

File No.: 04-1000-20-2020-566

December 4, 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 20, 2020 for:

List of calls made to 311 related to Emery Barnes park from October 1, 2020 to October 20, 2020.

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

Under section 52 of the Act, 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 (#04-1000-20-2020-566); 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,

[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

Parks - Ranger Case	101014428269	1169 RICHARDS ST	<p>1. Type of service: Bylaw Complaint or Inquiry</p> <p>2. If Other, provide details:</p> <p>3. Problem description: 8-10 men drinking whiskey by the entrance at Seymour and Davie st. Caller advises he will be s.22(1) the park in an hour and these people should be removed.</p> <p>4. Provide VPD incident number (if available):</p> <p>5. Park name: Emery Barnes Park</p> <p>6. Provide specific location in park: SW corner, seymour and Davie st.</p> <p>7. Neighbourhood: Downtown</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p>	10/7/2020 12:16 10/7/2020 21:51	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1687197 created / updated at Wednesday, October 07, 2020 12:18:41 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1687197 created / updated at Wednesday, October 07, 2020 12:19:16 PM Hansen Change in Comments: Comments: . Added on 07/10/2020 9:50:53 PM. Service Provided: 10 - Service Provided. . Resolved on 07/10/2020 9:50:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-07 21:51:12.707 Service Provided 10 - Service Provided. . Resolved on 07/10/2020 9:50:00 PM.</p>
Parks - Ranger Case	101014438272	1169 RICHARDS ST	<p>1. Type of service: Other</p> <p>2. If Other, provide details:</p> <p>3. Problem description: a female feeding the birds at the Emery Barnes Park.</p> <p>4. Provide VPD incident number (if available):</p> <p>5. Park name: Emery Barnes Park</p> <p>6. Provide specific location in park: 1169 Richards St</p> <p>7. Neighbourhood: Downtown</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p>	10/12/2020 12:32 10/12/2020 20:48	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1689081 created / updated at Monday, October 12, 2020 12:33:58 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1689081 created / updated at Monday, October 12, 2020 12:34:18 PM Hansen Change in Comments: Comments: . Added on 12/10/2020 8:47:50 PM. Service Provided: 10 - Service Provided. . Resolved on 12/10/2020 8:47:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-12 20:48:13.057 Service Provided 10 - Service Provided. . Resolved on 12/10/2020 8:47:00 PM.</p>
Parks - Ranger Case	101014439112	1169 RICHARDS ST	<p>1. Type of service: Other</p> <p>2. If Other, provide details: See photo. So much garbage and junk. They need to clean up</p> <p>3. Problem description: app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC</p> <p>4. Provide VPD incident number (if available):</p> <p>5. Park name: Emery Barnes</p> <p>6. Provide specific location in park: Emery Barnes</p> <p>7. Neighbourhood: Unknown</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p>	10/12/2020 16:35 10/12/2020 20:55	<p>PS#: 8912405<p></p><p>Click images below to expand</p><p></p></p><p>Click images below to expand</p><p></p><p></p></p></td></tr></tbody></table></p>

Parks - Ranger Case	101014439122	1169 RICHARDS ST	<p>app version: 2.31 original address: 1170 Richards St alias: 1170 RICHARDS ST full: 1169 RICHARDS ST, VANCOUVER, BC</p> <p>1. Type of service: Other</p> <p>3. Provide details: Garbage, loitering</p> <p>5. Park name: Emery Barnes</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p>PS#: 8912415<p>Click images below to expand<p></p> <p>123.124134&size=600x300&key=AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature=mvSwDBMRqLm50Hh2YZNwNUuSvC=></p>	10/12/2020 16:37	<p>10/12/2020 20:55</p> <p>Agent Created Case: Public Stuff request id: PSID8912415 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1689151 created / updated at Monday, October 12, 2020 4:37:58 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1689151 created / updated at Monday, October 12, 2020 4:38:23 PM Duplicate Request: 30 - Duplicate Request. . Resolved on 12/10/2020 8:52 00 PM. Agent Finished: Case Closed. Closed date : 2020-10-12 20:54 09.657 Duplicate Request 30 - Duplicate Request. . Resolved on 12/10/2020 8 52:00 PM.</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: . Added on 12/10/2020 8:52:24 PM. Agent Finished: Case Closed. Closed date : 2020-10-12 20:54:12.153 Back to previous status Closing case after 'Add Event'</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-12 20:54 52.417 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1689151 created / updated at Monday, October 12, 2020 8 55:15 PM Agent Finished: Case Closed. Closed date : 2020-10-12 20:55:15.91 Back to previous status Closing case after 'Add Event'</p>
Parks - Ranger Case	101014452071	1169 RICHARDS ST	<p>app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC</p> <p>1. Type of service: Other</p> <p>3. Provide details: The gravel in the dog park all seems to have all migrated to the far edges of the park perimeter...and as you see in the attached picture, it is so high in some places it's only 2.5 feet to top of hedge/fence and dogs can jump out now. Can the gravel please be redistributed ASAP. Thank you !!</p> <p>5. Park name: Emery Barnes Dog Park</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p>PS#: 8940074<p>Click images below to expand<p></p> <p>123.123759&size=600x300&key=AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature=5eARACLYyDkEtqUOPCaaDKBiC5c=></p>	10/16/2020 16:04	<p>10/16/2020 16:10</p> <p>Agent Created Case: Public Stuff request id: PSID8940074 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691294 created / updated at Friday, October 16, 2020 4 05:05 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691294 created / updated at Friday, October 16, 2020 4 05:14 PM Hansen Change in Comments: Comments: Emery Barnes Park - request for gravel in dog park to be redistributed - forwarded to 311 to be redirected. . Added on 16/10/2020 4:07 08 PM. Alternate Service Required: 15 - Alternate Service Required. . Resolved on 16/10/2020 4 07 00 PM. Agent Finished: Case Closed. Closed date : 2020-10-16 16:09 09.473 Alternate Service Required 15 - Alternate Service Required. . Resolved on 16/10/2020 4 07:00 PM.</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-16 16:09 51.023 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691294 created / updated at Friday, October 16, 2020 4:10:01 PM Agent Finished: Case Closed. Closed date : 2020-10-16 16:10 02.183 Back to previous status Closing case after 'Add Event'</p>

Parks - Ranger Case	101014452248	1169 RICHARDS ST	<p>1. Type of service: Bylaw Complaint or Inquiry</p> <p>2. If Other, provide details:</p> <p>3. Problem description: There is a male that is using the drinking fountain to do dishes and it is right next to the playground. He is wearing what looks to be a blue tarp and has a lot of belongings scattered around the fountain.</p> <p>4. Provide VPD incident number (if available):</p> <p>5. Park name: Emery Barnes</p> <p>6. Provide specific location in park: Water fountain near the playground</p> <p>7. Neighbourhood: Downtown</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p>	10/16/2020 16:53	10/16/2020 17:09	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691319 created / updated at Friday, October 16, 2020 4:55:41 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691319 created / updated at Friday, October 16, 2020 4:56:21 PM Duplicate Request: 30 - Duplicate Request. . Resolved on 16/10/2020 5:06:00 PM. Hansen Change in Comments: Comments: Emery Barnes Park - person using water fountain to wash dishes - duplicate case see Hansen Case #1691314. Added on 16/10/2020 5:06:20 PM. Agent Finished: Case Closed. Closed date : 2020-10-16 17:09:10.8 Duplicate Request 30 - Duplicate Request. . Resolved on 16/10/2020 5:06:00 PM.</p>
Parks - Ranger Case	101014453334	1169 RICHARDS ST	<p>1. Type of service: Inspect Hazard</p> <p>2. If Other, provide details:</p> <p>3. Problem description: An individual is in the NE corner of the park with Dangerous chemicals and containers are per caller, they are labeled hazardous.</p> <p>4. Provide VPD incident number (if available):</p> <p>5. Park name: Emery Barnes park</p> <p>6. Provide specific location in park: NE corner of park.</p> <p>7. Neighbourhood: Downtown</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	10/17/2020 11:26	10/17/2020 13:12	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691577 created / updated at Saturday, October 17, 2020 11:27:05 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691577 created / updated at Saturday, October 17, 2020 11:27:40 AM Service Provided: 10 - Service Provided. . Resolved on 17/10/2020 1:11:00 PM. Hansen Change in Comments: Comments: . Added on 17/10/2020 1:11:49 PM. Agent Finished: Case Closed. Closed date : 2020-10-17 13:12:10.4 Service Provided 10 - Service Provided. . Resolved on 17/10/2020 1:11:00 PM.</p>
Parks - Ranger Case	101014462188	1169 RICHARDS ST	<p>1. Type of service: Other</p> <p>2. If Other, provide details: info for a police report</p> <p>3. Problem description: Caller said was assaulted on Oct.16 from a person in a blue tent at the park, so needs more info for VPD.</p> <p>4. Provide VPD incident number (if available): VA20-183485</p> <p>5. Park name: Emery Barnes</p> <p>6. Provide specific location in park: near dog park, near Seymour St.</p> <p>7. Neighbourhood: Downtown</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p>	10/20/2020 20:23	10/20/2020 21:30	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1693103 created / updated at Tuesday, October 20, 2020 8:28:05 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1693103 created / updated at Tuesday, October 20, 2020 8:28:15 PM Alternate Service Required: 15 - Alternate Service Required. . Resolved on 20/10/2020 9:28:00 PM. Hansen Change in Comments: Comments: . Added on 20/10/2020 9:28:19 PM. Agent Finished: Case Closed. Closed date : 2020-10-20 21:30:09.703 Alternate Service Required 15 - Alternate Service Required. . Resolved on 20/10/2020 9:28:00 PM.</p>

Discarded Needle Pickup Request	101014416811	1169 RICHARDS ST	<p>1. Provide details: Please be as specific as possible when describing location, especially if needles are in a large area such as a park. Landmarks and compass directions are especially helpful (e.g. "At the northeast corner of the playground"). Citizen says that Emery Barnes park is "littered with needles" an exact location was not provided but most likely near the playground.</p> <p>2. Indicate number of needles: 5+</p> <p>3. Name (for VanConnect requests only):</p> <p>4. Phone number (for VanConnect requests only):</p>	10/3/2020 10:49	10/3/2020 10:50	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: ACCS - Drug Policy</p> <p>Agent Finished: Case Closed. Closed date : 2020-10-03 10:50:21.32</p>	
Homeless - Ranger Case	101014417960	1169 RICHARDS ST VANCOUVER, BC	<p>1. Type of service: Homeless Issue</p> <p>6. Provide details: Next to playground on the Richards side</p> <p>7. Provide number of structures and tents: 1</p> <p>12. Park name: Emery Barnes</p> <p>13. Provide specific location in park: Unknown</p> <p>15. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC</p>	<p>PS#: 8864383</p>  <p>Click images below to expand</p> <p>https://d17aqltn7cihbm.cloudfront.net/uploads/large_03265af24dc8d1371e115e95dfefbcd1</p>  <p>Click images below to expand</p> <p>http://maps.googleapis.com/maps/api/staticmap?markers=49.276365%2C-123.124163&size=600x300&key=AlzaSyDchIJ_DVw7N-5SscsAxDh1k1UYvXic&signature=HWih61w05FyLOxwAo9axBe8ZgME=</p> <p>http://maps.googleapis.com/maps/api/staticmap?markers=49.276365%2C-123.124163&size=600x300&key=AlzaSyDchIJ_DVw7N-5SscsAxDh1k1UYvXic&signature=HWih61w05FyLOxwAo9axBe8ZgME=</p>	10/4/2020 8 00	10/4/2020 13:34	<p>Agent Created Case: Public Stuff request id: PSID8864383 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685371 created / updated at Sunday, October 04, 2020 8:01 01 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685371 created / updated at Sunday, October 04, 2020 8:01:16 AM Service Provided: 10 - Service Provided. . Resolved on 04/10/2020 1:32:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-04 13:33 09.857 Service Provided 10 - Service Provided. . Resolved on 04/10/2020 1:32:00 PM.</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Completed. Added on 04/10/2020 1:32:20 PM. Agent Finished: Case Closed. Closed date : 2020-10-04 13:33:12.663 Back to previous status Closing case after 'Add Event'</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-04 13:34:48.85 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685371 created / updated at Sunday, October 04, 2020 1:34 55 PM Agent Finished: Case Closed. Closed date : 2020-10-04 13:34 56.563 Back to previous status Closing case after 'Add Event'</p>

Homeless - Ranger
Case 101014437457 1169 RICHARDS ST

1. Type of service:
Homeless Issue

6. Provide details:
Encampment

7. Provide number of structures and tents:
1

12. Park name:
Emery Barnes

13. Provide specific location in park:
Unknown

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

app version: 2.31 original
address: 1170 Richards St
alias: 1170 RICHARDS ST
full: 1169 RICHARDS ST,
VANCOUVER, BC

PS#: 8904526<p/>Click images below to expand<p/><p/>Click images below to expand<p/><n/><a

s.15(1)(l)

10/11/2020 7:13 10/11/2020 9:49

Agent Created Case:
Public Stuff request id: PSID8904526
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688834 created / updated at Sunday, October 11, 2020 7:13:20 AM
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688834 created / updated at Sunday, October 11, 2020 7:14:16 AM
Service Provided: 10 - Service Provided. . Resolved on 11/10/2020 9:47:00 AM.
Hansen Change in Comments: Comments: . Added on 11/10/2020 9:47:19 AM.
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:48 09.69
Service Provided
10 - Service Provided. . Resolved on 11/10/2020 9:47:00 AM.

Case Reopened: Reopened for Public Stuff Feedback
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:49:46.86
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688834 created / updated at Sunday, October 11, 2020 9:49 52 AM
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:49 53.263
Back to previous status
Closing case after 'Add Event'

Homeless - Ranger
Case 101014437473 1169 RICHARDS ST

1. Type of service:
Homeless Issue

6. Provide details:
Tent nit 25 meters from playground

7. Provide number of structures and tents:
1

12. Park name:
Emery Barnes

13. Provide specific location in park:
Unknown

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

app version: 2.31 original
address: EMERY BARNES PARK
alias: EMERY BARNES PARK
full: 1169 RICHARDS ST,
VANCOUVER, BC

PS#: 8904668<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/><a

s.15(1)(l)

10/11/2020 8:16 10/11/2020 9:09

Agent Created Case:
Public Stuff request id: PSID8904668
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688845 created / updated at Sunday, October 11, 2020 8:16:42 AM
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688845 created / updated at Sunday, October 11, 2020 8:17:17 AM
Duplicate Request: 30 - Duplicate Request. . Resolved on 11/10/2020 9:05 00 AM.
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:06:10.027
Duplicate Request
30 - Duplicate Request. . Resolved on 11/10/2020 9 05:00 AM.

Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments: Comments: . Added on 11/10/2020 9:05:11 AM.
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:06:12.85
Back to previous status
Closing case after 'Add Event'

Case Reopened: Reopened for Public Stuff Feedback
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:09:46.507
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688845 created / updated at Sunday, October 11, 2020 9:09 53 AM
Agent Finished: Case Closed.
Closed date : 2020-10-11 09:09:54.603
Back to previous status
Closing case after 'Add Event'

Homeless - Ranger
Case

101014437654

1169 RICHARDS ST

app version: 2.31 original
address: 1170 Richards St
alias: 1170 RICHARDS ST
full: 1169 RICHARDS ST,
VANCOUVER, BC

1. Type of service:
Homeless Issue

6. Provide details:
Please enforce bylaw of removing unattended encampment
material

7. Provide number of structures and tents:
1

12. Park name:
Emery Barnes

13. Provide specific location in park:
Unknown

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

.
Homeless Issue

2. How many people were seen:

1

3. Were there dogs present:
Unknown

3.a. If yes, provide details (i.e. how many and did they appear vicious):

4. Was there an interaction (did caller speak to homeless):
undefined

4.a. If yes, provide details:

5. Provide details on any hazards present (i.e. weapons, drug
paraphernalia, dangerous animals, etc.):

6. Provide any additional details:

7. Indicate number of structures and/or tents at location:

1

8. Description of belongings:

9. Provide date or approximate date of removal:

10. Contact info: (A Park Ranger will call you to arrange
delivery or let you know of status) (if no contact

number, warm transfer to Park Ranger - s.15(1)(l)
do not give out number)

11. Provide VPD incident number (if available):

12. Park name:

Emery Barnes

13. Provide specific location in park:

along Seymour St side of park

14. Neighbourhood:

Downtown

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

No

PS#: 8905230<p/><p/>Click images below to expand<p/><a
href='http://maps.googleapis.com/maps/api/staticmap?markers
=49.27661%2C-
123.124134&size=600x300&key=AlzaSyDchIJ_DVw7N-
55scsAxDhrf1hK1UYvXic&signature=mvSwDBMRqalM50Hh2YZN
wNUuSVc='><img
src='http://maps.googleapis.com/maps/api/staticmap?markers=
49.27661%2C-
123.124134&size=600x300&key=AlzaSyDchIJ_DVw7N-
55scsAxDhrf1hK1UYvXic&signature=mvSwDBMRqalM50Hh2YZN
wNUuSVc=' alt='mapurl' width='300' height='300'><p/><a
s.15(1)(l)

10/11/2020 11:30 10/11/2020 12:59

Homeless - Ranger
Case

101014437832

1169 RICHARDS ST

1. Type of service:
Homeless Issue

6. Provide details:
Please enforce bylaw of removing unattended encampment
material

7. Provide number of structures and tents:
1

12. Park name:
Emery Barnes

13. Provide specific location in park:
Unknown

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

.
Homeless Issue

2. How many people were seen:

1

3. Were there dogs present:
Unknown

3.a. If yes, provide details (i.e. how many and did they appear vicious):

4. Was there an interaction (did caller speak to homeless):
undefined

4.a. If yes, provide details:

5. Provide details on any hazards present (i.e. weapons, drug
paraphernalia, dangerous animals, etc.):

6. Provide any additional details:

7. Indicate number of structures and/or tents at location:

1

8. Description of belongings:

9. Provide date or approximate date of removal:

10. Contact info: (A Park Ranger will call you to arrange
delivery or let you know of status) (if no contact

number, warm transfer to Park Ranger - s.15(1)(l)
do not give out number)

11. Provide VPD incident number (if available):

12. Park name:

Emery Barnes

13. Provide specific location in park:

along Seymour St side of park

14. Neighbourhood:

Downtown

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

No

PS#: 8905230<p/><p/>Click images below to expand<p/><a
href='http://maps.googleapis.com/maps/api/staticmap?markers
=49.27661%2C-
123.124134&size=600x300&key=AlzaSyDchIJ_DVw7N-
55scsAxDhrf1hK1UYvXic&signature=mvSwDBMRqalM50Hh2YZN
wNUuSVc='><img
src='http://maps.googleapis.com/maps/api/staticmap?markers=
49.27661%2C-
123.124134&size=600x300&key=AlzaSyDchIJ_DVw7N-
55scsAxDhrf1hK1UYvXic&signature=mvSwDBMRqalM50Hh2YZN
wNUuSVc=' alt='mapurl' width='300' height='300'><p/><a
s.15(1)(l)

10/11/2020 11:30 10/11/2020 12:59

Agent Created Case:

Public Stuff request id: PSID8905230

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688894 created /
updated at Sunday, October 11, 2020 11:30:27 AM

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688894 created /
updated at Sunday, October 11, 2020 11:31:17 AM

Duplicate Request: 30 - Duplicate Request. . Resolved on 11/10/2020 12:54:00 PM.

Hansen Change in Comments: Comments: . Added on 11/10/2020 12 54:10 PM.

Agent Finished: Case Closed.

Closed date : 2020-10-11 12:57 09.787

Duplicate Request

30 - Duplicate Request. . Resolved on 11/10/2020 12 54 00 PM.

Case Reopened: Reopened for Public Stuff Feedback

Agent Finished: Case Closed.

Closed date : 2020-10-11 12:59:46.517

Open311 Feedback

Send Complete Status and Resolution Comment to PS case

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

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688894 created /
updated at Sunday, October 11, 2020 12:59 52 PM

Agent Finished: Case Closed.

Closed date : 2020-10-11 12:59 53.4

Back to previous status

Closing case after 'Add Event'

Agent Created Case:

Agent Updated Case Details: Reallocated to queue: PRB Homeless Issues

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688930 created /
updated at Sunday, October 11, 2020 1:29:30 PM

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688930 created /
updated at Sunday, October 11, 2020 1:30:25 PM

Hansen Change in Comments: Comments: . Added on 11/10/2020 11:15:03 PM.

Duplicate Request: 30 - Duplicate Request. . Resolved on 11/10/2020 11:14:00 PM.

Agent Finished: Case Closed.

Closed date : 2020-10-11 23:15:14.79

Duplicate Request

30 - Duplicate Request. . Resolved on 11/10/2020 11:14 00 PM.

10/11/2020 13:28 10/11/2020 23:15

Homeless - Ranger Case 101014446255 1169 RICHARDS ST VANCOUVER, BC

app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC

1. Type of service: Homeless Issue

6. Provide details: VPR 92 101 s.22(1)

7. Provide number of structures and tents: 1

12. Park name: Emery Barnes

13. Provide specific location in park: Unknown

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

PS#: 8929142

Click images below to expand

href="https://d17aqltn7cihbm.cloudfront.net/uploads/large_11207aad1e08db78a2b098b085ef776"><p><p><p>

Click images below to expand

href="http://maps.googleapis.com/maps/api/staticmap?markers=49.276528%2C-123.124175&size=600x300&key=AlzaSyDchLj_DVw7N-55scsAxDhrf1hK1UYvXic&signature=obWsaW2o99rkPCs-WX51h5kXZQY="><p>

s.15(1)(l)

Agent Created Case:

Public Stuff request id: PSID8929142

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690362 created / updated at Thursday, October 15, 2020 7:47:11 AM

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690362 created / updated at Thursday, October 15, 2020 7:48:15 AM

Service Provided: 10 - Service Provided. . Resolved on 15/10/2020 1:09:00 PM.

Hansen Change in Comments: Comments : . Added on 15/10/2020 1:09:41 PM.

Agent Finished: Case Closed.

Closed date : 2020-10-15 13:12:18.73

Service Provided

10 - Service Provided. . Resolved on 15/10/2020 1:09:00 PM.

Case Reopened: Reopened for Public Stuff Feedback

Agent Finished: Case Closed.

Closed date : 2020-10-15 13:14 58.19

Open311 Feedback

Send Complete Status and Resolution Comment to PS case

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

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690362 created / updated at Thursday, October 15, 2020 1:15:03 PM

Agent Finished: Case Closed.

Closed date : 2020-10-15 13:15 05.017

Back to previous status

Closing case after 'Add Event'

10/15/2020 7:47 10/15/2020 13:15

Homeless - Ranger Case 101014448676 1169 RICHARDS ST VANCOUVER, BC

app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC

1. Type of service: Homeless Issue

6. Provide details: One structure

7. Provide number of structures and tents: 1

12. Park name: Emery Barnes

13. Provide specific location in park: Unknown

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

2020/10/15 14 55:54 ~~~ Cathy Chan s.22(1) Iso called to advise that there is a homeless man set up with a white tarp on the Seymour side of the park. Same as this report.


PS Description: On Seymour side

PS#: 8933417

Click images below to expand

href="https://d17aqltn7cihbm.cloudfront.net/uploads/large_e750774c40c411f479ce1c4b5016bc07"><p><p><p>

Click images below to expand

href="http://maps.googleapis.com/maps/api/staticmap?markers=49.276647%2C-123.124266&size=600x300&key=AlzaSyDchLj_DVw7N-55scsAxDhrf1hK1UYvXic&signature=J9EXtI9mAvrIGCmTpYeG8j6AawE="><p>

s.15(1)(l)

Agent Created Case:

Public Stuff request id: PSID8933417

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690749 created / updated at Thursday, October 15, 2020 2 53:54 PM

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690749 created / updated at Thursday, October 15, 2020 2 54:24 PM

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690749 created / updated at Thursday, October 15, 2020 2 56:24 PM

Hansen Change in Comments: Comments : . Added on 16/10/2020 12:33:44 PM.

Service Provided: 10 - Service Provided. . Resolved on 16/10/2020 12:33:00 PM.

Agent Finished: Case Closed.

Closed date : 2020-10-16 12:36:16.733

Service Provided

10 - Service Provided. . Resolved on 16/10/2020 12:33:00 PM.

Case Reopened: Reopened for Public Stuff Feedback

Agent Finished: Case Closed.

Closed date : 2020-10-16 12:40:29.973

Open311 Feedback

Send Complete Status and Resolution Comment to PS case

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

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690749 created / updated at Friday, October 16, 2020 12:44:39 PM

Agent Finished: Case Closed.

Closed date : 2020-10-16 12:44:40.877

Back to previous status

Closing case after 'Add Event'

10/15/2020 14 53 10/16/2020 12:44

Homeless - Ranger Case 101014452466 1169 RICHARDS ST

app version: 2.31 original address: 1170 Richards St alias: 1170 RICHARDS ST full: 1169 RICHARDS ST, VANCOUVER, BC

1. Type of service: Homeless Issue

6. Provide details: There has been a tent set of for 3 straight days in Emery Barnes Park. It is a white tent on the Seymour st side of the park. It is there right now. Yaletown is turning into the DTES.

7. Provide number of structures and tents: 1

12. Park name: Emery Barnes park

13. Provide specific location in park: Unknown

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

PS Description: White tent on Seymour st side of park for 3 days straight<p>PS#: 8940491<p/>Click images below to expand<p/><p/><a

s.15(1)(l)

10/16/2020 18:12 10/16/2020 19:05

Agent Created Case: Public Stuff request id: PSID8940491 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691363 created / updated at Friday, October 16, 2020 6:12:59 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691363 created / updated at Friday, October 16, 2020 6:13:29 PM Hansen Change in Comments: Comments: Emery Barnes Park - white structure - duplicate case see Hansen Case #1691340. Added on 16/10/2020 7 00:23 PM. Duplicate Request: 30 - Duplicate Request. . Resolved on 16/10/2020 7:00 00 PM. Agent Finished: Case Closed. Closed date : 2020-10-16 19:03:13.173 Duplicate Request 30 - Duplicate Request. . Resolved on 16/10/2020 7 00:00 PM.

Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-16 19:04:49.783 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691363 created / updated at Friday, October 16, 2020 7 05:09 PM Agent Finished: Case Closed. Closed date : 2020-10-16 19:05:10.703 Back to previous status Closing case after 'Add Event'

Homeless Issue

- 2. How many people were seen:
1
- 3. Were there dogs present:
No
- 3.a. If yes, provide details (i.e. how many and did they appear vicious):
- 4. Was there an interaction (did caller speak to homeless):
No
- 4.a. If yes, provide details:
- 5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.):
unknown
- 6. Provide any additional details:
This person has been under a tarp in Emery Barnes for over a week. She is living in the park and is quite close to the playground s.22(1) said he wants to know what the exact bylaw is around people living in parks especially near the kids playground. This women was washing her dishes in the drinking fountain and s.22(1) said he also believes she was washing herself. He's so frustr fed up and wants something done about this. He would also like the rangers to call him back and let him know what the bylaw states and why it's not being enforced in this park.
- 7. Indicate number of structures and/or tents at location:
1
- 8. Description of belongings:
- 9. Provide date or approximate date of removal:
- 10. Contact info: (A Park Ranger will call you to arrange delivery or let you know of status) (If no contact number, warm transfer to Park Ranger - s.15(1)(b) do not give out number)
- 11. Provide VPD incident number (if available):
- 12. Park name:
Emery Barnes
- 13. Provide specific location in park:
on the seymour side of the park
- 14. Neighbourhood:

2020/10/16 21:11:00 ~~~ Sanjay Sharda ~~~ advised the citizen to call 9-1-1, if there is an immediate safety issues or VPD Non-Emergency (604-717-3321) line to report any non-emergency police situations. ^SS2
 Please cal s.22(1) back. 10/16/2020 18:46 10/17/2020 13:18

Homeless - Ranger Case 101014452541 1169 RICHARDS ST

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: PRB Homeless Issues

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691379 created / updated at Friday, October 16, 2020 6 53:53 PM
 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691379 created / updated at Friday, October 16, 2020 6 54:18 PM
 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691379 created / updated at Friday, October 16, 2020 9:11:27 PM
 Hansen Change in Comments: Comments: . Added on 17/10/2020 1:15:13 PM.
 Service Provided: 10 - Service Provided. . Resolved on 17/10/2020 1:15:00 PM.
 Agent Finished: Case Closed.
 Closed date : 2020-10-17 13:18:10.383
 Service Provided
 10 - Service Provided. . Resolved on 17/10/2020 1:15:00 PM.

Homeless Issue

- 2. How many people were seen:
1
- 3. Were there dogs present:
Unknown
- 3.a. If yes, provide details (i.e. how many and did they appear vicious):
- 4. Was there an interaction (did caller speak to homeless):
undefined
- 4.a. If yes, provide details:
- 5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.):
- 6. Provide any additional details:
Report via twitter: **s.22(1)** October 16, 2020 - 6:31pm-View Post @ParkBoard dangerous man in blue tarp living in emery barnes park, take care of it, you losers
- 7. Indicate number of structures and/or tents at location:
1
- 8. Description of belongings:
- 9. Provide date or approximate date of removal:
- 10. Contact info: (A Park Ranger will call you to arrange delivery or let you know of status) (If no contact number, warm transfer to Park Ranger - **s.15(1)(l)** do not give out number)
- 11. Provide VPD incident number (if available):
- 12. Park name:
EMERY BARNES PARK
- 13. Provide specific location in park:
no specific localiton information given.
- 14. Neighbourhood:
Downtown
- 15. (Don't ask, just record - did caller indicate they want a call back?):
No

2020/10/16 21:43:27 ~ Sanjay Sharda ~ The citizen sent an inquiry via the COV web form: there is a dangerous man camping in emery barnes park near the dog park, remove him, our kids play there,

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: PRB Homeless Issues

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691421 created / updated at Friday, October 16, 2020 8 59:41 PM
 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691421 created / updated at Friday, October 16, 2020 9 00:36 PM
 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691421 created / updated at Friday, October 16, 2020 9:44:16 PM
 Duplicate Request: 30 - Duplicate Request. . Resolved on 16/10/2020 11:05:00 PM.
 Hansen Change in Comments: Comments: Emery Barnes Park - dangerous man camping in park - duplicate case see Hansen Case #1691409. Added on 16/10/2020 11:05:41 PM.
 Agent Finished: Case Closed.
 Closed date : 2020-10-16 23:06 09.503
 Duplicate Request
 30 - Duplicate Request. . Resolved on 16/10/2020 11 05 00 PM.

Homeless - Ranger Case 101014452759 1169 RICHARDS ST

10/16/2020 20 58 10/16/2020 23:06

Homeless Issue

- 2. How many people were seen:
- 3. Were there dogs present:
No
- 3.a. If yes, provide details (i.e. how many and did they appear vicious):
- 4. Was there an interaction (did caller speak to homeless):
No
- 4.a. If yes, provide details:
- 5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.):
- 6. Provide any additional details:
- 7. Indicate number of structures and/or tents at location:
1
- 8. Description of belongings:
- 9. Provide date or approximate date of removal:
- 10. Contact info: (A Park Ranger will call you to arrange delivery or let you know of status) (If no contact number, warm transfer to Park Ranger - **S.15(1)(l)** do not give out number)
- 11. Provide VPD incident number (if available):
- 12. Park name:
Emery Barnes
- 13. Provide specific location in park:
By the playground, north side of park.
- 14. Neighbourhood:
Downtown
- 15. (Don't ask, just record - did caller indicate they want a call back?):
Yes

Caller would like to speak to a lead ranger.

10/17/2020 8:39 10/17/2020 13:15

Homeless Issue

- 2. How many people were seen:
- 3. Were there dogs present:
No
- 3.a. If yes, provide details (i.e. how many and did they appear vicious):
- 4. Was there an interaction (did caller speak to homeless):
No
- 4.a. If yes, provide details:
- 5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.):
- 6. Provide any additional details:
- 7. Indicate number of structures and/or tents at location:
1
- 8. Description of belongings:
- 9. Provide date or approximate date of removal:
- 10. Contact info: (A Park Ranger will call you to arrange delivery or let you know of status) (If no contact number, warm transfer to Park Ranger - **S.15(1)(l)** do not give out number)
- 11. Provide VPD incident number (if available):
- 12. Park name:
Emery Barnes Park
- 13. Provide specific location in park:
North side of the park. White and red tarp.
- 14. Neighbourhood:
Downtown
- 15. (Don't ask, just record - did caller indicate they want a call back?):
No

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: PRB Homeless Issues

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691497 created / updated at Saturday, October 17, 2020 8:40:48 AM
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691497 created / updated at Saturday, October 17, 2020 8:41:24 AM
Service Provided: 10 - Service Provided. . Resolved on 17/10/2020 1:12:00 PM.
Hansen Change in Comments: Comments: . Added on 17/10/2020 1:12:50 PM.
Agent Finished: Case Closed.
Closed date : 2020-10-17 13:15:10.773
Service Provided
10 - Service Provided. . Resolved on 17/10/2020 1:12:00 PM.

Agent Created Case:
Agent Updated Case Details: Reallocated to queue: PRB Homeless Issues

Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691550 created / updated at Saturday, October 17, 2020 10:33:50 AM
Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691550 created / updated at Saturday, October 17, 2020 10:34:20 AM
Hansen Change in Comments: Comments: . Added on 17/10/2020 11:13:34 AM.
Duplicate Request: 30 - Duplicate Request. . Resolved on 17/10/2020 11:13:00 AM.
Agent Finished: Case Closed.
Closed date : 2020-10-17 11:15 09.95
Duplicate Request
30 - Duplicate Request. . Resolved on 17/10/2020 11:13 00 AM.

Homeless - Ranger Case 101014453004 1169 RICHARDS ST

Homeless - Ranger Case 101014453217 1169 RICHARDS ST

10/17/2020 10:32 10/17/2020 11:15

There is human poop and dog poop everywhere and there is paraphernalia turning up. This area has tall grass around the perimeter exterior and rats are now using it as cover. People can often be found sleeping in it as well. The neighborhood would like this area moved to the other area of Emery Barnes that is nearest to the children's playground. It would make the area more visible and in turn hopefully deter people from misbehaving. Additionally, the rocks inside the dog park are really painful for dogs with arthritis and moving this dog park to somewhere closer to the children's playground would give the dogs some cushioning. Additionally, there is a building going up across from the dog park and it will be thrown completely into the shade.

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
Directed to Parks Development:
Dave Hutch

2. Type of feedback:
Complaint
3. Feedback regarding:
City Department
4. Department:
Parks
5. Division or Branch Name:
Parks Development
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:
101014424099
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 101014424138 1169 RICHARDS ST

PS#:8888603<p/>Click images below to expand<p/><p/>Click images below to expand<p/><a href='http://maps.googleapis.com/maps/api/staticmap?markers=49.276649%2C-

10/6/2020 10:44 10/6/2020 14:35
Agent Created Case:
Public Stuff request id: PSID8888603
Agent Finished: Case Closed.
Closed date : 2020-10-07 18:47 54.123
Acknowledged
Assigned to the ACS Supervisors, DG 20-301853 - DB

- . Phone Number:
- 1. Complaint type:
Dog off-leash
- 3. Animal type:
Dog
- 5. Animal colour:
Black
- 6. Dog breed (if known):
Lab ish
- 12. (Don't ask, just record - did caller indicate they want a call back?):
Unknown



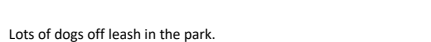
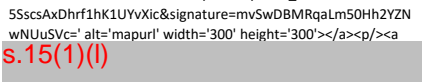
123.123946&size=600x300&key=AlzaSyDchJj_DVw7N-5SscsAxDhrf1hK1UYvXic&signature=-SX6G6eiRld8GuAEbX9Sg6ZP16U='><p/><a href='https://maps.googleapis.com/maps/api/staticmap?markers=49.276649%2C-

Case Reopened: Reopened for Public Stuff Feedback
Agent Finished: Case Closed.
Closed date : 2020-10-07 18:49:48.303
Open 311 Feedback
Send Complete Status and Resolution Comment to PS case

Dog Off Leash Complaint Case 101014429828 1169 RICHARDS ST

app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC

10/7/2020 18:42 10/7/2020 18:49

Dog Off Leash Complaint Case	10101443740	1169 RICHARDS ST	<p>app version: 2.31 original address: 1170 Richards St alias: 1170 RICHARDS ST full: 1169 RICHARDS ST, VANCOUVER, BC</p> <p>. Phone Number: 1. Complaint type: Dogoffleash 3. Animal type: Dog 5. Animal colour: Black brown white?? 6. Dog breed (if known): This guy is here daily, can you fine him? 12. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p> s.15(1)(l)</p>	10/11/2020 8:11 10/11/2020 9:29	<p>Agent Created Case: Public Stuff request id: PSID8904654 Agent Finished: Case Closed. Closed date : 2020-10-11 09:27:49.95 Acknowledged Forwarded to ACO Supervisor to assign, DG 20-302991 - SK</p>
Dog Off Leash Complaint Case	101014458906	1169 RICHARDS ST	<p>app version: 2.31 original address: Emery Barnes Park alias: EMERY BARNES PARK full: 1169 RICHARDS ST, VANCOUVER, BC</p> <p>. Phone Number: 1. Complaint type: Dogoffleash 3. Animal type: Dog 5. Animal colour: Black, on the BOLO list 6. Dog breed (if known): 12. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p> s.15(1)(l)</p>	10/19/2020 18:25 10/19/2020 18:34	<p>Agent Created Case: Public Stuff request id: PSID8953478 Agent Finished: Case Closed. Closed date : 2020-10-19 18:31:38.32 Acknowledged Forwarded to ACO Supervisor for patrol assignment, DG 20-306259 - SK</p>
Dog Off Leash Complaint Case	101014461169	1169 RICHARDS ST	<p>1. Dog colour: Multiple 2. Provide dog breed, if applicable (best guess if unknown): Many 3. Dog size: Medium 4. (Don't ask, just record - did caller indicate they want a call back?): No</p>	<p></p>	10/20/2020 14:14 10/20/2020 14:24	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Animal Services Dispatch</p> <p>Agent Finished: Case Closed. Closed date : 2020-10-20 14:24:38.51 Acknowledged Assigned to ACO Supervisors, DG 20-306660 - DB</p>
Park Facility Maintenance - VanConnect Case REF	101014434159	1169 RICHARDS ST	<p>app version: 2.31 original address: 1170 Richards St alias: 1170 RICHARDS ST full: 1169 RICHARDS ST, VANCOUVER, BC</p> <p>1. Type of request: Other 2. If Other, describe: This is a VanConnect submission for REF. REF has been notified and the case has been auto-closed. No further action required. 3. Provide details: In southeast corner 4. Park name: Emery Barnes 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p> s.15(1)(l)</p>	10/9/2020 11:45 10/9/2020 11:49	<p>Agent Created Case: Public Stuff request id: PSID8899494 Agent Finished: Case Closed. Closed date : 2020-10-09 11:45:47.46 _default_ Auto case closed from Mapping Application. PSID8899494</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-09 11:49 51.39 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>

Yaletown injection site.

2. Describe details (who, what, where, when, why):
 Against the recommendation of leasing a ground floor unit of a city-owned property at Helmken and Seymour streets to RainCity housing for the facility - citizen and her brother are residence of Yaletown, constantly seeing, daily witnessing people self injecting in public. Citizen walked from St Paul's Hospital and in the middle of Davie St people are self injecting in public. The location Helmcken St and Seymour St is close to a public park, Emery Barnes Park, frequented by children and families. This site should not be in close proximity of children gatherings. Furthermore, why were the residence of the area not notified, they should have a voice in this matter. Would like Mayor & Council to notify and involve affected neighbouring residence. This needs to be reconsidered.

3. Department:
 Mayor and Council

4. Neighbourhood:
 Downtown

5. Were any other cases or service requests created as a result of this feedback?
 No

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

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

8. Council Item:
 Opposed

9. Select category:
 City Administration

11. Specific area of concern:
 Modification of Lease for 1101 Seymour Street

12. Author Type:
 Individual

13. Correspondence Type:
 Original Feedback

14. Original Client:

15. Original Email address:

16. Original address:

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

Agent Finished: Case Closed.
 Closed date : 2020-10-23 15:54:18.377
 Acknowledged

Mayor and Council
 Feedback Case 101014444056 1169 RICHARDS ST

No email to respond to citizen.

10/14/2020 11:32 10/23/2020 15:54

				<p>Homelessness</p> <p>2. Describe details (who, what, where, when, why): S.22(1) lives downtown near Emery Barnes park. He is so upset and disgusted with the amount of homeless people in the area. His frustration is mainly about Emery Barnes Park. He does not understand how there is a bylaw against people living in parks and no one every follows up with that or monitors that. There is always homeless people in this park, they're set up close to the playground, they are there all day and all night and wash themselves in the drinking fountain. They urinate on the bushes and he is sick and tired of it. He is demanding that something be done, a bylaw is only as good as it's enforcement. He wants this dealt with.</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: Downtown</p> <p>5. Were any other cases or service requests created as a result of this feedback? Yes</p> <p>6. If Yes, provide case number(s) or other relevant details: 14452541 - ranger case</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Housing and Homelessness</p> <p>11. Specific area of concern: Emery Barnes Park</p> <p>12. Author Type: Individual</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client:</p> <p>15. Original Email address:</p> <p>16. Original address:</p>		<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2020-10-19 12:40:45.08 Acknowledged</p>
<p>Mayor and Council Feedback Case</p>	<p>101014452551</p>	<p>1169 RICHARDS ST</p>		<p>PR Park Maintenance Request</p> <p>2. If Other, describe:</p> <p>3. Provide case details: Via VanConnect: The gravel in the dog park all seems to have all migrated to the far edges of the park perimeter. It is so high in some places it s only 2.5 feet to top of hedge/fence and dogs can jump out now.</p> <p>4. Park name: Emert Barnes Park</p> <p>5. Park address: the Park, you can use If you are unsure of Park Finder</p> <p>1169 Richards</p> <p>6. Maintenance area: Beaches / Downtown</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): No</p>	<p>10/16/2020 18:54 10/19/2020 12:40</p>	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - Downtown Title updated to: Parks Superintendent Request for Maintenance Area - Downtown</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please send to park planning, dog park has no access for equipment to redisperse gravel.</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Created park improvement request.</p>
<p>Park Grounds Maintenance - Superintendent Case</p>	<p>101014455683</p>	<p>1169 RICHARDS ST</p>		<p>Returned from REFM</p>	<p>10/19/2020 8:21 10/21/2020 11:32</p>	

Graffiti Removal -
City Property Case 101014457711 1169 RICHARDS ST

app version: 2.31 original
address: 1170 Richards St
alias: 1170 RICHARDS ST
full: 1169 RICHARDS ST,
VANCOUVER, BC

1. Location:
CityProperty
2. Property Type:
StreetLightTrafficSignalPole
5. Provide details:

At the south east corner of Emery Barnes park somebody has put a large sticker on the pole. This is at Davie and Richards st. Please remove it

Click images below to expand



s.15(1)(l)

10/19/2020 13:45 10/22/2020 8:00

Agent Created Case:
Public Stuff request id: PSID8951948
Agent Finished: Case Closed.
Closed date : 2020-10-22 07:58:41.07
Service Provided

Case Reopened: Reopened for Public Stuff Feedback
Agent Finished: Case Closed.
Closed date : 2020-10-22 08:00:10.66
Open311 Feedback
Send Complete Status and Resolution Comment to PS case