Another City Department PB Recreation Administration &#x26;PBRecAdmin@vancouver.ca&

Tell us Online Webform	101013989379 311	UNADDRESSED LOCATION	VAN 311	LOCATION	<p>1. Feedback or Comment: Hello. I was wondering if and when the disc golf courses will be opened as there is not much clarity surrounding that on this website. Thanks. And please let me know!</p> <p>2. Address: 3. Name: 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	No Name No Name (ps)	1	5/9/20 7:47	5/9/20 8 04	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-09 08 04:20.513 Directed to Another City Department Sent to Vancouver Park Board & PB.Comments@vancouver.ca</p>	
Tell us Online Webform	101013882313 311	UNADDRESSED LOCATION	VAN 311	LOCATION	<p>1. Feedback or Comment: Five minutes ago two men not from the same family are playing frizzbie golf on parks land at West Point Grey Academy. The feel what they are doing is okay because they are social distancing. I thought all outdoor sport facilities were closed??</p> <p>2. Address: my address is s.22(1)</p> <p>3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: my address is s.22(1)</p>	No Name No Name (ps)	1	3/25/20 13:30	3/25/20 16:24	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-03-25 16:24 01.083 Not a City-provided Service Private Land - not enforced by COV at this time</p>	
Tell us Online Webform	101013959384 s.22(1)	s.22(1)	s.22(1)	s.22(1)	<p>1. Feedback or Comment: Hello, I was just curious, with the plan to re-open select golf courses under social distancing rules, if there is any plan to re-attach rims to basketball hoops? I think people would respect the rules and hopefully would not play games with other people but it would be nice to shoot around. Thank you for your consideration. Spencer</p> <p>2. Address: s.22(1)</p> <p>3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: s.22(1)</p>	s.22(1)	s.22(1)	1	4/28/20 0:48	4/28/20 7:23	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-28 07:23:25.37 Service Provided COVID-19 Feedback/Inquiry Case - Case ref: 101013959417 created</p>
Tell us Online Webform	101014006366 311	UNADDRESSED LOCATION	VAN 311	LOCATION	<p>1. Feedback or Comment: Hello - Thank you for keeping the parks safe and beautiful during Covid 19. I have especially enjoyed walking in the public golf courses. They are peaceful and provide lots of space to spread out. In fact, I wish you would allocate certain days for golf courses to be used as a park, for passive recreation, forever. It seems a bit of a waste that such huge, beautiful spaces are maintained just for golfers. Maybe they could have them 4 days a week, and the public the other days.</p> <p>2. Address: 3. Name: s.22(1)</p> <p>4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)		1	5/15/20 7:58	5/15/20 8:45	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to PB Comment and John MacLean for Golf Courses.</p>

1. Feedback or Comment:
 I think I can advise how the McCleery Driving Range can be safely operated with in the Covid-19 rules. s.22(1)

Over the last 2 years I have used the driving range about 3 times per week and am now playing at least once a week up until the last 2 months or so. I know s.22(1) on a personal basis as I also knew the past PRO's over this period. I know the course and I know the driving range. s.22(1) My suggestion is as follows so that the driving range can safely be opened. s.22(1) access is by only the single golfer, not family, friends or young kids s.22(1); golf shoes are put on in the parking lot prior to getting in line outside the facility maintaining the 2 meters. s.22(1); one person at a time in the office s.22(1); either 30 or 60 or 90 balls are given to the golfer after payment by credit card or dispensing card is processed by the office attendant s.22(1); other option is that a latex glove is provided to the golfer such that they can punch the dispense button s.22(1); doors into and out of the office are activated by the desk or by the golfer using the glove s.22(1); glove disposal waste can is provided when you leave the office and a new glove is provide to exit the driving range and again disposed before entering the parking lot s.22(1); golf practice mats will be every other one and numbered and assigned by the office upon entry. s.22(1); Balls are washed as far as I know after they are collected from the range. s.22(1); Suggest only 10 year old golfers and older are allowed to enter the driving range and anyone not keeping to these rules would be "kindly"; be asked to not return until they follow the rules. Names taken and recorded. I suspect there would be few people to track. s.22(1); Also, club washing bucket is removed, overhead heaters are turned off, water fountain is turned off. s.22(1); Patrons are told to use the range, don't talk unless 2 meters away and exit after practising, say "thanks"; on the out.

2. Address:
 s.22(1)
 s.22(1)
 3. Name:
 s.22(1)

2020/05/02 15:49:31 ~ Leslie Marciniak ~ see case 101013971839 s.22(1);

Agent Created Case:
 Public Stuff request id: PSIDO
 Agent Took Ownership of Case:
 Agent Finished: Case Closed.
 Closed date : 2020-05-02 15:49 51.92
 Alternate Service Provided
 see case 101013971839

Tell us Online Webform 101013971676 311

UNADDRESSED LOCATION

VAN 311

1 5/2/20 13:58 5/2/20 15:49 311 Tell us Online

1. Feedback or Comment:
 Why are the golf courses closed to golf but not walkers. Why not open for golf, with restrictions, as are some of the Fraser Valley courses, to generate revenue. The courses are in great shape and if it safe for the public to walk them it should be safe to play golf with social distancing.

2. Address:
 3. Name:
 s.22(1)
 4. Phone:
 s.22(1)
 5. Email:
 s.22(1)

app version: 2.31
 original address: 311
 UNADDRESSED
 LOCATION 99. Attachments
 0

s.22(1) s.22(1)

Agent Created Case:
 Public Stuff request id: PSIDO
 Agent Took Ownership of Case:
 Agent Finished: Case Closed
 Alternate Service Required
 Recreated as COVID.

Tell us Online Webform 101013933411 311

UNADDRESSED LOCATION

VAN 311

1 4/16/20 13:32 4/16/20 13:50 311 Tell us Online

1. Feedback or Comment:
 Good day ! I have just returned from my daily walk ON the Langara golf course, which I am enjoying thoroughly however, I am also an avid golfer and I am questioning why this golf course has to remain closed while Fraserview and McCleery are reopening. I have read that the Langara clubhouse is being used to prepare meals for the downtown eastside which is commendable. I do NOT understand how this noble act has ANYTHING to do with reopening the golf course for PLAY ! The pro shop is located in a completely different building with two entry/exit doors and food and beverage service is NOT a requirement for a golfer to enjoy their experience on the course. I would think that if Vancouver is looking to add revenue to the city coffers, opening Langara for play would allow for those extra funds. I have managed to play golf a few times in the past two weeks in Delta and Richmond and the experience has been awesome ! One course offered one food/beverage option (hot dog/beer) and the other offered NO food/beverage service. It did NOT diminish my golfing experience in the slightest. I hope you will reconsider the continued closure of Langara golf course and reopen it for play very soon !

2. Address:
 s.22(1)
 3. Name:
 s.22(1)
 4. Phone:
 s.22(1)
 5. Email:
 s.22(1)

app version: 2.31
 original address: s.22(1)
 s.22(1)

No Name No Name (ps)

Agent Created Case:
 Public Stuff request id: PSIDO
 Agent Took Ownership of Case:
 Agent Finished: Case Closed
 Directed to Another City Department
 Sent to pbcomments@vancouver.ca

Tell us Online Webform 101013964131 INTERSECTION

s.22(1) s.22(1)

s.22(1)

1 4/29/20 13:49 4/29/20 15:10 311 Tell us Online

				<p>1. Feedback or Comment: We are a family of 4 living in the Langara area. For the last 2 months, we have been adjusting to this new reality and have been quite happy with the decisions that the city and the province have made in order to flatten the curve. As outdoor spaces have become less accessible over the last two months, either due to closures or simply too many people to ensure effective social distancing, we were thrilled to learn that the Langara golf course was open to the public. We have taken our kids there to walk around, to play soccer, and to throw the frisbee around. There has never been a problem to maintain distance from other people enjoying the area. It feels like having Stanley Park in our neighbourhood. You can imagine that we were disappointed to learn that the golf course would be closing to the public in order to resume golfing. As someone who doesn't golf, I will admit that I can't appreciate this like a golfer can. With the upcoming long weekend and summer months, it is important for individuals and families to be able to get outside and safely enjoy the weather and outdoors. It seems counterintuitive to shut down a large green space in the middle of a community to the public, in order to cater to (a reduced number of) golfers. I hope that the City of Vancouver can consider re-opening the course to the public during the summer, while we continue to live in this new reality.</p> <p>2. Address: Langar Golf Course</p> <p>3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: 0 99. Attachments</p>						<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-08 17 07:13.12 Alternate Service Provided Created new case 101013988874</p>	
Tell us Online Webform	101013987621 311	UNADDRESSED LOCATION	VAN 311	<p>Langar Golf Course</p> <p>1. Feedback or Comment: can a single golfer book online for one person?</p> <p>2. Address: 3. Name: 4. Phone: 5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	5/8/20 13:09	5/8/20 17 07	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Acknowledged Emailed citizen information</p>
Tell us Online Webform	101013977256 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Why does Fraserview charge a \$10 booking fee per golfer, when all other Vancouver City municipal courses charge a \$5 booking fee?? This is unfair and in no way encourages golfers like me to play Fraserview. I would appreciate an answer. Thank you.</p> <p>2. Your address: s.22(1)</p> <p>3. Contact name: s.22(1)</p> <p>4. Contact number: s.22(1)</p> <p>5. Email address: s.22(1)</p> <p>app version: 2.31 original address: s.22(1)</p>	s.22(1)	s.22(1)	1	5/5/20 10:13	5/5/20 10:38	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-20 16:23:16.797 Directed to Another City Department MacLean, Jeff <jeff.maclea@vancouver.ca></p>
Tell us Online Webform	101014017331 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Hello I live s.22(1) I see people walking through the fairway and green constantly. It's a shame no one is enforcing these people to stop trespassing. Please let me know if something is going to be done about it. Thank you, From concerned fellow golfer.</p> <p>2. Your address: 3. Contact name: s.22(1)</p> <p>4. Contact number: s.22(1)</p> <p>5. Email address: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	5/20/20 10:39	5/20/20 16:23	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-04-19 16:10 51.23 Directed to Another City Department MacLean, Jeff <jeff.maclea@vancouver.ca></p>
Tell us Online Webform	101013939166 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: I understand why the city is running out of money and people are out of work. I am thinking that it is easy to social distance on golf courses. Why don't Vancouver reopen the golf courses? A few people would be back to work and money would be coming in as there are many golfers who can hardly wait to get out and play!</p> <p>2. Address: 3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	4/19/20 11:11	4/19/20 16:10	311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department New case created: 101013947123</p>
Tell us Online Webform	101013947077 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: I understand why the city is running out of money and people are out of work. I am thinking that it is easy to social distance on golf courses. Why don't Vancouver reopen the golf courses? A few people would be back to work and money would be coming in as there are many golfers who can hardly wait to get out and play!</p> <p>2. Address: 3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	s.22(1)	s.22(1)	1	4/22/20 12:42	4/22/20 12 51	311 Tell us Online	

Mayor and Council Feedback Case	101013949569 311	UNADDRESSED LOCATION	VAN 311	<p>1. Describe details (who, what, where, when, why): As officials begin to discuss easing the COVID-19 restrictions and re-opening some services I would like to make a plea for allowing golf courses to re-open ? especially the Vancouver City owned courses. I am a regular morning golfer at the Langara course so my comments come from my experience there. Here are the reasons why I believe access to the courses is important. 1. Golf is an activity where social distancing is almost part of the game. It is easy to maintain the minimum 2 metre distance from everyone else on the course. In fact, I am in close proximity with more people in a 20 minute walk in my neighbourhood or on the Arbutus walk way than I am in 4 hours on the golf course. 2. The few privately owned courses that remain open have developed social distancing protocols that can be applied to public courses. Reservations can be done on line so there is no congregation of customers checking in. Power cart use can be restricted or prohibited to prevent close contact. Course marshals can monitor physical distancing as they perform their regular duties. And so on. 3. In my mornings at Langara the majority of people I encounter are seniors. The course has relatively little elevation gain so it is easily walkable and provides seniors such as myself an opportunity for fresh air and exercise. 4. The fees charged on City courses are reasonable and allow access to a wide variety of income classes, again, particularly seniors, but also students and others on lower incomes. 5. Opening the courses will bring revenue into City coffers at a time when we are struggling financially. It will also allow some City employees to retain their jobs during these tough economic times. This is a time when so much of our normal activities are suspended or restricted. Even the pleasures of walking the sea wall in Stanley Park or strolling along the beaches are not available to people whose usual access to these facilities is by car. Allowing a return to golf would be a most welcome opportunity for healthy recreation with little or no risk to the community.</p> <p>2. Department: Mayor and Council</p> <p>3. Neighbourhood: Kitsilano</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p>	s.22(1)	1	4/23/20 11:21	5/4/20 12 06 CS_Mayor and Council Fe	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-05-04 12 06:34.65 Service Provided Hello s.22(1) &#x0D; Thank you for taking the time to share your concerns with Council regarding the golf course closures during the COVID-19 (Coronavirus) pandemic.&#x0D; &#x0D; Please be assured that the Vancouver Park Board has reopened the Fraserview and McCleery golf courses for public use as of May 1, 2020. &#x0D; &#x0D; The Park Board closed all three of its golf courses in mid-March in response to the COVID-19 pandemic. After careful planning and preparation, and consultation with industry partners and Vancouver Coastal Health (VCH), the Park Board has reopened the spaces to provide safe outdoor recreation opportunities. &#x0D; &#x0D; However, the Langara Golf Course will remain closed for play, as the clubhouse is currently being used to prepare meals for residents of the Downtown Eastside. Pitch and putts in Stanley, Rupert and Queen Elizabeth parks will also remain closed.&#x0D; &#x0D; New mandatory golf-specific physical distancing protocols at Fraserview and McCleery include:&#x0D; &#x0D; ? All bookings will be completed online, with payment on site, no walk-ups allowed.&#x0D; ? Golfers will be asked to arrive at the course no more than 20 minutes prior to tee off, and to remain in their vehicles (no congregating) until they are ready to pay and play. They will be directed to leave immediately after completing their play.&#x0D; ? Access to the golf shop will be limited to two guests at a time.&#x0D; ? Food and beverage services will remain closed and contactless pay will be required (debit and credit only, no cash.)&#x0D; ? Golfers will tee off at 18 minute intervals (half as many tee times as normal) which will result in a maximum of 12 golfers teeing off per hour. &#x0D; ? A single rider cart policy has been implemented with all carts being sanitized in a designated area between use. Pull carts will be sanitized for every user. No rental clubs will be available. &#x0D; ? All frequent touch points, such as bunker rakes, garbage can lids, sand bottles, ball washers, and shoe blowers, have been removed from the courses. &#x0D; ? Flag sticks will not be touched. Cup fillers will prevent the ball from going to the bottom of the hole for touchless</p>
Mayor and Council Feedback Case	101013925843 311	UNADDRESSED LOCATION	VAN 311	<p>1. Describe details (who, what, where, when, why): The first part is a letter sent to Mr. Bromley with no response after his press conference. Certainly having open golf courses makes more sense than crowded beaches, seawalls and parks. Dear Mr. Bromley I am sending this again in light of your recent press conference. It's hard for us golfers to comprehend leaving parks and beaches open but not golf courses that have far fewer people on them at any given time. Golfers social/physical distance naturally as part of our sport. Reasons are largely courtesy for the player hitting and for ones own concentration. As an avid golfer and s.22(1) I was saddened to see the city's decision to close the golf courses. As you are probably aware contact between golfers is pretty much non existent. There is a vast amount of space to ?isolate? ourselves in on every hole of the course. We don't touch each other's equipment or golf balls and with the new rules don't need to touch the flagstick. Even if one of the 4 players in a group had undetected Covid 19 virus avoidance of each other is quite easy. Many people are not working now because their workplaces have been shut as is the case in the film and television industry. We are being told by Dr. Henry and Minister Dix to do our best to continue with our lives. Get outside, go for a walk enjoy the sun. As long as we exhibit no symptoms. The golf course is one such place of refuge we could count on to enjoy. Most people are reasonable, they would not risk exposing friends or strangers to a virus if they knew they had it. I appreciate you want to protect city staff. Paying by card in a safe zone created to eliminate human to human contact is entirely possible. Many courses in Surrey and Langley are open and they're packed solid. Yes, golfers are obeying the distancing rule very well. Please reconsider your position as there are thousands of us wanting to play golf. And I'm sure, golf course employees wanting to work.</p> <p>2. Department: Mayor and Council</p> <p>3. Neighbourhood: Mount Pleasant</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes, provide case number(s) or other relevant details:</p>	s.22(1)	1	4/14/20 10:09	4/21/20 16:46 CS_Mayor and Council Fe	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-04-21 16:46:40.607 Service Provided</p>

Mayor Feedback Case	101013918309 311	UNADDRESSED LOCATION	VAN 311	<p>1. Describe details (who, what, where, when, why): Why are golf courses closed? They could easily be opened with social distancing rules and other safety protocols. It would be good revenue for the city and provide mental and health benefits to many who need to get outside safely for some exercise and relaxation</p> <p>2. Department: Mayor</p> <p>3. Neighbourhood:</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes, provide case number(s) or other relevant details:</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>7. Council Item:</p> <p>8. Select category: Parks and Recreation</p> <p>10. Specific area of concern: could generate revenue</p> <p>11. Author Type: Individual</p> <p>12. Correspondence Type: Original Feedback</p> <p>13. Original Client: s.22(1)</p> <p>14. Original Email address: s.22(1)</p> <p>15. Original address: s.22(1)</p>			1	4/9/20 13:38 4/22/20 15:14 MO_Mayor Feedback	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-04-22 15:14:33.34 Directed to Another City Department</p>
Tell us Online Webform	101014010805 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: I have green fee vouchers for Langara and McCleery that I purchased from a VGT charity silent auction. The expiry date on the vouchers say &quot;June 2020&quot; on them. I just wanted to clarify that would mean end of June? Thank you.</p> <p>2. Address:</p> <p>3. Name: s.22(1)</p> <p>4. Phone: s.22(1)</p> <p>5. Email: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>99. Attachments 0</p>			1	5/17/20 12:27 5/17/20 14:12 311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Golf Course - Jeff Maclean</p>
Tell us Online Webform	101013995685 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Hi, I think Langara tee time sheet is not updated. It doesn't show May tee times. Thanks.</p> <p>2. Your address:</p> <p>3. Contact name:</p> <p>4. Contact number:</p> <p>5. Email address: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>	No Name No Name (ps)		1	5/11/20 19:10 5/11/20 19:37 311 Tell us Online	<p>Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-11 19:37 53.567 Directed to Another City Department MacLean, Jeff &lt;jeff.maclean@vancouver.ca&gt;</p>
Mayor and Council Feedback Case	101013890211 311	UNADDRESSED LOCATION	VAN 311	<p>Please, I urge you to pass the funding measure for artists and cultural organizations on Tues. March 31. Many are supporting financially marginalized artists, some who have offered life-long service to our arts, the heart, entertainment and soul of our collective community; these artists have lived lives at the poverty line to make our communities smile, recognize ourselves, grieve and care - we cannot abandon them now. And then there are the youth that are coming up and were looking to survive, not thrive and get ahead, but survive on small arts related jobs and efforts. To lose this will not only devastate our arts community but these many, often unseen, individuals. Thank you for your listening to this appeal.</p> <p>2. Department: Mayor and Council</p> <p>3. Neighbourhood: Fairview</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes, provide case number(s) or other relevant details:</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Council Item: In Support</p> <p>8. Select category: City Administration</p> <p>10. Specific area of concern: 2020 Cultural Grants</p> <p>11. Author Type: Individual</p> <p>12. Correspondence Type: Original Feedback</p> <p>13. Original Client: s.22(1)</p> <p>14. Original Email address: s.22(1)</p> <p>15. Original address: s.22(1)</p> <p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p>			1	3/29/20 10:46 4/1/20 12:41 CS_Mayor and Council Fe	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-04-01 12:41:27.783 Service Provided</p>

Citizen Feedback Case 101013979826

1. Describe details (who, what, where, when, why):
Due to COVID 19 The pump out service for boats anchored in False Creek has been cancelled s.22(1) putting in a complaint that it's not being done. "We live in the creek and look down to the water, we can see sailboats where people are living and for sure they are pumping the sewage straight into false creek which is one of the reasons why sunset beach has high bacteria rates. The sewage flowing out is going past the sunset beach." "The overall problem is fresh sewage is being pumped into false creek. I understand the CITY has a task force for this but nobody seems to care." "There is a solution , the anchored boats could be charged 20-30 \$ a day to pay for the pump out service. s.22(1) would like a call back to further discuss this.
2. Type of feedback:
Complaint
3. Feedback regarding:
City Department
4. Department:
Engineering Services
5. Division or Branch Name:
Boating and Moorage
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:

Furthermore the website needs to be updated if the pump out services are actually cancelled as the website does not indicate any changes.

s.22(1)

s.22(1)

1 5/6/20 8:27 5/6/20 11 06 311 Contact Centre

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Feedback

Agent Took Ownership of Case:
Agent Finished: Reallocated to queue: 311 Contact Centre
Incorrect queue
Please recreate as Covid Feedback

Agent Took Ownership of Case:
Agent Finished: Case Closed
Directed to Another City Department
Agent to file a Covid case.

Citizen Feedback Case 101013874964

1. Describe details (who, what, where, when, why):
Citizen wants to submit a formal complaint to sanitation: "The streets all throughout the DTES are filthy. The City needs to be cleaning the streets regularly, and more thoroughly. The conditions are terrible and disgusting. If there's a pandemic running through these streets right now, the City isn't doing a good enough job trying to prevent the spread. There should be more street cleaning taking place. Since the City is doing such a terrible job, I'm putting the City & the Mayor on blast on my YouTube channel."
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?):
No
9. Your address:
10. Contact name:
11. Contact number:
12. Email address:

s.22(1)

s.22(1)

1 3/23/20 8:40 3/30/20 16 08 Eng_Sanitation - Street Cl

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Feedback

Agent Finished: Reallocated to queue: Eng_Sanitation - Street Cleaning Services
Requires special attention

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1597273 created / updated at Monday, March 23, 2020 9 02:33 AM
Hansen Service Request has been reviewed: Case reviewed on 23/03/2020 10 03:45 AM.
Hansen an action has been scheduled: On 23/03/2020 10 03:45 AM an action has been scheduled for 23/03/2020 10 03 00 AM.
Hansen Change in Comments: Comments: SR Forwarded to Foreman . Added on 23/03/2020 10:13:20 AM.
Service Provided: 10 - Service Provided. Sanitation is currently working to clean the streets while adhering to safe social distancing. Resolved on 27/03/2020 12 00 00 AM.
Agent Finished: Case Closed.
Closed date : 2020-03-30 16 08:11.717
Service Provided
10 - Service Provided. Sanitation is currently working to clean the streets while adhering to safe social distancing. Resolved on 27/03/2020 12 00 00 AM.

Citizen Feedback Case 101014012822 2000 W GEORGIA ST NOT APPLIC

1. Describe details (who, what, where, when, why):
Citizen is really enjoying having some of the roads closed off within Stanley Park to traffic. He said it's making it much safer for pedestrians and would like to see the City consider making some of those closures permanent in the future. Specifically he is enjoying the road closure leading from Lost Lagoon, past the Stanley Park Pitch N Putt, and heading towards Second Beach Pool. Citizen said it makes it much easier especially for people with disabilities such as vision impairment. He mentioned that the West End can be a very busy area full of pedestrians, specifically during the summer months when there are normally lots of tourists, so having these wide spaces available for pedestrians is great.
2. Type of feedback:
Opinion
3. Feedback regarding:
City Department
4. Department:
Parks
5. Division or Branch Name:
Park Operations
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)

s.22(1)

1 5/18/20 20:18 5/18/20 21 01 Feedback

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: Feedback

Agent Took Ownership of Case:
Agent Finished: Case Closed
Directed to Another City Department
Sent to pbcomments@vancouver.ca

1. Feedback or Comment:
 We appear to have the city working on the 1800 and 1900 block of W Broadway last week and this week. As a business we would have liked to have been notified that there would be no parking allowed on the north side of the street for these blocks. There are no parking signs and now the dates on these signs have been blacked out so we don't even know when this will end. As you can imagine everyone's businesses on this stretch of road has been affected by COVID19 and decrease in traffic. This situation is only adding to it and would have appreciate our businesses being notified that work will be done so no traffic can stop and park in front of your businesses. This echoes the issues that happened on Cambie St. work on the Canada line and was hoping that you had learned lessons from this but apparently not. Can someone please get in touch with me to let me know how long this work will be ongoing and disrupting businesses along these blocks of W Broadway? It looks like it s a combination of city employees, maybe Telus and today I see we have Coast Mountain Bus company putting up electrical wires for future transit buses.

2. Your address:
 s.22(1)

3. Contact name:
 s.22(1)

4. Contact number:
 s.22(1)

5. Email address:
 s.22(1)

app version: 2.31
 original address: s.22(1)

Tell us Online Webform 101014017671 s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) 1 5/20/20 11:28 5/20/20 16:34 311 Tell us Online

Agent Created Case:
 Public Staff request id: PSID0
 Agent Took Ownership of Case:
 Agent Finished: Case Closed.
 Closed date : 2020-05-20 16:34 00.71
 Directed to Another City Department
 Utilities Management Branch <UMB@vancouver.ca>

1. Feedback or Comment:
 Is there a plan to open up the pitch and putt courses? I live near Queen Elizabeth park and saw people playing tennis there yesterday but the pitch and putt is still closed with fenced off greens.

2. Address:
 s.22(1)

3.
 s.22(1)

4. Phone:
 s.22(1)

5. Email:
 s.22(1)

99. Attachments
 s.22(1)

app version: 2.31
 original address: s.22(1)

Tell us Online Webform 101014019709 s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) s.22(1) 1 5/20/20 17:40 5/20/20 18:06 311 Tell us Online

Agent Created Case:
 Public Staff request id: PSID0
 Agent Took Ownership of Case:
 Agent Finished: Case Closed.
 Closed date : 2020-05-20 18 06:43.313
 Directed to Another City Department
 MacLean, Jeff <jeff.maclean@vancouver.ca>

1. Feedback or Comment:
 the comment by the mayor that Vancouver may go bankrupt is the fault of the city not managing our money for a crisis. We are only 6 weeks into the pandemic and KS has made this call. Almost as if KS was waiting for an excuse to call it. Cutting police and firefighters is not the answer as neither is putting the load on homeowners.

2. Address:
 s.22(1)

3. Name:
 s.22(1)

4. Phone:
 s.22(1)

5. Email:
 s.22(1)

99. Attachments
 0

app version: 2.31
 original address: 311 UNADDRESSED LOCATION
 VAN 311 UNADDRESSED LOCATION

Tell us Online Webform 101013927760 311 UNADDRESSED LOCATION VAN 311 UNADDRESSED LOCATION s.22(1) s.22(1) 1 4/14/20 16:11 4/14/20 16:23 311 Tell us Online

Agent Created Case:
 Public Staff request id: PSID0
 Agent Took Ownership of Case:
 Agent Finished: Case Closed
 Alternate Service Provided
 Recreated for Mayor and Council Feedback

1. Feedback or Comment:
 Still handing out parking tickets during COVID 19? I called your office regarding on s.22(1) and was advised this is deemed an "essential" service. More like "essential" money grab? What is essential about society moving forward during tough times to ticket someone? Especially if the employee can potentially be carrying COVID 19 and spread it to people they encounter on the street or at a vehicle + putting those germs on a meter or someone's car. respect people have jobs and don't want to take away their income. But have you ever considered re-assigning them elsewhere temporarily? find it appalling that \$85 billion is being pumped into the economy to help those in financial need, rent, food and jobs yet you still have folks peddling the streets trying to pick up \$50-\$100 when most citizens like myself aren't exactly thinking about a parking meter when driving around to find a place to grab take out food. My specific scenario took place at 8PM on Wed March 18 on West 4th. I couldn't read the sign from a distance at Tractor to see what store hours and or policies they had; so quickly pulled over and got out of my car. Then found out they were indeed open and on the verge of potentially going out of business and or the employee speaking with losing his job. It was rather emotional as we were brainstorming of ways he could find new work during these times. I suggested a few ways to take care of himself instead of relying on the government to help. This caused me to completely forget about paying the meter for the few minutes stepped inside. ironic that the person I am trying to assist in critical thinking find a way to make money and not tap into government funds ends up costing me a parking ticket? Just think if he ends up not applying for EI and finds work on his own the amount of money the government would save net vs. paying my parking ticket is an overall + EV situation for the government. Yes I understand have violated a bylaw that exists and don't have a technical legal case against this violation. My ask is to consider circumstance and waive this on a one time scenario + reconsider your policy of parking enforcement during a pandemic. Something tells me the talented ticket writing folks have the skills to be re-assigned to

app version: 2.31
 original address: 311 UNADDRESSED LOCATION
 VAN 311 UNADDRESSED LOCATION

Tell us Online Webform 101013866091 311 UNADDRESSED LOCATION VAN 311 UNADDRESSED LOCATION s.22(1) s.22(1) 1 3/19/20 9:22 3/19/20 12:57 311 Tell us Online

Agent Created Case:
 Public Staff request id: PSID0
 Agent Took Ownership of Case:
 Agent Finished: Case Closed
 Directed to Another City Department
 Emailed EOC.ops1@vancouver.ca for information capture purposes.

Tell us Online Webform	101013871255 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Schools are required to open despite high rise in Covid cases and so I am sick but obliged to travel 1 hour rides in buses full of sick people to go work with sick teachers and children. 811 does not even pick up. And because I did not travel to any high risk country, they wont test me for Covid anyways. I cant stay in and try get well because I am scared of losing my job if I do. We are putting everyone we come into contact with and ourselves because we are tired and stressed out and our work with very young children is energy consuming. Please, close schools and childcare centers, for everyone's safety. I am scared. We all are. But I cannot stop going to work because I am afraid of losing my job.</p> <p>2. Address: 3. Name: 4. Phone: 5. Email: app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>s.22(1)</p> <p>99. Attachments 0</p>	No Name No Name (ps)	1	3/20/20 16:56	3/20/20 18:42	311 Tell us Online	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-03-20 18:42:14.133 Alternate Service Provided Created COVID 19 case 101013871440</p>
Tell us Online Webform	101013883689 311	UNADDRESSED LOCATION	VAN 311	<p>1. Feedback or Comment: Rupert park pick and putt was mobbed today.... just sayin &Don't wanna be a jerk and spoil peoples fun... but hey ...come on. & & ;ll go down tomorrow and take photos</p> <p>2. Address: 3. Name: 4. Phone: 5. Email: app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>s.22(1)</p> <p>99. Attachments 0</p>	No Name No Name (ps)	1	3/25/20 22:13	3/26/20 9:16	311 Tell us Online	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed Insufficient or Invalid Info</p>
Mayor and Council Feedback Case	101013927796			<p>1. Describe details (who, what, where, when, why): Received VIA TUC: "the comment by the mayor that Vancouver may go bankrupt is the fault of the city not managing our money for a crisis. We are only 6 weeks into the pandemic and KS has made this call. Almost as if KS was waiting for an excuse to call it. Cutting police and firefighters is not the answer as neither is putting the load on homeowners."</p> <p>2. Department: Mayor and Council</p> <p>3. Neighbourhood: Unknown</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes, provide case number(s) or other relevant details:</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>7. Council Item: Neutral</p> <p>8. Select category: Police, Fire, and Public Safety</p> <p>10. Specific area of concern: COVID-19 Pandemic Impacts</p> <p>11. Author Type: Individual</p> <p>12. Correspondence Type: Original Feedback</p> <p>13. Original Client:</p> <p>14. Original Email address:</p> <p>15. Original address:</p>	s.22(1)	1	4/14/20 16:22	4/27/20 15 02	CS_Mayor and Council Fe	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2020-04-17 16:47:16.593 Service Provided Hello s.22(1) &#x0D; Thank you for taking the time to share your concerns with Vancouver City Council regarding the COVID-19 (Coronavirus) pandemic.&#x0D; &#x0D; Throughout our response to the rapidly changing COVID-19 situation, the City has been assessing its impacts on our community members and on the City's ability to fund the much-needed services which it provides.&#x0D; &#x0D; The City entered these uncertain times in a strong financial position with healthy liquidity and reserves, strong fiscal management, and low debt burden which are reflected in the City's AAA/Aaa credit ratings. Despite this, the COVID-19 pandemic is creating major financial challenges for the City with drastic reductions in revenues to run our operations, which has necessitated considerable reductions in spending.&#x0D; &#x0D; At the Council meeting on April 14, 2020, Council requested provincial support to provide operating grants to the City to fund public safety and essential City services in light of a significant revenue shortfall. City staff also presented scenarios that show potential budget impacts from \$60 to \$190 million through the end of 2021, depending on how long the crisis lasts and how long it takes the economy to recover. City revenues have already been significantly reduced through facility closures and lowered parking revenue, with total losses estimated at \$4-5 million a week. In addition, the City's efforts across many areas to address the pandemic and provide support to the community have increased expenses. &#x0D; &#x0D; The City has already taken a series of actions towards balancing the budget in the face of the ongoing pandemic. These include issuing temporary layoff notices to 1,800 unionized staff, restricting new hiring and travel, reviewing the 2020 capital budget, and looking to reduce discretionary spending costs wherever possible. The City has also announced compensation impacts for management and other non-unionized employees, including a mandatory unpaid furlough of one unpaid day off in each 10-day pay period, which is equivalent to an approximate 10 per cent reduction in salary for each exempt staff member. This is expected to remain in effect from April 10 to December 17 and, along with other measures, to contribute to operational budget savings of approximately \$7.5 million.&#x0D; &#x0D;</p>

Mayor and Council Feedback Case	101014006241 311	UNADDRESSED LOCATION	VAN 311	<p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>1. Describe details (who, what, where, when, why): So your telling me I can't play pitch and putt but others can play tennis where they are sharing the same ball I am really struggling to understand this....</p> <p>2. Department: Mayor and Council</p> <p>3. Neighbourhood: Arbutus-Ridge</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes, provide case number(s) or other relevant details:</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>7. Council Item: Not Applicable</p> <p>8. Select category: Police, Fire, and Public Safety</p> <p>10. Specific area of concern: COVID-19 Closures and Enforcement</p> <p>11. Author Type: Individual</p> <p>12. Correspondence Type: Original Feedback</p> <p>13. Original Client: s.22(1)</p> <p>14. Original Email address: s.22(1)</p> <p>15. Original address: s.22(1)</p>	s.22(1)	1 5/14/20 21:11 6/1/20 13:39 CS_Mayor and Council Fe	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-06-01 13:39:27.43 Service Provided Hello s.22(1) &#x0D; Thank you for taking the time to share your concerns with Council regarding the closure of Vancouver's pitch and putt courses due to the COVID-19 pandemic.&#x0D; &#x0D; Please be assured that the health and safety of the public and City staff are the first priority of the City of Vancouver. As this situation is changing rapidly in Vancouver and on a global scale, please know that we are in constant contact with public health officials and are taking necessary measures to follow their advice. City staff are working to post updates regularly on our website and social platforms so the public can stay informed on these issues.&#x0D; &#x0D; The Park Board closed its outdoor recreation facilities in mid-March as part of its response to COVID-19. In recent weeks, the Park Board has reopened Fraserview, McCleery and Langara golf courses, VanDusen Botanical Garden, as well as tennis and pickleball courts. However, pitch and putts in Stanley, Rupert and Queen Elizabeth parks will also remain closed. &#x0D; &#x0D; The Park Board continues to review the feasibility of reopening other facilities and services and will make adjustments to its operations based on the latest information provided by Vancouver Coastal Health, the Provincial Health Officer, and industry partners. If you would like to contact the Park Board regarding your concerns, you may submit your feedback through their online web form here.&#x0D; &#x0D; We appreciate there is a lot of information circulating at this time, and not all of it is coming from verified sources. All updates from the City of Vancouver will be noted within our news releases, on our website at vancouver.ca/covid19, and our verified social feeds. Residents are also encouraged to follow @CityofVancouver on Twitter to receive the latest updates on COVID-19 response. &#x0D; &#x0D; Sincerely,&#x0D; &#x0D; Office of Vancouver City Council</p>
Mayor and Council Feedback Case	101013998225 311	UNADDRESSED LOCATION	VAN 311	<p>app version: 2.31 original address: 311 UNADDRESSED LOCATION</p> <p>1. Describe details (who, what, where, when, why): Councillor Lisa Dominato would like a template response drafted for her and cc Stala Wong in the response. Entered by Councillors' Assistant, Stala Wong From s.22(1) Sent: Tuesday, May 12, 2020 1 07 PM To: Dominato, Lisa Subject: [EXT] Help me get my city growing during COVID-19 City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.</p> <p>Dear Lisa Dominato, The COVID-19 crisis has exposed the vulnerabilities of Canada's food system in a way that we could not have imagined. This means that many of the people you represent are suffering from food insecurity for the first time and others are struggling more than ever to find the food that we all have a right to. At the same time, the global food system accounts for as much as 37% of greenhouse gas emissions and is a leading cause of biodiversity decline globally. We need you to act now. We ask you to publicly commit to investing in the tools and resources necessary for community gardens to thrive in your municipality immediately. By strengthening our local food systems and reducing our dependence on carbon intensive industrial agriculture, we can ensure greater access to good food for all and greatly reduce our environmental footprint. It's a clear win-win. The food system is not working for us or the planet, and we have the power to change it. But we can't do this without you. Will you commit to putting policies in place that support me in eating for the planet? Here are the local food resilience policies we would like to see you implement: 1) Increase access to municipal land, green spaces and other appropriate locations for the purpose of local food production and community gardening, prioritizing those communities most in need; 2) Empower people to build skills in producing good food in their homes, front and backyards, community gardens and other public spaces, through public education, information and training; 3) In these measures, recognize in tangible ways the essential role of local Indigenous knowledge in fostering food resilience and reconciliation. 4) Request funding from the Federal government for these measures, including as part of any post-COVID-19 economic stimulus package. It is estimated that by 2050, 80% of food produced globally will be consumed in towns and cities. The current crisis is showing us more than ever the importance</p>	No Name No Name (ps)	1 5/12/20 14:38 5/22/20 16 53 CS_Mayor and Council Fe	<p>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2020-05-22 16 53 02.67 Service Provided May 22 - Sent Councillor Dominato the messaging below:&#x0D; &#x0D; During COVID-19, communities, charities and businesses are coming together like never before to support residents in need to access free and low cost food. Layoffs, underemployment, long queues at grocery stores and isolation requirements have made it more difficult for many people to put food on the table but dozens of organizations have stepped up to meet this need. &#x0D; &#x0D; A new map, collated by the City of Vancouver, has been launched illustrating a broad web of more than 50 resources that residents who need free or low cost food can access. The map builds upon Limage Media's map and a pre-COVID food asset map collated by Vancouver Coastal Health to provide up-to-date information about low cost food programs currently available city-wide. &#x0D; &#x0D; Many funding organizations have been critical in the food response. The United Way of the Lower Mainland has seen a significant increase in need for food support over the last two months, with 92 per cent of their community partners identifying food security as a top issue. In response to this demand, United Way distributed 46,000 grocery hampers and meals via their Local Love Food Hubs across the lower mainland in the week of April 24-30.&#x0D; &#x0D; Many food providers have expanded existing programs to provide additional services to people impacted by COVID-19. The Muslim Care Centre (MCC), who have been feeding 100-250 people per day since last summer, have increased their daily food program in the Downtown Eastside and during Ramadan they are also delivering more than 350 meals to Muslims living across the lower mainland including newly landed immigrants, refugees and people living in shelters.&#x0D; &#x0D; Hundreds of other funders, food providers and delivery providers have also stepped up to help at this time, including:&#x0D; ? Aboriginal Mother's Centre ? The Centre has redistributed meals that have been donated and provided hot lunches daily for 200 people on the streets, families, and children as a way to meet basic food needs and provide touchpoints for connection and support.&#x0D; ? Hua Foundation ? The Foundation partnered with Yarrow Intergenerational Society, Bao Bei Brasserie and Vancity to deliver groceries, sourced from Chinatown businesses and local producers, to Chinese seniors. &#x0D; ? Guru Nanak ? Prior to the COVID-19 outbreak, Guru Nanaak was serving more than 1,000 meals per week in the</p>