

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)(l) and s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act, 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

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

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

Encl.

:ma

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_1	POSTALC1	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	nu	DATECREATED	closeddate	Preferred_Q	EventNotes
Residential Parking Requests Case	101011094411	1225	CARDERO ST	2H8	V6G	VANCOUVER, BC	app version: 2.31 original address: 1650 Davie St alias: 1650 DAVIE ST full: 1225 CARDERO ST,	1. Parking Sign Request: Other	PS Description: Hydro replaced utility poles... I have been phoning since last April to get permit parking signs replaced on these two poles!<p>PS#: 4014321<p>Click images below to expand<p><p>Click images below to expand<p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><p><img src='http://maps.googleapis.com/maps/api/staticmap?markers=49.285302%2C-123.139818&size=600x300&key=AlzaSyDfghN3B7_h2dKLxBu58vZzVd5yVPcyazU' alt='mapurli' width='3						

[illegible]

				In regard to case-101010110486 from 9/3/17, Citizen filed property use complaint in regard to ongoing ventilation issue in his building. Case was assigned to inspector Rob Waitewho attended September 8th 2017, January 8th 2018 and March 23rd 2018 and in April 5th 2018 and another date in April as well. Citizen does not believe the inspector that was assigned was taking appropriate action and has delayed resolution for this issue and putting residents health at further risk. On Sept 8th 2017 Rob Wait came to the building and was provided access to observe that the ventilation was not working in units 401, 402, 1102, 1906, 1202, 1708, and possibly 1401 as well. Also January 8th, 2018 Rob Wait came to the site again and again was provided access to all the units mentioned above a second time and observed that the ventilation was still not working. From Sept 8th 2017 to present time the inspector has met with property management multiple times and reported that the ventilation was not working and the issue remains unresolved to present day.								
				2. Type of feedback: Complaint 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?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:				Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback				
Citizen Feedback Case	101011141595	1225	CARDERO ST 2H8	V6G	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)				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			
				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?): Yes 7. Your address: 8. Contact name: 9. Contact number: 10. Email address:				Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback				
Citizen Feedback Case	101011155795	1225	CARDERO ST 2H8	V6G	Caller is very upset that no one has contacted him with regards to the following cases. Caller is very concerned because this is a health issue that is affecting many individuals in the building. The Management company has been contacted about the ventilation issues but have not fixed the problem. 101011155795 101011141595 101011141490 101010110486 Caller needs to be explained what the procedure is to follow up with his concerns. s.22(1) indicating that he feels procedure has not been followed for his complaints.				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			
				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? Yes 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:				Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback				
Citizen Feedback Case	101011240443	1225	CARDERO ST 2H8	V6G	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.				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			
				6. Do you want to be contacted? Unknown 6. Do you want to be contacted? Unknown 8. Name: s.22(1) 9. Phone: s.22(1) 10. Email: s.22(1) 11. Address: s.22(1) - 1225 Cardero St 99. Attachments 1				Agent Created Case: Public Stuff request id: PSIDO 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:				
Citizen Feedback Case	101011559975	1225	CARDERO ST 2H8	V6G Cardero St	app version: 2.31 original address: s.22(1) s.22(1) 1225 Cardero St				Baljeet.senghera@vancouver.ca; Gary.Cho@vancouver.ca; Jason.Campbell@vancouver.ca			
				s.22(1)				1 7/11/2018 14:56 7/11/2018 15:18 Feedback				

Citizen Feedback Case	101011619239	1225	CARDERO ST	V6G 2H8	<div>1. Describe details (who, what, where, when, why): s.22(1) 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 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. 2. Type of feedback: Complaint 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? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2018-07-24 13:42:12.613 Directed to Another City Department pmp@vancouver.ca	
					<div>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? Yes 7. If Yes, provide case number(s) or other relevant details: Property Use case 12320510 created Jan 3, 2019. 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2019-03-11 20:58:42.91 Directed to Another City Department Collister, Mike <mike.collister@vancouver.ca>;	
Citizen Feedback Case	101012623290	1225	CARDERO ST	V6G 2H8	<div>Caller is frustrated 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 call back from a representative in the department. 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? Yes 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?): Yes 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	PUI assigned - Rob Waite, Supervisor Bruce Peet. Agent offered the alternate contact assigned to the case but caller did not take down the information.	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-03-15 11:19:40.987 Directed to Another City Department Sent to Mike Collister, Manager of PUI
Citizen Feedback Case	101012639072	1225	CARDERO ST	V6G 2H8	<div>Citizensaidthatheconstructionsitebehindhimcutsconcreteintheafternoon.Citizensaidthattheycandothisworkearlierinthedaywhenpeopleatworkbutdoitinthe afternoonwhenpeoplecomehomefromworkandhefeelsitisextremelyincosiderate.ladvisedthatthenoisebylawallowsconstructionrelatednoiseuntil8pmonweekdays.Hesaidheunderstands thatbutcityshouldaskconstructionsitestodothemorenoisyworkearlierinday.Hesaidthatthespoketothepersononsitecuttingtheconcreteandhestopped.Hefeelsthatifthepersonwasableto stopthenthatmeanstheworkwasnotthaturgenttobedoingintheafternoon.Hewantscitytotellconstructioncrewtodoworkearlierinday,lagain,advisedthattheyareallowedtoworkuntil8pm. 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 5. Division or Branch Name: Construction Bylaws 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details: 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback
Citizen Feedback Case	101013001908	1225	CARDERO ST	V6G 2H8		2019 June, Anonymous	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-06-12 16:51:16.503 Directed to Another City Department Sent to DBL - john.greer@vancouver.ca

												Citizen wanted to thank Jasmin for her assistance on a construction noise complaint that he called in. He said that Jasmin was very helpful, 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 suggestions and help on that call.																							
												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? Yes																							
												7. If Yes, provide case number(s) or other relevant details: 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?): No																							
												9. Your address:																							
												10. Contact name:																							
												11. Contact number:																							
												12. Email address:																							
Citizen Feedback Case	101013512511	1225	CARDERO ST 2H8	V6G	s.22(1)		s.22(1)	1	11/16/2019 16:20	11/16/2019 20:36	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback																							

					Agent Updated Case Details: Reallocated to queue: Eng_Parking Management				
					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. Service Provided: 10 - Service Provided. Closed case - see log notes-mr. Resolved on 04/03/2019 10:57:00 AM. Agent Finished: Case Closed. Closed date : 2019-03-04 10:59:37.91 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 04/03/2019 10 57 00 AM.				
					Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: SR#1418727Correct plate s.22(1) 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 not listed as part of the zone today. The citizen would like a call back on this issue. 19.03.04 I left a voice message for resident to call me back and Rose also left him a message and put correct plate into system - she has him know its updated. Closed case.. Added on 04/03/2019 10:57:03 AM. Agent Finished: Case Closed. Closed date : 2019-03-04 10:59:39.87 Back to previous status Agent Updated Case Details: Reallocated to queue: 311 QA				
Residential Parking Permit Inquiry Case	101012591377	1225	CARDERO ST 2H8	V6G	typo Citizen first name is s.22(1) I corrected it in our system after i put the case through. s.22(1) s.22(1) 1	3/3/2019 18:11	3/4/2019 10:59	Eng_Parking Management	Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management
					Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1470111 created / updated at Monday, June 24, 2019 5:33:49 PM Hansen Change in Comments: Comments: Folder#18-633439 - . 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. Agent Finished: Case Closed. Closed date : 2019-06-28 13:14:03.89 Service Provided 10 - Service Provided. see log notes.. Resolved on 28/06/2019 1:13:00 PM.				
Residential Parking Permit Inquiry Case	101013051536	1225	CARDERO ST 2H8	V6G	Citizen prefers to be reached via email: s.22(1) s.22(1) 1	6/24/2019 16:49	6/28/2019 13:14	Eng_Parking Management	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 Parking Permit Sent: Thursday, June 4, 2020 4:09 PMTo: s.22(1) s.22(1) s.22(1) Subject: RE: Low income renewal Importance: HighHi s.22(1) Please refer to the attachment I have provided for you. All the documents that we would need are listed there for you.Take care,Linsy Linsy BrickellParking Programs OSCIIParking Management BranchCity of Vancouver604-829-9206-----Original Message-----From: s.22(1) Sent: Tuesday, May 26, 2020 1:36 PMTo: Online Parking PermitSubject: [EXT] Low income renewal Hi there,I meet the low income household 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. Agent Finished: Case Closed. Closed date : 2020-06-04 16:42:36.3 Service Provided 10 - Service Provided. see log notes.. Resolved on 04/06/2020 4:41:00 PM.				
Residential Parking Permit Inquiry Case	101014045190	1225	CARDERO ST 2H8	V6G	New plate PN376G B.C plate. s.22(1) s.22(1) 1	5/29/2020 12:47	6/4/2020 16:42	Eng_Parking Management	
					1. Type of inquiry: Permit Other 2. If Other, provide details: 3. Vehicle license plate number: s.22(1) 4. Describe inquiry in detail: 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): s.22(1) 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Ticket code: 8. Notice number: 9. Name: 10. Address: 11. Phone number: 12. Email address:				

[illegible]

[illegible]

Abandoned Non-Recyclables Pickup Case	101013989999	1225	CARDERO ST	V6G 2H8	app	1. Type of garbage: Furniture	2 x sofa chair	No Name No Name (ps)	1	5/9/2020 13:28	5/12/2020 10:12	Eng_Sanitation - Street Cleaning Services	Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1614911 created / updated at Saturday, May 09, 2020 1:28:20 PM Service Provided: 10 - Service Provided. Completed. Resolved on 11/05/2020 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2020-05-12 10:09:09.6 Service Provided 10 - Service Provided. Completed. Resolved on 11/05/2020 12 00 00 AM.
					version: 2.31 original address: 1225 Cardero St	3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: West End Coal Harbour CPC - commercial Liaison Team 5. (Don't ask, just record - did caller indicate they want a call back?): No							Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-05-12 10:10:25.583 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Abandoned Non-Recyclables Pickup Case	101014051211	1225	CARDERO ST	V6G 2H8	app	1. Type of garbage: Furniture		No Name No Name (ps)	1	6/1/2020 12:27	6/3/2020 14:57	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Public Stuff request id: PSID8049927 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1624856 created / updated at Monday, June 01, 2020 12:27:54 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 01/06/2020 1:10:19 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 02/06/2020 12 00 00 AM. Agent Finished: Case Closed. Closed date : 2020-06-03 14:51:37.75 Service Provided 10 - Service Provided. Completed. Resolved on 02/06/2020 12 00 00 AM.
					version: 2.31 original address: 1225 Cardero St	3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Rear of McDonalds on Pantages Lane 5. (Don't ask, just record - did caller indicate they want a call back?): No							Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-06-03 14:55:14.187 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Abandoned Non-Recyclables Pickup Case	101014093719	1225	CARDERO ST	V6G 2H8	app	1. Type of garbage: Furniture		No Name No Name (ps)	1	6/15/2020 13:35	6/22/2020 15:38	Eng_Sanitation - Street Cleaning Services	Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-06-22 15:31:30.637 Open311 Feedback Send Complete Status and Resolution Comment to PS case
					version: 2.31 original address: 1225 Cardero St	3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: On Pantages Lane 5. (Don't ask, just record - did caller indicate they want a call back?): No							Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1630898 created / updated at Monday, June 22, 2020 3:38:14 PM Agent Finished: Case Closed.

[illegible]

Construction Noise Complaint Case	101011796191	1225	CARDERO ST	V6G 2H8	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.	s.22(1)	s.22(1)	1	8/30/2018 20:28	8/31/2018 10:11	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Inspections Reception General
					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? No 5. If yes, what happened? 6. Did you tell the police about your concern? No 7. If yes, provide police file number (if known): 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Address of concern: 10. Contact number:						Agent Finished: Case Closed. Closed date : 2018-08-31 10:11:14.19 Assigned Dave Holbrook - 89316
Construction Noise Complaint Case	101012477992	1225	CARDERO ST	V6G 2H8	app version: 2.31 original address: 1650 Davie St alias: 1650 DAVIE ST full: 1225 CARDERO ST, VANCOUVER, BC 0. Confirm address of concern: 1650 Davie st 1. Describe the noise and who is making it: Pneumatic hammer 2. When is it happening? Random during allowed hours 3. How often is it happening? At least 7 hours a day 4. Have you spoken with the person or company making the noise? Yes 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown 10. Phone number: s.22(1)	s.15(1)(l)	s.22(1)	1	2/4/2019 13:23	2/4/2019 15:24	Agent Created Case: Public Stuff request id: PSID5543828 Agent Finished: Case Closed. Closed date : 2019-02-04 15:19:32.79 Assigned Dave Holbrook - 89316 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2019-02-04 15:24:51.05 Open311 Feedback Send Complete Status and Resolution Comment to PS case
					1. Describe the noise and who is making it (e.g. person or company name): 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? First incident 4. Did you speak to the person or company making the noise? Yes 5. If yes, what happened? 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. 6. Did you tell the police about your concern? No 7. If yes, provide police file number (if known): 8. (Don't ask, just record - did caller indicate they want a call back?): No 9. Address of concern: 10. Contact number:						Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Inspections Reception General
Construction Noise Complaint Case	101012528646	1225	CARDERO ST	V6G 2H8	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? All day 3. How often is it happening? everyday 4. Did you speak to the person or company making the noise? No 5. If yes, what happened? 6. Did you tell the police about your concern? No 7. If yes, provide police file number (if known): 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Address of concern: 10. Contact number:	s.22(1)	s.22(1)	1	2/14/2019 21:25	2/15/2019 8:45	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Inspections Reception General
					Did not find an exemption permit.						Agent Finished: Case Closed. Closed date : 2019-02-15 08:45:06.54 Assigned Steve Voskakis 89401
Construction Noise Complaint Case	101013642958	1225	CARDERO ST	V6G 2H8	1. Describe the noise and who is making it (e.g. person or company name): 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? All day 3. How often is it happening? everyday 4. Did you speak to the person or company making the noise? No 5. If yes, what happened? 6. Did you tell the police about your concern? No 7. If yes, provide police file number (if known): 8. (Don't ask, just record - did caller indicate they want a call back?): Yes 9. Address of concern: 10. Contact number:	s.22(1)	s.22(1)	1	1/3/2020 13:22	1/6/2020 10:03	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Inspections Reception General
											Agent Finished: Case Closed. Closed date : 2020-01-06 10:03:36.687 Assigned Stewart Cowdell - 87014

					app	0. Confirm address of concern:
					version:	1600 blk Davie south side. The bldng Entrence on Panatages Alley.
					2.31	1. Describe the noise:
					original	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?
					alias:	Once every couple of weeks
					1668	4. Have you spoken with the person or company making the noise?
					DAVIE ST	No
					full: 1225	8. (Don't ask, just record - did caller indicate they want a call back?):
					CARDERO	Unknown
					ST,	10. Phone number:
Construction Noise Complaint Case	101013646038	1225	CARDERO ST	V6G 2H8	VANCOUVER, BC	s.22(1)

					app	
					version:	
					2.31	
					original	
					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:
					VANCOU	Other
Sign - Repair	101011902495	1225	CARDERO ST	V6G 2H8	VER, BC	

					app	
					version:	
					2.31	
					original	
					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:
					VANCOU	Other
Sign - Repair	101012809051	1225	CARDERO ST	V6G 2H8	VER, BC	

PS#: 7287600<p/>Click images below to expand<p/><n/><a

s.15(1)(l)

No Name No Name (ps)

PS Description: 1600 Pantages Lane: 3 new/replaced utility poles are missing permit parking signage; signage on older pole (beside 1661 Burnaby s underground driveway) is highly obscured by vegetation),<p/>PS#: 4891070<p/>Click images below to expand<p/><p/><a

s.15(1)(l)

No Name No Name (ps)

PS Description: South lane west side missing commercial load zone signage and construction workers taking advantage of parking there affecting businesses who need to use the zone to load/unload<p/>PS#: 5968172<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/><a

s.15(1)(l)

No Name No Name (ps)

Agent Created Case: Public Stuff request id: PSID7287600 Agent Finished: Case Closed. Closed date : 2020-01-06 10:05:32.97 Assigned Stewart Cowdell - 87014 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-01-06 10:09:46.0 Open311 Feedback Send Complete Status and Resolution Comment to PS case DBL - Inspectio ns Receptio n General

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 24/09/2018 9:13:37 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12 00 00 AM. Hansen Work Order Created: Work order 1016207 has been initiated on 24/09/2018 9:14:00 AM. Work Order type is TSnPermanent. Hansen Change in Comments: Comments: Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO created. Added on 24/09/2018 9:19:37 AM. Service Provided: 10 - Service Provided. Work Completed Sep 26/18 [KB D1635] Under construction & new hydro poles/ ADDITIONAL COMMENTS: We cannot reinstall signage upon new hydro poles. Send to Parking Management to confirm location of new sign post. . Resolved on 26/09/2018 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2018-09-28 14:40:08.847 Eng_Traff ic and Electrical - Traffic Operatio ns - 10 - Service Provided. Work Completed Sep 26/18 [KB D1635] Under construction & new hydro poles/ ADDITIONAL COMMENTS: We cannot reinstall signage upon new hydro poles. Send to Parking Management to confirm location of new sign post. . Public Stuff request id: PSID5968172 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1442332 created / updated at Monday, April 29, 2019 2:47:26 PM Hansen Service Request has been reviewed: Case reviewed on 30/04/2019 7:23:00 AM. Hansen Work Order Created: Work order 1081094 has been initiated on 30/04/2019 7:30:00 AM. Work Order type is TSnPermanent. Dispatched to Crew: 44 - Work Order created for Crew. Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem.. Resolved on 30/04/2019 7:34:00 AM. Agent Finished: Case Closed. Closed date : 2019-04-30 07:36:02.65 Dispatched to Crew 44 - Work Order created for Crew. Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem.. Resolved on 30/04/2019 7:34:00 AM.

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2019-04-30 07:39:42.73 Open311 Feedback Send Complete Status and Resolution Comment to PS case Eng_Traff ic and Electrical - Traffic Operatio ns - Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1442332 created / updated at Tuesday, April 30, 2019

	PUI Noise Complaint Case	101011978828	1225	CARDERO ST V6G 2H8	Davie BC VER,	. Phone Number: app version: 2.31 original address: 1650 Davie St alias: 1650 DAVIE ST full: 1225 CARDERO ST, VANCOUVER, BC 1. Type of noise: Mechanical equipment (air conditioner, heat pump, fan, etc.) 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. 3. When is it happening? 730am until almost 8pm Monday thru Saturday. 4. How often is it happening? Every time they move their elevator which is all day 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 1650 Davie 11. Did caller indicate they want a call back? Unknown	No Name No Name (ps)	s.22(1) s.22(1)	1	10/11/2018 17:20	10/15/2018 9:24	n General	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 Assigned Dave Holbrook 89316 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-10-15 09:24:47.51 Open311 Feedback Send Complete Status and Resolution Comment to PS case
	PUI Noise Complaint Case	101012880002	1225	CARDERO ST V6G 2H8	VANCOUVER, BC	1. rype or 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, 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? Today 4. How often is it happening? Today 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? No 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): 11. (Don't ask, just record - did caller indicate they want a call back?) No	s.22(1)	s.22(1)	1	5/16/2019 12:34	5/17/2019 9:05	ns DBL - Property Use Inspection	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 Assigned Rob Waite 8275
	PUI Noise Complaint Case	101014128358	1225	CARDERO ST V6G 2H8	VANCOUVER, BC	. Phone number: s.22(1) 1. Type of noise: Mechanicalequipmentaireconditionerexhaustheatpumpanventetc 2. Describe the noise: Excessive 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? Anytime during the day 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 1650 Davie st	s.22(1)	s.22(1)	1	6/26/2020 1:36	6/26/2020 11:49	ns DBL - Property Use Inspection	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 Open311 feedback Send Complete Status and Resolution Comment to PS case

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				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 relax at home. He spoke to the individual jackhammering who said he will be doing this for a few more hours, and they were also doing so yesterday. He wants the City to amend the noise bylaw which restricts construction work to regular hours during the week, especially considering how much development is going on around the city at once. He would 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? No			
				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: Individual			
				12. Correspondence Type: Original Feedback			
				13. Original Client:			
				14. Original Email address:			
				15. Original address:			
Mayor and Council Feedback Case	101013512140	1225	CARDERO ST 2H8	V6G 2H8	s.22(1)	s.22(1)	1 11/16/2019 13:28 11/22/2019 12:59 DBL_Mayor and Council Correspondence 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_Mayor and Council Correspondence Agent Finished: Case Closed. Closed date : 2019-11-22 12:59:16.89 Acknowledged
Abandoned Mattress/Box Spring Pickup Case	101012679875	1225	CARDERO ST 2H8	V6G 2H8	s.22(1)	s.22(1)	1 3/26/2019 8:55 4/2/2019 14:50 Eng_Sanitation - Street Cleaning Services Agent Created Case: 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 Item not found 771 - Sanitation: Item not found. not found as per foreman . Resolved on 31/03/2019 12 00 00 AM.
PUI Tenant Heat or Hot Water Complaint Case	101012684308	1225	CARDERO ST 2H8	V6G 2H8	s.22(1)	s.22(1)	1 3/26/2019 19:40 3/28/2019 8:41 DBL - Property Use Inspection Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed. Closed date : 2019-03-28 08:41:31.34 Assigned R Waite 8-8275
PUI Tenant Heat or Hot Water Complaint Case	101013338975	1225	CARDERO ST 2H8	V6G 2H8	s.22(1)	s.22(1)	1 9/18/2019 9:32 9/18/2019 11:37 DBL - Property Use Inspection 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 Rob Waite8275

Parking Management - General Inquiries Case	101013057070	1225	CARDERO ST	V6G 2H8	1. Type of Inquiry new regulations in backlane	s.22(1)	s.22(1)	1	6/25/2019 19:10	6/28/2019 14:32	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management
					2. 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.						Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1470694 created / updated at Tuesday, June 25, 2019 7:11:48 PM 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 & 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
					3. (Don't ask, just record - did caller indicate they want a call back?): Yes						Eng_Parking Management 10 - Service Provided. see log notes. Resolved on 28/06/2019 2:31 00 PM.
Street Cleaning & Debris Pickup Case	101013184582	1225	CARDERO ST	V6G 2H8	1. Is this causing a safety or traffic hazard? No	2019 July, Anonymous	s.22(1)	1	7/30/2019 16:45	8/7/2019 12:50	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services
					2. Location type: City Street						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
					3. Type of debris: Other						Eng_Sanitation - Street Cleaning Services Service Provided 10 - Service Provided. Completed as per foreman.. Resolved on 06/08/2019 12:47 00 PM.
Discarded Needle Pickup Request	101013376450	1225	CARDERO ST	V6G 2H8	4. If Other, provide details: garbage all over the street	s.22(1)	s.22(1)	1	9/30/2019 19:18	9/30/2019 19:19	Agent Created Case: Agent Updated Case Details: Reallocated to queue: ACCS - Drug Policy
					5. If Cement Spill, provide Cement Company name and truck number (if known):						Agent Finished: Case Closed. Closed date : 2019-09-30 19:19:24.85
					6. Is this a result of a Motor Vehicle Accident? No						ACCS - Drug Policy
Gone Out of Business Case	101013521293	1225	CARDERO ST	V6G 2H8	7. If Yes, did you witness the accident? undefined	Santarem Barbosa, Mariana	s.22(1)	1	11/19/2019 14:39	11/19/2019 14:41	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Licence Office
					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):						Agent Finished: Case Closed. Closed date : 2019-11-19 14:41:25.943
					9. If City Crew calling, provide Department details (City Department name and Crew detail):						DBL - Licence Office

[illegible]

2. Type of feedback or inquiry:
Complaint

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 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.

No

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