

File No.: 04-1000-20-2021-022

February 23, 2021

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 January 11, 2021 for:

Regarding the January 8, 2021 information bulletin "Quirky calls to Vancouver's 3-1-1 in 2020," I seek reports, recordings and transcripts from the following 3-1-1 calls received:

- 1. Dog - 6/23/2020 @ 1:50 PM**
- 2. Trees - 10/20/2020 @ 4:12 PM**
- 3. Dumping mattress - 12/7/2020 @ 1:01 PM**

With the exception of the recordings*, all responsive records are attached for parts one and two.

* Please note, the City cannot disclose the unredacted audio recordings in response to your access request due to section 22(1) of FIPPA. The City does not have the normal computer hardware and software and technical expertise to pinpoint sever an audio recording. An exact transcript can be requested at an additional charge.

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 (#04-1000-20-2021-022); 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.

:dp

Holding Stray Pickup

Case number: 101014118979

Case created: 2020-06-23, 01:51:00 PM

Channel: Phone

Incident Location

Address: s.22(1)

Address2: s.22

Location name:

Original Address:

Request Details

1. **Animal Type:**
Dog
- 3a. **Breed:**
Pitbull
4. **Animal Colour:**
Brown
5. **Provide animal's exact location details:**
s.22(1)
6. **Provide details if there are any time constraints for animal pick-up e.g. animal must be picked up after 5 pm):**
asap
7. **(Don't ask, just record - did caller indicate they want a call back?):**
Yes

Additional Details

He had some friends over and thought one of the brought the dog. When the last person left, they told him that it wasn't his dog, that it was so and so's dog. He called him and was told it wasn't his dog. He doesn't know who the dog belongs to. No tag or collar. The dog has been there all night. He is a bit aggressive and has been locked in the bedroom. Caller is afraid of the dog and would like him picked up asap.

Contact Details

Name: s.22(1)

Address: s.22(1)

Address2: s.22

Phone: s.22(1)

Alt. Phone:

Email:

Preferred contact method: Either

Case Notes

Photo

- no picture -

Street Tree Work Request - Urban Forestry Case

Case number: 101014461777

Case created: 2020-10-20, 04:18:00 PM

Channel: Phone

Incident Location

Address: s.22(1)

Address2:

Location name:

Original Address:

Request Details

1. Type of tree request:

Other

2. Provide details:

Would like to know what the trees on the side of this property on the s.22(1) side are.

Specifically there are 2 trees that produce edible apples...Street trees has listed them as Floribunda. They are not conventional crab apples...they are large and they are not sour. There are 2 types one is green and the other is red. s.22(1) There was a street tree email sent out on 8/11 followed up on 9/15. Would someone please, please tell him what the actual types of trees these are. A quick call to him will resolve this issue.

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

Yes

5. Neighbourhood:

s.22(1)

6. Street Tree After Hours Superintendent Area:

North

7. Flag for Immediate Action?

No

Additional Details

Contact Details

Name: s.22(1)

Address: s.22(1)

Address2:

Phone: s.22(1)

Email:

Alt. Phone:

Preferred contact method: Either

Case Notes

2020-11-10 22:43:00 Leanne Macgregor

Citizen called back because he has not heard from the department. 311 advised that the Street tree dept does not have the ability to follow up regarding these matters. Advised that the Open Data Catalog on the website would indicate which tree has been planted there but he advised that he has already been told which tree and he believes it is wrong. According to the catalog we have it listed as a Floribunda Tree, common name Japanese Flowering Crabapple.

Photo

- no picture -