

File No.: 04-1000-20-2020-399

August 28, 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 July 21, 2020 for:

**Complaints sent to Mayor and Council correspondence and 311 regarding the bollards located along the Arbutus Greenway (including the intersection of the Arbutus Greenway and West 8th Avenue). Date range: January 1, 2015 to May 27, 2020.**

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

Please note, while all of the records relate to the Arbutus Greenway, not all of the records pertain to the bollards located on Arbutus Greenway and West 8<sup>th</sup> Avenue.

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

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2020-399); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

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

Yours truly,

[Signature on file]

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

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

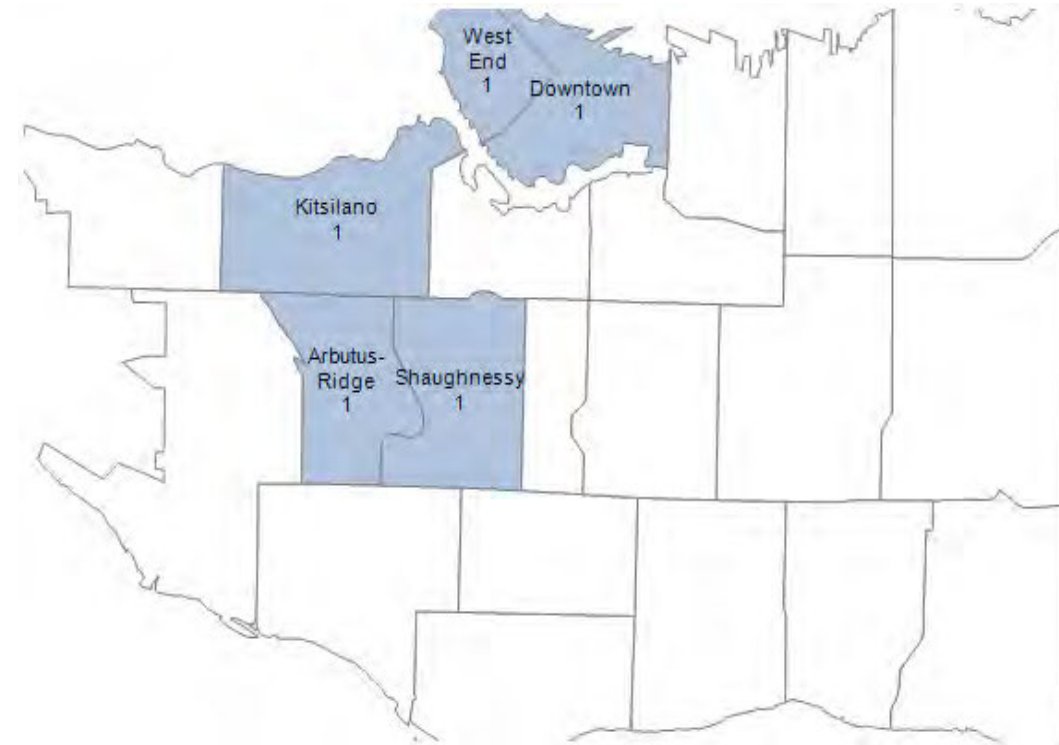
\*If you have any questions, please email us at [foi@vancouver.ca](mailto:foi@vancouver.ca) and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:kt

## MC12 – Mayor and Council Feedback Case Details Report

City Wide: 0 | "I don't live in Vancouver": 0 | N/A: 0 | Unknown: 0 | Total Cases found: 5



Reset Parameters

### Parameter Values

Case Creation Start Date: <b>1/1/2015</b>	Case Creation End Date: <b>5/27/2020</b>
Level of Detail: <b>Full Details</b>	Include Chart and Map: <b>Yes</b>
Category: <b>All</b>	Neighbourhood: <b>All</b>
Topic: <b>All</b>	Status: <b>Both</b>
Sort By: <b>Date - Newest on top</b>	Keyword Search: <b>bollard</b>
Author: <b>All</b>	Correspondence Type: <b>All</b>
Council Item: <b>All</b>	

**\*Note:** Keyword Search applies to Concern and Case Details. Case insensitive. Use % to separate keywords, e.g. license% permit)

**Case Details:**

Category	Topic	Details	Case Details	Action Taken	Additional Details
----------	-------	---------	--------------	--------------	--------------------

**MC12 – Mayor and Council Feedback Case Details Report**

<p><b>Other</b> (5 Cases)</p>	<p><b>Unknown</b> (5 Cases)</p>	<p>Nbrhood: <b>Shaughnessy</b>          Concern: <b>Arbutus Greenway Complaint</b>          Council Item: <b>No Council Item</b>          Status: <b>Closed</b>          Author Type: <b>No Author</b>          Created: <b>11/02/2018</b>          Correspondence Type: <b>None</b>          Name: <b>No Name No Name (ps)</b>          Ph #:          Email: <b>s.22(1)</b>          Case ID: <b>101012068616</b></p>	<p>I reference the below correspondence regarding Solar lighting on the Arbutus Greenway Project. I have not had a response to my email of Oct. 25th. The courtesy of a response would be appreciated.</p> <p>Please see attached photos. This is now what we are faced with" These things look horrendous! <b>s.22(1)</b></p> <p><b>s.22(1)</b> (Second photo). Could they not at least have been painted GREEN to blend in a bit"</p> <p><b>s.22(1)</b> (third photo). You need to look a long way to the West to see one. Why the big gap? At least these neighbors are more fortunate.</p> <p>Once again the City has provided very poor consultation with affected residents regarding these types of projects. We were told the lighting would be "low level and non-invasive" and that the residents bordering the greenway would be considered. Nothing could be further from the truth.</p> <p>Very disappointing and we have yet to see how we are affected once the lights are on!!! We are not expecting good news there either!</p> <p>Really overall a very poor show and the City could have done much better.</p> <p><b>s.22(1)</b></p> <p>Vancouver <b>s.22(1)</b></p>	<p>Agent Finished: Case Closed.          Closed date : 2018-11-21 09:17:23.447          Service Provided          Nov. 20 - Danielle Enright (Arbutus Greenway) provided an update:</p> <p>As for the <b>s.22(1)</b> email, we did respond to him and Maggie Buttle the Senior Project Manager of the Arbutus Greenway offered to ring him and discuss his concerns in person, they connected last week. If you would like the email correspondence for records I can send it to you.</p> <p>Nov. 2 - Sent to arbutusgreenway@vancouver.ca for responsePlease see attachment 1 of 3Please see attachment 2 of 3Please see attachment 3 of 3Nov. 3 - Responded to by Maggie Buttle (Arbutus Greenway Project):</p> <p>Hello <b>s.22(1)</b></p> <p>Thank you for your email and my apologies for the delay from our team in getting back to you. My name is Maggie Buttle and I am the Senior Project Manager for the Arbutus Greenway.</p> <p>In my team's previous correspondence, we spoke about the provision of lighting for this area aims to increase safety in this location. This particular area has low levels of ambient lighting and is one of the darkest sections along the Arbutus Corridor. From a technical standpoint, there is a real genuine need for some form of lighting along this stretch.</p> <p>In terms of minimizing the impacts of light on the surrounding property we are employing the following mitigation strategies:</p> <ul style="list-style-type: none"> <li>- Installing light fixture 'shields?' to minimize light spillage;</li> <li>- Providing the lowest levels of light necessary while still meeting</li> </ul>	<p>No web attachments.</p>
-----------------------------------	-------------------------------------	---	---	---	----------------------------

## MC12 – Mayor and Council Feedback Case Details Report

Will try to send photos.

image1.jpeg

image2.jpeg

image3.jpeg

Sent from my iPhone XR

Begin forward message:

From: s.22(1)

Date: October 25, 2018 at 2:09:02 PM PDT

To: Arbutus Greenway <arbutusgreenway@vancouver .ca>

Cc: s.22(1)

Subject: ? Re: Please see attached letter

Danielle, thank you for your response and clarifications regarding the lighting. As an alternative could not the higher up solar panels feed bollard type lighting lower down" It is the location of the actual lights 20 feet off the ground that is the concern. Thoughts"

While I will withhold final judgement until the lighting is in place there is a real possibility that higher up lighting will be very invasive s.22(1) s.22(1) I have said all along through various bits of correspondence and at open houses that s.22(1) homes MUST be kept in mind as the greenway is developed. I have been assured that this will be the case. However this lighting project has the potential to seriously impact s.22(1) the homes of many s.22(1) s.22(1) If this lighting does become permanent and it is deemed invasive we would expect all mitigation measures be used to eliminate any invasive lighting. This would include lighting shields as you have

minimum safety requirements; and

- Using pole-mounted light fixtures, which allow us to focus light onto the walking and biking surfaces.

In your most recent email, you asked whether it would be possible for "higher up solar panels feed bollard type lighting lower down". The project team looked at bollard-style lighting and spoke with a number of solar lighting companies to better understand our options. Unfortunately, none of the suppliers were able to provide an option that met the City's technical requirements. In addition to cost and commercial availability, one of the main challenges is that bollards provide a small surface area for solar panels, which affects their ability to provide adequate lighting. If you are available, I would be happy to give you a call and discuss the technical constraints we faced such as this when investigating bollard lighting.

You also asked about spacing: "Why the big gap"? The location of light fixtures is designed to ensure adequate levels of illumination throughout this zone. Once completed, the light fixtures will be spaced approximately 30m apart in order to provide minimum light levels the City requires for safe travel through this area. You will notice that in some instances we have moved some poles and this is to respond to consultation with certain residents where adjustments were needed to minimize the impacts of lighting to their property.

I appreciate the feedback about the colour of fixtures. This is something we can certainly look into for future installations. With respect to consultation, I wish to highlight that public input is one of several considerations. When making decisions, we take into consideration a number of factors such as safety, technical feasibility, and cost. From an engineering standpoint, safety is a non-negotiable consideration. We have an obligation to create a safe and

**MC12 – Mayor and Council Feedback Case Details Report**

mentioned and even the planting of barrier trees by the City (ie: cedars) which would help block any invasive light s.22(1) As I have said many times this greenway is a wonderful project for the City of Vancouver. But it CAN NOT be constructed to the detriment of those s.22(1) that border the greenway. Hopefully the project managers have not lost sight of this.

Yours truly,

s.22(1)

comfortable amenity for all to enjoy.

I hear your concerns around the lighting in this area turning out to be different than what was hoped for. I'd be happy to speak with you further and hear your perspectives if you would like to share your phone number with me.

Kind regards,  
Maggie

Maggie Buttle | Senior Project Manager  
Arbutus Greenway Project | City of Vancouver  
Office: 604.871.6591 Nov. 3 - s.22(1) sent follow-up emails:

From: s.22(1)  
Sent: Saturday, November 03, 2018 8:22 PM  
To: Buttle, Maggie  
Cc: Dobrovolny, Jerry; Arbutus Greenway  
Subject: Re: Please see attached letter

And Maggie, please pass my comments to Mayor and Council as the Mayor and Council email address seems to no longer be working. Just another annoyance.....

Thank you,

s.22(1)

Sent from my iPhone XR

On Nov 3, 2018, at 8:16 PM, s.22(1) wrote:

Thank you for following up Maggie. From your correspondence I

**MC12 – Mayor and Council Feedback Case Details Report**

have two questions:

1) Why were s.22(1) and I not consulted about pole positioning? You mention below: - You will notice that in some instances we have moved some poles and this is to respond to consultation with certain residents where adjustments were needed to minimize the impacts of lighting to their property.

From the position of the pole to our property (see photo) should we not have been s.22(1) consulted?! We are directly affected by this pole positioning! It's an eyesore and we have not seen the effects of the lighting yet!!!

2) You mention below:

Once completed, the light fixtures will be spaced approximately 30m apart in order to provide minimum light levels the City requires for safe travel through this area. From this comment can I assume there will even be more of these ugly poles erected near my home" If so when will this happen"

s.22(1)

I will hold in abeyance my comments regarding any light pollution once the things are lit.

We were led to believe all along through open houses and correspondence that this would NOT be the outcome! And to have this happen with no warning or direct consultation with us is simply unacceptable.

I would welcome a conversation with you but I am guessing it will not make things right for us. Yes, it is a wonderful project for the City and it's residents but some of us are being treated unfairly in the process. The City could have done a better job. Let's wait for the lighting to be lit as I am sure we will have more to talk about then.

And sorry.....one last question.....knowing what we know....and what we have been told over many many months by the Greenway team, if you lived in our house, how would you truly feel you have been treated?

Regards,

s.22(1) Nov. 15 - Update from Danielle Enright (Arbutus Greenway):

Thank you for the gentle prompt, I had it in my drafts but hadn't sent it. I should have cc'd in my response. Nov. 16 - Followed-up with Danielle Enright (Arbutus Greenway) for response

**MC12 – Mayor and Council Feedback Case Details Report**

<p>Nbrhood: <b>Arbutus-Ridge</b>                  Concern: <b>Landscaping Encroachment</b>                  Council Item: <b>No Council Item</b>                  Status: <b>Closed</b>                  Author Type: <b>No Author</b>                  Created: <b>08/16/2017</b>                  Correspondence Type: <b>None</b>                  Name: <b>s.22(1)</b>                  Ph #: <b>s.22(1)</b>                  Email: <b>s.22(1)</b>                  Case ID: <b>101010027081</b></p>	<p>2017 August 16                  Dear Mayor and Council,</p> <p>When trees and bushes are overgrown, they can impede streets, curbs, and boulevards.                  The City refers to as "boulevard landscaping encroachment."</p> <p>"Encroachment" is defined as any type of vegetation, man-made object, or personal property that exists on, or extends from a person's premises, on to public lands.</p> <p>If boulevard landscaping encroachments cause safety hazards, call 3-1-1, otherwise you can make a service request online through VanConnect here.</p> <p>Unsafe landscaping encroachments may include:</p> <ul style="list-style-type: none"> <li>• Unsafe fences, gates, hedges, rockeries, and bollards installed or constructed</li> <li>• Vegetation (trees, hedges, bushes, and so on) that are impeding traffic or pedestrians</li> <li>• Trees on City boulevards that need maintenance (unstable trees, hanging or fallen branches, and so on).</li> </ul> <p>I will be sending a copy of this to Mr. K. Brown, Engineering – Supervisor 2, Streets &amp; Sidewalks.                  Almost all of these properties have been reported to Streets &amp; Sidewalks, for at least two years, as having obvious vegetative encroachments over their sidewalks. I would appreciate an answer why Engineering has not enforced the City's bylaws for these properties.                  Truly, <b>s.22(1)</b></p> <p><b>s.22(1)</b> Larch St                  Larch St                  Larch St                  Larch St                  Larch St – 60 lb. rock plus ivy, tree branches                  Larch St                  Larch St                  Vine St – on <b>s.22(1)</b>                  W. 47 Ave – hydrangea &amp; bush                  W 47 Ave – very bad                  W 47 Ave – very bad                  W 49 Ave – along Vine St, very bad                  W 49 Ave – laurels leaning over sidewalk                  Angus Dr                  Angus Dr – on <b>s.22(1)</b>                  Angus Dr – rhodos                  W 36 Ave                  W 36 Ave                  Marguerite St                  Marguerite St</p>	<p>Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence                  Agent Finished: Case Closed.                  Closed date : 2017-09-22 09:01:16.837                  Service Provided                  citizen was contacted and concerns have been addressed.                  Aug 17 - sent to Ken Brown (Street Ops) for follow up</p>	<p>No web attachments.</p>
---	--	--	----------------------------



**MC12 – Mayor and Council Feedback Case Details Report**

<p>Nbrhood: <b>Kitsilano</b>          Concern: <b>Arbutus Greenway</b>          Council Item: <b>No Council Item</b>          Status: <b>Closed</b>          Author Type: <b>No Author</b>          Created: <b>07/02/2017</b>          Correspondence Type: <b>None</b>          Name: <b>s.22(1)</b>          Ph #: <b>s.22(1)</b>          Email: <b>s.22(1)</b>          Case ID: <b>101009793425</b></p>	<p>Sent to 3-1-1 via email:</p> <p>Cov's employees</p> <p>It matters not who the mayor of Vancouver is at any given time. I am writing today in praise of the employees of the city. Over the years I have felt genuinely pleased that I can voice my comments, concerns and kudos when addressing city hall. There have always been acknowledgments, quick responses, concern and extreme professional courtesy from everyone I have had the pleasure of dealing with.</p> <p>Not long ago I offered my concerns about the Arbutus Corridor, in particular, safety, confusion with regards to traffic signs, lane destinations and policing. The response by the city was amazingly prompt and before I knew there was signage, lane designations, bollards and they even moved in during the night and painted the road. You can't help noticing how great the relationship has become between city and contracted workers and the locals.</p> <p>I would like to admit that I am now looking at the Greenway from a new prospective. I live <b>s.22(1)</b> and originally expected an inconvenient disruption to the neighbourhood. Now, I have gained new knowledge that it may just be the best thing to have happened. I love seeing the families, with parents and tots on bikes. The diversity of people who are using the Greenway is amazing and the methods of travel would perhaps surprise some people. It's great to see how innovative some can be. I have seen various types of transportation from skateboards, mobility scooters and even unicycles but mostly people, including myself, out walking. I now have a pride that folks from all over are being introduced to our neighbourhood and loving what they see.</p> <p>Keep up the great work, and HAPPY CANADA DAY</p>	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback          Agent Finished: Case Closed.          Closed date : 2017-07-04 13:59:15.113          Service Provided          Hello <b>s.22(1)</b></p> <p>Thank you for taking the time to share your positive feedback with Council regarding the recent infrastructure improvement projects in the city.</p> <p>You may learn more about the ongoing planning for the Arbutus Greenway, as well as sign up for updates and learn how to get involved. You may also learn more and sign-up for updates related to seawall improvements.</p> <p>Thank you again for your kind words; your compliments are appreciated and have been circulated with Council, as well as the City staff that worked on the projects.</p> <p>Sincerely,          Office of Vancouver City Council</p>	<p>This compliment is to the employees of CoV.....          No web attachments.</p>
---	---	--	---

**MC12 – Mayor and Council Feedback Case Details Report**

<p>Nbrhood: <b>Downtown</b>          Concern: <b>Use Bollards in Risky Areas</b>          Council Item: <b>No Council Item</b>          Status: <b>Closed</b>          Author Type: <b>No Author</b>          Created: <b>05/28/2018</b>          Correspondence Type: <b>None</b>          Name: s.22(1)          Ph #: s.22(1)          Email: s.22(1)          Case ID: <b>101011323129</b></p>	<p>Received via Publicstuff:</p> <p>Hi there,          Have you considered installing bollards in high-risk areas around the city? I'm thinking that the new plaza at the Art Gallery is the first place where I would put a bollard perimeter to prevent any undesirable events like we've seen lately in the news.          I recently returned from Las Vegas and notice they've installed bollards down most of the Strip, especially where crowds seem to congregate. Perhaps there is already a working committee looking at this. Just wondering.          Thanks,          s.22(1)</p>	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback          Agent Finished: Case Closed.          Closed date : 2018-06-20 11:21:44.103          Service Provided          Sent to ENG - May 29Reminder sent June 20Dear Mr. s.22(1)</p> <p>Thank you for contacting the City regarding perimeter bollard placement around new plazas. As part of our public engagement and design process we are working closely with emergency services, transportation and design teams to create safe and inviting spaces. We also consider spaces from a daily user perspective up to major events where large crowds form and respond as needed.</p> <p>Please feel free to contact me directly if you have any other ideas.</p> <p>Sincerely,          Jen</p>	<p>No web attachments.</p>
<p>Nbrhood: <b>West End</b>          Concern: <b>1500 Comox</b>          Council Item: <b>No Council Item</b>          Status: <b>Closed</b>          Author Type: <b>No Author</b>          Created: <b>05/11/2017</b>          Correspondence Type: <b>None</b>          Name: s.22(1)          Ph #: s.22(1)          Email: s.22(1)          Case ID: <b>101009526558</b></p>	<p>311 received the following email feedback:</p> <p>"Subject: Update since my recent two phone calls to you!</p> <p>Hello Mr. Paul Lightfoot, Mayor, Council &amp; whom it may concern at City of Vancouver,</p> <p>As you all know since this engineered only two way bikes lanes were installed April /13. in the 1500 Comox. This hasn't worked out like the above example &amp; often by City vehicles like even yesterday. My vehicles have been damaged three times by taxis like Y &amp; BT often going at high speed doing the same. It's obvious the many, many phone calls &amp; emails have been ignored. No one cares about the safety of school children, seniors &amp; residents like myself trying to drive. For starters the dam greenway garden needs to be removed. So bikers don't knock off vehicle mirrors when vehicles are going the proper way &amp; bikes around this. The yellow bollards at Comox &amp; Cardero haven't helped much with one arranged to be lowered immediately by s.22(1) for bikers more important she says personally. Going through at high speed never obeying the stop signs at either ends. Never concerned for the elderly on scouters etc. Also the City vehicles do their dandiest to get through them.</p> <p>Sincerely,          s.22(1)</p>	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback          Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence          Reason for reallocation: Hello, you can view this person's contact history to view their past cases. Lick their name and then 'Contact History'. Thank you!          Agent Finished: Case Closed.          Closed date : 2017-05-18 12:59:51.867          Service Provided          May 18 - Citizen was contacted by phone.          Attached two photos to email. May 12th - sent to Paul Storer and Dylan Passmore for follow up by end of day Monday May 15th.</p>	<p>No web attachments.</p>

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
<b>Eform Request Type: Citizen Feedback Case</b>															
101009623391	INTERSECTION		ANGUS DRIVE	W 61ST AV			<p>1. Describe details (who, what, where, when, why):            Along the Arbutus Greenway, there is a paved path on West 61st Avenue connecting East Boulevard to West Boulevard. The path is meant for cyclists and pedestrians, but cars are using it as a short cut. Citizen recommends COV install something to deter cars from using the pathway as part of the road (i.e. bollard, diverter, etc.) The cars are a hazard to unknowing people in wheelchairs, pedestrians and cyclists StreetView:  <a href="https://www.google.ca/maps/@49.2160117,-123.1478083,3a,37.5y,253.19h,87.18t/data=!3m6!1e1!3m4!1s-J7kTX1RE2Pvm5Z5bBT_8Q!2e0!7i13312!8i6656!6m1!1e1">https://www.google.ca/maps/@49.2160117,-123.1478083,3a,37.5y,253.19h,87.18t/data=!3m6!1e1!3m4!1s-J7kTX1RE2Pvm5Z5bBT_8Q!2e0!7i13312!8i6656!6m1!1e1</a></p> <p>2. Do you want to be contacted? No</p> <p>3. Type of feedback: Opinion</p> <p>4. Feedback regarding: City Department</p> <p>5. Department: Engineering Services</p> <p>6. Division or Branch Name: Arbutus Greenway</p>		s.22(1)	s.22(1)	1	5/31/2017 12 01:00 PM	5/31/2017 2:18:11 PM	Feedback	<p>Agent Created Case:            Agent Updated Case Details:            Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed.            Closed date : 2017-05-31 14:18:11.16            Assigned            Arbutus Greenway</p>
101010231545	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION alias: full:	<p>1. Feedback or Comment:            Why replace concrete with steel bollards? Flexible red plastic are preferable</p> <p>6. Do you want to be contacted? Unknown</p> <p>6. Do you want to be contacted? Unknown</p> <p>8. Name:</p> <p>9. Phone:</p> <p>10. Email: s.22(1)</p> <p>11. Address:</p> <p>99. Attachments 0</p>		s.22(1)	s.22(1)	1	9/29/2017 2:35:00 PM	9/29/2017 3:18:23 PM	Feedback	<p>Agent Created Case:            Public Stuff request id: PSID0            Agent Took Ownership of Case:            Agent Finished: Case Closed.            Closed date : 2017-09-29 15:18:23.23            Investigation found no issue            Nothing to reply to.</p>

101010740867	INTERSECTION		PINE ST	W 6TH AV			<p>1. Describe details (who, what, where, when, why):          Caller is very concerned that vehicles are driving on the Arbutus Greenway as they mistake the paved path for a road. On four separate occasions the caller has seen vehicles on the pedestrian/cyclist path that have entered from Pine St at W 6th Ave heading west. Caller would like to see bollards installed to prevent a serious injury.</p> <p>2. Type of feedback:          Complaint</p> <p>3. Feedback regarding:          City Department</p> <p>4. Department:          Engineering Services</p> <p>5. Division or Branch Name:          Project Delivery Branch - Arbutus Transportation Greenway</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?):          No</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>					1	1/19/2018 10 04:00 PM	1/20/2018 7:11:50 AM	Feedback	<p>Agent Created Case:          Agent Updated Case Details:          Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case:          Agent Finished: Case Closed.          Closed date : 2018-01-20 07:11:50.47          Directed to Another City Department          Sent to Arbutus Transportation Greenway</p>
101010743157	2100	2199	PINE ST				<p>1. Describe details (who, what, where, when, why):          The caller witnessed a vehicle driving on the arbutus greenway. In that, the vehicle gained access via Pine st and drove westbound toward Burrard. The citizen stated that no one was injured and it appears that someone was trying to use it as a short cut. With this said, the citizen is concerned that vehicles need to be blocked off from entering the greenway via bollards or meridians (on Burrard and Pine). As it appears vehicles are ignoring the street markings and directional signs.</p> <p>2. Type of feedback:          Complaint</p> <p>3. Feedback regarding:          City Department</p> <p>4. Department:          Engineering Services</p> <p>5. Division or Branch Name:          Project Delivery Branch - Arbutus Transportation Greenway</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?):          No</p> <p>7. Your address:</p> <p>8. Contact name:</p> <p>9. Contact number:</p> <p>10. Email address:</p>					1	1/20/2018 8:18:00 PM	1/21/2018 11:28:43 AM	Feedback	<p>Agent Created Case:          Agent Updated Case Details:          Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed.          Closed date : 2018-01-21 11:28:42.67          Directed to Another City Department          Directed to Project Delivery Branch - Arbutus Transportation Greenway&amp;#x0D;</p>

101011709846	INTERSECTION	ARBUTUS ST	W 11TH AV		<p>1. Describe details (who, what, where, when, why): Citizen wanted to report that they think that the designs to have metal posts that separate the roadway from the bikeway are dangerous. Citizen said that they hit one of the metal bollards that separate the two and they felt that they are unsafe (referring to the bollards that are at the intersections of the Arbutus Greenway and W 11th). Citizen said that they should be painted a brighter color (not white) or they should be removed. Citizen also expressed that they injured themselves when they hit one with their bike.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Project Delivery Branch - Arbutus Transportation Greenway</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	8/12/2018 3:43:00 PM	8/12/2018 3:58:36 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2018-08-12 15:58:36.2 Directed to Another City Department Arbutus Greenway &amp;lt;arbutusgreenway@vancouver.ca&amp;gt;</p>
101012113306	s.22(1)	W BROADWAY		V6J 0C7	<p>1. Describe details (who, what, where, when, why): In the lane behind this address vehicles drive down to the end of the lane, turn and drive into a little plaza area where there are a bunch of benches. The plaza area is not meant for vehicles. It is a bricked area with several cement benches. Caller has witnessed many cars turn right into the plaza from the lane and drive through the plaza onto the arbutus green way to get out. It's extremely dangerous and caller would really like the city to put up a cement barricade or a couple of bollards to make it so that cars cannot drive into this plaza area. s.22(1) would like someone to call her back about this, she has pictures of cars stuck in the plaza or driving through it onto the arbutus green way. She would really like to know if the city can help with this issue.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Arbutus Greenway</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: 101012038502</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>	Re-allocate to Arbutus Greenway per email from Jay Prieur	s.22(1)	s.22(1)	1	11/13/2018 1:27:00 PM	11/13/2018 1:38:54 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-11-13 13:38:53.507 Directed to Another City Department Sent to Arbutus Greenway Project Team</p>

101012113423	S.22(1)	W BROADWAY		V6J 1Z4		<p>1. Describe details (who, what, where, when, why): RE: bollard request Previously reported via vanconnect and was sent to Streets Furniture. They noted: "this is a street and traffic safety issue, not a case for the Street Furniture contract." The citizen had stated the following via vanconnect: "benches or bollards to prevent cars from driving on sidewalk or plaza opposite liquor store entrance. Autos access plaza from lane behind pinnacle development .". "....."Cars enter from back lane and exit over Broadway street sidewa k. Dangerous and illegal."</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Arbutus Greenway</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: #12057084 - redirected from Jay Prieur - T&amp;D Management</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>	S.22(1)	S.22(1)	1	11/13/2018 1:38:00 PM	11/13/2018 1:41:34 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-11-13 13:41:34.403 Directed to Another City Department Sent to Arbutus Project Team</p>
101013709996	INTERSECTION	ARBUTUS ST	W BROADWAY			<p>1. Describe details (who, what, where, when, why): Citizen reports that he has witnessed cars driving on the Arbutus Greenway at several different times. He believes this to be due to the lack of barriers/ bollards at the W Broadway / Arbutus section of the greenway. Cars are able to enter here, and drive southbound to W 12th / Arbutus where they exit the greenway by turning right on to W 12th Ave. Citizen is concerned about safety and does not understand why the department neglected this.</p> <p>2. Type of feedback: Opinion</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Arbutus Transportation Greenway</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 January, Anonymous		1	1/23/2020 6:28:00 PM	1/23/2020 8:29:13 PM	Feedback	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-01-23 20:29:12.8 Directed to Another City Department Directed to arbutusgreenway@vancouver.ca</p>

Eform Request Type: *Tell us Online Webform*

Eform Request Type: *Mayor and Council Feedback Case*