

File No.: 04-1000-20-2020-535

October 21, 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 October 2, 2020 for:

Record of complaints to 311 regarding 1225 Cardero Street. Date range: April 6, 2018 to October 2, 2020.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(I) 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, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2020-535); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Cobi Falconer, FOI Case Manager, for

[Signature on file]

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

<u>Barbara.vanfraassen@vancouver.ca</u> 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.

:ma

questtype CASEID StreetFrom StreetTo STREETNAME_1 POSTALCI LOCDETAILS Notes

version 2.31 orginal address: 1650 Davie St alias: 1650 DAVIE ST Residential CARDERO Parking ST. 1. Parking Sign Request V6G VANCOU Other Requests CARDERO ST 2H8 VER, BC 101011094411 1225 Case Rental Unit - Maintenance 2. If Other selected or there are multiple issues, provide details: The security chain locks in every units in the building is not working. You can force open the door in 2 seconds. The chain lock will come off after 2 seconds. They were installed by the landlord. Landlord was advised but they are not doing anything and they don't allow people to change it themselves. 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? 6. If Yes selected, what happened? See note above. 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number PUI Property 9. Please verify address of the property (for VanConnect requests only): Use 10. (Don't ask, just record - did caller indicate they want a call back?) Complaint 101011130126 1225 CARDERO ST 2H8 1. Type of concern (if multiple concerns, select primary and provide details in question 2): Rental Unit - Maintenance 2. If Other selected or there are multiple issues, provide details Citizen is calling about the poor ventilation in his unit, which is 806. 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? 6. If Yes selected, what happened? Landlord denies that there is a ventilation issue. The caller has provided evidence and video footage of the lack of ventilation but the landlord is still unresponsive. 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number PUI Property 9. Please verify address of the property (for VanConnect requests only): Use 10. (Don't ask, just record - did caller indicate they want a call back?) Complaint CARDERO ST 2H8 101011130474 1225 2. If Other selected or there are multiple issues, provide details: Caller is reporting the hood fan over the stove has not been working for years. It is the type of hood fan that is built into the ventilation system of the building. Previously reported in case-101010110486 9/3/17 which was assigned to inspector Rob Waite. Inspector came out in September 8th 2017, January 8th 2018 and March 23rd 2018 and in April 5th 2018 and another date in April. Issue is still unresolved and citizen does not believe the inspector that was assigned was taking appropriate action and would like different inspector to be assigned to this case. The ventilation issue is in every unit in the building not just the citizen's unit. Citizen is concerned about it affecting peoples 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? 6. If Yes selected, what happened? They have been reporting it to the property manager but there has been no repairs. 7. If Sign selected, provide sign size, wording or identifying details: PUI Property 9. Please verify address of the property (for VanConnect requests only): 10. (Don't ask, just record - did caller indicate they want a call back?) 101011141490 1225 CARDERO ST 2H8

CONTACTNAME PHONENUM nu DATECREATED Preferred_Q EventNote Public Stuff request id: PSID4014321 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1271979 created / updated at Monday, April 09, 2018 9:57:49 PM Hansen Change in Comments: Comments: No contact info provided. . PS Description: Hydro replaced utility poles... I Added on 12/04/2018 11:34:32 AM. have been phoning since last April to get permit Insufficient or Invalid Information Provided: 34 - Insufficient or parking signs replaced on these two Invalid Info. see log notes. Resolved on 12/04/2018 11:34:00 AM. Agent Finished: Case Closed poles!PS#: 4014321Click images below to expand<a Closed date: 2018-04-12 11:35:31.787 href='https://d17aqltn7cihbm.cloudfront.net/upl Insufficient or Invalid Information Provided oads/large_a933fd51c35df25a5eb9692c5593572 34 - Insufficient or Invalid Info. see log notes. Resolved on 12/04/2018 11:34 00 AM. src='https://d17aqltn7cihbm.cloudfront.net/uplo ads/large_a933fd51c35df25a5eb9692c5593572a' Case Reopened: Reopened for Public Stuff Feedback alt='imageurl' width='300' Agent Finished: Case Closed. height='300'>Click images below to Closed date: 2018-04-12 11:39:43.953 expand<a Open311 Feedback href='http://maps.googleapis.com/maps/api/stat . Send Complete Status and Resolution Comment to PS case icmap?markers=49.285302%2C-123.139818&size=600x300&key=AlzaSyDfghN3B Case Reopened: Temporary re-open to 'Add Event' OR 'Move to 7_h2dKLxBu58vZzVd5yVPcyazU'><a Eng_Parki Closed date: 2018-04-12 11:39:52.537 s.15(1)(l) Back to previous status No Name No Manage Closing case after 'Add Event' 1 4/9/2018 21 57 4/12/2018 11:40 ment Name (ps) Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-04-20 12:08:04.38 DBL -Assigned Property Rob Waite Use 88275 Inspectio

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: CSG - Property
Use Inspections

Agent Finished: Case Closed. Closed date : 2018-04-20 12:11:50.513 Assigned

DBL - Assigned
Property Rob Waite

Use 88275

Inspectio

S.22(1) 1 4/18/2018 9:47 4/20/2018 12:11 ns

1 4/18/2018 9:07 4/20/2018 12:08 ns

Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections

Agent Finished: Case Closed. Closed date: 2018-04-24 09:05:49.853

DBL - Assigned
Property Rob Waite

Use 88275

Use Inspectio

2018/04/20 09:49:00 ~~ Jennifer George ~~ Complaint filed for inspector Rob Waite in case-101011141595.

2(1) 1 4/2

1 4/20/2018 9:28 4/24/2018 9:05 ns

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3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:
                                                                                  4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):
                                                                                  5. IfaRentalUnitconcernselected,wasthelandlordadvisedoftheissue?
                                                                                  6. IfYesselected, what happened?
                                                                                    Caller said told landlord no air circulation in unit but landlord ignored it saying there is. Please call him to advise.
                                                                                  7. If Sign selected, provide sign size, wording or identifying details:
                                                                                  8. Caller'sdaytimephonenumber:
                                                                                    s.22(1)
                                                                                  9. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"
                                                                                  10. (Don't ask, just record - did caller indicate they want a call back?)
                                                                                    11. Confirm Property Address:
                                                                                    12. VFRS-Isthisaboard-uprequest?
                                                                                      undefined
                                                                                    13. VFRS-Isthisareportof"nobusinesslicence"?undefined
                                                                                    14. Contact number:
                                                                                    15. Contactname:
PUI Property
                                                                                    16. Email address:
                                                                                    17. VFRS Badge Number:
                101012320510 1225
                                                CARDERO ST 2H8
                                                                                  2. If Other selected or there are multiple issues, provide details:
                                                                                  3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:
                                                                                  4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):
                                                                                  5. If a Rental Unit concern selected, was the landlord advised of the issue?
                                                                                  6. If Yes selected, what happened?
                                                                                     refused to fix the ventalation system
                                                                                  7. If Sign selected, provide sign size, wording or identifying details:  \\
                                                                                  8. Caller's daytime phone number:
                                                                                    s.22(1)
                                                                                  9. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"
                                                                                  10. (Don't ask, just record - did caller indicate they want a call back?)
                                                                                  11. Confirm Property Address:
                                                                                  12. VFRS - Is this a board-up request?
                                                                                  13. VFRS - Is this a report of "no business licence"?
                                                                                     undefined
                                                                                  14. Contact number:
PUI Property
                                                                                  15. Contact name:
                                                                                  16. Email address:
                                                                                  17. VFRS Badge Number:
                101012606626 1225
                                                 CARDERO ST 2H8
                                                                                  1. Type of concern (if multiple concerns, select primary and provide details in question 2):
                                                                                    Messy or Overgrown Yard
                                                                                  2. If Other selected or there are multiple issues, provide details:
                                                                                    PS ID 7155354 - Via VanConnect: For almost a year, our dumpers and recycling bins at the Regency Park have been overflowing. There are homeless people in there every
                                                                                  day. I have complained to the building manager several times, and have been through an arbitration case already, but this is what it looks like TODAY. Most of the time the
                                                                                  3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name:
                                                                                  4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site):
                                                                                  5. If Illegal Suite, is the suite(s) tenanted?
                                                                                  6. If Illegal Suite, do you believe the suite(s) could put someone s life in danger?
                                                                                  7. If a Rental Unit concern selected, was the landlord advised of the issue?
                                                                                     undefined
                                                                                  8. If Yes selected, what happened?
                                                                                  9. If Sign selected, provide sign size, wording or identifying details:
                                                                                   10. Caller's daytime phone number:
                                                                                 S.22(1)

11. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?"
                                                                                  12. (Don't ask, just record - did caller indicate they want a call back?)
                                                                                  13. Confirm Property Address:
                                                                                  14. VFRS - Is this a board-up request?
                                                                                     undefined
                                                                                  15. VFRS - Is this a report of "no business licence"?
PUI Property
                                                                                    undefined
                                                                                  16. Contact number:
Complaint
                                                                                  17. Contact name:
                101013564439 1225
                                                 CARDERO ST 2H8
                                                                                  18. Email address:
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Rental Unit Maintenance

2. If Other selected or there are multiple issues, provide details:

Agent Created Case: Agent Updated Case Details: Reallocated to gueue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date: 2019-01-04 12:57:30.107 Assigned Rob Waite: Property 88275 s.22(Inspectio S.22(1) 1 1/3/2019 13:13 1/4/2019 12:57 ns Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed. Closed date : 2019-03-08 10:14:34.317 Rob Waite 88275 Property Alternate: Charlene Cranton ventilation not work so no air movement in the 86922 building. Has been going on since the summer Use 2018 in Dec the landlord says it was working but Inspectio still the same as per the citizen. 3/7/2019 9:14 3/8/2019 10:14 ns Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed. Closed date : 2019-12-05 14:32:46.83 DBI -Assigned Property Rob Waite Use 88275 Link to picture: S.15(1)(I) No Name (ps), Inspectio 1 12/4/2019 8:29 12/5/2019 14:32 ns

Inregardstocase-101010110486from9/3/17.Citizenfiledpropertyusecomplaintinregardstoongoingventilationissueinhisbuilding.CasewasassignedtoinspectorRob Waitewho attendedSeptember8th2017,January8th2018andMarch23rd2018andinApril5th2018andanotherdateinAprilaswell.Citizendoesnotbelievetheinspectorthatwasassignedwastaking appropriateactionandhasdelayedresolutionforthisissueandputtingresidentshealthatfutherrisk.OnSept8th2017RobWaitcametothebuildingandwasprovidedasscesstoobservethat theventilationwasnotworkinginunits401,402,1102,1906,1202,1708,andpossibly1401aswell.AlsoJanurary8th,2018RobWaitecametothesiteagainandagainwasprovidedaccesstoall theunitsmentionedaboveasecondtimeandobservedthattheventilationwasnotworking.FromSept8th2017topresenttimetheinspectorhasmetwithpropertymanagementmultiple timesandreportedthattheventilationwasnotworkingandissueremainsunresolved to present day.

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2. Type of feedback:
                                                                               3. Feedback regarding:
                                                                                 City Employee
                                                                               4 Department:
                                                                                 Engineering Services
                                                                               5. Division or Branch Name:
                                                                                   Property Use
                                                                               6. (Don't ask, just record - did caller indicate they want a call back?):
                                                                               7. Your address:
                                                                               8. Contact name:
                                                                                9. Contact number:
Feedback
                                                                                10. Email address:
Case
               101011141595 1225
                                               CARDERO ST 2H8
                                                                                  Related To Case 11130126 Citizen has called Rob and left VMs three times & has also sent follow up emails - He has not heard back from him. He'd like to speak to either Rob
                                                                                or anyone able to assist, he considers his concern an urgent matter. Directed to Bruce Peet & Tom Hamilton (contact info provided)
                                                                               2. Type of feedback:
                                                                                  Complaint
                                                                               3. Feedback regarding:
                                                                                 City Employee
                                                                               4. Department:
                                                                                 Development, Building & Licensing
                                                                                5. Division or Branch Name
                                                                                  Property Use Inspections
                                                                               6. (Don't ask, just record - did caller indicate they want a call back?):
                                                                               7. Your address:
                                                                               8. Contact name:
Citizen
                                                                                9. Contact number
Feedback
                                                                               10. Email address:
                                               CARDERO ST 2H8
               101011155795 1225
Case
                                                                                 caller is very upset that no one has contacted nim with regards to the following cases. Caller is very concerned because this is a nealth issue that is affecting many individuals
                                                                                in the building. The Managment company has been contacted about the ventilation issues but have not fixed the problem. 10101115795 101011141595 101011141490
                                                                               101010110486 Caller needs to be explained what the procedure is to follow up with his concerns. $.22(1)
                                                                                procedure has not been followed for his complaints.
                                                                               2. Type of feedback:
                                                                                 Complaint
                                                                               3. Feedback regarding:
                                                                                 City Employee
                                                                               4. Department
                                                                                 Development, Building & Licensing
                                                                               5. Division or Branch Name:
                                                                                  Property Use
                                                                               6. Were any other cases or service requests created as a result of this feedback?
                                                                                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?):
                                                                               9. Your address:
                                                                               10. Contact name:
                                                                               11. Contact number
Feedback
                                                                                12. Email address:
Case
               101011240443 1225
                                               CARDERO ST 2H8
                                                                               1. Feedback or Comment:
                                                                               Hi - I recently received a parking ticket (attached file) and while I will not dispute it I am upset with the lack of discretion. I was exactly 5 minutes away from being outside the
                                                                                time restriction and have been a long time West End parking permit holder without any infractions. Recently though with all the construction in my neighbourhood I have had
                                                                                to contend with less parking availability due to restrictions in permit areas and plenty of obvious non-permit cars parking in the residential areas. I have requested attention to
                                                                               this through the VanConnect app and reported violations as it is becoming a nuisance. If your bylaw officers were guided to these areas as much as they check meters and 2hr
                                                                                parking areas they would probably bring in more money then ticketing a long term resident 5 minutes before it would have been an infraction.
                                                                               6. Do you want to be contacted?
                                                                                  Unknown
                                                                               6. Do you want to be contacted?
                                                                                   Unknown
                                                                                8. Name:
S.22(1)
                                                                     app
                                                                               9. Phone:
                                                                                 s.22(1)
                                                                     version:
                                                                               10. Email:
                                                                     2.31
                                                                    orginal s.22(1) address:
                                                                     s.22(1)
1225
                                                                                  s.22(1 - 1225 Cardero St
Citizen
                                                                               99. Attachments
                                                             V6G Cardero
Feedback
                                                                                 1
               101011559975 1225
                                               CARDERO ST 2H8 St
```

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

Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-04-20 12:55:41.653 Directed to Another City Department Sent to Tom Hamilton - DBL

S.22(1) 1 4/20/2018 9:39 4/20/2018 12:55 Feedback

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

Agent Took Ownership of Case:
Agent Finished: Case Closed.
Closed date: 2018-04-24 09:45:54.073
Directed to Another City Department

Sent to Property Use Inspections, tom.hamilton@vancouver.ca

S.22(1) 1 4/24/2018 8:58 4/24/2018 9:45 Feedback

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

Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-05-11 12:35:42.213 Directed to Another City Department Sent to Tom Hamilton - DBL

S.22(1) 1 5/11/2018 10:35 5/11/2018 12:35 Feedback

Agent Created Case:
Public Stuff request id: PSID0
Agent Took Ownership of Case:
Agent Finished: Case Closed.
Closed date: 2018-07-11 15:18:13.81
Directed to Another City Department
Feedback email sent to:

Baljeet.senghera@vancouver.ca; Gary.Cho@vancouver.ca; Jason.Campbell@vancouver.ca

1 7/11/2018 14:56 7/11/2018 15:18 Feedback

s.22(1)

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another building to be built. This forced residents of his apartment to park on the street. He has his own parking permit, however there is nowhere to park because of the number of West End permits the city has issued. He was ticketed today for parking in the lane, within 1.5 meters of the entrance to a driveway, which he plans on fighting, including the funds it will cost him to get his vehicle out of the towing lot, the parking ticket and a days worth of pay. He also added that as of this morning, he has listed his car on auto trader because it is impossible to park anymore, and live anymore and will have to find an alternate way to work. He is requesting a call back. 3. Feedback regarding: City Department 4. Department: **Engineering Services** 5. Division or Branch Name: Parking Management - Residential Parking 6. Were any other cases or service requests created as a result of this feedback? Agent Created Case: 7. If Yes, provide case number(s) or other relevant details: Agent Updated Case Details: Reallocated to queue: Feedback 8. (Don't ask, just record - did caller indicate they want a call back?): Agent Finished: Case Closed. 9. Your address: Closed date : 2018-07-24 13:42:12.613 10. Contact name: Directed to Another City Department Citizen 11. Contact number: pmrp@vancouver.ca Feedback 12. Email address: 101011619239 1225 CARDERO ST 2H8 S.22(1) 1 7/24/2018 12:53 7/24/2018 13:42 Feedback 1. Describe details (who, what, where, when, why): Citizen is upset because he has left numerous messages and emails regarding case 12320510 for Rob Waite, Property Use Inspector, but has not heard back from him. 2. Type of feedback: Complaint 3. Feedback regarding: City Employee 4. Department: Development, Building & Licensing 5. Division or Branch Name: Property Use Inspections - Employee Feedback 6. Were any other cases or service requests created as a result of this feedback? 7. If Yes, provide case number(s) or other relevant details: Agent Created Case: Property Use case 12320510 created Jan 3, 2019. Agent Updated Case Details: Reallocated to queue: Feedback 8. (Don't ask, just record - did caller indicate they want a call back?): Agent Finished: Case Closed. 9. Your address: Closed date : 2019-03-11 20:58:42.91 Directed to Another City Department 10. Contact name: 11. Contact number Collister, Mike <mike.collister@vancouver.ca> Feedback 12. Email address: S.22(1) 1 3/11/2019 20:45 3/11/2019 20:58 Feedback 101012623290 1225 CARDERO ST 2H8 Case caller is trustrated that he has not heard back from the property use inspector assigned to the original report. He mentioned he has emailed the inspector and left at least five voicemail messages. Caller was also provided a supervisor's name and left voicemail for the supervisor but has not received a response. Citizen would appreciate a phone 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Development, Building & Licensing 5. Division or Branch Name: Property Use Inspections 6. Were any other cases or service requests created as a result of this feedback? Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback 7. If Yes, provide case number(s) or other relevant details: 12606626 8. (Don't ask, just record - did caller indicate they want a call back?): Agent Took Ownership of Case: 9. Your address: Agent Finished: Case Closed. Closed date: 2019-03-15 11:19:40.987 Contactname PUI assigned - Rob Waite, Supervisor Bruce Peet. Directed to Another City Department Contact number: Sent to Mike Collister, Manager of PUI Agent offered the alternate contact assigned to Feedback Email address: the case but caller did not take down the Case 101012639072 1225 CARDERO ST 2H8 1 3/15/2019 10:51 3/15/2019 11:19 Feedback Citizens aid that the construction site behind him cuts concrete in the afternoon. Citizens aid that they can do this work earlier in the day when people at work but do it in the construction of the constafter no on when people come home from work and he feels it is extremely incoside rate. I advised that the noise by law allows construction related noise until 8 pmonweek days. He said he understands a feel of the relation of the relatithat but city should ask constructions it estod other more noisy work earlier inday. He said that he spoke to the person on site cutting the concrete and he stopped. He feel sthat if the person was able to the person of the said that the person of thes top then that means the work was not that urgent to be doing in the afternoon. He want scity to tell construction crew to do work earlier inday, lagain, advised that they are allowed to work until 8 pm.Citizensaidtopasshisfeedbackalongthatweshouldbeaskingconstruction sites to do their noisy construction work earlier in day. 2. Type of feedback: Complaint
3. Feedback regarding: City Department 4. Department: Development, Building & Licensing Construction Bylaws 6. Were any other cases or service requests created as a result of this feedback? Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback 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?): Agent Took Ownership of Case: 9. Your address: Closed date : 2019-06-12 16:51:16.503 10. Contact name: Directed to Another City Department 11. Contact number Sent to DBL - john.greer@vancouver.ca 12. Email address: 2019 June, Feedback 101013001908 1225 CARDERO ST 2H8 1 6/12/2019 15:46 6/12/2019 16:51 Feedback Anonymous

phoned in to launch a formal complaint regarding parking in the West End. He states that to begin with, his building illegally bulldozed his buildings parkade to allow for

2. Type of feedback: Compliment 3. Feedback regarding: City Department 4. Department: 311 Contact Centre 5. Division or Branch Name: 3-1-1 6. Were any other cases or service requests created as a result of this feedback? 7. If Yes, provide case number(s) or other relevant details: Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback 13512140 - Mayor and Council Feedback case - citizen was upset that the noise bylaw allows construction on Saturdays. 8. (Don't ask, just record - did caller indicate they want a call back?): Agent Took Ownership of Case 9. Your address: Agent Finished: Case Closed Service Provided 10. Contact name: 11. Contact number: Sent to AV311OMDL@vancouver.ca Feedback 12. Email address: S.22(1) 1 11/16/2019 16:20 11/16/2019 20:36 Feedback Case 101013512511 1225 CARDERO ST 2H8 Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Caller has brought to the attention of his property manager that the chain lock above the Agent Finished: Case Closed. 1. Type of inquiry: deadbolt is can be undone from the outside. Closed date: 2018-04-20 15:40:30.98 Premise Maintenance Property management sent someone to repair DRI -Assigned 2. If Other selected, provide details: the issue but it is no different. Caller would like Property Rob Waite 3. (Don't ask, just record - did caller indicate they want a call back?): Use 88275 to city to step in an enforce this security issue. There is no issue with the deadbolt lock. Please Inspectio PUI General In 101011143424 1225 CARDERO ST 2H8 advise if this would be covered by property use. \$.22(1 S.22(1) 1 4/20/2018 12:44 4/20/2018 15:40 ns Agent Updated Case Details: Reallocated to queue: Eng_Parking Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1284367 created / updated at Tuesday, May 08, 2018 1:30:57 PM Hansen Change in Comments: Comments: Sent resident email: From: Smith, Lisa Sent: Tuesday, May 08, 2018 2:21 PM To: #1284367 His.22 , Thank you for your inquiry. In order to be ' Subject: West End Parking Permit Inquiry SR must match your previous permit: Name: \$.22(1) S.22(1)
Address S.2 -1225 CARDERO ST If two or more of these have 1. Type of inquiry: Permit Other changed it will not allow you to proceed with the online application, 2. If Other, provide details: you will need to apply in person. In your case, you've said that the registration numbers are different. Please review the other West End RPP Legacy Rate Inquiry Vehicle license plate number:
 \$.22(information and if all looks well you may apply online or via 3-1-1. There is a space betweer \$.22(1) which I noticed was not there on your 2016 permit. When 3-1-1 is assisting you please make 4. Describe inquiry in detail: Citizen called 311 to do a RPP application for the West End. Citizen stated that they qualify for the legacy rate as they have had West End rpps since 2016. While doing the sure they put that space again as perhaps that was the issue. Kind application, the CSR (on the citizen's behalf) received the messages: "You may still qualify for the non-market legacy rate, but some information compared to your previous regards, Lisa Smith | Office Support Clerk III Parking Management application has changed." and "If you still think you qualify for the non-market legacy rate, phone 3-1-1 to request that your case be reviewed by Parking Management staff."

The citizen's previous West End rpp numbers are \$.22(1)

. The citizen believes that this online message appeared because sometime during the Branch City of Vancouver, Engineering Services lisa.smith@vancouver.ca T: 604.873.7791 . Added on 08/05/2018 2017 rpp period, his vehicle was replaced with another of the same exact design, and the plates remained the same, so the ICBC insurance/registration information was 2:26:13 PM. updated, but the rpp/decal information was not. The last 3 digits of the current registration number of the vehicle are 2007, and the citizen believes that the previous digits were Service Provided: 10 - Service Provided. See log notes. Resolved on Residentia different. The citizen would like this issue resolved so they can complete their West End rpp application. Eng_Parki 09/05/2018 8:33 00 AM. Parking 5. (Don't ask, just record - did caller indicate they want a call back?): Agent Finished: Case Closed. Permit Manage Closed date: 2018-05-09 08:34:36.28 CARDERO ST 2H8 S.22(1) 1 5/8/2018 13:18 5/9/2018 8:34 ment Inquiry Case 101011225235 1225 Please contact the citizen back by email. Service Provided Agent Updated Case Details: Reallocated to queue: Eng_Parking Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1304619 created / updated at Wednesday, June 20, 2018 2:05:18 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1304619 created / updated at Wednesday, June 20, 2018 2:05:43 PM Service Provided: 10 - Service Provided. see log notes. Resolved on 22/06/2018 11:11 00 AM. Hansen Change in Comments: Comments: Folder 3147758 - Folder 3147758 - HS.22(1), Thank you for your inquiry. Our permit conditions requirethat that decal must be properly affixed within 10 business days of being issued. If the decal doesn t arrive within that time frame you need to call 3-1-1. As a courtesy, I have added ticket 1. Type of inquiry: FC94912 to our cancellation list. Please ensure that any change to Permit Other your license plates, vehicle, or address is reported right away. No 2. If Other, provide details: future ticket cancellations will be considered. Thank you.. Added on Ticket Received 22/06/2018 11:10:17 AM. 3. Vehicle license plate number: Agent Finished: Case Closed s 22(1) Closed date : 2018-06-22 11:13:11.74 4. Describe inquiry in detail: Citizen received a ticket, however he has a permit, and got his mail late and therefore it wasn't displayed on his vehicle. Eng_Parki 10 - Service Provided. see log notes. Resolved on 22/06/2018 Parking 5. (Don't ask, just record - did caller indicate they want a call back?): 11:11 00 AM. Permit Manage S.22(1) 1 6/20/2018 14:02 6/22/2018 11:13 ment Inquiry Case 101011450068 1225 CARDERO ST 2H8

Luizen wanted to thank Jasmin for her assistance on a construction noise complaint that he called in. He said that Jasmin was very neiprul, even though they could barely hear what each other were saying because of the loud jackhammering noise in the background. Citizen said her assistance helped resolve the issue and he is grateful for her

Service Provided: 10 - Service Provided. Closed case - see log notesmr. Resolved on 04/03/2019 10:57:00 AM. Agent Finished: Case Closed. Closed date : 2019-03-04 10:59:37.91 1. Type of inquiry: Permit Status Service Provided 2. If Other, provide details: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 04/03/2019 10 57 00 AM. 3. Vehicle license plate number: Case Reopened: Temporary re-open to 'Add Event' OR 'Move to 4. Describe inquiry in detail: Citizen stated he went to the West End Community Centre on Friday and got a Parking Pass. However, he stated that he spoke to PEO today who advised him that his car was other Queue' not listed as part of the zone today. The citizen would like a call back on this issue. Hansen Change in Comments: Comments: SR#1418727Correct plate 5. Caller's email address (this is department's prefered method for updating the customer): s.22(1) 4. Describe inquiry in detail: Citizen stated he doesn't have an email address went to the West End Community Centre on Friday and got a Parking 6. (Don't ask, just record - did caller indicate they want a call back?): Pass. However, he stated that he spoke to PEO today who advised him that his car was not listed as part of the zone today. The citizen 7. Ticket code: would like a call back on this issue. 19.03.04 I left a voice message for 8. Notice number: resident to call me back and Rose also left him a message and put 9. Name: correct plate into system - she has him know its updated. Closed Residential 10. Address: Eng Parki case.. Added on 04/03/2019 10:57:03 AM. Parking 11. Phone number Agent Finished: Case Closed. 12. Email address: typo Citizen first name is s.22(1) I corrected it in Manage Closed date : 2019-03-04 10:59:39.87 Inquiry Case 101012591377 1225 S.22(1) 1 3/3/2019 18:11 3/4/2019 10:59 ment Back to previous status Agent Updated Case Details: Reallocated to queue: 311 QA CARDERO ST 2H8 our system after i put the case through. 2. If Other, provide details: Citizen is unable to renew his Westside parking permit online; the citizen was prompted with the alert that "This permit number does not qualify for the non-market legacy Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking 3. Vehicle license plate number: S.22(1 Management 4. Describe inquiry in detail: Hansen Service Case Created / Updated: Hansen ServiceRequest Citizen states that he has been a Westside resident for over 5 years. He has always paid the legacy rate for parking, but he is alerted that he does not qualify despite the Number: 1470111 created / updated at Monday, June 24, 2019 existing permit only expired for a little over one month. 5:33:49 PM 5. Caller's email address (this is department's preferred method for updating the customer): Hansen Change in Comments: Comments: Folder#18-633439 - . **s.22(1)**6. (Don't ask, just record - did caller indicate they want a call back?): Added on 28/06/2019 12:37:13 PM. Service Provided: 10 - Service Provided. see log notes.. Resolved on 28/06/2019 1:13 00 PM. 7. Ticket code: Agent Finished: Case Closed. 8. Notice number: Closed date: 2019-06-28 13:14:03.89 9. Name: Service Provided 10. Address: Eng_Parki 10 - Service Provided. see log notes.. Resolved on 28/06/2019 Residential Parking 11. Phone number 1:13:00 PM. ng 12. Email address: Citizen prefers to be reached via email: Inquiry Case 101013051536 1225 CARDERO ST 2H8 S.22(1) 1 6/24/2019 16:49 6/28/2019 13:14 ment s.22(1) Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1623708 created / updated at Friday, May 29, 2020 12:54:37 PM Service Provided: 10 - Service Provided. see log notes.. Resolved on 04/06/2020 4:41 00 PM. Hansen Change in Comments: Comments: Email sent to resident to submit required documents.----Original Message-----From: Online 1. Type of inquiry: Parking Permit Sent: Thursday, June 4, 2020 4:09 PMTo: 5.2 Permit Other S.22 'Subject: RE: Low income renewal Importance: HighHi , Please refer to the attachment I have provided for you. All the 2. If Other, provide details: documents that we would need are listed there for you. Take 3. Vehicle license plate number: care, Linsy Linsy Brickell Parking Programs OSCIII Parking Management BranchCity of Vancouver604-829-9206-----Original Message-----From: Sent:
Tuesday, May 26, 2020 1:36 PMTo: Online Parking PermitSubject: Citizen is looking to renew her West End Parking Permit at the low-income rate. Please email her to renew as it will be expiring at the end of the month. Citizen has already sent an email to the parking office but has not had a reply. 5. Caller's email address (this is department's preferred method for updating the customer): [EXT] Low income renewal Hi there,I meet the low income household **S.22(1)**6. (Don't ask, just record - did caller indicate they want a call back?): criteria and would like to renew my west end parking permit. Which documents do I need to provide?Sent from my iPhone. Added on 04/06/2020 4:40:39 PM. 7. Ticket code: Agent Finished: Case Closed. 8. Notice number: Closed date: 2020-06-04 16:42:36.3 9. Name: Service Provided 10. Address: Eng_Parki 10 - Service Provided. see log notes.. Resolved on 04/06/2020 Residential 11. Phone number: 4:41:00 PM. Parking 12. Email address: S.22(1) 1 5/29/2020 12:47 6/4/2020 16:42 ment Inquiry Case 101014045190 1225 CARDERO ST 2H8 New plate PN376G B.C plate.

Agent Updated Case Details: Reallocated to queue: Eng_Parking

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1418727 created / updated at Sunday, March 03, 2019 6:15:12 PM Hansen Change in Comments: Comments: Left resident a vmessage to call me back. Added on 04/03/2019 10:38:32 AM.

app version: 2.31 orginal 1650 Davie St alias: DAVIE ST full: 1225 CARDERO ST. 1. Provide details: V6G VANCOU These materials have been left on the sidewalk since Monday this week VanConnect -101011267681 1225 CARDERO ST 2H8 VER, BC Other Case 1. Type of garbage: Garbage 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) 4. Provide details: Abandoned PSID 4199257 Photo: s. 15(1)(I) Comments: These materials have been left on the sidewalk since Monday this week. 5. (Don't ask, just record - did caller indicate they want a call back?): Recyclables 101011267741 1225 CARDERO ST 2H8 1. Type of garbage: 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Abandoned leather arm chair on the south side of the back alley. Abandoned 5. (Don't ask, just record - did caller indicate they want a call back?): Recyclables Pickup Case 101011470379 1225 CARDERO ST 2H8 1. Type of garbage: Construction and Demolition Material 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Abandoned Boxes of "renovation" material, including a toilet, dumped in alley behind address. Caller states it is currently blocking access to the McDonald's dumpsters 5. (Don't ask, just record - did caller indicate they want a call back?):

Pickup Case

101012679854 1225

CARDERO ST 2H8

PS#: 4199257Click images below to expandClick images below to expand><a S.15(1)(I)

s.22(1)

Agent Finished: Case Closed. Closed date : 2018-05-16 19:00:48.487 Directed to Another City Department Abandoned Garbage 101011267741

Public Stuff request id: PSID4199257

Agent Created Case:

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-05-16 19:04:36.24

Open311 Feedback

Send Complete Status and Resolution Comment to PS case

VanConn

1 5/16/2018 18:47 5/16/2018 19:04 ect

Agent Created Case:

Agent Updated Case Details: Reallocated to queue: Eng Sanitation Street Cleaning Services

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1288553 created / updated at Wednesday, May 16, 2018

7:01:18 PM Hansen an action has been scheduled: On 17/05/2018 6:57:38 AM an action has been scheduled for 17/05/2018 6 57 00 AM.

Hansen Service Request has been reviewed: Case reviewed on

17/05/2018 7:34:00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 17/05/2018 7:34:42 AM.

Item not found: 771 - Sanitation: Item not found. nothing found at location - as per foreman . Resolved on 25/05/2018 2:12 00 PM.

Agent Finished: Case Closed. Closed date: 2018-05-29 14:13:31.223

Eng_Sanit Item not found

ation -771 - Sanitation: Item not found, nothing found at location - as per Street

foreman . Resolved on 25/05/2018 2:12 00 PM.

1 5/16/2018 18:59 5/29/2018 14:13 Services Agent Updated Case Details: Reallocated to queue: Eng_Sanitation Street Cleaning Services

> Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1306690 created / updated at Monday, June 25, 2018

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1306690 created / updated at Monday, June 25, 2018

10:28:39 AM Hansen Service Request has been reviewed: Case reviewed on

25/06/2018 1:19 00 PM. Service Provided: 10 - Service Provided. Completed as per the

Foreman.. Resolved on 27/06/2018 8:27 00 AM. Agent Finished: Case Closed.

Closed date: 2018-06-29 08:28:19.093

Eng Sanit Service Provided

10 - Service Provided. Completed as per the Foreman.. Resolved on 27/06/2018 8:27 00 AM.

S.22(1) 1 6/25/2018 10:26 6/29/2018 8:28 Services

Agent Updated Case Details: Reallocated to queue: Eng_Sanitation Street Cleaning Services

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1428232 created / updated at Tuesday, March 26, 2019 8:54:18 AM

Hansen Service Case Created / Updated: Hansen ServiceRequest

Number: 1428232 created / updated at Tuesday, March 26, 2019 8:55:12 AM Hansen an action has been scheduled: On 26/03/2019 12:40:15 PM

an action has been scheduled for 26/03/2019 12:40:00 PM. Hansen Service Request has been reviewed: Case reviewed on

26/03/2019 12:40:15 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added

on 26/03/2019 12 54:18 PM. Service Provided: 10 - Service Provided. done as per foreman RT. Resolved on 27/03/2019 12 00 00 AM.

Agent Finished: Case Closed

Closed date : 2019-03-29 11:05:26.2

Eng Sanit Service Provided ation - 10 - Service Provided. done as per foreman RT. Resolved on

27/03/2019 12 00 00 AM.

S.22(1) 1 3/26/2019 8:52 3/29/2019 11:05 Services

12:52:40 PM Hansen an action has been scheduled: On 04/06/2019 7:14:10 AM an action has been scheduled for 04/06/2019 7:14 00 AM. Hansen Service Request has been reviewed: Case reviewed or 04/06/2019 7:14:10 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 04/06/2019 7:34:33 AM. Service Provided: 10 - Service Provided. Completed as per foreman.. Resolved on 05/06/2019 2:49 00 PM. Agent Finished: Case Closed Closed date: 2019-06-06 14:51:25.513 PS#: 6166689Click images below to Service Provided 10 - Service Provided, Completed as per foreman, Resolved on expand<a Hansen Service Case Created / Updated: Hansen ServiceRequest s.15(1)(I) Street Number: 1459047 created / updated at Thursday, June 06, 2019 Non-(Don't ask, just record - did caller indicate they want a call back?): V6G VANCOU Cleaning 2:57:24 PM No Name No Recyclables CARDERO ST 2H8 VER, BC 1 6/3/2019 12:52 6/6/2019 14:57 Services Agent Finished: Case Closed. 101012957433 1225 Pickup Case Name (ps) Public Stuff request id: PSID7272336 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1560577 created / updated at Wednesday, January 01, 2020 10:39:04 AM Hansen an action has been scheduled: On 02/01/2020 7:17:01 AM an action has been scheduled for 02/01/2020 7:16 00 AM. Hansen Service Request has been reviewed: Case reviewed on 02/01/2020 7:17:01 AM. Added on 02/01/2020 7:50:06 AM. Service Provided: 10 - Service Provided. Completed as per foreman. Resolved on 05/01/2020 12 00 00 AM. Agent Finished: Case Closed. Closed date: 2020-01-06 08:59:49.99 PS#: 7272336Click images below to expand<a 10 - Service Provided. Completed as per foreman. Resolved on href='http://maps.googleapis.com/maps/api/stat 05/01/2020 12 00 00 AM. version: icmap?markers=49.285308%2C-2.31 123.139856&size=600x300&key=AlzaSyDchlJ_DV Case Reopened: Reopened for Public Stuff Feedback w7N-5SscsAxDhrf1hK1UYvXic&signature=BzOq-Agent Finished: Case Closed. orginal BstLcxUKEqFskfDseLzXh8='><a Hansen Service Case Created / Updated: Hansen ServiceRequest 5. (Don't ask, just record - did caller indicate they want a call back?): Street Number: 1560577 created / updated at Monday, January 06, 2020 s.15(1)(l) Recyclables V6G VANCOU No No Name No Cleaning 9:05:31 AM 101013636271 1225 CARDERO ST 2H8 VER, BC 1 1/1/2020 10:38 1/6/2020 9:05 Services Agent Finished: Case Closed. Pickup Case Name (ps) Public Stuff request id: PSID7364752 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1569343 created / updated at Tuesday, January 21, 2020 10:45:56 AM PS#: 7364752Click images below to Hansen Service Request has been reviewed: Case reviewed on expand<a 21/01/2020 12 52:34 PM. href='https://d17aqltn7cihbm.cloudfront.net/upl Hansen an action has been scheduled: On 21/01/2020 12 52:34 PM oads/large_2b38ae7e11008ebbf781683f900ca1f an action has been scheduled for 21/01/2020 12 52:00 PM. Hansen Change in Comments: Comments: SR fwd to foreman src='https://d17aqltn7cihbm.cloudfront.net/uplo Added on 21/01/2020 1:10:51 PM. ads/large_2b38ae7e11008ebbf781683f900ca1f9' Service Provided: 10 - Service Provided. Completed as per foreman alt='imageurl' width='300' Resolved on 24/01/2020 12 00 00 AM. height='300'>Click images below to Agent Finished: Case Closed. expand<a Closed date: 2020-01-27 10:31:17.313 href='http://maps.googleapis.com/maps/api/stat Service Provided icmap?markers=49.285394%2C-10 - Service Provided. Completed as per foreman. Resolved on 123.139665&size=600x300&key=AlzaSyDchlJ_DV 24/01/2020 12 00 00 AM. 2.31 orginal 5SscsAxDhrf1hK1UYvXic&signature=a8W9qJI9W Case Reopened: Reopened for Public Stuff Feedback address: OjzOtpS3jwTd49yMFY='><a ation - Hansen Service Case Created / Updated: Hansen ServiceRequest Abandoned s.15(1)(l) 5. (Don't ask, just record - did caller indicate they want a call back?): Number: 1569343 created / updated at Monday, January 27, 2020 V6G VANCOU No Recyclables Cleaning 10:34 58 AM Pickup Case 101013697804 1225 CARDERO ST 2H8 VER, BC s.22(1) 1 1/21/2020 10:45 1/27/2020 10:34 Services Agent Finished: Case Closed.

Public Stuff request id: PSID6166689

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1459047 created / updated at Monday, June 03, 2019

1. Type of garbage: арр Furniture version: 3. (What collection zone is the abandoned garbage located?) 2.31 Not Applicable 4. Provide details: orginal Abandoned West End Coal Harbour CPC - commercial Liaison Team Non-1225 5. (Don't ask, just record - did caller indicate they want a call back?): Recyclables V6G Cardero No CARDERO ST 2H8 St Pickup Case 101013989999 1225

1. Type of garbage:
app Furniture
version: 3. (What collection zone is the abandoned garbage located?)
2.31 Not Applicable
orginal 4. Provide details:
address: Rear of McDonalds on Pantages Lane
1225 5. (Don't ask, just record - did caller indicate they want a call back?):

CARDERO ST 2H8 St

Abandoned

Recyclables

Pickup Case

101014051211 1225

Non-

Number: 1614911 created / updated at Saturday, May 09, 2020 PS#: 7911589Click images below to 1.28.20 PM Service Provided: 10 - Service Provided, Completed, Resolved on expandClick images below to Case Reopened: Reopened for Public Stuff Feedback expand< s.15(1)(I) Street Closing case after 'Add Event' No Name No Cleaning 1 5/9/2020 13:28 5/12/2020 10:12 Services Name (ps) Agent Created Case: Public Stuff request id: PSID8049927 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1624856 created / updated at Monday, June 01, 2020 PS#: 8049927Click images below to 12:27:54 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. expandClick images below to 10 - Service Provided. Completed. Resolved on 02/06/2020 12 00 00 href='http://maps.googleapis.com/maps/api/stat icmap?markers=49.285077%2C-Case Reopened: Reopened for Public Stuff Feedback 123.139263&size=600x300&key=AlzaSyDchlJ_DV Agent Finished: Case Closed. Closed date : 2020-06-03 14:55:14.187 5SscsAxDhrf1hK1UYvXic&signature=Sb1KGa0Al1 Open311 Feedback Send Complete Status and Resolution Comment to PS case x3zgjKXqlMRTsSXTQ='><a Agent Finished: Case Closed. s.15(1)(l) Street Closed date: 2020-06-03 14:57:14.067 No Name No Cleaning Back to previous status 1 6/1/2020 12:27 6/3/2020 14:57 Services Closing case after 'Add Event' Name (ps) Public Stuff request id: PSID8144694 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1630898 created / updated at Monday, June 15, 2020 1:35:42 PM Hansen Service Request has been reviewed: Case reviewed on 16/06/2020 6 09:57 AM. PS#: 8144694Click images below to Hansen an action has been scheduled: On 16/06/2020 6:09:57 AM an action has been scheduled for 16/06/2020 6 09 00 AM. expandClick images below to Service Provided expand<a 10 - Service Provided. Done as per foreman. Resolved on 22/06/2020 href='http://maps.googleapis.com/maps/api/stat 3:22:00 PM. icmap?markers=49.285043%2C-123.139341&size=600x300&kev=AlzaSvDchlJ DV Case Reonened: Reonened for Public Stuff Feedback w7N-5SscsAxDhrf1hK1UYvXic&signature=bM-Agent Finished: Case Closed. WsNrYiYWjB1HGC8eZ9z8zkOw='><a s.15(1)(l) Number: 1630898 created / updated at Monday, June 22, 2020 Cleaning 3:38:14 PM

Name (ps)

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1 6/15/2020 13:35 6/22/2020 15:38 Services Agent Finished: Case Closed.

Hansen Service Case Created / Updated: Hansen ServiceRequest

app version: 2.31 address: 1650 Davie St 1. Type of garbage 3. (What collection zone is the abandoned garbage located?) DAVIE ST Not Applicable full: 1225 4. Provide details: Abandoned CARDERO junk boxes and clothes back alley on Pantages lane ST, 5. (Don't ask, just record - did caller indicate they want a call back?): Non-V6G VANCOU Recyclables 101014242431 1225 CARDERO ST 2H8 VER, BC Pickup Case

> 1. What is the problem with the light? Light Out 2. If Other, provide details:

3. How many lights are out?

4. Provide light pole number (if available): 5. Where is the light pole located?

In front of the address indicated

6. Has this issue occurred before?

7. (Don't ask just record - Did caller indicate they want a call back?)

CARDERO ST 2H8

CARDERO ST 2H8

101011628986 1225

101012833942 1225

Street Light -

1. What is the problem with the light? Light Out 2. If Other, provide details: 3. How many lights are out? 4. Provide light pole number (if available): 5. Where is the light pole located?

In front of the address indicated

6. Has this issue occurred before?

7. (Don't ask just record - Did caller indicate they want a call back?)

PS#: 8488913Click images below to href='https://d17aqltn7cihbm.cloudfront.net/upl oads/large_1e084817dc86209ecf5b85ed85ffe3e src='https://d17aqltn7cihbm.cloudfront.net/uplo ads/large_1e084817dc86209ecf5b85ed85ffe3ed alt='imageurl' width='300' height='300'>Click images below to expand<a s.15(1)(I)

No Name No

Name (ps)

Number: 1655136 created / updated at Tuesday, August 04, 2020 2:47:15 PM Hansen an action has been scheduled: On 05/08/2020 6:36:30 AM an action has been scheduled for 05/08/2020 6:36 00 AM. Hansen Service Request has been reviewed: Case reviewed on 05/08/2020 6:36:30 AM. Hansen Change in Comments: Comments: SR forwarded to Foreman.. Added on 05/08/2020 7 04:15 AM. Service Provided: 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12 00 00 AM. Agent Finished: Case Closed Closed date: 2020-08-10 13:58:37.723 Service Provided 10 - Service Provided, Completed as per foreman, Resolved on 07/08/2020 12 00 00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2020-08-14 14:48:43.177 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to Eng_Sanit other Queue' ation - Hansen Service Case Created / Updated: Hansen ServiceRequest Street Number: 1655136 created / updated at Friday, August 14, 2020 Cleaning 5:17:23 PM 1 8/4/2020 14:47 8/14/2020 17:17 Services Agent Finished: Case Closed. Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting

Public Stuff request id: PSID8488913

Hansen Service Case Created / Updated: Hansen ServiceRequest

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1321340 created / updated at Wednesday, July 25, 2018 9:54:40 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1321340 created / updated at Wednesday, July 25, 2018 9:55:35 PM Hansen Service Request has been reviewed: Case reviewed on 26/07/2018 10 05 00 AM. Dispatched to Crew: 44 - Work Order created for Crew. Request has

been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities.. Resolved on 26/07/2018 10:13:00 AM. Agent Finished: Case Closed.

Closed date: 2018-07-26 10:16:19.043

Dispatched to Crew

44 - Work Order created for Crew. Request has been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities... Resolved on 26/07/2018 10:13 00 AM.

Eng_Traff Case Reopened: Temporary re-open to 'Add Event' OR 'Move to ic and other Queue'

Electrical - Hansen Work Order Created: Work order 1000106 has been initiated Street on 26/07/2018 10:12 00 AM. Work Order type is TLgReact. S.22(1) 1 7/25/2018 21:53 7/26/2018 10:21 Lighting Agent Finished: Case Closed.

Agent Updated Case Details: Reallocated to queue; Eng. Traffic and Electrical - Street Lighting

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1445508 created / updated at Sunday, May 05, 2019 8:43:31 PM

Hansen Service Request has been reviewed: Case reviewed on 06/05/2019 2:13 00 PM. Dispatched to Crew: 44 - Work Order created for Crew. Request has

been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities.. Resolved on 06/05/2019 2:32:00 PM. Agent Finished: Case Closed.

Closed date: 2019-05-06 14:34:11.47

44 - Work Order created for Crew. Request has been added to the Street Lighting work order list (lamp sheet). Crew will fix the light based on priority and complexity of the problem, which could be anything from bulb replacement to fixing the underground utilities.. Resolved on 06/05/2019 2:32 00 PM.

Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'

Hansen Work Order Created: Work order 1083361 has been initiated Eng_Traff on 06/05/2019 2:31 00 PM. Work Order type is TLgReact.

ic and Agent Finished: Case Closed. Electrical - Closed date : 2019-05-06 14:34:13.78 Street Back to previous status

Street light on CARDERO ST

S.22(1) 1 5/5/2019 20:42 5/6/2019 14:34 Lighting Closing case after 'Add Event'

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1. Describe the noise and who is making it (e.g. person or company name): Private construction, "Urban One Builders" working from Cardero to Bidwell on Davie. The sounds are concrete drilling and spraying "stuff". Described as very noisy. 2. When is it happening? Right now, after 8 pm (called in at 8:25 pm) 3. How often is it happening? Tonight is the only time that the caller is absolutely sure the crew is working after 8 pm. 4. Did you speak to the person or company making the noise? Agent Created Case: 5. If yes, what happened? Agent Updated Case Details: Reallocated to queue: CSG - Inspections 6. Did you tell the police about your concern? Reception General 7. If yes, provide police file number (if known): Agent Finished: Case Closed. 8. (Don't ask, just record - did caller indicate they want a call back?): Closed date: 2018-08-31 10:11:14.19 Construction Inspectio Assigned Noise 9. Address of concern: Dave Holbrook - 89316 Complaint 10. Contact number: Receptio CARDERO ST 2H8 S.22(1) 1 8/30/2018 20:28 8/31/2018 10:11 n General 101011796191 1225 Case PS#: 5543828Click images below to expand<a Inspectio Open311 Feedback Construction 10. Phone number: s.15(1)(I) Send Complete Status and Resolution Comment to PS case V6G VANCOU **s.22(1)** Complaint Reception CARDERO ST 2H8 VER, BC 101012477992 1225 1 2/4/2019 13:23 2/4/2019 15:24 n General Case 1. Describe the noise and who is making it (e.g. person or company name): $\label{thm:construction} \mbox{He is hearing generator construction related noise from the third floor of the construction site.}$ 2. When is it happening? 0730pm and is still on right now 3. How often is it happening? 4. Did you speak to the person or company making the noise? Agent Created Case: 5. If yes, what happened? Agent Updated Case Details: Reallocated to queue: DBL - Inspections He spoke to construction workers thru the window and said the noise is too loud but citizen could not hear his response because he was speaking thru his window Reception General 6. Did you tell the police about your concern? Agent Finished: Case Closed. 7. If yes, provide police file number (if known): Closed date: 2019-02-15 08:45:06.54 8. (Don't ask, just record - did caller indicate they want a call back?): DBL -Assigned Construction Inspectio Steve Voskakis: 9. Address of concern: Noise 89401 ns Complaint 10. Contact number: Receptio 101012528646 1225 CARDERO ST 2H8 Did not find an exemption permit. S.22(1) 1 2/14/2019 21:25 2/15/2019 8:45 n General The old Safeway construction site has a small Jeanie to move platform but it's not being used and the machine is on all day long and making very loud piercing noises (screaming), and it's unbearable. Also, that machine is unsafe to be on the construction site, as it might tip over. 2. When is it happening? 3. How often is it happening? everyday 4. Did you speak to the person or company making the noise? Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Inspections 5. If yes, what happened? 6. Did you tell the police about your concern? 7. If yes, provide police file number (if known): Agent Finished: Case Closed Closed date : 2020-01-06 10:03:36.687 8. (Don't ask, just record - did caller indicate they want a call back?): DBL -Construction Inspectio Assigned 9. Address of concern: Stewart Cowdell - 87014 Complaint 10. Contact number: 101013642958 1225 CARDERO ST 2H8 S.22(1) 1 1/3/2020 13:22 1/6/2020 10:03 n General

app 0. Confirm address of concern: version: 1600 blk Davie south side. The bldng Entrence on Panatages Alley. 1. Describe the noise: Loud whine to high pitch loud wine address: 2. When is it happening? 1668 11:00pm -- continuous until 11:16pm. Davie St 3. How often is it happening? Once every couple of weeks 4. Have you spoken with the person or company making the noise? DAVIEST No full: 1225 8. (Don't ask, just record - did caller indicate they want a call back?): Construction CARDERO Unknown 10. Phone number Noise ST. Complaint V6G VANCOU s.22(1) 101013646038 1225 CARDERO ST 2H8 VER, BC

version:
2.31
orginal
address:
1668
Davie St
alias:
1668
DAVIE ST
Curbside
full: 1225
CARDERO
V6G
VANCOU
Other
CARDERO ST
V4B
VER, BC
CARDERO ST
2H8
VER, BC
Other
CARDERO Other
CARDERO Other
ST, 5. Condition of sign:

Sign - Repair 101011902495 1225

Sign - Repair 101012809051 1225

version:
2.31
orginal
address:
1668
Davie St
alias:
1668 1. Sign location:
DAVIE ST Curbside
full: 1225 3. Type of sign:
CARDERO Other
ST, 5. Condition of sign:
V6G VANCOU Other
CARDERO ST 2H8 VER, BC

PS#: 7287600Click images below to expand<n/><a S.15(1)(I) Inspectio Open311 Feedback Send Complete Status and Resolution Comment to PS case No Name No Receptio 1 1/4/2020 23:31 1/6/2020 10:09 n General Name (ps) Public Stuff request id: PSID4891070 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1350344 created / updated at Monday, September 24, 2018 9:05:14 AM Hansen Service Request has been reviewed: Case reviewed on 24/09/2018 9:10:41 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to TA () on 24/09/2018 9:13:34 AM. Hansen Service Request has been reviewed: Case reviewed on PS Description: 1600 Pantages Lane: 3 24/09/2018 9:13:37 AM. new/replaced utility poles are missing permit Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12 00 00 AM. parking signage; signage on older pole (beside 1661 Burnaby s underground driveway) is highly Hansen Work Order Created: Work order 1016207 has been initiated on 24/09/2018 9:14:00 AM. Work Order type is TSnPermanent. obscured by vegetation),PS#: 4891070Click images below to Hansen Change in Comments: Comments: Dispatched to Traffic Ops expand<a superintendent for crew dispatch. Crew will make repairs based on href='http://maps.googleapis.com/maps/api/stat priority and complexity of the problem. See WO created. Added on icmap?markers=49.285266%2C-24/09/2018 9:19:37 AM. 123.139724&size=600x300&key=AlzaSyDchlJ_DV Service Provided: 10 - Service Provided. Work Completed Sep 26/18 w7N-5SscsAxDhrf1hK1UYvXic&signature=bnD-[KB D1635] Under construction & D1635] Under construction 11q_j6Qq1KwU4Ujx9tXmbpU='><a Electrical - 10 - Service Provided. Work Completed Sep 26/18 [KB D1635] Under s.15(1)(I) Traffic construction & DITIONAL construction construction amp; new hydro poles/ ADDITIONAL Operatio COMMENTS: We cannot reinstall signage upon new hydro poles.
7 ns Send to Parking Management to confirm location of new sign post. No Name No 1 9/24/2018 9:03 9/28/2018 14:47 ns Name (ps) PS Description: South lane west side missing Public Stuff request id: PSID5968172 commercial load zone signage and construction Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1442332 created / updated at Monday, April 29, 2019 workers taking advantage of parking there affecting businesses who need to use the zone to 2:47:26 PM load/unloadPS#: 5968172Click images Hansen Service Request has been reviewed: Case reviewed on below to expand<a 30/04/2019 7:23:00 AM. href='https://d17agltn7cihbm.cloudfront.net/upl Hansen Work Order Created: Work order 1081094 has been initiated oads/large_99901330f885dd37fa016eefd242cc6 on 30/04/2019 7:30:00 AM. Work Order type is TSnPermanent. Dispatched to Crew: 44 - Work Order created for Crew. Dispatched a'>Click images below to Agent Finished: Case Closed Closed date: 2019-04-30 07:36:02.65 expand<img src='http://maps.googleapis.com/maps/api/stati Case Reopened: Reopened for Public Stuff Feedback cmap?markers=49.285316%2C-Agent Finished: Case Closed. 123.139752&size=600x300&key=AlzaSyDchlJ_DV Closed date: 2019-04-30 07:39:42.73 Open311 Feedback 5SscsAxDhrf1hK1UYvXic&signature=0tStYVBQP_ Eng Traff Send Complete Status and Resolution Comment to PS case

ic and

Traffic other Queue'

1 4/29/2019 14:47 4/30/2019 7:39 ns Number: 1442332 created / updated at Tuesday, April 30, 2019

O6iY6dYgeJ5JQ1ehw=' alt='mapurl' width='300'

No Name No

Name (ps)

height='300'><a

s.15(1)(I)

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Electrical - Case Reopened: Temporary re-open to 'Add Event' OR 'Move to

Operatio Hansen Service Case Created / Updated: Hansen ServiceRequest

. Phone Number 1. Type of noise: Mechanical equipment (air conditioner, heat pump, fan, etc.) version: 2. Describe the noise and who is making it: The construction elevator at the worksite which is located above alone Drugs is old and in disrepair. For the past week it is making a horrendous screeching and squeaking sound as it travels up and down the building under construction. address: 3. When is it happening? 1650 730am until almost 8pm Monday thru Saturday Davie St 4. How often is it happening? Every time they move their elevator which is all day alias: 6. Have you spoken with the person or company making the noise? full: 1225 10. Please verify address of the property: CARDERO 1650 Davie PUI Noise ST. 11. Did caller indicate they want a call back? V6G VANCOU Unknown Complaint 101011978828 1225 CARDERO ST 2H8 VER, BC 1. Type of noise: Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Generator noise from new building, located right next to London Drugs. If in the alley behind London Drugs, the building is to the west. Caller indicates that inspectors are on site, and they advised him that this is an emergency generator that would only go off incase of an emergency. However, calls feels that the level of noise is unacceptable. Did advise him that if within decibal limits the city may find no issue with it. He says the generator is at street level and can only see the grill from his home. 3. When is it happening? 4. How often is it happening? 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? Caller indicates the generator must be at street level as this is where the noise is coming from, on the lower level behind a screen. 6. Did you speak to the person or company making the noise? 7. If yes, what happened? 8. Did you tell the police about your concern? Not Applicable 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): PUI Noise 11. (Don't ask, just record - did caller indicate they want a call back?) Complaint CARDERO ST 2H8 101012880002 1225 Case 2.31 orginal address: 1. Type of noise: Me chanical equipmentair conditioner exhaus the atpump fan ventet conditioneExcessive fan / pump noise. On and off every 30 mins or so. I have reported this building many times over the past 3 years. I should not have to keep doing this. 3. When is it happening? DAVIE ST Anytime during the day full: 1225 6. Have you spoken with the person or company making the noise? CARDERO Yes PUI Noise

10. Please verify address of the property:

V6G VANCOU 1650 Davie st

CARDERO ST 2H8 VER, BC

Complaint

101014128358 1225

Case

5013883Click images below to expandClick images below to expands.15(1)(I) No Name No Name (ps)

PS#: 8222894Click images below to

href='https://d17agltn7cihbm.cloudfront.net/upl oads/large_5c164c2d0791d5c03802e186f160ce1

src='https://d17aqltn7cihbm.cloudfront.net/uplo ads/large_5c164c2d0791d5c03802e186f160ce13

href='http://maps.googleapis.com/maps/api/stat

123.139609&size=600x300&key=AlzaSyDchlJ_DV

5SscsAxDhrf1hK1UYvXic&signature=poRyaPfsUD

src='http://maps.googleapis.com/maps/api/stati

123.139609&size=600x300&key=AlzaSyDchlJ_DV

5SscsAxDhrf1hK1UYvXic&signature=poRvaPfsUD

XFMwQMywmqKin1pD4=' alt='mapurl'

width='300' height='300'>Click images below to

expand<a

expand<a

s.15(1)(I)

' alt='imageurl' width='300'

icmap?markers=49.285324%2C-

XFMwQMywmqKin1pD4='><img

cmap?markers=49.285324%2C-

3'><img

PS Description: undefinedPS#:

Agent Created Case: Public Stuff request id: PSID5013883 Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General Reason for reallocation: Construction noise Agent Finished: Case Closed. Closed date : 2018-10-15 09:23:08.9 Dave Holbrook: 89316 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-10-15 09:24:47.51 Inspectio Open311 Feedback Send Complete Status and Resolution Comment to PS case Receptio

Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed.

Closed date: 2019-05-17 09:05:24.573 Property Rob Waite Use 8275 Inspectio

S.22(1) 1 5/16/2019 12:34 5/17/2019 9:05 ns

S.22(1) 1 10/11/2018 17:20 10/15/2018 9:24 n General

Agent Created Case: Public Stuff request id: PSID8222894 Agent Finished: Case Closed. Closed date : 2020-06-26 11:48:09.42 **Duplicate Request** already assigned to Rob Waite, 8275

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed.

Closed date : 2020-06-26 11:49:52.413 Property Open311 Feedback

Send Complete Status and Resolution Comment to PS case Inspectio

S.22(1) 1 6/26/2020 1:36 6/26/2020 11:49 ns

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. Phone number s.22(1) Type of noise version: 2. Describe the noise: 2.31 Very loud ventilation or heating/AC fans on roof of London Drugs at 1660 Davie Street. We have lived on the 15th floor overlooking the London Drugs roof for eight years (@1225 Cardero Street) and the fans were never this loud. A new apartment tower went up at 1668 Davie, so now the London Drugs roof is between our two towers. Larco address: Investments owns all three properties, so they may now be using the London Drugs roof as ventilation for the new tower, causing the additional fan noise. In any case, over 100 Nx10etmxWCnRi5B0=1>>img apartments face these fans and with summer here and all of us needing to keep our windows open, the noise is becoming intolerable.

I have called London Drugs src='http://maps.googleapis.com/maps/api/stati Davie St twice and staff said they would pass on my concerns to management but no one has ever called me back or done anything about the fan noise.

A reasonable compromise would be to order the fans turned off after the store closes at 10pm. 1660 3. When is it happening? DAVIE ST Fan goes on and off all day and all night. full: 1225 6. Have you spoken with the person or company making the noise? CARDERO Yes PUI Noise 10. Please verify address of the property: Complaint V6G VANCOU The property is at 1660 Davie Street. Case 101014139230 1225 CARDERO ST 2H8 VER, BC 1. Type of Complaint: Other 2. If Other, provide details: Fan installation 3. If Work Without Permit selected, is there visible and active work being done? 4. Describe complaint in detail (building type e.g. single family or multi-family dwelling, high-rise, commercial building; location and type of work): This building is currently undergoing some upgrades in the units. As part of that they have installed fans in every bathroom and told the residents that they have to keep the fans on all day and night. They gave letters to each unit advising them that this update was mandated by the City of Vancouver. She has spoken with the landlord tenancy branch and they have advised that the fans should not have to be on all day and night. They are extremely loud and residents are unable to sleep. Citizen would like to speak with someone regarding the upgrades and find out if the management company is lying when they say City of Vancouver is mandating that upgrade. Permit EP-2018-10329. 5. (Don't ask, just record - did caller indicate they want a call back?): 6. Exact address of concern 8 Your address: Building 9. Contact name: 10. Contact number Inspection 11. Email address: Complaint 101012240948 1225 CARDERO ST 2H8 Collister, Further to our telephone conversation, i am following up with you in regards to Case # 123-20510 dated of January 3rd 2018, 42 days ago, citizens living at 1225 Cardero street called #311 and reported to the city of Vancouver their issues. We were told the city inspector Rob Waite would contact us back within 2 business days. 42 days later nobody from the city of vancouver has yet returned our calls. We left numerous voicemails to Rob Waite with no answers, no call back and no email adressing our concerns. For the past weeks, an HVAC company, "Stolz", has been coming to our building to continue their work on the HVAC ventilation system, could you please respond to us confirming the HVAC ventilation system is still being worked on to be fixed? We also would like our garbage chute to be reinstated as the landlord is claiming the city of Vancouver ordered the chute to be closed down, i left a voicemail to Rob Waite in this regards in December 2018, over two months ago and have not heard back from him on this matter either. Thank you, \$.22(1) 2. Type of feedback: Negative 3. Department Mayor and Council 4. Were any other cases or service requests created as a result of this feedback? 5. If Yes, provide case number(s) or other relevant details: 6. (Don't ask, just record - did caller indicate they want a call back?): 7. Select category: Property Use and Maintenance 8. Select topic: Private Property 9. Specific area of concern **HVAC and Garbage Chute** 10. Neighbourhood: West End 11. Original Client: Mayor and Council 12. Original Email address: Feedback 13. Original address: Case 101012521680 1225 CARDERO ST 2H8

PS Description: undefinedPS#: 8252129Click images below to Agent Created Case: Public Stuff request id: PSID8252129 expand<a S.15(1)(I) Send Complete Status and Resolution Comment to PS case No Name No Name (ps) S.22(1) 1 6/30/2020 10:17 6/30/2020 15:04 ns Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General Agent Updated Case Details: Reallocated to gueue: CSG - Property Use Inspections Reason for reallocation: Many ongoing property use case files regarding these fans Agent Finished: Case Closed. Closed date : 2018-12-17 08:38:34.437 DRI -Property Assigned Rob Waite, Property Use Inspector, 88275 Inspectio S.22(1) 1 12/12/2018 13:03 12/17/2018 8:38 ns Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback Agent Updated Case Details: Reallocated to queue: DBL_Mayor and Council Correspondence Reason for reallocation: Feb. 13 - Sent to Corrie Okell (DBL) for response: : Email was addressed to Mike Collister regarding HVAC and garbage

respond back to the citizen and make sure to CC Councillor Carr and BCC CouncilCorrespondence@vancouver.ca in the response? Thank you!

Agent Finished: Case Closed.

DBL_May Closed date: 2019-03-13 15:40:58.61
or and Response Issued
Council Letter sent from Kathryn Holm to tenants.

Please CC Councillor Carr in the response. S.22(1) 1 2/13/2019 14:18 3/13/2019 15:40 ndence

chute issues at 1225 Cardero St. Would your department be able to

Citizen is very unhappy that construction is allowed over the weekend (Saturdays) This building is jack hammering in the middle of the day on a Saturday when most people have days off to relaxathome. He spoke to the individual jack hammering who said he will be doing this for a few more hours, and they were also doing so yester day. He wants the City to a mend the contract of the contracnoise by law which restricts construction work to regular hours during the week, especially considering how much development is going on a round the restrict source of the restrictcity at once. He woud like a response from the City in regards to his complaint.

2. Department:

Mayor and Council

3. Neighbourhood: West End

4. Were any other cases or service requests created as a result of this feedback?

5. If Yes, provide case number(s) or other relevant details:

6. (Don't ask, just record - did caller indicate they want a call back?):

Yes

7. Council Item: Not Applicable

8. Select category:

Licences and Permits

10. Specific area of concern: Noise Control Bylaw

11. Author Type:

12. Correspondence Type:

Original Feedback 14. Original Email address:

13. Original Client:

15. Original address:

Mayor and Council Feedback Case

Abandoned

Mattress/Box

Spring Pickup

PUI Tenant

Heat or Hot

PUI Tenant

Heat or Hot

Complaint

Water

Case

Water

Case

101012679875 1225

101012684308 1225

101013338975 1225

101013512140 1225 CARDERO ST 2H8

1. Type of garbage:

2. What collection zone is the abandoned garbage located?

Not Applicable

3. (Don't ask, just record - did caller indicate they want a call back?):

CARDERO ST 2H8

CARDERO ST 2H8

CARDERO ST 2H8

No Hot Water

2. Has the landlord been advised of the issue?

2a. Provide details:

No hot water since last Thursday

3. How long has the problem existed?

6 days as of today 4. Caller's daytime phone number:

s.22(1)5. (Don't ask, just record - did caller indicate they want a call back?):

2. Has the landlord been advised of the issue?

2a. Provide details:

Citizen explains she has told the landlord twice, they keep saying it will be turned on but it is not happening. 3. How long has the problem existed?

over 4 months.

4. Caller's daytime phone number:

5. (Don't ask, just record - did caller indicate they want a call back?):

Agent Created Case:

Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback

Agent Updated Case Details: Reallocated to queue: DBL_Mayor and

Council Correspondence

Reason for reallocation: DBL - Nov 18 - Sent to Corrie Okell for response:

:

Citizen has concerns about construction noise. Would DBL be able to

respond back to the citizen and BCC CouncilCorrespondence@vancouver.ca in the response? Thanks!

DBL_May Agent Finished: Case Closed. or and Closed date: 2019-11-22 12:59:16.89

Council Acknowledged

Correspo

S.22(1) 1 11/16/2019 13:28 11/22/2019 12:59 ndence

Agent Updated Case Details: Reallocated to queue: Eng_Sanitation -

Street Cleaning Services

Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1428234 created / updated at Tuesday, March 26, 2019

8.55.48 AM Hansen an action has been scheduled: On 26/03/2019 12:39:15 PM

an action has been scheduled for 26/03/2019 12:39:00 PM. Hansen Service Request has been reviewed: Case reviewed on

26/03/2019 12:39:15 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added

on 26/03/2019 12 57 58 PM.

Item not found: 771 - Sanitation: Item not found, not found, as per foreman . Resolved on 31/03/2019 12:00:00 AM.

Agent Finished: Case Closed. Closed date : 2019-04-02 14:50:24.847

Eng_Sanit Item not found

Cleaning

ation - 771 - Sanitation: Item not found. not found as per foreman

Resolved on 31/03/2019 12 00 00 AM. Street

Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property

Agent Finished: Case Closed.

Closed date: 2019-03-28 08:41:31.34

Property Assigned R Waite 8-8275

Inspectio

S.22(1) 1 3/26/2019 19:40 3/28/2019 8:41 ns

S.22(1) 1 3/26/2019 8:55 4/2/2019 14:50 Services

Caller states it is currently blocking access to the

McDonald's dumpsters.

Agent Created Case:

Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections

Agent Finished: Case Closed. Closed date : 2019-09-18 11:37:57.293

Assigned

Property Rob Waite Use 8275

Inspectio

S.22(1) 1 9/18/2019 9:32 9/18/2019 11:37 ns

Parking Management - General Inquiries Case	101013057070	1225	CARDERO ST	V6G 2H8	 Type of Inquiry new regulations in backlane Describe Inquiry in detail: Caller said new regulations in backlane has eliminated 1 parking spot for residents. So he wants to know why, please contact him to advise. (Don't ask, just record - did caller indicate they want a call back?):
					Is this causing a safety or traffic hazard?
					No
					2. Location type:
					City Street
					3. Type of debris:
					Other
					4. If Other, provide details:
					garbage all over the street
					5. If Cement Spill, provide Cement Company name and truck number (if known):
					6. Is this a result of a Motor Vehicle Accident?
					No
					7. If Yes, did you witness the accident?
					undefined
					8. If Yes, ask caller to provide details on the responsible party, including license plate #, make/model/color of vehicle, company name on vehicle, driver name/license #/contact
					info and/or VPD/VFD incident # (if known):
					9. If City Crew calling, provide Department details (City Department name and Crew detail):
Street					10. Provide SAP#/Hansen# for City Crew request:
Cleaning &					11. (Don't ask, just record - did caller indicate they want a call back?):
Debris Pickup				V6G	No
Case	101013184582	1225	CARDERO ST	2H8	1. Provide details. Prease be as specific as possible when describing location, especially if needles are in a large area such as a park, candinarks and compass directions are
					especially helpful (e.g. "At the northeast corner of the playground").
					There are about 50 needles in the lane behind this address, located near the garbage can.
					2. Indicate number of needles:
Discarded					5+
Needle					3. Name (for VanConnect requests only):
Pickup				V6G	4. Phone number (for VanConnect requests only):
Request	101013376450	1225	CARDERO ST	2H8	
					2020
					2. Licence number:
					156847
					3. Account number:
					719755
					4. Business name:
					Mariana Santarem Barbosa and Tiago
					5. Business owner's first and last name:
					Mariana Santarem Barbosa
Gone Out of					6. (Don't ask, just record - did caller indicate they want a call back?):
Business				V6G	No
Case	101013521293	1225	CARDERO ST	2H8	

```
Hansen Service Case Created / Updated: Hansen ServiceRequest
                                                                              Number: 1470694 created / updated at Tuesday, June 25, 2019
                                                                              Hansen Service request Case Type has changed: Case type changed
                                                                              to PResParkingReq on 26/06/2019 10:45:42 AM
                                                                              Hansen Change in Comments: Comments: Found in PGenInquiry and
                                                                              moved to PResParkingReq. . Added on 26/06/2019 10:46:08 AM.
                                                                              Hansen Change in Comments: Comments: Dear S.22(1)
                                                                              Thank you for your inquiry. The permit parking signs were removed
                                                                              when the hydro/utility poles were replaced. The new signs have
                                                                              been posted in accordance with Street & Dr; Traffic By-law
                                                                              2849 and placed to not impede with sub ground infrastructure (cables, water, sewers, etc.). Thank you. Residential Parking. Added
                                                                              on 28/06/2019 2:30:45 PM.
                                                                              Service Provided: 10 - Service Provided. see log notes. Resolved on
                                                                              28/06/2019 2:31 00 PM.
                                                                              Agent Finished: Case Closed.
                                                                              Closed date : 2019-06-28 14:32:05.29
                                                                              Service Provided
                                                                   Eng_Parki 10 - Service Provided. see log notes. Resolved on 28/06/2019 2:31 00
                                                                   ng
Manage
S.22(1) S.22(1) 1 6/25/2019 19:10 6/28/2019 14:32 ment
                                                                              Agent Created Case:
                                                                              Agent Updated Case Details: Reallocated to queue: Eng_Sanitation -
                                                                              Street Cleaning Services
                                                                              Hansen Service Case Created / Updated: Hansen ServiceRequest
                                                                              Number: 1488977 created / updated at Tuesday, July 30, 2019
                                                                              4:46:48 PM
                                                                              Hansen an action has been scheduled: On 31/07/2019 7:17:43 AM an
                                                                              action has been scheduled for 31/07/2019 7:17 00 AM.
                                                                              Hansen Service Request has been reviewed: Case reviewed on
                                                                              31/07/2019 7:17:43 AM.
                                                                              Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 31/07/2019 7:42:18 AM.
                                                                              Service Provided: 10 - Service Provided. Completed as per foreman..
                                                                              Resolved on 06/08/2019 12:47 00 PM.
                                                                              Agent Finished: Case Closed.
                                                                              Closed date: 2019-08-07 12:50:10.16
                                                                    Eng Sanit Service Provided
                                                                    ation - 10 - Service Provided. Completed as per foreman.. Resolved on
                                                                             06/08/2019 12:47 00 PM.
                                                                    Street
Anonymous
                             1 7/30/2019 16:45 8/7/2019 12:50 Services
                                                                              Agent Created Case.
                                                                              Agent Updated Case Details: Reallocated to queue: ACCS - Drug
                                                                              Agent Finished: Case Closed.
                                                                   ACCS -
                                                                             Closed date: 2019-09-30 19:19:24.85
s.22(1) 1 9/30/2019 19:18 9/30/2019 19:19 Policy
                                                                              Agent Created Case:
                                                                              Agent Updated Case Details: Reallocated to queue: DBL - Licence
                                                                              Office
                                                                              Agent Finished: Case Closed.
                                                                   DBL -
                                                                              Closed date : 2019-11-19 14:41:25.943
Barbosa,
Mariana
                 7789263783 1 11/19/2019 14:39 11/19/2019 14:41 Office
```

Agent Created Case:

Agent Updated Case Details: Reallocated to queue: Eng_Parking

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2.31 orginal address: 1650 Davie St 1650 1. Meter number: DAVIEST 6????? full: 1225 2. Issue with meter PBP Meter CARDERO Other out of Order 3. If Other, provide details: V6G VANCOU Number peeled off on both sides. Maybe jammed?? Not sure VanConnect 101013531813 1225 CARDERO ST 2H8 VER, BC PS#: 7949380Click images below to expandClick images below to expand><a>S.15(1)(I) Graffiti address: UtilityEquipmentBox Removal -1225 5 Provide details: V6G Cardero City Property Multiple posts CARDERO ST 2H8 St 101014009277 1225 1. Feedback or Comment: I am one of the many thousands of recreational cyclists who used to enjoy riding the entire seawall around Stanley Park, particularly the section under the Lions Gate Bridge to Third Beach. I understand that the Park Board closed bicycle access to the Stanley Park Seawall to to allow increased space for pedestrians during this pandemic. However, I am noticing on my bike rides on the road through Stanley Park that few, if any, pedestrians are actually using the now empty bike lane on the seawall. Not surprising since the seawall bike lane has barriers every few hundred yards making it difficult for anyone to use. I am asking you to please reconsider the bicycle restriction on the Stanley Park Seawall. There is a growing scientific consensus that Covid does not spread easily outdoors and certainly not from people passing each other on bicycles, jogging or walking. What?s more is that high traffic, shared paths are still allowed on almost the entire False Creek section of the seawall. Clearly the Parks Board doesn?t consider there to be significant risk to the many thousands of pedestrians and cyclists sharing paths around Olympic Village, Granville Island or even the paths along Jericho Beach. Please change this policy so that the thousands who enjoyed and supported their mental and physical health cycling the outer Seawall can do so again. 2. Address: 1225 Cardero Street app 3. Name: s.22(1) version: 2.31 4. Phone: 5. Email: orginal address: s.22(1) 1225 V6G Cardero Tell us Online 0 101014287817 1225 CARDERO ST 2H8 Street Webform Hello - with the ongoing construction in my area the abuse of parking by construction workers in the residential permit only areas is out of control. I have reported this through the VanConnect app in the past but it has gotten worse. I have also tried to reach out direct to construction company \$\%439\$; and have even asked people leaving their cars if they have a permit and they ignore me or even laugh because they get away with it. I understand the City has signage up but it would be nice to see a better presence and enforcement from the By-Law Department. By way of example the 1500 block of See-em-ia Lane has 1-3 cars, that I notice, almost everyday I try to park there without a sticker. I am aware of the chance these non-decaled cars may be waiting for their permit if they are a new resident but the ratio is just too high for that to be the case for all of them. It would be greatly appreciated by many of the residents that park sometimes blocks away from their apartment if just a few more spots were available. Thank you in

advance for looking into this concern.

1225 Cardero Street

2. Address:

3. Name:

5. Email: address: **s.22(1)**1225 99. Attachments

2 31

V6G Cardero

CARDERO ST 2H8 Street

Tell us Online

101014383280 1225

Webform

orginal

s.22(1)

href='https://d17agltn7cihbm.cloudfront.net/upl oads/large b81a9247bd5c1cb8dbba162f7d0d9b src='https://d17aqltn7cihbm.cloudfront.net/uplo ads/large_b81a9247bd5c1cb8dbba162f7d0d9bc5 ' alt='imageurl' width='300' height='300'>Click images below to href='http://maps.googleapis.com/maps/api/stat icmap?markers=49.285505%2C-123.139548&size=600x300&key=AlzaSyDchlJ_DV 5SscsAxDhrf1hK1UYvXic&signature=Ay3lwiu1LV UcZ2YH0pJkaQ1yU_8='><img src='http://maps.googleapis.com/maps/api/stati 123.139548&size=600x300&key=AlzaSyDchlJ_DV 5SscsAxDhrf1hK1UYvXic&signature=Ay3lwiu1LV UcZ2YH0pJkaQ1vU 8=' alt='mapurl' width='300' S.22(1) 1 11/22/2019 12:13 11/22/2019 12:59 ect

expand<a

expand<a

c5'><img

Agent Created Case: Public Stuff request id: PSID7111240 Agent Took Ownership of Case Agent Finished: Case Closed Insufficient or Invalid Info

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2019-11-22 12:59:52.517 Open311 Feedback

Send Complete Status and Resolution Comment to PS case

Agent Created Case: Public Stuff request id: PSID7949380 Agent Finished: Case Closed. Closed date: 2020-05-19 08:15:17.91 ZZZ Directed to BC Hydro

Eng Graf Case Reopened: Reopened for Public Stuff Feedback Manage Agent Finished: Case Closed. Closed date: 2020-05-19 08:19:47.09

Goodbye Open311 Feedback

Graffiti Send Complete Status and Resolution Comment to PS case

Contracto

311 Tell

1 5/15/2020 20:53 5/19/2020 8:19 r

Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case Agent Finished: Case Closed. Closed date : 2020-08-20 10:44:36.33 Alternate Service Provided Created new case 101014288049

1 8/20/2020 9:56 8/20/2020 10:44 us Online

Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department heather.hogarth@vancouver.ca; Baljeet.senghera@vancouver.ca; Hon.Ng@vancouver.ca Jason.Campbell@vancouver.ca: Karen.Yee@vancouver.ca;

311 Tell 1 9/22/2020 15:24 9/22/2020 15:41 us Online

- 1. Topi
- 2. Type of feedback or inquiry:

Complaint

3. Provide details:

Via Tell Us Online: I am one of the many thousands of recreational cyclists who used to enjoy riding the entire seawall around Stanley Park, particularly the section under the Lions Gate Bridge to Third Beach. I understand that the Park Board closed bicycle access to the Stanley Park Seawall to to allow increased space for pedestrians during this pandemic. However, I am noticing on my bike rides on the road through Stanley Park that few, if any, pedestrians are actually using the now empty bike lane on the seawall. Not surprising since the seawall bike lane has barriers every few hundred yards making it difficult for anyone to use. I am asking you to please reconsider the bicycle restriction on the Stanley Park Seawall. There is a growing scientific consensus that Covid does not spread easily outdoors and certainly not from people passing each other on bicycles, jogging or walking. What?s more is that high traffic, shared paths are still allowed on almost the entire False Creek section of the seawall. Clearly the Parks Board doesn?t consider there to be significant risk to the many thousands of pedestrians and cyclists sharing paths around Olympic Village, Granville Island or even the paths along Jericho Beach. Please change this policy so that the thousands who enjoyed and supported their mental and physical health cycling the outer Seawall can do so again.

4. (Don't ask, just record - did caller indicate they want a call back?):

COVID-19 V6G Case 101014288049 1225 CARDERO ST 2H8 i

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 Emailed to pbcomment@vancouver.ca, CC'd COVID19Vancouver@vancouver.ca

1 8/20/2020 10:37 8/20/2020 10:47 Feedback

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