

File No.: 04-1000-20-2021-260

July 6, 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 21, 2021 for:

Record of complaints about the operation or location of The Praguery food trucks on the segment of Columbia Street north of West 1st Avenue (next to, or adjacent Hinge Park) and/or in the area known as Olympic Village, from January 1, 2020 to May 21, 2021.

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

Please note, The Praguery food trucks are not specified in all responsive records.

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 (#04-1000-20-2021-260); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

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

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

Encl.

:ma

requesttype	CASEID	Channel	StreetFr	STREETNAME	POSTALCODE	Notes	AdditionalDetails	DATECREATED	EventNotes
Street and Sidewalk Retail Use Issue Case	101014008070	Phone	s.22(1)			<p>1. Type of request: Complaint</p> <p>2. Type of issue: Street Vending</p> <p>3. If Other, provide details:</p> <p>4. Describe details: Four food trucks continue to show up here, creating lots of noise and fumes.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): No</p>		5/15/2020 13:38	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Vending</p> <p>Agent Finished: Case Closed. Closed date : 2020-05-19 09:11:37.43 Acknowledged Duplicate complaint. Will contact complainant</p>
Street and Sidewalk Retail Use Issue Case	101014008087	Phone	s.22(1)			<p>1. Type of request: Complaint</p> <p>2. Type of issue: Street Vending</p> <p>3. If Other, provide details:</p> <p>4. Describe details: Citizen said that there are 4 food carts set up on the West side of Columbia street. Citizen has taken a picture of the carts. These carts have been setting up at this location in the past few weeks. Citizen said s.22(1) because it is so noisy and stinky from all the grease. Citizien wants to confirm that they are allowed to be set up at this location.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>	<p>1)Boca'o 2)Super Thai There are two more trucks but s.22(1) an't read the business name on it.</p>	5/15/2020 13:42	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Vending</p> <p>Agent Finished: Case Closed. Closed date : 2020-05-19 09:13:21.243 Service Provided Will respond to complaint. Trucks are permitted.</p>
Street and Sidewalk Retail Use Issue Case	101014025172	Phone	s.22(1)			<p>1. Type of request: Complaint</p> <p>2. Type of issue: Street Business</p> <p>3. If Other, provide details:</p> <p>4. Describe details: Caller said there are multiple food carts s.22(1) he Chai Wagon, Japadog, Praguery and Boca'O. s.22(1) aid a few of these do not have permits.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>	<p>s.22(1) complaints regarding these food vendors and pays a lot of taxes.</p>	5/22/2020 13:19	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Business</p> <p>Agent Finished: Case Closed. Closed date : 2020-05-22 14:05:44.523 Service Provided All mentioned vendors do have valid permits for the area. Will touch base on Monday as there is currently no answer.</p>

Street and Sidewalk Retail Use Issue Case	101014028092	Phone	s.22(1)	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Street Vending</p> <p>3. If Other, provide details:</p> <p>4. Describe details: 4 Food Trucks Comearpa Burger Bar Super Thai Taco Fina Have been parked on the greenbelt in front of 1616 Columbia... s.22(1) s.22(1) Hinge Park. The noise is incessant..running from noon till 8 pm.would like the city to review this...perhaps put in electrical plugs so that the generators aren't running constantly. This has been going on for a couple of weeks straight. Perhaps limit it to 1 truck 2 max. instead of 4 - 5 on average.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>	Please call s.22(1) to discuss.	5/23/2020 18:03	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Vending</p> <p>Agent Finished: Case Closed. Closed date : 2020-05-25 08:04:01.96 Service Provided Responded to complainant.</p>
Street and Sidewalk Retail Use Issue Case	101014133899	Phone	s.22(1)	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Street Vending</p> <p>3. If Other, provide details:</p> <p>4. Describe details: s.22(1) says a gluten free food truck van was stationed s.22(1) s.22(1) he food truck was on Manitoba and W 2nd Ave and came in after 3 pm. s.22(1) says that the individual s.22(1) says that they have a permit to operate s.22(1) s.22(1) is concerned that the food truck s.22(1) People will then s.22(1) s.22(1)</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>	<p>2020/06/28 15:47:25 ~~~ Lisa Mcelheran ~~~ Citizen called in again after speaking with parking enforcement. s.22(1) very upset about the food truck being here. s.22(1) was advised s.22(1) ill need to wait until the dept can address s.22(1) concern and that they s.22(1) dont work on the weekend. s.22(1) Still very upset so s.22(1) was transferred to VPD non emergency to see if they can enforce this truck being here without a permit.&#xD;&#xA;</p>	6/28/2020 15:18	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Vending</p> <p>Agent Finished: Case Closed. Closed date : 2020-06-29 08:31:46.577 Acknowledged</p>
Street and Sidewalk Retail Use Issue Case	101014259637	Phone	s.22(1)	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Other</p> <p>3. If Other, provide details: food vending truck</p> <p>4. Describe details: loud external generator noise from 11am to 7pm. s.22(1)</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): No</p>		8/10/2020 15:21	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other</p> <p>Agent Finished: Case Closed. Closed date : 2020-08-12 10:59:37.753 Acknowledged Street vending overhaul and review is currently taking place for the Athletes Village and generator noise is being looked at.</p>

Street and Sidewalk Retail Use Issue Case	101014912623	Phone	s.22(1)	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Other</p> <p>3. If Other, provide details: Trucks sit all day at this location...running generators and not just 1 truck, multiple trucks are there.</p> <p>4. Describe details: Would like to know if the city is so set on being green why they allow these vehicles to run generators all day...why aren't they expected to hook up to an outlet. And the noise is out of control it's the equivalent if not more so of leaf blowers in the west end the noise just bounces off of one building to the next they start well before 8 am and go all day there is no moment of quiet and with more people working at home...it is starting to become unbearable.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>		3/31/2021 10:03	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other</p> <p>Agent Finished: Case Closed. Closed date : 2021-03-31 13:25:44.88 Service Provided Responded to client directly.</p>
Street and Sidewalk Retail Use Issue Case	101014945677	Phone	s.22(1)	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Other</p> <p>3. If Other, provide details: Praguery Food Truck Generator</p> <p>4. Describe details: Originally sent to PUI and sent back for Street Activities. Created on VanConnect, 101014937724. "April 10, non-stop from 10am to still running at 8pm s.22(1)</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>		4/14/2021 8:42	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other</p> <p>Agent Finished: Case Closed. Closed date : 2021-04-14 13:19:05.79 Acknowledged Street Use Management is working on food trucks in this area.</p>
Street and Sidewalk Retail Use Issue Case	101014954210	Phone	s.22(1)	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Other</p> <p>3. If Other, provide details: Food truck generator noise</p> <p>4. Describe details: Very hot with afternoon sun. Two food truck generators running creating a noise nuisance. In addition, cooking odours are entering s.22(1) Picture: s.22(1)</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): No</p>	Originally reported via VanConnect PS# 9884968 and sent to Property Use - noise complaint. Per department redirecting as complaint is regarding food truck generator.	4/16/2021 15:05	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other</p> <p>Agent Finished: Case Closed. Closed date : 2021-04-19 11:09:15.01 Acknowledged Acknowledge this on-going complainant. Further food truck restrictions coming to Hinge Park at the end of the month.</p>