

File No.: 04-1000-20-2020-530

October 26, 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 September 30, 2020 for:

Records regarding the cannabis "farmers market" operating in front of the Vancouver Art Gallery: number of complaints and calls for service 1) before and 2) after it was dismantled by police. Date range: January 1, 2016 to February 28, 2018.

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 these sections 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 (#04-1000-20-2020-530); 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,

[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.

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requesttype	CASEID	StreetFrom	StreetTo	STREETNAME 1	STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Citizen Feedback Case	101007818478	750		HORNBY ST		V6Z 2H7		<p>1. Describe details (who, what, where, when, why) Citizen is upset the vpd and the city is not taking enough action with regard to the pro Marijuana protestors at the location. The protestors are in front of the Vancouver Art Gallery (by the stairs) and he is upset that the city and vpd allows them to continue.</p> <p>2. Do you want to be contacted? No</p> <p>3. Type of feedback Complaint</p> <p>4. Feedback regarding City Department</p> <p>5. Department Mayor & Council</p> <p>6. Division or Branch Name Mayor and Council</p>		2016 May, Anonymous		1	5/31/2016 13 54	5/31/2016 16 01	Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue CSRII</p> <p>Agent Finished Case Closed Directed to Another City Department redirected to vpd@vpd.ca</p>
Citizen Feedback Case	101007829840	750		HORNBY ST		V6Z 2H7		<p>1. Describe details (who, what, where, when, why) Citizen is upset the city is not taking enough action with regard to the protestors at the location. The Marijuana protestors are in front of the Art Gallery and the citizen is concerned that they are on the stairs and sidewalk. In that, they are pushing pedestrians by their presence toward the street.</p> <p>2. Do you want to be contacted? Yes</p> <p>3. Type of feedback Complaint</p> <p>4. Feedback regarding City Department</p> <p>5. Department Mayor & Council</p> <p>6. Division or Branch Name Mayor and Council</p>		s.22(1)		1	6/1/2016 18 17	6/1/2016 20 00	Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue CSRII</p> <p>Agent Finished Case Closed. Closed date 2016-06-01 20 00 20.823 Directed to Another City Department Assigned to Mayor and Council</p>
Citizen Feedback Case	101007883919	750		HORNBY ST		V6Z 2H7		<p>1. Describe details (who, what, where, when, why) The caller is concerned that the city is not doing more to remove the tables and tents in front of the Art gallery at 750 Hornby st (facing W Georgia st). They are at this location daily and these tables/tents are for the marijuana protestors who are not moving. He is afraid it will become a larger protest if not dealt with.</p> <p>2. Do you want to be contacted? No</p> <p>3. Type of feedback Complaint</p> <p>4. Feedback regarding City Department</p> <p>5. Department Mayor & Council</p> <p>6. Division or Branch Name Mayor and Council</p>		s.22(1)		1	6/9/2016 16 51	6/9/2016 17 35	Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue CSRII</p> <p>Agent Finished Case Closed. Closed date 2016-06-09 17 35 10.85 Directed to Another City Department Directed to Mayor and Council.</p>
Citizen Feedback Case	101010443790	750		HORNBY ST		V6Z 2H7		<p>1. Describe details (who, what, where, when, why) The citizen is upset that for a couple of years at the Art Gallery there have been individuals giving out sample of marijuana products. He is okay with the current climate in the City regarding the selling of Marijuana products, but in stores with proper licensing. He objects to having it being openly smoked on City public spaces, (Art Gallery area). He objects to the sample of products being given out at the gallery and he objects to having to smell and be subjected to the use of the products in public spaces. There are individuals openly asking the public as they go by if they want samples. He is also concerned that when he calls VPD for action, he is ignored. The impression is that this behaviour is condoned by the City of Vancouver and The Vancouver Police department.</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 Vancouver Police</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?) Yes</p> <p>7. Your address</p> <p>8. Contact name</p> <p>9. Contact number</p> <p>10. Email address</p>		s.22(1)		1	11/18/2017 16 58	11/18/2017 17 09	Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Feedback</p> <p>Agent Took Ownership of Case</p> <p>Agent Finished Case Closed. Closed date 2017-11-18 17 09 13.83 Assigned VPD</p>

Mayor and Council Feedback Case	101010409818	750	HORNBY ST	V6Z 2H7	<p>1. Describe details (who, what, where, when, why) Citizen is calling to complain about the selling of cannabis items outside the Vancouver art Gallery. She said that the city really needs to be aware and involved with these types of things. She is really upset that she took her granddaughter to the Vancouver Art Gallery and outside on the green space there was a tent setup with people selling Cannabis items. She said this is unacceptable and the city needs to shut things like this down. It doesn't matter if its on private property or city property, items like this should not be allowed to be sold. This tent is there on weekends and most week day evenings. She would like them to be shut down.</p> <p>2. Type of feedback Negative</p> <p>3. Department Mayor and Council</p> <p>4. Were any other cases or service requests created as a result of this feedback? No</p> <p>5. If Yes, provide case number(s) or other relevant details</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?) No</p> <p>7. Select category Licences and Permits</p> <p>8. Select topic Marijuana Dispensaries</p> <p>9. Specific area of concern Sidewalk</p> <p>10. Neighbourhood Downtown</p> <p>11. Original Client</p> <p>12. Original Email address</p> <p>13. Original address</p>	2017 November, Anonymous		1	11/11/2017 12 36	11/14/2017 9 58	CS_Mayor and Council Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue CS_Mayor and Council Feedback</p> <p>Agent Finished Case Closed. Closed date 2017-11-14 09 58 06.073 No Response Required Anonymous</p>	
Citizen Feedback Case	101010505530	750	HORNBY ST	V6Z 2H7	<p>1. Describe details (who, what, where, when, why) Citizen is upset that there has been a tent set up in front of the Art Gallery that is selling edibles and other cannabis products. Something needs to be done to stop them from selling these products there and it seems like the police are not doing anything. They give out samples and are selling product. Citizen is concerned that underage kids will get a hold of the items. They were last seen selling on Sunday November 26th at approximately noon on the Robson Street side of the Art Gallery.</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 Police Complaints</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?) No</p> <p>7. Your address</p> <p>8. Contact name</p> <p>9. Contact number</p> <p>10. Email address</p>	s.22(1)		1	11/30/2017 12 24	11/30/2017 12 43	Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Feedback</p> <p>Agent Took Ownership of Case</p> <p>Agent Finished Case Closed. Closed date 2017-11-30 12 43 30.533 Directed to Another City Department Sent to VPD.</p>	
Street and Sidewalk Retail Use Issue	101007598535	750	HORNBY ST	V6Z 2H7	<p>1. Type of request Complaint</p> <p>2. Type of issue Street Vending</p> <p>3. If Other, provide details</p> <p>4. Describe details There are tables and chairs set up to sell items just before the steps to the art gallery. It is occurring on the Robson st side of the address and the vpd is aware of this issue but she wanted to report it to bylaws as well. She saw this occur at about 3 30 pm today.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?) No</p>	Contact is s.22(1)	BIA - DOWNTOWN BUSINESS IMPROVEMENT ASSOCIATION	6046894357	1	4/18/2016 15 45	4/21/2016 10 14	Eng Streets Activities	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Eng_Streets Activities Title updated to Street Vending</p> <p>Agent Finished Case Closed. Closed date 2016-04-21 10 14 55.043 Service Provided This complaint has been forwarded to street use inspectors</p>
Street and Sidewalk Retail Use Issue	101007820641	750	HORNBY ST	V6Z 2H7	<p>1. Type of request Complaint</p> <p>2. Type of issue Merchandise Displays</p> <p>3. If Other, provide details</p> <p>4. Describe details Two tents on Robson street side of Art gallery looks like they are selling pot and pot plants. Citizen did not see up close as she was across the street but said it looks like they were selling pot. Citizen did not want to give her name or details for this report.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?) No</p>				1	5/31/2016 16 48	6/2/2016 11 02	311 Contact Centre	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Eng_Streets Activities Title updated to Merchandise Displays</p> <p>Agent Updated Case Details Reallocated to queue 311 Contact Centre Reason for reallocation Hello, the art gallery is considered a protest zone and as such street use inspectors do not operate here. Given the nature of the complaint this can probably be redirected to VPD non essential although I'm sure they are already aware if this is still going on.</p> <p>Agent Finished Case Closed. Closed date 2016-06-02 11 02 07.023 Directed to Another City Department Forwarded to VPD</p>
Hot Topic Case	101009430632	750	HORNBY ST	V6Z 2H7	<p>1. Topic 4/20 event - Art Gallery</p> <p>2. Type of feedback Complaint</p> <p>3. Provide details She walked by the Art Gallery and she could feel the music through her body. It's too loud and she has to put up with the loud music all day.</p> <p>4.(Don't ask just record - Did caller indicate they want a call back?) No</p>	s.22(1)			1	4/20/2017 9 30	9/27/2017 13 55	Hot Topic Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Hot Topic Feedback</p> <p>Agent Finished Case Closed Bulk-Closed in Lagan</p>

Hot Topic Case	101009431000	750	HORNBY ST	V6Z 2H7	<p>1. Topic 4/20 event - Art Gallery</p> <p>2. Type of feedback Complaint</p> <p>3. Provide details Citizen is not happy about the strong police presence that is at the art gallery. He thinks the police can no enforce city bylaws and allow one tent to go up and no other tents to go out. He thinks that those people there are low income and are unable to get legal council and the city and VPD is strong arming the citizen there. VPD should not be allowed to make decisions ahoc with out a judge's direction.</p> <p>4.(Don't ask just record - Did caller indicate they want a call back?) No</p>	2017 April, Anonymous	1	4/20/2017 10 12	9/27/2017 13 55	Hot Topic Feedback	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Hot Topic Feedback</p> <p>Agent Finished Case Closed</p> <p>Bulk-Closed in Lagan</p>		
Street and Sidewalk Retail Use Issue	101009567185	750	HORNBY ST	V6Z 2H7	<p>1. Type of request Complaint</p> <p>2. Type of issue Street Entertainment (Busking)</p> <p>3. If Other, provide details</p> <p>4. Describe details Received via email. Outdoor concert held in the front of the Vancouver Art Gallery. I can hear it while I'm at home in my apartment. This isn't the first time either. They need to have a lower volume limit. Happening a few times a week, mostly Saturdays, every week.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?) No</p>	s.22(1)	s.22(1)	1	5/19/2017 13 24	5/19/2017 16 59	Eng_Streets Activities	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Eng_Streets Activities</p> <p>Title updated to Street Entertainment (Busking)</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2017-05-19 16 59 12.37</p> <p>Service Provided</p> <p>Attended location today. No buskers in art gallery area. Will continue to monitor during weekdays and on Saturdays. If this is occurring after 5pm on any days please contact VPD Non Emergency to report.</p>	
Emergency and Hotline Referral Tracking Case	101010622979	750	HORNBY ST	V6Z 2H7	<p>1. Where did you direct the caller? Transferred - Police - Non-Emergency</p> <p>2. Type of call Police</p> <p>3. Describe details wanted inspector to move the pot vendors at this location, she was advised inspectors will be back in the new year and she can request VPD to assist.</p>	2017 December, Anonymous	1	12/28/2017 13 27	12/28/2017 13 27	311 Emergency Referral Tracking	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue 311 Emergency Referral Tracking</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2017-12-28 13 27 52.263</p>		
Emergency and Hotline Referral Tracking Case	101010624457	750	HORNBY ST	V6Z 2H7	<p>1. Where did you direct the caller? Transferred - Police - Non-Emergency</p> <p>2. Type of call Police</p> <p>3. Describe details Tents and transients in front of Vancouver Art Gallery, causing electrical safety hazard with extension cords.</p>	2017 December, Anonymous	1	12/28/2017 19 36	12/28/2017 19 36	311 Emergency Referral Tracking	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue 311 Emergency Referral Tracking</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2017-12-28 19 36 41.567</p>		
Homelessness / Urban Issues Case	101010624538	750	HORNBY ST	V6Z 2H7	<p>1. (Is this request from VPD?) Yes</p> <p>2. Type of issue People Living/Squatting on Streets/Sidewalks</p> <p>3. If Other, provide details</p> <p>4. Are there transients at the site? Yes</p> <p>5. Are there safety concerns? Yes</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?) No</p>	<p>VPD had received a call from a citizen that was referred from 3-1-1. Citizen was reporting some white tents set up in front of the art gallery. VPD was not able to confirm what side of the art gallery they are on, or where exactly they are located. Citizen was concerned for safety as there were extension cords running out between the tents to a source, and there are concerns of tripping or possible safety hazards with the cords outside in the rain. Jim with VPD Dispatch confirmed that they are not able to attend and are asking that the City have crews investigate. VPD was made aware of our SLA. See linked case.</p>	Ecomm/VPD Dispatch **USE THIS PROFILE ONLY**	s.15(1)(i)	1	12/28/2017 20 17	1/9/2018 14 18	Eng_Streets Operations	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1231139 created / updated at Thursday, December 28, 2017 8 22 43 PM</p> <p>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1231139 created / updated at Thursday, December 28, 2017 8 23 56 PM</p> <p>Hansen Service Request has been reviewed Case reviewed on 29/12/2017 7 51 55 AM.</p> <p>Hansen Service Request Assigned Case was assigned on 29/12/2017 7 51 00 AM.</p> <p>No Service Provided 11 - No Service Provided. Jan 4/17 - These tents belong to pot protesters. - S. McMillan. Resolved on 04/01/2018 12 00 00 AM.</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2018-01-09 14 18 42.877</p> <p>No Service Provided</p> <p>11 - No Service Provided. Jan 4/17 - These tents belong to pot protesters. - S. McMillan. Resolved on 04/01/2018 12 00 00 AM.</p>
Emergency and Hotline Referral Tracking Case	101010704100	750	HORNBY ST	V6Z 2H7	<p>1. Where did you direct the caller? Caller Redialed - Police - Non-Emergency</p> <p>2. Type of call Police</p> <p>3. Describe details Caller was very upset and furious that she witnessed twenty tables selling pot in front of the Vancouver Art Gallery and had to explain that to her daughter. She wanted to the City to do something about it. She was advised that the City and the police are aware of the situation. It has been covered in the media. She was told that the City's engineering services and property use inspections department have been on scene in the past. She said she will contact VPD herself.</p>	2018 January, Anonymous	1	1/14/2018 14 48	1/14/2018 14 51	311 Emergency Referral Tracking	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue 311 Emergency Referral Tracking</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2018-01-14 14 51 29.687</p>		