

File No.: 04-1000-20-2021-248

July 28, 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 May 10, 2021 for:

Record of citizen feedback to 3-1-1 or VanConnect that relate to issues or concerns at Grandview Park. Date range: January 1, 2019 to May 10, 2021.

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 (#04-1000-20-2021-248); 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.

:aa

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_1	STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Homeless - Ranger Case	101012372705	1255	COMMERCIAL DRIVE	VANCOUVER, BC	1255	COMMERCIAL DR,	VANCOUVER, BC	1. Type of service Homeless Issue	PS Description By the road hockey court<p/>PS# 5453901<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXED09A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/5453901'>http //www.publicstuff.com/request/view/5453901<p/>	No Name No Name (ps)	1	1/14/2019 20 14	1/15/2019 7 00	PRB Homeless Issues	Agent Created Case Public Stuff request id PSID5453901 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1398432 created / updated at Monday, January 14, 2019 8 15 06 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1398432 created / updated at Monday, January 14, 2019 8 15 21 PM Service Provided 10 - Service Provided. . Resolved on 15/01/2019 6 56 00 AM. Hansen Change in Comments Comments Rangers attended and conducted a patrol but did not locate any tents at this time. Added on 15/01/2019 6 56 52 AM. Agent Finished Case Closed. Closed date 2019-01-15 06 57 02.023 Service Provided 10 - Service Provided. . Resolved on 15/01/2019 6 56 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-01-15 06 59 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 1398432 created / updated at Tuesday, January 15, 2019 7 00 07 AM Agent Finished Case Closed. Closed date 2019-01-15 07 00 08.833 Back to previous status Closing case after 'Add Event'	
								6. Provide details It looks like a couple transients are setting up some sort of structure around the tree by the court. I can't tell if there are any drugs but they have a dog		app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park	13. Provide specific location in park Unknown	15. (Don't ask, just record - did caller indicate they want a call back?) Unknown			
								7. Provide number of structures and tents 1								
12. Park name Grandview Park																
Homeless - Ranger Case	101012404145	1255	COMMERCIAL DRIVE	VANCOUVER, BC	1255	COMMERCIAL DR,	VANCOUVER, BC	1. Type of service Homeless Issue	PS# 5479453<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273785%2C-123.070297&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 9lPg3jvVRXvUfGRLhgEqw8pSeic ' '><p/><a href 'http //www.publicstuff.com/request/view/5479453'>http //www.publicstuff.com/request/view/5479453<p/>	No Name No Name (ps)	1	1/21/2019 8 40	1/22/2019 6 55	PRB Homeless Issues	Agent Created Case Public Stuff request id PSID5479453 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1401200 created / updated at Monday, January 21, 2019 8 41 04 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1401200 created / updated at Monday, January 21, 2019 8 41 13 AM Hansen Change in Comments Comments Rangers attended and woke the sleeper. The sleeper packed up and left the park. Added on 22/01/2019 6 53 24 AM. Service Provided 10 - Service Provided. . Resolved on 22/01/2019 6 53 00 AM. Agent Finished Case Closed. Closed date 2019-01-22 06 54 01.797 Service Provided 10 - Service Provided. . Resolved on 22/01/2019 6 53 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-01-22 06 54 51.567 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 1401200 created / updated at Tuesday, January 22, 2019 6 55 05 AM Agent Finished Case Closed. Closed date 2019-01-22 06 55 06.307 Back to previous status Closing case after 'Add Event'	
								6. Provide details Multiple sleepers in the alcoves while children are coming to school		12. Park name Brittania CC	13. Provide specific location in park Unknown	15. (Don't ask, just record - did caller indicate they want a call back?) Unknown				
								7. Provide number of structures and tents								
12. Park name Brittania CC																
Homeless - Ranger Case	101012469931	1255	COMMERCIAL DRIVE	VANCOUVER, BC	1255	COMMERCIAL DR,	VANCOUVER, BC	1. Type of service Homeless Issue	PS# 5536103<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXED09A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/5536103'>http //www.publicstuff.com/request/view/5536103<p/>	No Name No Name (ps)	1	2/2/2019 8 04	2/2/2019 8 14	PRB Homeless Issues	Agent Created Case Public Stuff request id PSID5536103 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1406339 created / updated at Saturday, February 02, 2019 8 04 54 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1406339 created / updated at Saturday, February 02, 2019 8 05 29 AM Duplicate Request 30 - Duplicate Request. . Resolved on 02/02/2019 8 10 00 AM. Hansen Change in Comments Comments City of Vancouver Park Rangers are aware of the park concern and currently have an ongoing case regarding the matter. Rangers have been dispatched to follow up with the issue. Thank you for your patience. . Added on 02/02/2019 8 11 47 AM. Agent Finished Case Closed. Closed date 2019-02-02 08 13 20.1 Duplicate Request 30 - Duplicate Request. . Resolved on 02/02/2019 8 10 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-02-02 08 14 48.33 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 1406339 created / updated at Saturday, February 02, 2019 8 14 54 AM Agent Finished Case Closed. Closed date 2019-02-02 08 14 55.17 Back to previous status Closing case after 'Add Event'	
								6. Provide details There are a couple sleepers in the alcoves refusing to wake up. There are children coming to daycare and library so could a Park Ranger come and move these people along.		12. Park name Brittania Community Center	13. Provide specific location in park Unknown	15. (Don't ask, just record - did caller indicate they want a call back?) Unknown				
								7. Provide number of structures and tents								
12. Park name Brittania Community Center																

										Agent Created Case Public Stuff request id PSID5546802 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1407354 created / updated at Tuesday, February 05, 2019 7 51 59 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1407354 created / updated at Tuesday, February 05, 2019 7 52 30 AM Hansen Change in Comments Comments February 5 2019 - 13 09 hrs - Rangers attended Britannia Community Center at approximately 08 18 hrs and did not observe any sleepers in the area. Rangers did observe a VSB person patrolling the area, picking up needles as he patrolled the area. Concluded . Added on 05/02/2019 1 12 19 PM. Service Provided 10 - Service Provided. . Resolved on 05/02/2019 1 11 00 PM. Agent Finished Case Closed. Closed date 2019-02-05 13 13 21.11 Service Provided 10 - Service Provided. . Resolved on 05/02/2019 1 11 00 PM.
										Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-02-05 13 14 54.823 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 1407354 created / updated at Tuesday, February 05, 2019 1 15 12 PM Agent Finished Case Closed. Closed date 2019-02-05 13 15 13.177 Back to previous status Closing case after 'Add Event'
Homeless - Ranger Case	101012481646	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue 6. Provide details There are 2 sleepers in an alcove refusing to move 7. Provide number of structures and tents 12. Park name Brittania Community Center 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 5546802<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273701%2C-123.070301&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 6QBvsJQoRUtM1Jgip4eQyrZHwCU ' '><p/><a href 'http //www.publicstuff.com/request/view/5546802'>http //www.public No Name No Name (ps)	1	2/5/2019 7 51	2/5/2019 13 15	PRB Homeless Issues
										Agent Created Case Public Stuff request id PSID5557561 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1408212 created / updated at Thursday, February 07, 2019 6 08 52 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1408212 created / updated at Thursday, February 07, 2019 6 09 19 AM Service Provided 10 - Service Provided. . Resolved on 09/02/2019 2 38 00 PM. Hansen Change in Comments Comments Rangers attended and spoke with the individuals. The individuals packed up and left the park. Added on 09/02/2019 2 38 31 PM. Agent Finished Case Closed. Closed date 2019-02-09 14 40 21.617 Service Provided 10 - Service Provided. . Resolved on 09/02/2019 2 38 00 PM.
										Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-02-09 14 44 51.807 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Homeless - Ranger Case	101012492126	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue 6. Provide details Grey and Yellow tent in the west end of the park by the roller hockey court 7. Provide number of structures and tents 1 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 5557561<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27363%2C-123.071036&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature -OuDF0emL-F7z4Y0cutVAhwrWzU ' '><p/><a href 'http //www.publicstuff.com/request/view/5557561'>http //www.public No Name No Name (ps)	1	2/7/2019 6 08	2/9/2019 14 45	PRB Homeless Issues

[illegible]

Homeless - Ranger Case	101012539316	1255	COMMERCIAL DRIVE	<div> <div>app version 2.31</div> <div>original address</div> <div>Grandview Park alias</div> <div>GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div>	<div> <div>1. Type of service</div> <div>Homeless Issue</div> </div> <div> <div>6. Provide details</div> <div>My family and I are trying to enjoy family day in the park, but all we see are drunken idiots and homeless people using drugs</div> <div>7. Provide number of structures and tents</div> </div>	<div> <div>PS# 5605754<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273591%2C-123.070011&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature XTALDfCa-UBw-az-ldAxmoAFKjg '><p><a href 'http //www.publicstuff.com/request/view/5605754'>http //www.publicstuff.com/request/view/5605754<p></div> <div>No Name No Name (ps)</div> </div> <div>12. Park name</div> <div>Grandview Park</div> <div>13. Provide specific location in park</div> <div>Unknown</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div>	<div>1</div> <div>2/18/2019 15 36</div> <div>2/18/2019 15 54</div> <div>PRB Homeless Issues</div>
					<div> <div>1. Type of service</div> <div>Homeless Issue</div> </div> <div> <div>6. Provide details</div> <div>Yellow and grey tent in the bike polo court, west side of park</div> <div>7. Provide number of structures and tents</div> <div>1</div> </div>	<div> <div>PS# 5606776<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27345%2C-123.07106&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 8lQBuYmoUHAPw_buFWL2lcBujol '><p><a href 'http //www.publicstuff.com/request/view/5606776'>http //www.publicstuff.com/request/view/5606776<p></div> <div>No Name No Name (ps)</div> </div> <div>12. Park name</div> <div>Grandview Park</div> <div>13. Provide specific location in park</div> <div>Unknown</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div>	<div>1</div> <div>2/19/2019 6 13</div> <div>2/21/2019 6 50</div> <div>PRB Homeless Issues</div>
					<div> <div>1. Type of service</div> <div>Homeless Issue</div> </div> <div> <div>6. Provide details</div> <div>There are a lot of homeless people hanging in and around the washrooms. There is also some sort of structure set up behind the washrooms. They are smoking and drinking</div> <div>7. Provide number of structures and tents</div> <div>1</div> </div>	<div> <div>PS# 5628949<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/5628949'>http //www.publicstuff.com/request/view/5628949<p></div> <div>No Name No Name (ps)</div> </div> <div>12. Park name</div> <div>Grandview Park</div> <div>13. Provide specific location in park</div> <div>Unknown</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div>	<div>1</div> <div>2/23/2019 13 39</div> <div>2/27/2019 8 15</div> <div>PRB Homeless Issues</div>

Agent Created Case

Public Stuff request id PSID5605754

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1412760 created / updated at Monday, February 18, 2019 3 36 54 PM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1412760 created / updated at Monday, February 18, 2019 3 37 25 PM

Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 18/02/2019 3 51 00 PM.

Hansen Change in Comments Comments Please redirect to appropriate department. Added on 18/02/2019 3 52 00 PM.

Agent Finished Case Closed.

Closed date 2019-02-18 15 52 21.22

Directed to Another City Department

20 - Directed to Another City Dept. . Resolved on 18/02/2019 3 51 00 PM.

Case Reopened Reopened for Public Stuff Feedback

Agent Finished Case Closed.

Closed date 2019-02-18 15 54 48.903

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 1412760 created / updated at Monday, February 18, 2019 3 54 56 PM

Agent Finished Case Closed.

Closed date 2019-02-18 15 54 56.84

Back to previous status

Closing case after 'Add Event'

Agent Created Case

Public Stuff request id PSID5606776

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1412837 created / updated at Tuesday, February 19, 2019 6 13 46 AM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1412837 created / updated at Tuesday, February 19, 2019 6 14 24 AM

Hansen Change in Comments Comments Rangers attended and spoke with the individual. The individual packed up and left the area. Added on 21/02/2019 6 49 06 AM.

Service Provided 10 - Service Provided. . Resolved on 21/02/2019 6 48 00 AM.

Agent Finished Case Closed.

Closed date 2019-02-21 06 49 21.127

Service Provided

10 - Service Provided. . Resolved on 21/02/2019 6 48 00 AM.

Case Reopened Reopened for Public Stuff Feedback

Agent Finished Case Closed.

Closed date 2019-02-21 06 49 53.523

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 1412837 created / updated at Thursday, February 21, 2019 6 50 11 AM

Agent Finished Case Closed.

Closed date 2019-02-21 06 50 11.7

Back to previous status

Closing case after 'Add Event'

Agent Created Case

Public Stuff request id PSID5628949

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1415146 created / updated at Saturday, February 23, 2019 1 39 48 PM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1415146 created / updated at Saturday, February 23, 2019 1 40 26 PM

Hansen Change in Comments Comments Rangers attended and spoke with the individual. The individual packed up and left the park. Added on 27/02/2019 8 12 10 AM.

Service Provided 10 - Service Provided. . Resolved on 27/02/2019 8 11 00 AM.

Agent Finished Case Closed.

Closed date 2019-02-27 08 13 21.667

Service Provided

10 - Service Provided. . Resolved on 27/02/2019 8 11 00 AM.

Case Reopened Reopened for Public Stuff Feedback

Agent Finished Case Closed.

Closed date 2019-02-27 08 15 08.943

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 1415146 created / updated at Wednesday, February 27, 2019 8 15 48 AM

Agent Finished Case Closed.

Closed date 2019-02-27 08 15 48.793

Back to previous status

Closing case after 'Add Event'

[illegible]

[illegible]

[illegible]

				1. Type of service Homeless Issue				Agent Created Case Public Stuff request id PSID6310050 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471313 created / updated at Wednesday, June 26, 2019 9 17 21 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471313 created / updated at Wednesday, June 26, 2019 9 18 41 PM Service Provided 10 - Service Provided. . Resolved on 27/06/2019 3 34 00 PM. Hansen Change in Comments Comments June 27 2019 - 15 31hrs - Rangers attended Grandview Park to do a patrol and check for the presence of a tent behind the washroom. There was no tent found. However there was a homeless man sleeping on a small mat. Mackintosh checked his condition. He appeared fine. He had slept in another, more sheltered area last night, but now had returned to Grandview Park for the day. Rangers did a patrol of the park and area around Britannia CC. There were no other tents or sleepers found. Before leaving, Rangers checked in with drop-in centre staff to confirm that there were no other issues.. Added on 27/06/2019 3 35 55 PM. Agent Finished Case Closed. Closed date 2019-06-27 15 38 05.507 Service Provided 10 - Service Provided. . Resolved on 27/06/2019 3 34 00 PM.			
				6. Provide details A homeless couple has set up a tent in the park behind the washroom building, which is also real close to the children?s playground		PS# 6310050<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6310050'>http //www.public No Name No Name stuff.com/request/view/6310050<p/>		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-27 15 40 02.627 Open311 Feedback Send Complete Status and Resolution Comment to PS case			
Homeless - Ranger Case	101013062816	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown			1	6/26/2019 21 17	6/27/2019 15 40	PRB Homeless Issues
				1. Type of service Homeless Issue				Agent Created Case Public Stuff request id PSID6325961 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1472849 created / updated at Saturday, June 29, 2019 9 33 19 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1472849 created / updated at Saturday, June 29, 2019 9 34 24 PM Service Provided 10 - Service Provided. . Resolved on 01/07/2019 2 00 00 PM. Hansen Change in Comments Comments Thank you for contacting the Vancouver Park Rangers. This issue has been resolved.. Added on 01/07/2019 2 01 37 PM. Agent Finished Case Closed. Closed date 2019-07-01 14 02 05.337 Service Provided 10 - Service Provided.. Resolved on 01/07/2019 2 00 00 PM.			
				6. Provide details A blue tent has been set up behind the washroom		PS# 6325961<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273602%2C-123.069994&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature mTQ-6JpP4yC6_U46CNFQbYdzNAA '><p/><a href 'http //www.publicstuff.com/request/view/6325961'>http //www.public No Name No Name stuff.com/request/view/6325961<p/>		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-07-01 14 04 47.423 Open311 Feedback Send Complete Status and Resolution Comment to PS case			
Homeless - Ranger Case	101013074864	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown			1	6/29/2019 21 33	7/1/2019 14 04	PRB Homeless Issues
								Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1472849 created / updated at Monday, July 01, 2019 2 04 56 PM Agent Finished Case Closed. Closed date 2019-07-01 14 04 57.397 Back to previous status Closing case after 'Add Event'			

				1. Type of service Homeless Issue									
				6. Provide details There have been a couple homeless people living in the park for the last few weeks, using sleeping bags and chairs. A portable toilet was placed in the park for these people to use. Well I guess it is full, so the last couple nights they have been using neighbors yards to do their business. Can either A) the portable toilet be cleaned or B) remove these people from the neighborhood. I would like a call back please	PS Description s. 22(1) :<p/>PS# 6328575<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6328575'>http //www.public stuff.com/request/view/6328575<p/>	No Name No Name (ps)	1	6/30/2019 21 31	7/1/2019 14 10	PRB Homeless Issues			
Homeless - Ranger Case	101013076807	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								
				1. Type of service Homeless Issue									
				6. Provide details There is a drunk homeless guy with his cart in the washroom, urinating on the sink counter and refusing to leave	PS# 6361871<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6361871'>http //www.public stuff.com/request/view/6361871<p/>	No Name No Name (ps)	1	7/5/2019 15 18	7/6/2019 7 04	PRB Homeless Issues			
Homeless - Ranger Case	101013098350	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								
				1. Type of service Homeless Issue									
				6. Provide details A blue and grey tent was set up overnight in the northwest area of the park, close to the children's playground.	PS# 6367235<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6367235'>http //www.public stuff.com/request/view/6367235<p/>	No Name No Name (ps)	1	7/7/2019 7 09	7/9/2019 11 00	PRB Homeless Issues			
Homeless - Ranger Case	101013101591	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								

Agent Created Case
Public Stuff request id PSID6328575
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1473164 created / updated at Sunday, June 30, 2019 9 32 00 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1473164 created / updated at Sunday, June 30, 2019 9 32 25 PM
Hansen Change in Comments Comments Thank you for contacting the Vancouver Park Rangers. This issue has been resolved.. Added on 01/07/2019 2 06 58 PM.
Service Provided 10 - Service Provided. . Resolved on 01/07/2019 2 06 00 PM.
Agent Finished Case Closed.
Closed date 2019-07-01 14 08 07.14
Service Provided
10 - Service Provided. . Resolved on 01/07/2019 2 06 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-01 14 09 47.603
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 1473164 created / updated at Monday, July 01, 2019 2 10 12 PM
Agent Finished Case Closed.
Closed date 2019-07-01 14 10 13.427
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6361871
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1475743 created / updated at Friday, July 05, 2019 3 18 51 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1475743 created / updated at Friday, July 05, 2019 3 19 26 PM
Hansen Change in Comments Comments Grandview Park - Male Urinating In Sink In Washroom - Service Not Provided. Added on 06/07/2019 7 01 42 AM.
No Service Provided 11 - No Service Provided. . Resolved on 06/07/2019 7 01 00 AM.
Agent Finished Case Closed.
Closed date 2019-07-06 07 03 13.12
No Service Provided
11 - No Service Provided. . Resolved on 06/07/2019 7 01 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-06 07 04 48.327
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 1475743 created / updated at Saturday, July 06, 2019 7 04 57 AM
Agent Finished Case Closed.
Closed date 2019-07-06 07 04 59.067
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6367235
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1476319 created / updated at Sunday, July 07, 2019 7 09 29 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1476319 created / updated at Sunday, July 07, 2019 7 10 19 AM
Service Provided 10 - Service Provided. . Resolved on 09/07/2019 10 56 00 AM.
Hansen Change in Comments Comments service provided. Added on 09/07/2019 10 56 40 AM.
Agent Finished Case Closed.
Closed date 2019-07-09 10 57 11.343
Service Provided
10 - Service Provided. . Resolved on 09/07/2019 10 56 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-09 10 59 56.047
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 1476319 created / updated at Tuesday, July 09, 2019 11 00 11 AM
Agent Finished Case Closed.
Closed date 2019-07-09 11 00 12.887
Back to previous status
Closing case after 'Add Event'

[illegible]

				Agent Created Case Public Stuff request id PSID6467185 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1485116 created / updated at Tuesday, July 23, 2019 11 42 45 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1485116 created / updated at Tuesday, July 23, 2019 11 43 21 AM Hansen Change in Comments Comments Duplicate file. Added on 23/07/2019 11 50 15 AM. Service Provided 10 - Service Provided. . Resolved on 23/07/2019 11 50 00 AM. Agent Finished Case Closed. Closed date 2019-07-23 11 51 10.487 Service Provided 10 - Service Provided. . Resolved on 23/07/2019 11 50 00 AM.	
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-07-23 11 54 47.81 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 1485116 created / updated at Tuesday, July 23, 2019 11 54 57 AM Agent Finished Case Closed. Closed date 2019-07-23 11 54 58.25 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101013160246	1255	COMMERCIAL DRIVE	<div>1. Type of service Homeless Issue</div> <div>6. Provide details Tent set up beside the bike polo court in the west area of the park</div> <div>7. Provide number of structures and tents 1</div> <div>12. Park name Grandview Park</div> <div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div> <div>13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div> <div>PS# 6467185<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6467185'>http //www.public No Name No Name (ps)</div> <div>1 7/23/2019 11 42 7/23/2019 11 54 PRB Homeless Issues</div>	
				Agent Created Case Public Stuff request id PSID6468662 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1485240 created / updated at Tuesday, July 23, 2019 1 57 04 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1485240 created / updated at Tuesday, July 23, 2019 1 57 24 PM Hansen Change in Comments Comments Grandview - Individuals Urinating on the Cenotaph - Service Not Provided. Added on 23/07/2019 10 19 27 PM. No Service Provided 11 - No Service Provided. . Resolved on 23/07/2019 10 19 00 PM. Agent Finished Case Closed. Closed date 2019-07-23 22 21 10.92 No Service Provided 11 - No Service Provided. . Resolved on 23/07/2019 10 19 00 PM.	
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-07-23 22 24 44.027 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 1485240 created / updated at Tuesday, July 23, 2019 10 24 54 PM Agent Finished Case Closed. Closed date 2019-07-23 22 24 54.933 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101013161175	1255	COMMERCIAL DRIVE	<div>1. Type of service Homeless Issue</div> <div>6. Provide details Rangers attended earlier in the day and spoke with the individuals, but the individuals are back in the park and smoking and urinating by the cenotaph</div> <div>7. Provide number of structures and tents 1</div> <div>12. Park name Grandview Park</div> <div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div> <div>13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div> <div>PS# 6468662<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6468662'>http //www.public No Name No Name (ps)</div> <div>1 7/23/2019 13 56 7/23/2019 22 24 PRB Homeless Issues</div>	

				Agent Created Case Public Stuff request id PSID6490663 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487220 created / updated at Saturday, July 27, 2019 7 29 31 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487220 created / updated at Saturday, July 27, 2019 7 30 26 AM Service Provided 10 - Service Provided. . Resolved on 27/07/2019 1 24 00 PM. Hansen Change in Comments Comments On July 27th 2019 at approx 10 15 hrs Rangers conducted foot patrol around Britannia Community center and Grandview park. Rangers witnessed the group that has been camped in the South East end of the park is currently packed and is mobile. Rangers witnessed the group currently consuming alcohol but are calm and not causing a disturbance. V.P.D community Constable #2283 while conducting patrol with Rangers has spoken and given several warnings to the group on July 26th 2019. The group is to act accordingly and not have alcohol in view of the public at the park or the patrons will be removed from the area. . Added on 27/07/2019 1 26 58 PM. Agent Finished Case Closed. Closed date 2019-07-27 13 27 10.08 Service Provided 10 - Service Provided. . Resolved on 27/07/2019 1 24 00 PM.			
Homeless - Ranger Case	101013173739	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue			17/27/2019 7 297/29/2019 15 55PRB Homeless Issues
				6. Provide details It is 630am and these guys are still partying and making noise in their make shift structures in the southeast corner of the park. These guys were in the same spot last year and it took the city 3 weeks to move them 7. Provide number of structures and tents 3 12. Park name Grandview Park app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	PS# 6490663<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature 1wkDqBibjXEDO9A7TJMizup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6490663'>http //www.public No Name No Name stuff.com/request/view/6490663<p/>(ps)		
Homeless - Ranger Case	101013185664	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue			17/31/2019 8 468/1/2019 8 10PRB Homeless Issues
				2. How many people were seen 10-30 3. Were there dogs present Yes 3.a. If yes, provide details (i.e. how many and did they appear vicious) 2 dogs but there are different owners that come and sometimes those other dogs can be aggressive 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.) The citizen has seen drug use, smoking and lots of alcohol consumption. 6. Provide any additional details The citizen sees about 10 to 30 transients on the southeast corner of the park near the MobiBike Station. These transients can be seen partying, drinking and smoking into the late night. The citizen has tried calling VPD with no action being taken and would like the city to move these transients along. https //goo.gl/maps/QE1KMFzjgoyudg9L6 7. Indicate number of structures and/or tents at location 0 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)(0) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park 1255 Commercial Dr / Southeast corner near the MobiBike Stations 14. Neighbourhood	2019/08/01 08 02 23 ~~~ David Gherghinoiu ~~~ S: 22(1) called back in to report that last night there was a large party in the park, with loud music and shouting until late in the night. This morning the garbage containers are overflowing and crowds have started to create a mess by stewing the garbage around the park. 
S: 22(1)S: 22(1)		
				Agent Created Case Agent Updated Case Details Reallocated to queue PRB Homeless Issues Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489222 created / updated at Wednesday, July 31, 2019 8 55 09 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489222 created / updated at Wednesday, July 31, 2019 8 55 19 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489222 created / updated at Thursday, August 01, 2019 8 03 18 AM Duplicate Request 30 - Duplicate Request. . Resolved on 01/08/2019 8 09 00 AM. Hansen Change in Comments Comments Grandview Park - Multiple People Partying in Park Overnight - Duplicate Request. Added on 01/08/2019 8 09 49 AM. Agent Finished Case Closed. Closed date 2019-08-01 08 10 59.367 Duplicate Request 30 - Duplicate Request. . Resolved on 01/08/2019 8 09 00 AM.			

				1. Type of service Homeless Issue								Agent Created Case Public Stuff request id PSID6612870 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1497225 created / updated at Friday, August 16, 2019 9 11 39 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1497225 created / updated at Friday, August 16, 2019 9 12 20 AM Service Provided 10 - Service Provided. . Resolved on 16/08/2019 10 23 00 AM. Hansen Change in Comments Comments Rangers attended this service. . Added on 16/08/2019 10 23 41 AM. Agent Finished Case Closed. Closed date 2019-08-16 10 24 14.85 Service Provided 10 - Service Provided. . Resolved on 16/08/2019 10 23 00 AM.					
				6. Provide details A group of people with dogs has been sleeping rough in the park under the trees in the south east corner. They drink and smoke doe openly all day long and leave garbage all over. At night they shout and curse loudly and get in conflicts with others nearby. The situations is escalating and anger overflowing. How much are neighbours supposed to put up wit? Families with small children and everyone trying to simply in the peace is f their own apartments are subjected to this eyesore and abusive angry shouting nightly.		PS# 6612870<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6612870'>http //www.publicstuff.com/request/view/6612870<p/>		s. 22(1)		s. 22(1)		1 8/16/2019 9 11 8/16/2019 10 25 PRB Homeless Issues		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-08-16 10 25 07.707 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 1497225 created / updated at Friday, August 16, 2019 10 25 18 AM Agent Finished Case Closed. Closed date 2019-08-16 10 25 18.52 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101013236730	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown												
				1. Type of service Homeless Issue												Agent Created Case Public Stuff request id PSID6619397 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1498050 created / updated at Sunday, August 18, 2019 5 51 12 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1498050 created / updated at Sunday, August 18, 2019 5 51 27 AM Service Provided 10 - Service Provided. . Resolved on 21/08/2019 6 35 00 AM. Hansen Change in Comments Comments Rangers attended and spoke with the individual. The individual packed up and left the park. Added on 21/08/2019 6 36 02 AM. Agent Finished Case Closed. Closed date 2019-08-21 06 36 15.467 Service Provided 10 - Service Provided. . Resolved on 21/08/2019 6 35 00 AM.	
				6. Provide details The usual group in the SE corner has set up a yellow and grey tent		PS# 6619397<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6619397'>http //www.publicstuff.com/request/view/6619397<p/>		No Name No Name (ps)				1 8/18/2019 5 51 8/21/2019 6 39 PRB Homeless Issues		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-08-21 06 39 45.13 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 1498050 created / updated at Wednesday, August 21, 2019 6 39 52 AM Agent Finished Case Closed. Closed date 2019-08-21 06 39 53.84 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101013241918	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown												
				1. Type of service Homeless Issue												Agent Created Case Public Stuff request id PSID6637621 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1499673 created / updated at Wednesday, August 21, 2019 6 05 09 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1499673 created / updated at Wednesday, August 21, 2019 6 06 19 AM Service Provided 10 - Service Provided. . Resolved on 27/08/2019 7 18 00 AM. Hansen Change in Comments Comments Rangers attended and removed the items from the park. Added on 27/08/2019 7 18 29 AM. Agent Finished Case Closed. Closed date 2019-08-27 07 20 42.47 Service Provided 10 - Service Provided. . Resolved on 27/08/2019 7 18 00 AM.	
				6. Provide details There is a massive blue tarp structure in the southeast corner covering all the people who usually sleep there as well as all their garbage		PS# 6637621<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6637621'>http //www.publicstuff.com/request/view/6637621<p/>		No Name No Name (ps)				1 8/21/2019 6 04 8/27/2019 7 25 PRB Homeless Issues		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-08-27 07 24 49.323 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 1499673 created / updated at Tuesday, August 27, 2019 7 25 16 AM Agent Finished Case Closed. Closed date 2019-08-27 07 25 16.797 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101013251480	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown												

				1. Type of service Homeless Issue						Agent Created Case Public Stuff request id PSID6644423 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1500145 created / updated at Thursday, August 22, 2019 6 01 19 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1500145 created / updated at Thursday, August 22, 2019 6 02 11 AM Hansen Change in Comments Comments Rangers attended and spoke with the individuals. Added on 22/08/2019 6 35 30 AM. Service Provided 10 - Service Provided. . Resolved on 22/08/2019 6 35 00 AM. Agent Finished Case Closed. Closed date 2019-08-22 06 36 18.723 Service Provided 10 - Service Provided. . Resolved on 22/08/2019 6 35 00 AM.		
				6. Provide details Large camp in SE corner		PS# 6644423<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJIMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6644423'>http //www.publicstuff.com/request/view/6644423<p/>		s. 22(1)				
Homeless - Ranger Case	101013255295	1255	COMMERCIAL DRIVE	15. (Don't ask, just record - did caller indicate they want a call back?) Unknown				1		8/22/2019 6 00	8/22/2019 6 40	PRB Homeless Issues
				1. Type of service Homeless Issue						Agent Created Case Public Stuff request id PSID6655402 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1500991 created / updated at Friday, August 23, 2019 3 26 29 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1500991 created / updated at Friday, August 23, 2019 3 27 19 PM Duplicate Request 30 - Duplicate Request. . Resolved on 23/08/2019 3 31 00 PM. Hansen Change in Comments Comments Vancouver Park rangers are aware of your concern and currently have an ongoing case regarding the matter. Thank you for your continued patience as we work towards resolving this issue.. Added on 23/08/2019 3 31 33 PM. Agent Finished Case Closed. Closed date 2019-08-23 15 33 15.807 Duplicate Request 30 - Duplicate Request. . Resolved on 23/08/2019 3 31 00 PM.		
				6. Provide details Encampment contains tents, garbage, personal items spread all over the Southeast corner of Grandview Park		PS Description Encampment contains tents, garbage, personal items spread all over the Southeast corner of Grandview Park<p/>PS# 6655402<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJIMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6655402'>http //www.publicstuff.com/request/view/6655402<p/>		No Name No Name (ps)				
Homeless - Ranger Case	101013261453	1255	COMMERCIAL DRIVE	15. (Don't ask, just record - did caller indicate they want a call back?) Unknown				1		8/23/2019 15 26	8/23/2019 15 35	PRB Homeless Issues
				1. Type of service Homeless Issue						Agent Created Case Public Stuff request id PSID6668462 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502014 created / updated at Monday, August 26, 2019 8 02 02 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502014 created / updated at Monday, August 26, 2019 8 02 18 PM Duplicate Request 30 - Duplicate Request. . Resolved on 26/08/2019 8 05 00 PM. Hansen Change in Comments Comments . Added on 26/08/2019 8 05 16 PM. Agent Finished Case Closed. Closed date 2019-08-26 20 06 15.57 Duplicate Request 30 - Duplicate Request. . Resolved on 26/08/2019 8 05 00 PM.		
				6. Provide details Tent at northwest corner. It's been there 2 days.		PS# 6668462<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273344%2C-123.070396&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature ZX43-MNVRRWII_kzIjIAH7GnGic '><p/><a href 'http //www.publicstuff.com/request/view/6668462'>http //www.publicstuff.com/request/view/6668462<p/>		No Name No Name (ps)				
Homeless - Ranger Case	101013268858	1255	COMMERCIAL DRIVE	15. (Don't ask, just record - did caller indicate they want a call back?) Unknown				1		8/26/2019 20 01	8/26/2019 20 09	PRB Homeless Issues

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Agent Created Case
Public Stuff request id PSID6660328
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502053 created / updated at Monday, August 26, 2019 9 28 41 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502053 created / updated at Monday, August 26, 2019 9 29 36 PM
Hansen Change in Comments Comments Rangers attended and resolved the issue. Added on 27/08/2019 6 07 19 AM.
Service Provided 10 - Service Provided. . Resolved on 27/08/2019 6 07 00 AM.
Agent Finished Case Closed.
Closed date 2019-08-27 06 08 49.673
Service Provided
10 - Service Provided. . Resolved on 27/08/2019 6 07 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-27 06 09 47.72
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 1502053 created / updated at Tuesday, August 27, 2019 6 10 01 AM
Agent Finished Case Closed.
Closed date 2019-08-27 06 10 03.607
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6656050
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502108 created / updated at Monday, August 26, 2019 9 39 46 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502108 created / updated at Monday, August 26, 2019 9 42 47 PM
Service Provided 10 - Service Provided. . Resolved on 27/08/2019 6 12 00 AM.
Agent Finished Case Closed.
Closed date 2019-08-27 06 14 40.35
Service Provided
10 - Service Provided. . Resolved on 27/08/2019 6 12 00 AM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Rangers attended and removed the items. Added on 27/08/2019 6 12 28 AM.
Agent Finished Case Closed.
Closed date 2019-08-27 06 14 42.79
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-27 06 19 43.14
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 1502108 created / updated at Tuesday, August 27, 2019 6 19 55 AM
Agent Finished Case Closed.
Closed date 2019-08-27 06 19 55.607
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6658690
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502278 created / updated at Monday, August 26, 2019 10 17 46 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502278 created / updated at Monday, August 26, 2019 10 20 11 PM
Service Provided 10 - Service Provided. . Resolved on 27/08/2019 6 34 00 AM.
Hansen Change in Comments Comments Rangers attended and resolved the issue. Added on 27/08/2019 6 35 47 AM.
Agent Finished Case Closed.
Closed date 2019-08-27 06 38 41.317
Service Provided
10 - Service Provided. . Resolved on 27/08/2019 6 34 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-27 06 40 06.793
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 1502278 created / updated at Tuesday, August 27, 2019 6 41 07 AM
Agent Finished Case Closed.
Closed date 2019-08-27 06 41 07.627
Back to previous status
Closing case after 'Add Event'

				1. Type of service Homeless Issue												
				6. Provide details A very large tent has been set up north of the playground for a few days now. Please remove!		PS# 6669907<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature 1wkDqBibjXEDO9A7TJMiZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6669907'>http //www.publicstuff.com/request/view/6669907<p/>		No Name No Name (ps)		1 8/27/2019 7 35 8/27/2019 7 51 PRB Homeless Issues						
Homeless - Ranger Case				101013269713	1255	COMMERCIAL DRIVE										
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC												
				1. Type of service Homeless Issue												
				6. Provide details Very large green tent in the northwest corner, been here for a week now		PS# 6676155<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature 1wkDqBibjXEDO9A7TJMiZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6676155'>http //www.publicstuff.com/request/view/6676155<p/>		No Name No Name (ps)		1 8/28/2019 5 50 8/28/2019 6 20 PRB Homeless Issues						
Homeless - Ranger Case				101013273724	1255	COMMERCIAL DRIVE										
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC												
				1. Type of service Homeless Issue												
				6. Provide details Large tents are erected and several different people are set up throughout the park camping overnight.		PS Description It's been getting worse, more encampments, more trash, more inappropriate language and this is a neighbourhood park. Many families in our community use this park and rely on this park for outdoor space for their children.<p/>PS# 6676961<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273444508847%2C-123.07058168478&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature wYS9wZlYMNzgaZEC44SqHSN0Wms '><p/><a href 'http //www.publicstuff.com/request/view/6676961'>http //www.publicstuff.com/request/view/6676961<p/>		No Name No Name (ps)		1 8/28/2019 7 27 8/28/2019 12 05 PRB Homeless Issues						
Homeless - Ranger Case				101013273753	1255	COMMERCIAL DRIVE										
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC												

Agent Created Case
Public Stuff request id PSID6669907
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502418 created / updated at Tuesday, August 27, 2019 7 35 57 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1502418 created / updated at Tuesday, August 27, 2019 7 36 26 AM
Hansen Change in Comments Comments Rangers attended, this is an ongoing case. Added on 27/08/2019 7 46 16 AM.
Service Provided 10 - Service Provided. . Resolved on 27/08/2019 7 46 00 AM.
Agent Finished Case Closed.
Closed date 2019-08-27 07 47 41.04
Service Provided
10 - Service Provided. . Resolved on 27/08/2019 7 46 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-27 07 50 11.31
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 1502418 created / updated at Tuesday, August 27, 2019 7 51 03 AM
Agent Finished Case Closed.
Closed date 2019-08-27 07 51 04.333
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6676155
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1503006 created / updated at Wednesday, August 28, 2019 5 50 54 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1503006 created / updated at Wednesday, August 28, 2019 5 51 24 AM
Service Provided 10 - Service Provided. . Resolved on 28/08/2019 6 13 00 AM.
Agent Finished Case Closed.
Closed date 2019-08-28 06 14 43.353
Service Provided
10 - Service Provided. . Resolved on 28/08/2019 6 13 00 AM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Rangers attended, this is an ongoing case. Added on 28/08/2019 6 13 48 AM.
Agent Finished Case Closed.
Closed date 2019-08-28 06 14 45.467
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-28 06 19 45.707
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 1503006 created / updated at Wednesday, August 28, 2019 6 20 03 AM
Agent Finished Case Closed.
Closed date 2019-08-28 06 20 03.667
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6676961
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1503020 created / updated at Wednesday, August 28, 2019 7 27 39 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1503020 created / updated at Wednesday, August 28, 2019 7 28 14 AM
Service Provided 10 - Service Provided. . Resolved on 28/08/2019 11 56 00 AM.
Hansen Change in Comments Comments Rangers attended, this is an ongoing case with VPD. Added on 28/08/2019 11 56 46 AM.
Agent Finished Case Closed.
Closed date 2019-08-28 11 59 41.943
Service Provided
10 - Service Provided. . Resolved on 28/08/2019 11 56 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-28 12 04 55.947
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 1503020 created / updated at Wednesday, August 28, 2019 12 05 05 PM
Agent Finished Case Closed.
Closed date 2019-08-28 12 05 06.693
Back to previous status
Closing case after 'Add Event'

Homeless - Ranger Case	101013281024	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue							Agent Created Case Agent Updated Case Details Reallocated to queue PRB Homeless Issues
				2. How many people were seen Many 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) 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 The park is filled with homeless people all the time - They never move along. 7. Indicate number of structures and/or tents at location 5+ 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 Grandview Park 13. Provide specific location in park 1255 Commercial Dr 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No	S. 22(1)	S. 22(1)	1	8/30/2019 8 39	9/2/2019 11 05	PRB Homeless Issues	
Homeless - Ranger Case	101013296643	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue							Agent Created Case Agent Updated Case Details Reallocated to queue PRB Homeless Issues
				2. How many people were seen 3 in sport court, more by bathroom 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.) None witnessed this morning 6. Provide any additional details Citizen says homeless issue in Park is escalating. This morning when she was walking her child to bus stop a gentleman sleeping in the sport court got up and urinated directly in front of them, she's witnessed drug activity, sexual activity, violence and been directly harassed by individuals in this park. She says there are currently 3 people sleeping in sports court with sleeping bags, also witnessed larger group by the bathroom. 7. Indicate number of structures and/or tents at location 0 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) NA 12. Park name Grandview Park 13. Provide specific location in park Spots court 14. Neighbourhood	Citizen is exasperated, says this has been an ongoing issue for years but particularly bad this summer. Advised her Park Rangers work with individuals to find them housing alternatives and that resolutions may take time.	S. 22(1)	S. 22(1)	1	9/5/2019 7 59	9/5/2019 13 50	PRB Homeless Issues

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1504114 created / updated at Friday, August 30, 2019 8 41 04 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1504114 created / updated at Friday, August 30, 2019 8 42 15 AM
Hansen Change in Comments Comments Grandview Park - Complaints that Homeless People Hang Out in the Park - No Service Provided . Added on 02/09/2019 11 05 16 AM.
No Service Provided 11 - No Service Provided. . Resolved on 02/09/2019 11 05 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-02 11 05 40.49
No Service Provided
11 - No Service Provided. . Resolved on 02/09/2019 11 05 00 AM.

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1506543 created / updated at Thursday, September 05, 2019 8 05 37 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1506543 created / updated at Thursday, September 05, 2019 8 06 22 AM
Hansen Change in Comments Comments Rangers attended and dealt with the issue. Added on 05/09/2019 1 49 23 PM.
Service Provided 10 - Service Provided. . Resolved on 05/09/2019 1 49 00 PM.
Agent Finished Case Closed.
Closed date 2019-09-05 13 50 40.943
Service Provided
10 - Service Provided. . Resolved on 05/09/2019 1 49 00 PM.

				<div>1. Type of service Homeless Issue</div>																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											</
--	--	--	--	--------------------------------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	----

				Agent Created Case Public Stuff request id PSID6751705 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1510045 created / updated at Wednesday, September 11, 2019 5 52 33 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1510045 created / updated at Wednesday, September 11, 2019 5 53 23 AM Hansen Change in Comments Comments Service Provided. Added on 11/09/2019 3 17 32 PM. Service Provided 10 - Service Provided. . Resolved on 11/09/2019 3 17 00 PM. Agent Finished Case Closed. Closed date 2019-09-11 15 17 41.15 Service Provided 10 - Service Provided. . Resolved on 11/09/2019 3 17 00 PM.			
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-09-11 15 19 48.123 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 1510045 created / updated at Wednesday, September 11, 2019 3 20 05 PM Agent Finished Case Closed. Closed date 2019-09-11 15 20 06.73 Back to previous status Closing case after 'Add Event'			
Homeless - Ranger Case	101013316425	1255	COMMERCIAL DRIVE	<div><div>1. Type of service Homeless Issue</div><div>6. Provide details There are 2 tents now beside the washrooms. The same one has been there the past week, and now a massive one has joined the party</div><div>7. Provide number of structures and tents 2</div><div>12. Park name Grandview Park</div><div>13. Provide specific location in park Unknown</div><div>15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div> <div><div>app version 2.31</div><div>original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC</div></div> <div><div>PS# 6751705<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273612%2C-123.070095&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature xh664B-ByeUkER2gbDC0wNldX7A ' '><p/><a href 'http //www.publicstuff.com/request/view/6751705'>http //www.public No Name No Name (ps)</div></div> <div><div>1</div><div>9/11/2019 5 52</div><div>9/11/2019 15 20</div><div>PRB Homeless Issues</div></div>			
				Agent Created Case Public Stuff request id PSID6758444 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1510692 created / updated at Thursday, September 12, 2019 5 54 33 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1510692 created / updated at Thursday, September 12, 2019 5 55 16 AM Hansen Change in Comments Comments On September 12th 2019 at 17 55 hrs Rangers attended Grandview Park, No tents were erected, but a small open tarp structure was placed near the public washrooms on the West side of the building. Patrons were on scene drinking alcohol but were not causing a disturbance and had their tent collapsed. Rangers were clear from scene at 18 06 hrs, all appeared in order. . Added on 12/09/2019 6 34 41 PM. Service Provided 10 - Service Provided. . Resolved on 12/09/2019 6 34 00 PM. Agent Finished Case Closed. Closed date 2019-09-12 18 35 43.57 Service Provided 10 - Service Provided. . Resolved on 12/09/2019 6 34 00 PM.			
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-09-12 18 39 46.483 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 1510692 created / updated at Thursday, September 12, 2019 6 39 56 PM Agent Finished Case Closed. Closed date 2019-09-12 18 39 57.123 Back to previous status Closing case after 'Add Event'			
Homeless - Ranger Case	101013320634	1255	COMMERCIAL DRIVE	<div><div>1. Type of service Homeless Issue</div><div>6. Provide details There is a very large tent set up behind the washrooms</div><div>7. Provide number of structures and tents 1</div><div>12. Park name Grandview Park</div><div>13. Provide specific location in park Unknown</div><div>15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div> <div><div>app version 2.31</div><div>original address 1657 Charles St alias CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div></div> <div><div>PS# 6758444<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature 1wkDqBibjXED09A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/6758444'>http //www.public No Name No Name (ps)</div></div> <div><div>1</div><div>9/12/2019 5 54</div><div>9/12/2019 18 39</div><div>PRB Homeless Issues</div></div>			

					1. Type of service Homeless Issue										
					6. Provide details 2 large tents in the park close to the washrooms	PS# 6773117<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><img									
					7. Provide number of structures and tents	2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6773117'>http //www.public									
					2	stuff.com/request/view/6773117<p/>					s. 22(1)				
					12. Park name						s. 22(1)				
					Grandview Park										
					original address 1657										
					Charles St alias 1657										
					CHARLES ST full 1255										
					COMMERCIAL DR,										
					VANCOUVER, BC										
Homeless - Ranger Case	101013329270	1255	COMMERCIAL DRIVE		15. (Don't ask, just record - did caller indicate they want a call back?)						1 9/15/2019 6 08 9/15/2019 6 34 PRB Homeless Issues				
					1. Type of service Homeless Issue										
					6. Provide details 2 massive tents, milk crates, furniture, chairs etc. Smoking, drinking, stereo blasting...	PS# 6773287<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273456%2C-123.070483&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature jlugUgcpw4g5leSsOk_xlxsC5ag '><img									
					7. Provide number of structures and tents	src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273456%2C-123.070483&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature jlugUgcpw4g5leSsOk_xlxsC5ag ' alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6773287'>http //www.public									
					2	stuff.com/request/view/6773287<p/>					s.22(1)				
					12. Park name										
					Grandview Park										
					original address 1657										
					Grandview Park alias										
					GRANDVIEW PARK										
					full 1255										
					COMMERCIAL DR,										
					VANCOUVER, BC										
Homeless - Ranger Case	101013329293	1255	COMMERCIAL DRIVE		15. (Don't ask, just record - did caller indicate they want a call back?)						1 9/15/2019 8 03 9/15/2019 8 09 PRB Homeless Issues				
					1. Type of service Homeless Issue										
					6. Provide details 2 very large tents in the middle of a family park. Disgraceful	PS# 6773364<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><img									
					7. Provide number of structures and tents	2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6773364'>http //www.public									
					2	stuff.com/request/view/6773364<p/>					No Name No Name (ps)				
					12. Park name										
					Grandview Park										
					original address 1657										
					Charles St alias 1657										
					CHARLES ST full 1255										
					COMMERCIAL DR,										
					VANCOUVER, BC										
Homeless - Ranger Case	101013329313	1255	COMMERCIAL DRIVE		15. (Don't ask, just record - did caller indicate they want a call back?)						1 9/15/2019 8 31 9/15/2019 8 39 PRB Homeless Issues				

Agent Created Case
Public Stuff request id PSID6773117
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1512001 created / updated at Sunday, September 15, 2019 6 08 26 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1512001 created / updated at Sunday, September 15, 2019 6 09 15 AM
Service Provided 10 - Service Provided. . Resolved on 15/09/2019 6 28 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-15 06 29 43.137
Service Provided
10 - Service Provided. . Resolved on 15/09/2019 6 28 00 AM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Rangers attended. This is an ongoing case. Added on 15/09/2019 6 28 45 AM.
Agent Finished Case Closed.
Closed date 2019-09-15 06 29 45.513
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-15 06 34 44.023
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 1512001 created / updated at Sunday, September 15, 2019 6 34 48 AM
Agent Finished Case Closed.
Closed date 2019-09-15 06 34 49.117
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6773287
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1512011 created / updated at Sunday, September 15, 2019 8 03 27 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1512011 created / updated at Sunday, September 15, 2019 8 04 17 AM
Hansen Change in Comments Comments This is an ongoing case with VPD. Added on 15/09/2019 8 06 34 AM.
Service Provided 10 - Service Provided. . Resolved on 15/09/2019 8 06 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-15 08 08 44.283
Service Provided
10 - Service Provided. . Resolved on 15/09/2019 8 06 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-15 08 09 46.077
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 1512011 created / updated at Sunday, September 15, 2019 8 09 52 AM
Agent Finished Case Closed.
Closed date 2019-09-15 08 09 53.447
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6773364
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1512018 created / updated at Sunday, September 15, 2019 8 31 09 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1512018 created / updated at Sunday, September 15, 2019 8 32 14 AM
Service Provided 10 - Service Provided. . Resolved on 15/09/2019 8 38 00 AM.
Hansen Change in Comments Comments Rangers attended. This is an ongoing case. Added on 15/09/2019 8 38 19 AM.
Agent Finished Case Closed.
Closed date 2019-09-15 08 38 40.873
Service Provided
10 - Service Provided. . Resolved on 15/09/2019 8 38 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-15 08 39 46.477
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 1512018 created / updated at Sunday, September 15, 2019 8 39 55 AM
Agent Finished Case Closed.
Closed date 2019-09-15 08 39 56.727
Back to previous status
Closing case after 'Add Event'

[illegible]

Homeless - Ranger Case	101013338425	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue	6. Provide details 2 tents set up beside the washrooms overnight again	PS# 6790353<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6790353'>http //www.publicstuff.com/request/view/6790353<p/>	No Name (ps)	No Name	1	9/18/2019 6 10	9/18/2019 6 39	PRB Homeless Issues
				7. Provide number of structures and tents	12. Park name							
				2	13. Provide specific location in park							
				15. (Don't ask, just record - did caller indicate they want a call back?)	Unknown							
Homeless - Ranger Case	101013342360	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue	6. Provide details Multiple tents in the park again this morning	PS# 6797097<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6797097'>http //www.publicstuff.com/request/view/6797097<p/>	No Name (ps)	No Name	1	9/19/2019 6 01	9/19/2019 6 25	PRB Homeless Issues
				7. Provide number of structures and tents	12. Park name							
				2	13. Provide specific location in park							
				15. (Don't ask, just record - did caller indicate they want a call back?)	Unknown							
Homeless - Ranger Case	101013350567	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue	6. Provide details Camp	PS Description Camp by the washrooms. Can we not Clean up this mess before it grows and grows? We can't have an Oppenheimer situation here... They've been here drinking and smoking and partying 24/7 for months and now have had tents up for ages. What is the rationale of allowing these people to take over the city parks ? Health hazards, safety hazards and basic decency are being totally ignored. Not to mention the bylaws. Please clean up this mess and return the park to the community. There are shelters an... (42 characters truncated)<p/>PS# 6810511<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273264%2C-123.070133&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature Z1WK44bcG1Bx_NL5QUS4qOS3u-4 '><p/><a href 'http //www.publicstuff.com/request/view/6810511'>http //www.publicstuff.com/request/view/6810511<p/>	No Name (ps)	No Name	1	9/21/2019 16 07	9/22/2019 6 25	PRB Homeless Issues
				7. Provide number of structures and tents	12. Park name							
				2	13. Provide specific location in park							
				15. (Don't ask, just record - did caller indicate they want a call back?)	Unknown							

Agent Created Case
Public Stuff request id PSID6790353
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1513439 created / updated at Wednesday, September 18, 2019 6 10 08 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1513439 created / updated at Wednesday, September 18, 2019 6 10 18 AM
Hansen Change in Comments Comments Rangers attended. This is an ongoing case. Added on 18/09/2019 6 37 17 AM.
Service Provided 10 - Service Provided. . Resolved on 18/09/2019 6 37 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-18 06 38 43.983
Service Provided
10 - Service Provided. . Resolved on 18/09/2019 6 37 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-18 06 39 43.243
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 1513439 created / updated at Wednesday, September 18, 2019 6 39 51 AM
Agent Finished Case Closed.
Closed date 2019-09-18 06 39 51.96
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6797097
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1514026 created / updated at Thursday, September 19, 2019 6 01 37 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1514026 created / updated at Thursday, September 19, 2019 6 02 27 AM
Hansen Change in Comments Comments Rangers attended. This is an ongoing case. Added on 19/09/2019 6 23 33 AM.
Service Provided 10 - Service Provided. . Resolved on 19/09/2019 6 23 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-19 06 23 43.327
Service Provided
10 - Service Provided. . Resolved on 19/09/2019 6 23 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-19 06 24 48.243
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 1514026 created / updated at Thursday, September 19, 2019 6 24 59 AM
Agent Finished Case Closed.
Closed date 2019-09-19 06 25 00.69
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6810511
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515261 created / updated at Saturday, September 21, 2019 4 07 45 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515261 created / updated at Saturday, September 21, 2019 4 08 20 PM
Hansen Change in Comments Comments Rangers attended and spoke with the individuals. This is an ongoing case with VPD. Added on 22/09/2019 6 20 46 AM.
Service Provided 10 - Service Provided. . Resolved on 22/09/2019 6 20 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-22 06 23 43.897
Service Provided
10 - Service Provided. . Resolved on 22/09/2019 6 20 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-22 06 24 47.757
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 1515261 created / updated at Sunday, September 22, 2019 6 25 02 AM
Agent Finished Case Closed.
Closed date 2019-09-22 06 25 03.287
Back to previous status
Closing case after 'Add Event'

				1. Type of service Homeless Issue									
				6. Provide details 2 large tents by the washrooms		PS# 6811386<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6811386'>http //www.publicstuff.com/request/view/6811386<p/>		s. 22(1)					
Homeless - Ranger Case				101013350980	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown		1	9/22/2019 5 46	9/22/2019 6 20	PRB Homeless Issues
				1. Type of service Homeless Issue									
				6. Provide details Olive coloured tent behind the washrooms		PS# 6812361<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6812361'>http //www.publicstuff.com/request/view/6812361<p/>		No Name No Name (ps)					
Homeless - Ranger Case				101013351557	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown		1	9/22/2019 12 54	9/23/2019 6 35	PRB Homeless Issues
				1. Type of service Homeless Issue									
				6. Provide details Very large pavillion tent in the middle of the park		PS# 6812363<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6812363'>http //www.publicstuff.com/request/view/6812363<p/>		No Name No Name (ps)					
Homeless - Ranger Case				101013351561	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown		1	9/22/2019 12 54	9/23/2019 6 35	PRB Homeless Issues

Agent Created Case
Public Stuff request id PSID6811386
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515331 created / updated at Sunday, September 22, 2019 5 46 41 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515331 created / updated at Sunday, September 22, 2019 5 47 09 AM
Service Provided 10 - Service Provided. . Resolved on 22/09/2019 6 16 00 AM.
Hansen Change in Comments Comments Rangers attended and dealt with the issue. Added on 22/09/2019 6 16 14 AM.
Agent Finished Case Closed.
Closed date 2019-09-22 06 17 47.097
Service Provided
10 - Service Provided. . Resolved on 22/09/2019 6 16 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-22 06 19 47.78
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 1515331 created / updated at Sunday, September 22, 2019 6 20 02 AM
Agent Finished Case Closed.
Closed date 2019-09-22 06 20 03.637
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6812361
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515509 created / updated at Sunday, September 22, 2019 12 54 51 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515509 created / updated at Sunday, September 22, 2019 12 55 36 PM
Service Provided 10 - Service Provided. . Resolved on 23/09/2019 6 30 00 AM.
Hansen Change in Comments Comments Rangers attended. This is an ongoing case. Added on 23/09/2019 6 30 36 AM.
Agent Finished Case Closed.
Closed date 2019-09-23 06 32 41.143
Service Provided
10 - Service Provided. . Resolved on 23/09/2019 6 30 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-23 06 34 59.607
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 1515509 created / updated at Monday, September 23, 2019 6 35 36 AM
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 37.437
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6812363
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515510 created / updated at Sunday, September 22, 2019 12 55 01 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515510 created / updated at Sunday, September 22, 2019 12 55 51 PM
Hansen Change in Comments Comments Rangers attended. This is an ongoing case. Added on 23/09/2019 6 31 17 AM.
Service Provided 10 - Service Provided. . Resolved on 23/09/2019 6 31 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-23 06 32 41.143
Service Provided
10 - Service Provided. . Resolved on 23/09/2019 6 31 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 02.263
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 1515510 created / updated at Monday, September 23, 2019 6 35 46 AM
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 47.53
Back to previous status
Closing case after 'Add Event'

				1. Type of service Homeless Issue							
				6. Provide details Blue Tarp structure in front of washrooms		PS# 6812366<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6812366'>http //www.publicstuff.com/request/view/6812366<p/>		No Name No Name (ps)		1 9/22/2019 12 55 9/23/2019 6 35 PRB Homeless Issues	
Homeless - Ranger Case	101013351564	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1255	COMMERCIAL DRIVE					
				1. Type of service Homeless Issue							
				6. Provide details Cardboard structure behind the washrooms		PS# 6812369<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6812369'>http //www.publicstuff.com/request/view/6812369<p/>		No Name No Name (ps)		1 9/22/2019 12 55 9/23/2019 6 40 PRB Homeless Issues	
Homeless - Ranger Case	101013351568	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1255	COMMERCIAL DRIVE					
				1. Type of service Homeless Issue							
				6. Provide details Large green tarp over people and items in the southeast corner of the park		PS# 6812371<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6812371'>http //www.publicstuff.com/request/view/6812371<p/>		No Name No Name (ps)		1 9/22/2019 12 56 9/23/2019 6 40 PRB Homeless Issues	
Homeless - Ranger Case	101013351572	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1255	COMMERCIAL DRIVE					

Agent Created Case
Public Stuff request id PSID6812366
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515511 created / updated at Sunday, September 22, 2019 12 55 26 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515511 created / updated at Sunday, September 22, 2019 12 56 32 PM
Hansen Change in Comments Comments Rangers attended but found no issues. Added on 23/09/2019 6 32 33 AM.
Service Provided 10 - Service Provided. . Resolved on 23/09/2019 6 32 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-23 06 32 41.143
Service Provided
10 - Service Provided. . Resolved on 23/09/2019 6 32 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 05.497
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 1515511 created / updated at Monday, September 23, 2019 6 35 56 AM
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 57.323
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6812369
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515512 created / updated at Sunday, September 22, 2019 12 56 06 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515512 created / updated at Sunday, September 22, 2019 12 56 41 PM
Hansen Change in Comments Comments Rangers attended but found no issues. Added on 23/09/2019 6 33 17 AM.
Service Provided 10 - Service Provided. . Resolved on 23/09/2019 6 32 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 41.503
Service Provided
10 - Service Provided. . Resolved on 23/09/2019 6 32 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-23 06 39 58.897
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 1515512 created / updated at Monday, September 23, 2019 6 40 41 AM
Agent Finished Case Closed.
Closed date 2019-09-23 06 40 43.043
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6812371
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515513 created / updated at Sunday, September 22, 2019 12 56 22 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515513 created / updated at Sunday, September 22, 2019 12 57 21 PM
Hansen Change in Comments Comments Rangers attended but found no issues. Added on 23/09/2019 6 34 14 AM.
Service Provided 10 - Service Provided. . Resolved on 23/09/2019 6 34 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-23 06 35 41.47
Service Provided
10 - Service Provided. . Resolved on 23/09/2019 6 34 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-23 06 39 50.407
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 1515513 created / updated at Monday, September 23, 2019 6 40 01 AM
Agent Finished Case Closed.
Closed date 2019-09-23 06 40 02.597
Back to previous status
Closing case after 'Add Event'

[illegible]

				1. Type of service Homeless Issue									
				6. Provide details Growing camp of people with a tarp and lawn chairs. This encampment is right next to a the playground, preschool and family centre. There was a needle found by a child this morning.	PS Description There has been a large group there for over 2 weeks<p>PS# 6827889<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '><p><a href 'http //www.publicstuff.com/request/view/6827889'>http //www.publicstuff.com/request/view/6827889<p/>				No Name No Name (ps)	1	9/24/2019 22 33	9/25/2019 6 24	PRB Homeless Issues
Homeless - Ranger Case	101013360054	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								
				1. Type of service Homeless Issue									
				6. Provide details Very large tent behind the washrooms. Occupants were drinking and very loud all through the night	PS# 6850722<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6850722'>http //www.publicstuff.com/request/view/6850722<p/>				No Name No Name (ps)	1	9/30/2019 5 56	9/30/2019 9 39	PRB Homeless Issues
Homeless - Ranger Case	101013372996	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								
				1. Type of service Homeless Issue									
				6. Provide details This rowdy tent is still here behind the washrooms and has been for weeks now. Please call back s.22(1) o discuss	PS Description Call back requested please<p>PS# 6851649<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6851649'>http //www.publicstuff.com/request/view/6851649<p/>				No Name No Name (ps)	1	9/30/2019 7 41	9/30/2019 9 40	PRB Homeless Issues
Homeless - Ranger Case	101013373058	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								

Agent Created Case
Public Stuff request id PSID6827889
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1516853 created / updated at Tuesday, September 24, 2019 10 34 05 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1516853 created / updated at Tuesday, September 24, 2019 10 35 15 PM
Hansen Change in Comments Comments Rangers attended and spoke with the individuals. This is an ongoing case. Added on 25/09/2019 6 23 14 AM.
Service Provided 10 - Service Provided. . Resolved on 25/09/2019 6 22 00 AM.
Agent Finished Case Closed.
Closed date 2019-09-25 06 23 41.563
Service Provided
10 - Service Provided. . Resolved on 25/09/2019 6 22 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-25 06 24 45.26
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 1516853 created / updated at Wednesday, September 25, 2019 6 24 56 AM
Agent Finished Case Closed.
Closed date 2019-09-25 06 24 56.877
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6850722
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1519138 created / updated at Monday, September 30, 2019 5 56 12 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1519138 created / updated at Monday, September 30, 2019 5 57 16 AM
Service Provided 10 - Service Provided. . Resolved on 30/09/2019 9 35 00 AM.
Hansen Change in Comments Comments Vancouver Parks Rangers have received your request and resolved the concern. Thank you for helping us improve our city through VanConnect. . Added on 30/09/2019 9 35 36 AM.
Agent Finished Case Closed.
Closed date 2019-09-30 09 35 41.13
Service Provided
10 - Service Provided. . Resolved on 30/09/2019 9 35 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-30 09 39 49.61
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 1519138 created / updated at Monday, September 30, 2019 9 39 58 AM
Agent Finished Case Closed.
Closed date 2019-09-30 09 39 58.953
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6851649
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1519164 created / updated at Monday, September 30, 2019 7 41 51 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1519164 created / updated at Monday, September 30, 2019 7 42 21 AM
Service Provided 10 - Service Provided. . Resolved on 30/09/2019 9 38 00 AM.
Hansen Change in Comments Comments Vancouver Parks Rangers have received your request and resolved the concern. Thank you for helping us improve our city through VanConnect. . Added on 30/09/2019 9 38 24 AM.
Agent Finished Case Closed.
Closed date 2019-09-30 09 38 40.963
Service Provided
10 - Service Provided. . Resolved on 30/09/2019 9 38 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-09-30 09 39 53.677
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 1519164 created / updated at Monday, September 30, 2019 9 40 08 AM
Agent Finished Case Closed.
Closed date 2019-09-30 09 40 09.267
Back to previous status
Closing case after 'Add Event'

[illegible]

[illegible]

Homeless - Ranger Case	101013629426	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue 6. Provide details Homeless belongings in children play area 7. Provide number of structures and tents 2 12. Park name Grand view 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Multiple cashes of blankets and belongings where children play<p/>PS# 7259969<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_b491e4bbdcd1616c2027825177fa7814'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273623%2C-123.070565&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVvXic&signature R-28GtsB5StWAXLezdLm\$miUJHY '><p/><a href 'http //www.publicstuff.com/request/view/7259969'>http //www.publicstuff.com/request/view/7259969<p/>	No Name No Name (ps)	1	12/29/2019 13 07	12/30/2019 14 36	PRB Homeless Issues
					1. Type of service Homeless Issue 2. How many people were seen Unsure 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 Caller is reporting the start of what appears to be a very large homeless camp in the park closest to Commercial and Charles. 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 Grandview 13. Provide specific location in park Closest to Commercial and Charles. 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No	2020/01/24 17 36 07 ~~~ Darvi Ortiz ~~~ Another caller is reporting about a dozen people living in the men and womens washrooms at Grandview Park. They have their personal belongings with them, backpacks and there may be dogs. 
	2020 January, Anonymous	1	1/24/2020 13 31	1/24/2020 17 44	PRB Homeless Issues

Agent Created Case
Public Stuff request id PSID7259969
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1559628 created / updated at Sunday, December 29, 2019 1 07 57 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1559628 created / updated at Sunday, December 29, 2019 1 08 17 PM
Service Provided 10 - Service Provided. . Resolved on 30/12/2019 2 29 00 PM.
Hansen Change in Comments Comments Rangers attended Grandview Park for a clean up of homeless items in the playground. Rangers removed a milk crate, aluminum foil and a single sock.
Service provided.. Added on 30/12/2019 2 30 00 PM.
Agent Finished Case Closed.
Closed date 2019-12-30 14 32 45.157
Service Provided
10 - Service Provided. . Resolved on 30/12/2019 2 29 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-12-30 14 35 03.0
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 1559628 created / updated at Monday, December 30, 2019 2 36 14 PM
Agent Finished Case Closed.
Closed date 2019-12-30 14 36 14.76
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 1571562 created / updated at Friday, January 24, 2020 1 33 06 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1571562 created / updated at Friday, January 24, 2020 1 33 20 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1571562 created / updated at Friday, January 24, 2020 5 36 15 PM
Service Provided 10 - Service Provided. . Resolved on 24/01/2020 5 42 00 PM.
Hansen Change in Comments Comments . Added on 24/01/2020 5 42 16 PM.
Agent Finished Case Closed.
Closed date 2020-01-24 17 44 19.553
Service Provided
10 - Service Provided. . Resolved on 24/01/2020 5 42 00 PM.

Homeless - Ranger Case	101013716870	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue	PS# 7389396<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273446%2C-123.070017&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature uvhTpVAH5EijjH70bH6LxocDvQo '><p/><a href 'http //www.publicstuff.com/request/view/7389396'>http //www.public No Name No Name (ps)	1	1/26/2020 15 39	1/26/2020 21 14	PRB Homeless Issues
				6. Provide details Lots of people and shopping carts in the washrooms and out front blocking access to the washrooms 7. Provide number of structures and tents 1 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown						
Homeless - Ranger Case	101013727124	1255	COMMERCIAL DRIVE		1. Type of service Homeless Issue	Previous case number - Lagan 13704700. s. 22(1) s. 22(1)	1	1/29/2020 12 02	1/30/2020 12 13	PRB Homeless Issues
				2. How many people were seen At least 6 or more 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.) In the men's and women's washrooms. 6. Provide any additional details Caller put in a service request Jan 22 but they are still here. Caller is very frustrated. Kids cannot use the washrooms. We should drive them away asap. 7. Indicate number of structures and/or tents at location 0 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)(i) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park Inside the men's and women's washrooms. 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) Yes						

Agent Created Case
Public Stuff request id PSID7389396
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1572536 created / updated at Sunday, January 26, 2020 3 39 56 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1572536 created / updated at Sunday, January 26, 2020 3 40 16 PM
Hansen Change in Comments Comments Service provided.. Added on 26/01/2020 9 09 04 PM.
Service Provided 10 - Service Provided. . Resolved on 26/01/2020 9 08 00 PM.
Agent Finished Case Closed.
Closed date 2020-01-26 21 11 19.67
Service Provided
10 - Service Provided. . Resolved on 26/01/2020 9 08 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-01-26 21 14 47.343
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 1572536 created / updated at Sunday, January 26, 2020 9 14 59 PM
Agent Finished Case Closed.
Closed date 2020-01-26 21 14 59.813
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 1574074 created / updated at Wednesday, January 29, 2020 12 10 04 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1574074 created / updated at Wednesday, January 29, 2020 12 10 29 PM
Hansen Change in Comments Comments January 20, 2020 - 1210 hours - Grandview Park - At approximately 1200 hours, Rangers conducted routine foot patrols of Grandview Park and facilities. Rangers noted that the facilities were clean and empty of any persons. No other issues or concerns observed. . Added on 30/01/2020 12 12 26 PM.
Service Provided 10 - Service Provided. . Resolved on 30/01/2020 12 12 00 PM.
Agent Finished Case Closed.
Closed date 2020-01-30 12 13 16.887
Service Provided
10 - Service Provided. . Resolved on 30/01/2020 12 12 00 PM.

				1. Type of service Homeless Issue									
				6. Provide details Lots of people sleeping, with furniture and lots of garbage, beside the washroom building									
				7. Provide number of structures and tents 1									
				12. Park name Grandview Park									
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								
Homeless - Ranger Case	101013855886	1255	COMMERCIAL DRIVE					PS# 7623630<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJIMiZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/7623630'>http //www.public No Name No Name (ps)	1	3/15/2020 6 31	3/15/2020 15 25	PRB Homeless Issues	
				1. Type of service Homeless Issue									
				6. Provide details Unoccupied									
				7. Provide number of structures and tents 1									
				12. Park name Grandview park									
				Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown								
Homeless - Ranger Case	101013905874	1255	COMMERCIAL DRIVE					PS# 7724204<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_8765c5118217b359bd332427b2f62ab7'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273706%2C-123.07108&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature NASLM88f1wdLo89QuTRNKZg4yP4 '><p/><a href 'http //www.publicstuff.com/request/view/7724204'>http //www.public No Name No Name (ps)	1	4/4/2020 10 24	4/4/2020 15 24	PRB Homeless Issues	

Agent Created Case
Public Stuff request id PSID7623630
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1594420 created / updated at Sunday, March 15, 2020 6 31 58 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1594420 created / updated at Sunday, March 15, 2020 6 32 14 AM
Service Provided 10 - Service Provided. . Resolved on 15/03/2020 3 20 00 PM.
Hansen Change in Comments Comments Service Provided. Added on 15/03/2020 3 20 55 PM.
Agent Finished Case Closed.
Closed date 2020-03-15 15 23 36.693
Service Provided
10 - Service Provided. . Resolved on 15/03/2020 3 20 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-03-15 15 24 49.807
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 1594420 created / updated at Sunday, March 15, 2020 3 25 17 PM
Agent Finished Case Closed.
Closed date 2020-03-15 15 25 18.043
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID7724204
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1601463 created / updated at Saturday, April 04, 2020 10 24 45 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1601463 created / updated at Saturday, April 04, 2020 10 25 19 AM
Service Provided 10 - Service Provided. . Resolved on 04/04/2020 3 21 00 PM.
Agent Finished Case Closed.
Closed date 2020-04-04 15 23 17.627
Service Provided
10 - Service Provided. . Resolved on 04/04/2020 3 21 00 PM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Service provided.. Added on 04/04/2020 3 22 09 PM.
Agent Finished Case Closed.
Closed date 2020-04-04 15 23 19.963
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-04-04 15 24 48.09
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 1601463 created / updated at Saturday, April 04, 2020 3 24 58 PM
Agent Finished Case Closed.
Closed date 2020-04-04 15 24 59.19
Back to previous status
Closing case after 'Add Event'

Homeless - Ranger Case	101014032123	1255	COMMERCIAL DRIVE	<div>1. Type of service Property Retrieval</div> <div>2. How many people were seen</div> <div>3. Were there dogs present undefined</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious)</div> <div>4. Was there an interaction (did caller speak to homeless) undefined</div> <div>4.a. If yes, provide details</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.)</div> <div>6. Provide any additional details</div> <div>7. Indicate number of structures and/or tents at location 1</div> <div>8. Description of belongings 1 blue-grey 6-man tent, 1 backpack with toiletries, shoes and clothes, 1 computer bag containing an impact drill, 1 duffle bag filled with clothes, cardboard, 3 blankets, and other small items.</div> <div>9. Provide date or approximate date of removal 05/25/2020</div> <div>10. Contact info or let you know of status) to Park Ranger - s. 15(1)(l) number 604-225-9781 (shelter phone number)</div> <div>(A Park Ranger will call you to arrange delivery (If no contact number, warm transfer do not give out</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park Inside the park</div> <div>14. Neighbourhood Grandview-Woodland</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Homeless Issues</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1621701 created / updated at Monday, May 25, 2020 3 32 37 PM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1621701 created / updated at Monday, May 25, 2020 3 33 22 PM</div> <div>Hansen Change in Comments Comments Rangers were unable to attend due to operational needs.. Added on 27/05/2020 6 45 26 AM.</div> <div>No Service Provided 11 - No Service Provided.. Resolved on 27/05/2020 6 45 00 AM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-05-27 06 48 11.89</div> <div>No Service Provided</div> <div>11 - No Service Provided.. Resolved on 27/05/2020 6 45 00 AM.</div>
				<div>1. Type of service Homeless Issue</div> <div>2. How many people were seen 4</div> <div>3. Were there dogs present No</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious)</div> <div>4. Was there an interaction (did caller speak to homeless) No</div> <div>4.a. If yes, provide details</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.) Some drunk people tend to hang out in the park all day</div> <div>6. Provide any additional details There are 3-4 tents that have been erected on the Charles side of the park. People are partying in the park and they are very loud.</div> <div>7. Indicate number of structures and/or tents at location 4</div> <div>8. Description of belongings</div> <div>9. Provide date or approximate date of removal</div> <div>10. Contact info or let you know of status) to Park Ranger - s. 15(1)(l) number</div> <div>(A Park Ranger will call you to arrange delivery (If no contact number, warm transfer do not give out</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park On the Charles St. side of the park</div> <div>14. Neighbourhood Grandview-Woodland</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Homeless Issues</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1621867 created / updated at Monday, May 25, 2020 9 09 16 PM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1621867 created / updated at Monday, May 25, 2020 9 10 16 PM</div> <div>No Service Provided 11 - No Service Provided.. Resolved on 25/05/2020 10 20 00 PM.</div> <div>Hansen Change in Comments Comments . Added on 25/05/2020 10 20 47 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-05-25 22 21 13.4</div> <div>No Service Provided</div> <div>11 - No Service Provided.. Resolved on 25/05/2020 10 20 00 PM.</div>

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

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1621937 created / updated
at Tuesday, May 26, 2020 8 51 55 AM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1621937 created / updated
at Tuesday, May 26, 2020 8 52 20 AM

Duplicate Request 30 - Duplicate Request . . Resolved on 26/05/2020 10 33 00 AM.

Hansen Change in Comments Comments . Added on 26/05/2020 10 33 52 AM.

Agent Finished Case Closed.

Closed date 2020-05-26 10 36 08.63

Duplicate Request
30 - Duplicate Request . . Resolved on 26/05/2020 10 33 00 AM.

[illegible]

Homeless Issue										
<div>2. How many people were seen 10+ 3. Were there dogs present Yes 3.a. If yes, provide details (i.e. how many and did they appear vicious) Dogs bark when you get near them. 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.) Caller thinks the group of people may have "sharp pointy sticks". He also believes they are drinking heavily. 6. Provide any additional details The group has procured 2 picnic tables, caller not sure where they got them as he thought the tables had been removed from the park. 7. Indicate number of structures and/or tents at location 0 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)(i) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park Commercial and Charles 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No</div>										
Homeless - Ranger Case	101014128591	1255	COMMERCIAL DRIVE	Caller finds the noise and behaviour of the group accelerates in the warmer months.	s. 22(1)	s. 22(1)	1	6/26/2020 8 41	6/26/2020 11 00	PRB Homeless Issues
<div>1. Type of service Homeless Issue</div>										
<div>6. Provide details After a stabbing, endless garbage, endless profanity laden rants and fist fights etc, this group needs to go. They are not just sleeping in a park, they are camping. They are always there drinking and smoking and yelling and fighting. Enough is enough. Send the people with homes home and find the rest of them a shelter. His violence and offensive language and excessive noise is too much. Please enforce some bylaws and stop this group from ruining our community park. 7. Provide number of structures and tents 1 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>										
Homeless - Ranger Case	101014179257	1255	COMMERCIAL DRIVE, VANCOUVER, BC	PS Description Group around the toilets and cenotaph <p>PS# 8348379<p><p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273213%2C-123.07026&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature G6jmHKAduw4-PzWlqRw_KZRHmNA '><p><a href 'http //www.publicstuff.com/request/view/8348379'>http //www.publicstuff.com/request/view/8348379<p>	s.22(1)		1	7/14/2020 10 37	7/14/2020 15 19	PRB Homeless Issues
<div>1. Type of service Homeless Issue</div>										
<div>6. Provide details ?Camp? set up near cenotaph. Tonight a screaming match at about 9pm-?fuck you you fucking drunk asshole? ?get the fuck away from me? etc ending with someone leaving the park. Lots of alcohol consumed, lots of yelling all night... 7. Provide number of structures and tents 1 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>										
Homeless - Ranger Case	101014189276	1255	COMMERCIAL DRIVE, VANCOUVER, BC	PS Description More violence and noise <p>PS# 8369607<p><p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273305%2C-123.070153&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature xQ9mlTRmV7KMwCwNcl1dOzn7lpQ ' ><p><a href 'http //www.publicstuff.com/request/view/8369607'>http //www.publicstuff.com/request/view/8369607<p>	s.22(1)		1	7/16/2020 23 34	7/17/2020 6 09	PRB Homeless Issues

Agent Created Case	
Agent Updated Case Details Reallocated to queue PRB Homeless Issues	
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635987 created / updated at Friday, June 26, 2020 8 46 51 AM	
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635987 created / updated at Friday, June 26, 2020 8 47 17 AM	
Hansen Change in Comments Comments Vancouver Parks Rangers have received your request and resolved the concern. Thank you for helping us improve our city through VanConnect.. Added on 26/06/2020 10 58 42 AM.	
Service Provided 10 - Service Provided. . Resolved on 26/06/2020 10 58 00 AM.	
Agent Finished Case Closed.	
Closed date 2020-06-26 11 00 35.9	
Service Provided	
10 - Service Provided.. Resolved on 26/06/2020 10 58 00 AM.	
Agent Created Case	
Public Stuff request id PSID8348379	
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1644162 created / updated at Tuesday, July 14, 2020 10 37 54 AM	
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1644162 created / updated at Tuesday, July 14, 2020 10 38 24 AM	
Hansen Change in Comments Comments . Added on 14/07/2020 3 11 47 PM.	
Duplicate Request 30 - Duplicate Request. . Resolved on 14/07/2020 3 11 00 PM.	
Agent Finished Case Closed.	
Closed date 2020-07-14 15 14 37.83	
Duplicate Request	
30 - Duplicate Request. . Resolved on 14/07/2020 3 11 00 PM.	
Case Reopened Reopened for Public Stuff Feedback	
Agent Finished Case Closed.	
Closed date 2020-07-14 15 19 50.847	
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 1644162 created / updated at Tuesday, July 14, 2020 3 19 58 PM	
Agent Finished Case Closed.	
Closed date 2020-07-14 15 19 59.633	
Back to previous status	
Closing case after 'Add Event'	
Agent Created Case	
Public Stuff request id PSID8369607	
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1645836 created / updated at Thursday, July 16, 2020 11 34 37 PM	
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1645836 created / updated at Thursday, July 16, 2020 11 35 12 PM	
Hansen Change in Comments Comments No service provided.. Added on 17/07/2020 6 05 03 AM.	
No Service Provided 11 - No Service Provided. . Resolved on 17/07/2020 6 04 00 AM.	
Agent Finished Case Closed.	
Closed date 2020-07-17 06 05 16.057	
No Service Provided	
11 - No Service Provided. . Resolved on 17/07/2020 6 04 00 AM.	
Case Reopened Reopened for Public Stuff Feedback	
Agent Finished Case Closed.	
Closed date 2020-07-17 06 09 45.98	
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 1645836 created / updated at Friday, July 17, 2020 6 09 56 AM	
Agent Finished Case Closed.	
Closed date 2020-07-17 06 09 56.843	
Back to previous status	
Closing case after 'Add Event'	

[illegible]

				1. Type of service Homeless Issue										
				6. Provide details 1 tent about about a dozen sleepers with crap everywhere in the park. This park is turning into an SRO	PS# 8401762<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/8401762'>http //www.publicstuff.com/request/view/8401762<p/>				No Name No Name (ps)		1	7/22/2020 7 04	7/22/2020 18 14	PRB Homeless Issues
Homeless - Ranger Case	101014203204	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown									
				1. Type of service Homeless Issue										
				6. Provide details 2 tents and lots of garbage right in the middle of the park. I count 7 people and a dog right now	PS# 8409510<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/8409510'>http //www.publicstuff.com/request/view/8409510<p/>				No Name No Name (ps)		1	7/23/2020 6 33	7/23/2020 13 45	PRB Homeless Issues
Homeless - Ranger Case	101014206919	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown									
				1. Type of service Homeless Issue										
				6. Provide details It would be nice if you make rules that you would enforce them. Please ask them to take it down during the day and clean up their garbage and campsite so others can enjoy the park	PS Description Tent remaining up in the park. <p/>PS# 8427831<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273362%2C-123.07047&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature svfhczODVFU_CzybMIlET1VbhfA '><p/><a href 'http //www.publicstuff.com/request/view/8427831'>http //www.publicstuff.com/request/view/8427831<p/>				s.22(1)		1	7/26/2020 11 49	7/26/2020 17 49	PRB Homeless Issues
Homeless - Ranger Case	101014215741	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown									

Agent Created Case
Public Stuff request id PSID8401762
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648273 created / updated at Wednesday, July 22, 2020 7 04 41 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648273 created / updated at Wednesday, July 22, 2020 7 05 31 AM
Service Provided 10 - Service Provided. . Resolved on 22/07/2020 6 10 00 PM.
Hansen Change in Comments Comments Ranges found no issues at this time.. Added on 22/07/2020 6 10 47 PM.
Agent Finished Case Closed.
Closed date 2020-07-22 18 11 09.713
Service Provided
10 - Service Provided. . Resolved on 22/07/2020 6 10 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-07-22 18 14 46.303
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 1648273 created / updated at Wednesday, July 22, 2020 6 14 55 PM
Agent Finished Case Closed.
Closed date 2020-07-22 18 14 56.05
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID8409510
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648824 created / updated at Thursday, July 23, 2020 6 33 46 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648824 created / updated at Thursday, July 23, 2020 6 34 26 AM
Hansen Change in Comments Comments . Added on 23/07/2020 1 41 47 PM.
Service Provided 10 - Service Provided. . Resolved on 23/07/2020 1 41 00 PM.
Agent Finished Case Closed.
Closed date 2020-07-23 13 44 10.213
Service Provided
10 - Service Provided. . Resolved on 23/07/2020 1 41 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-07-23 13 44 55.973
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 1648824 created / updated at Thursday, July 23, 2020 1 45 06 PM
Agent Finished Case Closed.
Closed date 2020-07-23 13 45 07.447
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID8427831
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650424 created / updated at Sunday, July 26, 2020 11 49 57 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650424 created / updated at Sunday, July 26, 2020 11 50 21 AM
Hansen Change in Comments Comments 2020-07-26- 1744hrs - At 1630hrs rangers attended and couldn't fount any issue to be reported. . Added on 26/07/2020 5 45 30 PM.
Service Provided 10 - Service Provided. . Resolved on 26/07/2020 5 44 00 PM.
Agent Finished Case Closed.
Closed date 2020-07-26 17 47 09.43
Service Provided
10 - Service Provided. . Resolved on 26/07/2020 5 44 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-07-26 17 49 46.89
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 1650424 created / updated at Sunday, July 26, 2020 5 49 54 PM
Agent Finished Case Closed.
Closed date 2020-07-26 17 49 55.053
Back to previous status
Closing case after 'Add Event'

					1. Type of service Homeless Issue										
					6. Provide details 3 tents in the middle of the park drinking and making noise all night	PS# 8429994<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/8429994'>http //www.publicstuff.com/request/view/8429994<p/>					No Name No Name (ps)				
Homeless - Ranger Case	101014216654	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown										
					1. Type of service Homeless Issue										
					6. Provide details There are 2 tents and a whole whack of crap in the middle of the park this morning. It looks like a garbage dump	PS# 8446648<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/8446648'>http //www.publicstuff.com/request/view/8446648<p/>					No Name No Name (ps)				
Homeless - Ranger Case	101014224851	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown										

Agent Created Case
Public Stuff request id PSID8429994
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650616 created / updated at Monday, July 27, 2020 6 10 11 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650616 created / updated at Monday, July 27, 2020 6 11 16 AM
Service Provided 10 - Service Provided. . Resolved on 27/07/2020 2 20 00 PM.
Hansen Change in Comments Comments Monday July 27, 2020 - 1410 hours - Grandview Park - At approximately 1330 hours Rangers attended Grandview Park in response to a report of several erect tents in the park. Rangers observed one one erect tent and several people sitting around. The park users were polite and cooperative and immediately collapsed the tent. No other concerns noted. .
Added on 27/07/2020 2 21 14 PM.
Agent Finished Case Closed.
Closed date 2020-07-27 14 23 12.46
Service Provided
10 - Service Provided.. Resolved on 27/07/2020 2 20 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-07-27 14 25 00.01
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 1650616 created / updated at Monday, July 27, 2020 2 25 17 PM
Agent Finished Case Closed.
Closed date 2020-07-27 14 25 18.503
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID8446648
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1651937 created / updated at Wednesday, July 29, 2020 6 23 46 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1651937 created / updated at Wednesday, July 29, 2020 6 24 32 AM
Hansen Change in Comments Comments service provided . Added on 29/07/2020 2 05 54 PM.
Service Provided 10 - Service Provided. . Resolved on 29/07/2020 2 05 00 PM.
Agent Finished Case Closed.
Closed date 2020-07-29 14 07 43.937
Service Provided
10 - Service Provided.. Resolved on 29/07/2020 2 05 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-08-03 02 54 48.103
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 1651937 created / updated at Monday, August 03, 2020 2 54 58 AM
Agent Finished Case Closed.
Closed date 2020-08-03 02 54 59.503
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-08-03 02 59 43.5
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 1651937 created / updated at Monday, August 03, 2020 2 59 49 AM
Agent Finished Case Closed.

				Agent Created Case Public Stuff request id PSID8498200 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1655795 created / updated at Wednesday, August 05, 2020 4 32 14 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1655795 created / updated at Wednesday, August 05, 2020 4 33 15 PM Service Provided 10 - Service Provided. . Resolved on 08/08/2020 10 57 00 AM. Hansen Change in Comments Comments Service Provided.. Added on 08/08/2020 10 57 22 AM. Agent Finished Case Closed. Closed date 2020-08-08 10 58 39.473 Service Provided 10 - Service Provided. . Resolved on 08/08/2020 10 57 00 AM.									
Homeless - Ranger Case	101014246988	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-14 14 59 05.98 Open311 Feedback Send Complete Status and Resolution Comment to PS case					
				6. Provide details 2 tents and tarps stayed up all day. Large pile of garbage and a number of junk furniture have been brought to the park. 7. Provide number of structures and tents 2 12. Park name Grandview 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 Camp surrounded by garbage and junk furniture <p>PS# 8498200<p><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273413%2C-123.070368&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 0ofmUlbonSF82OoWIXR_DyMB8rTM '><p><a href 'http //www.publicstuff.com/request/view/8498200'>http //www.publicstuff.com/request/view/8498200<p>		s.22(1)		1	8/5/2020 16 32	8/14/2020 17 58	PRB Homeless Issues
Homeless - Ranger Case	101014260667	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-14 15 32 36.51 Open311 Feedback Send Complete Status and Resolution Comment to PS case					
				6. Provide details A number of tents have stayed up 24/7 and there is a growing amount of garbage furniture being brought to the park 7. Provide number of structures and tents 2 12. Park name Grandview 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 A number of tents have stayed up 24/7 and there is a growing amount of garbage furniture being brought to the park <p>PS# 8529781<p><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27337%2C-123.070075&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1k6BIe92afk5JOup8Kbv8wS9qzQ '><p><a href 'http //www.publicstuff.com/request/view/8529781'>http //www.publicstuff.com/request/view/8529781<p>		s.22(1)		1	8/11/2020 7 04	8/14/2020 19 59	PRB Homeless Issues
Homeless - Ranger Case	101014282843	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Agent Created Case Public Stuff request id PSID8582496 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1661999 created / updated at Tuesday, August 18, 2020 2 10 56 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1661999 created / updated at Tuesday, August 18, 2020 2 11 26 PM Duplicate Request 30 - Duplicate Request. . Resolved on 19/08/2020 9 06 00 AM. Hansen Change in Comments Comments . Added on 19/08/2020 9 06 24 AM. Agent Finished Case Closed. Closed date 2020-08-19 09 06 45.223 Duplicate Request 30 - Duplicate Request. . Resolved on 19/08/2020 9 06 00 AM.					
				6. Provide details 2 tents remaining set up all day, old furniture and garbage surrounding the camp 7. Provide number of structures and tents 2 12. Park name Grandview 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 Camp mess<p>PS# 8582496<p><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273311%2C-123.070328&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 61qmxNN1FC-mxWqn7Dy7WaqIUuw '><p><a href 'http //www.publicstuff.com/request/view/8582496'>http //www.publicstuff.com/request/view/8582496<p>		s.22(1)		1	8/18/2020 14 10	8/19/2020 9 10	PRB Homeless Issues

Homeless - Ranger Case	101014293732	1255	COMMERCIAL DRIVE	app version 2.31	1. Type of service	PS Description no park is empty by 7am. so much for kids getting to play.	s. 22(1)	s. 22(1)	1	8/22/2020 10 41	8/22/2020 10 54	PRB Homeless Issues
				original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	Homeless Issue	<p>>PS# 8608218<p/>Click images below to expand<p/><a href 'https //d17aqltn7clhbm.cloudfront.net/uploads/large_a810f15350497d5c319103f17a5d88fc'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735833 94313%2C-123.070749007165&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature HJ7KeAUi7_M-OEaWlrFi3K7yeGE ' '><p/><a href 'http //www.publicstuff.com/request/view/8608218'>http //www.publicstuff.com/request/view/8608218<p/>						
Homeless - Ranger Case	101014300992	1255	COMMERCIAL DRIVE		2. Type of service	2. How many people were seen	Twitter_CityHallWch VAN, CityHallWatch		1	8/25/2020 10 35	8/25/2020 10 50	PRB Homeless Issues
					Homeless Issue	Unknown						

Agent Created Case
Public Stuff request id PSID8608218
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1663754 created / updated at Saturday, August 22, 2020 10 41 27 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1663754 created / updated at Saturday, August 22, 2020 10 42 12 AM
Hansen Change in Comments Comments Service Provided.. Added on 22/08/2020 10 48 57 AM.
Service Provided 10 - Service Provided. . Resolved on 22/08/2020 10 48 00 AM.
Agent Finished Case Closed.
Closed date 2020-08-22 10 51 45.013
Service Provided
10 - Service Provided. . Resolved on 22/08/2020 10 48 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-08-22 10 54 43.857
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 1663754 created / updated at Saturday, August 22, 2020 10 54 48 AM
Agent Finished Case Closed.
Closed date 2020-08-22 10 54 49.963
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 1665101 created / updated at Tuesday, August 25, 2020 10 38 35 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1665101 created / updated at Tuesday, August 25, 2020 10 39 30 AM
Hansen Change in Comments Comments . Added on 25/08/2020 10 49 24 AM.
Duplicate Request 30 - Duplicate Request. . Resolved on 25/08/2020 10 49 00 AM.
Agent Finished Case Closed.
Closed date 2020-08-25 10 50 07.13
Duplicate Request
30 - Duplicate Request. . Resolved on 25/08/2020 10 49 00 AM.

				Agent Created Case Public Stuff request id PSID8629896 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1665493 created / updated at Wednesday, August 26, 2020 7 21 54 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1665493 created / updated at Wednesday, August 26, 2020 7 22 19 AM Duplicate Request 30 - Duplicate Request. . Resolved on 26/08/2020 2 40 00 PM. Hansen Change in Comments Comments Duplicate case refer to #1664947. Added on 26/08/2020 2 40 45 PM. Agent Finished Case Closed. Closed date 2020-08-26 14 41 07.983 Duplicate Request 30 - Duplicate Request. . Resolved on 26/08/2020 2 40 00 PM.									
Homeless - Ranger Case	101014303612	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-26 14 45 21.393 Open311 Feedback Send Complete Status and Resolution Comment to PS case					
				6. Provide details 4 tents remaining up and a growing amount of garbage and furniture spread around the area. It is now making it very unpleasant for others to use that area of the park and the noise is on the rise. Generally the campers have been quiet and respectful but as it grows so does the garbage and the yelling etc... 7. Provide number of structures and tents 4 12. Park name Grandview 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 Growing encampment <p/>PS# 8629896<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273308%2C-123.070106&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature m9KYHiizCt5_5fTNBUQhgg_4TDg '><p/><a href 'http //www.publicstuff.com/request/view/8629896'>http //www.publicstuff.com/request/view/8629896<p/>		s.22(1)		1	8/26/2020 7 21	8/26/2020 14 47	PRB Homeless Issues
				Agent Created Case Public Stuff request id PSID8635383 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1665943 created / updated at Wednesday, August 26, 2020 5 31 57 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1665943 created / updated at Wednesday, August 26, 2020 5 32 17 PM Duplicate Request 30 - Duplicate Request. . Resolved on 29/08/2020 2 10 00 PM. Hansen Change in Comments Comments Vancouver Park rangers are aware of your concern and currently have an ongoing case regarding the matter. Thank you for your continued patience as we work towards resolving this issue.. Added on 29/08/2020 2 10 48 PM. Agent Finished Case Closed. Closed date 2020-08-29 14 11 06.953 Duplicate Request 30 - Duplicate Request. . Resolved on 29/08/2020 2 10 00 PM.									
Homeless - Ranger Case	101014306684	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-29 14 14 50.7 Open311 Feedback Send Complete Status and Resolution Comment to PS case					
				6. Provide details Piles of garbage and furniture are growing, structures expanding and staying up all day... can't we find these people homes? If not, this should be managed better. 7. Provide number of structures and tents 4 12. Park name Grandview 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 Tents staying up all day, surrounded by garbage <p/>PS# 8635383<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273406%2C-123.070318&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature YYTOce6Ww9XR0E3h6trINRgoOWw '><p/><a href 'http //www.publicstuff.com/request/view/8635383'>http //www.publicstuff.com/request/view/8635383<p/>		s.22(1)		1	8/26/2020 17 31	8/29/2020 14 14	PRB Homeless Issues
				Agent Created Case Public Stuff request id PSID8641474 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1666378 created / updated at Thursday, August 27, 2020 1 38 48 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1666378 created / updated at Thursday, August 27, 2020 1 39 17 PM Hansen Change in Comments Comments Grandview Park - homeless - 3 structures near playground - duplicate case see Hansen Case #1665943. Added on 27/08/2020 2 12 59 PM. Duplicate Request 30 - Duplicate Request. . Resolved on 27/08/2020 2 12 00 PM. Agent Finished Case Closed. Closed date 2020-08-27 14 14 08.223 Duplicate Request 30 - Duplicate Request. . Resolved on 27/08/2020 2 12 00 PM.									
Homeless - Ranger Case	101014309023	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-27 14 14 53.627 Open311 Feedback Send Complete Status and Resolution Comment to PS case					
				6. Provide details their tents are up past 8am and questionably within 25m of the playground. why do you let them live there? Their garbage and crap is everywhere making it a park only for them and no one else. and who pays for the park??? It is not a campground. 7. Provide number of structures and tents 3 12. Park name Grandview park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown		PS# 8641474<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734980816622%2C-123.070225305855&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature UZFT2r4_37RLmDwFGAxAfWQtEJM '><p/><a href 'http //www.publicstuff.com/request/view/8641474'>http //www.publicstuff.com/request/view/8641474<p/>		No Name No Name (ps)		1	8/27/2020 13 38	8/27/2020 14 15	PRB Homeless Issues

Homeless - Ranger Case	101014317925	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue	PS Description There are tents cropping up in this neighbourhood park on Commercial Drive. These people drink and party there. The police say you eon't authorize making them move over to Strathcona Park that is already ruined by campers which is 6 blocks away. This park is the only place for many low income families to bring their kids for fresh air especially with Covid. PLEASE AUTHORIZE THE REMOVAL OF THESE CAMPERS before more join them. Do you want ALL Vancouver's parks to be for campers leaving your citizens nowhere to go for fresh air abd green grass? Your lack of action is destroying the city!	8661397	Click images below to expand	<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2733972 586482%2C-123.070267866329&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UVvXic&signature rE1wRHZO5H4gU5TB2HrUcTvიაა4 '><p><a href 'http //www.publicstuff.com/request/view/8661397'>http //www.publicstuff.com/request/view/8661397<p>	No Name (ps)	No Name (ps)	1	8/31/2020 12 52	8/31/2020 15 15	PRB Homeless Issues
					6. Provide details People camping										
Homeless - Ranger Case	101014320458	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue	people living here permanently breaking many by laws and making the park unusable for the community. 
It is not a campground. If that's how they want to live give them a campground. this is not the purpose of the park.	PS# 8667569	Click images below to expand	<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2736218 943327%2C-123.070187754929&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature uUHuThEopTO-9AEcKWTSxuefMA '><p><a href 'http //www.publicstuff.com/request/view/8667569'>http //www.publicstuff.com/request/view/8667569<p>	No Name (ps)	No Name (ps)	1	9/1/2020 9 46	9/2/2020 7 10	PRB Homeless Issues
					6. Provide details people living here permanently breaking many by laws and making the park unusable for the community. 
It is not a campground. If that's how they want to live give them a campground. this is not the purpose of the park.										
Homeless - Ranger Case	101014323000	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue		PS# 8671527	Click images below to expand	<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27352%2C-123.070205&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UVvXic&signature eFqqiHeNR-CNkEm5Xvo4dPtAeqU '><p><a href 'http //www.publicstuff.com/request/view/8671527'>http //www.publicstuff.com/request/view/8671527<p>	No Name (ps)	No Name (ps)	1	9/1/2020 16 57	9/1/2020 17 20	PRB Homeless Issues
					6. Provide details 2 tents										

Agent Created Case
Public Stuff request id PSID8661397
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668078 created / updated at Monday, August 31, 2020 12 52 54 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668078 created / updated at Monday, August 31, 2020 12 53 19 PM
Hansen Change in Comments Comments This is a duplicate case, the original case (case #1668043) has not yet been attended by Park Rangers.. Added on 31/08/2020 3 10 48 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 31/08/2020 3 09 00 PM.
Agent Finished Case Closed.
Closed date 2020-08-31 15 11 10.39
Duplicate Request
30 - Duplicate Request. . Resolved on 31/08/2020 3 09 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-08-31 15 14 49.24
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 1668078 created / updated at Monday, August 31, 2020 3 15 13 PM
Agent Finished Case Closed.
Closed date 2020-08-31 15 15 15.34
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID8667569
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668610 created / updated at Tuesday, September 01, 2020 9 46 53 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668610 created / updated at Tuesday, September 01, 2020 9 47 19 AM
Hansen Change in Comments Comments Rangers were unable to attend due to shortage of staff/prior requirements from senior management. Added on 02/09/2020 7 03 36 AM.
No Service Provided 11 - No Service Provided. . Resolved on 02/09/2020 7 03 00 AM.
Agent Finished Case Closed.
Closed date 2020-09-02 07 06 31.54
No Service Provided
11 - No Service Provided. . Resolved on 02/09/2020 7 03 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-09-02 07 09 49.703
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 1668610 created / updated at Wednesday, September 02, 2020 7 10 07 AM
Agent Finished Case Closed.
Closed date 2020-09-02 07 10 08.447
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID8671527
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668966 created / updated at Tuesday, September 01, 2020 4 57 39 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668966 created / updated at Tuesday, September 01, 2020 4 58 23 PM
Duplicate Request 30 - Duplicate Request. . Resolved on 01/09/2020 5 15 00 PM.
Hansen Change in Comments Comments . Added on 01/09/2020 5 15 20 PM.
Agent Finished Case Closed.
Closed date 2020-09-01 17 17 06.933
Duplicate Request
30 - Duplicate Request. . Resolved on 01/09/2020 5 15 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-09-01 17 19 49.99
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 1668966 created / updated at Tuesday, September 01, 2020 5 20 06 PM
Agent Finished Case Closed.
Closed date 2020-09-01 17 20 07.32
Back to previous status
Closing case after 'Add Event'

				Agent Created Case Public Stuff request id PSID8671706 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668993 created / updated at Tuesday, September 01, 2020 5 34 07 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668993 created / updated at Tuesday, September 01, 2020 5 34 17 PM Service Provided 10 - Service Provided. . Resolved on 03/09/2020 2 28 00 PM. Hansen Change in Comments Comments Rangers attended, spoke to the occupants of the tents, and was able to get the tents packed down without delay.. Added on 03/09/2020 2 29 00 PM. Agent Finished Case Closed. Closed date 2020-09-03 14 30 31.103 Service Provided 10 - Service Provided. . Resolved on 03/09/2020 2 28 00 PM.						
Homeless - Ranger Case	101014323091	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-04 00 59 17.347 Open311 Feedback Send Complete Status and Resolution Comment to PS case		
				6. Provide details There are now 5 structures and more furniture and garbage in the park. There have been multiple ambulances and police incidents... more garbage... more sound issues... the structures remained up for the whole day again, making it a very unwelcoming area for others. 7. Provide number of structures and tents 5+ app version 2.31 original address Grandview Park Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	PS Description Growing camp <p>PS# 8671706<p/><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273381%2C-123.070292&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature rOGCza3K6ExJbIUQYXNNf1cuXew '<p><a href 'http //www.publicstuff.com/request/view/8671706'>http //www.publicstuff.com/request/view/8671706<p/>	s.22(1)				
Homeless - Ranger Case	101014323091	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				1	9/1/2020 17 34	9/4/2020 1 15 PRB Homeless Issues
				2. How many people were seen 10 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) 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 3 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)(i) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park next to washrooms 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No						
Homeless - Ranger Case	101014323232	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue				1	9/1/2020 18 37	9/2/2020 7 06 PRB Homeless Issues
				2. How many people were seen 10 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) 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 3 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)(i) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park next to washrooms 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No				s. 22(1)	s. 22(1)	
				Agent Created Case Agent Updated Case Details Reallocated to queue PRB Homeless Issues						
				Hansen Service Case Created / Updated Hansen ServiceRequest Number 1669026 created / updated at Tuesday, September 01, 2020 6 37 44 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1669026 created / updated at Tuesday, September 01, 2020 6 38 14 PM Duplicate Request 30 - Duplicate Request. . Resolved on 02/09/2020 7 04 00 AM. Hansen Change in Comments Comments Duplicate case. Rangers have not yet attended. Added on 02/09/2020 7 04 57 AM. Agent Finished Case Closed. Closed date 2020-09-02 07 06 31.54 Duplicate Request 30 - Duplicate Request. . Resolved on 02/09/2020 7 04 00 AM.						

					Agent Created Case Public Stuff request id PSID8676295 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1669532 created / updated at Wednesday, September 02, 2020 2 21 00 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1669532 created / updated at Wednesday, September 02, 2020 2 21 41 PM Duplicate Request 30 - Duplicate Request. . Resolved on 02/09/2020 2 33 00 PM. Hansen Change in Comments Comments Duplicate case, Rangers have not yet attended. Added on 02/09/2020 2 33 48 PM. Agent Finished Case Closed. Closed date 2020-09-02 14 36 31.05 Duplicate Request 30 - Duplicate Request. . Resolved on 02/09/2020 2 33 00 PM.				
Homeless - Ranger Case	101014326076	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue					
				6. Provide details Nobody taking down their tents. Garbage and old furniture littering the park... why bother having any bylaws if you never enforce them? This group is expanding. Violence in increasing. More yelling and screaming. Hope you find housing for these people soon. Until then it would be great to see the city and parksboard manage the situation 7. Provide number of structures and tents 4 12. Park name Grandview 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 Tents/ garbage <p>PS# 8676295<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273272%2C-123.070448&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature tTflaHOqE2rzqQMduYlC6pY0zlU ' ><p/><a href 'http //www.publicstuff.com/request/view/8676295'>http //www.publicstuff.com/request/view/8676295<p/>	s.22(1)	1	9/2/2020 14 20	9/2/2020 14 40
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-02 14 39 50.42 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 1669532 created / updated at Wednesday, September 02, 2020 2 40 08 PM Agent Finished Case Closed. Closed date 2020-09-02 14 40 09.023 Back to previous status Closing case after 'Add Event'				
					Agent Created Case Public Stuff request id PSID8686180 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1670156 created / updated at Thursday, September 03, 2020 3 50 07 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1670156 created / updated at Thursday, September 03, 2020 3 50 32 PM Hansen Change in Comments Comments . Added on 06/09/2020 2 15 59 PM. No Service Provided 11 - No Service Provided. . Resolved on 06/09/2020 2 15 00 PM. Agent Finished Case Closed. Closed date 2020-09-06 14 18 32.383 No Service Provided 11 - No Service Provided. . Resolved on 06/09/2020 2 15 00 PM.				
Homeless - Ranger Case	101014330063	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue					
				6. Provide details Several tents, personal items including furniture and litter are constantly present in this park in the frontal/central area close to Commercial Drive. Open alcoholic beverages are also present being consumed 24 hours a day coupled with loud music, constant fighting, and drug use in the daytime in clear view of children and passers by. 7. Provide number of structures and tents 3 12. Park name Grandview 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 The encampment in GRANDVIEW PARK has started in March 2020 and continues to grow in this residential and commercial area. <p>PS# 8686180<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273683%2C-123.070409&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature sNdGvJV5jmKU-8x5_mCjIHl9nes ' ><p/><a href 'http //www.publicstuff.com/request/view/8686180'>http //www.publicstuff.com/request/view/8686180<p/>	No Name No Name (ps)	1	9/3/2020 15 49	9/6/2020 14 20
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-06 14 19 49.863 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 1670156 created / updated at Sunday, September 06, 2020 2 20 13 PM Agent Finished Case Closed. Closed date 2020-09-06 14 20 14.72 Back to previous status Closing case after 'Add Event'				
					Agent Created Case Public Stuff request id PSID8692773 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1670766 created / updated at Friday, September 04, 2020 5 33 16 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1670766 created / updated at Friday, September 04, 2020 5 34 16 PM Duplicate Request 30 - Duplicate Request. . Resolved on 04/09/2020 5 41 00 PM. Hansen Change in Comments Comments Grandview Park - 5 structures, park overrun with garbage and furniture - duplicate case see Hansen Case #1670156 and 1669913. Added on 04/09/2020 5 41 09 PM. Agent Finished Case Closed. Closed date 2020-09-04 17 42 32.047 Duplicate Request 30 - Duplicate Request. . Resolved on 04/09/2020 5 41 00 PM.				
Homeless - Ranger Case	101014333410	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue					
				6. Provide details 5 tents stayed up all day. Massive amounts of furniture have been brought to the park. The bylaws state that people can sleep overnight but must clean up by 7am. This area of the park is over run with garbage. The collection of furniture is now grown to many chairs and tables. Has the city tried to find them housing? Are the shelters full? Is the parksboard /city going to enforce the bylaws and clean up the garbage and junk furniture? 7. Provide number of structures and tents 5+ 12. Park name Grandview 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 Camp growing...garbage increasing... massive amount of furniture now in park <p>PS# 8692773<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273237%2C-123.070269&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 2lM2Mraob8LRXFC4u9mtGooF7sM ' ><p/><a href 'http //www.publicstuff.com/request/view/8692773'>http //www.publicstuff.com/request/view/8692773<p/>	s.22(1)	1	9/4/2020 17 32	9/4/2020 17 44
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-04 17 44 48.333 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 1670766 created / updated at Friday, September 04, 2020 5 44 58 PM Agent Finished Case Closed. Closed date 2020-09-04 17 44 59.003 Back to previous status Closing case after 'Add Event'				

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

					Agent Created Case Public Stuff request id PSID8721078 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673432 created / updated at Thursday, September 10, 2020 9 59 50 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673432 created / updated at Thursday, September 10, 2020 10 00 31 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673432 created / updated at Thursday, September 10, 2020 11 18 38 AM Service Provided 10 - Service Provided. Service Provided. . Resolved on 10/09/2020 2 27 00 PM. Agent Finished Case Closed. Closed date 2020-09-10 14 29 22.17 Service Provided 10 - Service Provided. Service Provided. . Resolved on 10/09/2020 2 27 00 PM.	
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-10 14 30 06.883 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 1673432 created / updated at Thursday, September 10, 2020 2 31 49 PM Agent Finished Case Closed. Closed date 2020-09-10 14 31 50.117 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101014347068	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue 6. Provide details Multiple tents in Park 7. Provide number of structures and tents 5+ app version 2.31 original address Grandview Park Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	2020/09/10 11 17 28 ~~~ Clarisse Ramos ~~~ Another citizen is reporting multiple tents are still up at Granview Park along with their belongings. s. 22(1) 
PS Description Just walked by and noticed many tents...<p>>PS# 8721078<p>>Click images below to expand<p>><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273355%2C-123.070476&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVvXic&signature lofrkMz9oykDTXyZpYgigmVakcM '><p>><a href 'http //www.publicstuff.com/request/view/8721078'>http //www.publicstuff.com/request/view/8721078<p>>	s. 22(1) s. 22(1) 1 9/10/2020 9 59 9/10/2020 14 31 PRB Homeless Issues
					Agent Created Case Public Stuff request id PSID8724981 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673871 created / updated at Thursday, September 10, 2020 6 50 05 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673871 created / updated at Thursday, September 10, 2020 6 50 25 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673871 created / updated at Thursday, September 10, 2020 9 37 14 PM Hansen Change in Comments Comments Sept 11 2020 - 2349hrs - Service provided by rangers. Added on 11/09/2020 11 54 09 PM. Service Provided 10 - Service Provided. . Resolved on 11/09/2020 11 53 00 PM. Agent Finished Case Closed. Closed date 2020-09-11 23 56 25.44 Service Provided 10 - Service Provided. . Resolved on 11/09/2020 11 53 00 PM.	
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-11 23 59 46.193 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Homeless - Ranger Case	101014349839	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue 6. Provide details 2 tents and a few piles of luggage 7. Provide number of structures and tents 2 app version 2.31 original address Grandview park Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	2020/09/10 21 36 55 ~~~ Janine Reed ~~~ Another citizen is reporting this new homeless camp in the park closer to Charles St under the bushes. She mentioned the large camp that was in the middle of the park was taken down earlier today but then a new one was set up.
PS# 8724981<p>>Click images below to expand<p>><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735663 317946%2C-123.07006303221&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVvXic&signature 8zQQZyAKZrFszG12_udM-L4UBfk '><p>><a href 'http //www.publicstuff.com/request/view/8724981'>http //www.public No Name No Name (ps)	1 9/10/2020 18 49 9/11/2020 23 59 PRB Homeless Issues
					Agent Created Case Public Stuff request id PSID8745752 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1675542 created / updated at Monday, September 14, 2020 5 07 55 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1675542 created / updated at Monday, September 14, 2020 5 08 35 PM Duplicate Request 30 - Duplicate Request. . Resolved on 15/09/2020 8 27 00 AM. Hansen Change in Comments Comments . Added on 15/09/2020 8 27 12 AM. Agent Finished Case Closed. Closed date 2020-09-15 08 29 22.14 Duplicate Request 30 - Duplicate Request. . Resolved on 15/09/2020 8 27 00 AM.	
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-15 08 29 47.64 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Homeless - Ranger Case	101014359610	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue 6. Provide details Tents remain up all day, lines strung in trees, piles of furniture, ?residents? urinating and defecating in the nearby laneway. Clearly some have mental health issues and need help. Some are violent. This camp needs to be cleaned out. Nobody is managing it. If you allow it you have to manage it. Why not encourage them to join the camp in strathcona? At least we there are not houses on 4 sides and it is much bigger... 7. Provide number of structures and tents 4 app version 2.31 original address Grandview Park Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	PS Description Issues at "camp" <p>>PS# 8745752<p>>Click images below to expand<p>><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273393%2C-123.070241&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVvXic&signature p4v_lwFffJvwDJEbAXk9REdywA '><p>><a href 'http //www.publicstuff.com/request/view/8745752'>http //www.public s.22(1)	1 9/14/2020 17 07 9/15/2020 8 30 PRB Homeless Issues

				1. Type of service Homeless Issue					Agent Created Case Public Stuff request id PSID8778135 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1677768 created / updated at Friday, September 18, 2020 10 13 39 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1677768 created / updated at Friday, September 18, 2020 10 14 14 PM Hansen Change in Comments Comments Grandview Park - 4 structures SE side - duplicate case see Hansen Case #1677677. Added on 18/09/2020 10 15 44 PM. Service Provided 10 - Service Provided. . Resolved on 18/09/2020 10 15 00 PM. Agent Finished Case Closed. Closed date 2020-09-18 22 17 24.79 Service Provided 10 - Service Provided. . Resolved on 18/09/2020 10 15 00 PM.		
									Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-18 22 19 46.21 Open311 Feedback Send Complete Status and Resolution Comment to PS case		
Homeless - Ranger Case	101014373917	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	6. Provide details People are camping in Grandview Park at the corner of Charles and Commercial. This problem is getting worse by the day. There are tents, used furniture and garbage in the park. It?s no longer a useable green space for the people who live and work here. Drug dealers openly work in the park, and in the past few months I?ve witnessed numerous assaults, threats, and incidents of public drunkeness. It?s rare for there to be a day where I don?t hear one of these campers or their visitors screaming ?fuck off? or ?I?ll kill you.? As you can imagine, this is not a pleasant environment. nnShelters are not contained to a 3 x 3m area, and they are not taken down in the mornings. This is a 24/7 problem and it?s not going away. The city needs to step up and actually enforce its bylaws. 7. Provide number of structures and tents 4 12. Park name Grandview park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown Homeless Issue	PS# 8778135<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896%2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 2XOttmn6VACzd_d6KM7a-5XTxgl ' '><p/><a href 'http //www.publicstuff.com/request/view/8778135'>http //www.public No Name No Name stuff.com/request/view/8778135<p/> (ps)	1	9/18/2020 22 13	9/18/2020 22 19	PRB Homeless Issues	
				2. How many people were seen 12 or more 3. Were there dogs present Yes 3.a. If yes, provide details (i.e. how many and did they appear vicious) Citizen saw 2-3 dogs. Citizen says he has seen the dogs be aggressive in the past. 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.) Citizen says he believes there is drug use but he hasn't seen any. Citizen says the transients are consuming liquor. 6. Provide any additional details Citizen says there are numerous transients at the corner of Charles and Commercial in the park. Citizen says they are taking over the park. 7. Indicate number of structures and/or tents at location 5+ 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)(0) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No							
Homeless - Ranger Case	101014374699	1255	COMMERCIAL DRIVE			s. 22(1) s. 22(1)	1	9/19/2020 14 08	9/20/2020 5 53	PRB Homeless Issues	

[illegible]

				<div>1. Type of service Homeless Issue</div> <div>2. How many people were seen 6</div> <div>3. Were there dogs present No</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious)</div> <div>4. Was there an interaction (did caller speak to homeless) No</div> <div>4.a. If yes, provide details</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.)</div> <div>6. Provide any additional details Caller is reporting the regular 3 tents in this park are not being taken down at all during the day. These same residents have been living in the park since March. He said there is no attempt to dismantle the tents during at 7am and there is not enough enforcement.</div> <div>7. Indicate number of structures and/or tents at location 3</div> <div>8. Description of belongings</div> <div>9. Provide date or approximate date of removal</div> <div>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)(0) do not give out number)</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park Not specified</div> <div>14. Neighbourhood Grandview-Woodland</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>s. 22(1)</div> <div>s. 22(1)</div>	1	9/26/2020 10 16	9/26/2020 14 41	PRB Homeless Issues	
Homeless - Ranger Case	101014395255	1255	COMMERCIAL DRIVE	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Homeless Issues</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1681381 created / updated at Saturday, September 26, 2020 10 20 04 AM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1681381 created / updated at Saturday, September 26, 2020 10 20 29 AM</div> <div>Hansen Change in Comments Comments Duplicate case refer to #1680816. Added on 26/09/2020 2 40 19 PM.</div> <div>Duplicate Request 30 - Duplicate Request. . Resolved on 26/09/2020 2 39 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-09-26 14 41 24.507</div> <div>Duplicate Request</div> <div>30 - Duplicate Request. . Resolved on 26/09/2020 2 39 00 PM.</div>						
				<div>1. Type of service Homeless Issue</div> <div>6. Provide details Tent city in the park. Police were here early this morning and I heard them say to a neighbor that they can?t remove the campers, Rangers need to. Even though there is drinking, drug use, noise violations, etc. What is this city coming to</div> <div>7. Provide number of structures and tents 5+</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park Unknown</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>2020/09/29 10 14 19 ~~~ Reza Sebti ~~~ Another Citizen called regarding this issue as well. They also expressed that the individuals are drinking in the park ciurrently.&#xD;&#xA;PS# 8835290<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJMiZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/8835290'>http //www.public No Name No Name stuff.com/request/view/8835290<p/></div>	No Name No Name (ps)	1	9/26/2020 10 16	9/26/2020 14 41	PRB Homeless Issues
Homeless - Ranger Case	101014395255	1255	COMMERCIAL DRIVE	<div>Agent Created Case</div> <div>Public Stuff request id PSID8835290</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682629 created / updated at Tuesday, September 29, 2020 8 26 52 AM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682629 created / updated at Tuesday, September 29, 2020 8 27 22 AM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682629 created / updated at Tuesday, September 29, 2020 10 15 18 AM</div> <div>Hansen Change in Comments Comments . Added on 29/09/2020 2 46 59 PM.</div> <div>Service Provided 10 - Service Provided. . Resolved on 29/09/2020 2 46 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-09-29 14 47 23.943</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 29/09/2020 2 46 00 PM.</div>						
				<div>1. Type of service Homeless Issue</div> <div>6. Provide details Tent city in the park. Police were here early this morning and I heard them say to a neighbor that they can?t remove the campers, Rangers need to. Even though there is drinking, drug use, noise violations, etc. What is this city coming to</div> <div>7. Provide number of structures and tents 5+</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park Unknown</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>2020/09/29 10 14 19 ~~~ Reza Sebti ~~~ Another Citizen called regarding this issue as well. They also expressed that the individuals are drinking in the park ciurrently.&#xD;&#xA;PS# 8835290<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJMiZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/8835290'>http //www.public No Name No Name stuff.com/request/view/8835290<p/></div>	No Name No Name (ps)	1	9/29/2020 8 26	9/29/2020 14 50	PRB Homeless Issues
Homeless - Ranger Case	101014402340	1255	COMMERCIAL DRIVE	<div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-09-29 14 50 10.697</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682629 created / updated at Tuesday, September 29, 2020 2 50 52 PM</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-09-29 14 50 53.86</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>						

Homeless - Ranger Case	101014406354	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue	2020/09/30 12 21 10 ~~~ Howard Ho ~~~ Another Citizen s. 22(1) is calling in about the same issue. A blue tent, 2 tarp structures at Grandview Park on the corner of Commercial Dr. and Charles St. 
	s. 22(1)	s. 22(1)	1	9/30/2020 8 36	9/30/2020 16 42	PRB Homeless Issues
				2. How many people were seen 9 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) Yes 4.a. If yes, provide details One individual is apparently intoxicated and is approaching children on their way to school. Citizen will call VPD regarding this individual. 5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.) none seen 6. Provide any additional details There is also garbage around the encampment. There are also people sleeping on benches in the middle of the park. There is also furniture around the encampment as well (small chairs and tables etc). 7. Indicate number of structures and/or tents at location 2 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 Grandview Park 13. Provide specific location in park Close to Charles and Commercial in the Park. Other people sleeping on benches in the middle of the park. 14. Neighbourhood Grandview-Woodland							
Homeless - Ranger Case	101014410051	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue		s. 22(1)	s. 22(1)	1	9/30/2020 18 18	9/30/2020 18 27	PRB Homeless Issues
				2. How many people were seen 15-20 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) Yes 4.a. If yes, provide details Caller walked by and was confronted with homeless throwing garbage into the street narrowly missing him. He asked them why they were throwing at him they just replied don't worry about it not throwing at you. 5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.) 6. Provide any additional details Many of the individuals are being belligerent and aggressive. 7. Indicate number of structures and/or tents at location 3 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 Grandview Park 13. Provide specific location in park S/E Corner of park 14. Neighbourhood Grandview-Woodland 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 1683207 created / updated at Wednesday, September 30, 2020 8 42 49 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1683207 created / updated at Wednesday, September 30, 2020 8 43 24 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1683207 created / updated at Wednesday, September 30, 2020 12 22 26 PM
Hansen Change in Comments Comments Grandview Park - structures, intoxicated person approaching kids on their way to school - duplicate case see Hansen Case #1683437. Added on 30/09/2020 4 39 30 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 30/09/2020 4 39 00 PM.
Agent Finished Case Closed.
Closed date 2020-09-30 16 42 09.81
Duplicate Request
30 - Duplicate Request. . Resolved on 30/09/2020 4 39 00 PM.

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

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1683708 created / updated at Wednesday, September 30, 2020 6 23 07 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1683708 created / updated at Wednesday, September 30, 2020 6 23 33 PM
Duplicate Request 30 - Duplicate Request. . Resolved on 30/09/2020 6 26 00 PM.
Hansen Change in Comments Comments Grandview Park - 3 structures, people throwing trash into the street narrowly missing person walking by - duplicate case see Hansen Case #1683437. Added on 30/09/2020 6 26 56 PM.
Agent Finished Case Closed.
Closed date 2020-09-30 18 27 11.247
Duplicate Request
30 - Duplicate Request. . Resolved on 30/09/2020 6 26 00 PM.

[illegible]

Homeless - Ranger Case	101014443182	1255	COMMERCIAL DRIVE	<div>1. Type of service Homeless Issue</div> <div>2. How many people were seen 3</div> <div>3. Were there dogs present Unknown</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious)</div> <div>4. Was there an interaction (did caller speak to homeless) No</div> <div>4.a. If yes, provide details</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.)</div> <div>6. Provide any additional details 3 tents in SE section of park. Encampment has a lot of mess and personal belongings surrounding the area. People in encampment here have unplugged lighting used on three trees during the evening.</div> <div>7. Indicate number of structures and/or tents at location 2</div> <div>8. Description of belongings</div> <div>9. Provide date or approximate date of removal</div> <div>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)</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park SE section of park</div> <div>14. Neighbourhood Grandview-Woodland</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>S. 22(1)</div> <div>S. 22(1)</div>	1	10/14/2020 9 01	10/14/2020 10 42	PRB Homeless Issues
				<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Homeless Issues</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1689846 created / updated at Wednesday, October 14, 2020 9 03 28 AM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1689846 created / updated at Wednesday, October 14, 2020 9 04 14 AM</div> <div>Service Provided 10 - Service Provided. . Resolved on 14/10/2020 10 41 00 AM.</div> <div>Hansen Change in Comments Comments . Added on 14/10/2020 10 41 44 AM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-14 10 42 11.157</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 14/10/2020 10 41 00 AM.</div>					
Homeless - Ranger Case	101014444684	1255	COMMERCIAL DRIVE	<div>1. Type of service Homeless Issue</div> <div>2. How many people were seen 7 living there, at the moment 15+ seen</div> <div>3. Were there dogs present Yes</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious) One dog, not vicious</div> <div>4. Was there an interaction (did caller speak to homeless) Yes</div> <div>4.a. If yes, provide details Casual "hi" passing by and asked when they are leaving.</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.) Viewed small hand saw/machete?</div> <div>6. Provide any additional details S. 22(1) made a report this morning, park rangers and VPD were on-site instructing the transients to remove items. They did take away some items but since started to bring them back along with additional items. 3 tents still there flattened but does not appear they will be moving along anytime soon. There are 17 individuals there at the moment seen drinking. This encampment has been there since March and local residents and school are anticipating their movement.</div> <div>7. Indicate number of structures and/or tents at location 3</div> <div>8. Description of belongings</div> <div>9. Provide date or approximate date of removal</div> <div>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)</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park</div>	<div>S. 22(1)</div> <div>S. 22(1)</div>	1	10/14/2020 13 06	10/14/2020 20 21	PRB Homeless Issues
				<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Homeless Issues</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1690064 created / updated at Wednesday, October 14, 2020 1 16 30 PM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1690064 created / updated at Wednesday, October 14, 2020 1 17 24 PM</div> <div>Service Provided 10 - Service Provided. . Resolved on 14/10/2020 8 19 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-14 20 21 09.183</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 14/10/2020 8 19 00 PM.</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Change in Comments Comments . Added on 14/10/2020 8 19 25 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-14 20 21 11.993</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>					

					Agent Created Case Public Stuff request id PSID8945553 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1692021 created / updated at Sunday, October 18, 2020 8 12 44 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1692021 created / updated at Sunday, October 18, 2020 8 13 24 PM Duplicate Request 30 - Duplicate Request. . Resolved on 18/10/2020 11 20 00 PM. Hansen Change in Comments Comments . Added on 18/10/2020 11 20 59 PM. Agent Finished Case Closed. Closed date 2020-10-18 23 21 09.35 Duplicate Request 30 - Duplicate Request. . Resolved on 18/10/2020 11 20 00 PM.	
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-10-18 23 24 50.4 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 1692021 created / updated at Sunday, October 18, 2020 11 25 18 PM Agent Finished Case Closed. Closed date 2020-10-18 23 25 19.973 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101014455478	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue 6. Provide details There are people residing in tents and accumulating their belongings in Grandview Park. The community doesn't feel the same and I personally feel less comfortable enjoying the public park space. The city needs to do something. 7. Provide number of structures and tents 4 12. Park name Grandview Park 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 Grandview Park Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	PS# 8945553<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896 %2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 2XOttmn6VACzd_d6KM7a-5XTxgl ' '><p/><a href 'http //www.publicstuff.com/request/view/8945553'>http //www.public No Name No Name (ps) 1 10/18/2020 20 12 10/18/2020 23 25 PRB Homeless Issues	
					Agent Created Case Public Stuff request id PSID8975668 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1694086 created / updated at Thursday, October 22, 2020 5 09 53 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1694086 created / updated at Thursday, October 22, 2020 5 10 13 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1694086 created / updated at Friday, October 23, 2020 9 37 29 AM Hansen Change in Comments Comments . Added on 24/10/2020 2 35 56 PM. Service Provided 10 - Service Provided. . Resolved on 24/10/2020 2 35 00 PM. Agent Finished Case Closed. Closed date 2020-10-24 14 38 17.837 Service Provided 10 - Service Provided. . Resolved on 24/10/2020 2 35 00 PM.	
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-10-24 14 39 45.817 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Homeless - Ranger Case	101014488144	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue 6. Provide details Camp is growing. More and more tents. Rangers came the other day and the campers took down the tents and then as soon as rangers left they put them all back up and added more. This is not a great place for campers. There is endless problems- drugs, violence, drinking, garbage, feces etc... why is this allowed to continue? 7. Provide number of structures and tents 5+ 12. Park name Grandview Park 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 Grandview Park Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	2020/10/23 09 36 42 ~~~ Clarisse Ramos ~~~ Another citizen is reporting the 3 tents on Commercial and Charles St at the parkJ;
PS Description Growing camp <p/>PS# 8975668<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273235% 2C-123.070313&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature HBd8N7Qb2n7BMojJB4VUFLB8TK4 ' '><p/><a href 'http //www.publicstuff.com/request/view/8975668'>http //www.public stuff.com/request/view/8975668<a><p/> s.22(1) 1 10/22/2020 17 09 10/24/2020 14 39 PRB Homeless Issues	
					Agent Created Case Public Stuff request id PSID8985141 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1694812 created / updated at Sunday, October 25, 2020 8 00 15 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1694812 created / updated at Sunday, October 25, 2020 8 01 15 AM Duplicate Request 30 - Duplicate Request. . Resolved on 25/10/2020 8 18 00 AM. Agent Finished Case Closed. Closed date 2020-10-25 08 20 19.963 Duplicate Request 30 - Duplicate Request. . Resolved on 25/10/2020 8 18 00 AM.	
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments Comments Duplicate case. Rangers have not yet attended. Added on 25/10/2020 8 18 34 AM. Agent Finished Case Closed. Closed date 2020-10-25 08 20 22.26 Back to previous status Closing case after 'Add Event'	
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-10-25 08 24 48.063 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Homeless - Ranger Case	101014492967	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue 6. Provide details Please move this encampment. Very big, lots of garbage, close to path. I don?t feel safe walking through this park anymore 7. Provide number of structures and tents 5+ 12. Park name Grandview park 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 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	PS# 8985141<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_320efeee7fe0afb a3d51c1ffa758f159'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519% 2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXED09A7TJjMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/8985141'>http //www.public No Name No Name (ps) 1 10/25/2020 8 00 10/25/2020 8 25 PRB Homeless Issues	

[illegible]

				1. Type of service Homeless Issue								Agent Created Case Public Stuff request id PSID9013712 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1697025 created / updated at Thursday, October 29, 2020 5 06 11 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1697025 created / updated at Thursday, October 29, 2020 5 06 21 PM Duplicate Request 30 - Duplicate Request. . Resolved on 30/10/2020 2 15 00 PM. Hansen Change in Comments Comments . Added on 30/10/2020 2 15 33 PM. Agent Finished Case Closed. Closed date 2020-10-30 14 17 18.98 Duplicate Request 30 - Duplicate Request. . Resolved on 30/10/2020 2 15 00 PM.	
				6. Provide details Woman that has a home and others that were camping in the park are still there. Police and Rangers gave them warning and removed them. Their stuff is now under a tarp at the cenotaph along with other piles of garbage. They were there all last night, yelling and drinking etc... from what the police and rangers told us, they have homes. Enforce the laws and clean this area up please. We have had this going for 6 months. We are so tired of it. The yelling, screaming, drunken and drug filled days and nights... WHY IS THIS ALLOWED ??!!????!!?								Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-10-30 14 19 52.47 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Homeless - Ranger Case	101014506944	1255	COMMERCIAL DRIVE	app version 2.31		PS Description They are still there drinking, smoking and yelling... <p/>PS# 9013712<p/>Click images below to expand<p/><a href \$. 22(1) s. 22(1) s. 22(1) s. 22(1) alt 'imageurl' width '300' height '300'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273312%2C-123.070113&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 6a9ozvgPPmOl5pmev7xe-tTh3J8 '><p/><a href 'http //www.publicstuff.com/request/view/9013712'>http //www.publicstuff.com/request/view/9013712<p/>s.22(1)					1 10/29/2020 17 06 10/30/2020 14 20 PRB Homeless Issues		
				original address	Grandview Park								
				Grandview Park alias	Grandview Park								
				GRANDVIEW PARK	Unknown								
				full 1255	15. (Don't ask, just record - did caller indicate they want a call back?)								
				COMMERCIAL DR,	Unknown								
				VANCOUVER, BC									
				1. Type of service Homeless Issue									
				2. How many people were seen 2									
				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.) None seen									
				6. Provide any additional details Citizen reporting that there is one tarped makeshift structure in the SE corner of the park (close to intersection of Charles and Commercial). Citizen saw 2 people earlier. Citizen is unsure if they are there currently.									
				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)(i) do not give out number)													
11. Provide VPD incident number (if available)													
12. Park name Grandview Park													
13. Provide specific location in park SE Corner close to Commercial and Charles.													
14. Neighbourhood Grandview-Woodland													
15. (Don't ask, just record - did caller indicate they want a call back?) Unknown													
Homeless - Ranger Case	101014507694	1255	COMMERCIAL DRIVE			s. 22(1)	s. 22(1)	1	10/30/2020 9 55	10/30/2020 14 20	PRB Homeless Issues		

Homeless - Ranger Case	101014507722	1255	COMMERCIAL DRIVE	<div>1. Type of service Homeless Issue</div> <div>2. How many people were seen 1</div> <div>3. Were there dogs present No</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious)</div> <div>4. Was there an interaction (did caller speak to homeless) No</div> <div>4.a. If yes, provide details</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.)</div> <div>6. Provide any additional details Caller is concerned for the one individual sleeping near the cenotaph and would like to have the outreach team connect with this person. Caller was also informed that there is a 25m buffer from war memorials where shelters are not allowed to be set up and would like to see part of the bylaw enforced.</div> <div>7. Indicate number of structures and/or tents at location 1</div> <div>8. Description of belongings</div> <div>9. Provide date or approximate date of removal</div> <div>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)</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview</div> <div>13. Provide specific location in park by the cenotaph.</div> <div>14. Neighbourhood Grandview-Woodland</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) No</div>	S. 22(1)	S. 22(1)	1	10/30/2020 9 59	10/30/2020 14 20	PRB Homeless Issues
				<div>1. Type of service Homeless Issue</div> <div>2. How many people were seen 2</div> <div>3. Were there dogs present No</div> <div>3.a. If yes, provide details (i.e. how many and did they appear vicious)</div> <div>4. Was there an interaction (did caller speak to homeless) No</div> <div>4.a. If yes, provide details</div> <div>5. Provide details on any hazards present (i.e. weapons, drug paraphernalia, dangerous animals, etc.) unkown</div> <div>6. Provide any additional details SE corner of the Park close to Commercial Drive tarp covering items and there are two people living in it and garbage all over the place and VPD also attended last night.</div> <div>7. Indicate number of structures and/or tents at location 1</div> <div>8. Description of belongings</div> <div>9. Provide date or approximate date of removal</div> <div>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)</div> <div>11. Provide VPD incident number (if available)</div> <div>12. Park name Grandview Park</div> <div>13. Provide specific location in park 1255 Commercial Drive</div> <div>14. Neighbourhood Grandview-Woodland</div> <div>15. (Don't ask, just record - did caller indicate they want a call back?) No</div>	S. 22(1)	S. 22(1)	1	11/2/2020 8 24	11/2/2020 8 35	PRB Homeless Issues

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

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1697200 created / updated at Friday, October 30, 2020 10 06 47 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1697200 created / updated at Friday, October 30, 2020 10 07 18 AM
Duplicate Request 30 - Duplicate Request. . Resolved on 30/10/2020 2 19 00 PM.
Hansen Change in Comments Comments . Added on 30/10/2020 2 19 28 PM.
Agent Finished Case Closed.
Closed date 2020-10-30 14 20 19.273
Duplicate Request
30 - Duplicate Request. . Resolved on 30/10/2020 2 19 00 PM.

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

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1698206 created / updated at Monday, November 02, 2020 8 26 55 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1698206 created / updated at Monday, November 02, 2020 8 27 14 AM
Hansen Change in Comments Comments . Added on 02/11/2020 8 32 54 AM.
Duplicate Request 30 - Duplicate Request. . Resolved on 02/11/2020 8 32 00 AM.
Agent Finished Case Closed.
Closed date 2020-11-02 08 35 18.01
Duplicate Request
30 - Duplicate Request. . Resolved on 02/11/2020 8 32 00 AM.

[illegible]

Homeless - Ranger Case	101014846616	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue	s. 22(1)	s. 22(1)	1	3/5/2021 7 52	3/5/2021 14 13	PRB Homeless Issues	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Homeless Issues	
				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 One tent behind the washroom close to the corner of William and Commercial Dr. 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)(0) do not give out number) 11. Provide VPD incident number (if available) 12. Park name Grandview Park 13. Provide specific location in park N/E corner. 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?) No							Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750414 created / updated at Friday, March 05, 2021 7 54 16 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750414 created / updated at Friday, March 05, 2021 7 55 21 AM Service Provided 10 - Service Provided. . Resolved on 2021-03-05 2 09 00 PM. Hansen Change in Comments Comments 2/27/2021 -- 1015 hrs -- Rangers PRASAD A. and NDAYISENGA attended Grandview Park at 0955 hrs for a report of a tent/structure in the park. Service provided.. Added on 2021-03-05 2 11 22 PM. Agent Finished Case Closed. Closed date 2021-03-05 14 13 19.603 Service Provided 10 - Service Provided. . Resolved on 2021-03-05 2 09 00 PM.	
Homeless - Ranger Case	101014846720	1255	COMMERCIAL DRIVE	1. Type of service Homeless Issue	s.22(1)		1	3/5/2021 8 38	3/5/2021 12 05	PRB Homeless Issues	Agent Created Case Public Stuff request id PSID9656722 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750432 created / updated at Friday, March 05, 2021 8 38 26 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750432 created / updated at Friday, March 05, 2021 8 39 21 AM Hansen Change in Comments Comments Service Provided.. Added on 2021-03-05 11 55 58 AM. Duplicate Request 30 - Duplicate Request. . Resolved on 2021-03-05 11 55 00 AM. Agent Finished Case Closed. Closed date 2021-03-05 11 58 21.383 Duplicate Request 30 - Duplicate Request. . Resolved on 2021-03-05 11 55 00 AM.	
				6. Provide details Start of ?homeless? season in Grandview Park where people with homes come and party for the summer 7. Provide number of structures and tents 1 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown							Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-03-05 12 04 51.71 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Homeless - Ranger Case	101014846720	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	PS Description A tent has appeared in the park over by the toilets. It's remaining up past when the law says it should be taken down. Please have the parksboard remove this tent and let the campers know this is not a place to live. Services are available in strathcona park and they can get on a housing list. These are regular campers (they come every year) and attract others. Last year the city left a camp to grow. As it turned out everyone has housing but one person. They are using the city's change in bylaws to party and drink in the park. We can't have this disaster ruin the park for another year...<p>PS# 9656722<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273457%2C-123.070166&size 600x300&key AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hk1UVvXic&signature xCptoTA7EQmjFNRdjWB-t3bBtRY ' ><p><a href 'http //www.publicstuff.com/request/view/9656722'>http //www.publicstuff.com/request/view/9656722<p>	s.22(1)		1	3/5/2021 8 38	3/5/2021 12 05	PRB Homeless Issues	Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750432 created / updated at Friday, March 05, 2021 12 05 02 PM Agent Finished Case Closed. Closed date 2021-03-05 12 05 03.207 Back to previous status Closing case after 'Add Event'

				1. Type of service Homeless Issue						Agent Created Case Public Stuff request id PSID9774997 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1758541 created / updated at Friday, March 26, 2021 12 10 18 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1758541 created / updated at Friday, March 26, 2021 12 16 54 AM Hansen Change in Comments Comments Service provided.. Added on 2021-03-26 9 54 49 PM. Service Provided 10 - Service Provided. . Resolved on 2021-03-26 9 54 00 PM. Agent Finished Case Closed. Closed date 2021-03-26 21 55 18.517 Service Provided 10 - Service Provided. . Resolved on 2021-03-26 9 54 00 PM.					
				6. Provide details Please stop this before it gets out of hand. Very frustrating to be woken up by people yelling at all hours. Especially when they have		PS Description Intoxicated people yelling/ sleeping/ partying by the toilet block in Grandview Park <p>PS# 9774997<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273399%2C-123.069901&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature R1ObwCuyyRLWIFmH6klyvcHkhk0 '><p/><a href 'http //www.publicstuff.com/request/view/9774997'>http //www.publicstuff.com/request/view/9774997<p/>		s.22(1)		1 3/26/2021 0 09 3/26/2021 21 59 PRB Homeless Issues		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-03-26 21 59 48.85 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 1758541 created / updated at Friday, March 26, 2021 9 59 53 PM Agent Finished Case Closed. Closed date 2021-03-26 21 59 53.993 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101014899205	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC											
				1. Type of service Homeless Issue										Agent Created Case Public Stuff request id PSID9885465 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1766649 created / updated at Wednesday, April 14, 2021 11 11 26 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1766649 created / updated at Wednesday, April 14, 2021 11 12 19 PM Service Provided 10 - Service Provided. . Resolved on 2021-04-15 1 41 00 PM. Hansen Change in Comments Comments Rangers attended and dealt with the issue. Added on 2021-04-15 1 41 27 PM. Agent Finished Case Closed. Closed date 2021-04-15 13 42 58.46 Service Provided 10 - Service Provided. . Resolved on 2021-04-15 1 41 00 PM.	
				6. Provide details Many people sleeping in the park by the toilets		PS Description "Campers" have arrived <p>PS# 9885465<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27336%2C-123.070227&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature XgZff0-L8zK9-qmgDYWYCOT0pA '><p/><a href 'http //www.publicstuff.com/request/view/9885465'>http //www.publicstuff.com/request/view/9885465<p/>		s.22(1)		1 4/14/2021 23 11 4/15/2021 14 02 PRB Homeless Issues		Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-04-15 14 00 28.15 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 1766649 created / updated at Thursday, April 15, 2021 2 02 31 PM Agent Finished Case Closed. Closed date 2021-04-15 14 02 31.933 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101014948771	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC											

[illegible]

				<div>Agent Created Case Public Stuff request id PSID9992262 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1775968 created / updated at Tuesday, May 04, 2021 7 18 22 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1775968 created / updated at Tuesday, May 04, 2021 7 19 21 AM Hansen Change in Comments Comments . Added on 2021-05-04 1 26 40 PM. Service Provided 10 - Service Provided. . Resolved on 2021-05-04 1 26 00 PM. Agent Finished Case Closed. Closed date 2021-05-04 13 33 13.183 Service Provided 10 - Service Provided. . Resolved on 2021-05-04 1 26 00 PM.</div>								
				<div>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-04 13 34 48.067 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>								
				<div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1775968 created / updated at Tuesday, May 04, 2021 1 34 56 PM Agent Finished Case Closed. Closed date 2021-05-04 13 34 57.033 Back to previous status Closing case after 'Add Event'</div>								
Homeless - Ranger Case	101014997714	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue 6. Provide details 10 people camped by the toilets with tarps, a tent, a full size bbq, constant drinking and smoking and early morning noise (yelling from 6 30 am) garbage everywhere 7. Provide number of structures and tents 1 12. Park name Grandview 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 10 people camped by the toilets <p>PS# 9992262<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273601%2C-123.070034&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature -0lNVsmNKYQrBjIcEnwdxELriec '><p><a href 'http //www.publicstuff.com/request/view/9992262'>http //www.publicstuff.com/request/view/9992262<p>	s.22(1)	1	5/4/2021 7 18	5/4/2021 13 34	PRB Homeless Issues	
				<div>1. Type of service Homeless Issue 2. How many people were seen 6 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.) None known 6. Provide any additional details Citizen said last night there were 4 tents set up in the park at 11PM. Citizen said today there are bunch of personal belongings spread out by the washrooms, including furniture. Citizen said there are currently 6 people there and suspects tents will be set up again tonight. She concerned that this will become larger like Strathcona Park, if it's not kept on top of. 7. Indicate number of structures and/or tents at location 0 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 Grandview Park 13. Provide specific location in park Near the washrooms 14. Neighbourhood Grandview-Woodland 15. (Don't ask, just record - did caller indicate they want a call back?)</div>								
Homeless - Ranger Case	101015003358	1255	COMMERCIAL DRIVE			s. 22(1)	s. 22(1)	1	5/5/2021 16 22	5/9/2021 7 45	PRB Homeless Issues	
				<div>Agent Created Case Public Stuff request id PSID10006569 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777025 created / updated at Thursday, May 06, 2021 7 32 09 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777025 created / updated at Thursday, May 06, 2021 7 32 24 AM Hansen Change in Comments Comments . Added on 2021-05-06 9 22 18 AM. Alternate Service Required 15 - Alternate Service Required. . Resolved on 2021-05-06 9 22 00 AM. Agent Finished Case Closed. Closed date 2021-05-06 09 24 54.533 Alternate Service Required 15 - Alternate Service Required. . Resolved on 2021-05-06 9 22 00 AM.</div>								
				<div>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-06 09 29 54.24 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>								
				<div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777025 created / updated at Thursday, May 06, 2021 9 30 21 AM Agent Finished Case Closed. Closed date 2021-05-06 09 30 21.423 Back to previous status Closing case after 'Add Event'</div>								
Homeless - Ranger Case	101015003949	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Homeless Issue 6. Provide details Becoming like Strathcona Park 7. Provide number of structures and tents 3 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 10006569<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_2ae5be2d9dfd0ce77b9cf0d44723724a'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' g src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' alt 'mapurl' width '300' height '300'><p><a href 'http //www.publicstuff.com/request/view/10006569'>http //www.publi No Name No Name (ps)			1	5/6/2021 7 32	5/6/2021 9 30	PRB Homeless Issues

				1. Type of service Homeless Issue					Agent Created Case Public Stuff request id PSID10013178 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777556 created / updated at Friday, May 07, 2021 7 53 35 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777556 created / updated at Friday, May 07, 2021 7 54 30 AM Service Provided 10 - Service Provided. . Resolved on 2021-05-07 2 54 00 PM. Agent Finished Case Closed. Closed date 2021-05-07 14 54 53.303 Service Provided 10 - Service Provided. . Resolved on 2021-05-07 2 54 00 PM.											
				6. Provide details Tents up, bbq, drinking, smoking in a public park, constant yelling, dogs off leash, 8 current people there. Urination in the laneway has increased again. Garbage everywhere 7. Provide number of structures and tents 2 12. Park name Grandview 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 Encampment <p>PS# 10013178<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/10013178'>http //www.publi				s.22(1)				1	5/7/2021 7 53	5/7/2021 14 59	PRB Homeless Issues				
												Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-07 14 59 46.817 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 1777556 created / updated at Friday, May 07, 2021 2 59 55 PM Agent Finished Case Closed. Closed date 2021-05-07 14 59 54.33 Back to previous status Closing case after 'Add Event'								
				1. Type of service Homeless Issue					Agent Created Case Public Stuff request id PSID10024465 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1778710 created / updated at Monday, May 10, 2021 8 21 04 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1778710 created / updated at Monday, May 10, 2021 8 22 14 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1778710 created / updated at Monday, May 10, 2021 8 29 20 AM Duplicate Request 30 - Duplicate Request. . Resolved on 2021-05-10 8 35 00 AM. Hansen Change in Comments Comments Duplicate case. Rangers have not yet attended. Added on 2021-05-10 8 36 08 AM. Agent Finished Case Closed. Closed date 2021-05-10 08 36 54.667 Duplicate Request 30 - Duplicate Request. . Resolved on 2021-05-10 8 35 00 AM.											
				6. Provide details Encampment 7. Provide number of structures and tents 3 12. Park name Grandview Park 13. Provide specific location in park Unknown 15. (Don't ask, just record - did caller indicate they want a call back?) Unknown	2021/05/10 08 28 07 ~~~ Karen Genge ~~~ s. 22(1) Iso called to report the homelessness issue in Grandview Park. He said there are still 2 tents set up and approx. 10 people set up in addition to the tents with their personal belongings spread out including bbq's. Citizen said that they are located close to the washroom structure and spread out close to the playground area. s. 22(1) phone number is s. 22(1) if needed. He was not aware of any visible hazards at time of call. He mentioned that he thought some of them might be drunk. 
 PS# 10024465<p>Click images below to expand<p><a href s. 22(1) <p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/10024465'>http //www.publi				No Name No Name (ps)				1	5/10/2021 8 20	5/10/2021 8 40	PRB Homeless Issues				
												Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-10 08 39 50.673 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 1778710 created / updated at Monday, May 10, 2021 8 40 16 AM Agent Finished Case Closed. Closed date 2021-05-10 08 40 17.123 Back to previous status Closing case after 'Add Event'								
				1. Type of service Homeless Issue					2021/05/10 19 13 00 ~~~ Janine Reed ~~~ s. 22(1) called in to follow up. He is extremely frustrated with the lack of visi nforcement of the numerous bylaw violations. He would like a phone call back to discuss a plan for ensuring this park remains clean and respected all summer. 
 PS Description Partying / camp in the park <p>PS# 10029615<p>Click images below to expand<p><a href s. 22(1) ><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273291%2C-123.070134&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYXic&signature fFb1t4YDN6qzOR4Qm3CDVXI_w_E '><p><a href 'http //www.publicstuff.com/request/view/10029615'>http //www.publi				s.22(1)				1	5/10/2021 18 41		PRB Homeless Issues
				app version 2.31 original address 1657 Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC									Agent Created Case Public Stuff request id PSID10029615 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779152 created / updated at Monday, May 10, 2021 6 42 13 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779152 created / updated at Monday, May 10, 2021 6 43 14 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779152 created / updated at Monday, May 10, 2021 7 13 21 PM							

Homeless - Ranger Case	101015015714	1255	COMMERCIAL DRIVE	app version 2.31	1. Type of service	PS# 10031380<p/>Click images below to expand<p/><a href 'https //d17aqltn7cibhm.cloudfront.net/uploads/large_6f628f6ae408d9df546aaa1a923fe6e1'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/10031380'>http //www.publi No Name No Name (ps)	1	5/11/2021 7 34	5/11/2021 11 00	PRB Homeless Issues	
				original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	Homeless Issue						
Homeless - Ranger Case	101015015732	1255	COMMERCIAL DRIVE		2. How many people were seen			1	5/11/2021 7 48	5/11/2021 12 06	PRB Homeless Issues
					6-15						
					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.)						
					N/A (did not get close enough to see).						
					6. Provide any additional details						
					Citizen reporting that there are 2 tents set up next to the bathrooms in the park. Citizen expressed that the encampments are going up every night and coming down every day but they are still very disruptive. Citizen expressed that the individuals at the encampment are very loud and disruptive at night(drinking and partying). Citizen expressed that their belongings are also left in the park during the day(10 feet by 20 feet next to the washroom) as well (which is an eyesore). Citizen attempted to call VPD regarding the drinking/noise in park but VPD told them that they will not issue tickets to people in parks for public drinking/noise in parks(as per Parks Board Request).						
					7. Indicate number of structures and/or tents at location						
					2						
					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						
					Grandview Park						
					13. Provide specific location in park						

Agent Created Case
Public Stuff request id PSID10031380
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779247 created / updated at Tuesday, May 11, 2021 7 34 49 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779247 created / updated at Tuesday, May 11, 2021 7 35 19 AM
Hansen Change in Comments Comments . Added on 2021-05-11 10 54 29 AM.
Service Provided 10 - Service Provided. . Resolved on 2021-05-11 10 54 00 AM.
Agent Finished Case Closed.
Closed date 2021-05-11 10 54 55.333
Service Provided
10 - Service Provided. . Resolved on 2021-05-11 10 54 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2021-05-11 10 59 53.827
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 1779247 created / updated at Tuesday, May 11, 2021 11 00 10 AM
Agent Finished Case Closed.
Closed date 2021-05-11 11 00 10.967
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 1779254 created / updated at Tuesday, May 11, 2021 8 02 32 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779254 created / updated at Tuesday, May 11, 2021 8 03 11 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779254 created / updated at Tuesday, May 11, 2021 8 12 52 AM
Service Provided 10 - Service Provided. . Resolved on 2021-05-11 12 06 00 PM.
Hansen Change in Comments Comments . Added on 2021-05-11 12 06 22 PM.
Agent Finished Case Closed.
Closed date 2021-05-11 12 06 53.84
Service Provided
10 - Service Provided. . Resolved on 2021-05-11 12 06 00 PM.

				Agent Created Case Public Stuff request id PSID5537454 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1406639 created / updated at Saturday, February 02, 2019 9 01 44 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1406639 created / updated at Saturday, February 02, 2019 9 02 14 PM Hansen Change in Comments Comments Vancouver Parks Rangers have received your request and resolved the concern. Thank you for helping us improve our city through VanConnect.. Added on 04/02/2019 10 44 10 AM. Service Provided 10 - Service Provided. . Resolved on 04/02/2019 10 44 00 AM. Agent Finished Case Closed. Closed date 2019-02-04 10 46 21.71 Service Provided 10 - Service Provided. . Resolved on 04/02/2019 10 44 00 AM.							
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-02-04 10 50 08.933 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 1406639 created / updated at Monday, February 04, 2019 10 50 52 AM Agent Finished Case Closed. Closed date 2019-02-04 10 50 53.6 Back to previous status Closing case after 'Add Event'							
				Agent Created Case Public Stuff request id PSID5570447 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1409514 created / updated at Sunday, February 10, 2019 4 48 04 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1409514 created / updated at Sunday, February 10, 2019 4 48 13 PM Hansen Change in Comments Comments Rangers attended every sunday and educated the vendors. Added on 24/05/2019 1 08 48 PM. Service Provided 10 - Service Provided. . Resolved on 24/05/2019 1 07 00 PM. Agent Finished Case Closed. Closed date 2019-05-24 13 10 39.037 Service Provided 10 - Service Provided. . Resolved on 24/05/2019 1 07 00 PM.							
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-05-24 13 14 50.153 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 1409514 created / updated at Friday, May 24, 2019 1 14 56 PM Agent Finished Case Closed. Closed date 2019-05-24 13 14 57.8 Back to previous status Closing case after 'Add Event'							
				Agent Created Case Public Stuff request id PSID5604538 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1412673 created / updated at Monday, February 18, 2019 11 34 32 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1412673 created / updated at Monday, February 18, 2019 11 35 21 AM Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 18/02/2019 11 44 00 AM. Hansen Change in Comments Comments Please forward to appropriate department . Added on 18/02/2019 11 44 50 AM. Agent Finished Case Closed. Closed date 2019-02-18 11 46 21.113 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 18/02/2019 11 44 00 AM.							
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-02-18 11 49 51.853 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 1412673 created / updated at Monday, February 18, 2019 11 50 03 AM Agent Finished Case Closed. Closed date 2019-02-18 11 50 04.34 Back to previous status Closing case after 'Add Event'							
Parks - Ranger Case	101012472363	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details The toilet is plugged in one of the washrooms. Can Rangers lock the washrooms until maintenance crews can attend to resolve the issue 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description COV security called this in<p/>PS# 5537454<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/5537454'>http //www.publicstuff.com/request/view/5537454<p/>	No Name No Name (ps)	1	2/2/2019 21 01	2/4/2019 10 50	PRB Park Ranger
				1. Type of service Noise Complaint 3. Provide details The ?free market? comes every few weeks and spreads out their stuff all over the cenotaph. Last time they lit a FIRE. This week they set up speaker stands and mic?s and played loud music and ?sang? They are disruptive to the neighbourhood, have no permit, smoke, drink and do drugs in the park. They often leave garbage behind and let their dogs off leash. It?s very unfair that this small group is allowed to take over the park every few weeks with absolutely ZERO enforcement. Where are the park rangers? Police?		PS Description Loud music and “karaoke” coming from the “Free Market” <p/>PS# 5570447<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273369%2C-123.070095&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature NMuSgsguiWEBbOk1E0LwZOctrX4 ' ><p/><a href 'http //www.publicstuff.com/request/view/5570447'>http //www.publicstuff.com/request/view/5570447<p/>	s.22(1)	1	2/10/2019 16 47	5/24/2019 13 14	PRB Park Ranger
				1. Type of service Other 3. Provide details Dog feces in sport court. Happy Family Day! 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown		PS Description Dog feces in sportcourt.<p/>PS# 5604538<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_a4b3a1abb06f40d2db792def1ace9f86'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273412%2C-123.070656&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature ka-2v96iND5hD0lnVveqGjKk_KE ' ><p/><a href 'http //www.publicstuff.com/request/view/5604538'>http //www.publicstuff.com/request/view/5604538<p/>	No Name No Name (ps)	1	2/18/2019 11 34	2/18/2019 11 50	PRB Park Ranger

				app version 2.31	1. Type of service Smoking Complaint	PS# 5620676<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273463519059%2C-123.07038858533&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature ok90gRnefIDZ_tZ4xnwkyqT2Jwg '><p><a href 'http //www.publicstuff.com/request/view/5620676'>http //www.publicstuff.com/request/view/5620676<p>	No Name No Name (ps)	1	2/21/2019 11 19	2/21/2019 14 15	PRB Park Ranger
Parks - Ranger Case	101012552834	1255	COMMERCIAL DRIVE	original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	3. Provide details Group of people smoking and drinking. 5. Park name Grandview park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown						
				app version 2.31	1. Type of service Other	PS# 5630035<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/5630035'>http //www.publicstuff.com/request/view/5630035<p>	No Name No Name (ps)	1	2/24/2019 9 20	2/24/2019 19 50	PRB Park Ranger
Parks - Ranger Case	101012563169	1255	COMMERCIAL DRIVE	original address 1657 Charles St alias CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	3. Provide details Our regular Sunday motley crew is beginning to show up with their ?free items?. Can someone please get here and stop them BEFORE they set up and take the park hostage for the day? 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown						
				app version 2.31	1. Type of service Other	PS# 5633539<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/5633539'>http //www.publicstuff.com/request/view/5633539<p>	No Name No Name (ps)	1	2/25/2019 8 44	2/25/2019 13 50	PRB Park Ranger
Parks - Ranger Case	101012564996	1255	COMMERCIAL DRIVE	original address 1657 Charles St alias CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	3. Provide details In the middle of the night I noticed a disgusting individual come onto my property to urinate against my house. It is likely someone from the free market on sundays 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown						

Agent Created Case
Public Stuff request id PSID5620676
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1414195 created / updated at Thursday, February 21, 2019 11 20 07 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1414195 created / updated at Thursday, February 21, 2019 11 20 22 AM
Service Provided 10 - Service Provided. . Resolved on 21/02/2019 2 09 00 PM.
Hansen Change in Comments Comments Vancouver Parks Rangers have received your request and resolved the concern. Thank you for helping us improve our city through VanConnect.. Added on 21/02/2019 2 09 17 PM.
Agent Finished Case Closed.
Closed date 2019-02-21 14 10 21.313
Service Provided
10 - Service Provided. . Resolved on 21/02/2019 2 09 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-02-21 14 14 56.613
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 1414195 created / updated at Thursday, February 21, 2019 2 15 05 PM
Agent Finished Case Closed.
Closed date 2019-02-21 14 15 06.337
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID5630035
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1415338 created / updated at Sunday, February 24, 2019 9 20 29 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1415338 created / updated at Sunday, February 24, 2019 9 21 15 AM
Duplicate Request 30 - Duplicate Request. . Resolved on 24/02/2019 7 47 00 PM.
Hansen Change in Comments Comments Refer to Hansen case #1409514 for additional details.. Added on 24/02/2019 7 47 23 PM.
Agent Finished Case Closed.
Closed date 2019-02-24 19 49 22.5
Duplicate Request
30 - Duplicate Request. . Resolved on 24/02/2019 7 47 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-02-24 19 49 51.363
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 1415338 created / updated at Sunday, February 24, 2019 7 50 05 PM
Agent Finished Case Closed.
Closed date 2019-02-24 19 50 06.043
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID5633539
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1415652 created / updated at Monday, February 25, 2019 8 44 10 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1415652 created / updated at Monday, February 25, 2019 8 44 25 AM
Hansen Change in Comments Comments We have received your request and are not able to respond at this time. Thank you for your continued support in helping us to improve our city through VanConnect. Added on 25/02/2019 1 43 48 PM.
No Service Provided 11 - No Service Provided. . Resolved on 25/02/2019 1 43 00 PM.
Agent Finished Case Closed.
Closed date 2019-02-25 13 46 20.713
No Service Provided
11 - No Service Provided. . Resolved on 25/02/2019 1 43 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-02-25 13 49 51.28
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 1415652 created / updated at Monday, February 25, 2019 1 50 10 PM
Agent Finished Case Closed.
Closed date 2019-02-25 13 50 11.453
Back to previous status
Closing case after 'Add Event'

				Parks - Ranger Case		101012577521	1255	COMMERCIAL DRIVE	<div><div><div>app version 2.31</div><div>original address Grandview Park alias GRANDVIEW PARK full 1255</div><div>COMMERCIAL DR, VANCOUVER, BC</div></div><div><div>1. Type of service</div><div>Smoking Complaint</div><div>3. Provide details</div><div>Group smoking and drinking.</div><div>5. Park name</div><div>Grandview park</div><div>8. (Don't ask, just record - did caller indicate they want a call back?)</div><div>Unknown</div></div></div>	<div><div>PS# 5649676</div><div>Click images below to expand</div><div><div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734158313777%2C-123.06998960674&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature _WS6XKSfFAEuglIAdcQ3tdprZyl ' ><p/><a href 'http //www.publicstuff.com/request/view/5649676'>http //www.publicstuff.com/request/view/5649676<p/></div></div></div>	No Name (ps) No Name	1	2/27/2019 13 32	2/27/2019 14 20	PRB Park Ranger
				Parks - Ranger Case		101012585245	1255	COMMERCIAL DRIVE	<div><div><div>app version 2.31</div><div>original address 1657 Charles St alias CHARLES ST full 1255</div><div>COMMERCIAL DR, VANCOUVER, BC</div></div><div><div>1. Type of service</div><div>Other</div><div>3. Provide details</div><div>A homeless man is washing his feet in the sink in the women?s washroom. This is completely unacceptable</div><div>5. Park name</div><div>Grandview Park</div><div>8. (Don't ask, just record - did caller indicate they want a call back?)</div><div>Unknown</div></div></div>	<div><div>PS# 5659518</div><div>Click images below to expand</div><div><div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXED09A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/5659518'>http //www.publicstuff.com/request/view/5659518<p/></div></div></div>	No Name (ps) No Name	1	3/1/2019 11 07	3/1/2019 19 35	PRB Park Ranger
				Parks - Ranger Case		101012616372	1255	COMMERCIAL DRIVE	<div><div><div>app version 2.31</div><div>original address Grandview Park alias GRANDVIEW PARK full 1255</div><div>COMMERCIAL DR, VANCOUVER, BC</div></div><div><div>1. Type of service</div><div>Noise Complaint</div><div>3. Provide details</div><div>Endless Bongo drums for the last 3/4 hours. Impossible to enjoy any peace in our house with that racket. We?ve put on music inside and it still doesn?t block out the pounding of the drums. This is way beyond what is acceptable in a neighbourhood park. Some enforcement would be nice. We have called as have neighbours and nothing seems to happen... please help us so we can enjoy our own home...</div><div>5. Park name</div><div>Grandview Park</div><div>8. (Don't ask, just record - did caller indicate they want a call back?)</div><div>Unknown</div></div></div>	<div><div>PS# 5697314</div><div>Click images below to expand</div><div><div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273339%2C-123.070191&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature Ptq7Pj9WRBaogonQw7yXgY4KdJU ' ><p/><a href 'http //www.publicstuff.com/request/view/5697314'>http //www.publicstuff.com/request/view/5697314<p/></div></div></div>	s.22(1) No Name	1	3/9/2019 18 30	3/10/2019 7 45	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID5649676
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1416930 created / updated at Wednesday, February 27, 2019 1 32 45 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1416930 created / updated at Wednesday, February 27, 2019 1 33 15 PM
Hansen Change in Comments Comments Duplicate case. Rangers have not yet attended. Added on 27/02/2019 2 16 51 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 27/02/2019 2 16 00 PM.
Agent Finished Case Closed.
Closed date 2019-02-27 14 19 21.153
Duplicate Request
30 - Duplicate Request. . Resolved on 27/02/2019 2 16 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-02-27 14 19 59.193
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 1416930 created / updated at Wednesday, February 27, 2019 2 20 29 PM
Agent Finished Case Closed.
Closed date 2019-02-27 14 20 30.007
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID5659518
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1417823 created / updated at Friday, March 01, 2019 11 07 45 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1417823 created / updated at Friday, March 01, 2019 11 08 15 AM
Service Provided 10 - Service Provided. . Resolved on 01/03/2019 7 28 00 PM.
Hansen Change in Comments Comments Rangers attended and checked the washrooms, but did not locate any issues. Added on 01/03/2019 7 29 23 PM.
Agent Finished Case Closed.
Closed date 2019-03-01 19 31 20.457
Service Provided
10 - Service Provided. . Resolved on 01/03/2019 7 28 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-03-01 19 34 54.04
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 1417823 created / updated at Friday, March 01, 2019 7 35 11 PM
Agent Finished Case Closed.
Closed date 2019-03-01 19 35 11.68
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID5697314
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1421409 created / updated at Saturday, March 09, 2019 6 30 18 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1421409 created / updated at Saturday, March 09, 2019 6 31 19 PM
Hansen Change in Comments Comments Grandview Park - duplicate case, case will be closed. . Added on 10/03/2019 7 40 55 AM.
No Service Provided 11 - No Service Provided. . Resolved on 10/03/2019 7 40 00 AM.
Agent Finished Case Closed.
Closed date 2019-03-10 07 43 28.713
No Service Provided
11 - No Service Provided. . Resolved on 10/03/2019 7 40 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-03-10 07 44 49.373
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 1421409 created / updated at Sunday, March 10, 2019 7 45 00 AM
Agent Finished Case Closed.
Closed date 2019-03-10 07 45 01.567
Back to previous status
Closing case after 'Add Event'

				Agent Created Case Public Stuff request id PSID5701835 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1421801 created / updated at Monday, March 11, 2019 10 00 44 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1421801 created / updated at Monday, March 11, 2019 10 01 44 AM Service Provided 10 - Service Provided. . Resolved on 13/03/2019 7 20 00 AM. Hansen Change in Comments Comments Rangers contacted the citizen to inform her of Ranger procedures. Added on 13/03/2019 7 21 15 AM. Agent Finished Case Closed. Closed date 2019-03-13 07 22 28.51 Service Provided 10 - Service Provided. . Resolved on 13/03/2019 7 20 00 AM.									
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-03-13 07 24 53.31 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 1421801 created / updated at Wednesday, March 13, 2019 7 25 08 AM Agent Finished Case Closed. Closed date 2019-03-13 07 25 10.483 Back to previous status Closing case after 'Add Event'									
Parks - Ranger Case	101012619124	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details The Sunday market and bongo drums have gone on long enough. I would like to speak with a Park Ranger today, to find out what is being done, or I am going to the media today to shame the Ranger department. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Please call back §. 22(1) , §. 22(1) <p/>PS# 5701835<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273635%2C-123.070617&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature fISR82aFMJkJScauIFktO3sNsXQ '><p/><a href 'http //www.publicstuff.com/request/view/5701835'>http //www.public No Name No Name (ps)	1	3/11/2019 10 00	3/13/2019 7 25	PRB Park Ranger			
				Agent Created Case Public Stuff request id PSID5733552 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1424423 created / updated at Sunday, March 17, 2019 7 47 51 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1424423 created / updated at Sunday, March 17, 2019 7 48 10 AM Hansen Change in Comments Comments Grandview Park - duplicate case - case will be closed. . Added on 17/03/2019 7 53 39 AM. Duplicate Request 30 - Duplicate Request. . Resolved on 17/03/2019 7 53 00 AM. Agent Finished Case Closed. Closed date 2019-03-17 07 55 31.33 Duplicate Request 30 - Duplicate Request. . Resolved on 17/03/2019 7 53 00 AM.									
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-03-17 07 59 51.58 Open311 Feedback Send Complete Status and Resolution Comment to PS case									
Parks - Ranger Case	101012644394	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details There has been advertising all week for the free market today. With the nice weather, families likely won't be able to use the park because of it. Can Rangers prevent it from getting set up, before it gets out of hand 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 5733552<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/5733552'>http //www.public No Name No Name (ps)	1	3/17/2019 7 47	3/17/2019 8 00	PRB Park Ranger			
				Agent Created Case Public Stuff request id PSID5734604 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1424578 created / updated at Sunday, March 17, 2019 3 18 59 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1424578 created / updated at Sunday, March 17, 2019 3 19 29 PM Duplicate Request 30 - Duplicate Request. . Resolved on 17/03/2019 9 22 00 PM. Hansen Change in Comments Comments Refer to Hansen case #1409514 for more details.. Added on 17/03/2019 9 23 00 PM. Agent Finished Case Closed. Closed date 2019-03-17 21 25 28.49 Duplicate Request 30 - Duplicate Request. . Resolved on 17/03/2019 9 22 00 PM.									
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-03-17 21 29 53.167 Open311 Feedback Send Complete Status and Resolution Comment to PS case									
Parks - Ranger Case	101012645378	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details This ?free? Sunday market needs to end NOW!! One of the ?quality citizens? who is a part of this, just walked over to the kids playground and exposed himself to urinate in front of kids. There are washrooms right there!! 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 5734604<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/5734604'>http //www.public No Name No Name (ps)	1	3/17/2019 15 18	3/17/2019 21 30	PRB Park Ranger			

				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint	3. Provide details Police came and everything was calm for a few hours, the pounding stopped. It was a beautiful day and lots of people enjoying the park. Then the drums start up again...pounding continues... can the city/police not ticket these individuals? They clearly don't care about others or the laws in place to make the park enjoyable for all... 5. Park name Grandview 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Endless drumming <p>PS# 5769009<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273227%2C-123.070325&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature Zt1f9KG0WnaM2hn6ljz1Bte84x4 '><p><a href 'http //www.publicstuff.com/request/view/5769009'>http //www.publicstuff.com/request/view/5769009<p>	s.22(1)	1	3/23/2019 18 20	3/24/2019 7 39	PRB Park Ranger
Parks - Ranger Case	101012672252	1255	COMMERCIAL DRIVE									
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Damage to soft flooring in multiple places of water play area 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Water play area damage<p>PS# 5789875<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_ed98bc7d199810987e96a643910ccd8a'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273573%2C-123.070222&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature oZQ_NgT77d2b2kx8WR2KZ_QfS2s '><p><a href 'http //www.publicstuff.com/request/view/5789875'>http //www.publicstuff.com/request/view/5789875<p>	No Name No Name (ps)	1	3/27/2019 13 40	3/27/2019 14 05	PRB Park Ranger	
Parks - Ranger Case	101012687113	1255	COMMERCIAL DRIVE									
					1. Type of service Noise Complaint	2. If Other, provide details 3. Problem description "Free Market" set up in park on Commercial Drive side near the War Memorial. They are giving away household items and blaring music through a speaker. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Commerical Drive side in concrete area near War Memorial 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	2019/04/07 15 15 47 ~~~ Susan Picha ~~~s. 22(1)also wanted to add that this happens twice per month and they usually advertise it on the side of the washrooms. 
	s. 22(1)	1	4/7/2019 15 07	4/9/2019 7 09	PRB Park Ranger
Parks - Ranger Case	101012730195	1255	COMMERCIAL DRIVE									

Agent Created Case
Public Stuff request id PSID5769009
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1427332 created / updated at Saturday, March 23, 2019 6 20 29 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1427332 created / updated at Saturday, March 23, 2019 6 21 19 PM
Hansen Change in Comments Comments Grabdview Park - noise - duplicate - case will be closed.
Added on 24/03/2019 7 34 54 AM.
Duplicate Request 30 - Duplicate Request. . Resolved on 24/03/2019 7 34 00 AM.
Agent Finished Case Closed.
Closed date 2019-03-24 07 35 25.393
Duplicate Request
30 - Duplicate Request. . Resolved on 24/03/2019 7 34 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-03-24 07 39 42.59
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 1427332 created / updated at Sunday, March 24, 2019 7 39 58 AM
Agent Finished Case Closed.
Closed date 2019-03-24 07 39 58.953
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID5789875
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1428921 created / updated at Wednesday, March 27, 2019 1 40 58 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1428921 created / updated at Wednesday, March 27, 2019 1 41 17 PM
Hansen Change in Comments Comments Grandview Park - play ground flooring repair - case will be redirected. Added on 27/03/2019 1 59 00 PM.
Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 27/03/2019 1 58 00 PM.
Agent Finished Case Closed.
Closed date 2019-03-27 13 59 27.94
Directed to Another City Department
20 - Directed to Another City Dept. . Resolved on 27/03/2019 1 58 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-03-27 14 04 54.183
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 1428921 created / updated at Wednesday, March 27, 2019 2 05 00 PM
Agent Finished Case Closed.
Closed date 2019-03-27 14 05 01.39
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1433541 created / updated at Sunday, April 07, 2019 3 11 35 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1433541 created / updated at Sunday, April 07, 2019 3 12 15 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1433541 created / updated at Sunday, April 07, 2019 3 16 20 PM
Hansen Change in Comments Comments Rangers attended and spoke with the individuals. This is an ongoing case. Added on 09/04/2019 7 08 39 AM.
Service Provided 10 - Service Provided. . Resolved on 09/04/2019 7 05 00 AM.
Agent Finished Case Closed.
Closed date 2019-04-09 07 09 04.54
Service Provided
10 - Service Provided. . Resolved on 09/04/2019 7 05 00 AM.

[illegible]

				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Smoking Complaint 3. Provide details Drinking, smoking in the park.. would be nice if the parks board and the city took more interest in enforcing the laws so others can also enjoy the park 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description People smoking and drinking around the cenotaph...<p>PS# 5974898<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273417%2C-123.070096&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature On-1IkZkYGbaW2Mm00e2xNKsRMM ' '><p/><a href 'http //www.publicstuff.com/request/view/5974898'>http //www.publicstuff.com/request/view/5974898<p/>	s.22(1)	1	4/30/2019 13 41	4/30/2019 13 55	PRB Park Ranger
Parks - Ranger Case	101012813794	1255	COMMERCIAL DRIVE								
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Bylaw Complaint or Inquiry 2. If Other, provide details 3. Problem description There are three illegal vendors operating out of Grandview Park, On the East side of the park, along Commercial Drive. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park East side of the park. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) Yes	Please call or email s. 22(1) once this is reviewed.	s. 22(1)	1	5/8/2019 13 31	5/9/2019 6 55	PRB Park Ranger
Parks - Ranger Case	101012846210	1255	COMMERCIAL DRIVE								
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Holes in soft flooring of kids water play area expose concrete underneath and are tripping hazard 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Holes in splash pad <p/>PS# 6032298<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_c02d2d064116e8e802feae7b734176e8'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273588%2C-123.07105&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature QduiliUo8kg4w9RxiZkbbDFea4M ' '><p/><a href 'http //www.publicstuff.com/request/view/6032298'>http //www.publicstuff.com/request/view/6032298<p/>	No Name No Name (ps)	1	5/10/2019 8 27	5/10/2019 15 14	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID5974898
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1442883 created / updated at Tuesday, April 30, 2019 1 41 26 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1442883 created / updated at Tuesday, April 30, 2019 1 42 21 PM
No Service Provided 11 - No Service Provided.. Resolved on 30/04/2019 1 53 00 PM.
Hansen Change in Comments Comments Rangers are unable to attend due to no Rangers on shift.
Added on 30/04/2019 1 53 27 PM.
Agent Finished Case Closed.
Closed date 2019-04-30 13 54 02.613
No Service Provided
11 - No Service Provided.. Resolved on 30/04/2019 1 53 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-04-30 13 54 45.907
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 1442883 created / updated at Tuesday, April 30, 2019 1 55 03 PM
Agent Finished Case Closed.
Closed date 2019-04-30 13 55 03.47
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1446930 created / updated at Wednesday, May 08, 2019 1 32 58 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1446930 created / updated at Wednesday, May 08, 2019 1 33 18 PM
Service Provided 10 - Service Provided.. Resolved on 09/05/2019 6 53 00 AM.
Hansen Change in Comments Comments Rangers attended and conducted a patrol, but did not locate any issues at this time. Added on 09/05/2019 6 53 34 AM.
Agent Finished Case Closed.
Closed date 2019-05-09 06 55 38.217
Service Provided
10 - Service Provided.. Resolved on 09/05/2019 6 53 00 AM.

Agent Created Case
Public Stuff request id PSID6032298
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1447804 created / updated at Friday, May 10, 2019 8 27 19 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1447804 created / updated at Friday, May 10, 2019 8 28 14 AM
Alternate Service Provided 12 - Alternate Service Provided.. Resolved on 10/05/2019 3 12 00 PM.
Hansen Change in Comments Comments Rangers attended to inspect. VanConnect submitted for work order.. Added on 10/05/2019 3 13 12 PM.
Agent Finished Case Closed.
Closed date 2019-05-10 15 13 37.363
Alternate Service Provided
12 - Alternate Service Provided.. Resolved on 10/05/2019 3 12 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-05-10 15 14 40.903
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 1447804 created / updated at Friday, May 10, 2019 3 14 49 PM
Agent Finished Case Closed.
Closed date 2019-05-10 15 14 49.847
Back to previous status
Closing case after 'Add Event'

				1. Type of service Other	PS# 6039534<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/6039534'>http //www.publicstuff.com/request/view/6039534<p/>								
Parks - Ranger Case	101012861203	1255	COMMERCIAL DRIVE	3. Provide details Criminals are setting up stuff to sell in the park. I hope this money laundering probe also targets these scourages of society		app version 2.31 original address 1657 Charles St alias CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	5. Park name Grandview Park	8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	No Name (ps)	1	5/12/2019 12 45	5/13/2019 7 45	PRB Park Ranger
				1. Type of service Noise Complaint	PS Description Guy blasting a stereo system <p/>PS# 6097320<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273358%2C-123.070248&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 9iybGcvNIUyi1d3pysb1ZvsVm6g ' ><p/><a href 'http //www.publicstuff.com/request/view/6097320'>http //www.publicstuff.com/request/view/6097320<p/>								
Parks - Ranger Case	101012899015	1255	COMMERCIAL DRIVE	3. Provide details Guy blasting a stereo system sitting on the bench in the path just to the west of the cenotaph...		app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	5. Park name Grandview Park	8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	s.22(1)	1	5/21/2019 20 40	5/22/2019 6 45	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID6039534
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1448623 created / updated at Sunday, May 12, 2019 12 45 29 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1448623 created / updated at Sunday, May 12, 2019 12 46 14 PM
No Service Provided 11 - No Service Provided. . Resolved on 13/05/2019 7 41 00 AM.
Hansen Change in Comments Comments Thank you for contacting the Vancouver Park Rangers. Due to time sensitive case, we were unable to respond. Please contact us back or 3-1-1 if the issue persist. . Added on 13/05/2019 7 41 11 AM.
Agent Finished Case Closed.
Closed date 2019-05-13 07 43 38.093
No Service Provided
11 - No Service Provided. . Resolved on 13/05/2019 7 41 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-05-13 07 44 45.46
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 1448623 created / updated at Monday, May 13, 2019 7 45 01 AM
Agent Finished Case Closed.
Closed date 2019-05-13 07 45 02.23
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6097320
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1452620 created / updated at Tuesday, May 21, 2019 8 40 30 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1452620 created / updated at Tuesday, May 21, 2019 8 41 13 PM
No Service Provided 11 - No Service Provided. . Resolved on 22/05/2019 6 42 00 AM.
Agent Finished Case Closed.
Closed date 2019-05-22 06 43 38.637
No Service Provided
11 - No Service Provided. . Resolved on 22/05/2019 6 42 00 AM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Rangers were unable to attend due to no staff on shift. Added on 22/05/2019 6 43 03 AM.
Agent Finished Case Closed.
Closed date 2019-05-22 06 43 41.0
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-05-22 06 44 53.967
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 1452620 created / updated at Wednesday, May 22, 2019 6 45 13 AM
Agent Finished Case Closed.
Closed date 2019-05-22 06 45 14.327
Back to previous status
Closing case after 'Add Event'

[illegible]

Parks - Ranger Case	101012945206	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint	PS# 6148614<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6148614'>http //www.publicstuff.com/request/view/6148614<p>	No Name No Name (ps)	1	5/30/2019 20 36	5/31/2019 8 19	PRB Park Ranger
					3. Provide details Loud drums with no rhythm disturbing the neighborhood						
Parks - Ranger Case	101012950695	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other	PS# 6157004<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6157004'>http //www.publicstuff.com/request/view/6157004<p>	No Name No Name (ps)	1	6/1/2019 11 04	6/1/2019 15 39	PRB Park Ranger
					3. Provide details People set up with lots of items by the cenotaph area						
Parks - Ranger Case	101012953346	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other	PS# 6159353<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273281%2C-123.070369&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature ku8i2PJl9AQtwR1vULg_lgGb4AM '><p><a href 'http //www.publicstuff.com/request/view/6159353'>http //www.publicstuff.com/request/view/6159353<p>	No Name No Name (ps)	1	6/2/2019 12 39	6/2/2019 13 10	PRB Park Ranger
					3. Provide details Human feces by the cement wall close to playgrprund						

Agent Created Case
Public Stuff request id PSID6148614
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1457461 created / updated at Thursday, May 30, 2019 8 36 20 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1457461 created / updated at Thursday, May 30, 2019 8 37 25 PM
Duplicate Request 30 - Duplicate Request. . Resolved on 31/05/2019 8 12 00 AM.
Hansen Change in Comments Comments City of Vancouver park rangers are aware of the park concern and currently have an ongoing case regarding the matter. Thank you for your patience as we work to resolve the issue. . Added on 31/05/2019 8 13 34 AM.
Agent Finished Case Closed.
Closed date 2019-05-31 08 15 24.343
Duplicate Request
30 - Duplicate Request. . Resolved on 31/05/2019 8 12 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-05-31 08 19 50.157
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 1457461 created / updated at Friday, May 31, 2019 8 19 58 AM
Agent Finished Case Closed.
Closed date 2019-05-31 08 19 59.357
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6157004
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458209 created / updated at Saturday, June 01, 2019 11 04 50 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458209 created / updated at Saturday, June 01, 2019 11 05 25 AM
Hansen Change in Comments Comments 2019-06-01 - This is a duplicate of an ongoing Ranger case.. Added on 01/06/2019 3 36 38 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 01/06/2019 3 36 00 PM.
Agent Finished Case Closed.
Closed date 2019-06-01 15 39 22.913
Duplicate Request
30 - Duplicate Request. . Resolved on 01/06/2019 3 36 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-01 15 39 47.187
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 1458209 created / updated at Saturday, June 01, 2019 3 39 57 PM
Agent Finished Case Closed.
Closed date 2019-06-01 15 39 58.043
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6159353
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458610 created / updated at Sunday, June 02, 2019 12 39 39 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458610 created / updated at Sunday, June 02, 2019 12 40 18 PM
Hansen Change in Comments Comments Grandview Park - feces - redirected. . Added on 02/06/2019 1 09 07 PM.
Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 02/06/2019 1 08 00 PM.
Agent Finished Case Closed.
Closed date 2019-06-02 13 09 26.463
Directed to Another City Department
20 - Directed to Another City Dept. . Resolved on 02/06/2019 1 08 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-02 13 09 55.133
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 1458610 created / updated at Sunday, June 02, 2019 1 10 02 PM
Agent Finished Case Closed.
Closed date 2019-06-02 13 10 03.063
Back to previous status
Closing case after 'Add Event'

				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC		1. Type of service Other 3. Provide details Pile of human feces in close proximity to children?s play area, including water park with children running around bare foot. 5. Park name Grandview Park Vancouver 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Human shit left in park<p/>PS# 6159557<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/6159557'>http //www.public No Name No Name (ps)	1	6/2/2019 13 50	6/2/2019 14 05	PRB Park Ranger
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC		1. Type of service Other 3. Provide details My child just stepped in human poop beside the playground this is beyond acceptable! How can the Parksboard let this happen 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6159639<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/6159639'>http //www.public No Name No Name (ps)	1	6/2/2019 14 25	6/2/2019 14 34	PRB Park Ranger
				app version 2.31 original address 1657 Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC		1. Type of service Other 3. Provide details I just witnessed one of the men hanging around the cenotaph, urinate in my neighbors yard. This group hangs out regularly at the cenotaph and drinks all night and uses our neighborhood as their urinal 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6160507<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273677%2C-123.070102&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYxIc&signature 1sZmU_ugMR9k6HT8K0BM15eEjtc ' '><p/><a href 'http //www.publicstuff.com/request/view/6160507'>http //www.public No Name No Name (ps)	1	6/2/2019 20 41	6/3/2019 6 25	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID6159557
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458630 created / updated at Sunday, June 02, 2019 1 50 40 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458630 created / updated at Sunday, June 02, 2019 1 51 21 PM
Hansen Change in Comments Comments Grandview Park - case redirected . Added on 02/06/2019 2 01 39 PM.
Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 02/06/2019 2 01 00 PM.
Agent Finished Case Closed.
Closed date 2019-06-02 14 03 22.913
Directed to Another City Department
20 - Directed to Another City Dept. . Resolved on 02/06/2019 2 01 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-02 14 04 58.693
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 1458630 created / updated at Sunday, June 02, 2019 2 05 07 PM
Agent Finished Case Closed.
Closed date 2019-06-02 14 05 08.287
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6159639
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458646 created / updated at Sunday, June 02, 2019 2 25 44 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458646 created / updated at Sunday, June 02, 2019 2 26 24 PM
Hansen Change in Comments Comments Grandview Park - case will be redirected. Added on 02/06/2019 2 30 31 PM.
Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 02/06/2019 2 29 00 PM.
Agent Finished Case Closed.
Closed date 2019-06-02 14 33 23.947
Directed to Another City Department
20 - Directed to Another City Dept. . Resolved on 02/06/2019 2 29 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-02 14 34 47.31
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 1458646 created / updated at Sunday, June 02, 2019 2 34 55 PM
Agent Finished Case Closed.
Closed date 2019-06-02 14 34 56.173
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6160507
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458755 created / updated at Sunday, June 02, 2019 8 41 56 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458755 created / updated at Sunday, June 02, 2019 8 42 21 PM
Hansen Change in Comments Comments We have received your request and are not able to respond at this time. Thank you for your continued support in helping us to improve our city through VanConnect.. Added on 03/06/2019 6 24 07 AM.
No Service Provided 11 - No Service Provided. . Resolved on 03/06/2019 6 23 00 AM.
Agent Finished Case Closed.
Closed date 2019-06-03 06 24 23.257
No Service Provided
11 - No Service Provided. . Resolved on 03/06/2019 6 23 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-03 06 25 20.327
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 1458755 created / updated at Monday, June 03, 2019 6 25 32 AM
Agent Finished Case Closed.
Closed date 2019-06-03 06 25 33.26
Back to previous status
Closing case after 'Add Event'

Parks - Ranger Case	101012966240	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	PS# 6177031<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6177031'>http //www.publicstuff.com/request/view/6177031<p/>	No Name No Name (ps)	1	6/4/2019 18 06	6/5/2019 6 30	PRB Park Ranger	
				3. Provide details Inconsiderately loud music coming from the park and disturbing residents.							
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	5. Park name Grandview Park	8. (Don't ask, just record - did caller indicate they want a call back?) Unknown					
										</	

Agent Created Case
Public Stuff request id PSID6177031
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1459935 created / updated at Tuesday, June 04, 2019 6 06 41 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1459935 created / updated at Tuesday, June 04, 2019 6 07 12 PM
Service Provided 10 - Service Provided. . Resolved on 05/06/2019 6 24 00 AM.
Hansen Change in Comments Comments Rangers attended but found no issues. Added on 05/06/2019 6 24 25 AM.
Agent Finished Case Closed.
Closed date 2019-06-05 06 27 23.55
Service Provided
10 - Service Provided. . Resolved on 05/06/2019 6 24 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-05 06 29 54.55
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 1459935 created / updated at Wednesday, June 05, 2019 6 30 09 AM
Agent Finished Case Closed.
Closed date 2019-06-05 06 30 10.683
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6192166
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1461119 created / updated at Thursday, June 06, 2019 7 05 44 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1461119 created / updated at Thursday, June 06, 2019 7 06 14 PM
No Service Provided 11 - No Service Provided. . Resolved on 07/06/2019 1 42 00 PM.
Hansen Change in Comments Comments Due to time and other managers request rangers did not attended.. Added on 07/06/2019 1 42 55 PM.
Agent Finished Case Closed.
Closed date 2019-06-07 13 45 24.487
No Service Provided
11 - No Service Provided. . Resolved on 07/06/2019 1 42 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-07 13 49 50.72
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 1461119 created / updated at Friday, June 07, 2019 1 49 58 PM
Agent Finished Case Closed.
Closed date 2019-06-07 13 49 59.607
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6236593
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1464809 created / updated at Friday, June 14, 2019 9 13 24 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1464809 created / updated at Friday, June 14, 2019 9 14 14 AM
Hansen Change in Comments Comments Rangers conducted a foot patrol of the area and did not have any issues at this time.. Added on 14/06/2019 2 16 55 PM.
Service Provided 10 - Service Provided. . Resolved on 14/06/2019 2 16 00 PM.
Agent Finished Case Closed.
Closed date 2019-06-14 14 18 23.47
Service Provided
10 - Service Provided. . Resolved on 14/06/2019 2 16 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-14 14 19 53.457
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 1464809 created / updated at Friday, June 14, 2019 2 20 04 PM
Agent Finished Case Closed.
Closed date 2019-06-14 14 20 05.033
Back to previous status
Closing case after 'Add Event'

				Agent Created Case Public Stuff request id PSID6241196 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1465346 created / updated at Saturday, June 15, 2019 8 41 10 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1465346 created / updated at Saturday, June 15, 2019 8 41 20 AM Hansen Change in Comments Comments Grandview Park - case will be closed. . Added on 15/06/2019 8 55 29 AM. No Service Provided 11 - No Service Provided. . Resolved on 15/06/2019 8 55 00 AM. Agent Finished Case Closed. Closed date 2019-06-15 08 57 23.8 No Service Provided 11 - No Service Provided. . Resolved on 15/06/2019 8 55 00 AM.						
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-15 08 59 42.26 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 1465346 created / updated at Saturday, June 15, 2019 8 59 52 AM Agent Finished Case Closed. Closed date 2019-06-15 08 59 52.843 Back to previous status Closing case after 'Add Event'						
Parks - Ranger Case	101013013044	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint						
				3. Provide details The neighborhood was woken up this morning to screaming and yelling over what seemed like stolen property. This is likely due to the free market that takes over the park every weekend	PS# 6241196<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273502%2C-123.070076&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature Zkurgt9xrBH5wZKkM91T-hHesZg '><p/><a href 'http //www.publicstuff.com/request/view/6241196'>http //www.public No Name No Name (ps)					
				5. Park name Grandview Park full 1255 COMMERCIAL DR, VANCOUVER, BC	1 6/15/2019 8 41 6/15/2019 8 59 PRB Park Ranger					
Parks - Ranger Case	101013018856	1255	COMMERCIAL DRIVE	1. Type of service Smoking Complaint						
				3. Provide details People are smoking drugs in the washroom rendering it useless to the public	PS# 6249675<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6249675'>http //www.public No Name No Name (ps)					
				5. Park name Grandview Park CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1 6/17/2019 11 29 6/17/2019 14 45 PRB Park Ranger					
Parks - Ranger Case	101013037586	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint						
				3. Provide details Persistent drumming in the park for the past hour	PS# 6274969<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6274969'>http //www.public No Name No Name (ps)					
				5. Park name Grandview Park CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1 6/20/2019 18 59 6/20/2019 21 24 PRB Park Ranger					
				Agent Created Case Public Stuff request id PSID6274969 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1468345 created / updated at Thursday, June 20, 2019 6 59 36 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1468345 created / updated at Thursday, June 20, 2019 7 00 26 PM No Service Provided 11 - No Service Provided. . Resolved on 20/06/2019 9 21 00 PM. Hansen Change in Comments Comments Vancouver Park Rangers unable to attend due to time sensitive case. . Added on 20/06/2019 9 22 01 PM. Agent Finished Case Closed. Closed date 2019-06-20 21 24 23.943 No Service Provided 11 - No Service Provided. . Resolved on 20/06/2019 9 21 00 PM.						
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-20 21 24 43.617 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 1468345 created / updated at Thursday, June 20, 2019 9 24 51 PM Agent Finished Case Closed. Closed date 2019-06-20 21 24 52.627 Back to previous status Closing case after 'Add Event'						

				Parks - Ranger Case	101013043307	1255	COMMERCIAL DRIVE	<div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div>	<div>1. Type of service Other 3. Provide details People are starting to set up by the cenotaph to sell stuff illegally today</div> <div>5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS# 6282637<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6282637'>http //www.public No Name No Name stuff.com/request/view/6282637<p/></div> <div>16/22/2019 11 20</div> <div>6/22/2019 11 44</div> <div>PRB Park Ranger</div>	<div>Agent Created Case Public Stuff request id PSID6282637 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1469102 created / updated at Saturday, June 22, 2019 11 20 49 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1469102 created / updated at Saturday, June 22, 2019 11 21 24 AM Duplicate Request 30 - Duplicate Request. . Resolved on 22/06/2019 11 40 00 AM. Hansen Change in Comments Comments Grandview Park - vending - ongoing duplicate issue. Added on 22/06/2019 11 41 03 AM. Agent Finished Case Closed. Closed date 2019-06-22 11 42 22.983 Duplicate Request 30 - Duplicate Request. . Resolved on 22/06/2019 11 40 00 AM.</div> <div>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-22 11 44 42.68 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1469102 created / updated at Saturday, June 22, 2019 11 44 47 AM Agent Finished Case Closed. Closed date 2019-06-22 11 44 47.83 Back to previous status Closing case after 'Add Event'</div>
								<div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div>	<div>1. Type of service Noise Complaint 3. Provide details Loud drumming coming from the park</div> <div>5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS# 6310093<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6310093'>http //www.public No Name No Name stuff.com/request/view/6310093<p/></div> <div>16/26/2019 21 56</div> <div>6/27/2019 21 15</div> <div>PRB Park Ranger</div>	<div>Agent Created Case Public Stuff request id PSID6310093 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471323 created / updated at Wednesday, June 26, 2019 9 56 20 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471323 created / updated at Wednesday, June 26, 2019 9 57 25 PM Hansen Change in Comments Comments Grandview Park - Loud Drumming - Service Not Provided. Added on 27/06/2019 9 11 37 PM. No Service Provided 11 - No Service Provided. . Resolved on 27/06/2019 9 11 00 PM. Agent Finished Case Closed. Closed date 2019-06-27 21 14 08.727 No Service Provided 11 - No Service Provided. . Resolved on 27/06/2019 9 11 00 PM.</div> <div>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-27 21 14 56.6 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471323 created / updated at Thursday, June 27, 2019 9 15 16 PM Agent Finished Case Closed. Closed date 2019-06-27 21 15 16.94 Back to previous status Closing case after 'Add Event'</div>
				Parks - Ranger Case	101013062899	1255	COMMERCIAL DRIVE	<div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div>	<div>1. Type of service Noise Complaint 3. Provide details There are angry and aggressive people playing instruments in the park when they shouldn't be. Residents have asked them to stop, and have been threatened with violence. Please enforce your bylaws</div> <div>5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS# 6317277<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6317277'>http //www.public No Name No Name stuff.com/request/view/6317277<p/></div> <div>16/27/2019 19 35</div> <div>6/29/2019 12 19</div> <div>PRB Park Ranger</div>	<div>Agent Created Case Public Stuff request id PSID6317277 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471892 created / updated at Thursday, June 27, 2019 7 35 56 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471892 created / updated at Thursday, June 27, 2019 7 36 21 PM Hansen Change in Comments Comments Rangers attended Grandview Park regarding people playing instruments in the park and acting aggressively. Issue resolved.. Added on 29/06/2019 12 16 56 PM. Service Provided 10 - Service Provided. . Resolved on 29/06/2019 12 16 00 PM. Agent Finished Case Closed. Closed date 2019-06-29 12 17 04.663 Service Provided 10 - Service Provided. . Resolved on 29/06/2019 12 16 00 PM.</div> <div>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-29 12 19 41.513 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471892 created / updated at Saturday, June 29, 2019 12 19 50 PM Agent Finished Case Closed. Closed date 2019-06-29 12 19 51.343 Back to previous status Closing case after 'Add Event'</div>
								<div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div>	<div>1. Type of service Noise Complaint 3. Provide details There are angry and aggressive people playing instruments in the park when they shouldn't be. Residents have asked them to stop, and have been threatened with violence. Please enforce your bylaws</div> <div>5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS# 6317277<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6317277'>http //www.public No Name No Name stuff.com/request/view/6317277<p/></div> <div>16/27/2019 19 35</div> <div>6/29/2019 12 19</div> <div>PRB Park Ranger</div>	<div>Agent Created Case Public Stuff request id PSID6317277 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471892 created / updated at Thursday, June 27, 2019 7 35 56 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471892 created / updated at Thursday, June 27, 2019 7 36 21 PM Hansen Change in Comments Comments Rangers attended Grandview Park regarding people playing instruments in the park and acting aggressively. Issue resolved.. Added on 29/06/2019 12 16 56 PM. Service Provided 10 - Service Provided. . Resolved on 29/06/2019 12 16 00 PM. Agent Finished Case Closed. Closed date 2019-06-29 12 17 04.663 Service Provided 10 - Service Provided. . Resolved on 29/06/2019 12 16 00 PM.</div> <div>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-29 12 19 41.513 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1471892 created / updated at Saturday, June 29, 2019 12 19 50 PM Agent Finished Case Closed. Closed date 2019-06-29 12 19 51.343 Back to previous status Closing case after 'Add Event'</div>

					Agent Created Case Public Stuff request id PSID6385002 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1477773 created / updated at Tuesday, July 09, 2019 4 11 12 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1477773 created / updated at Tuesday, July 09, 2019 4 11 32 PM Alternate Service Required 15 - Alternate Service Required. . Resolved on 09/07/2019 4 52 00 PM. Agent Finished Case Closed. Closed date 2019-07-09 16 54 11.143 Alternate Service Required 15 - Alternate Service Required. . Resolved on 09/07/2019 4 52 00 PM.										
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments Comments Thank you for contacting the Rangers. We are unable to complete this request, please contact 3-1-1 to best help your inquiry. . Added on 09/07/2019 4 53 36 PM. Agent Finished Case Closed. Closed date 2019-07-09 16 54 12.63 Back to previous status Closing case after 'Add Event'										
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-07-09 16 54 44.277 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 1477773 created / updated at Tuesday, July 09, 2019 4 55 01 PM Agent Finished Case Closed. Closed date 2019-07-09 16 55 02.643 Back to previous status Closing case after 'Add Event'										
Parks - Ranger Case	101013112488	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details The automatic lights are not turning on in the women?s washroom. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6385002<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6385002'>http //www.publicstuff.com/request/view/6385002<p/>	No Name No Name (ps)	1	7/9/2019 16 11	7/9/2019 16 55	PRB Park Ranger				
					1. Type of service Noise Complaint 2. If Other, provide details 3. Problem description Caller is reporting loud amplified music coming from the bike polo area again tonight. 4. Provide VPD incident number (if available) 5. Park name Grandview 6. Provide specific location in park Bike polo rink 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No					2019 July, Anonymous		1	7/10/2019 21 19	7/10/2019 22 30	PRB Park Ranger
Parks - Ranger Case	101013118263	1255	COMMERCIAL DRIVE												
					Agent Created Case Public Stuff request id PSID6410632 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480105 created / updated at Sunday, July 14, 2019 12 00 23 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480105 created / updated at Sunday, July 14, 2019 12 01 23 AM No Service Provided 11 - No Service Provided. . Resolved on 14/07/2019 6 25 00 AM. Hansen Change in Comments Comments . Added on 14/07/2019 6 25 56 AM. Agent Finished Case Closed. Closed date 2019-07-14 06 27 10.29 No Service Provided 11 - No Service Provided. . Resolved on 14/07/2019 6 25 00 AM.										
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-07-14 06 29 41.547 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 1480105 created / updated at Sunday, July 14, 2019 6 29 46 AM Agent Finished Case Closed. Closed date 2019-07-14 06 29 46.76 Back to previous status Closing case after 'Add Event'										
Parks - Ranger Case	101013128681	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details Loud drumming coming from inside the park. This tends to happen once or twice a week and keeps the neighborhood awake all night. Can this please be enforced better 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6410632<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6410632'>http //www.publicstuff.com/request/view/6410632<p/>	No Name No Name (ps)	1	7/14/2019 0 00	7/14/2019 6 29	PRB Park Ranger				

				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details People are starting to show up and sell stuff in the Sunday ?free? market. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6411324<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXED09A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6411324'>http //www.publicstuff.com/request/view/6411324<p/>	No Name No Name (ps)	1	7/14/2019 9 52	7/14/2019 10 49	PRB Park Ranger
Parks - Ranger Case	101013128864	1255	COMMERCIAL DRIVE								
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Illegal vending or ?giving away? of items around the cenotaph. They are also g 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6411830<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxIc&signature 1wkDqBibjXED09A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6411830'>http //www.publicstuff.com/request/view/6411830<p/>	No Name No Name (ps)	1	7/14/2019 13 28	7/14/2019 18 09	PRB Park Ranger
Parks - Ranger Case	101013129334	1255	COMMERCIAL DRIVE								

Agent Created Case
Public Stuff request id PSID6411324
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480139 created / updated at Sunday, July 14, 2019 9 53 01 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480139 created / updated at Sunday, July 14, 2019 9 53 16 AM
Hansen Change in Comments Comments . Added on 14/07/2019 10 45 56 AM.
Duplicate Request 30 - Duplicate Request. . Resolved on 14/07/2019 10 45 00 AM.
Agent Finished Case Closed.
Closed date 2019-07-14 10 48 09.993
Duplicate Request
30 - Duplicate Request. . Resolved on 14/07/2019 10 45 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-14 10 49 43.47
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 1480139 created / updated at Sunday, July 14, 2019 10 49 57 AM
Agent Finished Case Closed.
Closed date 2019-07-14 10 49 58.227
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6411830
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480205 created / updated at Sunday, July 14, 2019 1 28 42 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480205 created / updated at Sunday, July 14, 2019 1 29 11 PM
Service Provided 10 - Service Provided. . Resolved on 14/07/2019 6 05 00 PM.
Agent Finished Case Closed.
Closed date 2019-07-14 18 06 09.69
Service Provided
10 - Service Provided. . Resolved on 14/07/2019 6 05 00 PM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Vancouver Parks Rangers have received your request and resolved the concern. Thank you for helping us improve our city through VanConnect. . Added on 14/07/2019 6 05 48 PM.
Agent Finished Case Closed.
Closed date 2019-07-14 18 06 12.077
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-14 18 09 44.083
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 1480205 created / updated at Sunday, July 14, 2019 6 09 54 PM
Agent Finished Case Closed.
Closed date 2019-07-14 18 09 55.877
Back to previous status
Closing case after 'Add Event'

Parks - Ranger Case	101013135930	1255	COMMERCIAL DRIVE	<div><div><div>app version 2.31</div><div>original address 1657</div><div>Charles St alias 1657</div><div>CHARLES ST full 1255</div><div>COMMERCIAL DR, VANCOUVER, BC</div></div><div><div>1. Type of service</div><div>Other</div></div><div><div>3. Provide details</div><div>Human feces in children's spray park</div></div><div><div>5. Park name</div><div>Grandview Park</div></div><div><div>8. (Don't ask, just record - did caller indicate they want a call back?)</div><div>Unknown</div></div></div> <div><div>PS Description My 3 year old slipped in a big pile of adult diarrhea in the kids spray park this morning<p/>PS# 6423961<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2737319 60843%2C-123.07060314246&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature K7fQOFL79v6HUbJYPBy7OxVqv-c ' '><p/><a href 'http //www.publicstuff.com/request/view/6423961'>http //www.publicstuff.com/request/view/6423961<p/></div><div>No Name No Name (ps)</div></div> <td>1</td> <td>7/16/2019 9 00</td> <td>7/16/2019 9 10</td> <td>PRB Park Ranger</td>	1	7/16/2019 9 00	7/16/2019 9 10	PRB Park Ranger
Parks - Ranger Case	101013139846	1255	COMMERCIAL DRIVE	<div><div><div>app version 2.31</div><div>original address 1657</div><div>Charles St alias 1657</div><div>CHARLES ST full 1255</div><div>COMMERCIAL DR, VANCOUVER, BC</div></div><div><div>1. Type of service</div><div>Other</div></div><div><div>3. Provide details</div><div>Graffiti on the walls inside the men's washroom</div></div><div><div>5. Park name</div><div>Grandview Park</div></div><div><div>8. (Don't ask, just record - did caller indicate they want a call back?)</div><div>Unknown</div></div></div> <div><div>PS# 6429104<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/6429104'>http //www.publicstuff.com/request/view/6429104<p/></div><div>No Name No Name (ps)</div></div> <td>1</td> <td>7/16/2019 20 41</td> <td>7/16/2019 20 49</td> <td>PRB Park Ranger</td>	1	7/16/2019 20 41	7/16/2019 20 49	PRB Park Ranger
Parks - Ranger Case	101013140020	1255	COMMERCIAL DRIVE	<div><div><div>app version 2.31</div><div>original address 1657</div><div>Charles St alias 1657</div><div>CHARLES ST full 1255</div><div>COMMERCIAL DR, VANCOUVER, BC</div></div><div><div>1. Type of service</div><div>Noise Complaint</div></div><div><div>3. Provide details</div><div>Loud yelling and banging coming from the campers in the south east corner of the park. They have been there for a few nights now</div></div><div><div>5. Park name</div><div>Grandview Park</div></div><div><div>8. (Don't ask, just record - did caller indicate they want a call back?)</div><div>Unknown</div></div></div> <div><div>PS# 6429229<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' '><p/><a href 'http //www.publicstuff.com/request/view/6429229'>http //www.publicstuff.com/request/view/6429229<p/></div><div>No Name No Name (ps)</div></div> <td>1</td> <td>7/16/2019 22 08</td> <td>7/16/2019 23 05</td> <td>PRB Park Ranger</td>	1	7/16/2019 22 08	7/16/2019 23 05	PRB Park Ranger

Agent Created Case

Public Stuff request id PSID6423961

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1481184 created / updated at Tuesday, July 16, 2019 9 00 21 AM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1481184 created / updated at Tuesday, July 16, 2019 9 01 15 AM

Hansen Change in Comments Comments Grandview Park - Human Feces in Children's Water Park - Redirect . Added on 16/07/2019 9 05 03 AM.

Alternate Service Required 15 - Alternate Service Required. . Resolved on 16/07/2019 9 04 00 AM.

Agent Finished Case Closed.

Closed date 2019-07-16 09 06 10.313

Alternate Service Required

15 - Alternate Service Required. . Resolved on 16/07/2019 9 04 00 AM.

Case Reopened Reopened for Public Stuff Feedback

Agent Finished Case Closed.

Closed date 2019-07-16 09 10 01.267

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 1481184 created / updated at Tuesday, July 16, 2019 9 10 21 AM

Agent Finished Case Closed.

Closed date 2019-07-16 09 10 22.24

Back to previous status

Closing case after 'Add Event'

Agent Created Case

Public Stuff request id PSID6429104

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1481704 created / updated at Tuesday, July 16, 2019 8 41 14 PM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1481704 created / updated at Tuesday, July 16, 2019 8 42 19 PM

Hansen Change in Comments Comments We have reviewed your request and it requires an alternative service. Please call 3-1-1 so we can best direct your inquiry or concern.. Added on 16/07/2019 8 43 24 PM.

Alternate Service Required 15 - Alternate Service Required. . Resolved on 16/07/2019 8 43 00 PM.

Agent Finished Case Closed.

Closed date 2019-07-16 20 45 13.887

Alternate Service Required

15 - Alternate Service Required. . Resolved on 16/07/2019 8 43 00 PM.

Case Reopened Reopened for Public Stuff Feedback

Agent Finished Case Closed.

Closed date 2019-07-16 20 49 46.493

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 1481704 created / updated at Tuesday, July 16, 2019 8 49 55 PM

Agent Finished Case Closed.

Closed date 2019-07-16 20 49 56.09

Back to previous status

Closing case after 'Add Event'

Agent Created Case

Public Stuff request id PSID6429229

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1481742 created / updated at Tuesday, July 16, 2019 10 08 42 PM

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1481742 created / updated at Tuesday, July 16, 2019 10 09 12 PM

Hansen Change in Comments Comments We have reviewed your request and it requires an alternative service. Please call 3-1-1 so we can best direct your inquiry or concern.. Added on 16/07/2019 11 01 15 PM.

Alternate Service Required 15 - Alternate Service Required. . Resolved on 16/07/2019 11 01 00 PM.

Agent Finished Case Closed.

Closed date 2019-07-16 23 03 10.8

Alternate Service Required

15 - Alternate Service Required. . Resolved on 16/07/2019 11 01 00 PM.

Case Reopened Reopened for Public Stuff Feedback

Agent Finished Case Closed.

Closed date 2019-07-16 23 04 58.193

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 1481742 created / updated at Tuesday, July 16, 2019 11 05 42 PM

Agent Finished Case Closed.

Closed date 2019-07-16 23 05 43.803

Back to previous status

Closing case after 'Add Event'

Parks - Ranger Case	101013146632	1255	COMMERCIAL DRIVE	app version 2.31	1. Type of service	PS# 6442783<p>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/6442783'>http //www.publicstuff.com/request/view/6442783<p/>	No Name No Name (ps)	1	7/18/2019 16 08	7/18/2019 21 49	PRB Park Ranger
				original address 1657	Other						
				Charles St alias 1657	3. Provide details						
				CHARLES ST full 1255	Illegal vending around the cenotaph						
				COMMERCIAL DR, VANCOUVER, BC	5. Park name						
Parks - Ranger Case	101013150376	1255	COMMERCIAL DRIVE	app version 2.31	1. Type of service	PS# 6449475<p>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/6449475'>http //www.publicstuff.com/request/view/6449475<p/>	No Name No Name (ps)	1	7/19/2019 17 05	7/19/2019 23 59	PRB Park Ranger
				original address 1657	Noise Complaint						
				Charles St alias 1657	3. Provide details						
				CHARLES ST full 1255	People are drinking and drumming in the park						
				COMMERCIAL DR, VANCOUVER, BC	5. Park name						
Parks - Ranger Case	101013153278	1255	COMMERCIAL DRIVE	app version 2.31	1. Type of service	PS# 6453477<p>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/6453477'>http //www.publicstuff.com/request/view/6453477<p/>	No Name No Name (ps)	1	7/21/2019 11 58	7/29/2019 15 49	PRB Park Ranger
				original address 1657	Other						
				Charles St alias 1657	3. Provide details						
				CHARLES ST full 1255	Vendors are starting to show up and set up their items on the east side of the park beside the cenotaph. They hang out here with their crap all day and take over the park						
				COMMERCIAL DR, VANCOUVER, BC	5. Park name						

Agent Created Case
Public Stuff request id PSID6442783
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1482761 created / updated at Thursday, July 18, 2019 4 09 00 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1482761 created / updated at Thursday, July 18, 2019 4 09 15 PM
Hansen Change in Comments Comments We have received your request and are not able to respond at this time. Thank you for your continued support in helping us to improve our city through VanConnect.. Added on 18/07/2019 9 46 40 PM.
No Service Provided 11 - No Service Provided.. Resolved on 18/07/2019 9 46 00 PM.
Agent Finished Case Closed.
Closed date 2019-07-18 21 48 11.543
No Service Provided
11 - No Service Provided.. Resolved on 18/07/2019 9 46 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-18 21 49 43.853
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 1482761 created / updated at Thursday, July 18, 2019 9 49 58 PM
Agent Finished Case Closed.
Closed date 2019-07-18 21 49 59.987
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6449475
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1483408 created / updated at Friday, July 19, 2019 5 05 12 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1483408 created / updated at Friday, July 19, 2019 5 06 17 PM
Hansen Change in Comments Comments We have received your request and are not able to respond at this time. Thank you for your continued support in helping us to improve our city through VanConnect.. Added on 19/07/2019 11 56 54 PM.
No Service Provided 11 - No Service Provided.. Resolved on 19/07/2019 11 56 00 PM.
Agent Finished Case Closed.
Closed date 2019-07-19 23 57 11.66
No Service Provided
11 - No Service Provided.. Resolved on 19/07/2019 11 56 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-19 23 59 43.137
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 1483408 created / updated at Friday, July 19, 2019 11 59 48 PM
Agent Finished Case Closed.
Closed date 2019-07-19 23 59 49.54
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6453477
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1483991 created / updated at Sunday, July 21, 2019 11 58 35 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1483991 created / updated at Sunday, July 21, 2019 11 59 25 AM
Service Provided 10 - Service Provided.. Resolved on 26/07/2019 3 53 00 PM.
Hansen Change in Comments Comments Rangers attended this service.. Added on 26/07/2019 3 54 03 PM.
Agent Finished Case Closed.
Closed date 2019-07-26 15 54 09.547
Service Provided
10 - Service Provided.. Resolved on 26/07/2019 3 53 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-07-29 15 38 34.86
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 1483991 created / updated at Monday, July 29, 2019 3 49 06 PM
Agent Finished Case Closed.
Closed date 2019-07-29 15 49 07.377
Back to previous status
Closing case after 'Add Event'

				<div>1. Type of service Outdoor Sports Facility Issue</div>								
				<div>2. If Other, provide details</div> <div>3. Problem description The water park in Grandview Park is flooding due to a plugged drain. The water is flowing down Charles St. and causing flooding in private properties. Please attend to either fix the issue or stop the water until the issue is fixed. REFM has been created and corporate security has been advised.</div> <div>4. Provide VPD incident number (if available)</div> <div>5. Park name Grandview Park.</div> <div>6. Provide specific location in park The water park.</div> <div>7. Neighbourhood Grandview-Woodland</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	s. 22(1)	s. 22(1)	1	7/27/2019 11 57	7/27/2019 12 33	PRB Park Ranger	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Park Ranger</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487355 created / updated at Saturday, July 27, 2019 12 00 08 PM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487355 created / updated at Saturday, July 27, 2019 12 00 28 PM</div> <div>Hansen Change in Comments Comments . Added on 27/07/2019 12 31 38 PM.</div> <div>Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 27/07/2019 12 31 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-07-27 12 33 09.347</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. . Resolved on 27/07/2019 12 31 00 PM.</div>	
Parks - Ranger Case	101013174296	1255	COMMERCIAL DRIVE									
				<div>1. Type of service Noise Complaint</div>								
				<div>2. If Other, provide details</div> <div>3. Problem description The citizen states there is a special event occurring at Grandview Park today and they are playing loud music. She noted the noise is especially loud to the nearby houses due to noise bouncing off surfaces. The event is through the local BIA.</div> <div>4. Provide VPD incident number (if available)</div> <div>5. Park name Grandview Park</div> <div>6. Provide specific location in park In the middle of the park near the children's playground.</div> <div>7. Neighbourhood Grandview-Woodland</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	s. 22(1)	s. 22(1)	1	7/28/2019 12 47	7/28/2019 12 54	PRB Park Ranger	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Park Ranger</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487667 created / updated at Sunday, July 28, 2019 12 51 03 PM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487667 created / updated at Sunday, July 28, 2019 12 51 23 PM</div> <div>No Service Provided 11 - No Service Provided. . Resolved on 28/07/2019 12 53 00 PM.</div> <div>Hansen Change in Comments Comments . Added on 28/07/2019 12 54 06 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-07-28 12 54 10.227</div> <div>No Service Provided</div> <div>11 - No Service Provided. . Resolved on 28/07/2019 12 53 00 PM.</div>	
Parks - Ranger Case	101013176123	1255	COMMERCIAL DRIVE									
				<div>PS# 6494558<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 ' ><p/><a href 'http //www.publicstuff.com/request/view/6494558'>http //www.publicstuff.com/request/view/6494558<p/></div> <div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div>								<div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-07-29 15 53 33.193</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1487782 created / updated at Monday, July 29, 2019 4 05 53 PM</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-07-29 16 05 54.463</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>
Parks - Ranger Case	101013176716	1255	COMMERCIAL DRIVE									
				<div>1. Type of service Noise Complaint</div>								
				<div>2. If Other, provide details</div> <div>3. Problem description Citizen advised that there is the Vancouver Dyke March & Festival happening at the park and the bass from the music is very loud which is effecting all the residents in the area. He is requesting for someone to inspect the issue.</div> <div>4. Provide VPD incident number (if available)</div> <div>5. Park name Grandview Park</div> <div>6. Provide specific location in park Vancouver Dyke March & Festival in the park.</div> <div>7. Neighbourhood Grandview-Woodland</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) No</div>	s.22(1)		1	8/3/2019 13 08	8/3/2019 18 20	PRB Park Ranger	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PRB Park Ranger</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1491102 created / updated at Saturday, August 03, 2019 1 11 57 PM</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1491102 created / updated at Saturday, August 03, 2019 1 12 27 PM</div> <div>Hansen Change in Comments Comments . Added on 03/08/2019 6 18 35 PM.</div> <div>Service Provided 10 - Service Provided. . Resolved on 03/08/2019 6 18 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-08-03 18 20 01.617</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 03/08/2019 6 18 00 PM.</div>	
Parks - Ranger Case	101013197112	1255	COMMERCIAL DRIVE									

				app version 2.31 original address 1655 William St alias 1655 WILLIAM ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Smoking Complaint 3. Provide details Repeat smokers by Polo court 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6575083<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2738345 189%2C-123.07079695165&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature kZrN7NP1qxaY_W2yTG0gst7E110 '><p/><a href 'http //www.publicstuff.com/request/view/6575083'>http //www.publicstuff.com/request/view/6575083<p/>	s. 22(1)	1	8/9/2019 18 35	8/10/2019 7 15	PRB Park Ranger
Parks - Ranger Case	101013216894	1255	COMMERCIAL DRIVE								
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details I dropped my phone in the toilet with human feces and I was hoping someone from the Parks Board had something to dig it out of the toilet with, as I don?t want to use my hands. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6634694<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6634694'>http //www.publicstuff.com/request/view/6634694<p/>	No Name No Name (ps)	1	8/20/2019 12 55	8/20/2019 13 05	PRB Park Ranger
Parks - Ranger Case	101013249416	1255	COMMERCIAL DRIVE								
				app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details A group of people in the southeast corner are drinking and yelling and making a mess 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6687433<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/6687433'>http //www.publicstuff.com/request/view/6687433<p/>	No Name No Name (ps)	1	8/29/2019 13 37	8/29/2019 14 43	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID6575083
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1494073 created / updated at Friday, August 09, 2019 6 35 26 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1494073 created / updated at Friday, August 09, 2019 6 36 16 PM
Hansen Change in Comments Comments Grandview Park - Repeat smokers by Polo court - Service Not Provided . Added on 10/08/2019 7 13 38 AM.
No Service Provided 11 - No Service Provided. . Resolved on 10/08/2019 7 13 00 AM.
Agent Finished Case Closed.
Closed date 2019-08-10 07 14 02.63
No Service Provided
11 - No Service Provided. . Resolved on 10/08/2019 7 13 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-10 07 14 47.193
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 1494073 created / updated at Saturday, August 10, 2019 7 15 00 AM
Agent Finished Case Closed.
Closed date 2019-08-10 07 15 01.437
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6634694
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1499344 created / updated at Tuesday, August 20, 2019 12 56 55 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1499344 created / updated at Tuesday, August 20, 2019 12 57 14 PM
Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 20/08/2019 1 00 00 PM.
Hansen Change in Comments Comments Redirect to appropriate department . Added on 20/08/2019 1 00 56 PM.
Agent Finished Case Closed.
Closed date 2019-08-20 13 03 16.057
Directed to Another City Department
20 - Directed to Another City Dept. . Resolved on 20/08/2019 1 00 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-20 13 04 57.38
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 1499344 created / updated at Tuesday, August 20, 2019 1 05 19 PM
Agent Finished Case Closed.
Closed date 2019-08-20 13 05 21.13
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID6687433
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1503836 created / updated at Thursday, August 29, 2019 1 37 57 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1503836 created / updated at Thursday, August 29, 2019 1 38 12 PM
Hansen Change in Comments Comments This case should go to VPD. Added on 29/08/2019 2 37 23 PM.
Alternate Service Required 15 - Alternate Service Required. . Resolved on 29/08/2019 2 37 00 PM.
Agent Finished Case Closed.
Closed date 2019-08-29 14 38 40.587
Alternate Service Required
15 - Alternate Service Required. . Resolved on 29/08/2019 2 37 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-29 14 41 05.593
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 1503836 created / updated at Thursday, August 29, 2019 2 43 40 PM
Agent Finished Case Closed.
Closed date 2019-08-29 14 43 41.893
Back to previous status
Closing case after 'Add Event'

					Agent Created Case Public Stuff request id PSID6811909 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515379 created / updated at Sunday, September 22, 2019 10 05 04 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515379 created / updated at Sunday, September 22, 2019 10 05 39 AM Hansen Change in Comments Comments Grandview Park - Broken Water Pipe with Sharp Edges - Rangers unable to locate broken water pipe, service provided. . Added on 23/09/2019 5 47 23 PM. Service Provided 10 - Service Provided. . Resolved on 23/09/2019 5 47 00 PM. Agent Finished Case Closed. Closed date 2019-09-23 17 47 41.02 Service Provided 10 - Service Provided. . Resolved on 23/09/2019 5 47 00 PM.						
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-09-23 17 49 47.707 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 1515379 created / updated at Monday, September 23, 2019 5 50 02 PM Agent Finished Case Closed. Closed date 2019-09-23 17 50 03.147 Back to previous status Closing case after 'Add Event'						
Parks - Ranger Case	101013351159	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Water park pipe has been smashed. Broken pipe has really sharp edges. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6811909<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273457%2C-123.070817&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature PKEm_XbFEbQfD0inPsTBzIM9UIJ '><p><a href 'http //www.publicstuff.com/request/view/6811909'>http //www.publicstuff.com/request/view/6811909<p> No Name No Name (ps)	1	9/22/2019 10 04	9/23/2019 17 50	PRB Park Ranger	
					Agent Created Case Public Stuff request id PSID6813525 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515711 created / updated at Monday, September 23, 2019 1 32 32 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1515711 created / updated at Monday, September 23, 2019 1 33 21 AM Hansen Change in Comments Comments Please contact VPD for this, as there are no Rangers on shift overnight. Added on 23/09/2019 6 10 41 AM. Alternate Service Required 15 - Alternate Service Required. . Resolved on 23/09/2019 6 10 00 AM. Agent Finished Case Closed. Closed date 2019-09-23 06 11 46.787 Alternate Service Required 15 - Alternate Service Required. . Resolved on 23/09/2019 6 10 00 AM.						
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-09-23 06 14 47.357 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 1515711 created / updated at Monday, September 23, 2019 6 15 04 AM Agent Finished Case Closed. Closed date 2019-09-23 06 15 05.153 Back to previous status Closing case after 'Add Event'						
Parks - Ranger Case	101013352413	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details Campers that are living in the park, yelling, screaming, making noise and playing music at all hours... 5. Park name Grandview 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description People living in tents in the park, playing music, yelling etc at all hours. Right now I have been woken up by a person yelling (it's 1 30 am) <p>PS# 6813525<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27329%2C-123.070107&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature Y-4yRq-oXiomAUKX78XjZdyTvks '><p><a href 'http //www.publicstuff.com/request/view/6813525'>http //www.publicstuff.com/request/view/6813525<p> s.22(1)	1	9/23/2019 1 32	9/23/2019 6 15	PRB Park Ranger	
					Agent Created Case Public Stuff request id PSID6881608 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1521784 created / updated at Friday, October 04, 2019 4 07 47 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1521784 created / updated at Friday, October 04, 2019 4 08 16 PM Alternate Service Required 15 - Alternate Service Required. . Resolved on 04/10/2019 6 47 00 PM. Hansen Change in Comments Comments Grandview Park - request to turn off spray park - redirect. . Added on 04/10/2019 6 47 11 PM. Agent Finished Case Closed. Closed date 2019-10-04 18 48 39.063 Alternate Service Required 15 - Alternate Service Required. . Resolved on 04/10/2019 6 47 00 PM.						
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-10-04 18 49 41.417 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 1521784 created / updated at Friday, October 04, 2019 6 49 51 PM Agent Finished Case Closed. Closed date 2019-10-04 18 49 52.523 Back to previous status Closing case after 'Add Event'						
Parks - Ranger Case	101013389176	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details the spray park is still on. it is not summer anymore. it is October 4th. 5. Park name Grandview park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6881608<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_fc94f7c55eef1fc2d14b4bfccf5ad23d'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27375073793%2C-123.07092100382&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature eIFWPuioDA3QVY_9EdyyalFzllk '><p><a href 'http //www.publicstuff.com/request/view/6881608'>http //www.publicstuff.com/request/view/6881608<p> s. 22(1)	s. 22(1)	1	10/4/2019 16 07	10/4/2019 18 49	PRB Park Ranger

				Agent Created Case Public Stuff request id PSID7061734 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1540095 created / updated at Tuesday, November 12, 2019 12 26 21 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1540095 created / updated at Tuesday, November 12, 2019 12 27 22 PM Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 12/11/2019 12 30 00 PM. Hansen Change in Comments Comments . Added on 12/11/2019 12 30 57 PM. Agent Finished Case Closed. Closed date 2019-11-12 12 32 54.143 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 12/11/2019 12 30 00 PM.			
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-11-12 12 34 46.91 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 1540095 created / updated at Tuesday, November 12, 2019 12 35 07 PM Agent Finished Case Closed. Closed date 2019-11-12 12 35 07.93 Back to previous status Closing case after 'Add Event'			
Parks - Ranger Case	101013497927	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Light bulbs are burnt out on the south side of the playground and on the northeast side of the park on the pathway 5. Park name Grand view 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 7061734<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896%2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 2XOttmn6VACzd_d6KM7a-5XTxgl ' '><p/><a href 'http //www.publicstuff.com/request/view/7061734'>http //www.public No Name No Name (ps)	1 11/12/2019 12 26 11/12/2019 12 35 PRB Park Ranger
				Agent Created Case Public Stuff request id PSID7099143 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1544385 created / updated at Wednesday, November 20, 2019 10 22 42 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1544385 created / updated at Wednesday, November 20, 2019 10 23 17 AM Hansen Change in Comments Comments SERVICE PROVIDED. Added on 20/11/2019 10 41 24 AM. Service Provided 10 - Service Provided. . Resolved on 20/11/2019 10 41 00 AM. Agent Finished Case Closed. Closed date 2019-11-20 10 41 55.087 Service Provided 10 - Service Provided. . Resolved on 20/11/2019 10 41 00 AM.			
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-11-20 10 44 48.877 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 1544385 created / updated at Wednesday, November 20, 2019 10 45 11 AM Agent Finished Case Closed. Closed date 2019-11-20 10 45 13.137 Back to previous status Closing case after 'Add Event'			
Parks - Ranger Case	101013523515	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Smoking Complaint 3. Provide details Group of males smoking by cenotaph 82+98 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Group of males smoking by cenotaph 82+98<p/>PS# 7099143<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27346%2C-123.07037&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature NcbfeXZeflJpgIRUhlJ_CdLzKA ' '><p/><a href 'http //www.publicstuff.com/request/view/7099143'>http //www.public No Name No Name (ps)	1 11/20/2019 10 22 11/20/2019 10 45 PRB Park Ranger
				Agent Created Case Public Stuff request id PSID7099151 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1544387 created / updated at Wednesday, November 20, 2019 10 23 42 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1544387 created / updated at Wednesday, November 20, 2019 10 24 17 AM Service Provided 10 - Service Provided. . Resolved on 20/11/2019 10 39 00 AM. Hansen Change in Comments Comments SERVICE PROVIDED . Added on 20/11/2019 10 39 52 AM. Agent Finished Case Closed. Closed date 2019-11-20 10 41 55.1 Service Provided 10 - Service Provided. . Resolved on 20/11/2019 10 39 00 AM.			
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-11-20 10 44 51.377 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 1544387 created / updated at Wednesday, November 20, 2019 10 45 12 AM Agent Finished Case Closed. Closed date 2019-11-20 10 45 13.527 Back to previous status Closing case after 'Add Event'			
Parks - Ranger Case	101013523526	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Smoking Complaint 3. Provide details Female smoking on bench 82+98 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Female smoking on bench 82+98<p/>PS# 7099151<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27355%2C-123.070702&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature Ft6uzEpWoGGLSd-G4KFQF0D4WrY ' '><p/><a href 'http //www.publicstuff.com/request/view/7099151'>http //www.public No Name No Name (ps)	1 11/20/2019 10 23 11/20/2019 10 45 PRB Park Ranger

				Agent Created Case Public Stuff request id PSID7292451 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1562322 created / updated at Monday, January 06, 2020 9 47 31 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1562322 created / updated at Monday, January 06, 2020 9 48 36 AM Alternate Service Required 15 - Alternate Service Required. . Resolved on 06/01/2020 10 42 00 AM. Hansen Change in Comments Comments . Added on 06/01/2020 10 43 04 AM. Agent Finished Case Closed. Closed date 2020-01-06 10 44 49.883 Alternate Service Required 15 - Alternate Service Required. . Resolved on 06/01/2020 10 42 00 AM.	
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-01-06 10 49 46.913 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 1562322 created / updated at Monday, January 06, 2020 10 49 57 AM Agent Finished Case Closed. Closed date 2020-01-06 10 49 58.237 Back to previous status Closing case after 'Add Event'	
Parks - Ranger Case	101013647863	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Lamp post in the middle of the park by playground is not working anymore 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown PS# 7292451<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2736584 25574%2C-123.07030543685&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UVvXic&signature 830UkAOZ5rjYvroko0Uks9irBHs '><p/><a href 'http //www.publicstuff.com/request/view/7292451'>http //www.public No Name No Name (ps) 1 1/6/2020 9 46 1/6/2020 10 49 PRB Park Ranger
				1. Type of service Request to Assist Public 2. If Other, provide details 3. Problem description There are at least 6 or more homeless people in the men's & women's washroom and citizen has young kids with her that needed to use the washroom, but unable as homeless are camping out in the washroom's. It's an ongoing issue as citizen's kids to the Britannia School and after school they come to thepark to play and washrooms are always occupied by homeless and general public is unable to use the facilities 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park 1255 Commercial Drive 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) Yes s. 22(1) s. 22(1) 1 1/22/2020 15 05 1/23/2020 10 32 PRB Park Ranger	
Parks - Ranger Case	101013704700	1255	COMMERCIAL DRIVE		
				Agent Created Case Public Stuff request id PSID7466730 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1580525 created / updated at Tuesday, February 11, 2020 10 56 53 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1580525 created / updated at Tuesday, February 11, 2020 10 57 32 AM Hansen Change in Comments Comments Grandview Park - smoking cannabis question - case will be closed due to insufficient information and generality. . Added on 11/02/2020 10 59 44 AM. No Service Provided 11 - No Service Provided. . Resolved on 11/02/2020 10 59 00 AM. Agent Finished Case Closed. Closed date 2020-02-11 11 01 55.92 No Service Provided 11 - No Service Provided. . Resolved on 11/02/2020 10 59 00 AM.	
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-02-11 11 04 50.163 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 1580525 created / updated at Tuesday, February 11, 2020 11 05 08 AM Agent Finished Case Closed. Closed date 2020-02-11 11 05 09.0 Back to previous status Closing case after 'Add Event'	
Parks - Ranger Case	101013769556	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Smoking Complaint 3. Provide details Smoking of cannabis pretty much all day 5. Park name Grandview 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown PS Description Is smoking of cannabis included in the no smoking ban? <p/>PS# 7466730<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273555% 2C-123.070454&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UVvXic&signature WWJpJdeiadY7iyNLb1Lj3n_dDM '><p/><a href 'http //www.publicstuff.com/request/view/7466730'>http //www.public No Name No Name (ps) 1 2/11/2020 10 56 2/11/2020 11 05 PRB Park Ranger

Parks - Ranger Case	101013832178	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Just outside the children?s playground, this is the sight. I don?t think I need to describe it. I appreciate your expedited response to this matter 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 7578248<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_1c301b8fe1eb0f39c37dd7826f152c4e'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273682%2C-123.070787&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature s_8uozXzXUC8eVDRBTXr9QT8Za4 ' '><p/><a href 'http //www.publicstuff.com/request/view/7578248'>http //www.public No Name No Name (ps)	1	3/5/2020 10 08	3/5/2020 10 55	PRB Park Ranger	Agent Created Case Public Stuff request id PSID7578248 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1590521 created / updated at Thursday, March 05, 2020 10 08 24 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1590521 created / updated at Thursday, March 05, 2020 10 09 23 AM Service Provided 10 - Service Provided. . Resolved on 05/03/2020 10 50 00 AM. Hansen Change in Comments Comments service provided . Added on 05/03/2020 10 50 55 AM. Agent Finished Case Closed. Closed date 2020-03-05 10 53 37.807 Service Provided 10 - Service Provided. . Resolved on 05/03/2020 10 50 00 AM.		
					1. Type of service Noise Complaint						Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-03-05 10 54 51.45 Open311 Feedback Send Complete Status and Resolution Comment to PS case		
					2. If Other, provide details 3. Problem description Amplified music being played 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Middle of park 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No						Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1590521 created / updated at Thursday, March 05, 2020 10 55 23 AM Agent Finished Case Closed. Closed date 2020-03-05 10 55 24.753 Back to previous status Closing case after 'Add Event'		
												Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger	
Parks - Ranger Case	101013839219	1255	COMMERCIAL DRIVE			s.22(1)	1	3/8/2020 14 01	3/8/2020 23 26	PRB Park Ranger	Hansen Service Case Created / Updated Hansen ServiceRequest Number 1591748 created / updated at Sunday, March 08, 2020 2 01 58 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1591748 created / updated at Sunday, March 08, 2020 2 02 18 PM Hansen Change in Comments Comments Service Provided. Added on 08/03/2020 11 25 18 PM. Service Provided 10 - Service Provided. . Resolved on 08/03/2020 11 25 00 PM. Agent Finished Case Closed. Closed date 2020-03-08 23 26 40.193 Service Provided 10 - Service Provided. . Resolved on 08/03/2020 11 25 00 PM.		
											Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger		
					1. Type of service Fires						Hansen Service Case Created / Updated Hansen ServiceRequest Number 1597529 created / updated at Monday, March 23, 2020 2 43 17 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1597529 created / updated at Monday, March 23, 2020 2 44 28 PM Hansen Change in Comments Comments March 23, 2020 -- 2257hrs -- Rangers #68 & 49 attended Grandview Park at 1649hrs in response to a homelessness complaint. Upon arrival, the rangers patrolled the entire Park but did not observe the reported encampment or any open fire BBQ. No further significant action.. Added on 23/03/2020 10 59 05 PM. Service Provided 10 - Service Provided. . Resolved on 23/03/2020 10 58 00 PM. Agent Finished Case Closed. Closed date 2020-03-23 22 59 11.607 Service Provided 10 - Service Provided. . Resolved on 23/03/2020 10 58 00 PM.		
Parks - Ranger Case	101013877011	1255	COMMERCIAL DRIVE		1. Type of service Request to Assist Internal Dept	s. 22(1)	s. 22(1)	1	3/23/2020 14 41	3/23/2020 22 59	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger	
					2. If Other, provide details 3. Problem description Needle Hot Line received request to pick up three needles at Grandview Park, but they're within the fenced bike polo rink. He can see them between the two gates, but he doesn't have access to the secured area. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Bike polo rink. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	2020/04/16 14 06 07 ~~~ John Newman ~~~ Please call Portland Hotel Society to let them know when facility will be unlocked so they can pickup the needles. 604 657 6561
2020/04/16 13 53 47 ~~~ John Newman ~~~ Another citizen commented that he has seen these these three needles here for many days, NE side of court by the Fence. He said he spoke Portland Hotel Society associate and he said they could not get access to court to pickup needle. 
						Hansen Service Case Created / Updated Hansen ServiceRequest Number 1604867 created / updated at Tuesday, April 14, 2020 4 18 32 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1604867 created / updated at Tuesday, April 14, 2020 4 19 17 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1604867 created / updated at Thursday, April 16, 2020 1 54 19 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1604867 created / updated at Thursday, April 16, 2020 2 06 25 PM No Service Provided 11 - No Service Provided. . Resolved on 19/04/2020 6 57 00 AM. Hansen Change in Comments Comments . Added on 19/04/2020 6 58 07 AM. Agent Finished Case Closed. Closed date 2020-04-19 06 59 22.57 No Service Provided 11 - No Service Provided. . Resolved on 19/04/2020 6 57 00 AM.	
Parks - Ranger Case	101013927778	1255	COMMERCIAL DRIVE		2. If Other, provide details 3. Problem description Needle Hot Line received request to pick up three needles at Grandview Park, but they're within the fenced bike polo rink. He can see them between the two gates, but he doesn't have access to the secured area. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Bike polo rink. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	2020/04/16 14 06 07 ~~~ John Newman ~~~ Please call Portland Hotel Society to let them know when facility will be unlocked so they can pickup the needles. 604 657 6561
2020/04/16 13 53 47 ~~~ John Newman ~~~ Another citizen commented that he has seen these these three needles here for many days, NE side of court by the Fence. He said he spoke Portland Hotel Society associate and he said they could not get access to court to pickup needle. 
	s. 22(1)	s. 22(1)	1	4/14/2020 16 17	4/19/2020 6 59	PRB Park Ranger	

Parks - Ranger Case	101013957290	1255	COMMERCIAL DRIVE	<div> <div>app version 2.31</div> <div>original address</div> <div>Grandview Park alias</div> <div>GRANDVIEW PARK</div> <div>full 1255</div> <div>COMMERCIAL DR,</div> <div>VANCOUVER, BC</div> </div>	<div> <div>1. Type of service</div> <div>Other</div> <div>3. Provide details</div> <div>I am writing to ask that the City reopen playgrounds and other park amenities. These are important to mental health and are low risk regarding COVID-19. People can choose to stay away if they do not wish to use the facilities yet, but there are a lot of us who feel that the pandemic risks are now quite low and it is time to reopen the playgrounds. Little kids especially cannot make much use of open space (they don't know how to "play ball" or games like that) and really miss the playgrounds. The Public Health Office did not require the City to close them in the first place.</div> <div>5. Park name</div> <div>Grandview Park</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 7841257</div> <div>Click images below to expand</div> <div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896%2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 2XOttmn6VACzd_d6KM7a-5XTxgl '</div> <div></div> <div><p/><a href 'http //www.publicstuff.com/request/view/7841257'>http //www.publicstuff.com/request/view/7841257</div> </div> </div> </div>	No Name (ps)	1	4/27/2020 11 14	4/27/2020 14 30	PRB Park Ranger
				<div> <div>1. Type of service</div> <div>Bylaw Complaint or Inquiry</div> <div>2. If Other, provide details</div> <div>3. Problem description</div> <div>Caller reporting lots of drug and alcohol use in the park. Every day with about 30 people.</div> <div>4. Provide VPD incident number (if available)</div> <div>5. Park name</div> <div>Grandview Park</div> <div>6. Provide specific location in park</div> <div>near the cenataph</div> <div>7. Neighbourhood</div> <div>Grandview-Woodland</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Yes</div> </div>	<div> <div>Caller would like a follow up call</div> </div>	S. 22(1)	S. 22(1)	1	5/22/2020 14 36	5/22/2020 14 51	PRB Park Ranger
				<div> <div>1. Type of service</div> <div>Noise Complaint</div> <div>2. If Other, provide details</div> <div>3. Problem description</div> <div>Citizen says there is a barking dog in Grandview Park. The dog is with it's owner but is barking constantly. The dog is medium-large and black. Citizen was unable to determine the breed. Citizen says this is happening 24 hours a day since the middle of March 2020. Citizen says the noise is affecting his business.</div> <div>4. Provide VPD incident number (if available)</div> <div>5. Park name</div> <div>Grandview Park</div> <div>6. Provide specific location in park</div> <div>N/A</div> <div>7. Neighbourhood</div> <div>Grandview-Woodland</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>No</div> </div>		S. 22(1)	S. 22(1)	1	6/3/2020 8 40	6/3/2020 8 59	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID7841257
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1609744 created / updated at Monday, April 27, 2020 11 14 12 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1609744 created / updated at Monday, April 27, 2020 11 14 26 AM
Hansen Change in Comments Comments The following case has been directed to the appropriate CoV department. . Added on 27/04/2020 2 28 28 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 27/04/2020 2 28 00 PM.
Agent Finished Case Closed.
Closed date 2020-04-27 14 29 18.217
Duplicate Request
30 - Duplicate Request. . Resolved on 27/04/2020 2 28 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-04-27 14 29 56.157
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 1609744 created / updated at Monday, April 27, 2020 2 30 16 PM
Agent Finished Case Closed.
Closed date 2020-04-27 14 30 17.797
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1620678 created / updated at Friday, May 22, 2020 2 37 52 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1620678 created / updated at Friday, May 22, 2020 2 38 12 PM
Hansen Change in Comments Comments Grandview Park - 30 people not social distancing at cenotaph - duplicate case see Hansen Case #1620682. Added on 22/05/2020 2 48 33 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 22/05/2020 2 48 00 PM.
Agent Finished Case Closed.
Closed date 2020-05-22 14 51 08.277
Duplicate Request
30 - Duplicate Request. . Resolved on 22/05/2020 2 48 00 PM.

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1625742 created / updated at Wednesday, June 03, 2020 8 45 55 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1625742 created / updated at Wednesday, June 03, 2020 8 46 31 AM
Alternate Service Required 15 - Alternate Service Required. . Resolved on 03/06/2020 8 51 00 AM.
Agent Finished Case Closed.
Closed date 2020-06-03 08 54 36.143
Alternate Service Required
15 - Alternate Service Required. . Resolved on 03/06/2020 8 51 00 AM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments Your request requires an alternate service. Please contact 3-1-1 and request Animal Control. . Added on 03/06/2020 8 51 41 AM.
Agent Finished Case Closed.
Closed date 2020-06-03 08 59 36.797
Back to previous status
Closing case after 'Add Event'

				1. Type of service Other																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																															
--	--	--	--	-----------------------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Parks - Ranger Case	101014106733	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details Almost all of the instruments are ok, however the drums from these bands goes through the walls and makes it impossible to relax in any room in our house. Not sure if this is the ?carnival band? but in the past we have reached out to them and asked them to dampen the drum and they refused. It would be great if these organizations could take the neighbours into account. I?m sure they wouldn?t appreciate it if a band started playing in front of their houses. Dampening the drums (something I know is possible) would be easy and make things much nicer for those around them. It?s a sign of a group that values their neighbours and respects others. I hope the city will reach out to these groups and encourage them to be good neighbours. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Large marching band <p>PS# 8172399<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273378%2C-123.070192&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature Fw6Q-8PPCSJIsKyuD6_XmUdC_A4 '><p><a href 'http //www.publicstuff.com/request/view/8172399'>http //www.publicstuff.com/request/view/8172399<p>	<div>s.22(1)</div>	1	6/18/2020 20 31	6/18/2020 22 29	PRB Park Ranger
---------------------	--------------	------	------------------	--------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------	---	-----------------	-----------------	-----------------

				1. Type of service Noise Complaint			
				3. Provide details It was fine for a while but now they are all drunk and the endless drunk drumming and ?singing? has maybe reached its end? It?s a lot to deal with for local residents. They have had their few hours and now it?s time to let others have some peace.		PS Description Drums/ guitars <p/>PS# 8185036<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273318%2C-123.070505&size 600x300&key AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature qvr_K4hA2O0T87HnnG5amzxYKF0 '><p/><a href 'http //www.publicstuff.com/request/view/8185036'>http //www.publicstuff.com/request/view/8185036<p/>	
Parks - Ranger Case	101014112734	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	s.22(1)	
						1	6/21/2020 20 47 6/21/2020 23 09 PRB Park Ranger

				<div>1. Type of service Noise Complaint</div>							Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger
				<div>2. If Other, provide details 3. Problem description Female caller, who chose to be anonymous, says there is a busker playing amplified music on the east side of Grandview Park / on the Commercial Drive side. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park 1255 Commercial Drive 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>2020/06/22 20 51 27 ~ Sonia Lotay ~ S. 22(1) who lives at S. 22(1) S. 22(1) Also called to report that a band was using amplifiers, a drum kit and two electric guitars to play music at Grandview Park. S. 22(1) S. 22(1) this is her time for quiet and sleep. S. 22(1) mentions that this has happened three times this week between 8pm - 9pm. Her windows are double glazed and closed and the music is till very loud. The individuals are treating the park as their personal music venue. It is impinging on the quality of life of the residents who do not feel comfortable approaching the individuals themselves.&#xD;&#xA;&#xD;&#xA;</div>	2020 June, Anonymous	1	6/22/2020 20 34	6/22/2020 21 42	PRB Park Ranger	Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634200 created / updated at Monday, June 22, 2020 8 36 25 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634200 created / updated at Monday, June 22, 2020 8 37 25 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634200 created / updated at Monday, June 22, 2020 8 52 26 PM No Service Provided 11 - No Service Provided. . Resolved on 22/06/2020 9 41 00 PM. Hansen Change in Comments Comments . Added on 22/06/2020 9 41 49 PM. Agent Finished Case Closed. Closed date 2020-06-22 21 42 35.99 No Service Provided 11 - No Service Provided. . Resolved on 22/06/2020 9 41 00 PM.
Parks - Ranger Case	101014116587	1255	COMMERCIAL DRIVE								Agent Created Case Public Stuff request id PSID8208935 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634842 created / updated at Wednesday, June 24, 2020 10 14 24 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634842 created / updated at Wednesday, June 24, 2020 10 15 24 AM Hansen Change in Comments Comments . Added on 24/06/2020 10 21 44 AM. Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 24/06/2020 10 21 00 AM. Agent Finished Case Closed. Closed date 2020-06-24 10 24 35.62 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 24/06/2020 10 21 00 AM.
				<div>1. Type of service Other 2. If Other, provide details 3. Problem description Human poop in the playground 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park middle of park 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS# 8208935<p/>Click images below to expand<p/><a href S. 22(1) S. 22(1) <p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273644%2C-123.070004&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature paLH_fAi9PK7dvlMJBwA8SAceUc ' '><p/><a href 'http //www.publicstuff.com/request/view/8208935'>http //www.publicstuff.com/request/view/8208935<p/></div>	No Name No Name (ps)	1	6/24/2020 10 14	6/24/2020 10 30	PRB Park Ranger	Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-06-24 10 29 49.1 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Parks - Ranger Case	101014121376	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC							Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634842 created / updated at Wednesday, June 24, 2020 10 30 00 AM Agent Finished Case Closed. Closed date 2020-06-24 10 30 01.233 Back to previous status Closing case after 'Add Event'
				<div>1. Type of service Noise Complaint</div>							Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger
				<div>2. If Other, provide details 3. Problem description Loud music and drums in park, been occurring the past few evenings. 4. Provide VPD incident number (if available) 5. Park name Grandview 6. Provide specific location in park middle of park 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) Yes</div>	<div>s.22(1)</div>		1	6/24/2020 19 26	6/24/2020 23 39	PRB Park Ranger	Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635229 created / updated at Wednesday, June 24, 2020 7 27 42 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635229 created / updated at Wednesday, June 24, 2020 7 28 16 PM Hansen Change in Comments Comments Due to operational needs rangers were unable to attend.. Added on 24/06/2020 11 37 06 PM. No Service Provided 11 - No Service Provided. . Resolved on 24/06/2020 11 37 00 PM. Agent Finished Case Closed. Closed date 2020-06-24 23 39 36.277 No Service Provided 11 - No Service Provided. . Resolved on 24/06/2020 11 37 00 PM.

					Agent Created Case Public Stuff request id PSID8214075 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635243 created / updated at Wednesday, June 24, 2020 7 56 43 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635243 created / updated at Wednesday, June 24, 2020 7 57 34 PM Duplicate Request 30 - Duplicate Request. . Resolved on 24/06/2020 7 59 00 PM. Hansen Change in Comments Comments Duplicate case refer to #1635229. Added on 24/06/2020 7 59 35 PM. Agent Finished Case Closed. Closed date 2020-06-24 20 00 35.647 Duplicate Request 30 - Duplicate Request. . Resolved on 24/06/2020 7 59 00 PM.	
Parks - Ranger Case	101014124265	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint		
				3. Provide details A large 8 ? Piece band is playing in the park. In many ways this is lovely and just what we all need... they however just played a few days ago and we had to endure 2 hours of a band with multiple amps and a drum kit the other night as well... it?s just a bit too much. The drums especially... if the park rangers could ask them to at least share it around and not come to Grandview all the time and they could also maybe dampen the drums and try and keep the volume at a more respectful volume for all the neighbours. This is a small neighbourhood park and although it?s on the drive it shouldn?t mean that anything goes every day at all hours. People do live on 4 sides of the park...	PS Description A big band is playing in the park... <p>PS# 8214075<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273309%2C-123.070218&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature CNKUDWHvY9xsR0EJCUGmMcW9L-w ' ><p><a href 'http //www.publicstuff.com/request/view/8214075'>http //www.publicstuff.com/request/view/8214075<p>	
				5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	s.22(1)	
Parks - Ranger Case	101014127546	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint		
				2. If Other, provide details 3. Problem description Lately there are a number of bands that have been turning up...and although lovely and talented...the amplification and drums are a bit much. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Near the childrens playground 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	She is not against the music if it were non amplified and drumless it would be great. This is the 4th concert this week.	
					s. 22(1)	s. 22(1)
Parks - Ranger Case	101014127649	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint		
				3. Provide details Another full band...amps, guitars, drums etc.... not one night this week where we can enjoy our own house/garden without being bombarded with a ?band?. While I appreciate the the gesture, massive klesmer bands and now full electric band playing EVERY DAY is too much. Waaaaay over the line for local residents. Please put a stop to this. Limit it to one or two weekends a month. NOT EVERY DAY. There are parents/essential healthcare workers etc and people just trying to enjoy their lives, catch a breath or sleep. This music blasting in the park is not very respectful to the neighbours.	2020/06/25 17 21 07 ~~~ Public Stuff ~~~ Public Stuff comment by vanconcernedcitizen Apparently someone is “booking gigs” at the park. There should be absolutely no amplified music in the park. The drums also tear through all the houses surrounding the park making it impossible to get away from. This is not a music venue. It’s a community park for families and kids to play and enjoy.
PS Description Another full BAND<p>PS# 8221940<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27339%2C-123.070502&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature wpfXxQD7F-Gvz3D7BG_6IDtbOwo ' ><p><a href 'http //www.publicstuff.com/request/view/8221940'>http //www.publicstuff.com/request/view/8221940<p>	
				5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	s.22(1)	

Agent Created Case
Public Stuff request id PSID8214075
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635243 created / updated at Wednesday, June 24, 2020 7 56 43 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635243 created / updated at Wednesday, June 24, 2020 7 57 34 PM
Duplicate Request 30 - Duplicate Request. . Resolved on 24/06/2020 7 59 00 PM.
Hansen Change in Comments Comments Duplicate case refer to #1635229. Added on 24/06/2020 7 59 35 PM.
Agent Finished Case Closed.
Closed date 2020-06-24 20 00 35.647
Duplicate Request
30 - Duplicate Request. . Resolved on 24/06/2020 7 59 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-06-24 20 04 45.87
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 1635243 created / updated at Wednesday, June 24, 2020 8 04 49 PM
Agent Finished Case Closed.
Closed date 2020-06-24 20 04 50.367
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635694 created / updated at Thursday, June 25, 2020 4 38 52 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635694 created / updated at Thursday, June 25, 2020 4 39 22 PM
No Service Provided 11 - No Service Provided. . Resolved on 25/06/2020 7 46 00 PM.
Agent Finished Case Closed.
Closed date 2020-06-25 19 48 36.29
No Service Provided
11 - No Service Provided. . Resolved on 25/06/2020 7 46 00 PM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments . Added on 25/06/2020 7 46 45 PM.
Agent Finished Case Closed.
Closed date 2020-06-25 19 48 38.963
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID8221940
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635711 created / updated at Thursday, June 25, 2020 5 09 05 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635711 created / updated at Thursday, June 25, 2020 5 09 15 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1635711 created / updated at Thursday, June 25, 2020 5 21 22 PM
Duplicate Request 30 - Duplicate Request. . Resolved on 25/06/2020 5 55 00 PM.
Hansen Change in Comments Comments . Added on 25/06/2020 5 55 31 PM.
Agent Finished Case Closed.
Closed date 2020-06-25 17 57 36.2
Duplicate Request
30 - Duplicate Request. . Resolved on 25/06/2020 5 55 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-06-25 17 59 47.947
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 1635711 created / updated at Thursday, June 25, 2020 5 59 55 PM
Agent Finished Case Closed.
Closed date 2020-06-25 17 59 56.917
Back to previous status
Closing case after 'Add Event'

				1. Type of service Noise Complaint					Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger			
				2. If Other, provide details					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1636421 created / updated at Friday, June 26, 2020 6 41 10 PM			
				3. Problem description a band setting up amplification and playing music (Brass Band). The band was in the park last week and they were very loud.					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1636421 created / updated at Friday, June 26, 2020 6 42 23 PM			
				4. Provide VPD incident number (if available)					Hansen Change in Comments Comments Grandview Park - brass band setting up amplification and playing music - shortage of staff, no service provided.. Added on 26/06/2020 11 02 20 PM.			
				5. Park name Grandview Park					No Service Provided 11 - No Service Provided.. Resolved on 26/06/2020 11 02 00 PM.			
				6. Provide specific location in park near the children playground					Agent Finished Case Closed.			
				7. Neighbourhood Grandview-Woodland					Closed date 2020-06-26 23 03 36.443			
				8. (Don't ask, just record - did caller indicate they want a call back?) No					No Service Provided			
Parks - Ranger Case	101014131365	1255	COMMERCIAL DRIVE						s. 22(1)	s. 22(1)	1	6/26/2020 18 38 6/26/2020 23 03 PRB Park Ranger
				1. Type of service Noise Complaint					Agent Created Case Public Stuff request id PSID8231836			
				3. Provide details Lovely chorus of ?FUCK YOU? ?NO FUCK YOU? ?NO, FUCK YOU!!!!? This morning from the lovely people that have moved in to the park and surround the picnic tables they brought to the park.					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1636511 created / updated at Saturday, June 27, 2020 8 32 03 AM			
				5. Park name Grandview Park					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1636511 created / updated at Saturday, June 27, 2020 8 32 19 AM			
				8. (Don't ask, just record - did caller indicate they want a call back?) Unknown					Service Provided 10 - Service Provided. . Resolved on 27/06/2020 11 29 00 AM.			
									Agent Finished Case Closed.			
									Closed date 2020-06-27 11 30 34.173			
									Service Provided			
									10 - Service Provided. . Resolved on 27/06/2020 11 29 00 AM.			
									Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'			
									Hansen Change in Comments Comments . Added on 27/06/2020 11 29 38 AM.			
									Agent Finished Case Closed.			
									Closed date 2020-06-27 11 30 37.027			
									Back to previous status			
									Closing case after 'Add Event'			
									Case Reopened Reopened for Public Stuff Feedback			
									Agent Finished Case Closed.			
									Closed date 2020-06-27 11 34 49.98			
									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 1636511 created / updated at Saturday, June 27, 2020 11 34 57 AM			
									Agent Finished Case Closed.			
									Closed date 2020-06-27 11 34 58.42			
									Back to previous status			
									Closing case after 'Add Event'			
Parks - Ranger Case	101014131723	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint	PS Description Lovely chorus of profanity <p>PS# 8231836<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273278%2C-123.07024&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature h3M2ZkXNdhiDoJzuFAXoRBk8pHs '><p><a href 'http //www.publicstuff.com/request/view/8231836'>http //www.publicstuff.com/request/view/8231836<a><p>	s.22(1)	1	6/27/2020 8 31 6/27/2020 11 34 PRB Park Ranger			
				1. Type of service Noise Complaint					Agent Created Case Public Stuff request id PSID8237489			
				3. Problem description Loud Drums being played in the park. Can be heard in all of the houses surrounding the park. This regular ?music? is very disruptive to the local residents.					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1637059 created / updated at Sunday, June 28, 2020 8 01 03 PM			
				4. Provide VPD incident number (if available)					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1637059 created / updated at Sunday, June 28, 2020 8 01 13 PM			
				5. Park name Grandview Park					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1637059 created / updated at Sunday, June 28, 2020 8 27 55 PM			
				6. Provide specific location in park 1657 Charles St.					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1637059 created / updated at Sunday, June 28, 2020 8 30 40 PM			
				7. Neighbourhood Grandview-Woodland					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1637059 created / updated at Sunday, June 28, 2020 9 44 28 PM			
				8. (Don't ask, just record - did caller indicate they want a call back?) Yes					Hansen Change in Comments Comments . Added on 28/06/2020 10 35 18 PM.			
									Duplicate Request 30 - Duplicate Request. . Resolved on 28/06/2020 10 35 00 PM.			
									Agent Finished Case Closed.			
									Closed date 2020-06-28 22 36 34.467			
									Duplicate Request			
									30 - Duplicate Request . Resolved on 28/06/2020 10 35 00 PM.			
									Case Reopened Reopened for Public Stuff Feedback			
									Agent Finished Case Closed.			
									Closed date 2020-06-28 22 39 46.443			
									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 1637059 created / updated at Sunday, June 28, 2020 10 40 04 PM			
									Agent Finished Case Closed.			
									Closed date 2020-06-28 22 40 05.34			
									Back to previous status			
									Closing case after 'Add Event'			
Parks - Ranger Case	101014134324	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint	2020/06/28 21 43 22 ~~~ Public Stuff ~~~ Public Stuff comment by s. 22(1) The more drunk they got the louder it got. Then the fight happened. Finally they shut up when they were yelled at. MUSIC BLASTING EVERY NIGHT IN THE PARK for 2-3 hours in the evening. This has got to stop
2020/06/28 20 29 37 ~~~ Sonia Lotay ~~~ s.22(1) called to report that there is loud amplified music being played at Grandview Park frequently. He has reported it but nothing has been addressed. Rangers haven't attended. Amplifiers, drums, horns, tuba, etc. are being used from time to time. SLS was provided. He is frustrated but doesn't wish to contact the police. He would like a call back.
PS Description Drums being played loudly in the park <p>PS# 8237489<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273436%2C-123.070242&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature sWPgxWJnkrErW18oXO7FE_YEhs '><p><a href 'http //www.publicstuff.com/request/view/8237489'>http //www.publicstuff.com/request/view/8237489<a><p>	s.22(1)	1	6/28/2020 20 00 6/28/2020 22 40 PRB Park Ranger			

				Agent Created Case Public Stuff request id PSID8305742 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1641263 created / updated at Wednesday, July 08, 2020 9 09 32 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1641263 created / updated at Wednesday, July 08, 2020 9 10 23 AM Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 08/07/2020 9 16 00 AM. Hansen Change in Comments Comments . Added on 08/07/2020 9 16 24 AM. Agent Finished Case Closed. Closed date 2020-07-08 09 17 38.31 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 08/07/2020 9 16 00 AM.									
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-08 09 29 55.227 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 1641263 created / updated at Wednesday, July 08, 2020 9 30 04 AM Agent Finished Case Closed. Closed date 2020-07-08 09 30 05.84 Back to previous status Closing case after 'Add Event'									
Parks - Ranger Case	101014161023	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details faeces in the playground. In the ?treehouse? 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 8305742<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJIMiZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/8305742'>http //www.public No Name No Name stuff.com/request/view/8305742<p/>	1	7/8/2020 9 09	7/8/2020 9 30	PRB Park Ranger			
				1. Type of service Noise Complaint									
				3. Provide details There is a 10 piece band playing in the park and it is very LOUD. Trumpets, tuba, saxophones etc... and a MASSIVE DRUM. This is way way way too loud for the surrounding residents. The music in some ways is quite lovely but it is so loud that in the neighbouring houses most of what we hear (in every single room in the house) is the pounding of drums. This is not fair. We literally cannot enjoy a single room in our house. We can't work, read, watch tv or enjoy our own house let alone our garden. This is an ongoing issue. If they could at the very least muffle the sound of the drum, play during the day and move to different places it would be much appreciated. The city needs to manage this better. Please. We are already hostages in our own homes due to covid and this makes it even harder.									
Parks - Ranger Case	101014163957	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details There is a 10 piece band playing in the park and it is very LOUD. Trumpets, tuba, saxophones etc... and a MASSIVE DRUM. This is way way way too loud for the surrounding residents. The music in some ways is quite lovely but it is so loud that in the neighbouring houses most of what we hear (in every single room in the house) is the pounding of drums. This is not fair. We literally cannot enjoy a single room in our house. We can't work, read, watch tv or enjoy our own house let alone our garden. This is an ongoing issue. If they could at the very least muffle the sound of the drum, play during the day and move to different places it would be much appreciated. The city needs to manage this better. Please. We are already hostages in our own homes due to covid and this makes it even harder.	2020/07/08 19 58 02 ~~~ Public Stuff ~~~ Public Stuff comment by s.22(1) Someone spoke to the band. They were really nice and did make some effort to make the drum more quiet. Hopefully when they come back they'll be able to muffle the drum even more as the music is quite lovely...but the drum is a bit like torture for the neighbours...
PS Description 10 piece big band playing <p/>PS# 8310984<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273276%2C-123.070134&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature u_H_lsr28X00sulKLcZuC7LQFGc '><p/><a href 'http //www.publicstuff.com/request/view/8310984'>http //www.public s.22(1) stuff.com/request/view/8310984<p/>	1	7/8/2020 19 29	7/8/2020 20 39	PRB Park Ranger			
				Agent Created Case Public Stuff request id PSID8348322 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1644157 created / updated at Tuesday, July 14, 2020 10 34 18 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1644157 created / updated at Tuesday, July 14, 2020 10 35 18 AM Hansen Change in Comments Comments . Added on 14/07/2020 10 45 29 PM. No Service Provided 11 - No Service Provided. . Resolved on 14/07/2020 10 45 00 PM. Agent Finished Case Closed. Closed date 2020-07-14 22 47 38.31 No Service Provided 11 - No Service Provided. . Resolved on 14/07/2020 10 45 00 PM.									
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-14 22 49 52.397 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 1644157 created / updated at Tuesday, July 14, 2020 10 50 00 PM Agent Finished Case Closed. Closed date 2020-07-14 22 50 00.667 Back to previous status Closing case after 'Add Event'									

					Agent Created Case Public Stuff request id PSID8361539 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1645159 created / updated at Wednesday, July 15, 2020 7 23 16 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1645159 created / updated at Wednesday, July 15, 2020 7 24 21 PM Hansen Change in Comments Comments Vancouver Park rangers are aware of your concern and currently have an ongoing case regarding the matter. Thank you for your continued patience as we work towards resolving this issue.. Added on 15/07/2020 8 21 55 PM. Duplicate Request 30 - Duplicate Request. . Resolved on 15/07/2020 8 21 00 PM. Agent Finished Case Closed. Closed date 2020-07-15 20 23 38.093 Duplicate Request 30 - Duplicate Request. . Resolved on 15/07/2020 8 21 00 PM.
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-15 20 24 48.813 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 1645159 created / updated at Wednesday, July 15, 2020 8 24 57 PM Agent Finished Case Closed. Closed date 2020-07-15 20 24 59.053 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101014185535	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint <

Parks - Ranger Case	101014206687	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	2020/07/22 20 59 29 ~~~ Carly Hamilton ~~~ another citizen called to report this same issue. She said they are there every night and it's so loud
2020/07/22 20 28 40 ~~~ Natalie Charbonneau ~~~ s. 22(1) called to report the same thing. CSR used wrong address for Grandview Park. Case 101014206753 is duplicate request and can be closed. 
	s. 22(1)	s. 22(1)	1	7/22/2020 19 26	7/23/2020 2 14	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger
				2. If Other, provide details 3. Problem description There is a band playing loud music in the park. They have drums and other instruments, as well as amplified equipment. Band players are verbally abusive to nearby residents that have asked them politely to turn the amplification equipment down. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park By the children's playground near the amphitheater. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No								Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648769 created / updated at Wednesday, July 22, 2020 7 30 57 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648769 created / updated at Wednesday, July 22, 2020 7 31 28 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648769 created / updated at Wednesday, July 22, 2020 8 29 18 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1648769 created / updated at Wednesday, July 22, 2020 9 00 26 PM No Service Provided 11 - No Service Provided. . Resolved on 23/07/2020 2 12 00 AM. Hansen Change in Comments Comments Grandview Park - jazz band noise complaint - time sensitive case, no service provided.. Added on 23/07/2020 2 12 31 AM. Agent Finished Case Closed. Closed date 2020-07-23 02 14 14.007 No Service Provided 11 - No Service Provided. . Resolved on 23/07/2020 2 12 00 AM.
				1. Type of service Noise Complaint								
Parks - Ranger Case	101014215036	1255	COMMERCIAL DRIVE	2. If Other, provide details 3. Problem description Amplified music. 8 piece band is setting up right now near playground. Trombone, drum kits, amps, bassses. Happens nearly nightly, 5-7 nights per week. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Near playground. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	Separate feedback case created and linked.	s.22(1)		1	7/25/2020 19 16	7/26/2020 13 26	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger
				1. Type of service Noise Complaint								Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650276 created / updated at Saturday, July 25, 2020 7 19 59 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650276 created / updated at Saturday, July 25, 2020 7 20 34 PM Service Provided 10 - Service Provided. . Resolved on 26/07/2020 1 24 00 PM. Hansen Change in Comments Comments . Added on 26/07/2020 1 24 11 PM. Agent Finished Case Closed. Closed date 2020-07-26 13 26 10.77 Service Provided 10 - Service Provided. . Resolved on 26/07/2020 1 24 00 PM.
				2. If Other, provide details 3. Problem description Citizen reporting that there is a band playing in Grandview Park that is very loud for neighbouring residents. It consists of drums, a trumpet, trombones and a clarinet. They been there since 7 00PM 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Off of Commercial Drive 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No								2020 July, Anonymous
Parks - Ranger Case	101014232071	1255	COMMERCIAL DRIVE	1. Type of service Other 2. If Other, provide details locked hockey rink 3. Problem description Caller is reporting there are unauthorized locks on the lacrosse/hockey courts at Grandview Park. She said it is a regular occurence for homeless persons to lock to the courts. 4. Provide VPD incident number (if available) 5. Park name Grandview 6. Provide specific location in park The hockey court 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No		s. 22(1)	s. 22(1)	1	7/30/2020 21 09	7/31/2020 12 01	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger
				1. Type of service Noise Complaint								Hansen Service Case Created / Updated Hansen ServiceRequest Number 1653201 created / updated at Thursday, July 30, 2020 9 12 06 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1653201 created / updated at Thursday, July 30, 2020 9 12 16 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1653201 created / updated at Thursday, July 30, 2020 9 12 51 PM Service Provided 10 - Service Provided. Service Provided. . Resolved on 31/07/2020 12 00 00 PM. Agent Finished Case Closed. Closed date 2020-07-31 12 01 43.333 Service Provided 10 - Service Provided. Service Provided. . Resolved on 31/07/2020 12 00 00 PM.
				2. If Other, provide details 3. Problem description Caller is reporting there are unauthorized locks on the lacrosse/hockey courts at Grandview Park. She said it is a regular occurrence for homeless persons to lock to the courts. 4. Provide VPD incident number (if available) 5. Park name Grandview 6. Provide specific location in park The hockey court 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No								

[illegible]

Parks - Ranger Case	101014281985	1255	COMMERCIAL DRIVE	1. Type of service Bylaw Complaint or Inquiry	2020/08/19 09 27 24 ~ Sandra Wong ~ Citizen called to follow up b/c he'd like someone to enforce the tents come down during the day..sw
 s. 22(1)	s. 22(1)	1	8/18/2020 11 41	8/19/2020 11 57	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger
				2. If Other, provide details 3. Problem description There are still 2 tents up along with lots of belongings and garbage around them. They had been there overnight. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park In the middle of the park. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No							Hansen Service Case Created / Updated Hansen ServiceRequest Number 1661879 created / updated at Tuesday, August 18, 2020 11 42 51 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1661879 created / updated at Tuesday, August 18, 2020 11 43 31 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1661879 created / updated at Wednesday, August 19, 2020 9 28 21 AM Service Provided 10 - Service Provided. . Resolved on 19/08/2020 11 57 00 AM. Hansen Change in Comments Comments . Added on 19/08/2020 11 57 39 AM. Agent Finished Case Closed. Closed date 2020-08-19 11 57 45.233 Service Provided 10 - Service Provided. . Resolved on 19/08/2020 11 57 00 AM.
Parks - Ranger Case	101014296246	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	PS Description Drumming <p>PS# 8612128<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273257%2C-123.07041&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrl1hK1UYvXic&signature P359qycOJlg6Wi7CST0SfAy1guA ' '><p><a href 'http //www.publicstuff.com/request/view/8612128'>http //www.publicstuff.com/request/view/8612128<p>	s.22(1)	1	8/23/2020 18 39	8/23/2020 20 24	PRB Park Ranger	Agent Created Case Public Stuff request id PSID8612128 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1664308 created / updated at Sunday, August 23, 2020 6 39 11 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1664308 created / updated at Sunday, August 23, 2020 6 39 31 PM Duplicate Request 30 - Duplicate Request. . Resolved on 23/08/2020 8 19 00 PM. Hansen Change in Comments Comments . Added on 23/08/2020 8 20 04 PM. Agent Finished Case Closed. Closed date 2020-08-23 20 21 43.44 Duplicate Request 30 - Duplicate Request. . Resolved on 23/08/2020 8 19 00 PM.
				3. Provide details Some amazing First Nations drumming in the park. I?m writing more to make sure the city knows about all of the events that disrupt the neighbourhood more than to ?complain? about this drumming. The drums are so loud we could hear it from Nanaimo St! So as you can imagine, it?s very loud inside the houses that surround the park. If there were any loud events that should be allowed in the park it should be these drummers. It is however also one of many days of loud music we have had to endure this summer. I would hope the city and parksboard will work together to make the parks useable for all and also keep the noise to the absolute minimum in our parks. An occasional ceremonial First Nations drum circle seems like a good use and it would be great if we had more warning it was happening. The park should not be treated as a live music concert venue as it has been used this summer. It?s way too much for the neighbours to have to put up with.							Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-23 20 24 47.86 Open311 Feedback Send Complete Status and Resolution Comment to PS case
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC							Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1664308 created / updated at Sunday, August 23, 2020 8 24 57 PM Agent Finished Case Closed. Closed date 2020-08-23 20 24 58.973 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101014337798	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	PS Description Big band playing in park <p>PS# 8700268<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273389%2C-123.070339&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrl1hK1UYvXic&signature oij2xyzdL_Mwa1d1Sc74_ADGGmc ' '><p><a href 'http //www.publicstuff.com/request/view/8700268'>http //www.publicstuff.com/request/view/8700268<p>	s.22(1)	1	9/7/2020 17 50	9/7/2020 23 49	PRB Park Ranger	Agent Created Case Public Stuff request id PSID8700268 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1671778 created / updated at Monday, September 07, 2020 5 50 25 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1671778 created / updated at Monday, September 07, 2020 5 51 15 PM Hansen Change in Comments Comments . Added on 07/09/2020 11 43 03 PM. No Service Provided 11 - No Service Provided. . Resolved on 07/09/2020 11 42 00 PM. Agent Finished Case Closed. Closed date 2020-09-07 23 45 32.03 No Service Provided 11 - No Service Provided. . Resolved on 07/09/2020 11 42 00 PM.
				3. Provide details Another 8 piece band with tubas and drums etc is playing in the park. This doesn?t allow residents to enjoy their homes. This has been happening all summer and the parksboard and city have done nothing to stop this very disruptive use of a public space. It would be great if you did some kind of enforcement of something in our parks during the pandemic. For months it?s been ?anything goes? at Grandview Park. Once a few people practice in the park and nobody says anything, other start too. They get turfed out of other parks so they all come here because you do NOTHING to enforce any bylaws here... very disappointing that the city and parksboard continue to just abandon residents in East Vancouver.							Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-07 23 49 43.92 Open311 Feedback Send Complete Status and Resolution Comment to PS case
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC							Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1671778 created / updated at Monday, September 07, 2020 11 49 52 PM Agent Finished Case Closed. Closed date 2020-09-07 23 49 53.217 Back to previous status Closing case after 'Add Event'

Parks - Ranger Case	101014349842	1255	COMMERCIAL DRIVE	app version 2.31 original address 1655 William St alias 1655 WILLIAM ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details swing has been twisted up and is currently not usable 5. Park name Grandview park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 8724985<p/>Click images below to expand<p/><a href 'https //d17aqltn7cibhm.cloudfront.net/uploads/large_d4ae5bc5f6bb6b61b921f52f458f1d9'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2738413001214%2C-123.070407360792&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature V3j0_tyP2MLrTELNmElyfDScXSc '><p/><a href 'http //www.publicstuff.com/request/view/8724985'>http //www.public No Name No Name (ps)	1	9/10/2020 18 51	9/10/2020 19 14	PRB Park Ranger	
Parks - Ranger Case	101014350071	1255	COMMERCIAL DRIVE		1. Type of service Noise Complaint 2. If Other, provide details 3. Problem description Caller is reporting there appears to be quite a bit of action in Grandview Park this evening with estimated 50+ please in total including a DJ causing the noise disturbance. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Not specified - throughout the park. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	s. 22(1)	s. 22(1)	1	9/10/2020 21 34	9/11/2020 6 32	PRB Park Ranger
Parks - Ranger Case	101014375589	1255	COMMERCIAL DRIVE		1. Type of service Inspect Hazard 2. If Other, provide details 3. Problem description A blanket with feces on it has been left in the playground, caller would like it removed immediatley and feels sanitation will not attend on a priority. 4. Provide VPD incident number (if available) 5. Park name Grandview park 6. Provide specific location in park playground. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	s. 22(1)	s. 22(1)	1	9/20/2020 9 59	9/20/2020 10 14	PRB Park Ranger

Agent Created Case
Public Staff request id PSID8724985
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673873 created / updated
at Thursday, September 10, 2020 6 51 56 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673873 created / updated
at Thursday, September 10, 2020 6 52 25 PM
Service Provided 10 - Service Provided. . Resolved on 10/09/2020 7 11 00 PM.
Agent Finished Case Closed.
Closed date 2020-09-10 19 14 22.713
Service Provided
10 - Service Provided. . Resolved on 10/09/2020 7 11 00 PM.

Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'
Hansen Change in Comments Comments . Added on 10/09/2020 7 11 44 PM
Agent Finished Case Closed.
Closed date 2020-09-10 19 14 25.06
Back to previous status
Closing case after 'Add Event'

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-09-10 19 14 50.693
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 1673873 created / updated
at Thursday, September 10, 2020 7 14 53 PM
Agent Finished Case Closed.
Closed date 2020-09-10 19 14 54.793
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673927 created / updated
 at Thursday, September 10, 2020 9 36 09 PM
 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673927 created / updated
 at Thursday, September 10, 2020 9 36 18 PM
 No Service Provided 11 - No Service Provided. . Resolved on 11/09/2020 6 31 00 AM.
 Hansen Change in Comments Comments Grandview Park - DJ in park with gathering of approx. 50
 people - time sensitive case, no service provided. . Added on 11/09/2020 6 31 27 AM.
 Agent Finished Case Closed.
 Closed date 2020-09-11 06 32 25.907
 No Service Provided
 11 - No Service Provided. . Resolved on 11/09/2020 6 31 00 AM.

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1678100 created / updated
at Sunday, September 20, 2020 10 00 21 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1678100 created / updated
at Sunday, September 20, 2020 10 01 26 AM
Hansen Change in Comments Comments This is not a Ranger case. Rangers do not handle human
waste or human fluids. Added on 20/09/2020 11 45 AM.
Alternate Service Required 15 - Alternate Service Required. . Resolved on 20/09/2020 11 00 AM.
Agent Finished Case Closed.
Closed date 2020-09-20 10 14 20.837
Alternate Service Required
15 - Alternate Service Required. . Resolved on 20/09/2020 11 00 AM.

				<div>1. Type of service Other</div> <div>3. Provide details "As a resident of the Commercial Drive area I am concerned about the increasing number of tents in Grandview Park. As I walked by the park this morning I notice what appears to be an encampment on the south east corner of the park. Not only is it unsightly but the garbage surrounding the area is a problem. I no longer feel like it is a park that we can all use. While I do have sympathy for those needing housing I do wonder why the number of people keeps growing. Since the start of the "tent city" in Strathcona Park crime appears to have increased in my area. I am worried that Grandview Park will become another Strathcona Park. Please can something be done about this?nThank you for any help you may offer."</div> <div>app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC</div>	<div>PS# 8828755<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '><p/><a href 'http //www.publicstuff.com/request/view/8828755'>http //www.publicstuff.com/request/view/8828755<p/></div> <div>No Name No Name (ps)</div>	<div>1</div> <div>9/28/2020 10 24</div> <div>9/29/2020 7 00</div> <div>PRB Park Ranger</div>
				<div>1. Type of service Noise Complaint</div> <div>2. If Other, provide details</div> <div>3. Problem description Drumming is happening once again at the SE corner of Grandview Park. This has been going on for the past couple of weeks or so, and happens on random days and times. Today the drumming is happening from 5pm and still happening at 5 30. Last week the drumming happened 3 or 4 times, but it seems to be happening more frequently now.</div> <div>4. Provide VPD incident number (if available)</div> <div>5. Park name Grandview Park</div> <div>6. Provide specific location in park SE corner of the park</div> <div>7. Neighbourhood Grandview-Woodland</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>s. 22(1)</div> <div>s. 22(1)</div>	<div>1</div> <div>10/14/2020 17 26</div> <div>10/14/2020 20 21</div> <div>PRB Park Ranger</div>
				<div>1. Type of service Noise Complaint</div> <div>3. Provide details For the past 3 nights fireworks have been let off in the park and in the gravel field beside brittania school. This obviously scares people?s pets and keeps everyone awake. Halloween is insanely loud and to have them every day for a week leading up to Halloween is very frustrating. Enforcement would be appreciated</div> <div>app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC</div>	<div>PS Description Regular fireworks...<p/>PS# 9008946<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273459%2C-123.070246&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature gleQ2sUqfVcO-UmgVqI_Cud3jIR0 '><p/><a href 'http //www.publicstuff.com/request/view/9008946'>http //www.publicstuff.com/request/view/9008946<p/></div> <div>s.22(1)</div>	<div>1</div> <div>10/29/2020 7 41</div> <div>10/30/2020 14 20</div> <div>PRB Park Ranger</div>

Agent Created Case
Public Stuff request id PSID8828755
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682057 created / updated at Monday, September 28, 2020 10 26 11 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682057 created / updated at Monday, September 28, 2020 10 28 17 AM
Service Provided 10 - Service Provided. . Resolved on 29/09/2020 6 55 00 AM.
Hansen Change in Comments Comments Rangers attend the park daily to deal with this camp. This is an ongoing case. Added on 29/09/2020 6 55 48 AM.
Agent Finished Case Closed.
Closed date 2020-09-29 06 56 23.197
Service Provided
10 - Service Provided. . Resolved on 29/09/2020 6 55 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-09-29 06 59 50.423
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 1682057 created / updated at Tuesday, September 29, 2020 7 00 23 AM
Agent Finished Case Closed.
Closed date 2020-09-29 07 00 24.457
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1690260 created / updated at Wednesday, October 14, 2020 5 31 17 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1690260 created / updated at Wednesday, October 14, 2020 5 32 17 PM
Hansen Change in Comments Comments . Added on 14/10/2020 8 18 26 PM.
Service Provided 10 - Service Provided. . Resolved on 14/10/2020 8 18 00 PM.
Agent Finished Case Closed.
Closed date 2020-10-14 20 21 09.74
Service Provided
10 - Service Provided. . Resolved on 14/10/2020 8 18 00 PM.

Agent Created Case
Public Stuff request id PSID9008946
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1696580 created / updated at Thursday, October 29, 2020 7 41 57 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1696580 created / updated at Thursday, October 29, 2020 7 42 27 AM
Hansen Change in Comments Comments . Added on 30/10/2020 2 14 46 PM.
No Service Provided 11 - No Service Provided. . Resolved on 30/10/2020 2 14 00 PM.
Agent Finished Case Closed.
Closed date 2020-10-30 14 17 19.043
No Service Provided
11 - No Service Provided. . Resolved on 30/10/2020 2 14 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-10-30 14 19 51.057
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 1696580 created / updated at Friday, October 30, 2020 2 20 18 PM
Agent Finished Case Closed.
Closed date 2020-10-30 14 20 19.447
Back to previous status
Closing case after 'Add Event'

				Agent Created Case Public Stuff request id PSID9070749 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1701723 created / updated at Monday, November 09, 2020 3 19 57 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1701723 created / updated at Monday, November 09, 2020 3 20 22 PM Duplicate Request 30 - Duplicate Request. . Resolved on 2020-11-10 12 30 00 PM. Agent Finished Case Closed. Closed date 2020-11-10 12 31 47.21 Duplicate Request 30 - Duplicate Request. . Resolved on 2020-11-10 12 30 00 PM.	
				Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments Comments . Added on 2020-11-10 12 30 28 PM. Agent Finished Case Closed. Closed date 2020-11-10 12 31 49.54 Back to previous status Closing case after 'Add Event'	
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-11-10 12 34 45.543 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 1701723 created / updated at Tuesday, November 10, 2020 12 35 04 PM Agent Finished Case Closed. Closed date 2020-11-10 12 35 05.323 Back to previous status Closing case after 'Add Event'	
Parks - Ranger Case	101014533247	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 2. Provide details People have a fire and loud music adjacent to the playground. It's behind the bathroom 3. Park name Grandview 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown PS# 9070749<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273640509186%2C-123.070302735046&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYxIc&signature B1gzT5XlhJBEk-qM7evhvVWLeo '><p/><a href 'http //www.publicstuff.com/request/view/9070749'>http //www.public No Name No Name (ps) 1 11/9/2020 15 19 11/10/2020 12 35 PRB Park Ranger
Parks - Ranger Case	101014704628	1255	COMMERCIAL DRIVE	1. Type of service Bylaw Complaint or Inquiry 2. If Other, provide details 3. Problem description Group of people drinking and blasting loud music 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park middle of park 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	s.22(1) 1 1/13/2021 19 30 1/13/2021 19 38 PRB Park Ranger
Parks - Ranger Case	101014778470	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	2021/02/06 23 39 10 ~~~ Public Stuff ~~~ Public Stuff comment by s. 22(1) Also a number of people screaming like wolves around the cenotaph... just for good measure..
PS Description Fireworks/explosion <p/>PS# 9511073<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273452%2C-123.070334&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvYxIc&signature fd1fYbZHH9P5egCcinJDeKEo80 '><p/><a href 'http //www.publicstuff.com/request/view/9511073'>http //www.publicstuff.com/request/view/9511073<p/> 1 2/6/2021 22 33 2/7/2021 8 00 PRB Park Ranger

[illegible]

Parks - Ranger Case	101014849584	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details Endless whooping and screaming from the new ?residents? at the toilet 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Tons of yelling <p/>PS# 9661039<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273303%2C-123.070072&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature CAzlpHs74MEwaU90fDucmvXbCQw '><p/><a href 'http //www.publicstuff.com/request/view/9661039'>http //www.publicstuff.com/request/view/9661039<p/>	s.22(1)	1	3/5/2021 21 34	3/6/2021 8 09	PRB Park Ranger
Parks - Ranger Case	101014883631	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Drinking, smoking and a bonfire at the toilet 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 9740115<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273347%2C-123.070157&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature QBwZ0pGQf9ARv67wsas1tDqClnU '><p/><a href 'http //www.publicstuff.com/request/view/9740115'>http //www.publicstuff.com/request/view/9740115<p/>	s.22(1)	1	3/19/2021 13 59	3/20/2021 14 19	PRB Park Ranger
Parks - Ranger Case	101014889828	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details A group of people around the cenotaph have started a fire. 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 9754687<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273299%2C-123.070035&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 91JY6p17SmHKcJ60x9ym6Awoom '><p/><a href 'http //www.publicstuff.com/request/view/9754687'>http //www.publicstuff.com/request/view/9754687<p/>	s.22(1)	1	3/22/2021 19 37	3/23/2021 9 19	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID9661039
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750798 created / updated at Friday, March 05, 2021 9 34 39 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1750798 created / updated at Friday, March 05, 2021 9 35 21 PM
Hansen Change in Comments Comments Due to time constraints rangers were unable to attend.
Added on 2021-03-06 8 05 16 AM.
No Service Provided 11 - No Service Provided. . Resolved on 2021-03-06 8 04 00 AM.
Agent Finished Case Closed.
Closed date 2021-03-06 08 07 21.78
No Service Provided
11 - No Service Provided. . Resolved on 2021-03-06 8 04 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2021-03-06 08 09 48.333
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 1750798 created / updated at Saturday, March 06, 2021 8 09 51 AM
Agent Finished Case Closed.
Closed date 2021-03-06 08 09 52.227
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID9740115
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1756154 created / updated at Friday, March 19, 2021 1 59 56 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1756154 created / updated at Friday, March 19, 2021 2 01 32 PM
Service Provided 10 - Service Provided. . Resolved on 2021-03-20 2 15 00 PM.
Hansen Change in Comments Comments Saturday, March 20, 2021 - 14 09 hours - Rangers ANDERSON and FOSTER attended Grandview Park at 07 29 hours. Service provided.. Added on 2021-03-20 2 15 49 PM.
Agent Finished Case Closed.
Closed date 2021-03-20 14 16 19.927
Service Provided
10 - Service Provided. . Resolved on 2021-03-20 2 15 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2021-03-20 14 19 48.53
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 1756154 created / updated at Saturday, March 20, 2021 2 19 57 PM
Agent Finished Case Closed.
Closed date 2021-03-20 14 19 58.637
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Public Stuff request id PSID9754687
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1757217 created / updated at Monday, March 22, 2021 7 37 14 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1757217 created / updated at Monday, March 22, 2021 7 38 14 PM
Service Provided 10 - Service Provided. . Resolved on 2021-03-23 9 13 00 AM.
Hansen Change in Comments Comments Rangers attended and dealt with the issue. Added on 2021-03-23 9 13 31 AM.
Agent Finished Case Closed.
Closed date 2021-03-23 09 16 18.64
Service Provided
10 - Service Provided. . Resolved on 2021-03-23 9 13 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2021-03-23 09 19 44.86
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 1757217 created / updated at Tuesday, March 23, 2021 9 19 54 AM
Agent Finished Case Closed.
Closed date 2021-03-23 09 19 53.793
Back to previous status
Closing case after 'Add Event'

					Agent Created Case Public Stuff request id PSID9813573 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1761520 created / updated at Thursday, April 01, 2021 5 27 51 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1761520 created / updated at Thursday, April 01, 2021 5 32 26 PM Hansen Change in Comments Comments Rangers were unable to attend due to shortage of staff/prior requirements from senior management. Added on 2021-04-02 7 46 17 AM. No Service Provided 11 - No Service Provided. . Resolved on 2021-04-02 7 45 00 AM. Agent Finished Case Closed. Closed date 2021-04-02 07 48 57.537 No Service Provided 11 - No Service Provided. . Resolved on 2021-04-02 7 45 00 AM.									
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-04-02 07 49 45.87 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 1761520 created / updated at Friday, April 02, 2021 7 49 54 AM Agent Finished Case Closed. Closed date 2021-04-02 07 49 55.3 Back to previous status Closing case after 'Add Event'									
Parks - Ranger Case	101014918481	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details Drummer playing a very loud tinny drum that cuts through the whole house 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Guy playing a really loud drum that cuts right through the house <p>PS# 9813573</p><p>Click images below to expand</p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273211%2C-123.07032&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature yZUqdBRyEVr98yAVyF7yhl8vKXg '><p><a href 'http //www.publicstuff.com/request/view/9813573'>http //www.publicstuff.com/request/view/9813573</p>	s.22(1)	1	4/1/2021 17 27	4/2/2021 7 49	PRB Park Ranger			
					1. Type of service Bylaw Complaint or Inquiry 2. If Other, provide details 3. Problem description There is an individual in the park with amplified music playing very loud. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park 1255 Commercial Drive 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No					s.22(1)	1	4/14/2021 17 59	4/14/2021 18 57	PRB Park Ranger
					Agent Created Case Public Stuff request id PSID9898466 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1767848 created / updated at Friday, April 16, 2021 10 52 44 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1767848 created / updated at Friday, April 16, 2021 10 53 25 PM No Service Provided 11 - No Service Provided. . Resolved on 2021-04-17 6 51 00 AM. Agent Finished Case Closed. Closed date 2021-04-17 06 55 01.217 No Service Provided 11 - No Service Provided. . Resolved on 2021-04-17 6 51 00 AM.									
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments Comments Not completed. Added on 2021-04-17 6 52 01 AM. Agent Finished Case Closed. Closed date 2021-04-17 06 55 02.887 Back to previous status Closing case after 'Add Event'									
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-04-17 06 59 48.447 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 1767848 created / updated at Saturday, April 17, 2021 6 59 59 AM Agent Finished Case Closed. Closed date 2021-04-17 07 00 00.067 Back to previous status Closing case after 'Add Event'									
Parks - Ranger Case	101014955083	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details See above 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Guy with a guitar and amp... second guy with guitar... blasting "music" if you can call the star spangled banner at a drunken sloppy pace music. Super obnoxious at 10 30 at night... a repeat annoyance. This guy has treated us all to a lack of sleep on various occasions <p>PS# 9898466</p><p>Click images below to expand</p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273508%2C-123.070223&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature dJAjFLcyf8rTSv3NI-0Ltw39G8k '><p><a href 'http //www.publicstuff.com/request/view/9898466'>http //www.publicstuff.com/request/view/9898466</p>	s.22(1)	1	4/16/2021 22 52	4/17/2021 7 00	PRB Park Ranger			

					Agent Created Case Public Stuff request id PSID9900250 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1768118 created / updated at Saturday, April 17, 2021 4 01 36 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1768118 created / updated at Saturday, April 17, 2021 4 02 26 PM Hansen Change in Comments Comments Rangers were unable to attend due to shortage of staff/prior requirements from senior management. Added on 2021-04-18 6 54 54 AM. No Service Provided 11 - No Service Provided. . Resolved on 2021-04-18 6 54 00 AM. Agent Finished Case Closed. Closed date 2021-04-18 06 55 00.437 No Service Provided 11 - No Service Provided. . Resolved on 2021-04-18 6 54 00 AM.					
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-04-18 06 59 48.91 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 1768118 created / updated at Sunday, April 18, 2021 7 00 28 AM Agent Finished Case Closed. Closed date 2021-04-18 07 00 29.47 Back to previous status Closing case after 'Add Event'					
Parks - Ranger Case	101014956119	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Noise Complaint 3. Provide details Full band blasting music so we can hear it in every corner of our house. Last night is was an electric guitar at 11 at night and the day before a full DJ set up. Can thr city not enforce 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown PS Description Full drum kit, electric bass and electric guitar<p>PS# 9900250<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273221%2C-123.070302&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature xeAm28unRctqCfGtERTJJK4SUDI '><p><a href 'http //www.publicstuff.com/request/view/9900250'>http //www.publicstuff.com/request/view/9900250<p>	s.22(1)	1	4/17/2021 16 01	4/18/2021 7 00	PRB Park Ranger
					1. Type of service Damaging a Park 2. If Other, provide details 3. Problem description Citizen tells me there is a group of about 10 people that frequent Grandview Park. They are not homeless. The police are aware of this group as well as a few of the Parks Board employees. They continuously meet up there to drink, party, fight, let their dogs off leash. Citizen has called police to assist tonight, but wants to report this to the city as well. They should not be allowed to return to the park each night. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Grandview Park by the new picnic tables 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) Yes					
Parks - Ranger Case	101014982998	1255	COMMERCIAL DRIVE		Will make feedback case as well.	s.22(1)	1	4/27/2021 20 43	4/28/2021 7 51	PRB Park Ranger
					Agent Created Case Public Stuff request id PSID9960644 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1773390 created / updated at Wednesday, April 28, 2021 10 08 24 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1773390 created / updated at Wednesday, April 28, 2021 10 09 24 AM No Service Provided 11 - No Service Provided. . Resolved on 2021-04-29 6 50 00 AM. Hansen Change in Comments Comments Rangers were unable to attend due to shortage of staff/prior requirements from senior management. Added on 2021-04-29 6 51 02 AM. Agent Finished Case Closed. Closed date 2021-04-29 06 51 58.15 No Service Provided 11 - No Service Provided. . Resolved on 2021-04-29 6 50 00 AM.					
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-04-29 06 54 55.41 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 1773390 created / updated at Thursday, April 29, 2021 6 55 02 AM Agent Finished Case Closed. Closed date 2021-04-29 06 55 03.38 Back to previous status Closing case after 'Add Event'					
Parks - Ranger Case	101014983633	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of service Other 3. Provide details Partiers drinking and smoking at the tables you installed- not covid friendly either -10 people gathered around the picnic tables 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown PS# 9960644<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/9960644'>http //www.publicstuff.com/request/view/9960644<p>	s.22(1)	1	4/28/2021 10 08	4/29/2021 6 55	PRB Park Ranger

				Agent Created Case Public Stuff request id PSID9983103 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1775386 created / updated at Sunday, May 02, 2021 10 28 57 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1775386 created / updated at Sunday, May 02, 2021 10 29 17 PM Hansen Change in Comments Comments Rangers were unable to attend due to shortage of staff/prior requirements from senior management. Added on 2021-05-03 1 43 34 PM. No Service Provided 11 - No Service Provided. . Resolved on 2021-05-03 1 42 00 PM. Agent Finished Case Closed. Closed date 2021-05-03 13 46 16.337 No Service Provided 11 - No Service Provided. . Resolved on 2021-05-03 1 42 00 PM.						
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-03 13 49 50.213 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 1775386 created / updated at Monday, May 03, 2021 1 49 58 PM Agent Finished Case Closed. Closed date 2021-05-03 13 49 59.343 Back to previous status Closing case after 'Add Event'						
Parks - Ranger Case	101014994547	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	PS Description Music/ party <p/>PS# 9983103<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273251%2C-123.070363&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxXic&signature csXhu_dIXdv5thjgV2CVQ5xxlM0 '><p/><a href 'http //www.publicstuff.com/request/view/9983103'>http //www.publicstuff.com/request/view/9983103<p/>	s.22(1)	1	5/2/2021 22 28	5/3/2021 13 49 PRB Park Ranger	
				Agent Created Case Public Stuff request id PSID9998111 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1776420 created / updated at Tuesday, May 04, 2021 8 42 45 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1776420 created / updated at Tuesday, May 04, 2021 8 43 25 PM Hansen Change in Comments Comments Rangers found no noise issues at this time.. Added on 2021-05-05 10 08 34 AM. Service Provided 10 - Service Provided. . Resolved on 2021-05-05 10 08 00 AM. Agent Finished Case Closed. Closed date 2021-05-05 10 09 54.45 Service Provided 10 - Service Provided. . Resolved on 2021-05-05 10 08 00 AM.						
				Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-05 11 21 55.0 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 1776420 created / updated at Wednesday, May 05, 2021 11 31 40 AM Agent Finished Case Closed. Closed date 2021-05-05 11 31 41.137 Back to previous status Closing case after 'Add Event'						
Parks - Ranger Case	101015000711	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	PS Description Amplified guitar blasting <p/>PS# 9998111<p/>Click images below to expand<p/><a href s. 22(1) s. 22(1) ><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273497%2C-123.070039&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UyVxXic&signature xySMONLRFtmeEpn7qILsu9A4kGg '><p/><a href 'http //www.publicstuff.com/request/view/9998111'>http //www.publicstuff.com/request/view/9998111<p/>	s.22(1)	1	5/4/2021 20 42	5/5/2021 11 31 PRB Park Ranger	
				Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger						
				Hansen Service Case Created / Updated Hansen ServiceRequest Number 1776861 created / updated at Wednesday, May 05, 2021 4 18 50 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1776861 created / updated at Wednesday, May 05, 2021 4 19 20 PM Hansen Change in Comments Comments Grandview Park - noise complaint - time sensitive case no service provided.. Added on 2021-05-06 9 14 45 AM. No Service Provided 11 - No Service Provided. . Resolved on 2021-05-06 9 14 00 AM. Agent Finished Case Closed. Closed date 2021-05-06 09 15 54.143 No Service Provided 11 - No Service Provided. . Resolved on 2021-05-06 9 14 00 AM.						
Parks - Ranger Case	101015003345	1255	COMMERCIAL DRIVE	1. Type of service Noise Complaint	2. If Other, provide details 3. Problem description There is a band set up in Grandview Park with a drum kit and a guitar and an amplifier. Citizen said it's very noisy for nearby residents. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park 1255 Commercial Drive 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	s. 22(1)	s. 22(1)	1	5/5/2021 16 17	5/6/2021 9 15 PRB Park Ranger

				1. Type of service Noise Complaint													Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger			
Parks - Ranger Case	101015005531	1255	COMMERCIAL DRIVE	2. If Other, provide details 3. Problem description Citizen is reporting that someone is using the electrical outlet to play their electric guitar, and the sound is extremely loud, coming from an amplifier and disturbing the citizen. 4. Provide VPD incident number (if available) 5. Park name Grandview Park 6. Provide specific location in park Citizen is not able to locate that exact location, but she is able to hear the sound from her residence, somewhere close to Commercial Dr. 7. Neighbourhood Grandview-Woodland 8. (Don't ask, just record - did caller indicate they want a call back?) No	2021 May, Anonymous	1	5/6/2021 13 23	5/8/2021 7 09	PRB Park Ranger	Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777270 created / updated at Thursday, May 06, 2021 1 27 46 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1777270 created / updated at Thursday, May 06, 2021 1 28 26 PM Hansen Change in Comments Comments Due to time constraints rangers were unable to attend. Added on 2021-05-08 7 09 18 AM. No Service Provided 11 - No Service Provided. . Resolved on 2021-05-08 7 09 00 AM. Agent Finished Case Closed. Closed date 2021-05-08 07 09 53.88 No Service Provided 11 - No Service Provided. . Resolved on 2021-05-08 7 09 00 AM.										
										Agent Created Case Public Stuff request id PSID10030785 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779229 created / updated at Tuesday, May 11, 2021 6 34 42 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779229 created / updated at Tuesday, May 11, 2021 6 35 27 AM Service Provided 10 - Service Provided. . Resolved on 2021-05-11 10 56 00 AM. Agent Finished Case Closed. Closed date 2021-05-11 10 57 54.417 Service Provided 10 - Service Provided. . Resolved on 2021-05-11 10 56 00 AM.										
				1. Type of service Noise Complaint													Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments Comments . Added on 2021-05-11 10 56 14 AM. Agent Finished Case Closed. Closed date 2021-05-11 10 57 56.767 Back to previous status Closing case after 'Add Event'			
Parks - Ranger Case	101015015672	1255	COMMERCIAL DRIVE	3. Provide details Woken up by someone yelling into an amplified bullhorn. Kept awake last night by them 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Bullhorn <p>PS# 10030785<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273194%2C-123.070342&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature rCv-ZZ7nsr4MoH73Aq3zb7Adv0k '><p/><a href 'http //www.publicstuff.com/request/view/10030785'>http //www.publi cstuff.com/request/view/10030785<p/>	1	5/11/2021 6 34	5/11/2021 11 00	PRB Park Ranger	Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-11 10 59 52.653 Open311 Feedback Send Complete Status and Resolution Comment to PS case										
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC						Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779229 created / updated at Tuesday, May 11, 2021 11 00 00 AM Agent Finished Case Closed. Closed date 2021-05-11 11 00 00.64 Back to previous status Closing case after 'Add Event'										
				1. Type of service Noise Complaint													Agent Created Case Public Stuff request id PSID10037233 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779755 created / updated at Tuesday, May 11, 2021 10 42 18 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779755 created / updated at Tuesday, May 11, 2021 10 43 23 PM			
Parks - Ranger Case	101015018649	1255	COMMERCIAL DRIVE	3. Provide details More disruption/ yelling etc 5. Park name Grandview Park 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Tents went back up between 5-6 pm. Drinking continues and now the yelling has started. Endless drunk screams... <p>PS# 10037233<p/>Click images below to expand<p/><a href s. 22(1) ><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273332%2C-123.070546&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature ZuHaiNR9N0Cnw_Y4VNNhCU_RHMc '><p/><a href 'http //www.publicstuff.com/request/view/10037233'>http //www.publi cstuff.com/request/view/10037233<p/>	1	5/11/2021 22 42		PRB Park Ranger											
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC																

[illegible]

Abandoned Non- Recyclables Pickup Case	101013512578	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of garbage Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details Soiled bedding inside children's play tree house within playground 5. (Don't ask, just record - did caller indicate they want a call back?) No	PS# 7081474<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273591%2C-123.070591&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature OowZlaLUe0cE2d-_2TPubW4pbcm '><p/><a href 'http //www.publicstuff.com/request/view/7081474'>http //www.publicstuff.com/request/view/7081474<p/>	No Name No Name (ps)	1	11/16/2019 16 52	11/20/2019 6 35	Eng_Sanitation - Street Cleaning Services		Agent Created Case Public Stuff request id PSID7081474 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1542375 created / updated at Saturday, November 16, 2019 4 52 53 PM Hansen Change in Comments Comments SR forwarded to foreman.. Added on 18/11/2019 8 59 05 AM. Hansen Change in Comments Comments Refer to PARKS BOARD. Added on 20/11/2019 6 28 25 AM. Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 19/11/2019 6 28 00 AM. Agent Finished Case Closed. Closed date 2019-11-20 06 29 55.917 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 19/11/2019 6 28 00 AM.
													Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-11-20 06 34 52.77 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 1542375 created / updated at Wednesday, November 20, 2019 6 35 48 AM Agent Finished Case Closed. Closed date 2019-11-20 06 35 49.34 Back to previous status Closing case after 'Add Event'
Abandoned Non- Recyclables Pickup Case	101013519399	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of garbage Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details Blanket in treehouse of children's playground. New/different from one previously left over weekend. 5. (Don't ask, just record - did caller indicate they want a call back?) No	PS# 7092884<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_be9f5d3ec4a6abb b333e555bdfb3474f2'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273509%2C-123.070339&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature DviV97whoKQWP19IOP72rPBI2z4 '><p/><a href 'http //www.publicstuff.com/request/view/7092884'>http //www.publicstuff.com/request/view/7092884<p/>	No Name No Name (ps)	1	11/19/2019 9 56	11/20/2019 9 06	Eng_Sanitation - Street Cleaning Services		Agent Created Case Public Stuff request id PSID7092884 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1543761 created / updated at Tuesday, November 19, 2019 9 56 44 AM Hansen Change in Comments Comments SR forwarded to foreman.. Added on 20/11/2019 7 29 40 AM. Directed to Another City Department 20 - Directed to Another City Dept. Parks Board. Resolved on 20/11/2019 8 59 00 AM. Agent Finished Case Closed. Closed date 2019-11-20 09 02 54.267 Directed to Another City Department 20 - Directed to Another City Dept. Parks Board. Resolved on 20/11/2019 8 59 00 AM.
													Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-11-20 09 05 05.15 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 1543761 created / updated at Wednesday, November 20, 2019 9 06 00 AM Agent Finished Case Closed. Closed date 2019-11-20 09 06 01.077 Back to previous status Closing case after 'Add Event'
Abandoned Non- Recyclables Pickup Case	101013875362	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of garbage Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details I?m sure you have many more important things to do right now but when you do have time... there is a massive amount of garbage in Grandview Park- piles of random garbage, a seat from a car etc.... 5. (Don't ask, just record - did caller indicate they want a call back?) No	PS# 7659198<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273331%2C-123.070311&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVxIc&signature 3FWWomm3Z89trOUSK5SpKdiX0pk '><p/><a href 'http //www.publicstuff.com/request/view/7659198'>http //www.publicstuff.com/request/view/7659198<p/>	s.22(1)	1	3/23/2020 9 50	3/25/2020 10 00	Eng_Sanitation - Street Cleaning Services		Agent Created Case Public Stuff request id PSID7659198 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1597300 created / updated at Monday, March 23, 2020 9 51 13 AM Hansen Service Request has been reviewed Case reviewed on 23/03/2020 10 03 45 AM. Hansen an action has been scheduled On 23/03/2020 10 03 45 AM an action has been scheduled for 23/03/2020 10 03 00 AM. Hansen Change in Comments Comments SR Forwarded to Foreman . Added on 23/03/2020 10 13 20 AM. Service Provided 10 - Service Provided. Completed as per foreman. Resolved on 24/03/2020 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-03-25 09 56 10.53 Service Provided 10 - Service Provided. Completed as per foreman. Resolved on 24/03/2020 12 00 00 AM.
													Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-03-25 09 59 53.677 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 1597300 created / updated at Wednesday, March 25, 2020 10 00 23 AM Agent Finished Case Closed. Closed date 2020-03-25 10 00 24.683 Back to previous status Closing case after 'Add Event'

Abandoned Non-Recyclables Pickup Case	101014120024	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of garbage Furniture 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details 2 picnic tables have arrived from somewhere creating a place for people to drink 24/7. There are some ?campers? there sometimes... lots more garbage...lots more noise... and endless drinking and smoking... kindly please remove these tables. The previous tables that were in the park were removed due to the noise and antisocial behaviour that they seemed to encourage. Noise, drinking, police incidents etc went down (haven?t stopped entirely) when they were removed... we don?t want the park to slide backwards. It?s a mostly nice place for families and neighbours to enjoy but this could change that... 5. (Don?t ask, just record - did caller indicate they want a call back?) No	PS# 8204340<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273385%2C-123.07026&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVvXic&signature JNEGK1SYn6PTSgkhrx6p0Hg4fz0 '><p/><a href 'http //www.publicstuff.com/request/view/8204340'>http //www.publicstuff.com/request/view/8204340<p/>	s.22(1)	1	6/23/2020 16 55	7/8/2020 12 40	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID8204340 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1634622 created / updated at Tuesday, June 23, 2020 4 55 56 PM Hansen Change in Comments Comments SR Forwarded to Foreman. Added on 24/06/2020 6 37 07 AM. No Service Provided 11 - No Service Provided. Active camp nothing we can do at moment.. Resolved on 02/07/2020 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-07-08 12 38 38.043 No Service Provided 11 - No Service Provided. Active camp nothing we can do at moment.. Resolved on 02/07/2020 12 00 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-08 12 39 55.083 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 1634622 created / updated at Wednesday, July 08, 2020 12 40 15 PM Agent Finished Case Closed. Closed date 2020-07-08 12 40 15.823 Back to previous status Closing case after 'Add Event'
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of garbage Furniture 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details Picnic Tables and garbage chairs 5. (Don?t ask, just record - did caller indicate they want a call back?) No	PS# 8231838<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273431%2C-123.070143&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVvXic&signature PfH2pnl87a8OUk71INw_0MAP2g4 '><p/><a href 'http //www.publicstuff.com/request/view/8231838'>http //www.publicstuff.com/request/view/8231838<p/>	s.22(1)	1	6/27/2020 8 32	7/8/2020 12 45	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID8231838 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1636512 created / updated at Saturday, June 27, 2020 8 32 43 AM Hansen Change in Comments Comments SR Forwarded to Foreman. Added on 29/06/2020 6 42 56 AM. No Service Provided 11 - No Service Provided. Active Site Nothing we can do at moment.. Resolved on 30/06/2020 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-07-08 12 41 37.607 No Service Provided 11 - No Service Provided. Active Site Nothing we can do at moment.. Resolved on 30/06/2020 12 00 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-08 12 44 54.233 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 1636512 created / updated at Wednesday, July 08, 2020 12 45 10 PM Agent Finished Case Closed. Closed date 2020-07-08 12 45 10.933 Back to previous status Closing case after 'Add Event'
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of garbage Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details Discarded materials 5. (Don?t ask, just record - did caller indicate they want a call back?) No	PS# 8281674<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_089a1fe7db22906684bb0c1faa050621'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273513%2C-123.070852&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UyVvXic&signature -UiGdhKJmB76WxhWlGeFNeqX5XA '><p/><a href 'http //www.publicstuff.com/request/view/8281674'>http //www.publicstuff.com/request/view/8281674<p/>	No Name No Name (ps)	1	7/5/2020 8 08	8/14/2020 14 30	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID8281674 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1639798 created / updated at Sunday, July 05, 2020 8 08 27 AM Hansen Service Request has been reviewed Case reviewed on 06/07/2020 6 42 04 AM. Hansen an action has been scheduled On 06/07/2020 6 42 04 AM an action has been scheduled for 06/07/2020 6 41 00 AM. Hansen Change in Comments Comments SR Forwarded to Foreman. Added on 06/07/2020 7 05 36 AM. Service Provided 10 - Service Provided. Completed. Resolved on 09/07/2020 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-08-13 11 16 38.74 Service Provided 10 - Service Provided. Completed. Resolved on 09/07/2020 12 00 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-14 14 08 38.01 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 1639798 created / updated at Friday, August 14, 2020 2 30 26 PM Agent Finished Case Closed. Closed date 2020-08-14 14 30 27.38 Back to previous status Closing case after 'Add Event'

Abandoned Non- Recyclables Pickup Case	101014309047	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div>1. Type of garbage Garbage</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details the people who you allow to live in grandview park leave their garbage and crap everywhere. If you're goo g to let them break multiple bylaws every day at least make sure they clean up their crap. alternatively, instead of them living in and destroying the park so no one else can use it, maybe move them to a campground, since that's how they're choosing to live.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>PS# 8641520<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734287 37681%2C-123.07037550956&size 600x300&key AlzaSyDchlJ_DVw7N- 5SscsAxDhrf1hK1UVvXic&signature a5rghzx8eDmbe-gfUvTP-RQHvGk '><p/><a href 'http //www.publicstuff.com/request/view/8641520'>http //www.public stuff.com/request/view/8641520<p/></div>	No Name No Name (ps)	1	8/27/2020 13 43	9/1/2020 10 30	Eng_Sanitation - Street Cleaning Services
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-01 10 29 55.007 Open311 Feedback Send Complete Status and Resolution Comment to PS case						
Abandoned Non- Recyclables Pickup Case	101014320463	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div>1. Type of garbage Furniture</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details black couch in the park near the washrooms.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>PS# 8667576<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735070 50435%2C-123.070320188999&size 600x300&key AlzaSyDchlJ_DVw7N- 5SscsAxDhrf1hK1UVvXic&signature iNn8SzpY7eoiOV_AR76NJE9d2r4 '><p/><a href 'http //www.publicstuff.com/request/view/8667576'>http //www.public stuff.com/request/view/8667576<p/></div>	No Name No Name (ps)	1	9/1/2020 9 47	9/17/2020 14 20	Eng_Sanitation - Street Cleaning Services
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-17 14 19 53.967 Open311 Feedback Send Complete Status and Resolution Comment to PS case						
Agent Created Case Public Stuff request id PSID8641520 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1666379 created / updated at Thursday, August 27, 2020 1 43 18 PM Hansen an action has been scheduled On 28/08/2020 6 26 52 AM an action has been scheduled for 28/08/2020 6 26 00 AM. Hansen Service Request has been reviewed Case reviewed on 28/08/2020 6 26 52 AM. Hansen Change in Comments Comments SR Forwarded to Foreman. Added on 28/08/2020 6 37 30 AM. Directed to Another City Department 20 - Directed to Another City Dept. Sanitation request re-direct to Parks Board.. Resolved on 28/08/2020 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-09-01 10 29 06.347 Directed to Another City Department 20 - Directed to Another City Dept. Sanitation request re-direct to Parks Board.. Resolved on 28/08/2020 12 00 00 AM.											
Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1666379 created / updated at Tuesday, September 01, 2020 10 30 28 AM Agent Finished Case Closed. Closed date 2020-09-01 10 30 28.393 Back to previous status Closing case after 'Add Event'											
Agent Created Case Public Stuff request id PSID8667576 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1668611 created / updated at Tuesday, September 01, 2020 9 47 43 AM Hansen an action has been scheduled On 01/09/2020 1 05 44 PM an action has been scheduled for 01/09/2020 1 05 00 PM. Hansen Service Request has been reviewed Case reviewed on 01/09/2020 1 05 44 PM. Hansen Change in Comments Comments SR forwarded to Foreman. Added on 01/09/2020 1 17 26 PM. Service Provided 10 - Service Provided. Completed. Resolved on 16/09/2020 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-09-17 14 14 29.547 Service Provided 10 - Service Provided. Completed. Resolved on 16/09/2020 12 00 00 AM.											
Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-09-17 14 19 53.967 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 1668611 created / updated at Thursday, September 17, 2020 2 20 02 PM Agent Finished Case Closed. Closed date 2020-09-17 14 20 04.247 Back to previous status Closing case after 'Add Event'											

											Agent Created Case
											Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services
											Hansen Service Case Created / Updated Hansen ServiceRequest Number 1682726 created / updated at Tuesday, September 29, 2020 10 13 23 AM
											Hansen Service Request has been reviewed Case reviewed on 29/09/2020 1 02 27 PM.
											Hansen an action has been scheduled On 29/09/2020 1 02 27 PM an action has been scheduled for 29/09/2020 1 02 00 PM.
											Hansen Change in Comments Comments SR forwarded to Foreman. Added on 29/09/2020 1 10 51 PM.
											Hansen has changed the Queue within the Hansen Sys Case queue changed to RO (Street Operations) on 02/10/2020 2 11 23 PM.
											Hansen an action has been scheduled On 02/10/2020 2 11 23 PM an action has been scheduled for 01/01/0001 12 00 00 AM.
											Hansen Change in Comments Comments Sanitation request re-directed to Streets Urban Issues. Active homeless encampment. Added on 02/10/2020 2 11 14 PM.
											Hansen Service Request has been reviewed Case reviewed on 01/01/0001 12 00 00 AM.
											Hansen Service Request has been reviewed Case reviewed on 05/10/2020 7 35 00 AM.
											Hansen Service Request Assigned Case was assigned on 05/10/2020 7 35 00 AM.
											Hansen Change in Comments Comments Oct 5/20 - 1255 Commercial - This is not a park we look after. Referred to Parks. Oct 5/20 - Referred to park rangers. Added on 05/10/2020 10 29 51 AM.
											Hansen has changed the Queue within the Hansen Sys Case queue changed to VPR () on 05/10/2020 10 30 12 AM.
											Hansen Service Request has been reviewed Case reviewed on 01/01/0001 12 00 00 AM.
											Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 05/10/2020 10 53 00 AM.
											Hansen Change in Comments Comments PR don't pick up couches, or mattresses. There is no park name in this report. . Added on 05/10/2020 10 54 05 AM.
											Agent Finished Case Closed.
											Closed date 2020-10-05 10 54 10.5
											Directed to Another City Department
											20 - Directed to Another City Dept. . Resolved on 05/10/2020 10 53 00 AM.

ZZ OLD - Park Facility Maintenance - VanConnectCase	101012504118	1255	COMMERCIAL DRIVE	<div> <div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div>	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Large writing on the south side of the washroom stating something about a free market for tomorrow feb 10.</div> <div>4. Park name</div> <div>Grand view park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS Description</div> <div>Graffiti on south side of the bathroom</div> <div><p>PS# 5568794<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/r/request/view/5568794'>http //www.publicstuff.com/r/request/view/5568794<a><p/></div> </div>	No Name (ps)	No Name	1	2/9/2019 14 14	2/9/2019 14 14	PR Park Maintenance

Agent Created Case
Public Stuff request id PSID5568794
Agent Finished Case Closed.
Closed date 2019-02-09 14 14 20.443
default
Auto case closed from Mapping Application. PSID5568794

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-02-09 14 14 51.073
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

ZZ OLD - Park Facility Maintenance - VanConnectCase	101012810311	1255	COMMERCIAL DRIVE	<div> <div>app version 2.31</div> <div>original address 1657</div> <div>Grandview Park alias 1657</div> <div>GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div>	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>graffitti</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 5969020<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_d535dc39826f8e1a3c6c796238169625'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273624300583%2C-123.07020451873&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature QeMWVGSi96fLW1ttY6xn9-2iVCg '><p><a href 'http //www.publicstuff.com/r/request/view/5969020'>http //www.publicstuff.com/r/request/view/5969020<p/></div> </div>	No Name (ps)	No Name	1	4/29/2019 17 55	4/29/2019 17 59	PR Park Maintenance

Agent Created Case
Public Stuff request id PSID5969020
Agent Finished Case Closed.
Closed date 2019-04-29 17 55 39.667
default
Auto case closed from Mapping Application. PSID5969020

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-04-29 17 59 46.217
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

ZZ OLD - Park Facility Maintenance - VanConnectCase	101012854315	1255	COMMERCIAL DRIVE	<div> <div>app version 2.31</div> <div>original address 1657</div> <div>Grandview Park alias 1657</div> <div>GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div>	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Rubber matting at water park needs repair.</div> <div>4. Park name</div> <div>Grandview</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS Description</div> <div>Rubber matting worn away at water park. Rangers have inspected. Needs repair.</div> <div><p>PS# 6033007<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_74f255d95e76216226f7dce0699d1e04'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273741%2C-123.07105&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature Ayh33K-ufc9HASgpwElFkp-oix4 '><p><a href 'http //www.publicstuff.com/r/request/view/6033007'>http //www.publicstuff.com/r/request/view/6033007<p/></div> </div>	No Name (ps)	No Name	1	5/10/2019 9 38	5/10/2019 9 39	PR Park Maintenance

Agent Created Case
Public Stuff request id PSID6033007
Agent Finished Case Closed.
Closed date 2019-05-10 09 38 22.937
default
Auto case closed from Mapping Application. PSID6033007

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-05-10 09 39 47.613
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

ZZ OLD - Park Facility Maintenance - VanConnectCase	101012861281	1255	COMMERCIAL DRIVE	<div> <div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div>	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>writing on sign with black marker</div> <div>4. Park name</div> <div>Grandview parl</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS Description</div> <div>writing on sign with black marker</div> <div><p>PS# 6039610<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '><p><a href 'http //www.publicstuff.com/r/request/view/6039610'>http //www.publicstuff.com/r/request/view/6039610<a><p/></div> </div>	No Name (ps)	No Name	1	5/12/2019 13 12	5/12/2019 13 14	PR Park Maintenance

Agent Created Case
Public Stuff request id PSID6039610
Agent Finished Case Closed.
Closed date 2019-05-12 13 12 41.75
default
Auto case closed from Mapping Application. PSID6039610

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-05-12 13 14 39.993
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Streets Furniture											
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1411188 created / updated at Thursday, February 14, 2019 10 18 19 AM Hansen Service Request has been reviewed Case reviewed on 13/03/2019 2 21 00 PM. Incorrect Queue Allocation 32 - Incorrect Queue Allocation. Parks Board looks after public amenities in their parks and they install their own bike racks to accommodate cyclists. They do not have spacing limitations on their property and can install large capacity bicycle parking. . Resolved on 13/03/2019 2 21 00 PM. Agent Finished Case Closed. Closed date 2019-03-13 14 25 27.55 Incorrect Queue Allocation 32 - Incorrect Queue Allocation. Parks Board looks after public amenities in their parks and they install their own bike racks to accommodate cyclists. They do not have spacing limitations on their property and can install large capacity bicycle parking. . Resolved on 13/03/2019 2 21 00 PM.											
Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen has changed the Queue within the Hansen Sys Case queue changed to VPR () on 22/03/2019 12 20 55 PM. Agent Finished Case Closed. Closed date 2019-03-22 12 23 24.02 Back to previous status Closing case after 'Add Event'											
Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Request has been reviewed Case reviewed on 01/01/0001 12 00 00 AM. Agent Finished Case Closed. Closed date 2019-03-22 12 28 24.163 Back to previous status Closing case after 'Add Event'											
Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Alternate Service Required 15 - Alternate Service Required. . Resolved on 22/03/2019 1 07 00 PM. Agent Finished Case Closed. Closed date 2019-03-22 13 08 24.367 Back to previous status											
Street Furniture - New Request and General Inquiry	101012524865	1255	COMMERCIAL DRIVE	1. Type of request New Bike Rack 2. Provide details The sidewalk on Commercial Drive by Grandview Park needs bike racks. Currently there are no bike racks on the west side of Commercial Drive in that block, so I and others lock our bikes to the parking meters, which is unsatisfactory. Let us encourage bikes by having bike racks. Thank you. 3. (Don't ask, just record - did caller indicate they want a call back?) Unknown	Previous case 101012524572 via Public Stuff	s. 22(1)	s. 22(1)	1	2/14/2019 10 17	3/22/2019 13 08	Eng_Streets Furniture
Park Grounds Maintenance - Superintendent Case	101012593707	1255	COMMERCIAL DRIVE	1. Type of request Grounds maintenance request 2. If Other, describe 3. Provide case details Citizen advised there's an indentation that needs to be filled with dirt, the indentation is about 3 inches deep. Citizen says it is around the hill that goes down to the stage, 1/3 of the way up the hill towards the middle. Citizen says a wheel barrel worth of dirt would be sufficient to cover that indentation and other smaller ones in the area. 4. Park name Grandview Park 5. Park address you can use 1255 Commercial Drive 6. Maintenance area North 7. (Don't ask, just record - did caller indicate they want a call back?) No	If you are unsure of the Park, Park Finder .	s. 22(1)	s. 22(1)	1	3/4/2019 11 41	3/11/2019 8 22	PR Park Maintenance - North
Park Grounds Maintenance - Superintendent Case	101013013832	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	PS Description heavy bark falling from dead tree onto sitting platform <p>>PS# 6241931<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_14e5562fa786f80789a5465aef660889'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273707%2C-123.070578&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature bpn3Bwz3qaYbHstpPz59OZ4hZiM '><p/><a href 'http //www.publicstuff.com/request/view/6241931'>http //www.public No Name No Name (ps)			1	6/15/2019 12 41		PR Park Maintenance
Park Grounds Maintenance - Superintendent Case	101014025725	1255	COMMERCIAL DRIVE	1. Type of request Grounds maintenance request 2. If Other, describe 3. Provide case details Report of overgrown grass, as well as litter in the park. Request for mowing and cleanup. 4. Park name Grandview 5. Park address you can use Park Finder 6. Maintenance area North 7. (Don't ask, just record - did caller indicate they want a call back?) No	2020/05/25 22 08 59 ~~~ Stacy Hanson ~~~ Another citizen reporting that the grass is very long, needs to be cut back. 
	s. 22(1)	s. 22(1)	1	5/22/2020 14 38	5/26/2020 15 44	PR Park Maintenance - North
Agent Created Case Agent Updated Case Details Reallocated to queue PR Park Maintenance - North Title updated to Parks Superintendent Request for Maintenance Area - North											
Agent Finished Case Closed. Closed date 2020-05-26 15 44 28.6 Acknowledged											

Park Sanitation Issue - Superintendent Case	101012666942	1255	COMMERCIAL DRIVE	1. Type of request Loose litter 2. If Other, describe 3. Provide case details Citizen reporting loose clothing and other small items. 4. Park name Grandview Park 5. Park address you can use 1255 Commercial Drive 6. Maintenance area North 7. (Don't ask, just record - did caller indicate they want a call back?) No	If you are unsure of the Park, Park Finder .	Citizen reporting loose clothing and other small items on the playground at Grandview park. Citizen also said there might be a mattress but was unsure. No case created for mattress.	s. 22(1)	s. 22(1)	1	3/22/2019 10 03	4/1/2019 13 15	North	PR Park Maintenance -	Agent Created Case Agent Updated Case Details Title updated to Parks Superintendent Request for Maintenance Area - North Agent Finished Case Closed. Closed date 2019-04-01 13 15 28.897 Assigned	
Park Sanitation Issue - Superintendent Case	101012887518	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Litter 3. Provide details Dirty and unsafe litter strewn all around the park 4. Park name Grandview Park 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Dirty and unsafe litter strewn all around the park <p>PS# 6077497<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273697%2C-123.070728&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature bqKsqn9eUdB3-WR1T4BYC4zvJ8k '><p><a href 'http //www.publicstuff.com/request/view/6077497'>http //www.publicstuff.com/request/view/6077497<p>	No Name (ps)	No Name (ps)	1	5/18/2019 8 38		PR Park Maintenance	Agent Created Case Public Stuff request id PSID6077497		
Park Sanitation Issue - Superintendent Case	101012961262	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Litter 3. Provide details Around polo court and stage 4. Park name Grandview 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6171843<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273328%2C-123.070407&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature mTkZNV30V7ZwvUwZf8R5GH2IAK '><p><a href 'http //www.publicstuff.com/request/view/6171843'>http //www.publicstuff.com/request/view/6171843<p>	No Name (ps)	No Name (ps)	1	6/4/2019 8 41		PR Park Maintenance	Agent Created Case Public Stuff request id PSID6171843		
Park Sanitation Issue - Superintendent Case	101013129870	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Litter 3. Provide details People ?vending? at the cenotaph, smoking and drinking at their ?free market? 4. Park name Grandview Park 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description "Free Market" covers the cenotaph with junk<p>PS# 6412139<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6412139'>http //www.publicstuff.com/request/view/6412139<p>	s.22(1)		1	7/14/2019 16 15		PR Park Maintenance	Agent Created Case Public Stuff request id PSID6412139		
Park Sanitation Issue - Superintendent Case	101013350544	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Litter 3. Provide details Trash from a camp 4. Park name Grandview 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description Trash around the toilets. Milk crates, chairs, etc<p>PS# 6810498<p><Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27342%2C-123.070321&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature s_n4MghZUXzXkdw1j6nAnJBgZZk '><p><a href 'http //www.publicstuff.com/request/view/6810498'>http //www.publicstuff.com/request/view/6810498<p>	s.22(1)		1	9/21/2019 16 00		PR Park Maintenance	Agent Created Case Public Stuff request id PSID6810498		
Park Sanitation Issue - Superintendent Case	101013629191	1255	COMMERCIAL DRIVE	1. Type of request Loose litter 2. If Other, describe 3. Provide case details Citizen states there is loose litter (cardboard/plastic) located near the playground. 4. Park name Grandview Park 5. Park address you can use 1255 Commercial Drive 6. Maintenance area North 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	If you are unsure of the Park, Park Finder .		2019 December, Anonymous			1	12/29/2019 11 19	12/30/2019 7 45	North	PR Park Maintenance -	Agent Created Case Agent Updated Case Details Title updated to Parks Superintendent Request for Maintenance Area - North Agent Finished Case Closed. Closed date 2019-12-30 07 45 20.267 Included in regular maintenance schedule

Park Sanitation Issue - Superintendent Case	101013707547	1255	COMMERCIAL DRIVE	<div> <div> <div>1. Type of request</div> <div>Other</div> </div> <div> <div>2. If Other, describe</div> <div>A box of tins and cans</div> </div> <div> <div>3. Provide case details</div> <div>A box of tins and cans in the middle of the park near the memorial.</div> </div> <div> <div>4. Park name</div> <div>Grandview Park</div> </div> <div> <div>5. Park address you can use</div> <div>1255 Commercial Dr</div> </div> <div> <div>6. Maintenance area</div> <div>North</div> </div> <div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>No</div> </div> </div>	s. 22(1)	s. 22(1)	1	1/23/2020 11 30	1/24/2020 7 28	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-01-24 07 28 02.46</div> <div>Assigned</div>
Park Sanitation Issue - Superintendent Case	101013739430	1255	COMMERCIAL DRIVE	<div> <div> <div>1. Type of request</div> <div>Loose litter</div> </div> <div> <div>2. If Other, describe</div> <div></div> </div> <div> <div>3. Provide case details</div> <div>In childrens playground in play house there is a glass mug, some pants and some disposable packaging and food wrappers.</div> </div> <div> <div>4. Park name</div> <div>Grandview Park</div> </div> <div> <div>5. Park address you can use</div> <div>1255 Commercial St.</div> </div> <div> <div>6. Maintenance area</div> <div>North</div> </div> <div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div>	s. 22(1)	s. 22(1)	1	2/2/2020 12 12	2/3/2020 8 27	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-02-03 08 27 26.65</div> <div>Assigned</div>
Park Sanitation Issue - Superintendent Case	101014232088	1255	COMMERCIAL DRIVE	<div> <div> <div>1. Type of request</div> <div>Loose litter</div> </div> <div> <div>2. If Other, describe</div> <div></div> </div> <div> <div>3. Provide case details</div> <div>Caller is reporting loose litter and empty bottles throughout the park.</div> </div> <div> <div>4. Park name</div> <div>Grandview</div> </div> <div> <div>5. Park address you can use</div> <div>1255 Commercial Dr</div> </div> <div> <div>6. Maintenance area</div> <div>North</div> </div> <div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>No</div> </div> </div>	s. 22(1)	s. 22(1)	1	7/30/2020 21 17	8/4/2020 9 39	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-08-04 09 39 08.427</div> <div>Included in regular maintenance schedule</div>
Park Sanitation Issue - Superintendent Case	101014237585	1255	COMMERCIAL DRIVE	<div> <div> <div>1. Type of request</div> <div>Litter</div> </div> <div> <div>2. If Other, describe</div> <div></div> </div> <div> <div>3. Provide details</div> <div>There is garbage everywhere, especially near and in the playground</div> </div> <div> <div>4. Park name</div> <div>Grandview park</div> </div> <div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div> <div> <div>app version 2.31</div> <div>original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC</div> </div> <div> <div>PS# 8471815</div> <div>Click images below to expand</div> <div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273474%2C-123.070636&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature YtLKfu39ztUvB8q4NoJk0dsIzIU ' ><p><a href 'http //www.publicstuff.com/request/view/8471815'>http //www.publicstuff.com/request/view/8471815<p/></div> <div>No Name No Name (ps)</div> </div> </div> </div>	s. 22(1)	s. 22(1)	1	8/2/2020 13 55	11/5/2020 12 35	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID8471815</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-11-05 12 29 36.257</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-11-05 12 35 57.52</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
Park Sanitation Issue - Superintendent Case	101014320865	1255	COMMERCIAL DRIVE	<div> <div> <div>1. Type of request</div> <div>Loose litter</div> </div> <div> <div>2. If Other, describe</div> <div></div> </div> <div> <div>3. Provide case details</div> <div>The people who you allow to live in grandview park leave their garbage and crap everywhere. If you're going to let them break multiple bylaws every day at least make sure they clean up their crap. alternatively, instead of them living in and destroying the park so no one else can use it, maybe move them to a campground, since that's how they're choosing to live.</div> </div> <div> <div>4. Park name</div> <div>Grandview Park</div> </div> <div> <div>5. Park address you can use</div> <div></div> </div> <div> <div>6. Maintenance area</div> <div>North</div> </div> <div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>No</div> </div> </div>	No Name, No Name (ps)		1	9/1/2020 10 49	9/4/2020 14 45	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-09-04 14 45 50.393</div> <div>Acknowledged</div>

Park Sanitation Issue - Superintendent Case	101014423524	1255	COMMERCIAL DRIVE	<div>1. Type of request Loose litter</div> <div>2. If Other, describe</div> <div>3. Provide case details A lot of loose litter (there are also personal belongings) resulting from people camping at SE corner of the park and other people visiting them in the park. Litter extends from SE corner halfway through the park to where the cement benches are.</div> <div>4. Park name Grandview Park</div> <div>5. Park address you can use 1255 Commercial Dr</div> <div>6. Maintenance area North</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>S. 22(1)</div>	<div>S. 22(1)</div>	1	10/6/2020 9 01	10/6/2020 14 51	311 Contact Centre	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Updated Case Details Reallocated to queue 311 Contact Centre</div> <div>Reason for reallocation Homeless camp issues need to be directed to Rangers. Parks can not remove personal belongings.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-06 14 51 08.0</div> <div>Service Provided</div>	
Park Sanitation Issue - Superintendent Case	101014443157	1255	COMMERCIAL DRIVE	<div>1. Type of request Loose litter</div> <div>2. If Other, describe</div> <div>3. Provide case details Loose litter-food packaging and beer cans near monument in park. Litter from SE side of park to center benches</div> <div>4. Park name Grandview Park</div> <div>5. Park address you can use 1255 Commercial Drive</div> <div>6. Maintenance area North</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>S. 22(1)</div>	<div>S. 22(1)</div>	1	10/14/2020 8 56	10/22/2020 14 17	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-22 14 17 00.087</div> <div>Assigned</div>	
Park Sanitation Issue - Superintendent Case	101014500834	1255	COMMERCIAL DRIVE	<div>1. Type of request Loose litter</div> <div>2. If Other, describe</div> <div>3. Provide case details Caller is reporting plenty of loose litter and piled up debris around the trees in the park. The homeless issue in the park right now is quite bad causing more garbage than usual.</div> <div>4. Park name Grandview</div> <div>5. Park address you can use 1255 Commercial North</div> <div>6. Maintenance area North</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>2020/10/27 17 57 45 ~~~ Janine Reed ~~~ Another caller is reporting a larger amount of litter and debris in the park from the homeless activity but no large items were specifically mentioned.&#xD;&#xA;</div>	<div>2020 October, Anonymous</div>	1	10/27/2020 17 21	10/30/2020 14 10	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-30 14 10 17.457</div> <div>Acknowledged</div>	
Park Sanitation Issue - Superintendent Case	101014514193	1255	COMMERCIAL DRIVE	<div>app version 2.31</div> <div>original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC</div> <div>1. Type of request Litter</div> <div>3. Provide details Debris, garbage, fireworks garbage in kids playground</div> <div>4. Park name Grandview children?s playground</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS# 9030287<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273543%2C-123.070359&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature u4YSI2Kxow0MuY8p9IOVWLSv2P0 '><p/><a href 'http //www.publicstuff.com/request/view/9030287'>http //www.publicstuff.com/request/view/9030287<a><p/></div>	<div>S. 22(1)</div>	<div>S. 22(1)</div>	1	11/2/2020 12 14	11/2/2020 14 49	PR Park Maintenance - North	<div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-11-02 14 49 53.03</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
Park Sanitation Issue - Superintendent Case	101014683737	1255	COMMERCIAL DRIVE	<div>1. Type of request Loose litter</div> <div>2. If Other, describe</div> <div>3. Provide case details Via VanConnect Garbage in a few areas around the cenotaph and around tbt toilets</div> <div>4. Park name Grandview Park</div> <div>5. Park address you can use 1255 Commercial Dr</div> <div>6. Maintenance area North</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) No</div>		<div>S. 22(1)</div>	1	1/7/2021 8 43	1/11/2021 8 14	PR Park Maintenance - North	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue PR Park Maintenance - North</div> <div>Title updated to Parks Superintendent Request for Maintenance Area - North</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2021-01-11 08 14 45.22</div> <div>Included in regular maintenance schedule</div>	

Park Sanitation Issue - Superintendent Case	101014734284	1255	COMMERCIAL DRIVE	1. Type of request Information request 2. If Other, describe 3. Provide case details This case was originally sent to Sanitation via case reference ID 101014728501. Jessy Bassi requested it be redirected to the Parks Board. Details There is a large amount of garbage around all sitting area of the park and a very large amounts of cigarette butts, considering the large presence of children around here, this park should be kept much cleaner to stimulate the cooperation of locals 4. Park name Grandview Park 5. Park address If you are unsure of the Park, you can use Park Finder . 1255 Commercial Drive 6. Maintenance area North 7. (Don't ask, just record - did caller indicate they want a call back?) No	No Name (ps), No Name	1	1/22/2021 18 16	1/25/2021 8 07	North	PR Park Maintenance -	Agent Created Case Agent Updated Case Details Reallocated to queue PR Park Maintenance - North Title updated to Parks Superintendent Request for Maintenance Area - North Agent Finished Case Closed. Closed date 2021-01-25 08 07 31.61 Assigned	
Park Sanitation Issue - Superintendent Case	101014899248	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Litter 3. Provide details Loose litter at the south and west side of the toilet block from the people drinking there last night. Lots of garbage 4. Park name Grandview Park 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 9776019<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273414%2C-123.070013&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature ggepp4xULXqYRe8Moyp5YwPLOA8 '><p/><a href 'http //www.publicstuff.com/request/view/9776019'>http //www.publicstuff.com/request/view/9776019<p/>	s.22(1)	1	3/26/2021 7 38		PR Park Maintenance	Agent Created Case Public Stuff request id PSID9776019
Park Sanitation Issue - Superintendent Case	101014957414	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Litter 3. Provide details Trash overflowing out of trash carts 4. Park name Grandview park 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 9902415<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273307%2C-123.070189&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature 9gvZ-ViNw7d41S_Msz7BBM_kQ6U '><p/><a href 'http //www.publicstuff.com/request/view/9902415'>http //www.publicstuff.com/request/view/9902415<p/>	No Name No Name (ps)	1	4/18/2021 14 40		PR Park Maintenance	Agent Created Case Public Stuff request id PSID9902415
Street Tree Work Request - Urban Forestry Case	101012713971	1255	COMMERCIAL DRIVE	1. Type of tree request Plant 2. Provide details Citizen called back in May 2018 (case 11245297) to inquire about a tree was removed from city property in November 2017 and was wondering when one would get replanted. He says it's still spray painted orange and no one has replanted anything. Please call him back to advise when this will happen. The tree is on the Grandview Park side but on city property in line with where the meters are. 3. VPD Incident Number (if available) 4. (Don't ask, just record - did caller indicate they want a call back?) Yes 5. Neighbourhood Grandview-Woodland 6. Street Tree After Hours Superintendent Area 7. Flag for Immediate Action? No		s. 22(1)	s. 22(1)	1	4/3/2019 9 55	4/3/2019 10 22	PRB - Street Tree Work Request	Agent Created Case Agent Updated Case Details Reallocated to queue PRB - Street Tree Work Request Case added to VanTree's Queue Case added to VanTree's 311 incoming Service Request Queue Agent Finished Case Closed. Closed date 2019-04-03 10 22 57.45 Accepted by Parks Department and closed VanTree Service Request # 174649 at 4/3/2019 10 21 24 AM
Street Tree Work Request - Urban Forestry Case	101012794811	1255	COMMERCIAL DRIVE	1. Type of tree request Inspect 2. Provide details Previously sent to Sanitation via vanconnect but they could not assist. The citizen had noted the following in regards to Grandview Park "A piece of clothing or perhaps a towel has been hanging from a tree for weeks. There are also at least 2 hula hoops that have been hanging on the large tree for a couple of years now. If this was the west side would all this be neglected?" 3. VPD Incident Number (if available) 4. (Don't ask, just record - did caller indicate they want a call back?) Unknown 5. Neighbourhood Grandview-Woodland 6. Street Tree After Hours Superintendent Area 7. Flag for Immediate Action? No	PS# 5892750<p/>Click images below to expand<p/><a href 'https //d17aqltn7chbm.cloudfront.net/uploads/large_9f789e662fcbc41578c37c94cdb9210d'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273347%2C-123.069642&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature Tdrm7NzZtSrUzMk7SqXVCzo-oE '><p/><a href 'http //www.publicstuff.com/request/view/5892750'>http //www.publicstuff.com/request/view/5892750<p/>	s. 22(1)	s. 22(1)	1	4/25/2019 10 55	4/25/2019 11 04	PRB - Street Tree Work Request	Agent Created Case Agent Updated Case Details Reallocated to queue PRB - Street Tree Work Request Case added to VanTree's Queue Case added to VanTree's 311 incoming Service Request Queue Agent Finished Case Closed. Closed date 2019-04-25 11 04 56.713 Accepted by Parks Department and closed VanTree Service Request # 175118 at 4/25/2019 11 04 02 AM

Street Tree Work Request - Urban Forestry Case	101013667088	1255	COMMERCIAL DRIVE	1. Type of tree request Inspect	2020 January, Anonymous	1	1/11/2020 14 38	1/13/2020 8 36	PRB - Street Tree Work Request	Agent Created Case Agent Updated Case Details Reallocated to queue PRB - Street Tree Work Request
				2. Provide details s. 22(1) reported a tree appears to be uplifting and leaning towards the sidewalk in front of the public washrooms at Grandview Park.						
				3. VPD Incident Number (if available)						Case added to VanTree's Queue Case added to VanTree's 311 incoming Service Request Queue
				5. Neighbourhood Grandview-Woodland						Agent Finished Case Closed. Closed date 2020-01-13 08 36 35.787 Accepted by Parks Department and closed VanTree Service Request # 182636 at 1/13/2020 7 23 36 AM
Street Tree Work Request - Urban Forestry Case	101014792095	1255	COMMERCIAL DRIVE	1. Type of tree request Tree Removal	s. 22(1)	1	2/11/2021 16 01	2/12/2021 6 41	PRB - Street Tree Work Request	Agent Created Case Agent Updated Case Details Reallocated to queue PRB - Street Tree Work Request
				2. Provide details There is a tree right in the middle of the children's playground at 1255 Commercial dr. This tree had died in the past and the tree was trimmed at the top two years ago. However, the tree has not been removed, the city has put temporary fencing around the tree plus the sitting area surrounding the tree. He would like the tree removed as part of that sitting structure has collapsed and children are climbing over the temporary fencing.						Case added to VanTree's Queue Case added to VanTree's 311 incoming Service Request Queue
				3. VPD Incident Number (if available)						Agent Finished Case Closed.
				7. Flag for Immediate Action? No						Closed date 2021-02-12 06 41 33.093 Accepted by Parks Department and closed VanTree Service Request # 193385 at 2/12/2021 6 39 18 AM
Street Tree Work Request - Urban Forestry Case	101014973408	1255	COMMERCIAL DRIVE	1. Type of tree request Other	2021/04/27 10 59 42 ~~~ Joan Basten ~~~ Case reallocated to Support to create REFM request noting Park Sup comments 
	1	4/23/2021 14 33	4/27/2021 12 22	VanConnect	Agent Created Case Agent Updated Case Details Reallocated to queue PRB - Street Tree Work Request
				2. Provide details Tree located west of the memorial has string lights in it which is causing people to gather to use the electricity. Caller is requesting the string lights be removed from the tree.						Case added to VanTree's Queue Case added to VanTree's 311 incoming Service Request Queue
				3. VPD Incident Number (if available)						Case rejected by Park Board NOT STREET TREE ISSUE
				7. Flag for Immediate Action? No						Agent Updated Case Details Reallocated to queue 311 Contact Centre
Citizen Feedback Case	101012748951	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) There is a power source at Grandview Park that lights the trees up. The public have found a way to tap into that power source and use it to broadcast loud music throughout the neighbourhood. It's very disturbing for the residents and s. 22(1) wondering if the Parks Department can find a way to make the power source "tamper proof".	s. 22(1)	1	4/11/2019 20 14	4/11/2019 20 44	Feedback	Case Rejected by Parks Department Moved to the '311 Contact Centre' Queue
				2. Type of feedback Complaint						Agent Took Ownership of Case
				3. Feedback regarding City Department						Agent Finished Case Closed.
				12. Email address						Closed date 2019-04-11 20 44 32.483 Directed to Another City Department Parks Operations - North, South, West Neighbourhood Parks Janice Bishop

Citizen Feedback Case	101013176135	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) The citizen states there is a special event occurring at Grandview Park today July 28th and they are playing loud music. She noted the noise is especially loud to the nearby houses due to noise bouncing off surfaces. The event is through the local BIA. She would like a call back.	s. 22(1)	s. 22(1)	1	7/28/2019 12 51	7/28/2019 13 21	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Parks Special Events 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 Park Ranger case - 13176123 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2019-07-28 13 21 56.69 Assigned Sent to Park Events <ParkEvents@vancouver.ca>;
Citizen Feedback Case	101013254171	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Citizen wants to make a complaint regarding Granview Park. Citizen said that there has been an encampment in the park for 2-3 weeks. Citizen said that they feel that the cities response to this is not sufficient. Citizen said that there is garbage everywhere from the encampment. Citizen said that the park was kept beautifully but in the last few weeks garbage has been collecting in the park. Citizen said that they appreciate what the parks board has been doing to maintain the park but in the last month it feels as though the garbage is getting out of control. Citizen expressed that parks are supposed to be for everyones enjoyment and having an encampment where there is garbage everywhere and where the individuals are not respectful to the space is an issue as it does not allow for other citizens to enjoy the park.	s. 22(1)	s. 22(1)	1	8/21/2019 15 09	8/21/2019 15 22	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Park Rangers 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 Park Ranger Request - Homeless Issues - Case ref 101013254107 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2019-08-21 15 22 00.493 Directed to Another City Department Directed to Park Rangers Uultsje Dejong
Citizen Feedback Case	101013319146	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Near the playground at Grandview Park there is a water park and the pipe from the water park comes out on a hill and into a manhole drain which then watered a creek. That creek is now empty and just filled with stones and caller is wondering why the Parks department has done this.	s. 22(1)	s. 22(1)	1	9/11/2019 14 19	9/11/2019 19 10	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Parks 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2019-09-11 19 10 08.817 Directed to Another City Department Sent to 'pbcomment@vancouver.ca'; Mack, Tiina <tiina.mack@vancouver.ca>;

Citizen Feedback Case	101013353892	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) The playground in Grandview Park has a set of monkey bars, and at the end there is an angled wheel that rotates. s. 22(1) s. 22(1) and from speaking to others at the park, s. 22(1) s. 22(1) on wheel of the monkey bar. Citizen feels there is something wrong with the design and it should be made safer or removed. He is requesting a call back to discuss.	s. 22(1)	s. 22(1)	1	9/23/2019 11 32	9/23/2019 12 21	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Opinion 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Park Playground 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2019-09-23 12 21 20.287 Alternate Service Provided sent to tiina.mack@vancouver.ca; ian.foster@vancouver.ca; ray.augustine@vancouver.ca
Citizen Feedback Case	101013404334	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Caller is not pleased that the porta potty at Grandview Park was removed last week. This porta potty allowed 24 hour washroom facilities to the persons sleeping in the park and significantly reduced the amount of human waste at the park and the playground. Caller is requesting the porta potty be replaced ASAP.	s. 22(1)	s. 22(1)	1	10/10/2019 10 55	10/10/2019 13 57	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Parks Board Grandview Park Superintendent 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details 8. (Don't ask, just record - did caller indicate they want a call back?) No 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Finished Case Closed Directed to Another City Department jeff.maclean@vancouver.ca cc keona.wiley@vancouver.ca
Citizen Feedback Case	101013761619	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Citizen is very upset with the lack of response regarding the homeless issue at Grandview Park. For the past two weeks, there have been 12 individuals sleeping in the women's and men's washrooms in the park. Numerous citizens have made complaints to 3-1-1 and via VanConnect but they keep getting closed saying service provided or Rangers conducted routine foot patrols of Grandview Park and facilities. Rangers noted that the facilities were clean and empty of any persons. No other issues or concerns observed. Citizen says he know Rangers did not go there. This is a serious problem and the public is not able to use the washrooms out of fear. He says that if Rangers aren't able to assist out of fear, they should coordinate with VPD. He would like a call back regarding the conduct of Park Ranger staff.	s. 22(1)	s. 22(1)	1	2/7/2020 20 26	2/7/2020 21 15	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Park Rangers 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 101013727124 101013716870 101013712601 101013704700 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2020-02-07 21 15 27.04 Directed to Another City Department Fb email sent to nelson.duarte@vancouver.ca

Citizen Feedback Case	101014057477	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Citizen wishes to place a complaint against the Park Rangers. Citizen states the Park Rangers never set foot in Grandview Park. Citizen says he has been there for 22 years and the rangers refuse to attend this park for any issues.	s. 22(1)	s. 22(1)	1	6/3/2020 8 48	6/3/2020 9 05	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Park Rangers 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 101014057449 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							Agent Took Ownership of Case Agent Finished Case Closed Directed to Another City Department Sent to alex.downie@vancouver.ca Amit.Gandha@vancouver.ca
Citizen Feedback Case	101014116589	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Female caller, who chose to be anonymous, says that the electricity at Parks should be turned off. She was reporting a busker who had plugged his amplifier into an electrical outlet. This has been reported separately.	2020 June, Anonymous		1	6/22/2020 20 36	6/22/2020 21 12	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name pbcomment@vancouver.ca 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 Ranger case 101014116587 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							Agent Finished Case Closed. Closed date 2020-06-22 21 12 12.597 Directed to Another City Department Vancouver Park Board <PB.Comments@vancouver.ca>>
Citizen Feedback Case	101014185531	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Caller is not pleased with the lack of enforcement from the park rangers at Grandview Park. He mentioned he files reports regularly for noise disturbances that continue without consequences. He feels he can not enjoy his own home because of the noise and tonight he had to leave for a walk just to get some quiet. He is disappointed that there is no one ensuring all park patrons enjoy the park without disturbing the community.	s.22(1)		1	7/15/2020 19 20	7/15/2020 19 49	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Park Rangers 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 14185521 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2020-07-15 19 49 43.55 Directed to Another City Department Sent to Parks Uultsje.Dejong@vancouver.ca

Citizen Feedback Case	101014215049	1255	COMMERCIAL DRIVE	<div>1. Describe details (who, what, where, when, why) Citizen extremely frustrated that Grandview Park has become a nightly live music venue for amplified music and multiple piece bands. Mayor and council feedback has been previously created (101014206786). 5-7 nights per week, at 7 00-7 30 pm there is a different band that sets up in the park and plays for hours disturbing the surrounding residents. Citizen is very frustrated that given the patterns shown by the nightly music, that the city can't preemptively address this with the musicians. Case history copied below. He states this issue has been ongoing for 6 weeks now, and based on his conversations with the musicians is an orgainzed gig venue.</div> <div>2. Type of feedback Complaint</div> <div>3. Feedback regarding City Department</div> <div>4. Department Parks</div> <div>5. Division or Branch Name Park Rangers</div> <div>6. Were any other cases or service requests created as a result of this feedback? Yes</div> <div>7. If Yes, provide case number(s) or other relevant details 101014215036 101014206786 101014206753 101014202894 101014196208 101014185535 101014185531 101014185521 101014178105 101014163966 101014163957 101014134324 101014127649 101014124265 101014124223 101014112734 101014106733 101014102763</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) Yes</div> <div>9. Your address</div> <div>10. Contact name</div> <div>11. Contact number</div> <div>12. Email address</div> <div>s.22(1)</div> <div>17/25/2020 19 277/25/2020 19 38Feedback</div> <div>Agent Created Case Agent Updated Case DetailsReallocated to queueFeedback</div> <div>Agent Took Ownership of Case Agent Finished Case Closed. Closed date2020-07-25 19 38 11.603 Directed to Another City Department Directed to Uultsje Dejong</div>
				<div>1. Describe details (who, what, where, when, why) Caller is disgusted with the state of Grandview Park. She said this park used to be family friendly and now it is out of control and neglected. There is tons of homeless activity in the park along with illegal drug use, alcohol consumption, feces, tents and garbage to name to a few. She would like to see the Parks Board get ahold of the situation at this park.</div> <div>2. Type of feedback Complaint</div> <div>3. Feedback regarding City Department</div> <div>4. Department Parks</div> <div>5. Division or Branch Name Parks Board</div> <div>6. Were any other cases or service requests created as a result of this feedback? Yes</div> <div>7. If Yes, provide case number(s) or other relevant details 14232071</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) No</div> <div>9. Your address</div> <div>10. Contact name</div> <div>11. Contact number</div> <div>12. Email address</div> <div>s.22(1)s.22(1)</div> <div>17/30/2020 21 127/30/2020 22 11Feedback</div> <div>Agent Created Case Agent Updated Case DetailsReallocated to queueFeedback</div> <div>Agent Took Ownership of Case Agent Finished Case Closed Directed to Another City Department Sent to Vancouver Park Board</div>
Citizen Feedback Case	101014347015	1255	COMMERCIAL DRIVE	<div>1. Describe details (who, what, where, when, why) Citizen has noticed a lot of garbage in Grandview park. She had noticed needles and garbage in the kids playground, another user of the park did clean this up and a service request wasn't needed. This caller said they have noticed a lot of cigarette butts in the children's play house in the playground. Citizen did clean it up but noticed its a reoccurring issue at this one spot in the playground and would like Parks Board to attend this park more frequently.</div> <div>2. Type of feedback Complaint</div> <div>3. Feedback regarding City Department</div> <div>4. Department Parks</div> <div>5. Division or Branch Name Park Operations - North</div> <div>6. Were any other cases or service requests created as a result of this feedback? No</div> <div>7. If Yes, provide case number(s) or other relevant details</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div> <div>9. Your address</div> <div>10. Contact name</div> <div>11. Contact number</div> <div>12. Email address</div> <div>2020 September, Anonymous</div> <div>19/10/2020 9 529/10/2020 11 17Feedback</div> <div>Agent Created Case Agent Updated Case DetailsReallocated to queueFeedback</div> <div>Agent Took Ownership of Case Agent Finished Case Closed. Closed date2020-09-10 11 17 11.217 Alternate Service Provided sent to john.odong@vancouver.ca</div>

Citizen Feedback Case	101014347634	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) The citizen strongly believes that tents should not be in parks. Housing people with their tents in parks is not the rightful purpose of a park. In turn there is alot of drug addicts around, needles and garbage everywhere. The citizen also heard there were three stabbings at this park so it is not safe anymore. Please find another solution.	s. 22(1)	s. 22(1)	1	9/10/2020 11 18	9/10/2020 12 27	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Parks Board 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 101014347068 8. (Don't ask, just record - did caller indicate they want a call back?) Unknown 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2020-09-10 12 27 55.56 Alternate Service Provided sent to pbcomment@vancouver.ca
Citizen Feedback Case	101014406383	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Citizen would like to make a complaint to the parks board regarding the encampment in Grandview park. They expressed that the encampment has not been removed and they believe the encampment is negatively impacting the local community. They expressed that they have made multiple complaints and nothing has been done to remove the encampment. This issues has been ongoing since March 2020.	s. 22(1)	s. 22(1)	1	9/30/2020 8 41	10/1/2020 7 20	Intermediate	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name 101014406354 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 101014406354 101014395255 101014403000 101014402343 101014402354 101014398087 101014396625 101014395255 101014391810 101014390338 101014384402 101014383092 101014354010 101013993638 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed Directed to Another City Department Sent to Parks Board Case Reopened Agent Finished Case Closed Case created in error by Contact Centre no eform
Citizen Feedback Case	101014408040	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Citizen would like to suggest that the washroom at Grandview Park to be open 24/7.	s. 22(1)	s. 22(1)	1	9/30/2020 12 21	9/30/2020 12 53	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Opinion 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Grandview Park 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details 8. (Don't ask, just record - did caller indicate they want a call back?) No 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed Directed to Another City Department Sent to Vancouver Park Board

Citizen Feedback Case	101014513836	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) The citizen is very upset and would like to file a complaint that the Parks board should hire more parks rangers if they are going to let homeless people consume the park and damage it at the same time. There is poo and needles everywhere. And there is no enforcement or enough park rangers on site to handle this situation. This needs to be addressed asap as neighbours keep calling and writing letters to stop homelessness or have it way more monitored often in terms of cleaning it up and enforcing the parks as it no longer safe for the neighbourhoods.	s. 22(1)	1	11/2/2020 11 19	11/2/2020 11 28	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint						Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2020-11-02 11 28 49.273 Directed to Another City Department Sent to Uultsje.Dejong@vancouver.ca
				3. Feedback regarding City Department						
Citizen Feedback Case	101014541830	1255	COMMERCIAL DRIVE	4. Department Parks	s. 22(1)	1	11/2/2020 8 29	11/13/2020 9 23	311 Multi-Channel Team	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				5. Division or Branch Name Parks Board						Agent Took Ownership of Case Agent Finished Reallocated to queue 311 Multi-Channel Team Incorrect queue
				6. Were any other cases or service requests created as a result of this feedback? Yes						Agent Took Ownership of Case Agent Finished Case Closed. Closed date 2020-11-13 09 23 53.473 No Response Required Forwarded to Setal Morzaria and Darcy Wilson.
Citizen Feedback Case	101015015472	1255	COMMERCIAL DRIVE	7. If Yes, provide case number(s) or other relevant details 101014512733	s. 22(1)	1	5/10/2021 19 18	5/11/2021 6 27	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				8. (Don't ask, just record - did caller indicate they want a call back?) Unknown						Agent Took Ownership of Case Agent Updated Case Details Reallocated to queue PRB Park Ranger Description updated to Requires Special Attention
				9. Your address 10. Contact name 11. Contact number 12. Email address						Agent Finished Case released Hansen Service Case Created / Updated Hansen ServiceRequest Number 1779165 created / updated at Monday, May 10, 2021 7 29 43 PM Hansen Change in Comments Comments Rangers attended with VPD. Added on 2021-05-11 6 26 51 AM. Service Provided 10 - Service Provided. . Resolved on 2021-05-11 6 26 00 AM. Hansen Service request Case Type has changed Case type changed to VPRangerReport on 2021-05-11 6 26 20 AM Agent Finished Case Closed. Closed date 2021-05-11 06 27 56.32 Service Provided 10 - Service Provided. . Resolved on 2021-05-11 6 26 00 AM.

Citizen Feedback Case	101015015757	1255	COMMERCIAL DRIVE	1. Describe details (who, what, where, when, why) Citizen has been told by the VPD (when reporting issues of people making noise/drinking openly/fighting etc in Grandview Park) that the Parks board has told the VPD not to ticket people in the park as they are vulnerable. Citizen would like to confirm whether this is the case for noise/drinking/drug use/fighting/public urinationg/public defecation issues or if this only applies to them setting up a tent to sleep at night. Please contact the Citizen to clarify what the Parks board has asked of the VPD in regards to encampments.	s. 22(1)	s. 22(1)	1	5/11/2021 8 07	5/11/2021 8 42	Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				2. Type of feedback Complaint 3. Feedback regarding City Department 4. Department Parks 5. Division or Branch Name Parks Board 6. Were any other cases or service requests created as a result of this feedback? No 7. If Yes, provide case number(s) or other relevant details 8. (Don't ask, just record - did caller indicate they want a call back?) Yes 9. Your address 10. Contact name 11. Contact number 12. Email address							Agent Took Ownership of Case Agent Finished Case Closed Directed to Another City Department Sent to pbcomment
Street - Surface Water Flooding	101012847946	1255	COMMERCIAL DRIVE	1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Other 2. If Other, provide details Catch basin isn't training and creating a huge pool of water. 3. Is the water Pooling 4. Location of flooding Streetincludingbikelane 5. If Other, provide details 6. Where is the water coming from? Other 7. If Other, provide details Water park 8. Describe the issue and location in detail Citizen says the water is overflowing from the water park in Grandview Park and is pooling at the NW corner (at Cotton Dr. and William St.) because the catch basin is not draining. 9. Has the catch basin been adopted? Unknow 10. (Don't ask just record - Did caller indicate they want a call back?) No	s. 22(1)	s. 22(1)	1	5/8/2019 17 30	5/30/2019 10 12	Eng_Streets Operations	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Streets Operations Hansen Service Case Created / Updated Hansen ServiceRequest Number 1447099 created / updated at Wednesday, May 08, 2019 5 32 37 PM Hansen Change in Comments Comments May 9/19 - Referred to J Azuelos. Added on 09/05/2019 8 12 46 AM. Hansen Service Request Assigned Case was assigned on 09/05/2019 12 00 00 AM. Hansen Service Request has been reviewed Case reviewed on 09/05/2019 12 00 00 AM. Hansen Change in Comments Comments May 10/19 - s/s William e/o Cotton SEC and NWC of Grandview Park - CB's full, hydro vac required. - Crew 505 May 13/19 - Referred to Sewers. Added on 13/05/2019 3 06 06 PM. Hansen has changed the Queue within the Hansen Sys Case queue changed to SO (Sewer Operations) on 13/05/2019 3 06 20 PM. Hansen Service Request has been reviewed Case reviewed on 01/01/0001 12 00 00 AM. Hansen Change in Comments Comments Referred to S. Borsuk. Added on 14/05/2019 7 02 25 AM. Hansen Service Request has been reviewed Case reviewed on 14/05/2019 7 02 00 AM. Hansen Work Order Created Work order 1087657 has been initiated on 21/05/2019 9 16 00 AM. Work Order type is SMaintain. Hansen Case Incident Location Changed Case incident location changed to Address Record (138426) 1500 WILLIAM ST Vancouver, BC. Service Provided 10 - Service Provided. . Resolved on 28/05/2019 12 00 00 AM. Hansen Change in Comments Comments complete. Added on 30/05/2019 10 11 35 AM. Agent Finished Case Closed. Closed date 2019-05-30 10 12 24.18 Service Provided 10 - Service Provided. . Resolved on 28/05/2019 12 00 00 AM.

Street - Surface Water Flooding	101013169995	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Other 3. Is the water Flooding 4. Flooding location Street (including bike lane) 6. Where is the water coming from? Other 9. If catch basin, have you adopted this catch basin? 10. (Don't ask just record - Did caller indicate they want a call back?) No	PS Description Do not suggest me to call 311 as it is totally shoe tile. I just spent over 10 minutes on hold and it was a complete waste of time My battery eventually died after trying to reach your staff who never answer the phone and I had like a one minute conversation paying for the time on my phone minute by minute. Several people from the park it also tried to call 311 and gave up in vain since no one ever answers. I told him to try the app as did I but none of us could get it functioning to work so ... (307 characters truncated)<p>PS# 6483689<p/>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p><a href 'http //www.publicstuff.com/request/view/6483689'>http //www.publicstuff.com/request/view/6483689<p/>	No Name No Name (ps)	1	7/25/2019 18 31	8/1/2019 15 17	Eng_Streets Operations

Agent Created Case
Public Stuff request id PSID6483689
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1486559 created / updated at Thursday, July 25, 2019 6 31 45 PM
Hansen Change in Comments Comments Jul 26/19 - Referred to J Azuelos. Added on 26/07/2019 8 54 06 AM.
Hansen Service Request Assigned Case was assigned on 26/07/2019 12 00 00 AM.
Hansen Service Request has been reviewed Case reviewed on 26/07/2019 12 00 00 AM.
Service Provided 10 - Service Provided. Jul 29/19 - CB contains filter cloth which was cleared. Debris is mostly bark mulch from childrens water park nearby - Crew 505. Resolved on 29/07/2019 12 00 00 AM.
Agent Finished Case Closed.
Closed date 2019-08-01 15 14 12.733
Service Provided
10 - Service Provided. Jul 29/19 - CB contains filter cloth which was cleared. Debris is mostly bark mulch from childrens water park nearby - Crew 505. Resolved on 29/07/2019 12 00 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-08-01 15 15 34.837
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 1486559 created / updated at Thursday, August 01, 2019 3 17 25 PM
Agent Finished Case Closed.
Closed date 2019-08-01 15 17 25.957
Back to previous status
Closing case after 'Add Event'

Parks - Janitorial Case	101012888333	1255	COMMERCIAL DRIVE	1. Type of issue Other 2. If Other, describe Human feces on childrens playground equipment 3. Provide details Human feces inside the wooden house on the playground. This is a structure/piece of equipment on the childrens playground 4. Park name and address Grandview Park 5. Neighbourhood Grandview-Woodland 6. (Don't ask, just record - did caller indicate they want a call back?) Unknown	Citizen said her child playing in the house actually touched it. Citizen confirmed it is on the playground equipment.	s. 22(1)	s. 22(1)	1	5/18/2019 12 42	12/6/2019 8 14	PRB Washroom

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Washroom

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1451583 created / updated at Saturday, May 18, 2019 12 45 19 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1451583 created / updated at Saturday, May 18, 2019 12 46 15 PM
Service Provided 10 - Service Provided. Bulk close of SRs for Parks. Service has been provided however cases were not manually closed.. Resolved on 04/12/2019 10 54 00 AM.
Agent Finished Case Closed.
Closed date 2019-12-06 08 14 49.33
Service Provided
10 - Service Provided. Bulk close of SRs for Parks. Service has been provided however cases were not manually closed.. Resolved on 04/12/2019 10 54 00 AM.

Parks - Janitorial Case	101012927456	1255	COMMERCIAL DRIVE	1. Type of issue Cleaning 2. If Other, describe 3. Provide details Cyn called from Britannia Community Centre. She said one of the parents informed her that someone had defecated in the Children's playground hut. 4. Park name and address Grandview Park 1255 Commercial Dr 5. Neighbourhood Grandview-Woodland 6. (Don't ask, just record - did caller indicate they want a call back?) No	2019/05/28 11 17 24 ~~~ Kevin Whatley ~~~ Citizen called in about the same issue. No new information provided. 
2019/05/28 11 00 12 ~~~ Catherine Johnson ~~~ Another parent has called in to report the human feces on the actual playhouse. 
Cyn William contact number 604.718.5800 ext 1	Britannia Community Centre	6046194843	1	5/28/2019 9 19	12/6/2019 8 14	PRB Washroom

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Washroom

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1455727 created / updated at Tuesday, May 28, 2019 9 20 42 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1455727 created / updated at Tuesday, May 28, 2019 9 21 27 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1455727 created / updated at Tuesday, May 28, 2019 11 01 12 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1455727 created / updated at Tuesday, May 28, 2019 11 18 14 AM
Service Provided 10 - Service Provided. Bulk close of SRs for Parks. Service has been provided however cases were not manually closed.. Resolved on 04/12/2019 10 54 00 AM.
Agent Finished Case Closed.
Closed date 2019-12-06 08 14 50.33
Service Provided
10 - Service Provided. Bulk close of SRs for Parks. Service has been provided however cases were not manually closed.. Resolved on 04/12/2019 10 54 00 AM.

Parks - Janitorial Case	101013044018	1255	COMMERCIAL DRIVE	1. Type of issue Resupply 2. If Other, describe 3. Provide details There is no toilet paper left in the bathrooms at Granview Park. There is an event happening today so there is more usage then normal. Please resupply ASAP. 4. Park name and address Grandview Park 1255 Commercial Dr. 5. Neighbourhood Grandview-Woodland 6. (Don't ask, just record - did caller indicate they want a call back?) Unknown		Vancouver Pride	s. 22(1)	1	6/22/2019 14 44	12/5/2019 8 42	PRB Washroom

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Washroom

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1469195 created / updated at Saturday, June 22, 2019 2 46 05 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1469195 created / updated at Saturday, June 22, 2019 2 46 14 PM
Service Provided 10 - Service Provided. Bulk close of SRs for Parks. Service has been provided however cases were not manually closed.. Resolved on 04/12/2019 10 54 00 AM.
Agent Finished Case Closed.
Closed date 2019-12-05 08 42 01.69
Service Provided
10 - Service Provided. Bulk close of SRs for Parks. Service has been provided however cases were not manually closed.. Resolved on 04/12/2019 10 54 00 AM.

Parks - Janitorial Case	101013864098	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div>1. Does the washroom need Cleaning</div> <div>3. Provide details Washroom cleanliness, no soap, no toilet paper, surface cleaning (men?s)</div> <div>4. Park name Grandview</div> <div>5. Neighbourhood UNKNOWN</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS Description Washroom cleanliness, no soap, no toilet paper, surface cleaning <p>PS# 7639995<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27317%2C-123.070422&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature KAAsWQKnF5PcWGDBfOy6U-O1Ylg '><p/><a href 'http //www.publicstuff.com/request/view/7639995'>http //www.publicstuff.com/request/view/7639995<p/></div> <div>No Name No Name (ps)</div>	1	3/18/2020 11 58	3/29/2020 10 14	PRB Washroom
Parks - Janitorial Case	101014195733	1255	COMMERCIAL DRIVE		<div>1. Type of issue Cleaning</div> <div>2. If Other, describe</div> <div>3. (Don't ask, just record - is the washroom issue related to) Washroom needs to be cleaned (i.e. it's dirty)</div> <div>4. Provide details Originally submitted by agent Sonia and redirected to 3-1-1 for redirection Anonymous Citizen called to report that the men's washroom at Grandview Park fieldhouse is filthy. There was pooh on the rim of the toilet. Water is leaking underneath the sink. There is soap water and filth everywhere.</div> <div>5. Park name and address Grandview Park 1255 Commercial Drive</div> <div>6. Neighbourhood Grandview-Woodland</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) No</div>	<div>2020 July, Anonymous</div>	1	7/20/2020 8 20		PRB Washroom
Feces Report Case	101012952852	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div>1. Source Human</div> <div>2. Location Park</div> <div>3. Provide details Large pile of diarrhea on the west side of the the concrete bench attached to the 'stage'. Most likely containing excreted drugs. A dog was eating it and got sick</div>	<div>PS# 6159011<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273539%2C-123.070741&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature VTJmbhdzzo-KwKWWkodgCsnz2v4 '><p/><a href 'http //www.publicstuff.com/request/view/6159011'>http //www.publicstuff.com/request/view/6159011<p/></div> <div>No Name No Name (ps)</div>	1	6/2/2019 10 21	6/2/2019 10 24	311 Contact Centre
Feces Report Case	101013512589	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div>1. Source Human</div> <div>2. Location Park</div> <div>3. Provide details Playground play house</div>	<div>PS# 7081488<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273547%2C-123.070473&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature tZoNHUA3j6FgMCjKE5jHoCEsglw '><p/><a href 'http //www.publicstuff.com/request/view/7081488'>http //www.publicstuff.com/request/view/7081488<p/></div> <div>No Name No Name (ps)</div>	1	11/16/2019 17 03	11/16/2019 17 04	311 Contact Centre
Feces Report Case	101013512602	1255	COMMERCIAL DRIVE		<div>1. Source Human</div> <div>2. Location Park</div> <div>3. Provide details Someone has defecated inside the playhouse at the playground, so the blankets are soiled.</div>	<div>s. 22(1)</div> <div>s. 22(1)</div>	1	11/16/2019 17 09	11/16/2019 17 10	311 Contact Centre

Agent Created Case Public Stuff request id PSID7639995 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1595535 created / updated at Wednesday, March 18, 2020 11 58 12 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1595535 created / updated at Wednesday, March 18, 2020 11 59 17 AM Agent Finished Case Closed. Closed date 2020-03-29 10 13 51.613 Service Provided
Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1595535 created / updated at Sunday, March 29, 2020 10 14 01 AM Agent Finished Case Closed. Closed date 2020-03-29 10 14 03.813 Back to previous status Closing case after 'Add Event'
Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-03-29 10 14 46.113 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 1595535 created / updated at Sunday, March 29, 2020 10 14 51 AM Agent Finished Case Closed. Closed date 2020-03-29 10 14 52.82 Back to previous status Closing case after 'Add Event'
Agent Created Case Agent Updated Case Details Reallocated to queue PRB Washroom
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1647103 created / updated at Monday, July 20, 2020 8 22 37 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1647103 created / updated at Monday, July 20, 2020 8 23 27 AM
Agent Created Case Public Stuff request id PSID6159011 Agent Finished Case Closed. Closed date 2019-06-02 10 21 57.517 ZZZ Feces Report Auto case closed from Mapping Application. PSID6159011
Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-02 10 24 51.157 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Agent Created Case Public Stuff request id PSID7081488 Agent Finished Case Closed. Closed date 2019-11-16 17 03 58.42 ZZZ Feces Report Auto case closed from Mapping Application. PSID7081488
Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-11-16 17 04 43.32 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Agent Created Case Agent Updated Case Details Reallocated to queue 311 Contact Centre
Agent Finished Case Closed. Closed date 2019-11-16 17 10 33.71

Feces Report Case	101014158688	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Source Human</div><div>2. Location Park</div><div>3. Provide details Human feces in wooden playhouse in playground. Under a roof so will not be washed away by rain.</div></div>	<div><div>PS# 8299848<p/>Click images below to expand<p/><a href 's. 22(1)'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273327%2C-123.070409&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hk1UyVvXic&signature rqGBOo39czAR5ogdN5zjh6mxAX0 '><p/><a href 'http //www.publicstuff.com/request/view/8299848'>http //www.publicstuff.com/request/view/8299848<p/></div></div>	No Name (ps)	1	7/7/2020 13 11	7/7/2020 13 14	311 Contact Centre
Feces Report Case	101014232069	1255	COMMERCIAL DRIVE								
Feces Report Case	101014375765	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Source Human</div><div>2. Location Park</div><div>3. Provide details Human feces throughout the park.</div></div>	<div><div>PS# 8781783<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2736811755543%2C-123.070532418787&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hk1UyVvXic&signature AwYSbkb-5E_PoOc4WSmbWD63m9U '><p/><a href 'http //www.publicstuff.com/request/view/8781783'>http //www.publicstuff.com/request/view/8781783<p/></div></div>	No Name (ps)	1	7/30/2020 21 08	7/30/2020 21 09	311 Contact Centre
Parks Litter Can or Cart Request	101012955448	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Request is for Cart</div><div>2. Type of request Clean-Up</div><div>3. Type of Litter Cleanup issue Overflowing</div><div>6. Describe request in detail Not Applicable</div><div>7. (Don't ask, just record - did caller indicate they want a call back?) No</div></div>	<div><div>PS# 6163868<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_37cc4a167d202b8f65fa91ae0b929ea6'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273619%2C-123.070706&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hk1UyVvXic&signature qEwm5qds-tYvjcz_OT9hEagD5UQ '><p/><a href 'http //www.publicstuff.com/request/view/6163868'>http //www.publicstuff.com/request/view/6163868<p/></div></div>	No Name (ps)	1	6/3/2019 9 31	6/5/2019 12 25	Eng_Sanitation - Street Cleaning Services

Agent Created Case
Public Stuff request id PSID8299848
Agent Finished Case Closed.
Closed date 2020-07-07 13 11 36.73
ZZZ Feces Report
Auto case closed from Mapping Application. PSID8299848

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-07-07 13 14 50.32
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

Agent Created Case
Agent Updated Case Details Reallocated to queue 311 Contact Centre

Agent Finished Case Closed.
Closed date 2020-07-30 21 09 07.423

Agent Created Case
Public Stuff request id PSID8781783
Agent Finished Case Closed.
Closed date 2020-09-20 11 53 50.693
ZZZ Feces Report
Auto case closed from Mapping Application. PSID8781783

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-09-20 11 54 50.517
Open311 Feedback
Send Complete Status and Resolution Comment to PS case

Agent Created Case
Public Stuff request id PSID6163868
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458895 created / updated at Monday, June 03, 2019 9 31 30 AM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1458895 created / updated at Monday, June 03, 2019 9 32 25 AM
Hansen Service Request has been reviewed Case reviewed on 03/06/2019 12 36 52 PM.
Hansen an action has been scheduled On 03/06/2019 12 36 52 PM an action has been scheduled for 03/06/2019 12 36 00 PM.
Hansen Change in Comments Comments SR fwd to Foreman. Added on 03/06/2019 1 13 27 PM.
Service Provided 10 - Service Provided. picked upas per foreman Kristina Cherny. Resolved on 04/06/2019 12 00 00 AM.
Agent Finished Case Closed.
Closed date 2019-06-05 12 21 23.493
Service Provided
10 - Service Provided. picked upas per foreman Kristina Cherny. Resolved on 04/06/2019 12 00 00 AM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2019-06-05 12 25 15.09
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 1458895 created / updated at Wednesday, June 05, 2019 12 25 30 PM
Agent Finished Case Closed.
Closed date 2019-06-05 12 25 30.807
Back to previous status
Closing case after 'Add Event'

				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Request is for Cart 2. Type of request Clean-Up 3. Type of Litter Cleanup issue Overflowing 6. Describe request in detail Not Applicable 7. (Don't ask, just record - did caller indicate they want a call back?) No	PS Description it's the cart next to the playground<p/>PS# 6179206<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2733309 55939%2C-123.07063467801&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UVvXic&signature hulmRURhvCzKfYAlb_UvlQyI9Dw '><p/><a href 'http //www.publicstuff.com/request/view/6179206'>http //www.publicstuff.com/request/view/6179206<p/>	s. 22(1)	s. 22(1)	1	6/5/2019 7 54	6/6/2019 10 15	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID6179206 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1460067 created / updated at Wednesday, June 05, 2019 7 54 38 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1460067 created / updated at Wednesday, June 05, 2019 7 55 22 AM Hansen Service Request has been reviewed Case reviewed on 05/06/2019 12 39 35 PM. Hansen an action has been scheduled On 05/06/2019 12 39 35 PM an action has been scheduled for 05/06/2019 12 39 00 PM. Hansen Change in Comments Comments SR fwd to Foreman. Added on 05/06/2019 1 05 16 PM. Service Provided 10 - Service Provided. collected as per foreman Steve Domaas. Resolved on 06/06/2019 12 00 00 AM. Agent Finished Case Closed. Closed date 2019-06-06 10 12 23.28 Service Provided 10 - Service Provided. collected as per foreman Steve Domaas. Resolved on 06/06/2019 12 00 00 AM.
													Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-06-06 10 14 49.447 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 1460067 created / updated at Thursday, June 06, 2019 10 15 02 AM Agent Finished Case Closed. Closed date 2019-06-06 10 15 04.043 Back to previous status Closing case after 'Add Event'
													Agent Created Case Public Stuff request id PSID6412264 Agent Updated Case Details Reattach eform Hansen Service Case Created / Updated Hansen ServiceRequest Number 1480606 created / updated at Monday, July 15, 2019 10 50 21 AM Hansen Service Request has been reviewed Case reviewed on 15/07/2019 12 47 59 PM. Hansen an action has been scheduled On 15/07/2019 12 47 58 PM an action has been scheduled for 15/07/2019 12 47 00 PM. Hansen Change in Comments Comments SR fwd to Foreman. Added on 15/07/2019 1 40 57 PM. Service Provided 10 - Service Provided. done as per foreman . Resolved on 24/07/2019 12 00 00 AM. Agent Finished Case Closed. Closed date 2019-07-25 10 33 11.023 Service Provided 10 - Service Provided. done as per foreman . Resolved on 24/07/2019 12 00 00 AM.
													Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-07-25 10 34 53.68 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 1480606 created / updated at Thursday, July 25, 2019 10 35 04 AM Agent Finished Case Closed. Closed date 2019-07-25 10 35 04.673 Back to previous status Closing case after 'Add Event'
													Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services
													Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489834 created / updated at Thursday, August 01, 2019 8 05 09 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489834 created / updated at Thursday, August 01, 2019 8 05 19 AM Service Provided 10 - Service Provided. This will be picked up today Aug.1st per Matt Baillie. Resolved on 01/08/2019 12 00 00 AM. Agent Finished Case Closed. Closed date 2019-08-01 08 43 58.587 Service Provided 10 - Service Provided. This will be picked up today Aug.1st per Matt Baillie. Resolved on 01/08/2019 12 00 00 AM.
													Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services
													Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489834 created / updated at Thursday, August 01, 2019 8 05 09 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1489834 created / updated at Thursday, August 01, 2019 8 05 19 AM Service Provided 10 - Service Provided. This will be picked up today Aug.1st per Matt Baillie. Resolved on 01/08/2019 12 00 00 AM. Agent Finished Case Closed. Closed date 2019-08-01 08 43 58.587 Service Provided 10 - Service Provided. This will be picked up today Aug.1st per Matt Baillie. Resolved on 01/08/2019 12 00 00 AM.
Parks Litter Can or Cart Request	101012966917	1255	COMMERCIAL DRIVE										
Parks Litter Can or Cart Request	101013130046	1255	COMMERCIAL DRIVE										
Parks Litter Can or Cart Request	101013189228	1255	COMMERCIAL DRIVE										

				1. Request is for Cart 2. Type of request Clean-Up 3. If Clean-Up, is it Overflowing 4. If Repair/Replace, is it undefined 5. If Other, provide details 6. Describe request in detail Grandview Park - all garbage totes are overflowing and the crows are getting into them. 7. (Don't ask, just record - did caller indicate they want a call back?) No	2020/06/08 07 09 13 ~ Susan Picha ~ s. 22(1) eels they should have more garbage totes at park in the warmer months as there is more traffic and garbage being deposited. 
	s. 22(1)	s. 22(1)	1	6/8/2020 7 07	6/8/2020 7 51	Eng_Sanitation - Street Cleaning Services	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated Hansen ServiceRequest Number 1627787 created / updated at Monday, June 08, 2020 7 08 03 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1627787 created / updated at Monday, June 08, 2020 7 08 23 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1627787 created / updated at Monday, June 08, 2020 7 09 23 AM Service Provided 10 - Service Provided. Will be completed today. Resolved on 08/06/2020 7 50 00 AM. Agent Finished Case Closed. Closed date 2020-06-08 07 51 36.837 Service Provided 10 - Service Provided. Will be completed today. Resolved on 08/06/2020 7 50 00 AM.
Parks Litter Can or Cart Request	101014071064	1255	COMMERCIAL DRIVE	1. Request is for Can 2. Type of request Clean-Up 3. If Clean-Up, is it Overflowing 4. If Repair/Replace, is it undefined 5. If Other, provide details 6. Describe request in detail reported via twitter and the citizen noted " @CityofVancouver @ParkBoard the garbage cans by the playground and splash pad at Grandview Park are overflowing and spilled out everywhere and need to be emptied. THANK YOU!" 7. (Don't ask, just record - did caller indicate they want a call back?) No	tweet https //twitter.com/christineeboyle/status/1284905251527520256	Twitter_christineebo yle, CHRISTINE		1	7/19/2020 11 45	7/20/2020 9 41	Eng_Sanitation - Street Cleaning Services	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated Hansen ServiceRequest Number 1646869 created / updated at Sunday, July 19, 2020 11 46 56 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1646869 created / updated at Sunday, July 19, 2020 11 47 21 AM Hansen an action has been scheduled On 20/07/2020 6 37 16 AM an action has been scheduled for 20/07/2020 6 35 00 AM. Hansen Service Request has been reviewed Case reviewed on 20/07/2020 6 37 16 AM. Service Provided 10 - Service Provided. Will be done today. Resolved on 20/07/2020 9 40 00 AM. Agent Finished Case Closed. Closed date 2020-07-20 09 41 10.94 Service Provided 10 - Service Provided. Will be done today. Resolved on 20/07/2020 9 40 00 AM.
Parks Litter Can or Cart Request	101014194611	1255	COMMERCIAL DRIVE	1. Request is for Cart 2. Type of issue Clean-Up 3. Type of litter can issue Not Applicable 6. Describe request in detail 7. (Don't ask, just record - did caller indicate they want a call back?) No	PS Description Bin by playground overflowing <p/>PS# 8428753<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273458% 2C-123.07028&size 600x300&key AlzaSyDchlJ_DVw7N- 5SscsAxDhrf1hK1UYvXic&signature jk9D-5drxOntP9Jhi76bD_XC4VY '><p/><a href 'http //www.publicstuff.com/request/view/8428753'>http //www.public stuff.com/request/view/8428753<p/>	s.22(1)		1	7/26/2020 17 51	7/27/2020 8 00	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID8428753 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650558 created / updated at Sunday, July 26, 2020 5 51 34 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1650558 created / updated at Sunday, July 26, 2020 5 52 24 PM Hansen Service Request has been reviewed Case reviewed on 27/07/2020 6 27 37 AM. Hansen an action has been scheduled On 27/07/2020 6 27 37 AM an action has been scheduled for 27/07/2020 6 27 00 AM. Service Provided 10 - Service Provided. Will be done today.. Resolved on 27/07/2020 7 53 00 AM. Agent Finished Case Closed. Closed date 2020-07-27 07 56 10.597 Service Provided 10 - Service Provided. Will be done today.. Resolved on 27/07/2020 7 53 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-27 07 59 51.777 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 1650558 created / updated at Monday, July 27, 2020 8 00 17 AM Agent Finished Case Closed. Closed date 2020-07-27 08 00 17.99 Back to previous status Closing case after 'Add Event'

[illegible]

Discarded Needle Pickup Request	101013098986	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Provide details about the needle(s) right beside the playground 2. Provide number of needles 3. Your name 4. Phone number	<div><div></div><div>s. 22(1)</div></div> <div><div></div><div>s. 22(1)</div></div>	PS# 6362364<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_6700b54e8c8161fba3a16b0dc25b436b'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2736875 19297%2C-123.07084523141&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature TgNeFoJmC4l553lhkIK6_F40Xql ' ><p/><a href 'http //www.publicstuff.com/request/view/6362364'>http //www.publicstuff.com/request/view/6362364<p/>	No Name No Name (ps)	1	7/5/2019 17 22	7/5/2019 17 25	ACCS - Drug Policy	Agent Created Case Public Stuff request id PSID6362364 Agent Finished Case Closed. Closed date 2019-07-05 17 22 17.837 ZZZ Directed to PHS Mobile Needle Exchange Auto case closed from Mapping Application. PSID6362364
Discarded Needle Pickup Request	101013629203	1255	COMMERCIAL DRIVE		1. Provide details 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"). There is at least 2 needles located in the SE corner of the park 2. Indicate number of needles 3. Name (for VanConnect requests only) 4. Phone number (for VanConnect requests only)			2019 December, Anonymous	1	12/29/2019 11 25	12/29/2019 11 27	ACCS - Drug Policy	Agent Created Case Agent Updated Case Details Reallocated to queue ACCS - Drug Policy
Discarded Needle Pickup Request	101013933563	1255	COMMERCIAL DRIVE		1. Provide details 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"). Needle pickup in Polo court in Grandview Park. NE part of rink near fence. 3 needles. Gate is locked. A Park ranger case has been submitted for them to open court. 2. Indicate number of needles 3 3. Name (for VanConnect requests only) 4. Phone number (for VanConnect requests only)	Park Ranger case has notes that asks them to contact Portland Hotel Society when they are unlocking facility.	<div><div></div><div>s. 22(1)</div></div> <div><div></div><div>s. 22(1)</div></div>	1	4/16/2020 13 55	4/16/2020 14 03	ACCS - Drug Policy	Agent Created Case Agent Updated Case Details Reallocated to queue ACCS - Drug Policy	
Park Facility Maintenance - VanConnect Case REFM	101013205557	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Other 2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required. 3. Provide details Flooding - Water park drain is plugged and water is flowing out onto the sidewalk and street. 4. Park name Grandview 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 6554180<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273228% 2C-123.070572&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature 05VOJnskfZNXHJcYmhXLVGUVt2w ' ><p/><a href 'http //www.publicstuff.com/request/view/6554180'>http //www.publicstuff.com/request/view/6554180<p/>	No Name No Name (ps)	1	8/6/2019 18 20	8/6/2019 18 24	PR Park Maintenance	Agent Created Case Public Stuff request id PSID6554180 Agent Finished Case Closed. Closed date 2019-08-06 18 20 22.42 _default_ Auto case closed from Mapping Application. PSID6554180	
Park Facility Maintenance - VanConnect Case REFM	101013216559	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Other 2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required. 3. Provide details Near park center, see photo for details 4. Park name Grandview Park 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS Description undefined<p/>PS# 6574818<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_a7ffa45d579e7f1c7b32567684543315'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896 %2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UvVxIc&signature 2XOttmn6VACZd_d6KM7a-5XTxgl ' ><p/><a href 'http //www.publicstuff.com/request/view/6574818'>http //www.publicstuff.com/request/view/6574818<p/>	No Name No Name (ps)	1	8/9/2019 16 49	8/9/2019 16 49	PR Park Maintenance	Agent Created Case Public Stuff request id PSID6574818 Agent Finished Case Closed. Closed date 2019-08-09 16 49 20.437 _default_ Auto case closed from Mapping Application. PSID6574818	
Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-08-09 16 49 50.78 Open311 Feedback Send Complete Status and Resolution Comment to PS case													

[illegible]

Park Facility Maintenance - VanConnect Case REFM	101013445958	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Past the middle of October and water still needs to be turned off at children?s play area.</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 6978753</div> <div>Click images below to expand</div> <div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273743%2C-123.070594&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 6BzaJWsThYpDhVZqffxQ86bNKyA '</div> <div>><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273743%2C-123.070594&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 6BzaJWsThYpDhVZqffxQ86bNKyA '</div> <div>alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6978753'>http //www.publicstuff.com/request/view/6978753<p/></div> </div> </div> </div>	No Name No Name (ps)	1	10/24/2019 17 25	10/24/2019 17 29	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID6978753</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-10-24 17 25 29.033</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID6978753</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-10-24 17 29 45.797</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>The spray park is still turning on but it?s late October... I assume it should be off now?</div> <div>4. Park name</div> <div>Grandview park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 6983143</div> <div>Click images below to expand</div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273729%2C-123.070524&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature NRDeJiyyX4Fr22OFQX-9pUBIIKM '</div> <div>><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273729%2C-123.070524&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature NRDeJiyyX4Fr22OFQX-9pUBIIKM '</div> <div>alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6983143'>http //www.publicstuff.com/request/view/6983143<p/></div> </div> </div>	s. 22(1) No Name (ps)	1	10/25/2019 14 01	10/25/2019 14 04	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID6983143</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-10-25 14 01 35.797</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID6983143</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-10-25 14 04 49.457</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>This ? digger? toy is a liability! Note the sharp edges of the worn out bucket. Small children play here. Small delicate skin and this type of sharp surface equal a trip to hospital for stitches. In addition this unit should be replaced or repaired entirely as it is very worn out and loose on its moving points. This is a very active park, so let?s get this done soon please.</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 6997127</div> <div>Click images below to expand</div> <div> <div>href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_3af027ede46e690cc37e40108a048b7f'><p/>Click images below to expand</div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273699%2C-123.070404&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature DF8t4qZ45YqrhinMbgcmkLS66Ow '</div> <div>><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273699%2C-123.070404&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature DF8t4qZ45YqrhinMbgcmkLS66Ow '</div> <div>alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6997127'>http //www.publicstuff.com/request/view/6997127<p/></div> </div> </div> </div>	No Name No Name (ps)	1	10/29/2019 10 18	10/29/2019 10 19	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID6997127</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-10-29 10 18 03.08</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID6997127</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-10-29 10 19 53.267</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
				app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>There is offensive graffiti in a number of places throughout the park including trees and concrete. This needs to get dealt with as soon as possible.</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 6535087</div> <div>Click images below to expand</div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273597%2C-123.069979&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature kN36jPWSrS0b-ScKN40MxFeAoeo '</div> <div>><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273597%2C-123.069979&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature kN36jPWSrS0b-ScKN40MxFeAoeo '</div> <div>alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/6535087'>http //www.publicstuff.com/request/view/6535087<p/></div> </div> </div>	No Name No Name (ps)	1	11/21/2019 11 32	11/21/2019 11 34	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID6535087</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-21 11 32 57.517</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID6535087</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-21 11 34 56.54</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
Park Facility Maintenance - VanConnect Case REFM	101013672912	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	<div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Swastika painted on low wall (bench) around war memorial</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div>	<div> <div>PS# 7331309</div> <div>Click images below to expand</div> <div> <div>href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '</div> <div>><img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '</div> <div>alt 'mapurl' width '300' height '300'><p/><a href 'http //www.publicstuff.com/request/view/7331309'>http //www.publicstuff.com/request/view/7331309<p/></div> </div> </div>	No Name No Name (ps)	1	1/13/2020 15 30	1/13/2020 15 34	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID7331309</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-01-13 15 30 30.563</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID7331309</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-01-13 15 34 46.697</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>

Park Facility Maintenance - VanConnect Case REFM	101014185495	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Type of request Other</div><div>2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required.</div><div>3. Provide details</div><div>4. Park name Grandview</div><div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div>	<div>PS# 8361438<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_05785dae7fa2da db972a66cd8bb6721c'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.27372%2C-123.070759&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UVvXic&signature gpoEruX6Xa-qJAKh_aop01ptols '><p/><a href 'http //www.publicstuff.com/request/view/8361438'>http //www.publicstuff.com/request/view/8361438<p/></div>	No Name No Name (ps)	1	7/15/2020 18 50	7/15/2020 18 54	PR Park Maintenance	Agent Created Case Public Stuff request id PSID8361438 Agent Finished Case Closed. Closed date 2020-07-15 18 50 34.17 _default_ Auto case closed from Mapping Application. PSID8361438 Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-15 18 54 47.97 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Park Facility Maintenance - VanConnect Case REFM	101014201380	1255	COMMERCIAL DRIVE	app version 2.31 original address 1655 William St alias 1655 WILLIAM ST full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Type of request Other</div><div>2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required.</div><div>3. Provide details multiple boards loose due to rotten structure. structure wraps around a tree in the children's park section of grandview park.</div><div>4. Park name grandview park</div><div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div>	<div>PS# 8397633<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_c377178d9ea017c2165113a61b2278b9'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2738382 376346%2C-123.070344999433&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UVvXic&signature Yd08JaLd_WVhk1AAZeSk3SzsUdg '><p/><a href 'http //www.publicstuff.com/request/view/8397633'>http //www.publicstuff.com/request/view/8397633<p/></div>	S. 22(1)	S. 22(1)	1	7/21/2020 13 21	7/21/2020 13 24	PR Park Maintenance	Agent Created Case Public Stuff request id PSID8397633 Agent Finished Case Closed. Closed date 2020-07-21 13 21 29.453 _default_ Auto case closed from Mapping Application. PSID8397633 Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-21 13 24 51.52 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Park Facility Maintenance - VanConnect Case REFM	101014211113	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Type of request Other</div><div>2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required.</div><div>3. Provide details Loose boards on seating area in playground.</div><div>4. Park name Grandview park</div><div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div>	<div>PS# 8419745<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_131436b886076c1ae46184b699cd8544'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273774%2C-123.070631&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UVvXic&signature seqogIUCPJ4hqHQ9nE6SoFoAeCM '><p/><a href 'http //www.publicstuff.com/request/view/8419745'>http //www.publicstuff.com/request/view/8419745<p/></div>	S. 22(1)		1	7/24/2020 10 29	7/24/2020 10 29	PR Park Maintenance	Agent Created Case Public Stuff request id PSID8419745 Agent Finished Case Closed. Closed date 2020-07-24 10 29 06.817 _default_ Auto case closed from Mapping Application. PSID8419745 Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-24 10 29 50.35 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Park Facility Maintenance - VanConnect Case REFM	101014224598	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Type of request Other</div><div>2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required.</div><div>3. Provide details Bench around tree has been damaged. Boards are loose and sharp end of screw is pointing up.</div><div>4. Park name Grandview</div><div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div>	<div>PS# 8426312<p/>Click images below to expand<p/><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_9232c444e68250d8bb61d0c0bd933a81'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273679%2C-123.070635&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UVvXic&signature xNAKDX_25C4uabs7ITsMlwvPp9k '><p/><a href 'http //www.publicstuff.com/request/view/8426312'>http //www.publicstuff.com/request/view/8426312<p/></div>	No Name No Name (ps)	1	7/25/2020 19 47	7/25/2020 19 49	PR Park Maintenance	Agent Created Case Public Stuff request id PSID8426312 Agent Finished Case Closed. Closed date 2020-07-25 19 47 23.98 _default_ Auto case closed from Mapping Application. PSID8426312 Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-25 19 49 45.903 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Park Facility Maintenance - VanConnect Case REFM	101014224598	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>1. Type of request Other</div><div>2. If Other, describe This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed. No further action required.</div><div>3. Provide details The structure around the tree in the playground is damaged and the kids might hurt themselves on the broken wood and nails</div><div>4. Park name Grandview park</div><div>7. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div>	<div>PS# 8445512<p/>Click images below to expand<p/><a href 'S. 22(1)'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273788%2C-123.070625&size 600x300&key AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UVvXic&signature bgPK7THRiRTosnclWNT1DENxQc '><p/><a href 'http //www.publicstuff.com/request/view/8445512'>http //www.publicstuff.com/request/view/8445512<p/></div>	No Name No Name (ps)	1	7/28/2020 18 55	7/31/2020 17 54	PR Park Maintenance	Agent Created Case Public Stuff request id PSID8445512 Agent Finished Case Closed. Closed date 2020-07-28 18 55 56.847 _default_ Auto case closed from Mapping Application. PSID8445512 Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-07-31 17 49 46.073 Open311 Feedback Send Complete Status and Resolution Comment to PS case	

Park Facility Maintenance - VanConnect Case REFM	101014490676	1255	COMMERCIAL DRIVE	<div> <div> <div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div> <div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Two park toys are damaged and dangerous</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div>	<div> <div>PS# 8981336</div> <div>Click images below to expand</div> <div> <div> <div>href 'https://d17aqltn7cihbm.cloudfront.net/uploads/large_b2fbd4a48152e9996ac44a42b5be8c1b'</div> <div><img</div> </div> <div> <div>src 'https://d17aqltn7cihbm.cloudfront.net/uploads/large_b2fbd4a48152e9996ac44a42b5be8c1b'</div> <div>alt 'imageurl' width '300' height '300'</div> </div> </div> <div> <div>Click images below to expand</div> <div> <div>href 'http://maps.googleapis.com/maps/api/staticmap?markers=49.273519%2C-123.070538&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=1wkDqBibjXED09A7TJMIZup9CW4'</div> <div><img</div> </div> <div> <div>g</div> <div>src 'http://maps.googleapis.com/maps/api/staticmap?markers=49.273519%2C-123.070538&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=1wkDqBibjXED09A7TJMIZup9CW4'</div> <div>alt 'mapurl' width '300' height '300'</div> </div> <div> <div>href 'http://www.publicstuff.com/request/view/8981336'</div> <div>>http://www.publicstuff.com/request/view/8981336</div> </div> </div> </div>	s. 22(1)	s. 22(1)	1	10/23/2020 15 01	10/23/2020 15 04	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID8981336</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-23 15 01 59.203</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID8981336</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-10-23 15 04 49.14</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
--------------------------------------------------	--------------	------	------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	----------	---	------------------	------------------	---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Park Facility Maintenance - VanConnect Case REFM	101014544024	1255	COMMERCIAL DRIVE	<div> <div> <div>app version 2.31</div> <div>original address 1657</div> <div>Grandview Park alias GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div> <div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Tree was partially cut down. Boardwalk and bench that surrounds it are damaged and surrounded by wire fence for months. Kids are trying to climb the fence and it is dangerous and falling over. Please just fix the boardwalk/bench/tree and let's make this safe</div> <div>4. Park name</div> <div>Grandview</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div>	<div> <div>PS# 9095313</div> <div>Click images below to expand</div> <div> <div> <div>href s. 22(1)</div> <div>s. 22(1)</div> </div> <div> <div>>img</div> <div>s. 22(1)</div> </div> <div> <div>alt 'imageurl' width '300' height '300'</div> <div><p>Click images below to expand</div> </div> <div> <div>href 'http://maps.googleapis.com/maps/api/staticmap?markers=49.27376%2C-123.071031&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=WyuA26gzvBzuNgjA8TNqvo5YhE'</div> <div><img</div> </div> <div> <div>src 'http://maps.googleapis.com/maps/api/staticmap?markers=49.27376%2C-123.071031&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=WyuA26gzvBzuNgjA8TNqvo5YhE'</div> <div>alt 'mapurl' width '300' height '300'</div> </div> <div> <div>href 'http://www.publicstuff.com/request/view/9095313'</div> <div>>http://www.publicstuff.com/request/view/9095313</div> </div> </div> </div>	No Name (ps)	No Name	1	11/13/2020 15 33	11/13/2020 15 39	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID9095313</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-11-13 15 33 27.233</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID9095313</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-11-13 15 39 54.21</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
--------------------------------------------------	--------------	------	------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------	---------	---	------------------	------------------	---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Park Facility Maintenance - VanConnect Case REFM	101014610222	1255	COMMERCIAL DRIVE	<div> <div> <div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div> <div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>tripping hazard / broken plank / missing stonework</div> <div>4. Park name</div> <div>grandview park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div>	<div> <div>PS# 9194565</div> <div>Click images below to expand</div> <div> <div> <div>href 'https://d17aqltn7cihbm.cloudfront.net/uploads/large_84ba3690117250a6fb5652a8b3fb40e0'</div> <div><img</div> </div> <div> <div>src 'https://d17aqltn7cihbm.cloudfront.net/uploads/large_84ba3690117250a6fb5652a8b3fb40e0'</div> <div>alt 'imageurl' width '300' height '300'</div> </div> </div> <div> <div>Click images below to expand</div> <div> <div>href 'http://maps.googleapis.com/maps/api/staticmap?markers=49.2736433318306%2C-123.070794604719&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=ECajAh4vTzAHrUr7OWVdyVnvBRM'</div> <div><img</div> </div> <div> <div>g</div> <div>src 'http://maps.googleapis.com/maps/api/staticmap?markers=49.2736433318306%2C-123.070794604719&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=ECajAh4vTzAHrUr7OWVdyVnvBRM'</div> <div>alt 'mapurl' width '300' height '300'</div> </div> <div> <div>href 'http://www.publicstuff.com/request/view/9194565'</div> <div>>http://www.publicstuff.com/request/view/9194565</div> </div> </div> </div>	s. 22(1)	s. 22(1)	1	12/8/2020 16 29	12/8/2020 16 34	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID9194565</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-12-08 16 29 46.567</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID9194565</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-12-08 16 34 52.31</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
--------------------------------------------------	--------------	------	------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	----------	---	-----------------	-----------------	---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Park Facility Maintenance - VanConnect Case REFM	101014704078	1255	COMMERCIAL DRIVE	<div> <div> <div>app version 2.31</div> <div>original address 1657</div> <div>Grandview Park alias GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div> <div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Half cut down tree in centre of play area. Derelict fencing surrounding broken boardwalk and bench</div> <div>4. Park name</div> <div>Grandview</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div>	<div> <div>PS# 9385754</div> <div>Click images below to expand</div> <div> <div> <div>href 'http://maps.googleapis.com/maps/api/staticmap?markers=49.273801%2C-123.070843&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=5Kep5VKtz8C76B3aqPLqxdEvTnM'</div> <div><img</div> </div> <div> <div>src 'http://maps.googleapis.com/maps/api/staticmap?markers=49.273801%2C-123.070843&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=5Kep5VKtz8C76B3aqPLqxdEvTnM'</div> <div>alt 'mapurl' width '300' height '300'</div> </div> <div> <div>href 'http://www.publicstuff.com/request/view/9385754'</div> <div>>http://www.publicstuff.com/request/view/9385754</div> </div> </div> </div>	No Name (ps)	No Name	1	1/13/2021 15 53	1/13/2021 15 59	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID9385754</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2021-01-13 15 53 25.733</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID9385754</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2021-01-13 15 59 58.41</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
--------------------------------------------------	--------------	------	------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------	---------	---	-----------------	-----------------	---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Park Facility Maintenance - VanConnect Case REFM	101015000714	1255	COMMERCIAL DRIVE	<div> <div> <div>app version 2.31</div> <div>original address 1657</div> <div>Grandview Park alias GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div> </div> <div> <div>1. Type of request</div> <div>Other</div> <div>2. If Other, describe</div> <div>This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required.</div> <div>3. Provide details</div> <div>Camp set up by the toilets. Tents have been up all day. Garbage, furniture, smoking, Camp increasing in size.</div> <div>4. Park name</div> <div>Grandview Park</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?)</div> <div>Unknown</div> </div> </div>	<div> <div>PS Description Tents increasing in Grandview Park daily... 3 up all day</div> <div><p>PS# 9998126</div> <div>Click images below to expand</div> <div> <div> <div>href s. 22(1)</div> <div>s. 22(1)</div> </div> <div> <div><img</div> <div>s. 22(1)</div> </div> <div> <div>alt 'imageurl' width '300' height '300'</div> <div><p>Click images below to expand</div> </div> <div> <div>href 'http://maps.googleapis.com/maps/api/staticmap?markers=49.273236%2C-123.070374&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=8VbknqKHbLcetWwWlZKu-me5z1g'</div> <div><img</div> </div> <div> <div>src 'http://maps.googleapis.com/maps/api/staticmap?markers=49.273236%2C-123.070374&size=600x300&key=AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature=8VbknqKHbLcetWwWlZKu-me5z1g'</div> <div>alt 'mapurl' width '300' height '300'</div> </div> <div> <div>href 'http://www.publicstuff.com/request/view/9998126'</div> <div>>http://www.publicstuff.com/request/view/9998126</div> </div> </div> </div>	s.22(1)		1	5/4/2021 20 48	5/4/2021 20 49	PR Park Maintenance	<div>Agent Created Case</div> <div>Public Stuff request id PSID9998126</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2021-05-04 20 48 09.987</div> <div>_default_</div> <div>Auto case closed from Mapping Application. PSID9998126</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2021-05-04 20 49 44.86</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>
--------------------------------------------------	--------------	------	------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------	--	---	----------------	----------------	---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Park Facility Maintenance - VanConnect Case REFM	101015011577	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of request Other 2. If Other, describe This is a VanConnect submission for REFM. REFM has been been notified and the case has been auto-closed. No further action required. 3. Provide details The drain has been plugged for years! The splash pad surface has been replaced, but none of the nozzles were repaired. 4. Park name Grandview 7. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS# 10020743<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature 1wkDqBibjXEDO9A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/10020743'>http //www.publi	s. 22(1)	1	5/9/2021 9 30	5/9/2021 9 34	PR Park Maintenance	Agent Created Case Public Stuff request id PSID10020743 Agent Finished Case Closed. Closed date 2021-05-09 09 30 21.617 _default_ Auto case closed from Mapping Application. PSID10020743 Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-05-09 09 34 47.503 Open311 Feedback Send Complete Status and Resolution Comment to PS case
				cstuff.com/request/view/10020743<p/>								
Dead Animal Pickup Case	101013247631	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of Animal Skunk 2. If Other, describe animal type 3. Animal weight Unknown 4. Is the animal in traffic? 8. (Don't ask, just record - did caller indicate they want a call back?) No	PS Description Strong skunk smell for 2 hours. <p/>PS# 6631282<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2737%2C-123.071115&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature ENRRv5FoxohDErjPn33VaqaCT4 '><p/><a href 'http //www.publicstuff.com/request/view/6631282'>http //www.public	No Name No Name (ps)	1	8/20/2019 7 46	8/23/2019 9 27	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID6631282 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1499081 created / updated at Tuesday, August 20, 2019 7 46 59 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1499081 created / updated at Tuesday, August 20, 2019 7 47 13 AM Hansen an action has been scheduled On 20/08/2019 12 35 50 PM an action has been scheduled for 20/08/2019 12 35 00 PM. Hansen Service Request has been reviewed Case reviewed on 20/08/2019 12 35 50 PM. Hansen Change in Comments Comments SR fwd to Foreman. Added on 20/08/2019 12 55 22 PM. Service Provided 10 - Service Provided. done as per foreman . Resolved on 21/08/2019 12 00 00 AM. Agent Finished Case Closed. Closed date 2019-08-23 09 21 15.72 Service Provided 10 - Service Provided. done as per foreman . Resolved on 21/08/2019 12 00 00 AM. Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-08-23 09 25 02.63 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 1499081 created / updated at Friday, August 23, 2019 9 27 19 AM Agent Finished Case Closed. Closed date 2019-08-23 09 27 20.8 Back to previous status Closing case after 'Add Event'
				stuff.com/request/view/6631282<p/>								
Dead Animal Pickup Case	101014541818	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of animal Raccoon 2. If Marine Life or Other, provide details 3. Animal weight 0 - 20 kg (0 - 44 lbs) 4. Is animal in traffic or otherwise a safety hazard? No 5. If Yes, provide details 6. Is animal on school or Park grounds? Yes 7. If Yes, provide details Granview Park, in the bushes/shrubs next to the black coffee cup planter at SE corner of the park. Citizen states you can't see it from the street, visible from inside the park. 8. (Don't ask, just record - did caller indicate they want a call back?) No	Citizen requested provide first name and phone only for contact if needed s. 22(1)	2020 November, Anonymous	1	11/13/2020 8 25	11/17/2020 11 41	Eng_Sanitation - Street Cleaning Services	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated Hansen ServiceRequest Number 1703120 created / updated at Friday, November 13, 2020 8 27 53 AM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1703120 created / updated at Friday, November 13, 2020 8 28 38 AM Hansen Service Request has been reviewed Case reviewed on 2020-11-13 1 03 06 PM. Hansen an action has been scheduled On 2020-11-13 1 03 06 PM an action has been scheduled for 2020-11-13 1 03 00 PM. Hansen Change in Comments Comments SR forwarded to Foreman. Added on 2020-11-13 1 05 07 PM. Item not found 771 - Sanitation Item not found. Nothing Found. Resolved on 2020-11-16 12 00 00 AM. Agent Finished Case Closed. Closed date 2020-11-17 11 41 38.31 Item not found 771 - Sanitation Item not found. Nothing Found. Resolved on 2020-11-16 12 00 00 AM.

					Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Traffic and Electrical - Street Lighting				
					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1533593 created / updated at Tuesday, October 29, 2019 7 28 27 PM Agent Finished Case Closed. Closed date 2019-10-29 19 33 43.783 Case created in error by Contact Centre				
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1533593 created / updated at Tuesday, October 29, 2019 7 33 52 PM Agent Finished Case Closed. Closed date 2019-10-29 19 33 53.683 Back to previous status Closing case after 'Add Event'				
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Request has been reviewed Case reviewed on 31/10/2019 8 23 00 AM. Agent Finished Case Closed. Closed date 2019-10-31 08 26 13.43 Back to previous status Closing case after 'Add Event'				
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Case Incident Location Changed Case incident location changed to Address Record (183957) 1255 COMMERCIAL DRIVE Vancouver, BC. Agent Finished Case Closed. Closed date 2019-10-31 08 32 13.56 Back to previous status Closing case after 'Add Event'				
					Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments Comments Emailed Electrical Office on Oct.31/19. Added on 31/10/2019 9 30 21 AM. Agent Finished Case Closed. Closed date 2019-10-31 09 32 12.263				
Street Light - Out	101013460284	1255	COMMERCIAL DRIVE	1. What is the problem with the light? Light Out 2. If Other, provide details 3. How many lights are out? 1 4. Provide light pole number (if available) 1/GD 5. Where is the light pole located? In front of the address indicated 6. Has this issue occurred before? Unknown 7. (Don't ask just record - Did caller indicate they want a call back?) No	<div>s. 22(1)</div>	<div>s. 22(1)</div>	1 10/29/2019 19 25 10/31/2019 11 11	Eng_Traffic and Electrical - Street Lighting	
					Agent Created Case Public Stuff request id PSID7006147 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1534393 created / updated at Wednesday, October 30, 2019 9 16 34 PM Hansen Service Request has been reviewed Case reviewed on 31/10/2019 1 37 00 PM. Hansen Change in Comments Comments Emailed Electrical Office on Oct 31/19. Added on 31/10/2019 1 41 49 PM. Directed to Another City Department 20 - Directed to Another City Dept. Emailed case back to 311 to forward to Park Board. Resolved on 31/10/2019 1 51 00 PM. Agent Finished Case Closed. Closed date 2019-10-31 13 53 12.563 Directed to Another City Department 20 - Directed to Another City Dept. Emailed case back to 311 to forward to Park Board. Resolved on 31/10/2019 1 51 00 PM.				
					Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2019-10-31 13 54 44.7 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 1534393 created / updated at Thursday, October 31, 2019 1 54 52 PM Agent Finished Case Closed. Closed date 2019-10-31 13 54 54.56 Back to previous status Closing case after 'Add Event'				
Street Light - Out	101013464203	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC 1. What is the problem with the light? Light Out 2. If Other, provide brief description 3. How many lights are out? One 4. Provide light pole number if available (Example 14/26 or 2/04) / 5. Where is the light pole located? In front of the address indicated 6. Has this issue occurred before? 7. (Don't ask just record - Did caller indicate they want a call back?) No	PS Description This is smack in the middle of Grandview park, the light right next to the playground.<p>PS# 7006147<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735652 59148%2C-123.07060314246&size 600x300&key AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature kHvXu4L4vQ7a_kjXHv0nJSCfHzk '><p/><a href 'http //www.publicstuff.com/request/view/7006147'>http //www.publicstuff.com/request/view/7006147<p/>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	1 10/30/2019 21 16 10/31/2019 13 54	Eng_Traffic and Electrical - Street Lighting

				<div>1. What is the problem with the light? Light Out</div> <div>2. If Other, provide brief description</div> <div>3. How many lights are out? 1</div> <div>4. Provide light pole number if available (Example 14/26 or 2/04)</div> <div>5. Where is the light pole located? On the side of the address indicated</div> <div>6. Has this issue occurred before?</div> <div>7. (Don't ask just record - Did caller indicate they want a call back?) No</div>	<div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div>	<div>PS Description By the playground<p/>PS# 7019748<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273610574212%2C-123.07050696878&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature ovTQ3trQ5X1lcspbSttQKZvKac '><p/><a href 'http //www.publicstuff.com/request/view/7019748'>http //www.publicstuff.com/request/view/7019748<p/></div> <div>No Name No Name (ps)</div>	<div>1</div> <div>11/3/2019 21 38</div> <div>11/5/2019 12 05</div> <div>Eng_Traffic and Electrical - Street Lighting</div>	<div>Agent Created Case</div> <div>Public Stuff request id PSID7019748</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1536187 created / updated at Sunday, November 03, 2019 9 38 36 PM</div> <div>Hansen Service Request has been reviewed Case reviewed on 05/11/2019 11 53 00 AM.</div> <div>Hansen Change in Comments Comments Emailed Electrical Office on Nov.5/19. Added on 05/11/2019 11 55 15 AM.</div> <div>Hansen Case Incident Location Changed Case incident location changed to Address Record (151836) 1600 CHARLES ST Vancouver, BC.</div> <div>Hansen Change in Comments Comments REFM maintained lighting assets. To be forwarded to REFM (Parks Board) for servicing.. Added on 05/11/2019 11 59 35 AM.</div> <div>Directed to Another City Department 20 - Directed to Another City Dept. Forwarded to 311 Ops to transfer the case details to REFM (Parks Board asset). Resolved on 05/11/2019 12 00 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-05 12 02 55.24</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. Forwarded to 311 Ops to transfer the case details to REFM (Parks Board asset). Resolved on 05/11/2019 12 00 00 PM.</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-05 12 04 58.423</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1536187 created / updated at Tuesday, November 05, 2019 12 05 54 PM</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-05 12 05 55.3</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>	
Street Light - Out	101013473560	1255	COMMERCIAL DRIVE						
				<div>1. What is the problem with the light? Light Out</div> <div>2. If Other, provide brief description</div> <div>3. How many lights are out? 2-3</div> <div>4. Provide light pole number if available (Example 14/26 or 2/04)</div> <div>5. Where is the light pole located? On the side of the address indicated</div> <div>6. Has this issue occurred before?</div> <div>7. (Don't ask just record - Did caller indicate they want a call back?) No</div>	<div>app version 2.31</div> <div>original address 1657</div> <div>Charles St alias 1657</div> <div>CHARLES ST full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div>	<div>PS Description 2-3 lights by the playground in grandview park<p/>PS# 7065598<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273563509145%2C-123.07057095595&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature c2YfXNCsWj9KnHsa9b5qv5pi3c8 '><p/><a href 'http //www.publicstuff.com/request/view/7065598'>http //www.publicstuff.com/request/view/7065598<p/></div> <div>No Name No Name (ps)</div>	<div>1</div> <div>11/13/2019 9 03</div> <div>11/14/2019 14 23</div> <div>Eng_Traffic and Electrical - Street Lighting</div>	<div>Agent Created Case</div> <div>Public Stuff request id PSID7065598</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1540477 created / updated at Wednesday, November 13, 2019 9 03 35 AM</div> <div>Hansen Service Request has been reviewed Case reviewed on 14/11/2019 1 26 00 PM.</div> <div>Hansen Case Incident Location Changed Case incident location changed to Address Record (151836) 1600 CHARLES ST Vancouver, BC.</div> <div>Hansen Change in Comments Comments Emailed Electrical Office on Nov 14/19. Added on 14/11/2019 1 30 22 PM.</div> <div>Directed to Another City Department 20 - Directed to Another City Dept. Forwarded case details to Parks Board (REFM) - Parks Board lighting. Resolved on 14/11/2019 2 17 00 PM.</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-14 14 17 55.44</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. Forwarded case details to Parks Board (REFM) - Parks Board lighting. Resolved on 14/11/2019 2 17 00 PM.</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-14 14 20 25.223</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div> <div>Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue'</div> <div>Hansen Service Case Created / Updated Hansen ServiceRequest Number 1540477 created / updated at Thursday, November 14, 2019 2 23 37 PM</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2019-11-14 14 23 38.23</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>	
Animal Concern - Non-Emergency Case	101013792308	1255	COMMERCIAL DRIVE	<div>. Phone Number</div> <div>1. Complaint type Other</div> <div>2. If Other, provide brief description</div> <div>3. Animal type Dog</div> <div>5. Animal colour Golden</div> <div>6. Dog breed (if known) Retriever</div>	<div>app version 2.31</div> <div>original address Grandview Park alias GRANDVIEW PARK full 1255</div> <div>COMMERCIAL DR, VANCOUVER, BC</div>	<div>PS Description Off leash<p/>PS# 7504720<p/>Click images below to expand<p/><a href S. 22(1) S. 22(1) <p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896%2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UVvXic&signature 2XOttmn6VACzd_d6KM7a-5XTxgl '><p/><a href 'http //www.publicstuff.com/request/view/7504720'>http //www.publicstuff.com/request/view/7504720<p/></div> <div>No Name No Name (ps)</div>	<div>1</div> <div>2/19/2020 10 53</div> <div>2/19/2020 11 44</div> <div>DBL - Animal Services Dispatch</div>	<div>Agent Created Case</div> <div>Public Stuff request id PSID7504720</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-02-19 11 43 08.5</div> <div>Assigned</div> <div>Dispatched to ACS 37, DG 20-201647 - DB</div> <div>Case Reopened Reopened for Public Stuff Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-02-19 11 44 43.88</div> <div>Open311 Feedback</div> <div>Send Complete Status and Resolution Comment to PS case</div>	

Animal Concern - Non-Emergency Case	101013792613	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>. Phone Number</div><div>1. Complaint type Other</div><div>2. If Other, provide brief description</div><div>3. Animal type Dog</div><div>5. Animal colour White</div><div>6. Dog breed (if known) Bull mastiff</div></div>	<div>PS Description Dog in children's playground<p/>PS# 7505035<p/>Click images below to expand<p/><a href = s. 22(1) <img src = s. 22(1) <p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896%2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 2XOttmn6VACZd_d6KM7a-5XTxgl '><p/><a href 'http //www.publicstuff.com/request/view/7505035'>http //www.publicstuff.com/request/view/7505035<p/></div>	No Name (ps)	s. 22(1)	1	2/19/2020 11 30	2/19/2020 11 49	DBL - Animal Services Dispatch
Emergency and Hotline Referral Tracking Case	101013809653	1255	COMMERCIAL DRIVE		<div><div>1. Where did you direct the caller? Transferred - Police - Non-Emergency</div><div>2. Type of call Police</div><div>3. (Don't ask, just record Did the caller indicate the topic of the call?) Yes</div><div>4. If Yes, briefly describe the topic of the call Male caller from restaurant at 1212 Commercial Dr. was callign on behalf of someone with a speech impediment. They wanted to be transferred to the police. Some people were drinking and not allowing entry to the Grandview Park washrooms.</div></div>		2020 February, Anonymous		1	2/25/2020 14 27	2/25/2020 14 28	311 Emergency Referral Tracking
Dog Off Leash Complaint Case	10101387920	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	<div><div>. Phone Number</div><div>1. Complaint type Dogoffleash</div><div>3. Animal type Dog</div><div>5. Animal colour Brown at kids playground</div><div>6. Dog breed (if known) Unknown</div><div>12. (Don't ask, just record - did caller indicate they want a call back?)</div></div>	<div>PS# 7586322<p/>Click images below to expand<p/><a href = s. 22(1) <img src = s. 22(1) <p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273445%2C-123.071103&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature J4qHxIKiVts4ixrxY23Al2k24x4 '><p/><a href 'http //www.publicstuff.com/request/view/7586322'>http //www.publicstuff.com/request/view/7586322<p/></div>	No Name (ps)	s. 22(1)	1	3/6/2020 14 51	3/6/2020 14 54	DBL - Animal Services Dispatch
ZZ OLD - COVID-19 - ViolationPark FacilityClseCase	101013877920	1255	COMMERCIAL DRIVE		<div><div>1. Complaint Type Other</div><div>2. Provide details, including if "Other" selected above Received via Vanconnect at 6 29pm today PS 7662634</div><div>3. Park name Grandview Park</div><div>4. Provide specific location in park 1255 Commercial Drive</div><div>5. Neighbourhood UNKNOWN</div><div>6. (Don't ask, just record - did caller indicate they want a call back?) No</div></div>	<div>A group of approximately 10 adult males and 1 female have moved into GRANDVIEW PARK on Commercial Drive and Charles Street over the last week. Not only are they not observing appropriate social distancing protocol by any means as they collect in a large group constantly.....but.....in addition they are chopping down the trees, and using the wood for fire wood to cook food on a large open flame in the middle of the park directly beside/under a large tree. They are drinking alcoholic beverages constantly and all day, and night. They are not only a COVID-19 High Risk, but also a safety risk to the overall well being of the neighborhood. Please deal with them and have them either removed, or forced to comply.</div>	No Name (ps), No Name		1	3/23/2020 19 12	3/23/2020 19 50	PRB Park Ranger

ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101013915803	1255	COMMERCIAL DRIVE	app version 2.31 original address Grandview Park alias GRANDVIEW PARK full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of complaint Other 2. Provide details Daily there is a group of usually intoxicated males and females of more than 5 people which contravenes the guidelines vis a vis social distancing and groups in public places , they are engaging in public drinking and drug dealing as well. 3. Park name Grandview-Woodlands 4. Provide specific location in park Commercial and Charles	PS# 7746561<p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735355 09101%2C-123.06994868346&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature u9NBgWjIta32ufQCszUgit03gql '><p/><a href 'http //www.publicstuff.com/request/view/7746561'>http //www.publicstuff.com/request/view/7746561<p/>	No Name No Name (ps)	1	4/8/2020 14 51	4/8/2020 15 10	PRB Park Ranger	
ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101013931201	1255	COMMERCIAL DRIVE		1. Complaint Type Other Location 2. Provide details, including if "Other" selected above Citizen says people are playing cricket in the park and gathering close together all over the park. 3. Park name Grandview Park - 1255 Commerical Dr. 4. Provide specific location in park All over the park and not social distancing. 5. Neighbourhood Grandview-Woodland 6. (Don't ask, just record - did caller indicate they want a call back?) No	Also citizen says they are smoking pot and drinking (advised citizen to report illegal activity to non-emergency VPD).	2020 April, Anonymous	1	4/15/2020 17 06	4/15/2020 21 50	PRB Park Ranger	
ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101013931337	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255 COMMERCIAL DR, VANCOUVER, BC	1. Type of complaint Other 2. Provide details It's one big party all day and late into the night at the park near the cenotaph. Many youth it appears who have no regard for the covid pandemic. Smoking open drinking and marijuana use, abusive language, sometimes arguments and shouting. No physical distancing. Spitting on the grass. Sometimes campfires set in BBQs. Dozens of people and it seems to be growing 3. Park name Grandview park 4. Provide specific location in park Around the cenotaph and near the washroom	PS# 7782124<p/>Click images below to expand<p/><a href s. 22(1)> alt 'imageurl' width '300' height '300'><p/>Click images below to expand<p/><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.273519%2C-123.070538&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature 1wkDqBibjXED09A7TJMIZup9CW4 '><p/><a href 'http //www.publicstuff.com/request/view/7782124'>http //www.publicstuff.com/request/view/7782124<p/>	s. 22(1)	s. 22(1)	1	4/15/2020 18 14	4/15/2020 21 49	PRB Park Ranger
ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101013937336	1255	COMMERCIAL DRIVE		1. Complaint Type Other Location 2. Provide details, including if "Other" selected above In the cenotaph area 3. Park name Grandview Park 4. Provide specific location in park In the cenotaph area 5. Neighbourhood Grandview-Woodland 6. (Don't ask, just record - did caller indicate they want a call back?) No	There is a large group of people partying in Grandview park all day today. At least 10 people not practicing social distancing, drinking and sharing alcohol, smoking, leaving trash all over the place. They have started a fire 5 times in the past 2 weeks so the fire dept had to be called. Citizen is concerned as this is an ongoing issue and she can see the people right outside her window almost on a daily basis. She is even more concerned because of Covid-19 that they will spread the virus around.	s. 22(1)	s. 22(1)	1	4/17/2020 17 23	4/17/2020 20 41	PRB Park Ranger

Agent Created Case
Public Stuff request id PSID7746561
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1602984 created / updated at Wednesday, April 08, 2020 2 51 37 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1602984 created / updated at Wednesday, April 08, 2020 2 52 18 PM
Hansen Change in Comments Comments Grandview Park - People not social distancing - Duplicate.
Added on 08/04/2020 3 07 29 PM.
Duplicate Request 30 - Duplicate Request. . Resolved on 08/04/2020 3 07 00 PM.
Agent Finished Case Closed.
Closed date 2020-04-08 15 08 17.9
Duplicate Request
30 - Duplicate Request. . Resolved on 08/04/2020 3 07 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-04-08 15 09 50.83
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 1602984 created / updated at Wednesday, April 08, 2020 3 09 59 PM
Agent Finished Case Closed.
Closed date 2020-04-08 15 10 00.763
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1605384 created / updated at Wednesday, April 15, 2020 5 09 22 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1605384 created / updated at Wednesday, April 15, 2020 5 10 11 PM
Hansen Change in Comments Comments . Added on 15/04/2020 9 49 33 PM.
No Service Provided 11 - No Service Provided. . Resolved on 15/04/2020 9 49 00 PM.
Agent Finished Case Closed.
Closed date 2020-04-15 21 50 17.823
No Service Provided
11 - No Service Provided. . Resolved on 15/04/2020 9 49 00 PM.

Agent Created Case
Public Stuff request id PSID7782124
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1605415 created / updated at Wednesday, April 15, 2020 6 14 18 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1605415 created / updated at Wednesday, April 15, 2020 6 15 28 PM
No Service Provided 11 - No Service Provided. . Resolved on 15/04/2020 9 44 00 PM.
Hansen Change in Comments Comments . Added on 15/04/2020 9 44 54 PM.
Agent Finished Case Closed.
Closed date 2020-04-15 21 47 17.573
No Service Provided
11 - No Service Provided. . Resolved on 15/04/2020 9 44 00 PM.

Case Reopened Reopened for Public Stuff Feedback
Agent Finished Case Closed.
Closed date 2020-04-15 21 49 44.677
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 1605415 created / updated at Wednesday, April 15, 2020 9 49 49 PM
Agent Finished Case Closed.
Closed date 2020-04-15 21 49 49.62
Back to previous status
Closing case after 'Add Event'

Agent Created Case
Agent Updated Case Details Reallocated to queue PRB Park Ranger

Hansen Service Case Created / Updated Hansen ServiceRequest Number 1606385 created / updated at Friday, April 17, 2020 5 26 29 PM
Hansen Service Case Created / Updated Hansen ServiceRequest Number 1606385 created / updated at Friday, April 17, 2020 5 27 19 PM
Hansen Change in Comments Comments . Added on 17/04/2020 8 40 50 PM.
No Service Provided 11 - No Service Provided. . Resolved on 17/04/2020 8 40 00 PM.
Agent Finished Case Closed.
Closed date 2020-04-17 20 41 17.26
No Service Provided
11 - No Service Provided. . Resolved on 17/04/2020 8 40 00 PM.

ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101013938779	1255	COMMERCIAL DRIVE	1. Complaint Type Playground	There are a large group of people in the middle of the park at the playground that are hanging out and playing very loud music.	2020 April, Anonymous	1	4/18/2020 19 42	4/18/2020 21 17	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger	
				2. Provide details, including if "Other" selected above							Hansen Service Case Created / Updated Hansen ServiceRequest Number 1606685 created / updated at Saturday, April 18, 2020 7 43 25 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1606685 created / updated at Saturday, April 18, 2020 7 44 15 PM Hansen Change in Comments Comments . Added on 18/04/2020 9 15 19 PM. No Service Provided 11 - No Service Provided. . Resolved on 18/04/2020 9 15 00 PM. Agent Finished Case Closed. Closed date 2020-04-18 21 17 18.587 No Service Provided 11 - No Service Provided. . Resolved on 18/04/2020 9 15 00 PM.	
ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101014025747	1255	COMMERCIAL DRIVE	1. Complaint Type Other Location		2020 May, Anonymous	1	5/22/2020 14 43	5/22/2020 21 15	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue PRB Park Ranger	
				2. Provide details, including if "Other" selected above							Hansen Service Case Created / Updated Hansen ServiceRequest Number 1620682 created / updated at Friday, May 22, 2020 2 44 48 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1620682 created / updated at Friday, May 22, 2020 2 45 22 PM No Service Provided 11 - No Service Provided. . Resolved on 22/05/2020 9 14 00 PM. Agent Finished Case Closed. Closed date 2020-05-22 21 15 08.923 No Service Provided 11 - No Service Provided. . Resolved on 22/05/2020 9 14 00 PM.	
ZZ OLD - COVID-19 - ViolationPark FacilityClsreCase	101014262966	1255	COMMERCIAL DRIVE	1. Type of complaint Other	PS# 8535587<p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2734896%2C-123.0704882&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UYvXic&signature 2XOttmn6VACzd_d6KM7a-5XTxgl ' '><p><a href 'http //www.publicstuff.com/request/view/8535587'>http //www.publicstuff.com/request/view/8535587<p>	s. 22(1)	s. 22(1)	1	8/11/2020 14 30	8/14/2020 20 16	PRB Park Ranger	Case Reopened Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated Hansen ServiceRequest Number 1658543 created / updated at Tuesday, August 11, 2020 2 31 05 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1658543 created / updated at Tuesday, August 11, 2020 2 31 30 PM No Service Provided 11 - No Service Provided. . Resolved on 12/08/2020 6 17 00 AM. Hansen Change in Comments Comments Grandview Park - Suspected COVID individual - no service provided.. Added on 12/08/2020 6 17 33 AM. Agent Finished Case Closed. Closed date 2020-08-12 06 19 37.723 No Service Provided 11 - No Service Provided. . Resolved on 12/08/2020 6 17 00 AM.
				2. Provide details								Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2020-08-14 15 37 58.457 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101014025760	1255	COMMERCIAL DRIVE	1. Location Park Property		2020 May, Anonymous	1	5/22/2020 14 45	6/17/2020 8 28	Contractor	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Graffiti Management - Goodbye Graffiti Contractor	
				2. Property Type Other							Agent Finished Case Closed. Closed date 2020-06-17 08 28 38.03 Eng_Graffiti Management - Service Provided Goodbye Graffiti	
Graffiti Removal - City Property Case	101014025760	1255	COMMERCIAL DRIVE	3. If Other, provide details On the cenotaph		2020 May, Anonymous	1	5/22/2020 14 45	6/17/2020 8 28	Contractor	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Graffiti Management - Goodbye Graffiti Contractor	
				4. Graffiti type Throw-up (2 colours)							Agent Finished Case Closed. Closed date 2020-06-17 08 28 38.03 Eng_Graffiti Management - Service Provided Goodbye Graffiti	
Graffiti Removal - City Property Case	101014025760	1255	COMMERCIAL DRIVE	5. If Other or Unknown, provide details On the cenotaph		2020 May, Anonymous	1	5/22/2020 14 45	6/17/2020 8 28	Contractor	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Graffiti Management - Goodbye Graffiti Contractor	
				6. Describe details On the cenotaph							Agent Finished Case Closed. Closed date 2020-06-17 08 28 38.03 Eng_Graffiti Management - Service Provided Goodbye Graffiti	
Graffiti Removal - City Property Case	101014025760	1255	COMMERCIAL DRIVE	7. (Don't ask, just record - did caller indicate they want a call back?) No		2020 May, Anonymous	1	5/22/2020 14 45	6/17/2020 8 28	Contractor	Agent Created Case Agent Updated Case Details Reallocated to queue Eng_Graffiti Management - Goodbye Graffiti Contractor	
											Agent Finished Case Closed. Closed date 2020-06-17 08 28 38.03 Eng_Graffiti Management - Service Provided Goodbye Graffiti	

COVID-19 Case	101014033023	1255	COMMERCIAL DRIVE	<div>1. Topic Homelessness</div> <div>2. Type of feedback or inquiry Complaint</div> <div>3. Provide details Since COVID-19 started, Grandview Park has seen an increase in homeless activity including drinking and drug use. These homeless people are all immunocompromised and are all hanging around each other, sharing joints and alcoholic beverages which could detrimental to their health. Before COVID, there was a team compromised of an Aboriginal Liaison, the Park Rangers and VPD staff that would come frequently to make sure the park was enjoyable for everyone to use. If they saw unwanted behaviour they would make sure to tell everyone to pack up and go home. The neighbours and Government staff have spent years trying to get this park cleaned up and it was going in the right direction until COVID hit. In general, there is a huge problem in the park with any type of order. Individuals are so drunk that they can not leave the park, they end up walking down the lane to the residential houses and urinating and defecating in the lane. There is a lot of drug paraphernalia located all throughout the park and in the lane. The citizen is requesting that more attention be taken to help combat the issues that the park is facing. There needs to be more presence from authority in the park to try and keep it orderly. Citizen is requesting to speak to someone about the issues this park is facing and to help them come up with a plan to keep it clean.</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?) Yes</div>	s.22(1)	1	5/25/2020 21 10	5/25/2020 21 44	Feedback	<div>Agent Created Case</div> <div>Agent Updated Case Details Reallocated to queue Feedback</div> <div>Agent Finished Case Closed.</div> <div>Closed date 2020-05-25 21 44 33.43</div> <div>Directed to Another City Department Homelessness &lt;homelessness@vancouver.ca></div>
				<div>1. Subject Grandview Park Amplified Music</div> <div>2. Describe details (who, what, where, when, why) Citizen is frustrated by the nightly amplified music in Grandview Park and states that he has been calling about this issue for 6 weeks now. He's also unhappy that he has requested a call back with past feedback cases, and has not heard from anyone. He states that every single night between 7 pm and 9 pm, there is some form of amplified music in the park, that is disturbing neighbourhood residents repeatedly. He would like to see park ranger presence to stop this, and doesn't feel that the neighbourhood should be expected to put up with this. He lists the following music from the past few days Sunday July 19 - amateur big band music, 3 hours Monday July 20 - clarinet, guitar and drums at midnight Tuesday July 21 - jazz band, 2.5 hours Tonight - Tubas and snare drums, ongoing He states that the drumming and amplification is preventing him and others from enjoying their homes, as you can not escape the sound. If it was organized on one night a week, that may be acceptable, but the city needs to address the fact that Grandview Park has turned into a nightly live music venue. He shares that a musician friend of his stated recently, "I just booked a gig in the park by your place". No further details were provided, but he is under the impression that there may be a level of organization taking place. He is very unhappy and would like a call back please.</div> <div>3. Department Mayor and Council</div> <div>4. Neighbourhood Grandview-Woodland</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 101014206753 101014202894 101014196208 101014185535 101014185531 101014185521 101014178105 101014163966 101014163957 101014134324 101014127649 101014124265 101014124223 101014112734 101014106733 101014102763</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?) Yes</div> <div>8. Council Item</div>						<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 2020-08-04 12 46 10.967</div> <div>Service Provided Jul 22 - Service request created 101014206753</div>
Mayor and Council Feedback Case	101014206786	1255	COMMERCIAL DRIVE		s.22(1)	1	7/22/2020 20 29	8/4/2020 12 46	Feedback	CS_Mayor and Council

Mayor and Council Feedback Case	101014983012	1255	COMMERCIAL DRIVE	1. Subject Grandview Park	s.22(1)	1	4/27/2021 21 04	5/6/2021 11 16	CS_Mayor and Council Feedback	Agent Created Case Agent Updated Case Details Reallocated to queue CS_Mayor and Council Feedback
				2. Describe details (who, what, where, when, why) Citizen advises there is a group of about 10 people who frequent Grandview Park. None of these people are homeless. The Police and some parks board members are aware of this group. Every night this group is at the park and is doing illegal activity. They drink, smoke, do drugs, let their dogs off leash, are incredibly loud, and they sometimes even fight. Citizen doesn't understand why The City isn't enforcing activity like this in the park. These people are choosing to be uncivil and not follow the proper bylaws. It's hard not to be sour about these people getting away with breaking the bylaws when citizens are doing their best and sometimes gets hit with fines that just don't seem fair s.22(1) also says that he is getting worried now that it's getting closer to the date for the Strathcona Eviction. He doesn't want this park to be the next park homeless people choose to camp in since people are already within the park partying. s.22(1) is requesting a response in regards to this as he is getting very frustrated.						Agent Finished Case Closed. Closed date 2021-05-06 11 16 24.637 Acknowledged
				3. Department Mayor and Council						
COVID-19 - Enforcement Request Case	101014350061	1255	COMMERCIAL DRIVE	4. Neighbourhood Grandview-Woodland	s. 22(1)	1	9/10/2020 21 30	9/11/2020 6 35	PRB Park Ranger	Agent Created Case Agent Updated Case Details Reallocated to queue Feedback
				5. Were any other cases or service requests created as a result of this feedback? Yes						Agent Took Ownership of Case Agent Finished Reallocated to queue PRB Park Ranger Requires special attention
				6. If Yes, provide case number(s) or other relevant details 101014982998						
Unlock Facility - Non-Permit Holder Case	101014484621	1255	COMMERCIAL DRIVE	7. (Don't ask, just record - did caller indicate they want a call back?) Yes	s. 22(1)	1	10/21/2020 15 25		PRB Washroom	Hansen Service Case Created / Updated Hansen ServiceRequest Number 1673948 created / updated at Thursday, September 10, 2020 10 56 27 PM No Service Provided 11 - No Service Provided.. Resolved on 11/09/2020 6 33 00 AM. Hansen Change in Comments Comments Grandview Park - large gathering in park with dj - time sensitive case no service provided.. Added on 11/09/2020 6 34 12 AM. Agent Finished Case Closed. Closed date 2020-09-11 06 35 26.54 No Service Provided 11 - No Service Provided. . Resolved on 11/09/2020 6 33 00 AM.
				8. Council Item Not Applicable						
				9. Select category Parks and Recreation						
				11. Specific area of concern Grandview Park	s. 22(1)					Hansen Service Case Created / Updated Hansen ServiceRequest Number 1693481 created / updated at Wednesday, October 21, 2020 3 31 08 PM Hansen Service Case Created / Updated Hansen ServiceRequest Number 1693481 created / updated at Wednesday, October 21, 2020 3 31 23 PM
				12. Author Type Individual						
				13. Correspondence Type 1. Type of violation Gathering of 50+ people						
				2. Location of violation Park or Beach	s. 22(1)					
				3. Confirm address (for VanConnect only) 4. Provide the date (MM-DD-YYYY) and time (00 00 AM/PM) the violation was observed 09-10-2020 9 30pm						
				5. If business, provide business name 6. If park or beach, provide park or beach name Grandview Park						
				7. Provide details Caller is reporting over 50 people are gathered in Grandview Park right now. There is lots of activity in the park this evening with a DJ and a new homeless camp close to Charles St.	s. 22(1)					
				8. Neighbourhood UNKNOWN						
				9. Contact number 2020/09/10 22 55 41 ~~~ Cassandra McLean-Bideshi ~~~ I contacted Park Ranger Dispatch 604-829-9840 and left a voicemail advising of the details. 
						
				1. Type of service Unlock Facility Non-Permit Holder	s. 22(1)					Agent Created Case Agent Updated Case Details Reallocated to queue PRB Washroom
				2. Provide details s. 22(1) believes her backpack with her phone in it is locked inside the washrooms. She has been advised that any lost and found items would be taken to Britannia and she has checked with them. She believes it is still in the park because the GPS still shows up as in the park. She wonders if a Park Ranger can double check the washrooms next time they are in the area. Its a camouflage backpack with a phone in it and Bose headphones. The phone number listed in contact details is her father's phone number.						
				3. Park name Grandview Park						
				4. Provide specific location in park Washrooms in park.	s. 22(1)					
				5. Neighbourhood UNKNOWN						
				6. (Don't ask, just record - did caller indicate they want a call back?) Yes						

Street Cleaning & Debris Pickup Case	101014855630	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255	1. Location Curb 3. Type of debris Sand 4. Describe issue and location in detail garbage from homeless people. 11. (Don't ask, just record - did caller indicate they want a call back?)	PS# 9677655<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_14c934cbb8b87c7cd1dbb65d6eae72cc'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UvVxIc&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '><p><a href 'http //www.publicstuff.com/request/view/9677655'>http //www.publicstuff.com/request/view/9677655<p>	No Name No Name (ps)	1	3/9/2021 9 39	3/12/2021 11 22	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID9677655 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1751799 created / updated at Tuesday, March 09, 2021 9 39 11 AM Hansen an action has been scheduled On 2021-03-09 1 11 38 PM an action has been scheduled for 2021-03-09 1 11 00 PM. Hansen Service Request has been reviewed Case reviewed on 2021-03-09 1 11 38 PM. Hansen Change in Comments Comments SR forwarded to foreman. Added on 2021-03-09 1 18 08 PM. Service Provided 10 - Service Provided. Completed. Resolved on 2021-03-11 12 00 00 AM. Agent Finished Case Closed. Closed date 2021-03-12 11 13 25.387 Service Provided 10 - Service Provided. Completed. Resolved on 2021-03-11 12 00 00 AM.
				COMMERCIAL DR, VANCOUVER, BC	Unknown							Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-03-12 11 20 40.623 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 1751799 created / updated at Friday, March 12, 2021 11 22 49 AM Agent Finished Case Closed. Closed date 2021-03-12 11 22 50.81 Back to previous status Closing case after 'Add Event'
Abandoned Mattress/Box Spring Pickup Case	101014862131	1255	COMMERCIAL DRIVE	app version 2.31 original address 1657 Charles St alias 1657 CHARLES ST full 1255	1. Type of garbage Mattress 2. What collection zone is the abandoned garbage located? Not Applicable 3. (Don't ask, just record - did caller indicate they want a call back?) No	PS Description garbage been here for 3 days by the washroom.<p>PS# 9692266<p>Click images below to expand<p><a href 'https //d17aqltn7cihbm.cloudfront.net/uploads/large_35ffd674523f38db21e1f3a8abfbf32b'><p>Click images below to expand<p><a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2735192%2C-123.0705384&size 600x300&key AlzaSyDchlJ_DVw7N-5SscsAxDhrf1hk1UvVxIc&signature kP9sfCMdDWCXklj4-dZZ7IeC0BQ '><p><a href 'http //www.publicstuff.com/request/view/9692266'>http //www.publicstuff.com/request/view/9692266<p>	No Name No Name (ps)	1	3/11/2021 9 34	3/15/2021 11 31	Eng_Sanitation - Street Cleaning Services	Agent Created Case Public Stuff request id PSID9692266 Hansen Service Case Created / Updated Hansen ServiceRequest Number 1752722 created / updated at Thursday, March 11, 2021 9 34 50 AM Hansen Service Request has been reviewed Case reviewed on 2021-03-11 1 00 27 PM. Hansen an action has been scheduled On 2021-03-11 1 00 27 PM an action has been scheduled for 2021-03-11 1 00 00 PM. Hansen Change in Comments Comments SR Forwarded to Foreman. Added on 2021-03-11 1 08 19 PM. Item not found 771 - Sanitation Item not found. Nothing found. Resolved on 2021-03-12 11 25 00 AM. Agent Finished Case Closed. Closed date 2021-03-15 11 28 19.817 Item not found 771 - Sanitation Item not found. Nothing found. Resolved on 2021-03-12 11 25 00 AM.
												Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-03-15 11 30 09.06 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 1752722 created / updated at Monday, March 15, 2021 11 31 14 AM Agent Finished Case Closed. Closed date 2021-03-15 11 31 15.767 Back to previous status Closing case after 'Add Event'