

File No.: 04-1000-20-2021-468

October 26, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request dated September 7, 2021 under the *Freedom of Information and Protection of Privacy Act, (the Act)*, for:

**Records regarding complaints sent to the City of Vancouver's 311 information line, Eform request, to the Council correspondence mailbox regarding complaints for the addresses/businesses on the list below regarding: 1) noise, or 2) lack of accessibility to people with mobility challenges, including wheelchair users, from January 1, 2017 to September 7, 2021:**

**The exact address and business names to search are as follows:**

1. **Plaisir Sucre – 2668 Arbutus Street**
2. **Sweet Barrel Creamery and Coffee Roaster – 2729 Arbutus Street**
3. **Trees Organic Coffee – 2655 Arbutus Street**
4. **Arbutus Coffee – 2200 Arbutus Street**
5. **Starbucks – 2505 Granville Street**
6. **Beaucoup Bakery & Café – 2150 Fir Street**
7. **Platform 7 – 2300 W Broadway**
8. **Trees Organic Coffee – 1598 W Broadway**
9. **Pallet Coffee Roasters – 2002 W Broadway**
10. **Blenz – 2502 Maple Street**
11. **Elysian – W 5th Ave**
12. **Their There – 2042 W 4th Ave**
13. **Turf – 2041 W 4th Ave**
14. **Jitters Café – 1966 W 4th Ave**
15. **49th Parallel – 2198 W 4th Ave**

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](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00).

\*Please note that there were no records relating to the specified request for the following locations: Plaisir Sucre, Trees Coffee, Elysian, and Their There.

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](mailto: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 (#04-1000-20-2021-468); 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](mailto:Barbara.vanfraassen@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

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

Encl.

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requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Water General Work Request	1.01013E+11	2729	ARBUTUS ST	V6J 3Y5	<p>1. Type of issue: Valve Lid/Cover Rattling or Noisy</p> <p>2. Provide details: The valve cover is very loud anytime someone drives over it. It is located South bound on Abrutus St .</p> <p>3. If Valve Lid/Cover issue, describe what the item looks like (e.g size or shape of the cover, logo, etc.):</p> <p>4. Is the Valve Lid/Cover in the middle of: Street</p> <p>5. If Valve Lid/Cover issue, is there an immediate danger to the public? No</p> <p>6. (Don't ask, just record - did caller indicate they want a call back?): No</p>	<a href="https://goo.gl/maps/Fcm71TNcl6m">https://goo.gl/maps/Fcm71TNcl6m</a>	S.22(1)		1	2/26/2019 17 00	2/28/2019 8:49	Eng_Water Operations	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Water Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1416564 created / updated at Tuesday, February 26, 2019 5 04:00 PM Hansen Change in Comments: Comments: Assigned to 1051. Added on 27/02/2019 7:27:45 AM. Hansen Service Request has been reviewed: Case reviewed on 27/02/2019 7:29:31 AM. Hansen Service Request Assigned: Case was assigned on 27/02/2019 7:27 00 AM. Hansen Work Order Created: Work order 1061158 has been initiated on 28/02/2019 8:47 00 AM. Work Order type is WSEmtc. Service Provided: 10 - Service Provided. . Resolved on 27/02/2019 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2019-02-28 08:49:21.637 Service Provided 10 - Service Provided. . Resolved on 27/02/2019 12 00 00 AM.</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: No Noisy valves. Added on 28/02/2019 8:48:27 AM. Agent Finished: Case Closed. Closed date : 2019-02-28 08:49:23.243 Back to previous status Closing case after 'Add Event'</p>

requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Animal Concern - Non-Emergency Case	1.01009E 11	2200	ARBUTUS ST	V6J 3Y1	Complaint Type: Barkingdog If Other selected provide details: Animal Type: Dog If Other selected provide details: Animal Colour: Black Provide dog breed if applicable (best guess if unknown): Medium Dog Size: Medium If animal or human attacked provide details of injuries if applicable: For all complaint types describe any safety concerns: (Don't ask just record - Did caller indicate they want a call back?) No	s.22(1) Arbutus coffee s.22(1) Almost every morning someone comes into the coffee shop with their dog around 8-9am. He leaves his dog outside and the dog barks constantly. Timing ranges from 3 minutes-10 minutes s.22(1) getting tired of this because the dog wakes up the residents on a daily basis. s.22(1) This has been going on for at least 3 months or so. s.22(1) but he shrugs it off. She wants Animal Control to come and talk to the owner as 1) he shouldn't be leaving his dog outside 2) the barking happens on a daily basis and is disrupting the peace of the residents. --- (AVIR2 Jan 22 2017 8:00AM) Citizen is calling again today as the same situation is occurring this morning. Informed called that ACO 23 had been assigned and connected to v/m.	s.22(1)	s.22(1)	1	1/21/2017 8:08	1/22/2017 8:02	DBL - Animal Services Administration	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control  Agent Finished: Case Closed. Closed date : 2017-01-21 11:11:22.74 Service Provided Call dispatched to ACO 23 at 1111 hrs&#x0D; Call centre 17-176190 DG  Case Reopened: Temporary re-open to handle changes on Hansen side Agent Updated Case Details: Description updated to :  Agent Finished: Case Closed. Closed date : 2017-01-22 08:02:27.93 Back to previous status Closing case after 'Add Event'
Animal Concern - Non-Emergency Case	1.01009E 11	2200	ARBUTUS ST	V6J 3Y1	Complaint Type: Barkingdog If Other selected provide details: Animal Type: Dog If Other selected provide details: Animal colour: Black Provide dog breed if applicable (best guess if unknown): medium Dog Size: Medium If animal or human attacked provide details of injuries if applicable: For all complaint types describe any safety concerns: (Don't ask just record - Did caller indicate they want a call back?) Yes	Caller is extremely frustrated that s.22(1) woken up most every morning when the owner of this dog comes for his morning coffee and ties the dog up outside the coffee shop. While he is purchasing his coffee the dog is outside barking and wakes up the caller. This is a regular occurrence every morning for the last 2 months.	s.22(1)	s.22(1)	1	1/22/2017 8:05	1/22/2017 9:47	DBL - Animal Services Administration	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Animal Control  Agent Finished: Case Closed. Closed date : 2017-01-22 09:47:18.983 Assigned DG 17-176472 act 23
Street Cleaning & Debris Pickup Case	1.01014E 11	2200	ARBUTUS ST	V6J 3Y1	1. Is this causing a safety or traffic hazard? No 2. Location type: Sidewalk 3. Type of debris: Other 4. If Other provide details: Bench 5. If Cement Spill provide Cement Company name and truck number (if known): 6. Is this a result of a Motor Vehicle Accident? No 7. If Yes did you witness the accident? undefined 8. If Yes ask caller to provide details on the responsible party including license plate # make/model/color of vehicle company name on vehicle driver name/license #/contact info and/or VPD/WFD incident # (if known): 9. If City Crew calling provide Department details (City Department name and Crew detail): 10. Provide SAP#/Hansen# for City Crew request: 11. (Don't ask just record - did caller indicate they want a call back?): No	Citizen is reporting that s.22(1) attached to the Arbutus Coffee shop have put a bench in the middle of the sidewalk to deter people from walking by. The caller asked them to move it and they started to yell at him and refusing to do so.	s.22(1)	s.22(1)	1	4/11/2020 11:19	4/28/2020 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 : 1603993 created / updated at Saturday April 11 2020 11:22:02 AM Service Provided: 10 - Service Provided. completedCompletedCompleted. Resolved on 24/04/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-04-28 11:41:19.81 Service Provided 10 - Service Provided. completedCompletedCompleted. Resolved on 24/04/2020 12:00:00 AM.
Mayor and Council Feedback Case	1.01015E 11	2200	ARBUTUS ST	V6J 3Y1	1. Subject: Washroom Access 2. Describe details (who what where when why): Feedback via COV web form: Coffee shops that serve food should be required to have a bathroom available for customers (no matter seating requirements). Arbutus Coffee at 7th Ave and Arbutus St has a bathroom but it still is not open to the public. City Hall should make access to bathrooms mandatory for businesses that serve food. 3. Neighbourhood: Kitsilano 4. Were any other cases or service requests created as a result of this feedback? No 5. If Yes provide case number(s) or other relevant details: 6. (Don't ask just record - did caller indicate they want a call back?): No 7. Council Item: Not Applicable 8. Select category: Streets Sanitation and Transportation 10. Specific area of concern: Public Washrooms 11. Author Type: Individual 12. Correspondence Type: Original Feedback 13. Original Client: 14. Original Email address: 15. Original address:	Citizen is reporting that s.22(1) attached to the Arbutus Coffee shop have put a bench in the middle of the sidewalk to deter people from walking by. The caller asked them to move it and they started to yell at him and refusing to do so.	s.22(1)	s.22(1)	1	7/9/2021 21:02	7/15/2021 12:39	CS_Mayor and Council Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback  Agent Finished: Case Closed. Closed date : 2021-07-15 12:39:20.51 Service Provided Reference Number: 101015192807&#x0D; &#x0D; Hello: s.22(1) &#x0D; Thank you for taking the time to share your suggestion with the City of Vancouver regarding making restaurant washrooms available to the public.&#x0D; &#x0D; The City is extremely grateful to all businesses that have continued to provide washroom access to the general public during COVID-19 but recognizes that more needs to be done. The City is committed to expanding washroom access and staff are currently finalizing details of new initiatives that will provide immediate action on this issue. &#x0D; &#x0D; Apart from temporary facilities the majority of public washrooms are in locations such as recreation centres libraries and parks. The City also operates comfort stations (underground washrooms) and APTs (Automated Public Toilets).&#x0D; &#x0D; The City is also partnering with Business Improvement Areas and their members to gain greater understanding of the challenges they are facing as a result of COVID-19. Opportunities for washroom safety stewardship is a model the City is hoping to adapt and grow with local businesses. &#x0D; &#x0D; Thank you again for your feedback; your suggestions have been received by the Mayor and Councillors.&#x0D; &#x0D; Sincerely &#x0D; &#x0D; &#x0D;

requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
PUI Noise Complaint Case	1.01009E+11		2505 GRANVILLE ST	V6H 3G7	<p>1. Type of noise: Garbage or recycling truck (private company)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Company name is Revolution. Citizen s.22(1) so he knows they are not allowed to start before 10AM. He says he saw a Revolution truck out working near the intersection of Granville and Broadway on his way to Starbucks. He didn't have a truck number or licence plate.</p> <p>3. When is it happening? Today. Holiday Monday before 10AM.</p> <p>4. How often is it happening? Unknown</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask just record - did caller indicate they want a call back?) No</p>	Recreated for case #9414973	s.22(1)	s.22(1)	1	4/19/2017 7:13	4/19/2017 12:00	DBL - Property Use Inspections	<p>Agent Created Case:</p> <p>Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-04-19 12:00:56.35 Assigned Wendy Jao&amp;#x0D; 6137</p>
Street and Sidewalk Retail Use Issue Case	1.01013E+11		2505 GRANVILLE ST	V6H 3G7	<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: Caller said large food truck selling hot dogs taking up sidewalk for pedestrians.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): No</p>		s.22(1)	s.22(1)	1	10/24/2019 13:57	10/25/2019 8:48	Eng_Streets Activities	<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 : 2019-10-25 08:48:48.083 Acknowledged</p>
Street and Sidewalk Retail Use Issue Case	1.01013E+11		2505 GRANVILLE ST	V6H 3G7	<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 the food truck is back selling hot dogs at the corner of Granville and W Broadway in front of the Indigo book store. He complained about this on Oct 24th too case 13445093</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</p>		s.22(1)	s.22(1)	1	11/5/2019 11:55	11/7/2019 8:57	Eng_Streets Activities	<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 : 2019-11-07 08:57:59.49 Acknowledged Food cart is permitted at that location</p>

requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Street Tree Work Request - Urban Forestry Case	1.01015E+11	2150 FIR ST	FIR ST	V6J 3B5	<p>1. Type of tree request Inspect</p> <p>2. Provide details The trees that are by the sidewalk by the Fir Rectifier Station (2150 Fir Street) that are next to the sidewalk that leads from the Cloverleaf Bus Stop are terribly overgrown over the sidewalk, causing the pedestrian to step into the street, at a blind curve where traffic could be dangerous. Please trim this WAY back.</p> <p>3. Confirm tree location Fir Rectifier Station sidewalk leading from Cloverleaf bus stop (5th and Fir)</p> <p>4. (Don't ask, just record - did caller indicate they want a call back?) No</p> <p>7. Flag for Immediate Action? No</p>	<p>PS Description undefined-cp&gt;PS# 10489777-cp/&gt;Click images below to expand-cp/&gt;&lt;a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2664597%2C-123.1407911&amp;size 600x300&amp;key Atza5yDchJl_DVw7N-55scsAxDhrf1hK1UyVxlc&amp;signature E6z6HcZ5Zv03AHkVZg_6BRcXM8 ' &gt;&lt;img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2664597%2C-123.1407911&amp;size 600x300&amp;key Atza5yDchJl_DVw7N-55scsAxDhrf1hK1UyVxlc&amp;signature E6z6HcZ5Zv03AHkVZg_6BRcXM8 ' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;-&lt;a href 'http //www.publicstuff.com/request/view/10489777&gt;http //www.publicstuff.com/request/view/10489777&lt;/a&gt;&lt;/p&gt;</p>	No Name No Name (ps)		1	7/25/2021 13 44	7/26/2021 7 34	PRB - Street Tree Work Request	<p>Agent Created Case Public Stuff request id PSID10489777 Case added to VanTree's Queue Case added to VanTree's 311 incoming Service Request Queue Agent Finished Case Closed. Closed date 2021-07-26 07 32 30.22 Accepted by Parks Department and closed VanTree Service Request # 199254 at 7/26/2021 7 05 04 AM</p> <p>Case Reopened Reopened for Public Stuff Feedback Agent Finished Case Closed. Closed date 2021-07-26 07 34 48.41 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>

requesttype	CASEID	STREETNAME_1	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
VanConnect - Other Case	1.0101E+11	W BROADWAY	V6K 2E5	<p>. Provide details</p> <p>Street hump and crack causing wheel hop and noise and shaking east bound on w Broadway</p>	<p>PS# 3269599&lt;p&gt;-Click images below to expand&lt;p&gt;-&lt;a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.263887%2C-123.157945&amp;size 600x300&amp;key AlzaSyDfghN387_h2dKLxBu58vzZvD5yVPcyazU'&lt;img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.263887%2C-123.157945&amp;size 600x300&amp;key AlzaSyDfghN387_h2dKLxBu58vzZvD5yVPcyazU' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p&gt;-&lt;a href 'http //www.publicstuff.com/request/view/3269599'&gt;http //www.publicstuff.com/request/view/3269599&lt;/a&gt;&lt;p&gt;</p>	No Name No Name (ps)		1	10/3/2017 22 24	10/4/2017 8 04	VanConnect	<p>Agent Created Case</p> <p>Public Stuff request id PSID3269599</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2017-10-04 08 00 07.82</p> <p>Alternate Service Provided</p> <p>please see case 10090312</p> <p>Case Reopened Reopened for Public Stuff Feedback</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2017-10-04 08 04 37.777</p> <p>Open311 Feedback</p> <p>Send Complete Status and Resolution Comment to PS case</p>
PUI Noise Complaint Case	1.01011E+11	W BROADWAY	V6K 2E5	<ol style="list-style-type: none"> <li>1. Type of noise Business (bar, restaurant, patio, patrons, music, etc.)</li> <li>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number) loud music such as high bass. Platform 7.</li> <li>3. When is it happening? Starts at 6 15am-6 30am goes on all day. The issue is when it starts, wakes citizen up.</li> <li>4. How often is it happening? Most days.</li> <li>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</li> <li>6. Did you speak to the person or company making the noise? Yes</li> <li>7. If yes, what happened? Called and spoke to someone at the coffee shop, building manager has also spoken to them.</li> <li>8. Did you tell the police about your concern? No</li> <li>9. If yes, provide police file number (if known)</li> <li>10. Please verify address of the property (for VanConnect requests only)</li> <li>11. (Don't ask, just record - did caller indicate they want a call back?) No</li> </ol>		s.22(1)	s.22(1)	1	1/8/2018 16 14	1/11/2018 9 20	DBL - Property Use Inspections	<p>Agent Created Case</p> <p>Agent Updated Case Details Reallocated to queue CSG - Property Use Inspections</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2018-01-11 09 20 29.423</p> <p>Assigned</p> <p>Nick Liu&amp;#x0D;</p> <p>86923</p>
ZZ OLD - COVID-19 - Business Complaint Case	1.01014E+11	W BROADWAY	V6K 2E5	<ol style="list-style-type: none"> <li>1. Violation type Restaurant or cafe not enforcing social distancing</li> <li>2. Date and time the violation was observed Sunday, August 2, 2020 1 30 pm</li> <li>3. Business name Platform 7 Coffee</li> <li>4. Provide details We were walking past this coffee shop at Broadway and Vine. They had multiple tables set up on the sidewalk. These tables were back to back and on both sides of the sidewalk. Not only were the chairs from one table actually touching the chairs of the next table but because they were both on the building and street side of the sidewalk their was no way to walk down the sidewalk without coming within a few feet of the tables on both sides.</li> </ol>	<p>PS# 8472877&lt;p&gt;-Click images below to expand&lt;p&gt;-&lt;a href 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2636345%2C-123.1579133&amp;size 600x300&amp;key AlzaSyDchlj_DVw7N-5SscsAxDhrf1hK1UYwXic&amp;signature uFuT938wTCcg4BoI6oguccvGTE ' &lt;img src 'http //maps.googleapis.com/maps/api/staticmap?markers 49.2636345%2C-123.1579133&amp;size 600x300&amp;key AlzaSyDchlj_DVw7N-5SscsAxDhrf1hK1UYwXic&amp;signature uFuT938wTCcg4BoI6oguccvGTE ' alt 'mapurl' width '300' height '300'&gt;&lt;/a&gt;&lt;p&gt;-&lt;a href 'http //www.publicstuff.com/request/view/8472877'&gt;http //www.publicstuff.com/request/view/8472877&lt;/a&gt;&lt;p&gt;</p>	No Name No Name (ps)		1	8/2/2020 21 49	8/14/2020 14 28	DBL - Property Use Inspections	<p>Agent Created Case</p> <p>Public Stuff request id PSID8472877</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2020-08-04 09 45 32.57</p> <p>Assigned</p> <p>Randy Nijjer&amp;#x0D;</p> <p>85482&amp;#x0D;</p> <p>Case Reopened Reopened for Public Stuff Feedback</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2020-08-14 14 28 42.233</p> <p>Open311 Feedback</p> <p>Send Complete Status and Resolution Comment to PS case</p>
COVID-19 Enforcement Request Case	1.01015E+11	W BROADWAY	V6K 2E5	<ol style="list-style-type: none"> <li>1. Type of violation Lack of social distancing measures</li> <li>2. Where is the violation occurring Private Property - Business</li> <li>3. Confirm address where violation is occurring (including suite number, if applicable) 2300 W BROADWAY</li> <li>4. When was the violation observed Daily</li> <li>6. If business is in violation, provide the business name Platform 7</li> <li>7. If park or beach, provide name</li> <li>8. Provide details regarding the violation Every morning there is a group of 6-8 men who sit in a large group, not distanced, on both sides of the sidewalk. I've asked them to move, as they make it impossible to pass on the sidewalk without walking through them. All of the chairs and benches are close, and nobody is able to walk down the sidewalk safely. The business has approached them but they continue to jeopardize the ability to maintain distance. The tables and chairs they have set up are not spaced appropriately and this is the result</li> <li>10. Your name</li> <li>11. Phone number s.22(1)</li> <li>12. Email address</li> <li>99. Attachments 0</li> </ol>		s.22(1)	s.22(1)	1	4/28/2021 9 05	4/28/2021 11 09	DBL - Property Use Inspections	<p>Agent Created Case</p> <p>Public Stuff request id PSID0</p> <p>Agent Took Ownership of Case</p> <p>Agent Finished Reallocated to queue DBL - Property Use Inspections</p> <p>Re-Assigning to Work Queue</p> <p>Agent Finished Case Closed.</p> <p>Closed date 2021-04-28 11 09 52.74</p> <p>Assigned</p> <p>Vaughan Kopy, Property Use Inspector&amp;#x0D;</p> <p>86536</p>

requesttype	CASEID	StreetFrom	STREETNAME_1	POSTALCODE	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes
Abandoned Non-Recyclables Pickup Case	1.0101E+11		1598 W BROADWAY	V6J 5K9	<p>1. Type of garbage: Construction and Demolition Material</p> <p>2. If Other, provide details: Plywood</p> <p>3. (What collection zone is the abandoned garbage located?) Not Applicable</p> <p>4. Provide details: One sheet of plywood on the sidewalk, please remove.</p> <p>5. (Don't ask, just record - did caller indicate they want a call back?): No</p>		BIA - SOUTH GRANVILLE BUSINESS IMPROVEMENT ASSOC	\$,22(1)	1	9/7/2017 9:40	9/15/2017 14:55	Eng_Sanitation - Street Cleaning Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1182675 created / updated at Thursday, September 07, 2017 9:44:38 AM Hansen an action has been scheduled: On 07/09/2017 1 05:31 PM an action has been scheduled for 07/09/2017 1 05:00 PM. Hansen Service Request has been reviewed: Case reviewed on 07/09/2017 1:27:08 PM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 07/09/2017 1:48:45 PM. Service Provided: 10 - Service Provided. done as per foreman . Resolved on 11/09/2017 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2017-09-15 14:55:42.39 Service Provided 10 - Service Provided. done as per foreman . Resolved on 11/09/2017 12 00:00 AM.</p>



## CA13COV10 - eForm Detail Report by Address

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Tuesday, September 28, 2021 11:28:45 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
<b>Eform Request Type: Snow and Ice Removal - Sidewalk Bylaw Violation</b>															
101009111402	2002		W BROADWAY		V6J 1Z4		1. Type of Property: Apartment 2. If Other, provide details: 3. Describe the issue in detail: Citizen advised that the sidewalk in front of the location is not being salted 4. Condition of sidewalk: Icy 5. If Other, provide details: 6. Provide date and time of incident: 02/06/2017 2 pm 7. Provide incident address (ask for specific address(es) if caller is reporting street blocks): 8. (Don't ask, just record - did caller indicate they want a call back?): No	--- (NEW89, Feb 8 2017 2:10PM) Also reported by another citizen. She says 2000 block of W Broadway on the south side not shoveled.	S.22(1)		1	2/6/2017 4:16:00 PM	2/10/2017 7:25:04 AM	Eng_Kent Construction Supplies and Services	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Kent Construction Supplies and Services  Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1087780 created / updated at Monday, February 06, 2017 4:18:37 PM Agent Updated Case Details: Description updated to :  Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1087780 created / updated at Wednesday, February 08, 2017 2:10:56 PM Service Provided: 10 - Service Provided. Inspector gave snow notice. Resolved on 10/02/2017 7:22:00 AM. Agent Finished: Case Closed. Closed date : 2017-02-10 07:25 03.783 Service Provided 10 - Service Provided. Inspector gave snow notice. Resolved on 10/02/2017 7:22:00 AM.
<b>Eform Request Type: Street Tree Work Request - Urban Forestry Case</b>															
101012567594	2002		W BROADWAY		V6J 1Z4		1. Type of tree request: Broken Branch or Fallen Tree 2. Provide details: Citizen states that there is 2 branches located on the sidewalk about 3-4 meters long and 2-3 inches in diameter, she believes someone broke off the branches. 3. VPD Incident Number (if available): 4. (Don't ask, just record - did caller indicate they want a call back?): No 5. Neighbourhood: Kitsilano 6. Street Tree After Hours Superintendent Area: North 7. Flag for Immediate Action? No		S.22(1)		1	2/25/2019 1:05:00 PM	2/25/2019 1:13:13 PM	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 : 2019-02-25 13:13:12.54 Accepted by Parks Department and closed VanTree Service Request #: 174029 at 2/25/2019 1:12:20 PM
<b>Eform Request Type: Street and Sidewalk Retail Use Issue</b>															

## CA13COV10 - eForm Detail Report by Address

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Tuesday, September 28, 2021 11:28:45 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

101012586966	2002	W BROADWAY	V6J 1Z4	<p>1. Type of request: Complaint</p> <p>2. Type of issue: Sidewalk Patios</p> <p>3. If Other, provide details:</p> <p>4. Describe details: Planters along the sidewalk patio is too far out. Caller s.22(1) and often hits his legs when walking by.</p> <p>5. (Don't ask just record - Did caller indicate they want a call back?): No</p>	2019/03/04 15:51:22 -- Songyi Shin -- Called citizen back and left VM advising not enforceable as planters are on private property per department request. &#xD;&#xA;	s.22(1)	1	3/1/2019 2:58:00 PM	3/4/2019 3:52:39 PM 311 Contact Centre	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Sidewalk Patios</p> <p>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Planters at that address are located on private property</p> <p>Agent Finished: Case Closed. Closed date : 2019-03-04 15:52:38.81 No Action Private Property</p>
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Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101008914548	2502		MAPLE ST		V6J 4Y1		<p>1. Type of Property: Business</p> <p>2. If Other, provide details:</p> <p>3. Describe the issue in detail: Citizen claims that the Blenz Coffee Shop at 2502 Maple St has not shovelled or cleared their sidewalks and it is extremely icy.</p> <p>4. Condition of sidewalk: Icy</p> <p>5. If Other, provide details:</p> <p>6. Provide date and time of incident: 01/02/2017</p> <p>7. Provide incident address (ask for specific address(es) if caller is reporting street blocks): 2502 Maple St</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p>		2017 January, Anonymous		1	1/2/2017 1:20:00 PM	1/4/2017 3:11:08 PM	Eng_Kent Construction Supplies and Services	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Kent Construction Supplies and Services</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1066555 created / updated at Monday, January 02, 2017 1:22:40 PM Service Provided: 10 - Service Provided. inspector gave snow notice. Resolved on 04/01/2017 3:10:00 PM. Agent Finished: Case Closed. Closed date : 2017-01-04 15:11:08.003 Service Provided 10 - Service Provided. inspector gave snow notice. Resolved on 04/01/2017 3:10 00 PM.</p>

## CA13COV10 - eForm Detail Report by Address

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Tuesday, September 28, 2021 11:43 26 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
<b>Eform Request Type: PUI Property Use Complaint Case</b>															
101012502817	2041		W 4TH AV		V6J 1N3	app version: 2 31 original address: 2043 W 4th Ave alias: 2043 W 4TH AVE full: 2041 W 4TH AVE, VANCOUVER, BC	1. Type of concern (if multiple concerns, select primary and provide details in question 2): ExteriorBuildingMaintenance 9. Phone number: <b>s.22(1)</b> 10. Please verify address of the property: 2042 West 4th Ave	PS Description: The cafe has No wheel chair access.<p>PS#: 5567637</p><p>Click images below to expand</p><a href= "http //maps.googleapis.com/maps/api/static map?markers=49.2682911%2C-123.1516304&size=600x300&key=AlzaSyDchIJ_DVw7N-5SscsAxDhrf1hK1UYvXic&signature=A3KGqd8vv b2PZpoJQX2vvR8pv8Y="></a><p><a href="http //www.publicstuff.com/request/view/5567637">http //www.publicstuff.com/request/view/5567637</a></p>	No Name No Name (ps)		1	2/8/2019 11:47 00 PM	2/12/2019 1:09 50 PM	DBL - Inspections Reception General	Agent Created Case: Public Stuff request id: PSID5567637 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to District Building Inspectors; this is a Building Code issue.  Agent Finished: Reallocated to queue: VanConnect Incorrect queue  Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-02-11 09:41 51 0 Directed to Another City Department sent to Ian Mackie  Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2019-02-11 09:44 51 31 Open311 Feedback Send Complete Status and Resolution Comment to PS case  Case Reopened: Agent Updated Case Details: Reallocated to queue: DBL - Inspections Reception General Description updated to: Vanconnect case went to PUI and should have been directed to building  Agent Finished: Case Closed. Closed date : 2019-02-12 13 06 26 383 Investigation found no issue Mike McDiarmid  Case Reopened: Reopened for Public Stuff Feedback
<b>Eform Request Type: PUI Noise Complaint Case</b>															
101009464044	2041		W 4TH AV		V6J 1N3		1. Type of noise: Mechanical equipment (air conditioner, exhaust, heat pump, fan, vent, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Restaurant, fan / vent is facing the lane, obnoxiously loud, sounds like something is knocking it from the inside. 3. When is it happening? 24hrs 4. How often is it happening? 24hrs 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? In the lane, above the back door there is an address on top of that is the vent. 6. Did you speak to the person or company making the noise? No 7. If yes, what happened? 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. (Don't ask, just record - did caller indicate they want a call back?) No	Caller advises in past 2015 this was reported and the fan was never used, but new owners have taken over now recently and have fired up the loud fan again.	<b>s.22(1)</b>		1	4/27/2017 1 33 00 PM	5/2/2017 8:51:12 AM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-05-02 08 51:11.733 Assigned Mike Elliston&#x0D; 6968
101009646963	2041		W 4TH AV		V6J 1N3		1. Type of noise: Loud music 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Loud and heavy base music through out the whole day, starting around 9am. The loud music is on whenever their exercise classes are on. Business name is TurF. 3. When is it happening? everyday starting at around 9am since they open for business approx 6 months ago. 4. How often is it happening? everyday starting at around 9am 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? Yes 7. If yes, what happened? no improvement at all 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. (Don't ask, just record - did caller indicate they want a call back?) No	Caller is <b>s.22(1)</b>	<b>s.22(1)</b>		1	6/5/2017 10:14 00 AM	6/7/2017 2:58 35 PM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2017-06-07 14 58 34.797 Assigned Mike Elliston&#x0D; 6968

### CA13COV10 - eForm Detail Report by Address

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Date Run: Tuesday, September 28, 2021 11:43 26 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case ID	Address	Property	Case Description	Case Status	Date	Time	Agent	Notes
101009795105	2041 W 4TH AV	V6J 1N3	<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): newly opened restaurant has 4 speakers on their patio and they would play loud music from 5pm to midnight every night for the past week.</p> <p>3. When is it happening? 5pm to midnight every night for the past week</p> <p>4. How often is it happening? 5pm to midnight every night for the past week</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask, just record - did caller indicate they want a call back?) No</p>	Open	7/3/2017	8 05 00 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-07-06 15:42 38 047 Assigned Mike Elliston&amp;#x0D; 6968</p>
101010924706	2041 W 4TH AV	V6J 1N3	<p>app version: 2 31 original address: 2041 W 4th Ave alias: 2041 W 4TH AVE full: 2041 W 4TH AVE, VANCOUVER, BC</p> <p>. Phone Number: 1. Type of noise: Loud music</p> <p>2. Describe the noise and who is making it: Very Loud music and voice amplification, Turf fitness activity classes such as zumba and other.</p> <p>3. When is it happening? 6:00am</p> <p>4. How often is it happening? Monday through Friday</p> <p>6. Have you spoken with the person or company making the noise? Yes</p> <p>10. Please verify address of the property: 2041 west 4 avenue unit 201</p> <p>11. Did caller indicate they want a call back? Unknown</p>	Open	2/28/2018	6:45 07 AM	DBL - Property Use Inspections	<p>PS#: 3835103&lt;p/&gt;Click images below to expand&lt;p/&gt;&lt;a href='http //maps.googleapis.com/maps/api/static map?markers=49.2682195%2C-123.1516214&amp;size=600x300&amp;key=AlzaSyDfghN3B7_h2dKLxBu58vZzVd5yVPoyazU'&gt;&lt;img src='http //maps.googleapis.com/maps/api/static ap?markers=49.2682195%2C-123.1516214&amp;size=600x300&amp;key=AlzaSyDfghN3B7_h2dKLxBu58vZzVd5yVPoyazU' alt='mapurif width=300' height=300'&gt;&lt;/a&gt;&lt;p/&gt;&lt;a href='http //www.publicstuff.com/request/view/3835103'&gt;http //www.publicstuff.com/request/view/3835103&lt;/a&gt;&lt;p/&gt;</p> <p>No Name No Name (ps)</p> <p>Agent Created Case: Public Stuff request id: PSID3835103 Agent Finished: Case Closed. Closed date : 2018-02-28 16 01 04.143 Assigned Ty (David) Lam&amp;#x0D; 87587</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-02-28 16 04:48 023 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
101011117396	2041 W 4TH AV	V6J 1N3	<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): The caller states this coffee shop (Our Turf) has a yoga/studio classes as well. They have loud music as well as loud noise from a microphone. The noise can get so loud that it shakes their unit.</p> <p>3. When is it happening? Starts as early as 6 am on weekdays until 7 am. They have classes on sundays as well starting at 9 am.</p> <p>4. How often is it happening? daily on weekdays and they also have classes on sundays.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? s.22(1) They are not stopping the music/screaming.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</p>	Open	4/15/2018	10 32 00 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2018-04-16 15 23:19 24 Assigned Ty (David) Lam&amp;#x0D; 87587</p>

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Date Run: Tuesday, September 28, 2021 11:43 26 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case ID	Address	Case Description	Date	Status	Agent
101011293163	2041 W 4TH AV V6J 1N3	1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): The caller states this coffee shop (Our Turf) has a yoga/studio classes as well. They have loud music as well as loud noise from a microphone. The noise can get so loud that it shakes their unit. 3. When is it happening? 6am on Tuesday mornings 4. How often is it happening? every Tuesday, sometimes a couple other days during the week as well 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? Yes 7. If yes, what happened? s.22(1) They are not stopping the music/screaming. 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): 11. (Don't ask, just record - did caller indicate they want a call back?) Yes	5/22/2018 5:45 00 PM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2018-05-24 12:43 34 05 Assigned David Lam&#x0D; 87587
101012255335	2041 W 4TH AV V6J 1N3	app version: 2 31 . Phone Number: original address: 2041 W 4th Ave alias: 2041 W 4TH AVE full: 2041 W 4TH AVE, VANCOUVER, BC 1. Type of noise: Loud music 2. Describe the noise and who is making it: Turf (restaurant/ yoga studio) open really LOUD MUSIC during the class especially when it's the instructors called Kate Alvaro and Angela. We have been trying to solve this issue for over a year and they have refused to turn the music down. s.22(1) which is directly impacted by their absurdly loud music every morning and night. They told us to keep calling the police if we wish but they would refused to turn it down. We have had a person from the city of Vancouver helped us with it (his name was David Lam) but nothing happened afterwards. 3. When is it happening? LOUD MUSIC especially on the morning of weekdays and weekends from 9-11 am. Classes taught by Kate Alvaro and Angela are the loudest. 4. How often is it happening? EVERYDAY 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 2041 West 4th avenue 11. Did caller indicate they want a call back? Unknown	12/16/2018 10:14 30 AM	DBL - Property Use Inspections	Agent Created Case: Public Stuff request id: PSID5332723 Agent Finished: Case Closed. Closed date : 2018-12-17 12 31:45.703 Assigned Ty (David) Lam&#x0D; 87587  Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-12-17 12 34 55.727 Open311 Feedback Send Complete Status and Resolution Comment to PS case
101012332203	2041 W 4TH AV V6J 1N3	app version: 2 31 . Phone Number: original address: 2041 W 4th Ave alias: 2041 W 4TH AVE full: 2041 W 4TH AVE, VANCOUVER, BC 1. Type of noise: Loud music 2. Describe the noise and who is making it: Aerobics class in coffee shop in residential area. (we live one floor above) 3. When is it happening? Early mornings (930am-noon) 4. How often is it happening? daily 6. Have you spoken with the person or company making the noise? Yes 10. Please verify address of the property: 2041 West 4 ave, Vancouver 11. Did caller indicate they want a call back? Unknown	1/6/2019 9 58 08 AM	DBL - Property Use Inspections	Agent Created Case: Public Stuff request id: PSID5412532 Agent Finished: Case Closed. Closed date : 2019-01-08 12 25:13.46 Assigned Ty (David) Lam&#x0D; 87587  Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2019-01-08 12 30 08.7 Open311 Feedback Send Complete Status and Resolution Comment to PS case
101013152867	2041 W 4TH AV V6J 1N3	1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.) 2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): This is a restaurant/work out facility. Person inside on microphone shouting at people with PA system with front door open 3. When is it happening? This morning at 8am 4. How often is it happening? Has happened before, but this morning was very early and very loud 5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property? 6. Did you speak to the person or company making the noise? Yes 7. If yes, what happened? s.22(1) spoke to the manager this morning. She closed the door s.22(1) s.22(1) The business opened their door again s.22(1) spoke to them a second time and then the door was then shut again s.22(1) wants to make sure this doesn't happen again. 8. Did you tell the police about your concern? No 9. If yes, provide police file number (if known): 10. Please verify address of the property (for VanConnect requests only): 11. (Don't ask, just record - did caller indicate they want a call back?) No	7/21/2019 8 56 00 AM	DBL - Property Use Inspections	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections  Agent Finished: Case Closed. Closed date : 2019-07-23 08 37 22.77 Assigned David Lam&#x0D; 7587

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Date Run: Tuesday, September 28, 2021 11:43 26 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case ID	Address	Case Description	Requester	Date	Status	Agent	Notes	
101013821298	2041 W 4TH AV V6J 1N3	<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): There is a workout cafe/ studio in unit 201 of the building. They have an amplifier and stereo going early Sunday morning</p> <p>3. When is it happening? Early on weekends and weekdays; starting at 6am in morning</p> <p>4. How often is it happening? Everyday</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? They came to an agreement where they would switch there louder classes during the day instead of early weekend morning. This did change for a little while however they are going back to the loud music and amplifier early weekends again.</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) No</p>	s.22(1)	3/1/2020 7 38 00 AM	3/2/2020 11:16 06 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2020-03-02 11:16 06 03 Assigned Kyle Pringle&amp;#x0D; 87088</p>	
101014121205	2041 W 4TH AV V6J 1N3	<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): s.22(1) says that they blast loud music every morning starting around 630am.</p> <p>3. When is it happening? Starts around 630am.</p> <p>4. How often is it happening? Everyday for the past week now.</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? No</p> <p>7. If yes, what happened?</p> <p>8. Did you tell the police about your concern? No</p> <p>9. If yes, provide police file number (if known):</p> <p>10. Please verify address of the property (for VanConnect requests only):</p> <p>11. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	s.22(1)	6/24/2020 9 50 00 AM	6/24/2020 12:02:18 PM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2020-06-24 12 02:17 667 Assigned Randy Nijjer&amp;#x0D; 85482</p>	
101011561726	2041 W 4TH AV V6J 1N3	<p>app version: 2 31</p> <p>original address: 2035 W 4th Ave alias: 2035 W 4TH AVE full: 2041 W 4TH AVE, VANCOUVER, BC</p> <p>1. Provide details: uneven around tree base in the 2000 block west 4th both sides.. ankle rollers</p>	PS#: 4500172<p/>Click images below to expand<p/><a href="http://maps.googleapis.com/maps/api/staticmap?markers=49.268510316395%2C-123.15148886293&size=600x300&key="></a><p/><a href="http://www.publicstuff.com/request/view/450172">http://www.publicstuff.com/request/view/4500172</a><p/>	No Name No Name (ps)	7/11/2018 11 00 00 PM	7/25/2018 2:56 35 PM	Eng_Streets Operations	<p>Agent Created Case: Public Stuff request id: PSID4500172 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Streets Operations Requires special attention Sidewalk repair - area around tree</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1314577 created / updated at Thursday, July 12, 2018 10:51:12 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1314577 created / updated at Thursday, July 12, 2018 10:52:37 AM Hansen Change in Comments: Comments: Jul 13/18 - Referred to M Biagini. Added on 13/07/2018 7:49:56 AM. Hansen Service Request has been reviewed: Case reviewed on 13/07/2018 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 13/07/2018 12:00:00 AM. Hansen Change in Comments: Comments: Jul 17/18 - Refer to V Santorelli - F Mezzomo   Jul 20/18 - Referred to V Santorelli. Added on 20/07/2018 8:16:05 AM. Hansen Service Request Assigned: Case was assigned on 20/07/2018 12:00:00 AM. Service Provided: 10 - Service Provided. Jul 24/18 - 2041 W 41st - Filled tree pits on both North and South sides of street. - Crew 94. Resolved on 24/07/2018 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2018-07-25 14 52 20 58 Service Provided 10 - Service Provided. Jul 24/18 - 2041 W 41st - Filled tree pits on both North and South sides of street. - Crew 94. Resolved on 24/07/2018 12:00:00 AM.</p>

Eform Request Type: Citizen Feedback Case



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Date Run: Tuesday, September 28, 2021 11:43 26 AM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

101012518021 2041 W 4TH AV

V6J 1N3

1. Describe details (who, what, where, when, why):  
 This complaint is in regards to case 11117396 and most recently (December) 12255335. s.22(1) states that as of one year ago s.22(1) has been dealing with the restaurant/yoga studio playing loud music from 6 00am onwards until about 7 30pm in the evening. The length of time s.22(1) has been dealing with the noise is affecting s.22(1) mental health. s.22(1) first case was assigned to David m in the Property Use Branch, in which he attended and managed to have them turn the volume for about one week. After this one week of quiet, the loud music started up again, and various times police were contacted but would arrive too late, or the business would increase the volume after police left the premises. This caller was tried to be civil, emailing the business to please lower the volume but s.22(1) concerns have been disregarded. s.22(1) most recent report submitted online was again assigned to David Lam, and s.22(1) states s.22(1) does not feel that he does done anything about report. His response has been that s.22(1) should speak to the business directly. s.22(1) wishes for reports to be assigned to an alternate inspector, and would appreciate a call back to discuss feelings about lack of action for the city inspector.

2. Type of feedback:  
 Complaint

3. Feedback regarding:  
 City Department

4. Department:  
 Engineering Services

5. Division or Branch Name:  
 Property Use (Noise Inspections)

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:

s.22(1)

1 2/12/2019 7 39 00 PM

2/12/2019 7:51:18 PM Feedback

Agent Created Case:  
 Agent Updated Case Details: Reallocated to queue: Feedback

Agent Took Ownership of Case:  
 Agent Finished: Case Closed.  
 Closed date : 2019-02-12 19 51:17 81  
 Directed to Another City Department  
 Feedback email sent to:  
 mike.collister@vancouver.ca



## CA13COV10 - eForm Detail Report by Address

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Tuesday, September 28, 2021 12:04:42 PM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101009242099	1966		W 4TH AV			V6J 1M5	<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Patrons of Jitters Cafe: On a regular basis, Jitters has loud parties that go into the early morning. This typically occurs every few months in winter and fall, and more frequently in the summer. The loudest person is always the same guy - don't know if he is the owner or what. He is s.22(1) t appears that he gets drunk, then gets loud, with zero regard for the hour or where he is. He will then hang out in the alley, escort people to their cars, etc. At this point, the majority of the noise is coming from people in the parking lot behind the cafe - people who have just left or are about to re-enter the cafe. The person I described in particular will often be in and out of the cafe several times in an evening.</p> <p>3. When is it happening? The frequency of the late night noise varies from once every few weeks, to once every few months.</p> <p>4. How often is it happening? Mostly at night</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? s.22(1) Nothing was resolved.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes, provide police file number (if known): Doesnt have it</p> <p>10. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>			1	3/7/2017 1 25 00 PM	3/9/2017 9:21:59 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Finished: Case Closed. Closed date : 2017-03-09 09:21:58.703 Assigned David Lam&amp;#x0D; 7587</p>	
101009448701	1966		W 4TH AV			V6J 1M5	<p>1. Type of noise: Business (bar, restaurant, patio, patrons, music, etc.)</p> <p>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Late night partying noise from Jitters Cafe, yet again. Awakened numerous times between 1150 pm and 2:00 am on Friday April 14. I also submitted the following related noise concern to the City of Vancouver on March 6 and received no response as to how issue is being addressed. I would appreciate a response as to how this repeat issue will be managed. Thank you</p> <p>3. When is it happening? On a regular basis</p> <p>4. How often is it happening? On a regular basis, Jitters has loud parties that go into the early morning. This typically occurs every few months in winter and fall, and more frequently in the summer. One thing that has improved over the years is that now they keep the back door shut most of the time. The loudest person is always the same guy - don't know if he is the owner or what. s.22(1) t appears that he gets drunk, then gets loud, with zero regard for the hour or where he is. He will then hang out in the alley, escort people to their cars, etc</p> <p>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</p> <p>6. Did you speak to the person or company making the noise? Yes</p> <p>7. If yes, what happened? s.22(1) I don't go in person when it is loud because I don't feel safe doing so. Also, I don't feel like my complaint would impact the type of people who would be so inconsiderate on a regular basis. I have also written anonymously to the Jitters manager or owner in a polite note, explaining the situation and its effect on everyone within earshot. That appears to have had zero impact, which is very frustrating.</p> <p>8. Did you tell the police about your concern? Yes</p> <p>9. If yes, provide police file number (if known):</p> <p>10. (Don't ask, just record - did caller indicate they want a call back?) Yes</p>	I have complained to the City and the VPD about the noise on a regular basis. I s.22(1) I don't go in person when it is loud because I don't feel safe doing so. Also, I don't feel like my complaint would impact the type of people who would be so inconsiderate on a regular basis. I have also written anonymously to the Jitters manager or owner in a polite note, explaining the situation and its effect on everyone within earshot. That appears to have had zero impact, which is very frustrating. Is there anything more I can do about this? As I s.22(1) , I'm really at the end of my patience with this business. If they are a coffee place, would their business license allow them to have after hours events, serving alcohol? I have no proof alcohol is being served. s.22(1) s.22(1) it would appear that is the case. --- (AVAS, Apr 30 2017 1:39PM) Please follow up with citizen. Second email: Please refer to e-string below. I have not heard back as to how this noise concern will be addressed. As this is the second time in a row I have not heard back, I would like to escalate the issue to the next level - please let me know how to go about that. Much appreciated -			1	4/24/2017 2 56 00 PM	5/1/2017 10:14:37 AM	DBL - Property Use Inspections	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections</p> <p>Agent Updated Case Details: Description updated to: .</p> <p>Agent Finished: Case Closed. Closed date : 2017-05-01 10:14:36.59 Assigned Mike Elliston&amp;#x0D; 6968</p>

## CA13COV10 - eForm Detail Report by Address

Shows the detailed case information on selected eforms created within a time period and of a certain status

Date Run: Tuesday, September 28, 2021 12:06:28 PM

Case Creation Date: From 1/1/2017 To 9/7/2021

Case Status: Open

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	# of Calls	Date Created	Date Closed	Preferred Queue	Event Notes
101012135952	2198		W 4TH AV		V6K 1N6		<p>1. Type of sidewalk problem: Other - Emergency</p> <p>2. If Other, provide details: sidewalk panel height uneven causing injury.</p> <p>3. Is there a black patch on it? No</p> <p>4. Is it safe? No</p> <p>5. Describe issue in detail (in front of, beside, side of street, etc.): Citizen advised the City sidewalk panel which is about 5 feet west of the entrance to the address provided has a slight rise of about 0.5"-1.0" which caused <b>s.22(1)</b> to trip and hurt <b>s.22(1)</b> requesting for the sidewalk to be looked at. Located in front on the W 4th Ave side.</p> <p>6. Is this request due to Motor Vehicle Accident? No</p> <p>7. If Yes, provide details on license plate number or other details (if known):</p> <p>8. (Don't ask just record - Did caller indicate they want a call back?) No</p>		<b>s.22(1)</b>		1	11/18/2018 2:03:00 PM	11/22/2018 2:23:19 PM	Eng_Streets Operations	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 QA</p> <p>Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1375638 created / updated at Sunday, November 18, 2018 2:24:00 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1375638 created / updated at Sunday, November 18, 2018 2:24:20 PM Hansen Service Request has been reviewed: Case reviewed on 18/11/2018 3:07:22 PM. Hansen Change in Comments: Comments: DISPATCHED TO SANITATION. P LACEY. Added on 18/11/2018 3:07:47 PM. Hansen Change in Comments: Comments: CREW REPORTED BACK, THEY HAVE PLACED 2 CONES ON THE AREA. THE SIDEWALK IS IN GOOD CONDITION, THESE TWO HAVE SETTLED AND THE CORNERS ARE NOW UNEVEN. . Added on 18/11/2018 3:49:52 PM. Hansen Change in Comments: Comments: Nov 18/18 - 2198 W. 4th - Coned. Sidewalk is in good</p>