

File No.: 04-1000-20-2021-087

March 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 dated February 10, 2021 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

Mayor and Council feedback reports (source: VanConnect App, 3-1-1, in-person, mail, and mayorandcouncil@vancouver.ca and the mayor's direct email address), which include, but are not limited to, the City branch notified, feedback type, topic, requester name, phone, email, whether the citizen requested a response, case details and event notes. Date range: December 30, 2020 to January 1, 2021.

All responsive records are attached. Some information in the records has been severed, (blacked out), under 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 (#04-1000-20-2021-087); 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.

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Channel Type	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
WEB	<p>1. Subject: Confusion on parking rules and regulations from of all three parking related department.</p> <p>2. Describe details (who, what, where, when, why): To whom it may concern,I have been calling the city Hall, Parking enforcement and parking ticket office about a commercial bus company and the driver of the bus driver ask me to move my car from passager zone because the zone is only for them. Than I call parking enforcement for information. They told me that commercial bus or tourist bus are not allowed. Than I saw the same bus company have a bus park on the same location. I asked one enforcement team member the question if that bus got commercial permit is allowed than run off without further conversation. I'm wondering if this is the standard of City official like parking enforcement team run off is standard.? I'm looking forward to hearing from the head of the parking enforcement officer to respond. With best regards. Thank you. Here's my phone number s. 22(1)</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: South Cambie</p> <p>5. Were any other cases or service requests created as a result of this feedback? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Streets, Sanitation, and Transportation</p> <p>11. Specific area of concern: Parking Enforcement</p> <p>12. Author Type: Individual</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client: s. 22(1)</p> <p>15. Original Email address: s. 22(1)</p> <p>16. Original address: s. 22(1)</p>	2020/12/30 16:05:20 -- Clarisse Ramos -- The citizen would like Parking Enforcement Supervisor to also be aware	s. 22(1)	s. 22(1)	12/30/2020 12:29:00 AM	1/6/2021 4:30:41 PM	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Jan 4 - Sent to Benafsha Iradia for response.&#x0D;&#x0D; Resident has concerns regarding parking enforcement for commercial buses. Would ENG staff be able to respond back to the resident and BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks!</p> <p>Agent Finished: Case Closed. Closed date : 2021-01-06 16:30:40:56 Service Provided Jan 6 - Hon Ng (ENG) responded to the resident:&#x0D;&#x0D; Hi everyone,&#x0D;&#x0D; I phoned s. 22(1) back and clarified that the passenger zone is for anyone to use for 3 min load and unloading if time limit is not specified on the sign. He was happy to hear this as he feels he wasn?t treated well by the Bus driver. He advised the company told him the passenger zone was reserved for them and I told them we go by what is on the signage and it is first come first serve unless there is more specific wording on the sign. He thanked us for the clarification which is what a Parking Enforcement Officer also advised him.&#x0D;&#x0D; Case closed,&#x0D;&#x0D; Hon Ng &#x0D;Superintendent I&#x0D;Parking Operations &amp; Enforcement Br.&#x0D;City of Vancouver&#x0D;604-257-2413</p>
WEB	<p>1. Subject: Closure of Westbound Beach Avenue/Tim Horton's and illegal parking</p> <p>2. Describe details (who, what, where, when, why): We are writing again about the City's decision to close Beach Avenue westbound. While we agreed with this decision during the initial phase of the pandemic, now that it is winter, it just doesn't make sense. Why impede commuter traffic and divert it to Davie (construction), Nelson (construction) or Georgia? WestEnders already walk/cycle more than most other city residents - and when they need to drive to work, appointments, etc, they should be able to without facing huge delays on Nelson (and Denman). This past week, the cars were lined up heading north on Nelson from Thurlow almost back to Denman Street. How does that make sense? And now, we who live on the "quiet" section of Nelson west of Denman have way more traffic than ever before - and with delivery vans and (illegal) Tim Horton's parking (see below), there are always obstructions that effectively make Nelson a single lane west of Denman with increased traffic in both directions weaving around illegally parked vehicles. Surely this is not good planning? Why not meet the needs of commuters (who after all are paying the taxes in this City) and cyclists by removing the cones M-S and replacing them on Sundays? With a little creativity, you could easily pay for the workers needed to place/remove cones. As well, please do traffic enforcement with the Tim Horton's at the corner of Denman/Nelson. Every day, there are numerous vehicles parked on either side of Nelson (no parking) street with flashing lights - the drivers have just "dashed in" to Tim Horton's to grab a coffee. This creates a huge bottleneck and another dangerous situation, especially given the increased traffic on Nelson (due to the diversion from Beach). How about getting the police to give fines? They would easily make it revenue neutral since this happens dozens of times every day. We would appreciate a response, and some action, on the ongoing traffic jams/issues being caused by your decision to prioritize the "needs" of cyclists over residents who have to drive.</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: West End</p> <p>5. Were any other cases or service requests created as a result of this feedback? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Streets, Sanitation, and Transportation</p> <p>11. Specific area of concern: Beach Avenue</p> <p>12. Author Type: Individual</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client: s. 22(1)</p> <p>15. Original Email address: s. 22(1)</p> <p>16. Original address: intersection Nelson/Guildford</p>		s. 22(1)	s. 22(1)	12/30/2020 10:57:24 AM	1/7/2021 3:52:13 PM	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-01-07 15:52:13.303 Service Provided Reference Number: 101014664041&#x0D;&#x0D; s. 22(1) &#x0D; Thank you for taking the time to share your concerns with Vancouver City Council regarding Beach Avenue.&#x0D;&#x0D; In response to COVID-19, the City is continuing to provide additional space across Vancouver for people to safely exercise and access services. As part of this effort, there will be interim upgrades to Beach Ave, which saw the introduction of a two-way protected bike path in the spring at the outset of the pandemic. This reallocation of space supported increased space for walking along the seawall and record numbers of people cycling.&#x0D;&#x0D; The City has begun work on new features along Beach Ave to improve access for people walking, taking transit, and driving while maintaining the two-way protected bike path and increased walking space. The changes will include the return of transit and eastbound travel between Denman and Jervis streets. These interim changes are based on feedback from more than 2,500 residents during the fall on the current street design.&#x0D;&#x0D; Construction crews will work as quickly as possible to minimize local impacts, but changes such as restoring eastbound motor vehicle and transit access (between Denman and Jervis Streets) may be delayed as they rely on other project elements to be in place before they can be implemented. Some of the work requiring dry days (painting zebra crossings) will also be done in phases.&#x0D;&#x0D; Staff will continue to monitor and adjust the interim design. Additional opportunities to share feedback about the longer-term vision for these spaces and whether to make these changes permanent will be available through the West End Waterfront Master Plan engagement and design process that will start this year. &#x0D;&#x0D; For more information, you can visit the City?s website here. If you have further questions or concerns, please send an email to roomtomove@vancouver.ca. &#x0D;&#x0D; Thank you again for your feedback; your concerns have been received by the Mayor and Councillors.&#x0D;&#x0D; Sincerely,&#x0D;&#x0D; Office of Vancouver City Council&#x0D;City of Vancouver&#x0D;453 West 12th Ave&#x0D;Vancouver, BC&#x0D;V5Y 1V4&#x0D;&#x0D; Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form or call 3-1-1 and provide your Reference Number listed above.</p>
Phone	<p>1. Subject: E bike initiative</p> <p>2. Describe details (who, what, where, when, why): s. 22(1) emailed a proposal to Mayor and Councillors 4 months ago and has not heard back. He is trying to bring a E-Scooter system to Vancouver, something that would be revolutionary, green and reduce carbon footprint. It would solve alot of traffic conjestion. He would love to hear from someone who can look at the project and they have a pitch deck as well. The business is now in the stage of looking for investors and he really needs some city support to move forward with the idea.</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: I do not live in Vancouver</p> <p>5. Were any other cases or service requests created as a result of this feedback? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Streets, Sanitation, and Transportation</p> <p>11. Specific area of concern: E-Scooters</p> <p>12. Author Type: Business or Company</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client:</p> <p>15. Original Email address:</p> <p>16. Original address:</p>	Citizen was also provided the email for electric vehicles but he really feels he needs mayor and council to look at this,	s. 22(1)	s. 22(1)	12/30/2020 2:32:00 PM	1/5/2021 9:49:55 AM	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</p> <p>Agent Finished: Case Closed. Closed date : 2021-01-05 09:49:55.047 Service Provided Reference Number: 101014648606&#x0D;&#x0D; Hello s. 22(1) &#x0D; Thank you for taking the time to write to Council regarding e-scooters in Vancouver.&#x0D;&#x0D; The Province of BC regulates the use of all motor vehicles, including low-powered vehicles like e-scooters, on the roadway and the sidewalk adjacent to the roadway through the Motor Vehicle Act, which governs most city streets. The City's regulation is limited to the use of park paths and the seawall through the Street and Traffic Bylaw and Parks Control Bylaw.&#x0D;&#x0D; At this time, both Provincial and City regulations prohibit the use of low-powered vehicles such as e-scooters, motorized hover boards, unicycles, skateboards and Segways on all public rights-of-way. The only exceptions are motorized wheelchairs and electric-assisted bicycles.&#x0D;&#x0D; However, the BC Ministry of Transportation and Infrastructure recently launched a Pilot Project Proposal for e-scooters and electric skateboards. The City of Vancouver is excited about the opportunity to consider new modes of transportation for City streets and is eager to learn about how e-scooters might integrate into the public realm. Lessons learned from other jurisdictions that have launched pilots or full systems provide us with information about how they integrate into the public realm, sustainability, safety, and mobility. &#x0D;&#x0D; Staff have submitted an expression of intent to the Province to secure the opportunity to submit a pilot project proposal and inform Provincial regulations. After the City submits a pilot project proposal there are a number of different possible outcomes. These can range from no change in regulation, a small pilot with privately owned e-scooters, to the deployment of a larger fleet of shared e-scooters. Staff are currently clarifying the potential scope of a pilot project proposal in collaboration with the region.&#x0D;&#x0D; Thank you again for your feedback; your comments have been received by the Mayor and Councillors.&#x0D;&#x0D; Sincerely,&#x0D;&#x0D; Office of Vancouver City Council&#x0D;City of Vancouver&#x0D;453 West 12th Ave&#x0D;Vancouver, BC&#x0D;V5Y 1V4&#x0D;&#x0D; Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form:</p>

Phone	<div>1. Subject: Tax Penalty Bylaw</div> <div>2. Describe details (who, what, where, when, why): Father was charged 5% penalty for not paying taxes by due date Sept 30, 2020. Folio s.22(1) . They are a senior on a limited income and rent took priority so they paid property tax on Oct 1st and were charged \$172.06 penalty. s.22(1) called to inquire if penalty could be reversed or reduced and 311 explained bylaw in place so no one has authority to change penalty if due date missed. They feel this is a pretty harsh penalty for being one day late and not very compassionate. Also that due dates should be the 1st and not the last day of the month.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kitsilano</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: City Administration</div> <div>11. Specific area of concern: Property Tax</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client:</div> <div>15. Original Email address:</div> <div>16. Original address:</div>		s.22(1)	s.22(1)	12/30/2020 3:06:00 PM	1/26/2021 4:58:48 PM	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-01-26 16:58:47.883</div> <div>Service Provided</div> <div>Jan 26 - Blair Choo (FRS) responded to the resident:&#x0D;&#x0D;</div> <div>Hi Rachel, I just spoke with the citizen. The penalty was assessed on s.22(1) rental property. They felt the penalty was harsh for being 1 day late. They also asked about how they can complain about the penalty formally and I advised that their complaint was forwarded to Mayor and Council so it was formally received. &#x0D;&#x0D;</div> <div>I advised that the penalty could not be waived. I suggested they sign up for TIPP but s.22(1) My conversation with the citizen was pleasant throughout.&#x0D;&#x0D;</div> <div>Thanks&#x0D;&#x0D;</div> <div>Blair</div>
Phone	<div>1. Subject: Enforcement</div> <div>2. Describe details (who, what, where, when, why): Citizen lives in the downtown east side and is appalled by the lack of enforcement when it comes to homeless individuals. He says that he has spoken to the VPD numerous times about enforcement and the VPD advises that City Council tells them not to enforce certain things due to political reasons. Enforcement should not be based on political issues and reasons but rather the health and safety. Homeless people openly drink, do drugs, urinate everywhere, set off fire works and yet nothing ever happens to them. If a non-homeless person were to do these activities they get slapped with a hefty fine. The citizen said that he has been trying to contact Mayor and Council multiple times whenever he notices something disturbing but will always get a generic response back from them. Mayor and Council needs to do more for the tax paying citizens of Vancouver. Homeless individuals are getting away with everything, it is a double standard and certainly not fair.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Downtown</div> <div>5. Were any other cases or service requests created as a result of this feedback? Yes</div> <div>6. If Yes, provide case number(s) or other relevant details: 101013916441</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Housing and Homelessness</div> <div>11. Specific area of concern: Homelessness</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client:</div> <div>15. Original Email address:</div> <div>16. Original address:</div>		s.22(1)	s.22(1)	12/30/2020 4:53:00 PM	1/7/2021 3:54:55 PM	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-01-07 15:54:55.073</div> <div>Service Provided</div> <div>Sept 4 - Sent email response:&#x0D;&#x0D;</div> <div>Hellos.22(1) &#x0D;</div> <div>Thank you for taking the time to share your concerns once again with Vancouver City Council regarding safety, homelessness, mental health issues, open drug use and cleanliness in Gastown. We understand your concerns and appreciate your communication with us. In addition to the email we sent you on June 25, 2020, we would like to provide you with the following additional information surrounding these issues:&#x0D;&#x0D;</div> <div>Vancouver Police are implementing the following additional public safety measures in specific parts of downtown Vancouver in response to citizen concerns:&#x0D;? deploy more police officers on bicycles in the area. These officers will have more flexibility to patrol lane ways and parking lots and be more accessible to all residents.&#x0D;? increase patrols in the area by officers already in regular rotation downtown,&#x0D;? liaise regularly with staff at new social housing shelters nearby to ensure staff and residents are connected with the public safety resources they need, and&#x0D;? continue liaising with mental health outreach teams to ensure proper follow up with high risk individuals.&#x0D;&#x0D;</div> <div>The City is in close communication with the Vancouver Police Department (VPD) regarding a number of troubling incidents that residents have brought to our attention recently. Regardless of where criminal events happen, residents should not have to tolerate such incidents and they should be reported to the police for follow-up. It is important to note that when City staff have enquired about specific incidents, we have learned that not all incidents shared with us have been reported to VPD. &#x0D;&#x0D;</div> <div>If you do witness or experience any criminal events, it is vital that you report these to the VPD by calling their non-emergency line at 604-717-3321 or call 9-1-1 if you or someone else's safety is immediately being compromised.&#x0D;&#x0D;</div> <div>The City agrees that encampments like the one in Strathcona Park do not represent an appropriate solution to the homelessness crisis and is deeply concerned about the safety and wellbeing of people experiencing homelessness across the City, including those sleeping in Strathcona Park, and the impact this has on the community as a whole.&#x0D;&#x0D;</div> <div>Please know that we share many of your concerns and are doing all we can to address them. However, this work will take time as there is no ?quick fix? to this deep rooted issue. If you would like to contact BC Housing with regard to their initiatives around housing, you can send them an email at communityrelations@bchousing.org.&#x0D;&#x0D;</div> <div>Response exceeds character count limit</div>

WEB	<p>1. Subject: CRB for a 2019 Graduate</p> <p>2. Describe details (who, what, where, when, why): Hello all, I am writing to you to let you know that I feel as if the program means well, but doesn't really help for certain people like me. I had been actively freelancing and trying to find jobs half a year after graduation, as I wanted to take a break first due to so many years at school. Then we had the COVID situation, right when I had decided to put my foot down and really look for a job. Jobs became high in demand, and many offers I found online had increasing competition. I had only worked part time due to being in school, and had a seasonal position for a little bit afterwards. During both, I had hours and schedules that would equate me to a regular full time employee. Yet as a part-time and seasonal staff, I had no benefits, and therefore no EI. As a freelancer, I am still making income, but when you compare the weekly 50% average, it really doesn't make sense for me as not accepting the job offers would help my living situation - yet go against the regulations for accepting CRB. However, accepting the jobs puts me slightly \$5-30 above my weekly 50% amount and therefore ineligible for CRB. Say the weekly is \$100, so for example, instead of getting \$900.00 for the two weeks, I have made \$200.00 for the two weeks and am barely making it by for groceries and utilities. s.22(1), and my mother has been looking for jobs, but unable to find one that would work with her poor joints and limited language skills. Thankfully, I was able to and had applied for CERB previously, but there are a lot of expenses that need to be paid for at this year end. I get the idea of CRB, but I feel as if I'm just barely not making it when I'm one of the ones who need the assistance. I'm not exactly sure what the Mayor and Council can do, but I hope this is something to think about and perhaps find a solution for. Thank you.</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: I do not live in Vancouver</p> <p>5. Were any other cases or service requests created as a result of this feedback? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Police, Fire, and Public Safety</p> <p>11. Specific area of concern: COVID-19 Financial Relief</p> <p>12. Author Type: Individual</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client: s.22(1)</p> <p>15. Original Email address: s.22(1)</p> <p>16. Original address: s.22(1)</p>	s.22(1)		12/31/2020 2:18:14 AM	1/7/2021 11:40:38 AM	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-01-07 11:40:38.133 Service Provided Reference Number: 101014666171&#x0D; &#x0D; Hello s.22(1) &#x0D; Thank you for taking the time to share your concerns with Vancouver City Council regarding financial support due to the COVID-19 pandemic.&#x0D; &#x0D; The City is aware that the COVID-19 emergency has created a crisis situation for many households in Vancouver, exacerbating the existing and ongoing crises faced by residents in the city. The Provincial and Federal Governments have taken critical actions over the past few year and you may find some helpful resources below.&#x0D; &#x0D; Government of Canada&#x0D; ? Canada?s COVID-19 Economic Response Plan&#x0D; ? Canada Emergency Response Benefit (CERB)&#x0D; ? Enhanced Employment Insurance (EI)&#x0D; ? Canada Recovery Benefit (CRB) &#x0D; ? Canada Recovery Sickness Benefit (CRSB) &#x0D; ? Canada Recovery Caregiving Benefit (CRCB) &#x0D; &#x0D; Province of BC&#x0D; The Province of BC has introduced a variety of measures, including extension of tax filing and payment deadlines, unpaid job-protected leave for sick employees, and a new BC Recovery Benefit.&#x0D; ? BC Hydro COVID-19 Relief Fund&#x0D; ? BC Government: COVID-19 Support for Renters and Landlords&#x0D; ? Residential Tenancy Branch: COVID-19 and Tenancies&#x0D; ? BC Housing: COVID-19 Resources&#x0D; ? Income and Disability Assistance ? COVID-19 Supplement&#x0D; &#x0D; There is a lot of information circulating at this time, and not all of it is coming from verified sources. All updates from the City of Vancouver will be noted within news releases, on our website, and through verified social feeds. For regular updates on the status of City facilities, events and services, you may visit the website at vancouver.ca/covid19. You may also follow @CityofVancouver on Twitter to receive the latest updates as well.&#x0D; &#x0D; Thank you again for your feedback; your concerns have been received by the Mayor and Councillors.&#x0D; &#x0D; Sincerely,&#x0D; &#x0D;</p>
WEB	<p>1. Subject: No pet clause</p> <p>2. Describe details (who, what, where, when, why): I would fully support banning the "no pets" rule for rentals. So many people I know, including me have been wanting a pet for years, and I especially to help with mental health but have no way of doing that as we are stuck in the rental market due to ridiculous real estate. I have never found a pet friendly rental.</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: I do not live in Vancouver</p> <p>5. Were any other cases or service requests created as a result of this feedback? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Housing and Homelessness</p> <p>11. Specific area of concern: Prohibition of "No Pets" Clauses</p> <p>12. Author Type: Individual</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client: s.22(1)</p> <p>15. Original Email address: s.22(1)</p> <p>16. Original address: s.22(1)</p>	s.22(1)		12/31/2020 7:22:58 AM	1/7/2021 11:09:57 AM	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-01-07 11:09:57.43 Service Provided</p>
WEB	<p>1. Subject: Parking at Queen Elizabeth</p> <p>2. Describe details (who, what, where, when, why): New parking regulations at Queen Elizabeth near the dog park are just an indication of the money grab this council is making, with resident-only parking in all areas to follow. You are limiting access to all our parks and making Vancouver a pay-as-you-go city. Meanwhile our taxes are soaring and it seems we are getting less and less for our tax dollars. Politically, you are making yourselves very vulnerable in the next election with these highly unpopular moves, while at the same time pandering to the developers. Please leave some free parking for all to enjoy our parks. We all own the parks, and we have the right to freely access them.</p> <p>3. Department: Mayor and Council</p> <p>4. Neighbourhood: West Point Grey</p> <p>5. Were any other cases or service requests created as a result of this feedback? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Parks and Recreation</p> <p>11. Specific area of concern: Queen Elizabeth Park</p> <p>12. Author Type: Individual</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client: s.22(1)</p> <p>15. Original Email address: s.22(1)</p> <p>16. Original address:</p>	s.22(1)		12/31/2020 10:51:49 AM	1/8/2021 11:09:59 AM	<p>Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-01-08 11:09:59.103 Service Provided Reference Number: 101014666741&#x0D; &#x0D; Hello s.22(1) &#x0D; Thank you for taking the time to share your concerns with Vancouver City Council regarding pay parking at Queen Elizabeth Park.&#x0D; &#x0D; At the Special Park Board Meeting on November 30, 2020, the Park Board approved changes to their 2021 Fees and Charges, which included pay parking at Queen Elizabeth Park. If you would like to review the agenda, video clips, and minutes for the meeting, you may visit the Park Board?s website here.&#x0D; &#x0D; As outlined by the Vancouver Charter, the Park Board has exclusive jurisdiction over Queen Elizabeth Park. If you would like to share your concerns with the Park Board, you may submit your comments through their online web form.&#x0D; &#x0D; Thank you again for your feedback; your concerns have been received by the Mayor and Councillors.&#x0D; &#x0D; Sincerely,&#x0D; s.22(1)&#x0D; Office of Vancouver City Council&#x0D; City of Vancouver&#x0D; 453 West 12th Ave&#x0D; Vancouver, BC&#x0D; V6Y 1V4&#x0D; &#x0D; Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form or call 3-1-1 and provide your Reference Number listed above.</p>

Phone	<div>1. Subject: Commercial Waste Collection</div> <div>2. Describe details (who, what, where, when, why): The citizen would like the City of Vancouver to pickup commercial dumpsters from multi-family dwellings. He notes with so many private collection haulers a single lane can have multiple companies picking up different buildings within the week which creates a lot of noise and also air pollution. He states it would be more efficient for a single entity to pickup the whole lane at one time per week. He also disagrees with the private waste collection hours and disagrees with collections being allowed on sundays.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: West End</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Streets, Sanitation, and Transportation</div> <div>11. Specific area of concern: Garbage Collection</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client:</div> <div>15. Original Email address:</div> <div>16. Original address:</div>		s.22(1)	s.22(1)	12/31/2020 3:15:00 PM	1/12/2021 9:47:56 AM	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence</div> <div>Reason for reallocation: ENG - Jan 7 - Sent to Benafsha Iradia for response:&#x0D;&#x0D;</div> <div>Resident has concerns regarding private/commercial waste collection. Would ENG staff be able to respond back to the resident and BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks!</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-01-12 09:47:55.527</div> <div>Service Provided</div> <div>Jan 12 - Steve Drake (ENG) responded to the resident:&#x0D;&#x0D;</div> <div>Dear s.22(1)</div> <div>&#x0D;</div> <div>Re: Commercial dumpster pickups from multi-family buildings&#x0D;&#x0D;</div> <div>Thank you for your feedback regarding the collection of garbage, recycling and organics from multi-family buildings. Currently the City does not have an inventory of collection vehicles that are suitable to provide dumpster service at multi-family buildings. The purchase of an appropriate fleet of trucks would require a significant capital investment from the City that would have to be passed on to potential customers. The current system allows for competition from various haulers, providing choices for property owners and managers to minimize their collection costs and customize their schedule to meet the building?s needs. Please note that many buildings require more than weekly service. The flexibility allowed for private waste collection hours is designed to minimize road use at peak commuting periods and helps haulers carry out their work when traffic volume is lower. &#x0D;&#x0D;</div> <div>Steve Drake Solid Waste Programs&#x0D;</div> <div>Engineering Services City of Vancouver&#x0D;</div> <div>steve.drake@vancouver.ca&#x0D;</div> <div>604.873.7190</div>
WEB	<div>1. Subject: NYE Fireworks</div> <div>2. Describe details (who, what, where, when, why): I was just going to sit alone watching them on my balcony. Now I?m going to go down to Granville and go to a bar. GREAT JOB??</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: West End</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Police, Fire, and Public Safety</div> <div>11. Specific area of concern: Fireworks</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: s. 22(1)</div> <div>15. Original Email address: s. 22(1)</div> <div>16. Original address:</div>		s.22(1)		12/31/2020 5:40:12 PM	1/7/2021 12:56:32 PM	<div>Agent Created Case:</div> <div>Public Stuff request id: PSID0</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-01-07 12:56:31.977</div> <div>Acknowledged</div>
WEB	<div>1. Subject: Treasured Vanco6</div> <div>2. Describe details (who, what, where, when, why): With new boots on my feet, I trekked to Athletes Village to Urban Fare for my daily shop. How thrilled I was to see the bioswail in full operation. Contrast this to my crestfallen heart when I observed the pooling around the trees along the sidewalk of Salt, Athletes, and Ontario. I don't get it. On Salt, the pack around the trees does not allow for breathing space. Consequently, water pools, vegetation does not grow, and the birds have nothing to peck at and hole out in order to find insects as their nutritional base. So, if there is no vegetation, no insects and no birds, what is the solution? To use \$1,000,000.00 of taxpayer money to erect fake birds of ridiculous proportions to remind us of what they look like? Who is thinking of these cockamamie schemes? There are people, such as myself, who do not have HOUSING. Put some of these people on COUNCIL to round out the perspective. People who are so well taken-care-of that the only thing left for them to worry about is artwork, should not be earning a salary doing work as a Counselor. Let them spend their time volunteering and give the job to someone who needs it and is interested in improving life.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood:</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council Item:</div> <div>9. Select category:</div> <div>11. Specific area of concern:</div> <div>12. Author Type:</div> <div>13. Correspondence Type:</div> <div>14. Original Client: s.22(1)</div> <div>15</div> <div>s. 22(1)</div> <div>16. Original address: s. 22(1)</div>	Please see attachment	s.22(1)	s.22(1)	1/1/2021 7:42:01 PM	1/4/2021 2:13:12 PM	<div>Agent Created Case:</div> <div>Public Stuff request id: PSID0</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-01-04 14:13:11.723</div> <div>No Response Required</div>
WEB	<div>1. Subject: BC Blackberries</div> <div>2. Describe details (who, what, where, when, why): Hello, Atlantic Street offers a lovely view on the Trillium Park Community Garden. I didn't see anyone there today as I made my way, wearing my new gardening boots, to Urban Fare for my daily shop. I suppose they figure there isn't much to do in the garden at this time of year. I disagree. This is a perfect time to start eradicating the invasive Himalayan Blackberry canes. I don't know how they got here. I've never seen them sold in a store like Home Depot or Canadian Tire. I've heard that they arrive from Asia. Anyway, why do the TP community garden leaders ignore this problem.? Athletes Village Community Garden people can help as well. Why not schoolchildren? They can make a field trip from Strathcona Elementary School which is just up the street. They should be having a Naturl Sciences class every day. Why not schoolteachers during one of their many in-service days? Beats cleaning the classroom which is very silly at \$30/hr. W Plus, truthfully speaking, cleaning shouldn't be such a chore if the students are taught how to keep their learning spaces neat and tidy. If people are not interested in Gardening, they shouldn't be entitled to space in a Community Garden. Waiting lists are a ridiculous notion.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood:</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council Item:</div> <div>9. Select category:</div> <div>11. Specific area of concern:</div> <div>12. Author Type:</div> <div>13. Correspondence Type:</div> <div>14. Original Client: s. 22(1)</div> <div>15. Original Email address: s. 22(1)</div> <div>16. Original address: s. 22(1)</div>	Please see attachment	s.22(1)	s.22(1)	1/1/2021 8:08:53 PM	1/4/2021 2:11:13 PM	<div>Agent Created Case:</div> <div>Public Stuff request id: PSID0</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-01-04 14:11:12.823</div> <div>No Response Required</div>

WEB	<p>1. Subject: BC Minorities for Film & TV Society</p> <p>2. Describe details (who, what, where, when, why): Happy New Year from BC Minorities for Film and TV Society (BCMFT). We are sending you this email as an introduction to our organization which was established in 2019 and is one of the first non-profit organization supporting diversity and inclusion in BC's film and TV Industry. In the past year, we have had support of many amazing sponsors such as Directors Guild of Canada (DGC), Union of British Columbia Performers (UBCP/ACTRA), IATSE 891 Local, SIM International and Matrix productions. We hope you can join us in 2021 to support advocacy for minority filmmakers both behind and Infront of the camera. At BC Minorities in Film and TV Society (BCMFT), it takes a lot of support from partners like your organization to achieve our mission. Did you know your support to our cause in the area of creative arts will help create layers of impact in BC's Film and Television industry for minorities? We have a robust group of talents here, currently underrepresented. We also have been on the board of MPPIA and involved in their meetings to discuss and explore issues to support diversity inclusion. Who Are We: BC Minorities for Film and TV Society is a non-profit based organization that focuses on empowering minorities, by bridging the gap through creating equal opportunities. Canadian diversity is not reflected in media. Unlike most organizations, our mission is not limited to a specific group. We support a wide-ranging group including all visible minorities from diverse ethnic groups. As Canadians, diversity is our strength. Together, we can strengthen our film and television community together. Our Mission: Our mission is to support realistic representation for minorities in film. We want to give everybody an equal chance to tell stories and not be limited by their ethnicities. We want minorities to have a stronger footprint and echo their voice in our film community. We advocate for minorities' rights in front and behind the camera. What we do: We hope to advocate and support minorities through workshops, mentorship, networking events, social marketing events and film production. The first step to plant the seed of awareness; we want to educate people about minority groups and the existing opportunity gap in our film industry. In addition, we hope to identify the diversity gaps for minorities in BC and provide equitable support for access to the film and television industry. From the seeds of awareness, we hope to create opportunities for visible minorities by providing the necessary tools and resources through our generous sponsors and partners. Please take a moment to visit our website: www.filminorities.com. To learn more, please check us out Global News. If you have any questions, please do not hesitate to contact me. We wish you a year full of positivity and success! We look forward to shaping the history of diversity and inclusion with unity in our film Industry. Sincerely and with warm regards,</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? No</p> <p>6. If Yes, provide case number(s) or other relevant details:</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>8. Council Item: Not Applicable</p> <p>9. Select category: Social and Community Services</p> <p>11. Specific area of concern: Filming</p> <p>12. Author Type: Group or Organization</p> <p>13. Correspondence Type: Original Feedback</p> <p>14. Original Client: Mostafa Keshvari</p> <p>15. Original Email address: mostafa@minoritiesinfilm.ca</p> <p>16. Original address:</p>							BC Minorities for Film and TV Society		1/1/2021 10:08:56 PM	1/7/2021 1:02:15 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-01-07 13:02:14.733 Service Provided
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Working to
Vancouver

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