

File No.: 04-1000-20-2021-549

February 4, 2022

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 October 28, 2021 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

1. **Records of 311 inquiries/complaints relating to pop-up plazas and rain-friendly plazas from May 1, 2020 to November 22, 2021;**
2. **Records of 311 inquiries/complaints relating to accessible parking, designated disabled parking zones, or accessible parking meter spots from May 1, 2018 to November 22, 2021.**

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.15(1)(l), s.22(1) and s. 22(3)(d) of the Act. You can read or download these sections 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 (#04-1000-20-2021-549); 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,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
Director, Access to Information & Privacy

cobi.falconer@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 Acting FOI Case Manager at 604-873-7407.

Encl.

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Case Type	Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Citizen Feedback Case	101014235579	INTERSECTION		ALBERNI ST	BUTE ST			Case Details 1. Describe details (who, what, where, when, why): Citizen advised that the pop up plaza at Alberni and Bute was messy and has become a party location where people meet, drink, and smoke. There are empty beer cans everywhere and feels that the City should be doing more to maintain these locations. Drinking is allowed at this plaza as part of the pilot program. She feels it should not be allowed. She is requesting a call back please. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop up Plazas pop-upplazas@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: 101014235583 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)	s. 22(1)	8/1/20 7:45	8/1/20 9:27	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-08-01 09:27:56.077 Directed to Another City Department Directed to Pop up Plazas: pop-upplazas@vancouver.ca
Hot Topic Case	101015169857	INTERSECTION		ALBERNI ST	BUTE ST			1. Topic: Alcohol on City Property (Plaza, street, sidewalk) 2. Type of feedback: Complaint 3. Provide details: Concerned citizen called to advise that the pop-up plaza on Bute and Alberni is turning into a drinking party spot every day. She says that people come and drink there at any given time and also it attracts some homeless and mentally unstable people. s. 22(1) and says she has to witness it everyday. She thinks the plaza itself is a good idea, however she suggests that it should be clearly marked as a City of Vancouver project and signage should be added as No Drinking Allowed. She also suggests that people who do drink there should be fined. 4.(Don't ask just record - Did caller indicate they want a call back?) No		s. 22(1)	s. 22(1)	7/2/21 12:44	7/2/21 12:44	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback Agent Finished: Case Closed. Closed date : 2021-07-02 12:44:28.467
COVID-19 Case	101015236745	INTERSECTION		ALBERNI ST	BUTE ST		app version: 3.10 original address: Bute and alberni	4. Feedback, comment, or inquiry: I was disappointed to find the pop up plaza at Bute and Alberni has regressed to vehicle use. I was used to using that space and so were other people, more than can park there. Please restore this plaza and refrain from converting any of the others back to vehicle use. These small oases brought about by terrible circumstances shouldn't be returned to unsustainable, polluting, and dangerous uses. I am so sad about this and sick to think it's just always cars that win despite your talk about sustainability. I am so sad that you destroyed something we loved.		s. 22(1)		7/26/21 19:00	7/26/21 20:49	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-26 20:49:12.673 Directed to Another City Department sent by email to pop-upplazas@vancouver.ca
Citizen Feedback Case	101015209267	INTERSECTION		BEACH AV	BURRARD ST			1. Describe details (who, what, where, when, why): Caller is unhappy with the amount of noise generated from the pop up plaza under the Burrard Bridge. Caller says there is a DJ who shows up every Thursday from 7pm-10pm, blasting loud music, and caller would like someone in the city to deal with this issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Arts, Culture, and Community Services 5. Division or Branch Name: Pop Up Plazas 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:		s. 22(1)	s. 22(1)	7/15/21 21:43	7/16/21 7:39	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-16 07:39:44.483 Directed to Another City Department Sent by email to pop-upplazas@vancouver.ca
Parks and Recreation Feedback Case	101015245985	INTERSECTION		BEACH AV	BURRARD ST			1. Type of request: Feedback 2. Please specify the topic of your request: 3. If this request is related to an upcoming Park Board meeting, please select one of the following: 4. Please specify the park name, facility, site or service: Sunset Beach/Burrard Bridge 5. Provide details: There is a picnic table under the Burrard bridge that is causing noise disturbances at night. Large groups of people gather here and play loud music. There was a pop-up plaza previously but with all the complaints the pop-up plaza was removed. A red picnic table has since appeared and has started the noise disturbances again. The citizen would like to request for the table to be removed before the long weekend. There has been no action from the Parks Board even after multiple reports from citizens. 7. (Don't ask, just record - did caller indicate they want a call back?): No 8. Source: 9. Division: 10. Category: 11. Your address: 12. Your name: 13. Contact number: 14. Email address:	A case has been created already for the park rangers 101015238682.	s. 22(1)	s. 22(1)	7/29/21 12:50	7/29/21 14:15	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Tell us Online Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-29 14:15:30.56 Directed to Another City Department sent to pbcomment@vancouver.ca
Citizen Feedback Case	101014524892	700	799	BUTE ST				1. Describe details (who, what, where, when, why): Feedback via Twitter: s. 22(1) November 5, 2020 - 4:06pm-View Post Dear @CityofVancouver, can you please give back Bute St., between Alberni and Robson, to cars so I can stop driving twice the distance and burning more fossil fuels to get to where I need to go and earn a living? The environment and I thank you in advance. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop-up plazas pop-upplazas@vancouver.ca 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:		s. 22(1)		11/5/20 16:55	11/5/20 18:16	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department

Streets - General Issues	101014553130	700	799	BUTE ST		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: Pop up Plaza barriers being moved 3. Describe the issue in detail: The barriers blocking traffic along 700 blk of Bute between Robson and Alberni are being moved by people so that they can drive there. Caller says pedestrians are still using the street to walk through and this can be dangerous. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask just record - Did caller indicate they want a call back?) No	2020 November, Anonymous	11/17/20 13:21	11/20/20 13:41	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1705315 created / updated at Tuesday, November 17, 2020 1:23:27 PM Hansen Change in Comments: Comments: Nov 18/20 - Referred to J Azuelos. Added on 2020-11-18 7:30:45 AM. Hansen Service Request has been reviewed: Case reviewed on 2020-11-18 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2020-11-18 12:00:00 AM. Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1705315 created / updated at Friday, November 20, 2020 4:30:34 AM Attended by Inspector: 43 - Attended by Inspector. Nov 19/20 - 700 Bute - Put barriers in place - Crew 505. Resolved on 2020-11-19 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-11-20 13:41:41.48 Attended by Inspector 43 - Attended by Inspector. Nov 19/20 - 700 Bute - Put barriers in place - Crew 505. Resolved on 2020-11-19 12:00:00 AM.	
Citizen Feedback Case	101015132605	700	799	BUTE ST		1. Describe details (who, what, where, when, why): Issue: Street Busking in the evening around his home. He cannot sleep. Location 700-800 block of Bute Street Ongoing issue every weekend. Citizen stated that VPD will never enforce. He has called VPD several times. Citizen is suggesting that signs be placed up on both of these blocks noting busking is not allowed. He understands Street Activities does not enforce on weekends. He is making the suggestion for signage on both of these blocks. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities - Plazas 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:	s. 22(1)	s. 22(1)	6/20/21 21:02	6/20/21 21:08	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2021-06-20 21:08:02.473 Directed to Another City Department Plazas <Plazas@vancouver.ca>;
COVID-19 Case	101014372711	768		BUTE ST	V6E 4H6	1. Topic: Social Distancing 2. Type of feedback or inquiry: Complaint 3. Provide details: s. 22(1) and people are gathering out in front of the store in the little plaza and drinking this is not an authorized drinking plaza. They are also not maintaining and social distancing along with drink in public. I did advise to call Non Emergency Police as he feared for his staff safety. At the moment there is one group of about 14 and one group of about 8 people in the plaza. 4. (Don't ask, just record - did caller indicate they want a call back?): Yes If more info needed please call the store and speak with any staff member.	s. 22(1)		9/18/20 13:57	11/4/21 15:50	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Reallocated to queue: Eng_Parking Enforcement Requests Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1677616 created / updated at Friday, September 18, 2020 2:31:57 PM Service Provided: 10 - Service Provided. . Resolved on 2021-11-04 3:50:00 PM. Agent Finished: Case Closed. Closed date : 2021-11-04 15:50:59.01 Service Provided 10 - Service Provided. . Resolved on 2021-11-04 3:50:00 PM.
Street and Sidewalk Retail Use Issue Case	101015085305	768		BUTE ST	V6E 4H6	1. Type of request: Complaint 2. Type of issue: Street Entertainment (Busking) 3. If Other, provide details: 4. Describe details: "I would describe it as a jazz/fusion band - lead alto or tenor sax, bongo or congo drum(s) and maybe one other player. No vocals. It was not amplified on May 22nd (but still loud enough to hear 25 stories up); loud amplification on Sat. May 29th". I was reporting a loud band (with amplification) playing outside the Liquor Store at 768 Bute (the new Alberni Plaza) from 9:45 to 11 pm on the past 2 Saturdays. s. 22(1) and the noise was incredibly loud." 5. (Don't ask just record - Did caller indicate they want a call back?): No Reported via chat.	s. 22(1)	s. 22(1)	6/3/21 15:45	6/5/21 17:13	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please refer complaints after 5pm to VPD non-emergency as street inspectors are not working at this time. Agent Took Ownership of Case: Agent Finished: Case Closed No Service Provided
Citizen Feedback Case	101015168494	768		BUTE ST	V6E 4H6	1. Describe details (who, what, where, when, why): Concerned citizen called to advise that the pop-up plaza on Bute and Alberni is turning into a drinking party spot every day. She says that people come and drink there at any given time and also it attracts some homeless and mentally unstable people. s. 22(1) and says she has to witness it everyday. She thinks the plaza itself is a good idea, however she suggests that it should be clearly marked as a City of Vancouver project and signage should be added as No Drinking Allowed. She also suggests that people who do drink there should be fined. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop up plaza 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:	s. 22(1)	s. 22(1)	7/2/21 9:39	7/2/21 12:45	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: 311 Contact Centre Requires special attention Sent to QA. Please have agent re-create as Hot Topic case. Agent Took Ownership of Case: Agent Finished: Case Closed Case created in error by Contact Centre

Citizen Feedback Case	101015260343	1100		1199	BUTE ST								\$: 22(1)	\$: 22(1)	8/4/21 12:58	8/4/21 13:34	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-04 13:34:54.277 Directed to Another City Department Sent by email to pop-upplazas@vancouver.ca
Parks - Ranger Case	101014898877	1137			BUTE ST	V6E 1Z7	app version: 2.31 original address: 1155 Bute St alias: 1155 BUTE ST full: 1137 BUTE ST, VANCOUVER, BC	1. Describe details (who, what, where, when, why): \$: 22(1) very frustrated that the closure on the 1100 block of Bute in the West End at the corner of Bute and Davie and citizen is requesting for the closure to open again. \$: 22(1) says the closure is attracting more homeless now that another street nearby has opened to traffic. Citizen understands due to Covid that this was closed and citizen understands has empathy for the homeless but she says these homeless people are very aggressive and on drugs and are always in front of the liquor store and there is a fruit market nearby impacting these businesses too. She requests for the area to be open for traffic and she has noticed that senior ladies take a longer route to avoid this area as they are scared of the homeless and they take longer routes now that they can be out and about etc. Citizen was advised to contact VPD and she says they do call non-emergency VPD at times but there is only so much they can do etc. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop-Up Plazas 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:	PS Description: 4-8 people gather outside the public toilet with 2 electric guitars speakers for super heavy metal music. Major drug use. They've moved from Deva plaza to this side. 4 days so far. Gets louder every day party time <p/>P\$#: 9774395<p/><Click images below to expand<p/>/a><p/>http://www.publicstuff.com/request/view/9774395<p/>	No Name No Name (ps)	3/25/21 17:14	3/25/21 17:25	Agent Created Case: Public Stuff request id: PSID9774395 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1758462 created / updated at Thursday, March 25, 2021 5:14:30 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1758462 created / updated at Thursday, March 25, 2021 5:15:40 PM Hansen Change in Comments: Comments: Out of jurisdiction.. Added on 2021-03-25 5:21:07 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-03-25 5:21:00 PM. Agent Finished: Case Closed Closed date : 2021-03-25 17:22:18.397 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-03-25 5:21:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-25 17:24:52.577 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 : 1758462 created / updated at Thursday, March 25, 2021 5:25:01 PM Agent Finished: Case Closed. Closed date : 2021-03-25 17:25:01.977 Back to previous status Closing case after 'Add Event'				
Parks - Ranger Case	101015048455	1137			BUTE ST	V6E 1Z7	app version: 2.31 original address: 1150 Bute St alias: 1150 BUTE ST full: 1137 BUTE ST, VANCOUVER, BC	1. Type of service: Noise Complaint 3. Provide details: See above 5. Park name: Pop up plaza outside bc liquor store 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: loud music at 10:50pm<p/>P\$#: 10097796<p/><Click images below to expand<p/><p/><Click images below to expand<p/>/a><p/>http://www.publicstuff.com/request/view/10097796<p/>	\$: 22(1)	5/21/21 22:50	5/22/21 9:30	Agent Created Case: Public Stuff request id: PSID10097796 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1784815 created / updated at Friday, May 21, 2021 10:51:05 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1784815 created / updated at Friday, May 21, 2021 10:51:30 PM Alternate Service Required: 15 - Alternate Service Required. . Resolved on 2021-05-22 9:24:00 AM. Hansen Change in Comments: Comments: Alternate Service Required . Added on 2021-05-22 9:24:29 AM. Agent Finished: Case Closed. Closed date : 2021-05-22 09:26:12.853 Alternate Service Required 15 - Alternate Service Required. . Resolved on 2021-05-22 9:24:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-05-22 09:29:47.24 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 : 1784815 created / updated at Saturday, May 22, 2021 9:30:06 AM Agent Finished: Case Closed. Closed date : 2021-05-22 09:30:06.15 Back to previous status Closing case after 'Add Event'				
Abandoned Non-Recyclables Pickup Case	101015304692	1137			BUTE ST	V6E 1Z7	app version: 2.31 original address: 1145 Bute St alias: 1145 BUTE ST full: 1137 BUTE ST, VANCOUVER, BC	1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Party garbage left from nightly party's in the pop up plaza 5. (Don't ask, just record - did caller indicate they want a call back?): No	P\$#: 10669619<p/><Click images below to expand<p/><p/><Click images below to expand<p/>/a><p/>http://www.publicstuff.com/request/view/10669619<p/>	No Name No Name (ps)	8/21/21 11:22	8/24/21 15:07	Agent Created Case: Public Stuff request id: PSID10669619 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1828246 created / updated at Saturday, August 21, 2021 11:22:20 AM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-23 6:34:22 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-08-23 6:32:58 AM. Hansen an action has been scheduled: On 2021-08-23 6:32:58 AM an action has been scheduled for 2021-08-23 6:32:00 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-08-23 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-24 15:04:25.093 Service Provided 10 - Service Provided. Completed. Resolved on 2021-08-23 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-24 15:05:13.67 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 : 1828246 created / updated at Tuesday, August 24, 2021 3:07:51 PM Agent Finished: Case Closed. Closed date : 2021-08-24 15:07:51.843 Back to previous status Closing case after 'Add Event'				

Parks - Ranger Case	101015312997 1137	BUTE ST	V6E 127	<div>app version: 2.31 original address: 1145 Bute St alias: 1145 BUTE ST full: 1137 BUTE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Every night from 11 till 4 a m these idiots drugged out crank their boom box super loud then start fighting.</div> <div>5. Park name: Bute st pop up plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Super loud music and arguing. Goes on every night So loud <p/>PS#: 10689507<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10689507<p/></div>	No Name No Name (ps)	8/25/21 1:15	8/25/21 6:15	<div>Agent Created Case: Public Stuff request id: PSID10689507 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1829689 created / updated at Wednesday, August 25, 2021 1:16:05 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1829689 created / updated at Wednesday, August 25, 2021 1:16:23 AM Hansen Change in Comments: Comments: 1145 Bute St. - Noise - Not park Ranger jurisdiction, contact VPD.. Added on 2021-08-25 6:07:53 AM. No Service Provided: 11 - No Service Provided. . Resolved on 2021-08-25 6:07:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-25 06:10:26.677 No Service Provided 11 - No Service Provided. . Resolved on 2021-08-25 6:07:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-25 06:14:48.377 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 : 1829689 created / updated at Wednesday, August 25, 2021 6:15:04 AM Agent Finished: Case Closed. Closed date : 2021-08-25 06:15:04.837 Back to previous status Closing case after 'Add Event'</div>
Homelessness / Urban Issues Case	101015369410 1137	BUTE ST	V6E 127	<div>app version: 2.31 original address: 1145 Bute St alias: 1145 BUTE ST full: 1137 BUTE ST, VANCOUVER, BC</div>	<div>1. (Is this request from VPD?): No</div> <div>2. Type of issue: Tents or structures on street or sidewalk</div> <div>3. Other details: They've been there for three days and are able to dry shave in the pop up plaza</div> <div>5. Provide number of tents and other structures: 2</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 10822660<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10822660<p/></div>	No Name No Name (ps)	9/16/21 13:05	9/23/21 14:44	<div>Agent Created Case: Public Stuff request id: PSID10822660 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1839879 created / updated at Thursday, September 16, 2021 1:06:02 PM Hansen Change in Comments: Comments: Sep 17/21 - Referred to S McMillan. Added on 2021-09-17 7:10:32 AM. Hansen Service Request Assigned: Case was assigned on 2021-09-17 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-09-17 12:00:00 AM. Duplicate Request: 30 - Duplicate Request. Sep 20/21 - 1137 Bute - See SR 1839697. - Crew 502. Resolved on 2021-09-20 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-23 14:41:44.04 Duplicate Request 30 - Duplicate Request. Sep 20/21 - 1137 Bute - See SR 1839697. - Crew 502. Resolved on 2021-09-20 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-23 14:44:52.817 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 : 1839879 created / updated at Thursday, September 23, 2021 2:44:56 PM Agent Finished: Case Closed. Closed date : 2021-09-23 14:44:56.667 Back to previous status Closing case after 'Add Event'</div>
Mayor and Council Feedback Case	101015295882 <div>S. 22(1)</div>	BUTE ST	<div>S. 22(1)</div>	<div>app version: 3.10 original address: <div>S. 22(1)</div>BUTE ST</div>	<div>1. Subject: Extreme noise and fighting at pop up park</div> <div>2. Describe details (who, what, where, when, why): We complain continuously but no one seems to listen. We have a contingent of homeless that moved in the end of April and have taken over the pop up park on Bute street. All late afternoon the drink and do drugs. Deal drugs then pass out to awaken at 11 at night to party. This goes on till the fighting starts at midnight. We then have a stereo blasting from 11 til 3 a m This has been 5 months of hell. Help us we have contacted pop up plaza people and can connect to no avail</div> <div>3. Neighbourhood: West End</div> <div>4. Were any other cases or service requests created as a result of this feedback? No</div> <div>5. If Yes, provide case number(s) or other relevant details:</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>7. Council Item: Not Applicable</div> <div>8. Select category: Streets, Sanitation, and Transportation</div> <div>10. Specific area of concern: Pop-up Plazas</div> <div>11. Author Type: Individual</div> <div>12. Correspondence Type: Original Feedback</div> <div>13. Original Client: <div>S. 22(1)</div></div> <div>14. Original Email address: <div>S. 22(1)</div></div> <div>15. Original address: <div>S. 22(1)</div></div>	<div>S. 22(1)</div>	8/18/21 0:26	8/20/21 10:30	<div>Agent Created Case: Public Stuff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Aug 18 - Sent to Benafsha Iradia for response:&#x0D;&#x0D; Resident has recurring issue regarding a pop-up plaza. Would ENG be able to respond back to the resident and BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks!</div> <div>Agent Finished: Case Closed. Closed date : 2021-08-20 10:30:17.13 Service Provided Aug 20 - Cara Fisher (ENG) responded to the resident:&#x0D;&#x0D; Dear <div>S. 22(1)</div>&#x0D;&#x0D; Thank you taking the time to reach out to Mayor and Council with your feedback on the Bute-Davie pop-up plaza on your neighbourhood. &#x0D;&#x0D; We have been in touch previously over email and I understand you are frustrated with the continued noise issues and different late night activity. We are working in partnership with the West End BIA on this space and are in regular contact with the local Community Policing Centre (VPD) about activity in this space. I note the CPC often checks the plaza in the early mornings (for encampments) and I've relayed a message asking them to check later in the evenings or through the night. I put up signs in the plaza yesterday which ask people to be quiet and considerate after dark. You will see the blue signs throughout the plaza. While signs will not solve the issues, we hope it's a step to remind people of proximity to your building.&#x0D;&#x0D; We are in the process of evaluating this space and will determine in the coming weeks if it stays in the long term or if we remove it. The feedback we've received from you and others in your building are included in our evaluation. Please let me know if you have any questions or would like to arrange a time to speak of the phone or meet in the plaza.&#x0D;&#x0D; Kind regards,&#x0D; Cara Fisher, RPP MCIP&#x0D; Planner, Street Activities&#x0D; City of Vancouver</div>	

Parks - Ranger Case	101015029549 1156	BUTE ST	V6E 126	app version: 2.31 original address: 1155 Bute St alias: 1155 BUTE ST full: 1156 BUTE ST, VANCOUVER, BC	1. Type of service: Noise Complaint 3. Provide details: group of people playing loud music late at night 5. Park name: Across from Jim Deva plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: loud music<p/>PS#: 10059296<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10059296<p/>	S. 22(1)	5/15/21 23:32	5/16/21 6:20	Agent Created Case: Public Stuff request id: PSID10059296 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1781772 created / updated at Saturday, May 15, 2021 11:32:20 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1781772 created / updated at Saturday, May 15, 2021 11:33:17 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-05-16 6:16:00 AM. Hansen Change in Comments: Comments: This is not within Ranger jurisdiction. Added on 2021-05-16 6:16:38 AM. Agent Finished: Case Closed. Closed date : 2021-05-16 06:19:00.187 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-05-16 6:16:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-05-16 06:19:48.247 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 : 1781772 created / updated at Sunday, May 16, 2021 6:20:03 AM Agent Finished: Case Closed. Closed date : 2021-05-16 06:20:03.057 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101015052864 1156	BUTE ST	V6E 126	app version: 2.31 original address: 1155 Bute St alias: 1155 BUTE ST full: 1156 BUTE ST, VANCOUVER, BC	1. Type of service: Noise Complaint 3. Provide details: loud music at 4 am 5. Park name: bute plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: loud music<p/>PS#: 10111418<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10111418<p/>	S. 22(1)	5/25/21 4:48	5/25/21 5:19	Agent Created Case: Public Stuff request id: PSID10111418 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1785745 created / updated at Tuesday, May 25, 2021 4:48:50 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1785745 created / updated at Tuesday, May 25, 2021 4:49:19 AM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-05-25 5:16:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-25 05:17:16.71 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-05-25 5:16:00 AM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: This is not within Ranger jurisdiction, please contact 311 for further assistance. Added on 2021-05-25 5:17:04 AM. Agent Finished: Case Closed. Closed date : 2021-05-25 05:17:18.873 Back to previous status Closing case after 'Add Event' Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-05-25 05:19:47.41 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 : 1785745 created / updated at Tuesday, May 25, 2021 5:19:56 AM Agent Finished: Case Closed. Closed date : 2021-05-25 05:19:56.933 Back to previous status Closing case after 'Add Event'
Park Facility Maintenance - VanConnect Case REFM	101015223152 1156	BUTE ST	V6E 126	app version: 2.31 original address: 1162 Bute St alias: 1162 BUTE ST full: 1156 BUTE ST, 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. 3. Provide details: Graffiti removal 4. Park name: Bute/Davie north plaza 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 10468041<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10468041<p/>	WestEndBIA No Name (ps)	7/21/21 12:21	7/21/21 12:24	Agent Created Case: Public Stuff request id: PSID10468041 Agent Finished: Case Closed. Closed date : 2021-07-21 12:21:26.713 _default_ Auto case closed from Mapping Application. PSID10468041 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-21 12:24:49.56 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Homeless - Ranger Case	101015223354 1156	BUTE ST	V6E 126	app version: 2.31 original address: 1160 Bute St alias: 1160 BUTE ST full: 1156 BUTE ST, VANCOUVER, BC	1. Type of service: Homeless Issue 6. Provide details: Open drink and drug use. Tent, belongings and a bike 7. Provide number of structures and tents: 1 12. Park name: Bute/Davie plaza 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: Encampments again at the collective market Bute/Davie plaza <p/>PS#: 10468509<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10468509<p/>	WestEndBIA No Name (ps)	7/21/21 13:03	7/27/21 10:06	Agent Created Case: Public Stuff request id: PSID10468509 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1813685 created / updated at Wednesday, July 21, 2021 1:03:44 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1813685 created / updated at Wednesday, July 21, 2021 1:04:48 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 2021-07-21 1:18:38 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-07-22 8:09:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-07-22 8:09:00 AM. Attended by Inspector: 43 - Attended by Inspector. Jul 22/21 - 1156 Bute - Removed crates and debris. Bike was already gone - Crew 502. Resolved on 2021-07-22 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-27 10:00:37.387 Attended by Inspector 43 - Attended by Inspector. Jul 22/21 - 1156 Bute - Removed crates and debris. Bike was already gone - Crew 502. Resolved on 2021-07-22 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-27 10:05:03.413 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 : 1813685 created / updated at Tuesday, July 27, 2021 10:06:08 AM Agent Finished: Case Closed. Closed date : 2021-07-27 10:06:09.177 Back to previous status Closing case after 'Add Event'

Park Facility Maintenance - VanConnect Case REFM	101015362035	1156	BUTE ST	V6E 126	<div>app version: 2.31 original address: 1162 Bute St alias: 1162 BUTE ST full: 1156 BUTE ST, VANCOUVER, BC</div> <div>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. 3. Provide details: No further action required. 4. Park name: Bute/Davie plaza 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: There is still graffiti on both planters. <p/>PS#: 10807504<p/>Click images below to expand<p/><a href=S. 15(1)(i) <p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10807504<p/></div> <div>WestEndBIA No Name (ps)</div>	9/14/21 11:10	9/15/21 2:31	<div>Agent Created Case: Public Stuff request id: PSID10807504 Agent Finished: Case Closed. Closed date : 2021-09-14 11:10:46.863 _default_ Auto case closed from Mapping Application. PSID10807504</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 02:31:37.033 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Park Facility Maintenance - VanConnect Case REFM	101015396278	1156	BUTE ST	V6E 126	<div>app version: 2.31 original address: 1160 Bute St alias: 1160 BUTE ST full: 1156 BUTE ST, VANCOUVER, BC</div> <div>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. 3. Provide details: No further action required. 4. Park name: Multiple requests now submitted for graffiti removal from planters in the plaza Bute/Davie plaza 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 10879990<p/>Click images below to expand<p/><a href=S. 15(1)(i) <p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10879990<p/></div> <div>WestEndBIA No Name (ps)</div>	9/27/21 14:37	9/27/21 14:39	<div>Agent Created Case: Public Stuff request id: PSID10879990 Agent Finished: Case Closed. Closed date : 2021-09-27 14:37:42.507 _default_ Auto case closed from Mapping Application. PSID10879990</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-27 14:39:55.3 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Homeless - Ranger Case	101015514442	1156	BUTE ST	V6E 126	<div>app version: 2.31 original address: 1160 Bute St alias: 1160 BUTE ST full: 1156 BUTE ST, VANCOUVER, BC</div> <div>1. Type of service: Homeless Issue 6. Provide details: Multiple structures, drug dealing, bedding 7. Provide number of structures and tents: 2 12. Park name: Bute/Davie plaza 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#: 11130812<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11130812<p/></div> <div>WestEndBIA No Name (ps)</div>	11/15/21 16:33	11/16/21 6:35	<div>Agent Created Case: Public Stuff request id: PSID11130812 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1867917 created / updated at Monday, November 15, 2021 4:33:46 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1867917 created / updated at Monday, November 15, 2021 4:34:16 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-11-16 6:28:00 AM. Hansen Change in Comments: Comments: Bute/Davie plaza - Redirected to another city department. Added on 2021-11-16 6:28:41 AM. Agent Finished: Case Closed. Closed date : 2021-11-16 06:29:59.237 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-11-16 6:28:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-11-16 06:34:50.387 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 : 1867917 created / updated at Tuesday, November 16, 2021 6:35:09 AM Agent Finished: Case Closed. Closed date : 2021-11-16 06:35:09.343 Back to previous status Closing case after 'Add Event'</div>
Homeless - Ranger Case	101015341270	1162	BUTE ST	V6E 126	<div>app version: 2.31 original address: 1170 Bute St alias: 1170 BUTE ST full: 1162 BUTE ST, VANCOUVER, BC</div> <div>1. Type of service: Homeless Issue 6. Provide details: Group of drug addict set up in the Plaza, same spot all day everyday. Bring all there garbage and junk, so stay all day and all night. They sit around a openly smoke who knows what. They get cleared out , next day they are back. Large overhead canopy makes it a great spot to live when it's raining. The crime and abuse I see every day from these drug addicts is stupid. Older people in my Bldg don't go to Davie any more. It's no long safe day or night as long as these people are able to loiter and buy and sell and use drugs in what used to be the best community in Vancouver. 7. Provide number of structures and tents: 5+ 12. Park name: Jim Diva Plaza 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 Description: Right across from the liquor store on Butte. They're back! Again and again and again. They are homeless and dangerous because they are all drug addicts and can openly do their drugs in the Westend now and there's no one to stop them!!!!!!?<p/>PS#: 10756431<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10756431<p/></div> <div>S. 22(1)</div>	9/6/21 9:35	9/15/21 6:29	<div>Agent Created Case: Public Stuff request id: PSID10756431 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1834979 created / updated at Monday, September 06, 2021 9:35:21 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1834979 created / updated at Monday, September 06, 2021 9:36:11 AM Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 2021-09-06 9:35:54 AM. Hansen Change in Comments: Comments: Sep 7/21 - Referred to J Azeulos. Added on 2021-09-07 7:16:51 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-09-07 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-09-07 12:00:00 AM. Attended by Inspector: 43 - Attended by Inspector. Sep 7/21 - 1162 Bute - Went there @ 8am, no tents or anyone sleeping in the area. Some people were having coffee. Area was clear. - Crew 505. Resolved on 2021-09-07 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-07 14:43:43.01 Attended by Inspector 43 - Attended by Inspector. Sep 7/21 - 1162 Bute - Went there @ 8am, no tents or anyone sleeping in the area. Some people were having coffee. Area was clear. - Crew 505. Resolved on 2021-09-07 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 01:46:10.597 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 : 1834979 created / updated at Wednesday, September 15, 2021 6:29:39 AM Agent Finished: Case Closed. Closed date : 2021-09-15 06:29:39.9 Back to previous status Closing case after 'Add Event'</div>

Homeless - Ranger Case	101015342141	1162	BUTE ST	V6E 126	app version: 2.31 original address: 1170 Bute St alias: 1170 BUTE ST full: 1162 BUTE ST, VANCOUVER, BC	<div>1. Type of service: Homeless Issue</div> <div>2. Provide details: Drug addicts. Just finished my afternoon walk and of course open drug use and camping for days on end everywhere. I've attached a few pics from today?s walk. Not as many as usual. Broken windows , campers , drug addicts in true middle of sidewalks on heroin trips . Nastily mean people totally wasted??? When will the City , Parks Dept and Police do something? I hate where I live ? It overrun by drug addicts !</div> <div>3. Provide number of structures and tents: 2</div> <div>4. Park name: Jim Diva Plaza</div> <div>5. Provide specific location in park: Unknown</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: It won't let me put more than one photographs? I have 5 or 6 pics drug addicts along Davie. Broken window in businesses. The other part of the pic i send is someone completely bent over on a trip in the middle of the side walk.<p/>PS#: 10757690<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/re quest/view/10757690<p/></div>	S. 22(1)	9/6/21 17:05	9/15/21 6:46	<div>Agent Created Case: Public Stuff request id: PSID10757690</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1835140 created / updated at Monday, September 06, 2021 5:05:27 PM</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1835140 created / updated at Monday, September 06, 2021 5:06:22 PM</div> <div>Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-09-06 5:07:00 PM.</div> <div>Hansen Change in Comments: Comments: . Added on 2021-09-06 5:07:05 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-06 17:07:40.653</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. . Resolved on 2021-09-06 5:07:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-15 01:49:21.42</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 : 1835140 created / updated at Wednesday, September 15, 2021 6:46:05 AM</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-15 06:46:06.287</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>
Homeless - Ranger Case	101015392074	1162	BUTE ST	V6E 126	app version: 2.31 original address: 1170 Bute St alias: 1170 BUTE ST full: 1162 BUTE ST, VANCOUVER, BC	<div>1. Type of service: Homeless Issue</div> <div>2. Provide details: Same campers are back again. The city kick them out , as soon as the city leaves they are back again. They have been there for months. The sell , buy and openly use drugs. They also attract a large group of dallies that gather and do drugs. There is a large awning that is good to stay out of the rain. It?s not a camp group for drug addicts, it?s the park that is central to our community.</div> <div>3. Provide number of structures and tents: 2</div> <div>4. Park name: Jim Diva plaza</div> <div>5. Provide specific location in park: Unknown</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Shopping carts, tents , mattresses , bikes and most of all garbage. They are drug dealers and users and are a danger to our neighbourhood and it's residents. I have another photo but wouldn't let me load it.<p/>PS#: 10869445<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/re quest/view/10869445<p/></div>	S. 22(1)	9/25/21 9:54	9/25/21 19:40	<div>Agent Created Case: Public Stuff request id: PSID10869445</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1843996 created / updated at Saturday, September 25, 2021 4:04:55 PM</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1843996 created / updated at Saturday, September 25, 2021 4:05:09 PM</div> <div>Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-09-25 7:33:00 PM.</div> <div>Hansen Change in Comments: Comments: . Added on 2021-09-25 7:33:33 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-25 19:36:01.253</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. . Resolved on 2021-09-25 7:33:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-25 19:39:47.81</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 : 1843996 created / updated at Saturday, September 25, 2021 7:40:02 PM</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-25 19:40:02.837</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>
Homeless - Ranger Case	101015404472	1162	BUTE ST	V6E 126	app version: 2.31 original address: 1170 Bute St alias: 1170 BUTE ST full: 1162 BUTE ST, VANCOUVER, BC	<div>1. Type of service: Homeless Issue</div> <div>2. Provide details: The regular campers are back. The city remove , they come right back. Two tents , bikes and garbage. They have been there for months!!!! During the day all the drugs addicts gather and buy and sell and do drugs publicly. This is one reason crime rates are so high in the Westend. Car breaking , bikes stolen , businesses robbed , window broken. 1170 Bute, Jim Diva Plaza the heart of the Westend community.</div> <div>3. Provide number of structures and tents: 2</div> <div>4. Park name: Jim Diva Plaza</div> <div>5. Provide specific location in park: Unknown</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: No pets , haven't seen weapons but don't get too close. They can be nasty when asked to leave , no camping here! I have so many pictures of the drug addicts of the Westend. They are everywhere!<p/>PS#: 10899525<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/re quest/view/10899525<p/></div>	S. 22(1)	9/30/21 13:26	9/30/21 17:29	<div>Agent Created Case: Public Stuff request id: PSID10899525</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1846342 created / updated at Thursday, September 30, 2021 1:26:32 PM</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1846342 created / updated at Thursday, September 30, 2021 1:27:21 PM</div> <div>Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-09-30 5:24:00 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-30 17:27:00.547</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. . Resolved on 2021-09-30 5:24:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-30 17:29:47.103</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 : 1846342 created / updated at Thursday, September 30, 2021 5:29:51 PM</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-30 17:29:52.857</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>
Homelessness / Urban Issues Case	101015414204	1162	BUTE ST	V6E 126	app version: 2.31 original address: 1147-1682 Bute St alias: 1147-1682 BUTE ST full: 1162 BUTE ST, VANCOUVER, BC	<div>1. (Is this request from VPD?): No</div> <div>2. Type of issue: Tents or structures on street or sidewalk</div> <div>3. Other details: Why can't the city do something about these street /drugs addicts on Bute St plaza across from liquor store!</div> <div>4. There noise</div> <div>5. Provide number of tents and other structures: 2</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 10918708<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/re quest/view/10918708<p/></div>	No Name No Name (ps)	10/4/21 20:12	10/7/21 12:12	<div>Agent Created Case: Public Stuff request id: PSID10918708</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1848155 created / updated at Monday, October 04, 2021 8:12:15 PM</div> <div>Hansen Service Request has been reviewed: Case reviewed on 2021-10-05 12:00:00 AM.</div> <div>Hansen Service Request Assigned: Case was assigned on 2021-10-05 12:00:00 AM.</div> <div>Hansen Change in Comments: Comments: Oct 5/21 - Referred to S McMillan. Added on 2021-10-05 7:17:20 AM.</div> <div>Attended by Inspector: 43 - Attended by Inspector. Oct 6/21 - 1162 Bute - Went to location and asked NPE to leave. They would not go. Waiting for VPD assistance. - Crew 502. Resolved on 2021-10-06 12:00:00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-10-07 12:05:17.57</div> <div>Attended by Inspector</div> <div>43 - Attended by Inspector. Oct 6/21 - 1162 Bute - Went to location and asked NPE to leave. They would not go. Waiting for VPD assistance. - Crew 502. Resolved on 2021-10-06 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-10-07 12:10:15.743</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 : 1848155 created / updated at Thursday, October 07, 2021 12:12:29 PM</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-10-07 12:12:29.85</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>

Film and Special Events Inquiry Case	101015191832	1170		BUTE ST	1162	V6E 1Z6	app version: 3.10 original address: 1170 Bute St, Vancouver, BC, V6E 1Z7	1. Which department is the inquiry for? Special Events Office 2. Provide details - including location if relevant: QMUNTIY, BC's Queer, Trans & Two Spirit Resource Centre, would like to book the Jim Deva Plaza at Davie & Bute for a day of tabling and community outreach. We hope to be there from 10:00am to 4:00pm Saturday August 28th. Our office is located across the street, so the location is very convenient for us. 3. (Don't ask, just record - did caller indicate they want a call back?) Unknown 4. Your name: Jason Hjalmarson 5. Location: 1170 Bute St, Vancouver, BC, V6E 1Z7 6. Contact number: §. 22(1) 7. Email address: engagement@qmunity.ca	Jason Hjalmarson	§. 22(1)	7/9/21 14:44	7/19/21 10:19	Agent Created Case: Public Stuff request id: PSID0 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1808059 created / updated at Friday, July 09, 2021 2:44:37 PM Service Provided: 10 - Service Provided. . Resolved on 2021-07-19 10:18:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-19 10:19:01.663 Service Provided 10 - Service Provided. . Resolved on 2021-07-19 10:18:00 AM.
Street and Sidewalk Retail Use Issue Case	101013985978	1200	1299	BUTE ST			1. Type of request: Complaint 2. Type of issue: Other 3. If Other, provide details: Tables in Jim Deva Plaza 4. Describe details: Caller is upset with activities in Jim Deva Plaza, as there are problems with homeless, drinking, and pests. Caller wants the tables removed to prevent places for problem people to congregate, Caller wants a phone call from the department. 5. (Don't ask just record - Did caller indicate they want a call back?): Yes	Caller has also been in touch with the police and has advised they will go to the media if this is not addressed, as they have video of illegal activities and police involvement.	§. 22(1)	§. 22(1)	5/7/20 20:08	5/8/20 10:13	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Public Plaza's are covered by Viva Vancouver. Please reallocate this to the Viva team. Agent Finished: Case Closed Directed to Another City Department Sent to vivavancouver@vancouver.ca
Abandoned Non-Recyclables Pickup Case	101014018587	1200	1299	BUTE ST			1. Type of garbage: Garbage 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: There are shopping carts of garbage abandoned at Jim Deva Plaza. 5. (Don't ask, just record - did caller indicate they want a call back?): No		§. 22(1)	§. 22(1)	5/20/20 14:00	7/24/20 9:29	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1619610 created / updated at Wednesday, May 20, 2020 2:02:51 PM Hansen an action has been scheduled: On 21/05/2020 6:09:49 AM an action has been scheduled for 21/05/2020 6:09:00 AM. Hansen Service Request has been reviewed: Case reviewed on 21/05/2020 6:09:49 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman . Added on 21/05/2020 6:12:51 AM. Service Provided: 10 - Service Provided. Completed as per AP. Resolved on 23/07/2020 3:01:00 PM. Agent Finished: Case Closed. Closed date : 2020-07-24 09:29:19.65 Service Provided 10 - Service Provided. Completed as per AP. Resolved on 23/07/2020 3:01:00 PM.
Citizen Feedback Case	101014034738	1200	1299	BUTE ST			1. Describe details (who, what, where, when, why): Citizen is calling to complain about the Jim Deva Plaza. Citizen says she saw on the news last night that there was a police incident at the Plaza. Citizen says a tazer was used. Citizen is concerned about the type of people that have been using the Jim Deva Plaza. Citizen says the City should be taking action. Citizen feels the Jim Deva Plaza should be removed. Citizen says she lives in a nice area and she doesn't want that to change. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: West End Community Plan 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:		§. 22(1)	§. 22(1)	5/26/20 12:21	5/26/20 12:35	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Jaspal Marwah & plazas@vancouver.ca
Street Tree Work Request - Urban Forestry Case	101014125978	1200	1299	BUTE ST			1. Type of tree request: Inspect 2. Provide details: There is a tree in the Jim Deva plaza that is adjacent to Mary's restaurant that was damaged by a citizen yesterday. The citizen used a tool to chop large branches and leaves from the tree. Please inspect the health of the tree to ensure that it is safe. The tree hangs over a black bench in this plaza. 3. VPD Incident Number (if available): 5. Neighbourhood: West End 6. Street Tree After Hours Superintendent Area: North 7. Flag for Immediate Action? No 8. Confirm tree location (civic address):		§. 22(1)	§. 22(1)	6/25/20 12:06	6/25/20 14:39	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 : 2020-06-25 14:39:31.483 Accepted by Parks Department and closed VanTree Service Request #: 186456 at 6/25/2020 2:36:55 PM
Abandoned Non-Recyclables Pickup Case	101014240552	1200	1299	BUTE ST			1. Type of garbage: Garbage 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Paper, litter etc left in Jim Deva Plaza. VPD Dispatch reports there may be needles, CSR transferred over to PHS for needles. 5. (Don't ask, just record - did caller indicate they want a call back?): No	Ecomm/VPD Dispatch 2020 **USE THIS PROFILE ONLY**	6042154907		8/4/20 10:07	8/10/20 14:19	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1654890 created / updated at Tuesday, August 04, 2020 10:08:27 AM Hansen Service Request has been reviewed: Case reviewed on 04/08/2020 1:04:03 PM. Hansen an action has been scheduled: On 04/08/2020 1:04:03 PM an action has been scheduled for 04/08/2020 1:04:00 PM. Hansen Change in Comments: Comments: SR forwarded to Foreman.. Added on 04/08/2020 1:17:17 PM. Service Provided: 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-10 14:19:41.333 Service Provided 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12:00:00 AM.
Street and Sidewalk Retail Use Issue Case	101014306003	1200	1299	BUTE ST			1. Type of request: Complaint 2. Type of issue: Street Entertainment (Busking) 3. If Other, provide details: 4. Describe details: There is one person who has been singing at the Jim Deva plaza for the last 3 days. it is incredibly loud and making it difficult for people to work. 5. (Don't ask just record - Did caller indicate they want a call back?): Yes	2020/08/28 14:22:51 ~~~ Linda Noble ~~~ Citizen is calling back to say person is back singing started at 1 pm and is still going at 2:20 pm. He is using an amp, he is very good but is going on too long.
	§. 22(1)	§. 22(1)	8/26/20 14:35	8/31/20 14:34	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Finished: Case Closed. Closed date : 2020-08-31 14:34:48.92 Attended by Inspector Called §. 22(1) and spoke about the issue. She mentioned that the busker wasn't playing today. She has my phone # and knows that a 311 complaint will be followed up on by inspectors.

Citizen Feedback Case	101014312596	1200	1299	BUTE ST	<div>1. Describe details (who, what, where, when, why): Citizen wants to say thank you very much for removing the graffiti that was on the large planter in Jim Deva plaza. Wonderful job!</div> <div>2. Type of feedback: Compliment</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Graffiti</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?): 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)</div>	<div>s. 22(1)</div>	8/28/20 15:33	8/28/20 16:55	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to david.lewis@vancouver.ca	
Citizen Feedback Case	101014315811	1200	1299	BUTE ST	<div>1. Describe details (who, what, where, when, why): The caller states ever since the Jim Deva Plaza was added to this area they have had a increase in homeless encampments and abandoned garbage. She feels if the city is going to clean up the plaza a similar effort should also be placed in the area surrounding the plaza such as the back lane of 1245 Bute st. The issues with homelessness, drug use, and abandoned garbage move to the lane.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Plazas</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: 14315802</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>s. 22(1)</div>	<div>s. 22(1)</div>	8/30/20 17:10	8/30/20 17:30	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-08-30 17:30:30.537 Directed to Another City Department jaspal.marwah@vancouver.ca And CC: plazas@vancouver.ca	
COVID-19 Case	101014330428	1200	1299	BUTE ST	<div>1. Topic: Homelessness</div> <div>2. Type of feedback or inquiry: Complaint</div> <div>3. Provide details: There are 20 to 25 homeless people hanging out in Jim Deva Plaza, in front of the Italian restaurant, across from the hair salon. They are sitting around so that pedestrians have to walk around them and only gives about 1 foot of space between them. Citizen feels this is Covid concern and would like this addressed as soon as possible.</div> <div>4. (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>	9/3/20 17:32	9/3/20 21:20	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-09-03 21:20:35.97 Directed to Another City Department FB emails sent to VPD and jaspal.marwah@vancouver.ca And CC: plazas@vancouver.ca	
Parks Litter Can or Cart Request	101014334168	1200	1299	BUTE ST	<div>1. Request is for: Can</div> <div>2. Type of request: Other</div> <div>3. If Clean-Up, is it: undefined</div> <div>4. If Repair/Replace, is it: undefined</div> <div>5. If Other, provide details: Garbage bin is outside of the metal container</div> <div>6. Describe request in detail: At Jim Deva Plaza, the municipal metal garbage container is locked, however the actual bin is outside of the container. People are throwing garbage into the metal container but there is no bin inside.</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Citizen concerned this will lead to a very large mess.	<div>s. 22(1)</div>	<div>s. 22(1)</div>	9/5/20 11:14	9/9/20 10:20	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1670962 created / updated at Saturday, September 05, 2020 11:18:06 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1670962 created / updated at Saturday, September 05, 2020 11:18:21 AM Service Provided: 10 - Service Provided. Completed. Resolved on 08/09/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-09 10:20:24.523 Service Provided 10 - Service Provided. Completed. Resolved on 08/09/2020 12:00:00 AM.
COVID-19 - Enforcement Request Case	101014335217	1200	1299	BUTE ST	<div>1. Type of violation: Gathering of 50+ people</div> <div>2. Location of violation: City Property - Plaza</div> <div>3. Confirm address (for VanConnect only):</div> <div>4. Provide the date (MM-DD-YYYY) and time (00:00 AM/PM) the violation was observed: 09-05-2020</div> <div>5. If business, provide business name:</div> <div>6. If park or beach, provide park or beach name:</div> <div>7. Provide details: There is 3 piece amplified band playing with a large crowd of people. They have been coming every weekend. There's a large group of 50 people.</div> <div>8. Neighbourhood: UNKNOWN</div> <div>9. Contact number:</div>	2020/09/06 00:05:31 ~ Asha Sharda ~ Another citizen calling in about the plaza. Citizen said the music is annoying and all you can hear is screams and bass music. 
	<div>s. 22(1)</div>	<div>s. 22(1)</div>	9/5/20 23:58	9/6/20 0:17	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Duplicate Request %14335163
PUI Noise Complaint Case	101014335227	1200	1299	BUTE ST	<div>1. Type of noise: Loud music</div> <div>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): A band sets up every evening, complete with drums and amplifier, and plays well past midnight.</div> <div>3. When is it happening? Today will be the 3rd weekend in a row, late evening.</div> <div>4. How often is it happening? Every weekend.</div> <div>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</div> <div>6. Did you speak to the person or company making the noise? No</div> <div>7. If yes, what happened?</div> <div>8. Did you tell the police about your concern? No</div> <div>9. If yes, provide police file number (if known):</div> <div>10. Please verify address of the property (for VanConnect requests only):</div> <div>11. (Don't ask, just record - did caller indicate they want a call back?) No</div>	Band plays at Jim Deva Plaza. Caller states there is no band listed to perform on the plaza's website.	<div>s. 22(1)</div>	<div>s. 22(1)</div>	9/6/20 0:14	9/9/20 8:21	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: No exact address given, the plaza is COV property. Please reallocate to Engineering. Agent Took Ownership of Case: Agent Finished: Case Closed Not a City-provided Service City property, if citizen calls back, advise to contact VPD Non-Emergency

Street and Sidewalk Retail Use Issue Case	101014347097	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: A band sets up every weekend evening in the Jim Deva Plaza, complete with drums and amplifier. The band is not listed as a performer on the Plaza's website and they play well past midnight.</div> <div>5. (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>	9/10/20 10:03	9/15/20 10:56	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed. Closed date : 2020-09-15 10:56:28.8 Acknowledged Inspector will follow up on complaint.</div>	
Street and Sidewalk Retail Use Issue Case	101014393656	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Busking in Jim Deva Plaza every day 6PM - 10PM</div> <div>5. (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>	9/25/20 13:54	9/25/20 14:27	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking)</div> <div>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Busking complaints at 5pm must go to VPD nonEmergency as staff are not working at that time.</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed Not a City-provided Service Left vm advising to contact VPD Non-Emergency</div>	
Street and Sidewalk Retail Use Issue Case	101014396612	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Reported via online chat and the citizen stated: "I need help with a problem that's been happening in my neighborhood with a band that comes and busks/plays really loud live music every Saturday night for 4+ hours. Noise complaints are always being made, but the vpd isn't doing anything. We were told recently that busking is prohibited right now because of Covid....It's been reported before and nothing has happened. But it happens at the Jim Deva plaza and it's not occurring now. They come every Saturday night....It's a residential neighborhood and the noise levels are really really disruptive. It's frustrating that noise complaints are always being made but it doesn't lead to any change...They typically start playing at 5:30 or 6, and will go until 9:30-10</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	<div>2020/10/03 20:42:37 ~ Sonia Lotay ~ Another citizen called to report a band / person playing loud music for the past 2-3 hours on Sat, Oct 3 at the Jim Deva Plaza. He said that this is the second instance. Citizen said he had called VPD non-emergency before but they didn't address the issue and it was brushed off. This is the second instance in the past 3-4 weeks.&#xD;&#xA;2020/09/28 09:33:01 ~ Jimmy Tran ~ MCT will be looking into the case. Quality please leave for now until we gets further updates. &#xD;&#xA;The citizen asked to be contacted back.</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	9/27/20 10:17	10/7/20 12:04	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking)</div> <div>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: After hour complaints need to go VPD non-emergency. City staff do not work Saturday nights...</div> <div>Agent Took Ownership of Case: Agent Finished: Case released Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Reason for reallocation: Case can be closed out by department if they can't attend.</div> <div>Agent Finished: Case Closed. Closed date : 2020-10-07 12:04:24.21 Acknowledged Street Use cannot answer this complaint as there are no staff working at this time and 311 will not reallocate/ forward it to the VPD. All we can do is acknowledge this complaint.</div>
COVID-19 - Enforcement Request Case	101014437292	1200	1299	BUTE ST	<div>1. Type of violation: Gathering of 50+ people</div> <div>2. Location of violation: City Property - Plaza</div> <div>3. Confirm address (for webform only):</div> <div>4. Provide the date (MM-DD-YYYY) and time (00:00 AM/PM) the violation was observed: 10-10-2020 at 6:45pm</div> <div>5. If business, provide business name:</div> <div>6. If park or beach, provide park or beach name:</div> <div>7. Provide details: Citizen is stating he has received 4 complaints in his building regarding the noise at Jim Deva Plaza. Gathering event of 50 or more people. Loud bass music as well.</div> <div>8. Neighbourhood: UNKNOWN</div> <div>9. Contact name:</div> <div>10. Contact number:</div> <div>11. Email address:</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	10/10/20 18:44	10/10/20 20:06	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Parking Enforcement Requests</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688776 created / updated at Saturday, October 10, 2020 6:48:49 PM Alternate Service Provided: 12 - Alternate Service Provided. . Resolved on 10/10/2020 8:04:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-10 20:06:10.493 Alternate Service Provided 12 - Alternate Service Provided. . Resolved on 10/10/2020 8:04:00 PM.</div>	
Citizen Feedback Case	101014437296	1200	1299	BUTE ST	<div>1. Describe details (who, what, where, when, why): Caller would like to see the city play a more active role in patrolling the Jim Deva Plaza. She said the city created the plaza and then has turned a blind eye to patrolling the activities that take place there including the special events and the drug activity. Today there is a planned event which started at 3pm that has a DJ causing a noise disturbance to the residents. Caller said there were posters distributed throughout the block advertising the event which appears to have the BIA support and the event is using COV chairs. Caller believes the city has a responsibility to make the resources available to enforce activities at this plaza and respond to neighbours concerns.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Streets- Plazas and public space program</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?): 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>s. 22(1)</div>	10/10/20 18:49	10/10/20 19:00	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2020-10-10 19:00:14.553 Directed to Another City Department Marwah, Jaspal &lt;jaspal.marwah@vancouver.ca>; Plazas &lt;Plazas@vancouver.ca>;</div>	
COVID-19 - Enforcement Request Case	101014437400	1200	1299	BUTE ST	<div>1. Type of violation: Gathering of 50+ people</div> <div>2. Location of violation: City Property - Street/Sidewalk</div> <div>3. Confirm address (for webform only):</div> <div>4. Provide the date (MM-DD-YYYY) and time (00:00 AM/PM) the violation was observed: 10-10-2020 9:34PM</div> <div>5. If business, provide business name:</div> <div>6. If park or beach, provide park or beach name:</div> <div>7. Provide details: Jim Deva Plaza - A very large group of people having a party in and around the plaza. Caller reports that looking at CCTV, they are damaging his property (Transferred to VPD Non Emergency.</div> <div>8. Neighbourhood: UNKNOWN</div> <div>9. Contact name:</div> <div>10. Contact number:</div> <div>11. Email address:</div>	<div>2020/10/10 22:01:50 ~ Janine Reed ~ PE dispatch has advised they will not be able to attend to this report this evening and are asking VPD to attend. &#xD;&#xA;The caller is Brent, owner of Mary's at s. 22(1)</div>	<div>Hamburger Mary's Diner</div>	10/10/20 21:34	10/11/20 7:06	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Enforcement Requests Requires special attention</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688822 created / updated at Saturday, October 10, 2020 9:44:34 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688822 created / updated at Saturday, October 10, 2020 10:02:34 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 11/10/2020 7:03:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-11 07:06:13.11 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 11/10/2020 7:03:00 AM.</div>	

Abandoned Non-Recyclables Pickup Case	101014447151	1200	1299	BUTE ST	<div>1. Type of garbage: Garbage</div> <div>2. If Other, provide details:</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: A lot of household garbage accumulated at SW corner of Jim Deva Plaza near Pantages Lane. A lot of bags and various debris leftover from a small encampment</div> <div>5. (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>	10/15/20 10:50	10/21/20 12:36	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690515 created / updated at Thursday, October 15, 2020 10:54:29 AM</div> <div>Hansen an action has been scheduled: On 15/10/2020 1:01:22 PM an action has been scheduled for 15/10/2020 1:01:00 PM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 15/10/2020 1:01:22 PM.</div> <div>Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 15/10/2020 1:10:13 PM.</div> <div>Service Provided: 10 - Service Provided. Completed. Resolved on 20/10/2020 12:00:00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-10-21 12:36:19.067</div> <div>Service Provided</div> <div>10 - Service Provided. Completed. Resolved on 20/10/2020 12:00:00 AM.</div>	
Citizen Feedback Case	101014462244	1200	1299	BUTE ST	<div>1. Describe details (who, what, where, when, why): Caller said most of the tables already removed, but 1 table left at Jim Deva Plaza, so has people drinking at it, so would like last table removed to discourage drinking as a recurring problem.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Parks</div> <div>5. Division or Branch Name: Jim Deva Plaza</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?): 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)</div>	<div>S. 22(1)</div>	10/20/20 21:48	10/20/20 21:56	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-10-20 21:56:36.163</div> <div>Directed to Another City Department</div> <div>Marwah, Jaspal &lt;jaspal.marwah@vancouver.ca>; Plazas &lt;Plazas@vancouver.ca></div>	
Abandoned Non-Recyclables Pickup Case	101014632977	1200	1299	BUTE ST	<div>1. Type of garbage: Garbage</div> <div>2. If Other, provide details:</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: There is abandoned garbage at jim deva plaza in the alley.</div> <div>5. (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>	12/16/20 10:47	12/22/20 14:29	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1718682 created / updated at Wednesday, December 16, 2020 10:50:31 AM</div> <div>Hansen an action has been scheduled: On 2020-12-16 1:09:31 PM an action has been scheduled for 2020-12-16 1:09:00 PM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 2020-12-16 1:09:31 PM.</div> <div>Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 2020-12-16 1:15:00 PM.</div> <div>Service Provided: 10 - Service Provided. Completed. Resolved on 2020-12-21 12:00:00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-12-22 14:29:52.44</div> <div>Service Provided</div> <div>10 - Service Provided. Completed. Resolved on 2020-12-21 12:00:00 AM.</div>	
Street and Sidewalk Retail Use Issue Case	101014889037	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Same busker from last year is once again set up at Jim Deva Plaza. He amplifies his voice and is usually present from 1pm to 3pm daily.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div>	<div>2021/03/22 15:06:45 ~~~ Smita Galbraith ~~~ Another citizen reporting busking via online chat: Busker in Jim Deva Plaza. Using loud amplification.about 3 hours per day, usually 12-3pm ish. yeah hes using a microphone plugged into an amp. and the music is a backing track that he sings ove.&#xD;&#xA;</div>	<div>S. 22(1)</div>	<div>S. 22(1)</div>	3/22/21 15:01	3/25/21 15:38	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-03-25 15:38:25.967</div> <div>Acknowledged</div> <div>Inspector will keep an eye out for the busker when in the area.</div>
Street and Sidewalk Retail Use Issue Case	101014914458	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Received via Chat Same busker from last year is once again set up at Jim Deva Plaza. He amplifies his voice and is usually present from 1pm to 3pm daily.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div>	<div>Please reference case 101014889037</div>	<div>S. 22(1)</div>	<div>S. 22(1)</div>	3/31/21 14:59	3/31/21 15:31	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-03-31 15:31:56.423</div> <div>Acknowledged</div> <div>Inspectors have this on their list and will keep an eye out for the busker when in the area.</div>
Street and Sidewalk Retail Use Issue Case	101014947092	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Caller is reporting amplified guitar and vocals from the same individual most every day in this plaza.</div> <div>5. (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>	4/14/21 12:57	4/19/21 9:03	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-04-19 09:03:57.02</div> <div>Acknowledged</div> <div>Street inspectors will keep an eye out when in the area.</div>
Street and Sidewalk Retail Use Issue Case	101014959180	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Busker using very loud voice amplification at Jim Deva Plaza. Citizen said he's there often and he's made multiple reports, but it's still happening. Busker was there still at 11:15AM</div> <div>5. (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>	4/19/21 11:32	4/20/21 12:33	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-04-20 12:33:32.68</div> <div>Acknowledged</div> <div>Street Inspectors will be in the area this week and will keep an eye out for buskers at this location.</div>
Street and Sidewalk Retail Use Issue Case	101014959186	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Caller re-reporting amplified noise such as guitar and vocals at the plaza from a person by the name of Peter.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	<div>Usually on a daily basis for about 1 to 2 hours a day. Related to: 101014947092 (linked).</div>	<div>S. 22(1)</div>	<div>S. 22(1)</div>	4/19/21 11:33	4/20/21 12:45	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-04-20 12:45:33.233</div> <div>Acknowledged</div> <div>Called S. 22(1) back who was unavailable at the time of call. Left a voicemail saying that we have received similar complaints of an individual at this location and will be keeping a lookout for him. Please note in future cases what the time range is that the individual(s) are on site to ensure street inspectors visits coincide with this.</div>
Street and Sidewalk Retail Use Issue Case	101014959260	1200	1299	BUTE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Via Chat: This same person using amplifier and busking is currently back. This issue has been reported numerous times. Previous department note says inspectors will keep eye out when the busker is back in the area. Citizen said he is back at Jim Deva Plaza right now.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>		<div>S. 22(1)</div>	<div>S. 22(1)</div>	4/19/21 11:47	4/20/21 12:38	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities</div> <div>Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-04-20 12:38:15.873</div> <div>Acknowledged</div> <div>Called S. 22(1) back and left a voicemail when the call was not answered. Will be on site this week to see if busker is there. If S. 22(1) calls again please ask for an approximate window of time when busker is there to ensure street inspectors can make a visit when time overlaps with busking.</div>

Citizen Feedback Case	101015122364	1200	1299	BUTE ST	<div>1. Describe details (who, what, where, when, why): The Citizen is upset that at Jim Deva Plaza people are doing crack and shooting up drugs. She is tired of calling VPD. The Plaza was a good idea but the area has been destroyed by the activities of the homeless and drug addicts. There is one person who is famous in the area, he has mental issues and is an addict. He is not touched by VPD, now, there are eight more people hanging around him because they feels safe and most likely exploiting him. This Citizen who is a counsellor gave him a broom and told him to clean up after himself, and he did it! She would like more patrols in Pantages Alley and more police officers. More social workers are needed to interact with the individuals. This is not okay for the community, The children, Elderly and other residents are not being looked after. All the resources are being put towards the marginalized at the expense of everyone else. Businesses are suffering due to human feces and peeing at their store front. The resident has had her vehicle broken into numerous times.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Police Services</div> <div>5. Division or Branch Name: VPD</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div> <div>1. Type of concern: Box/Lid - Broken/Damaged</div> <div>2. If Other, provide details: Small electrical box opened with exposed wires</div> <div>3. If Box/Lid, what is the shape? Rectangular</div> <div>4. Do you have the pole number? No</div> <div>5. If Yes, provide number:</div> <div>6. Describe the issue in detail: VFD called to report that one of the street light poles at Jim Diva Plaza has exposed wires from a small electrical box. South side of the Plaza closer to Pantages Lane</div> <div>7. If Contractor/City Crew calling, gather all information such as Job #, Office Contact, Site Contact (Name & Number), Mailing Address: VFD</div> <div>8. Did you or could you take any photos of the damage? null</div> <div>10. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>This feedback is being sent to Mayor and Council per Citizen's request.</div> <div>s. 22(1)</div> <div>s. 22(1)</div> <div>6/16/21 14:31</div> <div>6/16/21 14:56</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-06-16 14:56:22.407 Directed to Another City Department sent to vpd@vpd.ca</div>
Street and Traffic Light - Utility Damage	101015340566	1200	1299	BUTE ST	<div>1. Type of concern: Box/Lid - Broken/Damaged</div> <div>2. If Other, provide details: Small electrical box opened with exposed wires</div> <div>3. If Box/Lid, what is the shape? Rectangular</div> <div>4. Do you have the pole number? No</div> <div>5. If Yes, provide number:</div> <div>6. Describe the issue in detail: VFD called to report that one of the street light poles at Jim Diva Plaza has exposed wires from a small electrical box. South side of the Plaza closer to Pantages Lane</div> <div>7. If Contractor/City Crew calling, gather all information such as Job #, Office Contact, Site Contact (Name & Number), Mailing Address: VFD</div> <div>8. Did you or could you take any photos of the damage? null</div> <div>10. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>DEPARTMENT, FIRE</div> <div>6042154934</div> <div>9/5/21 13:55</div> <div>9/7/21 15:04</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Street Lighting</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1834826 created / updated at Sunday, September 05, 2021 1:58:14 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1834826 created / updated at Sunday, September 05, 2021 1:59:14 PM Hansen Service Request has been reviewed: Case reviewed on 2021-09-05 2:01:00 PM. Hansen Change in Comments: Comments: DISPATCHED TO ELECTRICAL. Added on 2021-09-05 2:02:08 PM. Service Provided: 10 - Service Provided. See work order # 1336316. Resolved on 2021-09-05 4:45:00 PM. Hansen Work Order Created: Work order 1336316 has been initiated on 2021-09-07 3:00:00 PM. Work Order type is TLgReact. Agent Finished: Case Closed. Closed date : 2021-09-07 15:04:41.0 Service Provided 10 - Service Provided. See work order # 1336316. Resolved on 2021-09-05 4:45:00 PM.</div>
Graffiti Removal - City Property Case	101015397929	1200	1299	BUTE ST	<div>1. Location: City Property</div> <div>2. Property Type: Other</div> <div>3. If Other, provide details: Planters in the Davie/Bute Plaza</div> <div>4. Graffiti type: Tag (1 colour)</div> <div>5. If Other or Unknown, provide details:</div> <div>6. Describe details: Multiple planters in the plaza have been tagged. Several requests have been made to have it removed but still not done.</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>2021/09/28 10:18:26 ~~~ Lisa Mcelheran ~~~ &#xD;&#xA;P5 10879990</div> <div>No Name (ps), WestEndBIA</div> <div>9/28/21 10:09</div> <div>10/4/21 9:46</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Graffiti Management - Goodbye Graffiti Contractor</div> <div>Agent Finished: Case Closed. Closed date : 2021-10-04 09:46:29.887 Service Provided</div>
Mayor and Council Feedback Case	101015469071	1200	1299	BUTE ST	<div>1. Subject: Bute Street road closures</div> <div>2. Describe details (who, what, where, when, why): The citizen stated that he has lived at the location for over 20 years and the last year condition of the neighborhood has gotten worse. With individuals getting drunk, using drugs and partying the area. In that, VPD comes every evening to clear the area (Jim Deva Plaza) and the same individuals come back in the day and afternoon. The citizen stated the location of a liquor store nearby doesn't help and with the road closures near the location, it allows the situation to fester. He stated that the COV needs open traffic to the area to allow vehicles to pass through, which will stop the area from staying an all day party zone.</div> <div>3. Neighbourhood: West End</div> <div>4. Were any other cases or service requests created as a result of this feedback? No</div> <div>5. If Yes, provide case number(s) or other relevant details:</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Council Item: Not Applicable</div> <div>8. Select category: Streets, Sanitation, and Transportation</div> <div>10. Specific area of concern: Jim Deva Plaza</div> <div>11. Author Type: Individual</div> <div>12. Correspondence Type: Original Feedback</div> <div>13. Original Client:</div> <div>14. Original Email address:</div> <div>15. Original address:</div> <div>s. 22(1)</div> <div>s. 22(1)</div> <div>10/27/21 20:54</div> <div>11/2/21 15:07</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2021-11-02 15:07:37.82 Acknowledged</div>

Mayor and Council Feedback Case	101015503674	1200	1299	BUTE ST		<div>1. Subject: Jim Deva Plaza</div> <div>2. Describe details (who, what, where, when, why): Via Chat: Drug addicts still at 1077 Bute St. In Jim Diva plaza. The city put a large planter in the spot .where they camp. It's not large enough. They are now camping even closer to the grocery business next door. They also camp behind the planter. They don't get it , much nicer place then any other they can find. They bring there drugs and craziness. Tons of these addicts hang out in The Plaza all day and night. This is my neighbourhood!!!!!! I'd like to drop off these addicts in Kennedy Stewart's front yard and see how he likes that!!!! Two more stores with broken windows on Davie, this is what these people do at night. Get them out of our neighbourhood Business owners are sleeping in their stores. I Never see the police??????? where is the City, where are the police.</div> <div>3. Neighbourhood: Unknown</div> <div>4. Were any other cases or service requests created as a result of this feedback? No</div> <div>5. If Yes, provide case number(s) or other relevant details:</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>7. Council Item: Not Applicable</div> <div>8. Select category: Housing and Homelessness</div> <div>10. Specific area of concern: Encampments</div> <div>11. Author Type: Individual</div> <div>12. Correspondence Type: Original Feedback</div> <div>13. Original Client:</div> <div>14. Original Email address:</div> <div>15. Original address:</div>	No email provided.	2021 November, Anonymous	11/10/21 15:03	11/10/21 15:14	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback Agent Finished: Case Closed. Closed date : 2021-11-10 15:14:04.42 No Response Required No email provided. Anonymous.	
Street and Sidewalk Retail Use Issue Case	101014185072	1209		BUTE ST	V6E 2A1	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Amplified music, singing and ukelele that is very loud. Person is playing music in Jim Deva Plaza. Ongoing issue at this location.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div>		s. 22(1)	s. 22(1)	7/15/20 16:00	7/20/20 9:40	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Finished: Case Closed. Closed date : 2020-07-20 09:40:15.773 Acknowledged Inspectors will take a look for this person when in the area.
Parks - Ranger Case	101014228609	1209		BUTE ST	V6E 2A1	<div>app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1209 BUTE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Throughout the day and evening groups of vagrants and junkies use the space to loiter, drink, smoke, do drugs and all around make a mess. there are a constant stream of drug deals, people using, traffic being effected, business being effected. I can hear the commotion with my balcony door closed.</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: People vomit, piss, defecate in the lane. Stolen bikes and property are littered about. Public intoxication. Loud Music, shouting, fighting.<p>PS#: 8453333<p><p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/8453333<p></div>	No Name No Name (ps)	7/29/20 20:24	8/3/20 19:09	Agent Created Case: Public Stuff request id: PSID8453333 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1652539 created / updated at Wednesday, July 29, 2020 8:24:42 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1652539 created / updated at Wednesday, July 29, 2020 8:25:12 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 29/07/2020 9:25:00 PM. Hansen Change in Comments: Comments: . Added on 29/07/2020 9:25:23 PM. Agent Finished: Case Closed. Closed date : 2020-07-29 21:25:44.363 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 29/07/2020 9:25:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-03 18:59:45.017 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 : 1652539 created / updated at Monday, August 03, 2020 6:59:53 PM Agent Finished: Case Closed. Closed date : 2020-08-03 18:59:54.457 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 19:04:45.58 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 : 1652539 created / updated at Monday, August 03, 2020 7:04:53 PM Agent Finished: Case Closed. Closed date : 2020-08-03 19:04:54.67	
Abandoned Non-Recyclables Pickup Case	101014249537	1209		BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1209 Bute St alias: 1209 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Garbage</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: garbage ,again, at Jim Deva Plaza</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 8504659<p><p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/8504659<p></div>	No Name No Name (ps)	8/6/20 13:15	8/14/20 19:01	Agent Created Case: Public Stuff request id: PSID8504659 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1656275 created / updated at Thursday, August 06, 2020 1:15:53 PM Hansen an action has been scheduled: On 07/08/2020 6:30:41 AM an action has been scheduled for 07/08/2020 6:30:00 AM. Hansen Service Request has been reviewed: Case reviewed on 07/08/2020 6:30:41 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 12/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-13 13:31:43.197 Service Provided 10 - Service Provided. Completed. Resolved on 12/08/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-14 15:14:32.107 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 : 1656275 created / updated at Friday, August 14, 2020 7:01:34 PM Agent Finished: Case Closed. Closed date : 2020-08-14 19:01:35.877 Back to previous status Closing case after 'Add Event'	

Parks - Ranger Case	101014283626	1209	BUTE ST	V6E 2A1	app version: 2.31 original address: Pantages Ln alias: PANTAGES LN full: 1209 BUTE ST, VANCOUVER, BC	1. Type of service: Noise Complaint	1. Provide details: There is a homeless encampment set up in Pantages Lane behind 1245 Bute street. They leave garbage and mattresses everywhere. They yell and fight and play music loudly with an electric guitar plugged into an amp all night	2. Park name: Jim Deva Plaza	3. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 8583833<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8583833<p/>	No Name No Name (ps)	8/18/20 17:13	8/19/20 9:19	Agent Created Case: Public Stuff request id: PSID8583833 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1662107 created / updated at Tuesday, August 18, 2020 5:13:55 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1662107 created / updated at Tuesday, August 18, 2020 5:14:15 PM Hansen Change in Comments: Comments: Not Park Ranger jurisdiction. . Added on 19/08/2020 9:15:19 AM. Alternate Service Required: 15 - Alternate Service Required. . Resolved on 19/08/2020 9:15:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-19 09:15:44.983 Alternate Service Required 15 - Alternate Service Required. . Resolved on 19/08/2020 9:15:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-19 09:19:49.79 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 : 1662107 created / updated at Wednesday, August 19, 2020 9:19:56 AM Agent Finished: Case Closed. Closed date : 2020-08-19 09:19:57.647 Back to previous status Closing case after 'Add Event'
Abandoned Non-Recyclables Pickup Case	101014295515	1209	BUTE ST	V6E 2A1	app version: 2.31 original address: 1250 Bute St alias: 1250 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC	1. Type of garbage: Garbage	3. (What collection zone is the abandoned garbage located?) Not Applicable	4. Provide details: garbage and toilet usage at SE end of Jim Deva plaza	5. (Don't ask, just record - did caller indicate they want a call back?): No	2020/08/23 20:21:27 ~~~ Sonia Lotay ~~~ Charlotte Taylor S. 22(1) from the West End BIA called to report abandoned homeless items in the Pantages Lane close to Bute St. or behind the Italian restaurant. There are four garbage bags, there is a big wooden crate structure, tent pole and disassembled tent materials. There are no individuals there. &#xD;&#xA;PS#: 8611002<p/>Click images below to expand<p/><a href='S. 15(1)(i)<img src='S. 15(1)(i)<p/><p/>http://www.publicstuff.com/request/view/8611002<p/>	No Name No Name (ps)	8/23/20 11:09	8/28/20 12:35	Agent Created Case: Public Stuff request id: PSID8611002 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1664141 created / updated at Sunday, August 23, 2020 11:09:44 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1664141 created / updated at Sunday, August 23, 2020 8:22:07 PM Service Provided: 10 - Service Provided. Completed. Resolved on 27/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-28 12:32:08.65 Service Provided 10 - Service Provided. Completed. Resolved on 27/08/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-28 12:34:55.3 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 : 1664141 created / updated at Friday, August 28, 2020 12:35:15 PM Agent Finished: Case Closed. Closed date : 2020-08-28 12:35:16.807 Back to previous status Closing case after 'Add Event'
PUI Noise Complaint Case	101014340690	1209	BUTE ST	V6E 2A1	app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1209 BUTE ST, VANCOUVER, BC	. Phone number: 7783027328	1. Type of noise: Other	2. Describe the noise: Noise twice daily from a street performer who uses amplification for both voice and music	3. When is it happening? Twice per day - around noon and 5pm	PS#: 8708428<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8708428<p/>	No Name No Name (ps)	9/8/20 14:10	9/9/20 14:59	Agent Created Case: Public Stuff request id: PSID8708428 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: COV property, please reallocate to Engineering Agent Finished: Reallocated to queue: VanConnect Requires special attention Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-09-09 14:56:00.973 Directed to Another City Department Street activities -101014344963 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-09 14:59:43.717 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Homeless - Ranger Case	101014417579	1209	BUTE ST	V6E 2A1	app version: 2.31 original address: 1209 Bute St alias: 1209 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC	1. Type of service: Homeless Issue	6. Provide details: people with tents and a permanent Camping spot just behind in Pantages lane. &#xD;&#xA;People can be seen in a non sober state and they have been there multiple days. &#xD;&#xA;got aggressive when I tried to take a picture :(7. Provide number of structures and tents: 2	12. Park name: Jim Deva plaza	PS#: 8863544<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8863544<p/>	No Name No Name (ps)	10/3/20 16:44	10/27/20 11:54	Agent Created Case: Public Stuff request id: PSID8863544 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685244 created / updated at Saturday, October 03, 2020 4:44:52 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685244 created / updated at Saturday, October 03, 2020 4:45:17 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to GSCI (Sanitation - St Cleaning Svcs) on 03/10/2020 4:50:31 PM. Hansen an action has been scheduled: On 05/10/2020 6:05:09 AM an action has been scheduled for 05/10/2020 6:05:00 AM. Hansen Service Request has been reviewed: Case reviewed on 05/10/2020 6:05:09 AM. Service Provided: 10 - Service Provided. As per foreman, they have moved on. Resolved on 23/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-27 11:53:18.007 Service Provided 10 - Service Provided. As per foreman, they have moved on. Resolved on 23/10/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-27 11:54:54.903 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Homeless - Ranger Case	101014419117 1209	BUTE ST	V6E 2A1	app version: 2.31 original address: 1209 Bute St alias: 1209 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC	1. Type of service: Homeless Issue 6. Provide details: It's become a common location for people to set up tents and full on sleeping arrangements in Pantages lane on the side of the park. they seem to be consuming alcohol or drugs 7. Provide number of structures and tents: 2 12. Park name: Jim Deva plaza 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 8866222<p>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8866222<p/>	No Name No Name (ps)	10/4/20 23:13	10/9/20 9:05	Agent Created Case: PSID8866222 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685663 created / updated at Sunday, October 04, 2020 11:13:21 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685663 created / updated at Sunday, October 04, 2020 11:14:20 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 05/10/2020 6:29:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-09 09:00:10.03 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 05/10/2020 6:29:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-09 09:04:54.693 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 : 1685663 created / updated at Friday, October 09, 2020 9:05:19 AM Agent Finished: Case Closed. Closed date : 2020-10-09 09:05:19.963 Back to previous status Closing case after 'Add Event'	
Park Facility Maintenance - VanConnect Case REFM	101014420264 1209	BUTE ST	V6E 2A1	app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1209 BUTE ST, 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. 3. Provide details: South end of plaza at Pantages ln 4. Park name: Jim deva plaza 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 8870366<p>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8870366<p/>	S. 22(1)	S. 22(1)	10/5/20 10:58	10/5/20 11:00	Agent Created Case: PSID8870366 Public Stuff request id: PSID8870366 Agent Finished: Case Closed. Closed date : 2020-10-05 10:58:22.193 _default_ Auto case closed from Mapping Application. PSID8870366 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-05 11:00:04.11 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101014422008 1209	BUTE ST	V6E 2A1	app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1209 BUTE ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: graffiti on street and planter. See photo. 6. Graffiti type: OtherorUnknown	2020/10/05 15:08:24 ~~~ Public Stuff ~~~ Public Stuff comment: photo of planter and street graffiti
PS#: 8873046<p>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8873046<p/>	S. 22(1)	S. 22(1)	10/5/20 15:05	10/22/20 7:59	Agent Created Case: PSID8873046 Public Stuff request id: PSID8873046 Agent Finished: Case Closed. Closed date : 2020-10-22 07:59:15.483 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-22 07:59:53.29 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Homeless - Ranger Case	101014455197 1209	BUTE ST	V6E 2A1	app version: 2.31 original address: 1209 Bute St alias: 1209 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC	1. Type of service: Homeless Issue 6. Provide details: people camping with tents one or 2 by Jim Deva plaza on Pantages lane. usually using drugs and sometimes react aggressively 7. Provide number of structures and tents: 1 12. Park name: Jim Deva plaza 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: people camping with tents by Jim Deva plaza on Pantages lane. usually using drugs and sometimes react aggressively<p/>PS#: 8944964<p>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8944964<p/>	No Name No Name (ps)	10/18/20 16:06	10/18/20 23:20	Agent Created Case: PSID8944964 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691946 created / updated at Sunday, October 18, 2020 4:06:10 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1691946 created / updated at Sunday, October 18, 2020 4:06:17 PM Alternate Service Required: 15 - Alternate Service Required. . Resolved on 18/10/2020 11:17:00 PM. Hansen Change in Comments: Comments: . Added on 18/10/2020 11:17:40 PM. Agent Finished: Case Closed. Closed date : 2020-10-18 23:18:15.0 Alternate Service Required 15 - Alternate Service Required. . Resolved on 18/10/2020 11:17:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-18 23:19:49.5 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 : 1691946 created / updated at Sunday, October 18, 2020 11:20:12 PM Agent Finished: Case Closed. Closed date : 2020-10-18 23:20:13.78 Back to previous status Closing case after 'Add Event'	
Homeless - Ranger Case	101014457484 1209	BUTE ST	V6E 2A1	app version: 2.31 original address: 1202 Davie St alias: 1202 DAVIE ST full: 1209 BUTE ST, VANCOUVER, BC	1. Type of service: Homeless Issue 6. Provide details: Encampment, tent, garbage. 7. Provide number of structures and tents: 1 12. Park name: Jim Deva Plaza 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: Jim Deva Plaza. SW corner. <p/>PS#: 8951592<p>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8951592<p/>	No Name No Name (ps)	10/19/20 13:15	10/19/20 13:25	Agent Created Case: PSID8951592 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692322 created / updated at Monday, October 19, 2020 1:15:50 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692322 created / updated at Monday, October 19, 2020 1:16:20 PM No Service Provided: 11 - No Service Provided. . Resolved on 19/10/2020 1:20:00 PM. Hansen Change in Comments: Comments: . Added on 19/10/2020 1:20:49 PM. Agent Finished: Case Closed. Closed date : 2020-10-19 13:21:08.663 No Service Provided 11 - No Service Provided. . Resolved on 19/10/2020 1:20:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-19 13:24:50.673 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 : 1692322 created / updated at Monday, October 19, 2020 1:25:06 PM Agent Finished: Case Closed. Closed date : 2020-10-19 13:25:06.777 Back to previous status Closing case after 'Add Event'	

Abandoned Non-Recyclables Pickup Case	101014777728 1209	BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1209 Bute St alias: 1209 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Garbage</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: garbage and junk in alley behind 1209 Bute / Jim Deva plaza</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 9510164<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9510164<p/></div> <div>No Name No Name (ps)</div>	2/6/21 12:57	3/18/21 8:06	<div>Agent Created Case: Public Stuff request id: PSID9510164 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1740425 created / updated at Saturday, February 06, 2021 12:58:06 PM Hansen an action has been scheduled: On 2021-02-08 6:32:30 AM an action has been scheduled for 2021-02-08 6:32:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-02-08 6:32:30 AM. Service Provided: 10 - Service Provided. SR forwarded to foreman Completed . Resolved on 2021-03-18 7:40:00 AM. Agent Finished: Case Closed. Closed date : 2021-03-18 07:43:20.477 Service Provided 10 - Service Provided. SR forwarded to foreman Completed . Resolved on 2021-03-18 7:40:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-18 07:44:50.49 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 : 1740425 created / updated at Thursday, March 18, 2021 7:46:09 AM Agent Finished: Case Closed. Closed date : 2021-03-18 07:46:10.067 Back to previous status Closing case after 'Add Event'</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-18 07:49:53.58 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 : 1740425 created / updated at Thursday, March 18, 2021 7:51:09 AM Agent Finished: Case Closed. Closed date : 2021-03-18 07:51:09.883 Back to previous status</div>
Parks - Ranger Case	101014866138 1209	BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1157-1219 Bute St alias: 1157-1219 BUTE ST full: 1209 BUTE ST, VANCOUVER, BC</div> <div>1. Type of service: Other</div> <div>3. Provide details: Yet again, out of the 12 people currently in Jim Deva Plaza(not traveling through) I am the only one not smoking, drinking, or passed out. So much for a plaza that city planning staff told me I could bring my grandkids to. Not. A. Chance. Thank you planning department for reducing the quality of life in my neighbourhood.</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 9700973<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9700973<p/></div> <div>No Name No Name (ps)</div>	3/12/21 13:16	3/12/21 13:40	<div>Agent Created Case: Public Stuff request id: PSID9700973 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1753309 created / updated at Friday, March 12, 2021 1:19:51 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1753309 created / updated at Friday, March 12, 2021 1:20:51 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-03-12 1:37:00 PM. Hansen Change in Comments: Comments: Out of jurisdiction. . Added on 2021-03-12 1:37:13 PM. Agent Finished: Case Closed. Closed date : 2021-03-12 13:37:19.6 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-03-12 1:37:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-12 13:39:58.113 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 : 1753309 created / updated at Friday, March 12, 2021 1:40:08 PM Agent Finished: Case Closed. Closed date : 2021-03-12 13:40:09.653 Back to previous status Closing case after 'Add Event'</div>
Park Facility Maintenance - VanConnect Case REFM	101015223337 1209	BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1209 BUTE ST, 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.</div> <div>3. Provide details: No further action required. Graffiti on planters</div> <div>4. Park name: Jim deva plaza</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 10468478<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10468478<p/></div> <div>WestEndBIA No Name (ps)</div>	7/21/21 13:00	7/21/21 13:04	<div>Agent Created Case: Public Stuff request id: PSID10468478 Agent Finished: Case Closed. Closed date : 2021-07-21 13:00:38.547 _default_ Auto case closed from Mapping Application. PSID10468478</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-21 13:04:51.653 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Abandoned Non-Recyclables Pickup Case	101014116555 1216	BUTE ST	V6E 1Z8	<div>app version: 2.31 original address: Pantages Ln alias: PANTAGES LN full: 1216 BUTE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Furniture</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: on pantages lane just beside the jim deva plaza, it is abandoned mattress</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 8194827<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8194827<p/></div> <div>No Name No Name (ps)</div>	6/22/20 20:14	6/24/20 15:05	<div>Agent Created Case: Public Stuff request id: PSID8194827 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1634190 created / updated at Monday, June 22, 2020 8:14:57 PM Hansen Change in Comments: Comments: SR forwarded to foreman. Added on 23/06/2020 6:50:04 AM. Service Provided: 10 - Service Provided. Picked up one mattress. Resolved on 23/06/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-06-24 15:03:35.783 Service Provided 10 - Service Provided. Picked up one mattress. Resolved on 23/06/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-06-24 15:04:58.63 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 : 1634190 created / updated at Wednesday, June 24, 2020 3:05:43 PM Agent Finished: Case Closed. Closed date : 2020-06-24 15:05:44.61 Back to previous status Closing case after 'Add Event'</div>

ZZ OLD - COVID-19 - ViolationParkFacilityCIsreCase	101014171094	1216	BUTE ST	V6E 128	<div>app version: 2.31 original address: 1216 Bute St alias: 1216 BUTE ST full: 1216 BUTE ST, VANCOUVER, BC</div> <div>1. Type of complaint: Other 2. Provide details: local residents have complained about people gathering at the only public table to smoke, sell or deal drugs after 6pm-ish. That is the only public table they have that local residents wish to take it down, and just put separate chairs instead. 3. Park name: Jim Deva Plaza 4. Provide specific location in park: Jim Deva Plaza north west corner</div>	<div>PS#: 8327267<p/>Click images below to expand<p/><a href=<div>S. 15(1)(l)</div>_cimg src=<div>S. 15(1)(l)</div> alt=<div>imageurl' width='300' height='300'><p/>Click images below to expand<p/><a href='http://maps.googleapis.com/maps/api/staticmap?markers=49.281379%2C-123.133468&size=600x300&key=AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature=4aldIUJ2PibFWbF5wzUoyFISE_<div>_k=</div>'><img src='http://maps.googleapis.com/maps/api/staticmap?markers=49.281379%2C-123.133468&size=600x300&key=AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature=4aldIUJ2PibFWbF5wzUoyFISE_<div>_ke' alt='mapurl' width='300' height='300'><p/>http://www.publicstuff.com/req uest/view/8327267<p/></div>	No Name No Name (ps)	7/10/20 20:20	7/10/20 21:19	<div>Agent Created Case: Public Stuff request id: PSID8327267 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1642760 created / updated at Friday, July 10, 2020 8:20:55 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1642760 created / updated at Friday, July 10, 2020 8:21:30 PM Hansen Change in Comments: Comments: Out of jurisdiction.. Added on 10/07/2020 9:12:58 PM. Directed to Another City Department: 20 - Directed to Another City Dept.. Resolved on 10/07/2020 9:12:00 PM. Agent Finished: Case Closed. Closed date : 2020-07-10 21:14:38.93 Directed to Another City Department 20 - Directed to Another City Dept.. Resolved on 10/07/2020 9:12:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-07-10 21:19:49.8 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 : 1642760 created / updated at Friday, July 10, 2020 9:19:56 PM Agent Finished: Case Closed. Closed date : 2020-07-10 21:19:57.72 Back to previous status Closing case after 'Add Event'</div>
Homelessness / Urban Issues Case	1010144376390	1216	BUTE ST	V6E 128	<div>app version: 2.31 original address: Pantages Ln alias: PANTAGES LN full: 1216 BUTE ST, VANCOUVER, BC</div> <div>1. (Is this request from VPD?): No 2. Type of issue: Tents or structures on street or sidewalk 3. Other details: This is a constant problem, with spillover coming from Jim Deva Plaza. It is right next to the entrance to the recycling bins 1245 Bute St. and it represents a safety issue for the residents 5. Provide number of tents and other structures: 1 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 8782740<p/>Click images below to expand<p/><a hrer=<div>S. 15(1)(l)</div>_cimg src=<div>S. 15(1)(l)</div> alt=<div>imageurl' width='300' height='300'><p/>Click images below to expand<p/><a href='http://maps.googleapis.com/maps/api/staticmap?markers=49.281348%2C-123.133842&size=600x300&key=AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature=a1lVlPwCCKs6K1vbXwCAR_P_<div>nss=</div>'><img src='http://maps.googleapis.com/maps/api/staticmap?markers=49.281348%2C-123.133842&size=600x300&key=AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature=a1lVlPwCCKs6K1vbXwCAR_P_<div>nss=' alt='mapurl' width='300' height='300'><p/>http://www.publicstuff.com/req uest/view/8782740<p/></div>	No Name No Name (ps)	9/20/20 18:20	9/22/20 13:58	<div>Agent Created Case: Public Stuff request id: PSID8782740 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1678282 created / updated at Sunday, September 20, 2020 6:20:13 PM Hansen Service Request Assigned: Case was assigned on 21/09/2020 8:11:00 AM. Hansen Service Request has been reviewed: Case reviewed on 21/09/2020 8:11:00 AM. Attended by Inspector: 43 - Attended by Inspector. Sep 21/20 - 1216 Bute - Structure taken down. - Crew 502. Resolved on 21/09/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-22 13:53:23.59 Attended by Inspector 43 - Attended by Inspector. Sep 21/20 - 1216 Bute - Structure taken down. - Crew 502. Resolved on 21/09/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-22 13:55:41.617 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 : 1678282 created / updated at Tuesday, September 22, 2020 1:58:38 PM Agent Finished: Case Closed. Closed date : 2020-09-22 13:58:38.587 Back to previous status Closing case after 'Add Event'</div>
Homelessness / Urban Issues Case	101014432508	1216	BUTE ST	V6E 128	<div>app version: 2.31 original address: Pantages Ln alias: PANTAGES LN full: 1216 BUTE ST, VANCOUVER, BC</div> <div>1. (Is this request from VPD?): No 2. Type of issue: Tents or structures on street or sidewalk 3. Other details: Tent erected with surrounding debris located in Pantages Lane at Bute Street. Close to Jim Deva plaza at Davie/Bute St. Many Street people in this area. 5. Provide number of tents and other structures: 1 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 8894952<p/>Click images below to expand<p/><a href=<div>S. 15(1)(l)</div>_cimg src=<div>S. 15(1)(l)</div> alt=<div>imageurl' width='300' height='300'><p/>Click images below to expand<p/><a href='http://maps.googleapis.com/maps/api/staticmap?markers=49.281229%2C-123.133564&size=600x300&key=AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature=AjelJ53XfYHwGKhGKUmx_RGa_Q=<div>'><img src='http://maps.googleapis.com/maps/api/staticmap?markers=49.281229%2C-123.133564&size=600x300&key=AlzaSyDchlJ_DVw7N-55scsAxDhrf1hK1UYvXic&signature=AjelJ53XfYHwGKhGKUmx_RGa_Q=<div>' alt='mapurl' width='300' height='300'><p/>http://www.publicstuff.com/req uest/view/8894952<p/></div>	No Name No Name (ps)	10/8/20 15:22	10/13/20 15:00	<div>Agent Created Case: Public Stuff request id: PSID8894952 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1687951 created / updated at Thursday, October 08, 2020 3:22:44 PM Hansen Change in Comments: Comments: Oct 9/20 - Referred to S McMillan. Added on 09/10/2020 7:35:36 AM. Hansen Service Request Assigned: Case was assigned on 09/10/2020 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 09/10/2020 12:00:00 AM. Attended by Inspector: 43 - Attended by Inspector. Oct 9/20 - 1216 Bute - 2 NPE moved - Crew 502. Resolved on 09/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-13 14:57:16.76 Attended by Inspector 43 - Attended by Inspector. Oct 9/20 - 1216 Bute - 2 NPE moved - Crew 502. Resolved on 09/10/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-13 14:59:58.3 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 : 1687951 created / updated at Tuesday, October 13, 2020 3:00:47 PM Agent Finished: Case Closed. Closed date : 2020-10-13 15:00:48.42 Back to previous status Closing case after 'Add Event'</div>
COVID-19 - Enforcement Request Case	101014832932	1220	BUTE ST	V6E 128	<div>app version: 2.31 original address: 1220 BUTE ST</div> <div>1. Type of violation: Too many people inside a business 2. Where is the violation occurring: Private Property - Business 3. Confirm address where violation is occurring (including suite number, if applicable): 1220 BUTE ST 4. When was the violation observed: saturday february 27 6. If business is in violation, provide the business name: The Italians restaurant 7. If park or beach, provide name: 8. Provide details regarding the violation: saturday i was in Jim Deva Plaza when i saw the italians crowded by people inside and in the patio without keeping distance and without observing any of Public health rules &#xD;&#xA;j did not make photo because when i tried to make it the owner was in the patio talking with same guest so for sure he was going to see me eventually &#xD;&#xA;Restaurant has camera CCTV so for you is very easy just having a look of what was happening from 05 pm to 9 pm &#xD;&#xA;j available to talk with you about everything but i want to be considered anonymous against the restaurant when you are going to ticket them properly or at least i hope &#xD;&#xA;j will provide you an email address that can contact me but phone number afer you confirm my status of anonymous 10. Your name: <div>S. 22(1)</div> 11. Phone number: 6041234567890 12. Email address: <div>S. 22(1)</div> 99. Attachments 0</div>	<div>S. 22(1)</div>	6041234567890	2/28/21 2:03	3/1/21 11:07	<div>Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</div> <div>Agent Finished: Case released Agent Finished: Case Closed. Closed date : 2021-03-01 11:07:54.317 Assigned Rob Waite&#xD;&#x0D; 88275</div>

Street Tree Work Request - Urban Forestry Case	101014667388 1226	BUTE ST	V6E 1Z8	<div>1. Type of tree request: Other</div> <div>2. Provide details: S. 22(1) reporting foil balloon caught up in tree 10 feet high. Tree is in Jim Deva plaza adjacent to address.</div> <div>3. VPD Incident Number (if available):</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>5. Neighbourhood: West End</div> <div>6. Street Tree After Hours Superintendent Area: North</div> <div>7. Flag for Immediate Action? No</div> <div>8. Confirm Property Address:</div> <div>9. Work Order or Charge Number:</div>	S. 22(1)	S. 22(1)	12/31/20 12:53	1/4/21 8:20	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 : 2021-01-04 08:20:18.787 Accepted by Parks Department and closed VanTree Service Request #: 192364 at 1/4/2021 7:59:06 AM
Abandoned Non-Recyclables Pickup Case	101014429528 1245	BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1245 Bute St alias: 1245 BUTE ST full: 1245 BUTE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Garbage</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: Garbage, again at Jim Deva Plaza.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	PS#: 8504640<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8504640<p/>	No Name No Name (ps)	8/6/20 13:13	8/14/20 19:01	Agent Created Case: Public Staff request id: PSID8504640 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1656272 created / updated at Thursday, August 06, 2020 1:14:03 PM Hansen an action has been scheduled: On 07/08/2020 6:30:41 AM an action has been scheduled for 07/08/2020 6:30:00 AM. Hansen Service Request has been reviewed: Case reviewed on 07/08/2020 6:30:41 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 12/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-13 13:31:47.77 Service Provided 10 - Service Provided. Completed. Resolved on 12/08/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-14 15:14:33.51 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 : 1656272 created / updated at Friday, August 14, 2020 7:01:45 PM Agent Finished: Case Closed. Closed date : 2020-08-14 19:01:46.18 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101014416498 1245	BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1245 Bute St alias: 1245 BUTE ST full: 1245 BUTE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Band playing music. Very loud in a residential neighborhood.</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	PS Description: Live music <p/>PS#: 8861478<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8861478<p/>	No Name No Name (ps)	10/2/20 22:28	10/2/20 22:39	Agent Created Case: Public Staff request id: PSID8861478 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1684970 created / updated at Friday, October 02, 2020 10:28:15 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1684970 created / updated at Friday, October 02, 2020 10:29:20 PM Hansen Change in Comments: Comments: Out of jurisdiction. . Added on 02/10/2020 10:36:10 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 02/10/2020 10:36:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-02 22:39:11.567 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 02/10/2020 10:36:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-02 22:39:46.583 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 : 1684970 created / updated at Friday, October 02, 2020 10:39:51 PM Agent Finished: Case Closed. Closed date : 2020-10-02 22:39:52.34 Back to previous status Closing case after 'Add Event'
Abandoned Non-Recyclables Pickup Case	101014445320 1245	BUTE ST	V6E 2A1	<div>app version: 2.31 original address: 1250 Bute St alias: 1250 BUTE ST full: 1245 BUTE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Garbage</div> <div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div> <div>4. Provide details: Beside Jim Deva Plaza. South west side of Pantages Laneway. Garbage, broken stuff, stripped bike.</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	PS#: 8926465<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8926465<p/>	No Name No Name (ps)	10/14/20 15:05	10/16/20 12:15	Agent Created Case: Public Staff request id: PSID8926465 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690139 created / updated at Wednesday, October 14, 2020 3:05:41 PM Hansen Service Request has been reviewed: Case reviewed on 15/10/2020 6:36:23 AM. Hansen an action has been scheduled: On 15/10/2020 6:36:23 AM an action has been scheduled for 15/10/2020 6:36:00 AM. Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 15/10/2020 6:43:53 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 15/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-16 12:12:09.433 Service Provided 10 - Service Provided. Completed. Resolved on 15/10/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-16 12:14:55.07 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 : 1690139 created / updated at Friday, October 16, 2020 12:15:51 PM Agent Finished: Case Closed. Closed date : 2020-10-16 12:15:53.42 Back to previous status Closing case after 'Add Event'
Street and Sidewalk Retail Use Issue Case	101013981761 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: There is a person who sits on the corner outside of the Cash Money store playing his music. It is quite loud and he is there from about 2pm and sometimes is there until 8-9pm. Citizen has contacted the VPD and they told him to speak with him. He is not going to talk to him but he knows that other residents have. He is just refusing to leave. He used to be located outside of the Jack Pool Plaza but has moved here and been here for a few months now.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	S. 22(1)	S. 22(1)	5/6/20 14:25	5/12/20 8:02	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Finished: Case Closed. Closed date : 2020-05-12 08:02:34.76 Service Provided Inspector noted no busking in the vicinity.

Street and Sidewalk Retail Use Issue Case	101014197670	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Man playing with amp and a mike very loud in the Jim Deva Plaza refuses to turn down the volume speakers keep squeeling. Started at around 12:30 and people are also giving him money.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	2020/07/20 13:57:24 ~ Linda Noble ~ Another citizen calling in about the missing liner and mess.
Citizen lives in the area and is very upset about this said wouldn't be so bad if he would turn down the volume. I could hear it while on the phone with me and speaker kept squelling from bing to loud.	<div>s. 22(1)</div>	<div>s. 22(1)</div>	7/20/20 13:36	7/21/20 8:28	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed. Closed date : 2020-07-21 08:28:39.0 Acknowledged An inspector will keep an eye out for this person when in the area.</div>
Citizen Feedback Case	101014227883	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): Last night, the citizen was walking home and overheard a conversation amongst a group of people near the Jim Deva Plaza. One blond well dressed lady asked the group where they got "those chairs?" The individual said "oh, I took them from the Jim Deva Plaza, do you want me to help get some for you?". The individual then helped carry two chairs away from the plaza for this blond lady.This was around 21:20 last night and the citizen spoke with the VPD but, since she was just passing and did not have photos or a better description she decided to contact the City. She wanted to let the City know that two chairs will be missing and that it might be a good idea to try and bolt them down so others don't go missing as well. She said it is tax payers money that pays for them and would like to see them stay there so our tax dollars are not being spent on purchasing more.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Financial Services</div> <div>5. Division or Branch Name: Street Activities</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?): 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)</div>	<div>s. 22(1)</div>	7/29/20 15:42	7/31/20 13:35	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Streets Activities Incorrect queue</div> <div>Agent Finished: Case Closed. Closed date : 2020-07-31 13:35:40.367 Acknowledged</div>	
Street and Sidewalk Retail Use Issue Case	101014228450	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Citizen reporting a male, in his 30's, 6ft tall with facial hair, brown short hair, 170-180 lbs busking very loudly in Jim Deva Plaza at 6:30 PM on July 29th. He started busking there at 1:00 PM. He is using a microphone and amplified back up instruments that he has on audio. Citizen has complained about this same busker several times.</div> <div>5. (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>	7/29/20 18:31	7/30/20 8:08	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed. Closed date : 2020-07-30 08:08:45.23 Acknowledged Inspectors will keep an eye out for the busker when in the area.</div>	
Citizen Feedback Case	101014228461	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): Citizen is extremely frustrated with what feels like a lack of service when he calls in to report about an ongoing busking problem within the Jim Deva Plaza. Citizen feels that there needs to be staff on later in the evening to help deal with any of these reports since VPD will not attend. Citizen reported a specific incident for July 29th, under Case 14228450. Citizen said it's the same buskers all the time that go to this plaza and they will stay for hours using amplified music and a microphone. Citizen feels that the City needs to do more to respond in a timelier manner to get these buskers to move along and educate them on the rules.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities</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: 14228450</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)</div>	<div>s. 22(1)</div>	7/29/20 18:33	7/29/20 18:45	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2020-07-29 18:45:56.81 Directed to Another City Department Edwards, Scott & scott.edwards@vancouver.ca></div>	
Street and Sidewalk Retail Use Issue Case	101014230281	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Citizen reporting a male, in his 30's busking very loudly at Jim Deva Plaza. He starts busking there at 1:00 PM. He is using a microphone and amplified back up instruments that he has on audio. He says this happens every day.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): Yes</div>	Related to: Street Entertainment (Busking) - Case ref: 101014228450 (full description of busker provided in previous case). Citizen is hoping that a Bylaw Officer can be sent to this area in order to speak to him as soon as possible. Citizen tried to talk to him but had no luck and has complained about him before. Please call citizen back as he is wondering what the process is for these types of complaints.	<div>s. 22(1)</div>	<div>s. 22(1)</div>	7/30/20 12:20	7/31/20 8:47	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking)</div> <div>Agent Finished: Case Closed. Closed date : 2020-07-31 08:47:19.563 Acknowledged Inspectors will keep an eye out for the busker when in the area.</div>
Citizen Feedback Case	101014252163	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): s. 22(1) has lived in the West End for 23 years. She feels that the Jim Deva Plaza is only used by homeless people for drug use and not for the intended purpose - a place for residents and visitors to gather and relax. The plaza and surrounding lanes are always filled with garbage and there are drug users shooting up at all hours. She is afraid to go there after dark though she does have to walk up that way to get any shopping done as she lives on Harwood. She feels the city should do more to clean up the area and put these people using the plaza somewhere safe.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities</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?): 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)</div>	<div>s. 22(1)</div>	8/7/20 10:41	8/7/20 10:59	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed Customer Contact Unsuccessful Sent to Jaspal Marwah & plazas</div>	

Citizen Feedback Case	101014339614 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): Caller wants to voice her concerns about the Jim Deva plaza at Davie and Bute. Currently it is only being used by homeless people to sleep and do drugs in. Caller feels very unsafe and avoids walking through there when she can. Her tenant also feels scared walking through the plaza. Caller feels that if the city does not intend to keep in cleaned and free of drug users then they may as well revert it back to how it was before and just let vehicle traffic through again.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Jim Deva Plaza - Jaspal Marwah</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?): 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)</div>	<div>s. 22(1)</div>	9/8/20 11:46	9/8/20 11:59	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Jaspal Marwah & Plazas
Citizen Feedback Case	101014339653 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): Caller feels the West End is turning into Main and E Hastings. There are so many homeless people there that she feels unsafe in her own neighbourhood. She wonders why the city can't do more to help these people get clean and get the mental healthcare they need to get off the streets. She wonders what her tax dollars are for.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Community Services</div> <div>5. Division or Branch Name: Homelessness Services</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: 101014339614 FB re: Jim Deva Plaza</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)</div>	<div>s. 22(1)</div>	9/8/20 11:52	9/8/20 12:10	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Sent to Homelessness@vancouver.ca
Street and Sidewalk Retail Use Issue Case	101014348391 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: There is a busker that plays everyday at 12:30pm at Jim Deva Plaza, using an amplified microphone. Citizen advised this is disturbing to nearby neighbours.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div> <div>Case created via webchat</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	9/10/20 13:19	9/16/20 9:35	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Finished: Case Closed. Closed date : 2020-09-16 09:35:56.19 Attended by Inspector
Citizen Feedback Case	101014380393 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): Caller is not pleased that the plaza at Davie and Bute is being used for illegal activities and not for it's intended purpose. Caller would like to see the plaza removed and the parking returned as there is not enough police presence to make the plaza feel safe for the tax paying residents in the area.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Streets</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?): 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)</div>	<div>s. 22(1)</div>	9/21/20 20:35	9/21/20 20:47	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to pop-upplazas@vancouver.ca
Citizen Feedback Case	101014430195 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Describe details (who, what, where, when, why): Resident of this area has called numerous times about the encampments in Jim Deva Plaza between Davie and the back lane just off from Bute. There has been a tent pitched at the SW corner for over a week which has now attracted a second structure at the SE corner. There are several individuals in each structure, they urinate in public, do drugs in public, and leave needles laying around. Their belongings and garbage are scattered around their structures, it's become a big mess and seems like it's going to continue to grow in size. Caller is very upset that the City hasn't done anything to remove them despite numerous calls.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Streets</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: 14430183</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)</div>	<div>s. 22(1)</div>	10/8/20 8:38	10/28/20 15:08	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Reallocated to queue: Eng_Streets Operations Incorrect queue Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1687619 created / updated at Thursday, October 08, 2020 8:58:09 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1687619 created / updated at Thursday, October 08, 2020 8:59:14 AM Hansen Change in Comments: Comments: Oct 8/20 - Referred to M Biagini. Added on 08/10/2020 9:57:27 AM. Hansen Service Request Assigned: Case was assigned on 08/10/2020 9:56:00 AM. Hansen Service Request has been reviewed: Case reviewed on 08/10/2020 9:57:00 AM. Service Provided: 10 - Service Provided. Oct 27/20 - This area is patrolled regularly. Went to site this morning. No campers, tents or encampments present - M Biagini. Resolved on 27/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-28 15:08:21.72 Service Provided 10 - Service Provided. Oct 27/20 - This area is patrolled regularly. Went to site this morning. No campers, tents or encampments present - M Biagini. Resolved on 27/10/2020 12:00:00 AM.
Street and Sidewalk Retail Use Issue Case	101014437042 INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Entertainment (Busking)</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Citizen states that there is a group of people here who are playing music very loudly in the Jim Deva Plaza. The music started at 1:30pm and they are still playing. Citizen fears they will be playing in to the evening. They are under a blue tarp with speakers.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div> <div>2020/10/10 18:03:25 ~ Sonia Lotay ~ Citizen called back to follow up on her request. She says she contacted VPD non-emergency and nothing has happened. They would be able to attend when officers are available. The music is being played louder. &#xD;&#xA;</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	10/10/20 15:43	10/13/20 7:56	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Finished: Case Closed. Closed date : 2020-10-13 07:56:08.387 Acknowledged Inspectors will keep an eye out for the buskers when in the area.

Transportation Design General Inquiries Case	101014814823	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of Inquiry Bicycle lanes and public spaces</div> <div>2. Describe Inquiry in detail: The citizen is advocating for the removal of bike lanes around public spaces and mini parks like the Jim Deva Plaza. People are admiring the art and mingling in the public spaces, unfortunately, cyclists are not slowing down and it is causing a dangerous mix. He is requesting a call back.</div> <div>3. (Don't ask, just record - did caller indicate they want a call back?): Yes</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	2/20/21 15:14	5/21/21 14:41	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Transportation Design</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1745380 created / updated at Saturday, February 20, 2021 3:16:40 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1745380 created / updated at Saturday, February 20, 2021 3:17:20 PM Hansen Change in Comments: Comments: Forwarded residents comments to Brian Gould.. Added on 2021-02-23 9:36:45 AM. Hansen Change in Comments: Comments: Sent a follow-up email to Brian Gould. . Added on 2021-03-19 10:54:34 AM. Hansen Change in Comments: Comments: Forwarded resident's comments to Street Activities.. Added on 2021-05-07 5:41:07 PM. No Service Provided: 11 - No Service Provided. . Resolved on 2021-05-21 2:40:00 PM. Agent Finished: Case Closed. Closed date : 2021-05-21 14:41:12.95 No Service Provided 11 - No Service Provided. . Resolved on 2021-05-21 2:40:00 PM.</div>
Animal Concern - Non-Emergency Case	101015099008	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Complaint type: Vicious dog not muzzled</div> <div>2. If Other selected, provide details:</div> <div>3. Animal type: Dog</div> <div>4. If Other selected, provide details:</div> <div>5. Animal colour: Brown / White</div> <div>6. Provide dog breed, if applicable (best guess if unknown): Pitbull Cross</div> <div>7. Dog size: Large</div> <div>8. If animal or human attacked, provide details of injuries, if applicable: 8.a. Was the dog on leash at the time of the attack? 8.b. Is the attacking dog still in the area? undefined</div> <div>9. For all complaint types, describe any safety concerns: Citizen reportin s. 22(1) is out around the Davie Bute Plaza again. She saw him last night and today s. 22(1) who is not muzzled. Dog was again lunging at people and owner appeared drunk. Previous report from s. 22(1) : Case # 101015027664 - Assigned to ACO Supervisor DG 21-234929 - SE</div> <div>10. Is there an animal welfare or cruelty issue? No</div> <div>11. Incident date: 06/08/2021</div> <div>12. Incident time: 3:30pm</div> <div>13. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>14. Property Address:</div> <div>15. Contact name:</div> <div>16. Contact number:</div> <div>17. Contact address:</div> <div>18. Email address:</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	6/8/21 15:41	6/8/21 16:03	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Animal Services Dispatch</div> <div>Agent Finished: Case Closed. Closed date : 2021-06-08 16:03:00.83 Assigned DG 21-247005 ACO Supervisor-an</div>
Street Cleaning & Debris Pickup Case	101015199947	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Is this, blocking or impacting a major road, or a major obstacle in bike lane? No</div> <div>2. Location: Major Road</div> <div>3. Type of debris: Other</div> <div>4. If Other, provide details: Jim Deva Plaza could use a street cleaning. Scattered garbage, bottles on the street between Bute and Davie.</div> <div>5. If Cement Spill, provide Cement Company name and truck number (if known):</div> <div>6. If City Crew calling, provide Department details (City Department name and Crew detail):</div> <div>7. (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>	6/29/21 13:12	7/2/21 11:28	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1803122 created / updated at Tuesday, June 29, 2021 1:17:15 PM Hansen an action has been scheduled: On 2021-06-30 6:35:57 AM an action has been scheduled for 2021-06-30 6:35:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-06-30 6:35:57 AM. Hansen Change in Comments: Comments: SR Forward to Foreman. Added on 2021-06-30 6:38:24 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-06-30 11:27:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-02 11:28:31.19 Service Provided 10 - Service Provided. Completed. Resolved on 2021-06-30 11:27:00 AM.</div>
Pavement Marking - Repair	101015168452	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of marking: Cross Walk</div> <div>2. If Other, provide details:</div> <div>3. If known, what are the marking colour(s?): Multi-colours - Jim Deva Plaza</div> <div>4. Provide location and placement of the markings: It is the crosswalk 1100 block Davie St.</div> <div>5. Condition of the markings: Other</div> <div>6. If Missing, were there markings there previously? undefined</div> <div>7. If Other, provide details: Related to case 101015167290 July 1, 2021 - citizen was carrying a can of paint when it accidently spilled while crossing the road.</div> <div>8. Is the roadway newly resurfaced or paved? No</div> <div>9. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>BCLS #094 Bute Street</div>	<div>6046604569</div>	7/2/21 9:32	7/2/21 10:52	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Traffic Operations</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1804335 created / updated at Friday, July 02, 2021 9:38:47 AM Hansen Service Request has been reviewed: Case reviewed on 2021-07-02 9:46:00 AM. Hansen Work Order Created: Work order 1316815 has been initiated on 2021-07-02 9:46:00 AM. Work Order type is TRMMarking. Temporary Patch - Final Repair Scheduled: 40 - Temp - Final Repair Scheduled. "Traffic Ops road marking season is generally May to October. Request has been reviewed by Traffic Ops supervisor and final repair will be scheduled in the future based on branch priorities. See work order." . Resolved on 2021-07-02 10:50:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-02 10:52:31.147 Temporary Patch - Final Repair Scheduled 40 - Temp - Final Repair Scheduled. "Traffic Ops road marking season is generally May to October. Request has been reviewed by Traffic Ops supervisor and final repair will be scheduled in the future based on branch priorities. See work order." . Resolved on 2021-07-02 10:50:00 AM.</div>
PUI Noise Complaint Case	101015391693	INTERSECTION	BUTE ST	DAVIE ST	<div>1. Type of noise: Loud music</div> <div>2. Describe the noise and who is making it (e.g. person or company name, garbage or recycling truck number, container bin number): Caller said loud music from Jim Deva plaza, no event found on COV website. I advised to contact VPD.</div> <div>3. When is it happening? 7pm</div> <div>4. How often is it happening? today</div> <div>5. If noise is from mechanical equipment (e.g. air conditioner, fan, vent), where is it located on the property?</div> <div>6. Did you speak to the person or company making the noise? No</div> <div>7. If yes, what happened?</div> <div>8. Did you tell the police about your concern? No</div> <div>9. If yes, provide police file number (if known):</div> <div>10. Please verify address of the property (for VanConnect requests only):</div> <div>11. (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>	9/24/21 19:21	9/28/21 8:54	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections</div> <div>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: please re-allocate to VPD for loud music noise from street performers</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed Alternate Service Required VPD</div>

Citizen Feedback Case	101014755610	0	CAMBIE BRIDGE		<div>1. Describe details (who, what, where, when, why): The following feedback came through vanconnect: " Pop up Plaza under Cambie Street Bridge People are riding their skateboards on the tables/furniture that the city has put out under the bridge. The noise echoes of the buildings and bridge structure. I can hear the noise even when the windows of my apartment are closed. Having to listen to this annoying sound in addition to the traffic noise in the area is becoming insufferable. Can the furniture be removed? Or a sign added asking that the area not be used after 9:00 p.m. in consideration of the neighbours? It's almost 10:30 pm and the noise can still be heard. Thank you for your time. PS#: 9470415"</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop - Up Plazas: pop-upplazas@vancouver.ca</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>	No Name (ps), No Name	1/30/21 9:16	1/30/21 9:22	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-01-30 09:22:37.353 Alternate Service Provided sent to pop-upplazas@vancouver.ca		
Citizen Feedback Case	101015091355	0	CAMBIE BRIDGE		<div>1. Describe details (who, what, where, when, why): Citizen said there are ongoing issues with garbage and litter at the pop up plaza along the walkway underneath the Cambie Street bridge, between W 1st Avenue and W 2nd Avenue. A separate case was submitted for loose litter on City property under Case 15091353, but citizen also wants the Department to be aware that this is an ongoing issue. There are garbage cans in the area, but people that are using this plaza are still making a mess. Citizen also mentioned that there was a large chalkboard that had been hung on one of the bridge pillars, that has since been pulled off and is leaning up against on of the pillars. Citizen suspects it was being used at one time as shelter by a homeless person. She said the chalkboard will need to be re-installed.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Pop Up Plazas pop-upplazas@vancouver.ca</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: 15091353</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)</div> <div>s. 22(1)</div>	6/6/21 11:43	6/6/21 16:04	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Sent to pop up plazas		
Illegal Dumping Report Case	101015324669	3286	CAMBIE ST	V5Z 2W4	<div>1. Type of material: Other</div> <div>2. If Other, provide details: business waste and pink gowns</div> <div>3. Did you witness the garbage being dumped: Yes</div> <div>4. If Yes, provide details: An employee that relayed information to Rania witnessed staff from this spa dumping their business waste into the city bins that are meant for the plaza. These bins are on the north side of W 17th Ave between Cambie St and the alley. They also were seen dumping their waste and some pink gowns into the blue residential bins on the alley side of this plaza. This has been going on for quite some time and only recently was it finally witnessed. Rania would like a call back.</div> <div>5. Do you know where the garbage came from? Yes</div> <div>6. If Yes, provide details: From 3286 Cambie St (Dragon Massage Spa)</div> <div>7. Location of garbage: Alley/Lane</div> <div>8. Caller has been informed that an Inspector may contact them to fill out a witness statement. Yes</div> <div>9. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>9. Name (for VanConnect requests only):</div> <div>10. Phone number or email address (for VanConnect requests only):</div>	Please phone Rania with the Cambie BIA a <div>s. 22(1)</div>	BIA - CAMBIE VILLAGE BUSINESS ASSOCIATION	<div>s. 22(1)</div>	8/30/21 10:21	9/29/21 9:18	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Solid Waste Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1831971 created / updated at Monday, August 30, 2021 10:27:33 AM Hansen Service Request has been reviewed: Case reviewed on 2021-08-31 7:35:00 AM. Attended by Inspector: 43 - Attended by Inspector. Resolved on 2021-08-31 09:46:00 AM Agent Finished: Case Closed. Closed date : 2021-09-29 09:18:02.637 Attended by Inspector 43 - Attended by Inspector. Resolved on 2021-08-31 09:46:00 AM
PUI Graffiti on Private Property Complaint Case	101015195536	3305	CAMBIE ST	V5Z 2W6	<div>app version: 2.31 original address: Cambie St & W 17th Ave alias: CAMBIE ST & W 17TH AVE full: 3305 CAMBIE ST, VANCOUVER, BC</div> <div>1. Provide details: at w.17th plaza portapotty</div> <div>2. Is the graffiti on a mural? No</div> <div>4. Is the graffiti offensive? No</div> <div>6. Please verify address of the property: at alley</div>	<div>PS#: 10401936<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10401936<p/></div>	No Name No Name (ps)	7/12/21 6:06	7/13/21 14:34	Agent Created Case: Public Stuff request id: PSID10401936 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please refer to Engineering, see photo Agent Finished: Reallocated to queue: VanConnect Incorrect Queue Allocation Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-13 14:33:41.763 Directed to Another City Department recreated as graf case city property 101015201401 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-13 14:34:58.747 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Graffiti Removal - City Property Case	101015201401	3305	CAMBIE ST	V5Z 2W6	<div>1. Location: City Property</div> <div>2. Property Type: Other</div> <div>3. If Other, provide details: Porta Potty rented by COV for Pop up Plaza at Cambie St & W 17th Ave</div> <div>4. Graffiti type: Tag (1 colour)</div> <div>5. If Other or Unknown, provide details:</div> <div>6. Describe details: Report via Vanconnect PSID: 10401936 photo link: <div>s. 15(1)(l)</div> one tag in black and one in silver</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2021 July, Anonymous	7/13/21 14:31	7/14/21 8:36	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Graffiti Management - Goodbye Graffiti Contractor Agent Finished: Case Closed. Closed date : 2021-07-14 08:36:12.34 Directed to Non-City Agency		

Graffiti Removal - City Property Case	101015074768 3378	CAMBIE ST	V5Z 2W5	<div>app version: 2.31 original address: 3382 Cambie St alias: 3382 CAMBIE ST full: 3378 CAMBIE ST, VANCOUVER, BC</div> <div>1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: The concrete blocks at the pop up plaza have all been defaced. 6. Graffiti type: OtherorUnknown</div>	<div>2021/06/28 06:31:36 ~ Public Stuff ~ Public Stuff comment by §. 22(1) This has been completed. VanConnect is pretty bad at closing the loop on stuff. between what gets punted to 311, what gets deleted because somebody else reported it and examples like this where it was done weeks ago it's very rare that issues reported are resolved.&#xD;&#xA;PS#: 10148442<p/>Click images below to expand<p/><a href=§. 15(1)(i) §. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10148442<p/></div>	§. 22(1)	§. 22(1)	6/1/21 7:23	6/28/21 10:59	<div>Agent Created Case: Public Stuff request id: PSID10148442 Agent Finished: Case Closed. Closed date : 2021-06-28 10:58:47.657 Service Provided</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-28 10:59:50.1 Open311 Feedback Send Complete Status and Resolution Comment to P5 case</div>
Litter Report Case	101015199598 3381	CAMBIE ST	V5Z 2W6	<div>app version: 2.31 original address: 3399 Cambie St alias: 3399 CAMBIE ST full: 3381 CAMBIE ST, VANCOUVER, BC</div> <div>1. Type of litter: Minor Litter (e.g. one piece candy wrapper, newspaper, etc) 2. If other: JJ Bean napkin litter in the Plaza next to their location attracting crows 3. Location of litter: Street 4. Provide details: 18th Street Piazza at Cambie. needs clean up</div>	<div>PS#: 10413216<p/>Click images below to expand<p/><a href=§. 15(1)(i) §. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10413216<p/></div>	No Name No Name (ps)		7/13/21 9:23	7/13/21 9:30	<div>Agent Created Case: Public Stuff request id: PSID10413216 Agent Finished: Case Closed. Closed date : 2021-07-13 09:23:07.917 ZZZ Litter Report Auto case closed from Mapping Application. PSID10413216</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 0 created / updated at Tuesday, July 13, 2021 9:23:10 AM Agent Finished: Case Closed. Closed date : 2021-07-13 09:23:10.957 Back to previous status Closing case after 'Add Event'</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 0 created / updated at Tuesday, July 13, 2021 9:23:25 AM Agent Finished: Case Closed. Closed date : 2021-07-13 09:23:25.797 Back to previous status Closing case after 'Add Event'</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 0 created / updated at Tuesday, July 13, 2021 9:23:35 AM Agent Finished: Case Closed. Closed date : 2021-07-13 09:23:36.11 Back to previous status Closing case after 'Add Event'</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-13 09:29:55.213 Open311 Feedback Send Complete Status and Resolution Comment to P5 case</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 0 created / updated at Tuesday, July 13, 2021 9:30:01 AM Agent Finished: Case Closed. Closed date : 2021-07-13 09:30:01.547</div>
Street Litter Can Cleanup Case	101015345409 3381	CAMBIE ST	V5Z 2W6	<div>app version: 2.31 original address: 18th & Cambie Plaza alias: 18TH & CAMBIE PLAZA full: 3381 CAMBIE ST, VANCOUVER, BC</div> <div>1. Type of litter can issue: Overflowing 2. Describe issue: to be emptied 4. Is this an overflowing outdoor ashtray? No 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 10766313<p/>Click images below to expand<p/><a href=§. 15(1)(i) §. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10766313<p/></div>	§. 22(1)	§. 22(1)	9/7/21 17:42	9/15/21 7:34	<div>Agent Created Case: Public Stuff request id: PSID10766313 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1835688 created / updated at Tuesday, September 07, 2021 5:42:21 PM Hansen an action has been scheduled: On 2021-09-08 6:43:02 AM an action has been scheduled for 2021-09-08 6:42:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-09-08 6:43:02 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-09-08 6:44:58 AM. Service Provided: 10 - Service Provided. complete. Resolved on 2021-09-08 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-09 08:46:41.7 Service Provided 10 - Service Provided. complete. Resolved on 2021-09-08 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 02:00:09.033 Open311 Feedback Send Complete Status and Resolution Comment to P5 case</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1835688 created / updated at Wednesday, September 15, 2021 7:34:51 AM Agent Finished: Case Closed. Closed date : 2021-09-15 07:34:52.013 Back to previous status Closing case after 'Add Event'</div>
Street Cleaning & Debris Pickup Case	101015402137 3381	CAMBIE ST	V5Z 2W6	<div>app version: 2.31 original address: 3399 Cambie St alias: 3399 CAMBIE ST full: 3381 CAMBIE ST, VANCOUVER, BC</div> <div>2. Location: Other 3. Type of debris: Soil 4. Describe issue and location in detail: NOT SOIL &#xD;&#xA;Fallen leaves have fallen into bike lane at Cambie Plaza. Becoming slick, slipping hazard to both pedestrians 11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PS#: 10892767<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10892767<p/></div>	§. 22(1)	§. 22(1)	9/29/21 13:03	10/12/21 11:54	<div>Agent Created Case: Public Stuff request id: PSID10892767 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1845922 created / updated at Wednesday, September 29, 2021 1:04:06 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1845922 created / updated at Wednesday, September 29, 2021 1:04:20 PM Hansen Service Request has been reviewed: Case reviewed on 2021-09-29 1:12:17 PM. Hansen an action has been scheduled: On 2021-09-29 1:12:17 PM an action has been scheduled for 2021-09-29 1:12:00 PM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-09-29 1:19:57 PM. Service Provided: 10 - Service Provided. Completed.. Resolved on 2021-10-08 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-12 11:50:16.107 Service Provided 10 - Service Provided. Completed.. Resolved on 2021-10-08 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-12 11:54:52.077 Open311 Feedback Send Complete Status and Resolution Comment to P5 case</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1845922 created / updated at Tuesday, October 12, 2021 11:54:55 AM Agent Finished: Case Closed. Closed date : 2021-10-12 11:54:56.623 Back to previous status Closing case after 'Add Event'</div>

Street Cleaning & Debris Pickup Case	101015412590 3381	CAMBIE ST	V5Z 2W6	<div>app version: 2.31 original address: 3381 Cambie St alias: 3381 CAMBIE ST full: 3381 CAMBIE ST, VANCOUVER, BC</div> <div>2. Location: Residential Street</div> <div>3. Type of debris: Soil</div> <div>4. Describe issue and location in detail: fallen leaves on city road at Cambie Plaza</div> <div>11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PSR: 10916662<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10916662<p/></div> <div>§. 22(1)</div> <div>§. 22(1)</div>	10/4/21 13:04	10/12/21 12:02	<div>Agent Created Case: Public Stuff request id: PSID10916662 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1847916 created / updated at Monday, October 04, 2021 1:05:12 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-10-05 6:28:51 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-10-05 6:27:33 AM. Hansen an action has been scheduled: On 2021-10-05 6:27:33 AM an action has been scheduled for 2021-10-05 6:27:00 AM. Service Provided: 10 - Service Provided. Completed.. Resolved on 2021-10-08 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-12 11:55:15.05 Service Provided 10 - Service Provided. Completed.. Resolved on 2021-10-08 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-12 12:00:10.28 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 : 1847916 created / updated at Tuesday, October 12, 2021 12:02:01 PM Agent Finished: Case Closed. Closed date : 2021-10-12 12:02:02.32 Back to previous status Closing case after 'Add Event'</div>
Sign - Repair	101014290843 3401	CAMBIE ST	V5Z 2W7	<div>app version: 2.31 original address: 3401 Cambie St alias: 3401 CAMBIE ST full: 3401 CAMBIE ST, VANCOUVER, BC</div> <div>1. Sign proximity: Other</div> <div>3. Type of sign: Other - Non-Emergency</div> <div>4. Provide details: On city provided barriers in the Cambie & 18th Plaza, between TD bank and Jj bean</div> <div>5. Condition of sign: Graffiti on Front of Sign - Paint</div>	<div>PSR: 8603004<p/>Click images below to expand<p/>§. 15(1)(i)§. 15(1)(i)<alt="imageurl" width="300" height="300"><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8603004<p/></div> <div>No Name No Name (ps)</div>	8/21/20 9:33	8/21/20 9:55	<div>Agent Created Case: Public Stuff request id: PSID8603004 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1663313 created / updated at Friday, August 21, 2020 9:33:50 AM Hansen Service Request has been reviewed: Case reviewed on 21/08/2020 9:47:00 AM. Duplicate Request: 30 - Duplicate Request. Duplicate request. Existing work order #1198682 has been updated with new request information. Crew will make repairs based on priority and complexity of the problem. Resolved on 21/08/2020 9:50:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-21 09:51:48.427 Duplicate Request 30 - Duplicate Request. Duplicate request. Existing work order #1198682 has been updated with new request information. Crew will make repairs based on priority and complexity of the problem. Resolved on 21/08/2020 9:50:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-21 09:54:57.103 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 : 1663313 created / updated at Friday, August 21, 2020 9:55:02 AM Agent Finished: Case Closed. Closed date : 2020-08-21 09:55:03.837 Back to previous status Closing case after 'Add Event'</div>
Sign - Repair	101014290851 3401	CAMBIE ST	V5Z 2W7	<div>app version: 2.31 original address: 3401 Cambie St alias: 3401 CAMBIE ST full: 3401 CAMBIE ST, VANCOUVER, BC</div> <div>1. Sign proximity: Other</div> <div>3. Type of sign: Other - Non-Emergency</div> <div>4. Provide details: On city provided barriers in the Cambie & 18th Plaza, between TD bank and Jj bean</div> <div>5. Condition of sign: Graffiti on Front of Sign - Paint</div>	<div>PSR: 8603015<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8603015<p/></div> <div>No Name No Name (ps)</div>	8/21/20 9:34	8/21/20 10:00	<div>Agent Created Case: Public Stuff request id: PSID8603015 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1663314 created / updated at Friday, August 21, 2020 9:34:40 AM Duplicate Request: 30 - Duplicate Request. Duplicate request. Existing work order #1192682 has been updated with new request information. Crew will make repairs based on priority and complexity of the problem. Resolved on 21/08/2020 9:54:00 AM. Hansen Service Request has been reviewed: Case reviewed on 21/08/2020 9:53:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-21 09:54:45.343 Duplicate Request 30 - Duplicate Request. Duplicate request. Existing work order #1192682 has been updated with new request information. Crew will make repairs based on priority and complexity of the problem. Resolved on 21/08/2020 9:54:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-21 09:59:53.323 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 : 1663314 created / updated at Friday, August 21, 2020 10:00:08 AM Agent Finished: Case Closed. Closed date : 2020-08-21 10:00:09.23 Back to previous status Closing case after 'Add Event'</div>
Street Cleaning & Debris Pickup Case	101015368679 3401	CAMBIE ST	V5Z 2W7	<div>app version: 2.31 original address: 3401 Cambie St alias: 3401 CAMBIE ST full: 3401 CAMBIE ST, VANCOUVER, BC</div> <div>2. Location: Other</div> <div>3. Type of debris: Soil</div> <div>4. Describe issue and location in detail: leaf accumulated under tables and chairs in plaza</div> <div>11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PSR: 10821445<p/>Click images below to expand<p/>§. 15(1)(i)§. 15(1)(i)<alt="imageurl" width="300" height="300"><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/re quest/view/10821445<p/></div> <div>§. 22(1)</div>	9/16/21 11:02	9/21/21 8:45	<div>Agent Created Case: Public Stuff request id: PSID10821445 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1839791 created / updated at Thursday, September 16, 2021 11:02:49 AM Hansen an action has been scheduled: On 2021-09-16 1:14:01 PM an action has been scheduled for 2021-09-16 1:13:00 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-09-16 1:14:01 PM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-09-16 1:19:15 PM. Directed to Another City Department: 20 - Directed to Another City Dept. Forwarded to Parks Board.. Resolved on 2021-09-20 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-21 08:32:48.847 Directed to Another City Department 20 - Directed to Another City Dept. Forwarded to Parks Board.. Resolved on 2021-09-20 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-21 08:44:57.67 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 : 1839791 created / updated at Tuesday, September 21, 2021 8:45:05 AM Agent Finished: Case Closed. Closed date : 2021-09-21 08:45:05.87 Back to previous status Closing case after 'Add Event'</div>

Citizen Feedback Case	101014121435	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): §. 22(1) would like to submit a complaint about the Pop-Up Plaza that will close off Cambie St from W 17th to W 18th Ave. He manages one of the buildings within this block. §. 22(1) has not received any information regarding the closure of this street and is unhappy with the decision the City has made to do this. The tenants are concerned they will not be able to pay rent or afford the property taxes. §. 22(1) would like to speak with a department specialist about this closure.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities, Pop-Up Plazas</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div> <div>Advised citizen of the email pop-upplazas@vancouver.ca but he would like feedback sent through 3-1-1 as well.</div> <div>§. 22(1)</div> <div>§. 22(1)</div> <div>6/24/20 10:22</div> <div>6/24/20 10:39</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed to pop-upplazas@vancouver.ca</div>
Streets - General Issues	101014184321	INTERSECTION	CAMBIE ST	W 18TH AV	<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details: Describe the issue in detail: Via Social Media: The great wooden furniture has disappeared from the pop-up plaza at 18th and Cambie. Hope it wasn't stolen. @vpsn @CityofVancouver</div> <div>4. Is this request due to Motor Vehicle Accident? No</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div> <div>2020/07/15 13:41:27 ~~~ Jackson Hargrove ~~~ &#xDJ&#xA;</div> <div>Twitter_ §. 22(1)</div> <div>7/15/20 13:40</div> <div>7/16/20 7:56</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1644955 created / updated at Wednesday, July 15, 2020 1:41:06 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1644955 created / updated at Wednesday, July 15, 2020 1:42:41 PM Directed to Another City Department: 20 - Directed to Another City Dept. Jul 16/20 - This is not something Street Ops can assist with. Emailed 311 to refer to appropriate department. Jul 16/20 - Referred to 311. Resolved on 16/07/2020 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 16/07/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-07-16 07:56:12.663 Directed to Another City Department 20 - Directed to Another City Dept. Jul 16/20 - This is not something Street Ops can assist with. Emailed 311 to refer to appropriate department. Jul 16/20 - Referred to 311. Resolved on 16/07/2020 12:00:00 AM.</div>
Street and Sidewalk Retail Use Issue Case	101014275138	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Other</div> <div>3. If Other, provide details: Pop up Plaza</div> <div>4. Describe details: Citizen cut his hand while sitting down at one of the wooden tables located at the Pop Up Plaza on W 17th Ave and Cambie St.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div> <div>2020 August, Anonymous</div> <div>8/15/20 13:30</div> <div>8/18/20 8:14</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please send this complaint to Lisa Parker who's group looks after public plaza's. Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-08-18 08:14:03.32 Directed to Another City Department</div>
Citizen Feedback Case	101014339210	INTERSECTION	CAMBIE ST	W 18TH AV	<div>1. Describe details (who, what, where, when, why): Caller would like to express her full support and gratitude for the pop-up plazas that are on Cambie/W 17th and Cambie/W 18th. She thinks this is a great idea as it allows residents in the area to support local businesses and go out for fresh air while maintaining social distancing.</div> <div>2. Type of feedback: Compliment</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Streets</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div> <div>§. 22(1)</div> <div>§. 22(1)</div> <div>9/8/20 10:59</div> <div>9/8/20 11:12</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed pop-upplazas@vancouver.ca</div>
Street Cleaning & Debris Pickup Case	101014391006	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Is this causing a safety or traffic hazard? No</div> <div>2. Location type: Residential Street</div> <div>3. Type of debris: Other</div> <div>4. If Other, provide details: excess leaves in curb lane of the W 18th and Cambie plaza is causing a safety hazard as per caller.</div> <div>5. If Cement Spill, provide Cement Company name and truck number (if known):</div> <div>6. Is this a result of a Motor Vehicle Accident? No</div> <div>7. If Yes, did you witness the accident? undefined</div> <div>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/VFD incident # (if known):</div> <div>9. If City Crew calling, provide Department details (City Department name and Crew detail):</div> <div>10. Provide SAP#Hansen# for City Crew request:</div> <div>11. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>BIA - CAMBIE VILLAGE BUSINESS ASSOCIATION</div> <div>§. 22(1)</div> <div>9/24/20 16:33</div> <div>9/25/20 13:47</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1680631 created / updated at Thursday, September 24, 2020 4:39:18 PM Hansen Service Request has been reviewed: Case reviewed on 25/09/2020 6:24:00 AM. Hansen an action has been scheduled: On 25/09/2020 6:24:00 AM an action has been scheduled for 25/09/2020 6:23:00 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 25/09/2020 6:35:00 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 24/09/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-25 13:47:23.14 Service Provided 10 - Service Provided. Completed. Resolved on 24/09/2020 12:00:00 AM.</div>
Streets - General Issues	101014426671	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Type of Inquiry: Other - Emergency</div> <div>2. If Other, provide details:</div> <div>3. Describe the issue in detail: 2 orange barricades on the east end of the city pop-up plaza are missing. The plaza is at the corner of W 17th Ave. & Cambie St.</div> <div>4. Is this request due to Motor Vehicle Accident? No</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div> <div>BIA Contact: Rania §. 22(1)</div> <div>BIA - CAMBIE VILLAGE BUSINESS ASSOCIATION</div> <div>§. 22(1)</div> <div>10/6/20 20:55</div> <div>10/7/20 15:06</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1686899 created / updated at Tuesday, October 06, 2020 8:57:03 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1686899 created / updated at Tuesday, October 06, 2020 8:57:26 PM Hansen Service Request has been reviewed: Case reviewed on 06/10/2020 9:10:00 PM. Hansen Change in Comments: Comments: Dispatched to Emergency Truck/Christina - 604-306-4456 on 06-Oct-20 @ 21:05. LPR. Added on 06/10/2020 9:12:04 PM. Service Provided: 10 - Service Provided. Oct 6/20 - W 17 and Cambie - Barricades missing from East end of plaza. Barriers out of place, put back in their spot. - Sanitation Emergency Crew Log Sheet. Resolved on 06/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-07 15:06:10.01 Service Provided 10 - Service Provided. Oct 6/20 - W 17 and Cambie - Barricades missing from East end of plaza. Barriers out of place, put back in their spot. - Sanitation Emergency Crew Log Sheet. Resolved on 06/10/2020 12:00:00 AM.</div>

Citizen Feedback Case	101014941626	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): Inquiry via chat: s. 22(1) lives right in front of the pop up plaza at Cambie and W 17th which was recently removed and due to be installed again per this link: https://shapeyourcity.ca/pop-up-plazas/news_feed/nine-pop-up-plazas-extended There is no sign of it re-erecting and he is wondering when it will happen. Please email citizen back to advise. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop up plazas - pop-upplazas@vancouver.ca 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:</div> <div>The closest description found via Planit is for Cambie and W 18th, but citizen says this is not s. 22(1) the same plaza. https://review.vancouver.ca/streets-transportation/cambie-and-18th-pavement-to-plaza.aspx</div> <div>4/12/21 15:454/12/21 16:40</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-04-12 16:40:17.113 Directed to Another City Department Sent by email to: pop-upplazas@vancouver.ca</div>
Graffiti Removal - City Property Case	101015053076	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Location: City Property 2. Property Type: Other 3. If Other, provide details: Concrete barricade for Alchol plaza eastside of Cambie 4. Graffiti type: Tag (1 colour) 5. If Other or Unknown, provide details: 6. Describe details: Black scribbles 7. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>BIA - CAMBIE VILLAGE BUSINESS ASSOCIATIONs. 22(1)</div> <div>5/25/21 8:287/8/21 9:47</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Graffiti Management - Goodbye Graffiti Contractor Agent Finished: Case Closed. Closed date : 2021-07-08 09:47:53.29 Service Provided</div>
Citizen Feedback Case	101015195064	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): Call received as an escalation to Duty Supervisor at 3-1-1. Citizen originally called to express his appreciation for the new pop up plaza at Leg N boot square at 17th and Cambie Street, however he noted that more people are frequently sitting on the benches and smoking. He lives in the area. He called in to confirm the regulations of smoking, and was advised per the smoking health bylaw, this pop up plaza is not regulated for smoking. He would like to discuss further and receive a call back please. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities - Pop up plazas 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:</div> <div>s. 22(1)s. 22(1)</div> <div>7/11/21 15:567/11/21 16:00</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2021-07-11 16:00:59.39 Directed to Another City Department Emailed to pop-upplazas@vancouver.ca</div>
Parks and Recreation Feedback Case	101015267953	INTERSECTION	CAMBIE ST	W 18TH AV	<div>app version: 3.10 original address: Cambie St and 18th 1. Type of request: Lost and Found Inquiry 4. Please specify the park name, facility, site or service: 18th & Cambie Plaza 5. Address: Cambie St and 18th 6. Provide details: Red cloth shoulder bag containing a brown wallet and a pink steel water bottle 7. Would you like a response: Yes 12. Your name: s. 22(1) 13. Contact number: s. 22(1) 14. Email address: s. 22(1) 99. Attachments 0</div> <div>s. 22(1)s. 22(1)</div> <div>8/7/21 11:088/10/21 12:33</div> <div>Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: PRB - Parks and Recreation Feedback Case Re-Assigning to Work Queue Agent Finished: Case Closed. Closed date : 2021-08-10 12:33:11.12 Alternate Service Required Sent to Mary Ma</div>
Citizen Feedback Case	101015286195	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): Citizen loves the pop-up plaza at Cambie and 17th - she feels it brings a really positive energy to the neighbourhood. It looks nice and creates a welcoming environment. It also slows down traffic which is good. 2. Type of feedback: Compliment 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop-Up Plazas 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:</div> <div>s. 22(1)s. 22(1)</div> <div>8/13/21 15:318/13/21 15:37</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department sent to pop-upplazas@vancouver.ca</div>
Street Litter Can Cleanup Case	101015288345	INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Type of issue: Overflowing 2. Describe issue in detail: On the Cambie Plazas on city property. The carts are part of the BIA cambie village. 3. Is the litter can model type: Enclosure? No 4. Is this an overflowing outdoor ashtray? No 5. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>BIA - CAMBIE VILLAGE BUSINESS ASSOCIATIONs. 22(1)</div> <div>8/15/21 8:308/18/21 14:27</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1825428 created / updated at Sunday, August 15, 2021 8:34:06 AM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-16 6:39:55 AM. Hansen an action has been scheduled: On 2021-08-16 6:35:03 AM an action has been scheduled for 2021-08-16 6:34:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-08-16 6:35:03 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-08-17 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-18 14:27:23.84 Service Provided 10 - Service Provided. Completed. Resolved on 2021-08-17 12:00:00 AM.</div>

Street Litter Can Cleanup Case	101015323731 INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Type of issue: Overflowing</div> <div>2. Describe issue in detail: On the Cambie Plazas on city property. The carts are part of the BIA cambie village.</div> <div>3. Is the litter can model type: Enclosure? No</div> <div>4. Is this an overflowing outdoor ashtray? No</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	BIA - CAMBIE VILLAGE BUSINESS ASSOCIATION	S. 22(1)	8/29/21 18:30	8/31/21 10:46	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1831765 created / updated at Sunday, August 29, 2021 6:31:10 PM</div> <div>Hansen an action has been scheduled: On 2021-08-30 6:18:09 AM an action has been scheduled for 2021-08-30 6:18:00 AM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 2021-08-30 6:18:09 AM.</div> <div>Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-30 6:22:42 AM.</div> <div>Service Provided: 10 - Service Provided . Resolved on 2021-08-31 10:45:00 AM.</div> <div>Hansen Change in Comments: Comments: Completed. Added on 2021-08-31 10:45:37 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-08-31 10:46:24.923</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 2021-08-31 10:45:00 AM.</div>	
Street Litter Can Cleanup Case	101015323733 INTERSECTION	CAMBIE ST	W 18TH AV	<div>1. Type of issue: Overflowing</div> <div>2. Describe issue in detail: On the Cambie Plazas on city property. The carts are part of the BIA cambie village.</div> <div>3. Is the litter can model type: Enclosure? No</div> <div>4. Is this an overflowing outdoor ashtray? No</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Not picked up overnight.	BIA - CAMBIE VILLAGE BUSINESS ASSOCIATION	S. 22(1)	8/29/21 18:31	8/31/21 10:51	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1831766 created / updated at Sunday, August 29, 2021 6:32:25 PM</div> <div>Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-30 6:22:42 AM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 2021-08-30 6:18:09 AM.</div> <div>Hansen an action has been scheduled: On 2021-08-30 6:18:09 AM an action has been scheduled for 2021-08-30 6:18:00 AM.</div> <div>Service Provided: 10 - Service Provided . Resolved on 2021-08-31 10:45:00 AM.</div> <div>Hansen Change in Comments: Comments: Completed. Added on 2021-08-31 10:45:37 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-08-31 10:51:23.933</div> <div>Service Provided</div> <div>10 - Service Provided. . Resolved on 2021-08-31 10:45:00 AM.</div>
Citizen Feedback Case	101015400287 INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): Citizen was at the 17th and Cambie pop-up plaza (named 18th & Cambie plaza). She just had dinner and drinks. The bathroom wasn't open. She says that the bathroom should be open until 9 pm and until Oct 31. She said it is the City's responsibility to open it.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Arts, Culture, and Community Services</div> <div>5. Division or Branch Name: pop-upplaza@vancouver.ca</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	2021 September, Anonymous		9/28/21 17:25	9/28/21 18:54	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-28 18:54:49.04</div> <div>Directed to Another City Department</div> <div>FB email sent to pop-upplaza@vancouver.ca</div>	
Citizen Feedback Case	101015400513 INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): Citizen was at the 17th and Cambie pop-up plaza (named 18th & Cambie plaza). She just had dinner and drinks. The bathroom wasn't open. She says that the bathroom should be open until 9 pm and until Oct 31. She said it is the City's responsibility to open it.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop Up Plazas pop-upplaza@vancouver.ca</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	2021 September, Anonymous		9/28/21 19:23	9/28/21 19:39	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case released</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-28 19:39:23.07</div> <div>Directed to Another City Department</div> <div>sent to pop-upplazas@vancouver.ca</div>	
Citizen Feedback Case	101015417948 INTERSECTION	CAMBIE ST	W 17TH AV	<div>1. Describe details (who, what, where, when, why): The following feedback came through social media: "Pop-up patio on east side of 17th & Cambie backs onto alley intersection where none of the 4 corners have cutouts. I often see someone with a walker or baby buggy struggle to mount curb. Temp plywood curb ramp in patio area would help! @CambieVillageBA @CityofVancouver #Vancouver " Tweet: https://twitter.com S. 22(1)</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: pop-upplazas@vancouver.ca</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>	Twitter, S. 22(1)		10/6/21 10:12	10/6/21 10:38	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-10-06 10:38:28.903</div> <div>Directed to Another City Department</div> <div>sent to pop-upplazas@vancouver.ca</div>	

Citizen Feedback Case	101014407565 200	CARRALL ST	V6B 2J1	<div>1. Describe details (who, what, where, when, why): Citizen is concerned about a man who is being paid to use a leaf blower to clean out the plaza he is very aggressive towards people. s. 22(1) He feels this is wrong and should not be using a leaf blower. He wants this to stop. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities Lisa Parker pop-upplazas@vancouver.ca 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?): Unknown 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	s. 22(1)	s. 22(1)	9/30/20 11:23	9/30/20 12:17	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to pop-upplazas@vancouver.ca
COVID-19 - Enforcement Request Case	101014544729 INTERSECTION	CARRALL ST	POWELL ST	<div>app version: 2.31 original address: Powell and carrall 1. Type of violation: Other 2. Where is the violation occurring: City Property - Plaza 3. Confirm address where violation is occurring: Powell and carrall 4. When was the violation observed: 11pm 5. If business is in violation, provide the business name: Blarney stone pub 6. If park or beach, provide name: 7. Provide details regarding the violation: 50+ drunk people in front of the Blarney Stone at 11pm, no masks nothing at all, another group of 10 near Local, a party bus with 10+ people inside operated by Charter Groove 9. Your name: 10. Phone number: s. 22(1) 11. Email address: 99. Attachments 0</div>	No Name No Name (ps)	s. 22(1)	11/13/20 23:04	11/14/20 16:02	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Enforcement Requests Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1703604 created / updated at Friday, November 13, 2020 11:08:15 PM Service Provided: 10 - Service Provided. . Resolved on 2020-11-14 3:58:00 PM. Agent Finished: Case Closed. Closed date : 2020-11-14 16:02:37.627 Service Provided 10 - Service Provided. . Resolved on 2020-11-14 3:58:00 PM.
Abandoned Non-Recyclables Pickup Case	101014799064 INTERSECTION	CARRALL ST	POWELL ST	<div>1. Type of garbage: Garbage 2. If Other, provide details: Large pile of random garbage in the pop up plaza at Maple Tree Square. 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Large pile of random garbage in the pop up plaza at Maple Tree Square. 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s. 22(1)	s. 22(1)	2/15/21 11:28	2/18/21 10:36	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1743386 created / updated at Monday, February 15, 2021 11:29:31 AM Hansen an action has been scheduled: On 2021-02-16 6:33:04 AM an action has been scheduled for 2021-02-16 6:33:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-02-16 6:33:04 AM. Hansen Change in Comments: Comments: SR forwarded to foreman. Added on 2021-02-16 6:48:15 AM. Service Provided: 10 - Service Provided. Completed . Resolved on 2021-02-17 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-02-18 10:36:47.36 Service Provided 10 - Service Provided. Completed . Resolved on 2021-02-17 12:00:00 AM.
Parks - Ranger Case	101015306120 1404	COMMERCIAL DRIVE	VSL 3X9	<div>app version: 2.31 original address: 1404 Commercial Dr alias: 1404 COMMERCIAL DR full: 1404 COMMERCIAL DR, VANCOUVER, BC 1. Type of service: Noise Complaint 3. Provide details: There is a band playing in the plaza at an absurd volume. 5. Park name: Kitchener Plaza on Commercial 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown PS Description: Shit rock music at an absurd volume at 1:30 in the afternoon? I'm two blocks away and I can hear it with my windows closed and doors shut. <p/>PS#: 10672804<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10672804<p/></div>	s. 22(1)		8/22/21 13:44	8/22/21 13:49	Agent Created Case: Public Stuff request id: PSID10672804 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1828562 created / updated at Sunday, August 22, 2021 1:45:23 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1828562 created / updated at Sunday, August 22, 2021 1:46:18 PM Hansen Change in Comments: Comments: . Added on 2021-08-22 1:48:38 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-08-22 1:48:00 PM. Agent Finished: Case Closed. Closed date : 2021-08-22 13:49:23.513 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-08-22 1:48:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-22 13:49:47.47 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 : 1828562 created / updated at Sunday, August 22, 2021 1:49:53 PM Agent Finished: Case Closed. Closed date : 2021-08-22 13:49:54.46 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101015306101 s. 22(1)	s. 22(1)	s. 22(1)	<div>app version: 2.31 original address: 1701-1737 Grant St alias: 1701-1737 GRANT ST full: s. 22(1) VANCOUVER, BC 1. Type of service: Noise Complaint 3. Provide details: See above. 5. Park name: Grant Pop-up Plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown PS Description: The live music from here has usually been mere background noise and hasn't been an issue but it is literally shaking the windows on my house over on Graveley street today. Happy to have the plaza and some music but this is way too loud. <p/>PS#: 10672770<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10672770<p/></div>	No Name No Name (ps)		8/22/21 13:31	8/22/21 13:35	Agent Created Case: Public Stuff request id: PSID10672770 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1828557 created / updated at Sunday, August 22, 2021 1:32:07 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1828557 created / updated at Sunday, August 22, 2021 1:32:22 PM Hansen Change in Comments: Comments: . Added on 2021-08-22 1:33:51 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-08-22 1:33:00 PM. Agent Finished: Case Closed. Closed date : 2021-08-22 13:34:23.99 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-08-22 1:33:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-22 13:34:48.25 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 : 1828557 created / updated at Sunday, August 22, 2021 1:35:02 PM Agent Finished: Case Closed. Closed date : 2021-08-22 13:35:02.68 Back to previous status Closing case after 'Add Event'

Special Events Office Complaint Case	101015306302 1510	COMMERCIAL DRIVE	V5L 3Y2	<div>1. Reason for complaint: Noise</div> <div>2. If Other selected, provide details:</div> <div>3. Provide details: Sopra Sotta Restaurant using city property and reserved and sectioned it off with security. They took a piece of the street out here and placed a pop up plaza and today there's a restaurant Sopra Sotto using this space preventing the general public from using it. Seemed sanctioned by the city. Citizen said there's a stage there and music you can hear for 6 blocks. Music started before noon and is ongoing after 3:45pm. They even have policeman keeping you out if you haven't paid. Citizen said they should not be renting out city space to restaurants so they can exclude everyone else. Noise is an issue. They have a band there. You should not be forced to buy a plate of pasta to use the pop up plaza space. Citizen said this should not have been allowed to have this event take place on city property.</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>5. Complaint address:</div> <div>6. Contact name:</div> <div>7. Contact number:</div> <div>8. Email address:</div>	Citizen would like a follow up call regarding this.	<div>s. 22(1)</div>	<div>s. 22(1)</div>	8/22/21 15:44	8/23/21 13:01	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Film Special Events</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1828599 created / updated at Sunday, August 22, 2021 3:49:46 PM Service Provided: 10 - Service Provided. Called and spoke with <div>s. 22(1)</div> Appreciate his feedback regarding the events sound levels, pop up plaza location, lack of parking with the plaza in place, event was thought of as just an extension to the restaurant and not an Italian Day event. I have relayed his feedback with the event organizer. . Resolved on 2021-08-23 12:57:00 PM. Agent Finished: Case Closed. Closed date : 2021-08-23 13:01:23.713 Service Provided 10 - Service Provided. Called and spoke with <div>s. 22(1)</div> Appreciate his feedback regarding the events sound levels, pop-up plaza location, lack of parking with the plaza in place, event was thought of as just an extension to the restaurant and not an Italian Day event. I have relayed his feedback with the event organizer. . Resolved on 2021-08-23 12:57:00 PM.</div>
Citizen Feedback Case	101015306310 1510	COMMERCIAL DRIVE	V5L 3Y2	<div>1. Describe details (who, what, where, when, why): General comments: Citizen is not happy with pop up plazas and no public consultation. Citizen said the people in the neighbourhood need the street space to get around with a vehicle and citizen feels that residents of Vancouver need vehicles to get around. Even the fire department has issues getting around the city. Citizen said trying to get rid of a car is a fallacy. How the pop up plaza is being used today Sunday Aug 22nd: Sopra Sotta Restaurants - Citizen said there's a stage there and music you can hear for 6 blocks. They even have policeman keeping you out if you haven't paid. Citizen said they should not be renting out city space to restaurants so they can exclude everyone else. Noise is also an issue. They have a band there. You should not be forced to buy a plate of pasta to use the pop up plaza space. Citizen said this should not have been allowed to have this event take place on city property.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: pop-upplazas@vancouver.ca</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: Special Events case 15306302</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>	Unsure whether or not Special Events sanctioned area of pop up plaza to be reserved for patrons and people who paid for the restaurant event or if pop-up plaza sanctioned this. Feedback for pop up plaza is also being created as it's happening in that space.	<div>s. 22(1)</div>	<div>s. 22(1)</div>	8/22/21 15:52	8/22/21 17:01	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-22 17:01:01.447 Directed to Another City Department Sent to pop-upplazas@vancouver.ca</div>
COVID-19 Case	101015315849 INTERSECTION	COMMERCIAL DRIVE	GRANT ST	<div>1. Topic: Other</div> <div>2. Type of feedback or inquiry: Opinion</div> <div>3. Provide details: Caller wanted to let us know that he loves the idea of the pop up plazas and wanted to let the City know they are a great idea!</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): No</div>	2021 August, Anonymous			8/25/21 19:59	8/25/21 20:25	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2021-08-25 20:25:26.4 Directed to Another City Department Pop-up Plazas &lt;pop-upplazas@vancouver.ca>;</div>
Mayor and Council Feedback Case	101015011462 <div>s. 22(1)</div>	<div>s. 22(1)</div>	<div>s. 22(1)</div>	<div>app version: 3.10 original address: <div>s. 22(1)</div></div> <div>s. 22(1)</div> <div>1. Subject: POP UP PLAZA</div> <div>2. Describe details (who, what, where, when, why): Mayor and Council, I am writing to complain about a city initiative called pop-up plazas. As I write this a group of drunks are at the pop-up plaza at the Neighbourhood Energy Utility under the South end of the Cambie Street Bridge. It is past midnight. I have filled out the survey twice now and reported these regular late night parties to police several times. Naturally the police do nothing. I don't blame them really they have bigger fish to fry. But why create this nightmare for me and my neighbours? The entire neighbourhood feels unsafe now. Before it went in I felt safe walking the dog under the bridge, even with the tents of the homeless so often pitched there. But now, with the booze and the people shouting, I am very uncomfortable. I would like to know when this plaza will be popped down. Sincerely <div>s. 22(1)</div></div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood:</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council Item:</div> <div>9. Select category:</div> <div>11. Specific area of concern:</div> <div>12. Author Type:</div> <div>13. Correspondence Type:</div> <div>14. Original Client: <div>s. 22(1)</div></div> <div>15. Original Email address: <div>s. 22(1)</div></div> <div>16. Original address: <div>s. 22(1)</div></div>		<div>s. 22(1)</div>	<div>s. 22(1)</div>	5/9/21 0:19	5/10/21 13:02	<div>Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-10 09:00:07.38 Duplicate Request</div> <div>Case Reopened: Remove categories Agent Finished: Case Closed. Closed date : 2021-05-10 13:02:53.813 Duplicate Request</div>

Mayor and Council Feedback Case	101015011463	S. 22(1)	S. 22(1)	S. 22(1)	app version: 3.10 original address: S. 22(1) S. 22(1)	1. Subject: POP UP PLAZA 2. Describe details (who, what, where, when, why): Mayor and Council, I am writing to complain about a city initiative called pop-up plazas. As I write this a group of drunks are at the pop-up plaza at the Neighbourhood Energy Utility under the South end of the Cambie Street Bridge. It is past midnight. I have filled out the survey twice now and reported these regular late night parties to police several times. Naturally the police do nothing. I don't blame them really they have bigger fish to fry. But why create this nightmare for me and my neighbours? The entire neighbourhood feels unsafe now. Before it went in I felt safe walking the dog under the bridge, even with the tents of the homeless so often pitched there. But now, with the booze and the people shouting, I am very uncomfortable. I would like to know when this plaza will be popped down. Sincerely S. 22(1) 3. Department: Mayor and Council 4. Neighbourhood: Fairview 5. Were any other cases or service requests created as a result of this feedback? No 6. If Yes, provide case number(s) or other relevant details: 7. (Don't ask, just record - did caller indicate they want a call back?): Yes 8. Council Item: Not Applicable 9. Select category: Streets, Sanitation, and Transportation 11. Specific area of concern: Pop-up Plazas 12. Author Type: Individual 13. Correspondence Type: Original Feedback 14. Original Client: S. 22(1) 15. Original Email address: S. 22(1) 16. Original address: S. 22(1)					
Abandoned Non-Recyclables Pickup Case	101014248652	1181	DAVIE ST	V6E 1N2	app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC	1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Table, suitcase, plants, and LOTS of junk abandoned on the south east corner of Jim Diva Plaza. The couple who left it have a history of camping in this area. The clean team did not clean up the plaza today. Please remove this mess ASAP! 5. (Don't ask, just record - did caller indicate they want a call back?): No	PS#: 8502991<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8502991<p/>	No Name No Name (ps)	8/6/20 10:52	8/14/20 18:36	Agent Created Case: Public Stuff request id: PSID8502991 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1656152 created / updated at Thursday, August 06, 2020 10:52:33 AM Hansen Service Request has been reviewed: Case reviewed on 06/08/2020 1:03:22 PM. Hansen an action has been scheduled: On 06/08/2020 1:03:22 PM an action has been scheduled for 06/08/2020 1:03:00 PM. Hansen Change in Comments: Comments: SR forwarded to Foreman.. Added on 06/08/2020 1:11:37 PM. Service Provided: 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-10 13:58:38.037 Service Provided 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-14 15:09:55.487 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 : 1656152 created / updated at Friday, August 14, 2020 6:36:17 PM Agent Finished: Case Closed. Closed date : 2020-08-14 18:36:18.147 Back to previous status Closing case after 'Add Event'
Abandoned Non-Recyclables Pickup Case	101014248673	1181	DAVIE ST	V6E 1N2	app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC	1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Table, suitcase, stuff hanging from pole and storage unit and LOTS of junk on south east corner of Jim Deva Plaza. Please remove it ASAP. 5. (Don't ask, just record - did caller indicate they want a call back?): No	PS#: 8503024<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8503024<p/>	No Name No Name (ps)	8/6/20 10:54	8/14/20 18:35	Agent Created Case: Public Stuff request id: PSID8503024 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1656154 created / updated at Thursday, August 06, 2020 10:55:14 AM Hansen an action has been scheduled: On 06/08/2020 1:03:22 PM an action has been scheduled for 06/08/2020 1:03:00 PM. Hansen Service Request has been reviewed: Case reviewed on 06/08/2020 1:03:22 PM. Hansen Change in Comments: Comments: SR forwarded to Foreman.. Added on 06/08/2020 1:11:37 PM. Service Provided: 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-10 13:58:37.833 Service Provided 10 - Service Provided. Completed as per foreman.. Resolved on 07/08/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-14 15:09:50.807 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 : 1656154 created / updated at Friday, August 14, 2020 6:35:47 PM Agent Finished: Case Closed. Closed date : 2020-08-14 18:35:48.237 Back to previous status Closing case after 'Add Event'

Abandoned Non-Recyclables Pickup Case	101014296815 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Furniture 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Sour east corner if Jim Deva Plaza. Abandoned furniture and garbage. It stinks of urine. Please remove ASAP. Thanks! 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 8615443<p/>Click images below to expand<p/>§. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8615443<p/></div> <div>No Name No Name (ps)</div>	8/24/20 9:04	8/28/20 12:35	<div>Agent Created Case: Public Stuff request id: PSID8615443 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1664455 created / updated at Monday, August 24, 2020 9:04:55 AM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 24/08/2020 1:29:36 PM. Hansen Service Request has been reviewed: Case reviewed on 24/08/2020 1:27:46 PM. Hansen an action has been scheduled: On 24/08/2020 1:27:46 PM an action has been scheduled for 24/08/2020 1:27:00 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 27/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-28 12:32:08.977 Service Provided 10 - Service Provided. Completed. Resolved on 27/08/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-28 12:34:58.583 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 : 1664455 created / updated at Friday, August 28, 2020 12:35:34 PM Agent Finished: Case Closed. Closed date : 2020-08-28 12:35:36.16 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014348783 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: §. 22(1) 5. Park name: Jim deva plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Incredibly loud busker sings the same songs every single day from about 1230 until 3pm. My building is several blocks away and I can hear him crystal clear. Voice amplifications is prohibited but he's clearly using a mic and amp here.<p/>PS#: 8723775<p/>Click images below to expand<p/>§. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8723775<p/></div> <div>No Name No Name (ps)</div>	9/10/20 14:22	9/10/20 14:32	<div>Agent Created Case: Public Stuff request id: PSID8723775 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673673 created / updated at Thursday, September 10, 2020 2:22:43 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673673 created / updated at Thursday, September 10, 2020 2:23:23 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 10/09/2020 2:25:00 PM. Hansen Change in Comments: Comments: Not Ranger Jurisdiction. Forwarded to the proper city department. Added on 10/09/2020 2:25:37 PM. Agent Finished: Case Closed. Closed date : 2020-09-10 14:26:22.377 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 10/09/2020 2:25:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-10 14:30:08.213 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 : 1673673 created / updated at Thursday, September 10, 2020 2:31:59 PM Agent Finished: Case Closed. Closed date : 2020-09-10 14:31:59.953 Back to previous status Closing case after 'Add Event'</div>
Park Facility Maintenance - VanConnect Case REFM	101014430499 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div> <div>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: Graffiti all over the planters at the back of the plaza. For immediate removal alongside the graffiti on the paving too. 4. Park name: Jim deva plaza 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 8891540<p/>Click images below to expand<p/>§. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8891540<p/></div> <div>WestEndBIA No Name (ps)</div>	10/8/20 9:34	10/8/20 9:35	<div>Agent Created Case: Public Stuff request id: PSID8891540 Agent Finished: Case Closed. Closed date : 2020-10-08 09:34:24.64 _default_ Auto case closed from Mapping Application. PSID8891540</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-08 09:35:05.38 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Parks - Ranger Case	101014437157 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: Noise above level thresholds 5. Park name: Jim Deva Plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: They have their speakers above normal levels in a park. I live 2 blocks away, windows closed and can't hear my own TV.<p/>PS#: 8903746<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8903746<p/></div> <div>No Name No Name (ps)</div>	10/10/20 16:51	10/10/20 20:29	<div>Agent Created Case: Public Stuff request id: PSID8903746 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688751 created / updated at Saturday, October 10, 2020 4:52:06 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688751 created / updated at Saturday, October 10, 2020 4:53:11 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 10/10/2020 8:26:00 PM. Hansen Change in Comments: Comments: . Added on 10/10/2020 8:26:11 PM. Agent Finished: Case Closed. Closed date : 2020-10-10 20:27:09.41 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 10/10/2020 8:26:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-10 20:29:46.597 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 : 1688751 created / updated at Saturday, October 10, 2020 8:29:54 PM Agent Finished: Case Closed. Closed date : 2020-10-10 20:29:55.21 Back to previous status Closing case after 'Add Event'</div>

Homeless - Ranger Case	101014445472 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Homeless Issue</div> <div>6. Provide details: south west end of Jim Deva plaza</div> <div>7. Provide number of structures and tents: 2</div> <div>12. Park name: Jim Deva plaza south west corner</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>PS Description: garbage, trash, bike parts, food scraps, urine and feces<p/>PS#: 8926664<p/>Click images below to expand<p/><a href=</div> <div>B. 15(1)()<img src=</div> <div>S. 15(1)()<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8926664<p/></div>	No Name No Name (ps)	10/14/20 15:38 10/14/20 17:05	<div>Agent Created Case: Public Stuff request id: PSID8926664 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690167 created / updated at Wednesday, October 14, 2020 3:38:39 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1690167 created / updated at Wednesday, October 14, 2020 3:39:15 PM Alternate Service Required: 15 - Alternate Service Required. . Resolved on 14/10/2020 4:57:00 PM. Hansen Change in Comments: Comments: . Added on 14/10/2020 4:57:47 PM. Agent Finished: Case Closed. Closed date : 2020-10-14 17:00:11.027 Alternate Service Required 15 - Alternate Service Required. . Resolved on 14/10/2020 4:57:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-14 17:04:49.3 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 : 1690167 created / updated at Wednesday, October 14, 2020 5:04:59 PM Agent Finished: Case Closed. Closed date : 2020-10-14 17:05:00.013 Back to previous status Closing case after 'Add Event'</div>
Homeless - Ranger Case	101014457866 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Homeless Issue</div> <div>6. Provide details: two people possible drug overdose</div> <div>7. Provide number of structures and tents: 1</div> <div>12. Park name: jim deva plaza, south west corner</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>PS Description: 1 tent, possible drug overdose<p/>PS#: 8952234<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8952234<p/></div>	No Name No Name (ps)	10/19/20 14:10 10/19/20 14:20	<div>Agent Created Case: Public Stuff request id: PSID8952234 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692365 created / updated at Monday, October 19, 2020 2:10:25 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692365 created / updated at Monday, October 19, 2020 2:11:30 PM No Service Provided: 11 - No Service Provided. . Resolved on 19/10/2020 2:16:00 PM. Hansen Change in Comments: Comments: . Added on 19/10/2020 2:16:43 PM. Agent Finished: Case Closed. Closed date : 2020-10-19 14:18:11.4 No Service Provided 11 - No Service Provided. . Resolved on 19/10/2020 2:16:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-19 14:19:54.973 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 : 1692365 created / updated at Monday, October 19, 2020 2:20:11 PM Agent Finished: Case Closed. Closed date : 2020-10-19 14:20:12.013 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101015289489 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1170 Bute St alias: 1170 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Loud base music after midnight. Open alcohol consumption. Open drug consumption and trafficking. Stolen bicycle chop shop. Public defecation. Public urination. Damage of public and private property</div> <div>5. Park name: Bute plaza? Jim diva extension? I wasn't aware of a name when the city provided this shame hole</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Why are these drug dealers and bike thieves allowed to operate their business in broad daylight be intoxicated and play offensive and loud music all night. It's after midnight and they are still going hard. They are violent and destructive and nobody does anything. <p/>PS#: 10624039<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10624039<p/></div>	No Name No Name (ps)	8/16/21 0:07 8/16/21 2:29	<div>Agent Created Case: Public Stuff request id: PSID10624039 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1825742 created / updated at Monday, August 16, 2021 12:07:17 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1825742 created / updated at Monday, August 16, 2021 12:16:34 AM Hansen Change in Comments: Comments: . Added on 2021-08-16 2:27:20 AM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-08-16 2:27:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-16 02:28:29.94 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-08-16 2:27:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-16 02:29:45.873 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 : 1825742 created / updated at Monday, August 16, 2021 2:29:56 AM Agent Finished: Case Closed. Closed date : 2021-08-16 02:29:56.957 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101015312872 1181	DAVIE ST	V6E 1N2	<div>app version: 2.31 original address: 1170 Bute St alias: 1170 BUTE ST full: 1181 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: The junkies are playing vulgar music EXCESSIVELY LOUD again</div> <div>5. Park name: Jim diva south plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: I know it's only 8pm but that "music" it too loud and vulgar. Are those tiny signs even still there<p/>PS#: 10689279<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10689279<p/></div>	No Name No Name (ps)	8/24/21 20:09 8/25/21 0:35	<div>Agent Created Case: Public Stuff request id: PSID10689279 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1829636 created / updated at Tuesday, August 24, 2021 8:09:17 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1829636 created / updated at Tuesday, August 24, 2021 8:10:27 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-08-25 12:33:00 AM. Hansen Change in Comments: Comments: . Added on 2021-08-25 12:33:06 AM. Agent Finished: Case Closed. Closed date : 2021-08-25 00:34:24.13 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-08-25 12:33:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-25 00:34:47.593 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 : 1829636 created / updated at Wednesday, August 25, 2021 12:35:00 AM Agent Finished: Case Closed. Closed date : 2021-08-25 00:35:00.26 Back to previous status Closing case after 'Add Event'</div>

Parks - Ranger Case	101014116712 1196	DAVIE ST	V6E 1N1	<p>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</p> <p>1. Type of service: Noise Complaint</p> <p>3. Provide details: Loud drumming coming from Jim Deva plaza after 11pm</p> <p>5. Park name: Jim Deva plaza</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p>PS#: 8195121<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.281567%2C-123.133599&size=600x300&key=AtzaSyDchJL_DVw7N-55scsAxDhrf1hK1UyVxIc&signature=43rbtrqa1CbOpOHfoJ3U0WQqA1k=" alt="mapurl" width="300" height="300"><p/>http://www.publicstuff.com/request/view/8195121<p/></p>	No Name No Name (ps)	6/22/20 23:12	6/22/20 23:44	<p>Agent Created Case: Public Stuff request id: PSID8195121 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1634236 created / updated at Monday, June 22, 2020 11:12:31 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1634236 created / updated at Monday, June 22, 2020 11:13:21 PM No Service Provided: 11 - No Service Provided. . Resolved on 22/06/2020 11:38:00 PM. Agent Finished: Case Closed. Closed date : 2020-06-22 23:39:35.357 No Service Provided 11 - No Service Provided. . Resolved on 22/06/2020 11:38:00 PM.</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: . Added on 22/06/2020 11:38:38 PM. Agent Finished: Case Closed. Closed date : 2020-06-22 23:39:37.59 Back to previous status Closing case after 'Add Event'</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-06-22 23:44:48.85 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1634236 created / updated at Monday, June 22, 2020 11:44:54 PM Agent Finished: Case Closed. Closed date : 2020-06-22 23:44:55.603 Back to previous status Closing case after 'Add Event'</p>
Park Grounds Maintenance - Superintendent Case	101014209287 1196	DAVIE ST	V6E 1N1	<p>app version: 2.31 original address: 1196 Davie St alias: 1196 DAVIE ST full: 1196 DAVIE ST, VANCOUVER, BC</p> <p>1. Type of request: Grounds</p> <p>3. Provide details: As above</p> <p>4. Park name: Jim Deva Plaza</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p>PS Description: The Jum Deva Plaza is filthy: spills, bird feces, cigarette butts, garbage. Needs clean up and power washing<p/>PS#: 8414856<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.281761%2C-123.133331&size=600x300&key=AtzaSyDchJL_DVw7N-55scsAxDhrf1hK1UyVxIc&signature=FX2vgJW8gWHYgxAYvVJaDXNd8=" alt="mapurl" width="300" height="300"><p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.281761%2C-123.133331&size=600x300&key=AtzaSyDchJL_DVw7N-55scsAxDhrf1hK1UyVxIc&signature=FX2vgJW8gWHYgxAYvVJaDXNd8=" alt="mapurl" width="300" height="300"><p/>http://www.publicstuff.com/request/view/8414856<p/></p>	No Name No Name (ps)	7/23/20 14:37	11/5/20 12:40	<p>Agent Created Case: Public Stuff request id: PSID8414856 Agent Finished: Case Closed. Closed date : 2020-11-05 12:38:20.587</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-11-05 12:40:56.517 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
Parks - Ranger Case	101014266352 1196	DAVIE ST	V6E 1N1	<p>app version: 2.31 original address: 1196 Davie St alias: 1196 DAVIE ST full: 1196 DAVIE ST, VANCOUVER, BC</p> <p>1. Type of service: Noise Complaint</p> <p>3. Provide details: Terrible busker singing with amplifier and pre-recorded songs, twice daily, every day.</p> <p>5. Park name: Jim Deva Plaza</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p>PS Description: There is a busker who sings two times daily using a speaker to amplify both voice and pre-recorded audio. He sings the same selection of songs from 12pm - 1:30pm and typically 6pm - 7:30pm. Every day. He is not only a bad singer, but it's loud enough to hear from any of the surrounding buildings. During this time when many are working from home, it has become impossible to do so without the windows shut, which creates havoc with the summer heat.<p/>PS#: 8543263<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.281606%2C-123.133434&size=600x300&key=AtzaSyDchJL_DVw7N-55scsAxDhrf1hK1UyVxIc&signature=tu6_wXReNleFIjMKvSv5PYtBPU=" alt="mapurl" width="300" height="300"><p/>http://www.publicstuff.com/request/view/8543263<p/></p>	No Name No Name (ps)	8/12/20 13:55	8/14/20 20:37	<p>Agent Created Case: Public Stuff request id: PSID8543263 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1659121 created / updated at Wednesday, August 12, 2020 1:55:19 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1659121 created / updated at Wednesday, August 12, 2020 1:56:25 PM Hansen Change in Comments: Comments: Out of jurisdiction. . Added on 12/08/2020 2:06:30 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 12/08/2020 2:06:00 PM. Agent Finished: Case Closed. Closed date : 2020-08-12 14:07:38.053 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 12/08/2020 2:06:00 PM.</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-14 15:42:46.537 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p> <p>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1659121 created / updated at Friday, August 14, 2020 8:37:29 PM Agent Finished: Case Closed. Closed date : 2020-08-14 20:37:30.743 Back to previous status Closing case after 'Add Event'</p>
Park Facility Maintenance - VanConnect Case REFM	101014274419 1196	DAVIE ST	V6E 1N1	<p>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</p> <p>1. Type of request: Other</p> <p>2. If Other, describe: This is a VanConnect submission for REFM. REFM has been notified and the case has been auto-closed.</p> <p>No further action required.</p> <p>3. Provide details: The fountain is all clogged up</p> <p>4. Park name: Jim Deva Plaza</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p>	<p>PS#: 8560245<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.281586%2C-123.133558&size=600x300&key=AtzaSyDchJL_DVw7N-55scsAxDhrf1hK1UyVxIc&signature=s-OBECetu6KTi3TgsUbUbosL8pU=" alt="mapurl" width="300" height="300"><p/>http://www.publicstuff.com/request/view/8560245<p/></p>	No Name No Name (ps)	8/15/20 5:15	8/15/20 5:19	<p>Agent Created Case: Public Stuff request id: PSID8560245 Agent Finished: Case Closed. Closed date : 2020-08-15 05:15:13.103 _default_ Auto case closed from Mapping Application. PSID8560245</p> <p>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-15 05:19:46.64 Open311 Feedback Send Complete Status and Resolution Comment to PS case</p>
Graffiti Removal - City Property Case	101014275061 1196	DAVIE ST	V6E 1N1	<p>1. Location: City Property</p> <p>2. Property Type: Street, Sidewalk or Lane</p> <p>3. If Other, provide details: Graffiti type: Tag (1 colour)</p> <p>5. If Other or Unknown, provide details: "Antifa Area" black spray painted on the 2 blue planters at the Jim Deva Plaza.</p> <p>7. (Don't ask, just record - did caller indicate they want a call back?): No</p>	<p>2020/08/15 13:12:26 "" Rajwant Khaira "" Citizen calling for email address to send in pictures. &#xD;&#xA;</p>	<p>S. 22(1)</p> <p>S. 22(1)</p>	8/15/20 12:50	8/17/20 13:57	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Graffiti Management - Goodbye Graffiti Contractor</p> <p>Agent Finished: Case Closed. Closed date : 2020-08-17 13:57:04.97 Duplicate Request 101014274206</p>

Park Facility Maintenance - VanConnect Case REFM	101014287997 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>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: Graffiti on two planters, Bute street my Marys at 1202 Davie and the back planters opposite Honey's hair lounge at 1209 Bute 4. Park name: Jim Deva Plaza 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 8596304<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8596304<p/></div> <div>WestEndBIA No Name (ps)</div>	8/20/20 10:28	8/20/20 10:29	<div>Agent Created Case: Public Stuff request id: PSID8596304 Agent Finished: Case Closed. Closed date : 2020-08-20 10:28:52.763 _default_ Auto case closed from Mapping Application. PSID8596304</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-20 10:29:50.74 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
PUI Noise Complaint Case	101014312270 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1208 Bute St alias: 1208 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>. Phone number: §. 22(1) 1. Type of noise: Other 2. Describe the noise: Very loud busker, I can hear him from over 3 blocks away every single day wailing the same awful songs. I have to close all my windows and I can still hear him. 3. When is it happening? Every day from about noon until 3 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property: Jim Deva plaza at Davie and Bute</div>	<div>PS#: 8648770<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8648770<p/></div> <div>No Name No Name (ps)</div> <div>§. 22(1)</div>	8/28/20 14:15	9/1/20 15:49	<div>Agent Created Case: Public Stuff request id: PSID8648770 Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Reason for reallocation: Busker</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Reason for reallocation: Busker</div> <div>Agent Finished: Case Closed. Closed date : 2020-09-01 15:47:50.22 Acknowledged Inspectors will keep an eye out for the busker when in the area.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-01 15:49:54.05 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Parks - Ranger Case	101014314689 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: Extremely loud amplified band playing in Jim deva plaza. This infringes upon bylaws about decibel levels and buskers. It would be beneficial if bylaw officers were available to enforce these types of issues. 5. Park name: Jim deva plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Extremely loud amplified band playing in Jim deva plaza.<p/>PS#: 8652843<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8652843<p/></div> <div>§. 22(1)</div>	8/29/20 19:30	8/30/20 6:55	<div>Agent Created Case: Public Stuff request id: PSID8652843 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1667469 created / updated at Saturday, August 29, 2020 7:30:14 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1667469 created / updated at Saturday, August 29, 2020 7:31:14 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 30/08/2020 6:51:00 AM. Agent Finished: Case Closed. Comments: This is not within Ranger jurisdiction. Added on 30/08/2020 6:52:00 AM. Closed date : 2020-08-30 06:53:11.27 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 30/08/2020 6:51:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-30 06:54:48.25 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 : 1667469 created / updated at Sunday, August 30, 2020 6:54:59 AM Agent Finished: Case Closed. Closed date : 2020-08-30 06:55:00.993 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014335214 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: 3 piece band with very loud amplified music and a large crowd. Have made call to vpd, no officers have been sent, although I have seen some drive by but not stop. This has been going on for hours. It is now almost midnight. 5. Park name: Jim deva plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: This has been happening for weeks in a row on the weekend. No response from the city yet, or the vpd!!! Please help the residents!!!<p/>PS#: 8695714<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8695714<p/></div> <div>§. 22(1)</div>	9/5/20 23:51	9/6/20 6:05	<div>Agent Created Case: Public Stuff request id: PSID8695714 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1671216 created / updated at Saturday, September 05, 2020 11:51:49 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1671216 created / updated at Saturday, September 05, 2020 11:52:08 PM Hansen Change in Comments: Comments: . Added on 06/09/2020 6:01:43 AM. No Service Provided: 11 - No Service Provided. . Resolved on 06/09/2020 6:01:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-06 06:03:38.07 No Service Provided 11 - No Service Provided. . Resolved on 06/09/2020 6:01:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-06 06:04:49.857 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 : 1671216 created / updated at Sunday, September 06, 2020 6:05:07 AM Agent Finished: Case Closed. Closed date : 2020-09-06 06:05:08.77 Back to previous status Closing case after 'Add Event'</div>

Parks - Ranger Case	101014348104 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1196 Davie St alias: 1196 DAVIE ST full: 1196 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: A busker named §. 22(1)§. 22(1) uses Instagram handle §. 22(1)§. 22(1) is singing daily in the megaphone structure of Jim Deva Plaza. He uses an amplifier for his voice and backing music - and he's terrible. Constant warbling, wailing, crooning. It sounds like someone singing terribly right next to you. What's worse is it echoes into every nearby building, disturbing people working from home who can't shut windows due to the heat.</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>2020/09/10 12:30:56 ~~~ Public Stuff ~~~ Public Stuff comment by §. 22(1)§. 22(1) He is typically in the park from 12:30 - 2:30pm&#xD;&#xA;PS Description: Terrible busker with aggressive fans singing with amplifier for voice. Very loud and unable to work with doors and windows shut in the heat.<p>>P\$#: 8722694<p/><Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8722694<p/></div> <div>No Name No Name (ps)</div>	9/10/20 12:29	9/10/20 13:54	<div>Agent Created Case: Public Stuff request id: PSID8722694 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673581 created / updated at Thursday, September 10, 2020 12:30:02 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673581 created / updated at Thursday, September 10, 2020 12:30:47 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673581 created / updated at Thursday, September 10, 2020 12:31:27 PM Hansen Change in Comments: Comments: Forwarded to the proper city department.. Added on 10/09/2020 1:51:52 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 10/09/2020 1:51:00 PM. Agent Finished: Case Closed. Closed date : 2020-09-10 13:53:23.04 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 10/09/2020 1:51:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-10 13:54:44.89 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 : 1673581 created / updated at Thursday, September 10, 2020 1:54:56 PM Agent Finished: Case Closed. Closed date : 2020-09-10 13:54:56.843 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014348663 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1206-1248 Bute St alias: 1206-1248 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Every single day at around lunch time (12:30) for at least an hour and a half, a busker plays his music in the Jim Dava plaza. It is VERY loud, and he amplifies music and his voice (which is not allowed). I work from home nearby in an apartment building up high; there is no relief from this playing even with my windows closed. §. 22(1)§. 22(1) and it's as if he's playing right outside my windows. My complaint specifically is that his voice is amplified, as well as his instrument. Bylaw in Vancouver says that this isn't allowed; also, I'm clearly more than 30 feet from him.</div> <div>5. Park name: Jim Dava Park</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>2020/09/10 13:59:01 ~~~ Public Stuff ~~~ Public Stuff comment by §. 22(1)§. 22(1) should add that it's every weekday for sure. Not sure about weekends&#xD;&#xA;PS Description: Every single day at around lunch time (12:30) for at least an hour and a half, a busker named §. 22(1)§. 22(1) plays his music in the Jim Dava plaza. It is VERY loud, and he amplifies music and his voice (which is not allowed). I work from home nearby in an apartment building up high; there is no relief from this playing even with my windows closed. <p>>P\$#: 8723581<p/><Click images below to expand<p/><p/><Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8723581<p/></div> <div>No Name No Name (ps)</div>	9/10/20 13:56	9/10/20 14:10	<div>Agent Created Case: Public Stuff request id: PSID8723581 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673656 created / updated at Thursday, September 10, 2020 1:56:55 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673656 created / updated at Thursday, September 10, 2020 1:57:26 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1673656 created / updated at Thursday, September 10, 2020 1:59:16 PM Hansen Change in Comments: Comments: Not Ranger jurisdiction. Forwarded to the proper department.. Added on 10/09/2020 2:07:28 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 10/09/2020 2:07:00 PM. Agent Finished: Case Closed. Closed date : 2020-09-10 14:08:20.92 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 10/09/2020 2:07:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-10 14:09:49.54 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 : 1673656 created / updated at Thursday, September 10, 2020 2:10:17 PM Agent Finished: Case Closed. Closed date : 2020-09-10 14:10:17.947 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014382540 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Everyday there is either a man singing with a microphone or a band playing with amplifiers. The plaza is not large enough to require amplification and voice amplification is prohibited in all Vancouver busking stations</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Busking with voice amplifier<p>>P\$#: 8797284<p/><Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8797284<p/></div> <div>No Name No Name (ps)</div>	9/22/20 13:25	9/22/20 13:45	<div>Agent Created Case: Public Stuff request id: PSID8797284 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1679269 created / updated at Tuesday, September 22, 2020 1:25:14 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1679269 created / updated at Tuesday, September 22, 2020 1:25:34 PM Hansen Change in Comments: Comments: This is not within Ranger jurisdiction. Added on 22/09/2020 1:38:20 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 22/09/2020 1:37:00 PM. Agent Finished: Case Closed. Closed date : 2020-09-22 13:41:24.5 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 22/09/2020 1:37:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-22 13:44:50.783 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 : 1679269 created / updated at Tuesday, September 22, 2020 1:45:06 PM Agent Finished: Case Closed. Closed date : 2020-09-22 13:45:07.007 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014396321 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div>	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Band with amplifiers, saxophone, guitars and drums! They do not have permits to play there. The screaming crowd and music goes well past midnight every weekend!</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Street party, every weekend! There has been a band playing for over 4hrs now. The crowd is growing larger, drunker and more rowdy. As the crowd gets louder the band gets louder.<p>>P\$#: 8822675<p/><Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/8822675<p/></div> <div>No Name No Name (ps)</div>	9/26/20 21:38	9/27/20 0:25	<div>Agent Created Case: Public Stuff request id: PSID8822675 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1681597 created / updated at Saturday, September 26, 2020 9:39:04 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1681597 created / updated at Saturday, September 26, 2020 9:39:19 PM Hansen Change in Comments: Comments: . Added on 27/09/2020 12:02:39 AM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 27/09/2020 12:02:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-27 00:07:05.12 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 27/09/2020 12:02:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-27 00:24:57.46 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 : 1681597 created / updated at Sunday, September 27, 2020 12:25:06 AM Agent Finished: Case Closed. Closed date : 2020-09-27 00:25:07.777 Back to previous status Closing case after 'Add Event'</div>

Street Cleaning & Debris Pickup Case	101014416952 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div><div>1. Location: Curb</div><div>3. Type of debris: Glass</div><div>4. Describe issue and location in detail: Encampment and garbage. North west side of Bute and Pantages lane. Jim Deva Plaza</div><div>11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div></div>	<div>PS#:</div> <div>8862812<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8862812<p/></div>	No Name No Name (ps)	10/3/20 12:05 10/29/20 15:00	<div>Agent Created Case: Public Stuff request id: PSID8862812 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685112 created / updated at Saturday, October 03, 2020 12:05:38 PM Hansen Service Request has been reviewed: Case reviewed on 05/10/2020 6:05:09 AM. Hansen an action has been scheduled: On 05/10/2020 6:05:09 AM an action has been scheduled for 05/10/2020 6:05:00 AM. Hansen an action has been scheduled: On 27/10/2020 11:49:12 AM 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 camping. Added on 27/10/2020 11:49:09 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 27/10/2020 11:49:12 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 28/10/2020 7:39:00 AM. Hansen Service Request has been reviewed: Case reviewed on 28/10/2020 7:40:00 AM. Attended by Inspector: 43 - Attended by Inspector. Oct 28/20 - 1196 Davie - 1 NPE in Jim Deva Plaza. NPE packed up. - Crew 502. Resolved on 28/10/2020 12:00:00 AM. Agent Finished. Case Closed. Closed date : 2020-10-29 14:56:24.74 Attended by Inspector 43 - Attended by Inspector. Oct 28/20 - 1196 Davie - 1 NPE in Jim Deva Plaza. NPE packed up. - Crew 502. Resolved on 28/10/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-29 14:59:47.907 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 : 1685112 created / updated at Thursday, October 29, 2020 3:00:03 PM Agent Finished: Case Closed. Closed date : 2020-10-29 15:00:04.043 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014437342 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div><div>1. Type of service: Noise Complaint</div><div>3. Provide details: Every weekend this band called Dare2Funk plays here without a permit. They have instruments like a saxophone and also use microphones and amplifiers. The sound vibrates off the buildings. Even with the windows closed and tv on we can't escape the music. We are trapped here listening to the same songs over and over and over again! The Jim Deva Plaza is right in the middle of the residential west end. This is not an outdoor theatre. This has been going on for months! It needs to stop now!</div><div>5. Park name: Jim Deva Plaza</div><div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div></div>	<div>PS Description: Band called Dare2Funk plays saxophone, drums, and guitar with mics and amplifiers<p/>PS#:</div> <div>8904015<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8904015<p/></div>	No Name No Name (ps)	10/10/20 20:12 10/10/20 20:44	<div>Agent Created Case: Public Stuff request id: PSID8904015 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688793 created / updated at Saturday, October 10, 2020 8:12:42 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1688793 created / updated at Saturday, October 10, 2020 8:13:33 PM Hansen Change in Comments: Comments: . Added on 10/10/2020 8:40:32 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 10/10/2020 8:40:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-10 20:42:11.75 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 10/10/2020 8:40:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-10 20:44:47.45 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 : 1688793 created / updated at Saturday, October 10, 2020 8:44:56 PM Agent Finished: Case Closed. Closed date : 2020-10-10 20:44:56.663 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014459298 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: 1196 Davie St alias: 1196 DAVIE ST, VANCOUVER, BC</div><div>1. Type of service: Noise Complaint</div><div>3. Provide details: Bongos at 3am?/? Someone is slapping away at their bongos for hours every night, in the megaphone structure, echoing out into the night</div><div>5. Park name: Jim Deva Plaza</div><div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div></div>	<div>PS Description: Bongos at 3am?/?<p/>PS#:</div> <div>8955941<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8955941<p/></div>	No Name No Name (ps)	10/20/20 8:26 10/20/20 10:40	<div>Agent Created Case: Public Stuff request id: PSID8955941 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692649 created / updated at Tuesday, October 20, 2020 8:26:09 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692649 created / updated at Tuesday, October 20, 2020 8:27:24 AM No Service Provided: 11 - No Service Provided. . Resolved on 20/10/2020 10:34:00 AM. Hansen Change in Comments: Comments: No service provided.. Added on 20/10/2020 10:34:57 AM. Agent Finished: Case Closed. Closed date : 2020-10-20 10:36:10.26 No Service Provided 11 - No Service Provided. . Resolved on 20/10/2020 10:34:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-20 10:39:50.43 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 : 1692649 created / updated at Tuesday, October 20, 2020 10:39:58 AM Agent Finished: Case Closed. Closed date : 2020-10-20 10:39:59.543 Back to previous status Closing case after 'Add Event'</div>

Abandoned Non-Recyclables Pickup Case	101014763895 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Furniture 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: a metal frame, also some large couch cushions by the middle garbage bin 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 9486340<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9486340<p/></div> <div>s. 22(1)</div>	2/2/21 11:34	2/5/21 8:15	<div>Agent Created Case: Public Stuff request id: PSID9486340 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1738551 created / updated at Tuesday, February 02, 2021 11:34:40 AM Hansen an action has been scheduled: On 2021-02-02 1:19:30 PM an action has been scheduled for 2021-02-02 1:19:00 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-02-02 1:19:30 PM. Hansen Change in Comments: Comments: SR forwarded to foreman. Added on 2021-02-02 1:31:06 PM. Service Provided: 10 - Service Provided. Completed . Resolved on 2021-02-04 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-02-05 08:10:04.133 Service Provided 10 - Service Provided. Completed . Resolved on 2021-02-04 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-02-05 08:14:50.893 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 : 1738551 created / updated at Friday, February 05, 2021 8:14:59 AM Agent Finished: Case Closed. Closed date : 2021-02-05 08:14:59.57 Back to previous status Closing case after 'Add Event'</div>
Homeless - Ranger Case	101014869429 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1200 Bute St alias: 1200 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Homeless Issue 6. Provide details: A homeless guy stole an entire clothing donation bin and it is wheeling it around downtown, chained to a pallet jack, which he also likely stole. He is currently at jim deva plaza taking a smoke break so You can catch him if you get there quickly 7. Provide number of structures and tents: 0 12. Park name: Jim deva plaza 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#: 9708871<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9708871<p/></div> <div>No Name No Name (ps)</div>	3/15/21 7:48	3/15/21 8:05	<div>Agent Created Case: Public Stuff request id: PSID9708871 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1754028 created / updated at Monday, March 15, 2021 7:48:17 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1754028 created / updated at Monday, March 15, 2021 7:49:26 AM Hansen Change in Comments: Comments: Forwarded to the proper city department. Added on 2021-03-15 7:59:21 AM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-03-15 7:59:00 AM. Agent Finished: Case Closed. Closed date : 2021-03-15 08:01:22.047 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-03-15 7:59:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-15 08:04:53.443 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 : 1754028 created / updated at Monday, March 15, 2021 8:05:02 AM Agent Finished: Case Closed. Closed date : 2021-03-15 08:05:03.657 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014914410 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1172-1226 Bute St alias: 1172-1226 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: Busker is using voice amplification. He is here every sunny day. Incredibly annoying for people working at home 5. Park name: Jim Deva Plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: PS#: 9806103<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9806103<p/></div> <div>No Name No Name (ps)</div>	3/31/21 14:52	3/31/21 22:04	<div>Agent Created Case: Public Stuff request id: PSID9806103 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1760957 created / updated at Wednesday, March 31, 2021 2:56:56 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1760957 created / updated at Wednesday, March 31, 2021 2:57:22 PM Hansen Change in Comments: Comments: . Added on 2021-03-31 10:03:53 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-03-31 10:03:00 PM. Agent Finished: Case Closed. Closed date : 2021-03-31 22:04:03.313 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-03-31 10:03:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-31 22:04:52.01 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 : 1760957 created / updated at Wednesday, March 31, 2021 10:04:56 PM Agent Finished: Case Closed. Closed date : 2021-03-31 22:04:57.127 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101014914812 1196	DAVIE ST	V6E 1N1	<div>app version: 2.31 original address: 1198 Davie St alias: 1198 DAVIE ST full: 1196 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: Jim Deva Plaza at Bute and Jervis - the big blue megaphone. I am angered to say that s. 22(1)s back again, same songs, same terrible singing. He uses an amplifier that has his voice echoing across the neighbourhood every single day. It's insufferable. 5. Park name: Jim Deva PlaA 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: s. 22(1)s back again. Every other day and during the summer every day, he's walling and crooning. He's not particularly good and his amplifier has his voice echo across the neighbourhood. It's particularly unbearable during this period we are stuck indoors during COVID. And it is disruptive when we have meetings during work from home.<p/>PS#: 9806410<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9806410<p/></div> <div>No Name No Name (ps)</div>	3/31/21 15:55	3/31/21 22:09	<div>Agent Created Case: Public Stuff request id: PSID9806410 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1761004 created / updated at Wednesday, March 31, 2021 3:55:33 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1761004 created / updated at Wednesday, March 31, 2021 3:56:27 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-03-31 10:04:00 PM. Hansen Change in Comments: Comments: . Added on 2021-03-31 10:04:07 PM. Agent Finished: Case Closed. Closed date : 2021-03-31 22:06:57.56 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-03-31 10:04:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-31 22:09:49.03 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 : 1761004 created / updated at Wednesday, March 31, 2021 10:09:56 PM Agent Finished: Case Closed. Closed date : 2021-03-31 22:09:57.357 Back to previous status Closing case after 'Add Event'</div>

Street Litter Can Cleanup Case	101014962998 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1196 DAVIE ST, VANCOUVER, BC</div><div><div>1. Type of litter can issue: Dirty</div><div>2. Describe issue: Someone has taken the actual cart it looks like</div><div>4. Is this an overflowing outdoor ashtray? No</div><div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div></div></div>	<div><div>PS#: 9915842<p>Click images below to expand<p><a href="s:15(1)(0)"<p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/9915842</p></div></div></div></div>				Agent Created Case: Public Stuff request id: PSID9915842 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1769521 created / updated at Tuesday, April 20, 2021 12:20:22 PM Hansen an action has been scheduled: On 2021-04-20 1:01:16 PM an action has been scheduled for 2021-04-20 1:01:00 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-04-20 1:01:16 PM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-04-20 1:09:30 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-04-21 3:00:00 PM. Agent Finished: Case Closed. Closed date : 2021-04-22 11:06:59.6 Service Provided 10 - Service Provided. Completed. Resolved on 2021-04-21 3:00:00 PM.	
Parks - Ranger Case	101015129735 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: 1220 Bute St alias: 1220 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div><div><div>1. Type of service: Noise Complaint</div><div>3. Provide details: having an extremely loud show here</div><div>5. Park name: jim deva plaza</div><div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div></div></div>	<div><div>PS Description: very loud music on Friday night jim <p>PS#: 10265232<p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/10265232</p></div></div></div></div>	No Name No Name (ps)	6/19/21 5:16	6/19/21 14:50	Agent Created Case: Public Stuff request id: PSID10265232 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1797891 created / updated at Saturday, June 19, 2021 5:30:43 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1797891 created / updated at Saturday, June 19, 2021 5:36:34 AM Hansen Change in Comments: Comments: . Added on 2021-06-19 2:45:53 PM. Duplicate Request: 30 - Duplicate Request. . Resolved on 2021-06-19 2:45:00 PM. Agent Finished: Case Closed. Closed date : 2021-06-19 14:47:09.093 Duplicate Request 30 - Duplicate Request. . Resolved on 2021-06-19 2:45:00 PM.	
Abandoned Non-Recyclables Pickup Case	101015230868 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1196 DAVIE ST, VANCOUVER, BC</div><div><div>1. Type of garbage: Furniture</div><div>3. (What collection zone is the abandoned garbage located?) Not Applicable</div><div>4. Provide details: Hi, work for mission possible at Jim Deva Plaza. Noticed this abandon desk at the plaza in front Qmunity across from bc liquor store.</div><div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div></div></div>	<div><div>PS#: 10485926<p>Click images below to expand<p><a href="s:15(1)(0)"<p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/10485926</p></div></div></div></div>	No Name No Name (ps)	7/24/21 7:33	7/28/21 14:16	Agent Created Case: Public Stuff request id: PSID10485926 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1814983 created / updated at Saturday, July 24, 2021 7:33:30 AM Hansen Service Request has been reviewed: Case reviewed on 2021-07-26 7:10:16 AM. Hansen an action has been scheduled: On 2021-07-26 7:10:16 AM an action has been scheduled for 2021-07-26 7:10:00 AM. Hansen Change in Comments: Comments: SR forwarded to foreman. Added on 2021-07-26 7:42:28 AM. Service Provided: 10 - Service Provided. Complete.. Resolved on 2021-07-27 2:07:00 PM. Agent Finished: Case Closed. Closed date : 2021-07-28 14:09:31.26 Service Provided 10 - Service Provided. Complete.. Resolved on 2021-07-27 2:07:00 PM.	
PUI Noise Complaint Case	101015243431 1196	DAVIE ST	V6E 1N1	<div><div>app version: 2.31 original address: 1220 Bute St alias: 1220 BUTE ST full: 1196 DAVIE ST, VANCOUVER, BC</div><div><div>. Phone number: 7782886481</div><div>1. Type of noise: Leafblower</div><div>2. Describe the noise: Leaf blower used every day the restaurant The Italians opens for dinner service. Has been happening all year and as far as I know leaf blowers are banned in the west end which starts at burrard. &#xD; &#xA; &#xD; &#xA; Every single day at 4pm when they set up for dinner service they use the leaf blower to clear the plaza space they now occupy with their temporary patio permit. S. 22(1) and can hear it with my windows shut (which I can't do in this heat either).</div><div>3. When is it happening? 4pm every day they open for service</div><div>6. Have you spoken with the person or company making the noise? No</div><div>10. Please verify address of the property: 1220 Bute Street - The Italians at Jim Deva plaza.</div></div></div>	<div><div>PS#: 10514830<p>Click images below to expand<p><a href="s:15(1)(0)"<p>Click images below to expand<p><p>http://www.publicstuff.com/request/view/10514830</p></div></div></div></div>	No Name No Name (ps)	7782886481	7/28/21 16:19	7/29/21 8:39	Agent Created Case: Public Stuff request id: PSID10514830 Agent Finished: Case Closed. Closed date : 2021-07-29 08:36:52.33 Assigned Charlene Cranton, Property Use Inspector 869228 Address corrected to 1220 Bute St
									Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-29 08:39:49.677 Open311 Feedback Send Complete Status and Resolution Comment to PS case	

Homeless - Ranger Case	101015350551 1196	DAVIE ST	V6E 1N1	app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1196 DAVIE ST, VANCOUVER, BC	1. Type of service: Homeless Issue 6. Provide details: Two heroine addicts in the park They were there in a group of 10 when I walked the dog at 8:00am. Only two of them now at 12:30pm . But they are wasted. When they come to my neighbourhood and openly use drugs , I report it. Two more broken business windows of Davie this morning! Where is the City , Parks board and Police ? The drug addicts are everywhere in the Westend and seem to be able to openly do drugs everywhere. 7. Provide number of structures and tents: 0 12. Park name: Jim Diva Plaza 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: These guys couldn't set up tents if they tried, they are wasted! Didn't know whether to attach the pics of the drugs addicts who love Jim Diva Plaza or the broken windows along Davie. This is the third time this year this business has had their window broken. Good job city!<p/>P5#: 10781563<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10781563<p/>	9/9/21 12:33 10/13/21 15:24	Agent Created Case: Public Staff request id: PSID10781563 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1836619 created / updated at Thursday, September 09, 2021 12:33:36 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1836619 created / updated at Thursday, September 09, 2021 12:34:16 PM Hansen Service request Case Type has changed: Case type changed to RUrbanIssues on 2021-09-09 1:49:57 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 2021-09-09 1:49:57 PM. Hansen Change in Comments: Comments: Sep 10/21 - Referred to S McMillan. Added on 2021-09-10 7:08:42 AM. Hansen Service Request Assigned: Case was assigned on 2021-09-10 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-09-10 12:00:00 AM. Attended by Inspector: 43 - Attended by Inspector: Sep 14/21 - BUTE ST & DAVIE ST - 0 TENTS AT SITE, PICKED UP DEBRIS. - Crew 502. Resolved on 2021-09-14 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-13 15:23:14.893 Attended by Inspector 43 - Attended by Inspector: Sep 14/21 - BUTE ST & DAVIE ST - 0 TENTS AT SITE, PICKED UP DEBRIS. - Crew 502. Resolved on 2021-09-14 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-13 15:24:48.077 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 : 1836619 created / updated at Wednesday, October 13, 2021 3:24:56 PM Agent Finished: Case Closed. Closed date : 2021-10-13 15:24:57.543 Back to previous status Closing case after 'Add Event'		
Street Litter Can Cleanup Case	101014957415 1198	DAVIE ST	V6E 1N1		1. Type of issue: Overflowing 2. Describe issue in detail: The litter cans at the Jim Deva Plaza are overflowing. 3. Is the litter can model type: Enclosure? Yes 4. Is this an overflowing outdoor asht-ray? No 5. (Don't ask, just record - did caller indicate they want a call back?): No	Mac's Convenience Store	6046693874	4/18/21 14:42 4/20/21 10:54	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1768483 created / updated at Sunday, April 18, 2021 2:44:05 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1768483 created / updated at Sunday, April 18, 2021 2:44:26 PM Hansen an action has been scheduled: On 2021-04-19 6:50:51 AM an action has been scheduled for 2021-04-19 6:50:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-04-19 6:50:51 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-04-19 7:24:40 AM. Service Provided: 10 - Service Provided: Completed. Resolved on 2021-04-19 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-04-20 10:54:58.987 Service Provided 10 - Service Provided: Completed. Resolved on 2021-04-19 12:00:00 AM.	
PUI Noise Complaint Case	101014275880 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1208 Bute St alias: 1208 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC	. Phone number: S. 22(1) 1. Type of noise: Loudmusic 2. Describe the noise: amplified music, full band and audience 3. When is it happening? 11:20 pm August 15th 6. Have you spoken with the person or company making the noise? No 10. Please verify address of the property: 1200 Bute Street, Vancouver (Jim Deva Plaza)	2020/08/18 08:46:31 ~~~ Ira Cheung ~~~ Replied to citizen on Accela. Case closed.
2020/08/18 08:46:08 ~~~ Public Stuff ~~~ Public Stuff comment by 311 Admin: Hello,

Just wanted to inform you if there is any issues related to noise after the contact centre is closed. Please contact police non-emergency at 604-717-3321 for enforcement at that time.

Thank you and have a good day.

Ira
3-1-1 Operations
P5#: 8562968<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8562968<p/>	No Name No Name (ps)	778-772-3986	8/15/20 23:22 8/18/20 8:49	Agent Created Case: Public Staff request id: PSID8562968 Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: re: noise at Jim Deva Plaza, please reallocate to Engineering. Agent Finished: Reallocated to queue: VanConnect Requires special attention Agent Finished: Reallocated to queue: DBL - Property Use Inspections Incorrect queue Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: re: noise at Jim Deva Plaza, please reallocate to Engineering. Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: VanConnect Agent Finished: Case Closed. Closed date : 2020-08-18 08:46:35.793 Alternate Service Provided Replied citizen on Accela. Case closed. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-18 08:49:57.53 Open311 Feedback Send Complete Status and Resolution Comment to PS case
COVID-19 - Enforcement Request Case	101014335163 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1202 DAVIE ST, VANCOUVER, BC	1. Type of violation: Gathering of 50+ people 2. Where is the violation occurring: City Property - Plaza 4. When was the violation observed: sept 5th 9pm-10pm(currently happening) 5. If business is in violation, provide the business name: 6. If park or beach, provide name: 7. Provide details regarding the violation: There is a live band and 100 dunk idiots partying in Jim Diva plaza, there is no social distancing 8. Neighbourhood: Jim diva plaza on davie and bute streets 10. Phone number: S. 22(1)	2020/09/06 00:16:13 ~~~ Stacy Hanson ~~~ Two additional citizen calling in to complain about the noise and large crowd of over 50+ people
2020/09/05 23:37:52 ~~~ Stacy Hanson ~~~ Another VanConnect user is reporting this large street party taking place
2020/09/05 22:42:45 ~~~ Stacy Hanson ~~~ Another citizen wanted to report that there is a band, large crowd located here and this happened every Saturday night.
P5#: 8695656<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8695656<p/>	No Name No Name (ps)		9/5/20 22:16 9/7/20 9:59	Agent Created Case: Public Staff request id: PSID8695656 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Enforcement Requests Requires special attention Reallocated to PE Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1671201 created / updated at Saturday, September 05, 2020 10:21:24 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1671201 created / updated at Saturday, September 05, 2020 10:43:18 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1671201 created / updated at Saturday, September 05, 2020 11:38:27 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1671201 created / updated at Sunday, September 06, 2020 12:16:33 AM Investigation found no issue: 25 - Request Cancelled by CoV . Resolved on 07/09/2020 9:54:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-07 09:57:32.01 Investigation found no issue 25 - Request Cancelled by CoV . Resolved on 07/09/2020 9:54:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-07 09:59:43.577 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 : 1671201 created / updated at Monday, September 07, 2020 9:59:51 AM Agent Finished: Case Closed. Closed date : 2020-09-07 09:59:51.673 Back to previous status Closing case after 'Add Event'

COVID-19 - Enforcement Request Case	101014335177 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: Bute St & Davie St alias: BUTE ST & DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of violation: Gathering of 50+ people 2. Where is the violation occurring: Park or Beach 4. When was the violation observed: 09-05-2020 5. If business is in violation, provide the business name: Jim Deva Plaza 6. If park or beach, provide name: 7. Provide details regarding the violation: Band, large crowd- this happens EVERY Saturday night, and sometimes Sundays 8. Neighbourhood: 9. Confirm address where violation is occurring: Jim Deva Plaza, Bute and Davie 10. Phone number: <div>S. 22(1)</div></div>	<div>PS#: 8695682<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8695682<p/></div> <div>No Name No Name (ps)</div>	9/5/20 22:37	9/5/20 22:44	<div>Agent Created Case: Public Stuff request id: PSID8695682 Agent Took Ownership of Case: Agent Finished: Case Closed Duplicate Request 101014335163</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-05 22:44:47.847 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Discarded Needle Pickup Request	101014388289 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: Jim Deva Plaza alias: JIM DEVA PLAZA full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Provide details about the needle(s): In front of the hair salon. 2. Provide number of needles: 5+ 3. Your name: <div>S. 22(1)</div> 4. Phone number: <div>S. 22(1)</div></div>	<div>PS#: 8809286<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8809286<p/></div> <div>No Name No Name (ps)</div>	9/24/20 9:21	9/24/20 9:24	<div>Agent Created Case: Public Stuff request id: PSID8809286 Agent Finished: Case Closed. Closed date : 2020-09-24 09:21:38.57 ZZZ Directed to PHS Mobile Needle Exchange Auto case closed from Mapping Application. PSID8809286</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-24 09:24:52.887 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Parks - Ranger Case	101014393456 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: 1226 Bute St alias: 1226 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint 3. Provide details: A man sings here regularly with an amplifier and microphone. The sounds bounces and echos off all the near by buildings and destroys my right to guilt enjoyment in my home. I have to sit and hear the same, off key songs over and over and over again with no relief! 5. Park name: Jim Deva Plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Amplified singer <p/>PS#: 8818693<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8818693<p/></div> <div>No Name No Name (ps)</div>	9/25/20 13:28	9/25/20 13:42	<div>Agent Created Case: Public Stuff request id: PSID8818693 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1681047 created / updated at Friday, September 25, 2020 1:28:06 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1681047 created / updated at Friday, September 25, 2020 1:28:30 PM Hansen Change in Comments: Comments: Jim Deva Plaza - noise complaint - forwarded to 311 to be redirected.. Added on 25/09/2020 1:34:52 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 25/09/2020 1:34:00 PM. Agent Finished: Case Closed. Closed date : 2020-09-25 13:35:22.867 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 25/09/2020 1:34:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-25 13:40:18.75 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 : 1681047 created / updated at Friday, September 25, 2020 1:42:47 PM Agent Finished: Case Closed. Closed date : 2020-09-25 13:42:48.9 Back to previous status Closing case after 'Add Event'</div>
Abandoned Non-Recyclables Pickup Case	101014458009 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: 1202 Davie St alias: 1202 DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: Jim Deva Plaza, SW Corner. Garbage, tents. It's a mess. 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 8952504<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8952504<p/></div> <div>No Name No Name (ps)</div>	10/19/20 14:40	10/27/20 11:56	<div>Agent Created Case: Public Stuff request id: PSID8952504 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692387 created / updated at Monday, October 19, 2020 2:40:48 PM Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 20/10/2020 6:39:40 AM. Item not found: 771 - Sanitation: Item not found. Nothing found. Resolved on 23/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-27 11:50:18.14 Item not found 771 - Sanitation: Item not found. Nothing found. Resolved on 23/10/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-27 11:55:03.137 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 : 1692387 created / updated at Tuesday, October 27, 2020 11:56:36 AM Agent Finished: Case Closed. Closed date : 2020-10-27 11:56:37.393 Back to previous status Closing case after 'Add Event'</div>
Sign - Repair	101014863535 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: Bute St & Davie St alias: BUTE ST & DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Sign proximity: Other 3. Type of sign: Other - Non-Emergency 4. Provide details: Graffiti found at 13:34 S/e corner of Davie and Bute on both sides of sign (Jim deva plaza) 5. Condition of sign: Graffiti on Front of Sign - Paint</div>	<div>PS#: 9694862<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9694862<p/></div> <div><div>S. 22(1)</div><div>S. 22(1)</div></div>	3/11/21 13:53	3/11/21 14:15	<div>Agent Created Case: Public Stuff request id: PSID9694862 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1752909 created / updated at Thursday, March 11, 2021 1:53:12 PM Hansen Service Request has been reviewed: Case reviewed on 2021-03-11 2:06:00 PM. Directed to non-City Agency: 22 - Directed to Non-City Agency. Forwarded to 311 for review. Forwarded to 311 for review.. Resolved on 2021-03-11 2:07:00 PM. Agent Finished: Case Closed. Closed date : 2021-03-11 14:10:18.047 Directed to non-City Agency 22 - Directed to Non-City Agency. Forwarded to 311 for review. Forwarded to 311 for review.. Resolved on 2021-03-11 2:07:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-11 14:14:53.597 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 : 1752909 created / updated at Thursday, March 11, 2021 2:14:59 PM Agent Finished: Case Closed. Closed date : 2021-03-11 14:14:59.56 Back to previous status Closing case after 'Add Event'</div>

Paign - Repair	101014867922 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: Bute St & Davie St alias: BUTE ST & DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC	<div>1. Sign proximity: Other</div> <div>3. Type of sign: Other - Non-Emergency</div> <div>4. Provide details: Graffiti found at 13:34 S/e corner of Davie and Bute on both sides of sign (Jim deva plaza)</div> <div>5. Condition of sign: Graffiti on Front of Sign - Paint</div>	<div>PS#: 9704122<p/>Click images below to expand<p/>s. 15(1)(0)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9704122<p/></div> <div>s. 22(1)</div> <div>s. 22(1)</div>	3/13/21 12:51	3/15/21 10:00	<div>Agent Created Case: Public Stuff request id: PSID9704122 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1753637 created / updated at Saturday, March 13, 2021 12:51:37 PM Hansen Service Request has been reviewed: Case reviewed on 2021-03-15 9:40:00 AM. Directed to Another City Department: 20 - Directed to Another City Dept. Referred to 311 and Goodbye Graffiti for removal.. Resolved on 2021-03-15 9:47:00 AM. Agent Finished: Case Closed. Closed date : 2021-03-15 09:49:20.747 Directed to Another City Department 20 - Directed to Another City Dept. Referred to 311 and Goodbye Graffiti for removal.. Resolved on 2021-03-15 9:47:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-15 10:00:13.87 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 : 1753637 created / updated at Monday, March 15, 2021 10:00:54 AM Agent Finished: Case Closed. Closed date : 2021-03-15 10:00:55.793 Back to previous status Closing case after 'Add Event'</div>		
Graffiti Removal - City Property Case	101014870345 1202	DAVIE ST	V6E 1N3		<div>1. Location: City Property</div> <div>2. Property Type: Other</div> <div>3. If Other, provide details: sign on city property</div> <div>4. Graffiti type: Tag (1 colour)</div> <div>5. If Other or Unknown, provide details:</div> <div>6. Describe details: Graffiti found at 13:34 S/e corner of Davie and Bute on both sides of sign (Jim deva plaza)</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>See image: s. 15(1)(0) s. 15(1)(0)</div> <div>Submitted via Vanconnect PSID 9704122</div>	s. 22(1)	s. 22(1)	3/15/21 11:17	3/24/21 8:23	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Graffiti Management - Goodbye Graffiti Contractor</div> <div>Agent Finished: Case Closed. Closed date : 2021-03-24 08:23:02.997 Service Provided</div>
Parks - Ranger Case	101014889915 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1208 Bute St alias: 1208 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC	<div>1. Type of service: Other</div> <div>3. Provide details: People are openly using drugs (injecting into their arms/etc using needles), passing out on the plaza and across Davie in the parklet.</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 9754845<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9754845<p/></div> <div>No Name No Name (ps)</div>		3/22/21 21:30	3/23/21 7:10	<div>Agent Created Case: Public Stuff request id: PSID9754845 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1757239 created / updated at Monday, March 22, 2021 9:30:40 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1757239 created / updated at Monday, March 22, 2021 9:31:15 PM Hansen Change in Comments: Comments: This is not within Ranger jurisdiction. Please contact 311 for further assistance. Added on 2021-03-23 7:05:26 AM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-03-23 7:05:00 AM. Agent Finished: Case Closed. Closed date : 2021-03-23 07:07:32.25 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-03-23 7:05:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-23 07:09:50.957 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 : 1757239 created / updated at Tuesday, March 23, 2021 7:10:00 AM Agent Finished: Case Closed. Closed date : 2021-03-23 07:10:01.567 Back to previous status Closing case after 'Add Event'</div>	
Parks - Ranger Case	101014945253 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1157-1219 Bute St alias: 1157-1219 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Busker using noise and guitar amplification</div> <div>5. Park name: Jim deva plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 9878378<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9878378<p/></div> <div>No Name No Name (ps)</div>		4/13/21 19:25	4/13/21 22:49	<div>Agent Created Case: Public Stuff request id: PSID9878378 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1766030 created / updated at Tuesday, April 13, 2021 7:25:27 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1766030 created / updated at Tuesday, April 13, 2021 7:26:32 PM No Service Provided: 11 - No Service Provided. . Resolved on 2021-04-13 10:43:00 PM. Agent Finished: Case Closed. Closed date : 2021-04-13 22:46:00.593 No Service Provided 11 - No Service Provided . Resolved on 2021-04-13 10:43:00 PM.</div> <div>Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: . Added on 2021-04-13 10:43:10 PM. Agent Finished: Case Closed. Closed date : 2021-04-13 22:46:02.53 Back to previous status Closing case after 'Add Event'</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-04-13 22:49:47.24 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 : 1766030 created / updated at Tuesday, April 13, 2021 10:49:53 PM Agent Finished: Case Closed. Closed date : 2021-04-13 22:49:53.72 Back to previous status Closing case after 'Add Event'</div>	

Parks - Ranger Case	101015006916 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1203 Davie St alias: 1203 DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: It's 1am and people are still partying in front of the liquor store. Their music can be heard from a block away.</div> <div>5. Park name: Jim Deva Plaza (across the street)</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: People playing music outside the liquor store at 1am<p/>PS#: 10011843<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10011843<p/></div>	No Name No Name (ps)	5/7/21 0:53	5/7/21 9:19	<div>Agent Created Case: Public Stuff request id: PSID10011843 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1777534 created / updated at Friday, May 07, 2021 12:53:30 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1777534 created / updated at Friday, May 07, 2021 12:54:17 AM Alternate Service Required: 15 - Alternate Service Required. . Resolved on 2021-05-07 9:15:00 AM. Hansen Change in Comments: Comments: Not ranger jurisdiction. Added on 2021-05-07 9:15:25 AM. Agent Finished: Case Closed. Closed date : 2021-05-07 09:15:53.087 Alternate Service Required 15 - Alternate Service Required. . Resolved on 2021-05-07 9:15:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-05-07 09:19:54.59 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 : 1777534 created / updated at Friday, May 07, 2021 9:19:59 AM Agent Finished: Case Closed. Closed date : 2021-05-07 09:19:59.34 Back to previous status Closing case after 'Add Event'</div>
Temporary Expedited Patio Permit Case	101015050695 1202	DAVIE ST	V6E 1N3		<div>1. Topic: City Property - Expedited Patio Feedback</div> <div>2. Are you a business owner or commercial property owner?: No</div> <div>3. Provide business licence number:</div> <div>4. Business name:</div> <div>5. Provide details: S. 22(1) called to make a complaint against Hamburger Mary's. He says they have a 70 foot patio already. According to his measurements, there is a 7 foot by 50 foot permanent deck on the sidewalk. Now they have added an additional 12 foot deep by 70 feet long annex on public property. That's huge. It narrows the Jim Deva Plaza by 33%. He says that the plaza is used by many different types of people. If this is a permanent addition, then that's greedy, wrong and disrespectful to the community. He would like the Plaza be respected and the additional patio space not be permanent.</div> <div>6. Caller's email address (this is department's preferred method for contacting the customer): S. 22(1)</div>	S. 22(1)	S. 22(1)	5/23/21 13:15	5/27/21 17:17	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: ENG_PBS and Street Use - Temp Expedited Patio Permit</div> <div>Agent Finished: Case Closed. Closed date : 2021-05-27 17:17:38.783 Acknowledged The extension to Hamburger Mary's has been approved only for Temporary duration of the TEPP season.</div>
Parks - Ranger Case	101015260559 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1157-1219 Bute St alias: 1157-1219 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC	<div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Insanely loud speaker in Jim Deva Plaza</div> <div>5. Park name: Jim deva plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Bylaw noise infringement - really loud speaker in JDP<p/>PS#: 10557596<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10557596<p/></div>	WestEndBIA No Name (ps)	8/4/21 13:50	8/4/21 16:10	<div>Agent Created Case: Public Stuff request id: PSID10557596 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1820103 created / updated at Wednesday, August 04, 2021 1:50:12 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1820103 created / updated at Wednesday, August 04, 2021 1:50:27 PM Hansen Change in Comments: Comments: This is not within Ranger jurisdiction. Added on 2021-08-04 4:02:58 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-08-04 4:02:00 PM. Agent Finished: Case Closed. Closed date : 2021-08-04 16:04:33.663 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-08-04 4:02:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-04 16:09:52.93 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 : 1820103 created / updated at Wednesday, August 04, 2021 4:10:11 PM Agent Finished: Case Closed. Closed date : 2021-08-04 16:10:11.87 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101015332911 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1157-1219 Bute St alias: 1157-1219 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC	<div>1. Type of service: Other</div> <div>3. Provide details: Party happening. Drinking, smoking and drugs. Not family friendly.</div> <div>5. Park name: Jim Deva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 10738487<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10738487<p/></div>	No Name No Name (ps)	9/1/21 18:53	9/15/21 4:27	<div>Agent Created Case: Public Stuff request id: PSID10738487 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1833360 created / updated at Wednesday, September 01, 2021 6:53:42 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1833360 created / updated at Wednesday, September 01, 2021 6:54:17 PM Directed to non-City Agency: 22 - Directed to Non-City Agency. . Resolved on 2021-09-01 6:53:00 PM. Agent Finished: Case Closed. Closed date : 2021-09-01 18:55:40.133 Directed to non-City Agency 22 - Directed to Non-City Agency. . Resolved on 2021-09-01 6:53:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 01:17:11.1 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 : 1833360 created / updated at Wednesday, September 15, 2021 4:27:56 AM Agent Finished: Case Closed. Closed date : 2021-09-15 04:27:56.93 Back to previous status Closing case after 'Add Event'</div>

Homeless - Ranger Case	101015338940 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: Bute St & Davie St alias: BUTE ST & DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Homeless Issue</div> <div>6. Provide details: Lots of drug addicts and Zombie on the plaza and down Davie. 5 person all passed out in the Megaphone in Jim Diva plaza. Two others openly doing drugs. Little First Nations woman who is alway on Davie smokin Crack this morning. Davie and Jim Diva Plaza is a mess. Let them do this once and they will keep coming back. It?s disgraceful the city has done this to the Westend. It looks like Hastings!!</div> <div>7. Provide number of structures and tents: 5+</div> <div>12. Park name: Jim Diva Plaza Butte and Davie</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>PS Description: The West end is now the go too place for all the drug addicts. The neighbourhood I once loved is a disgrace<p>PS#: 10752009<p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/10752009<p></div> <div>s. 22(1)</div>	9/4/21 8:12	9/15/21 5:24	<div>Agent Created Case: Public Stuff request id: PSID10752009 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1834456 created / updated at Saturday, September 04, 2021 8:12:51 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1834456 created / updated at Saturday, September 04, 2021 8:13:11 AM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-09-04 3:51:00 PM. Hansen Change in Comments: Comments: . Added on 2021-09-04 3:51:18 PM. Agent Finished: Case Closed. Closed date : 2021-09-04 15:52:39.983 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-09-04 3:51:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 01:27:11.457 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 : 1834456 created / updated at Wednesday, September 15, 2021 5:24:07 AM Agent Finished: Case Closed. Closed date : 2021-09-15 05:24:08.193 Back to previous status Closing case after 'Add Event'</div>
Homeless - Ranger Case	101015356745 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: Bute St & Davie St alias: BUTE ST & DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Homeless Issue</div> <div>6. Provide details: Right across from the liquor store. Bikes and shopping carts. They like this spot because it?s a nice park and there?s a big overhang so they done need a tent. They are openly doing drugs, selling drugs and collecting garbage. This morning their were six of them. If someone doesn?t have them leave then they become Wetend residents. On my way by fountainhead they where waking up patio campers. No new broken windows along Davie St. Good news) small First Nations women in her usual door way smokin Crystal meth. Better than yesterday where she had two others sleeping around her. So nice, drug addicts and crime in the Westend ! Every other person you walk by is high as a kite! You keep looking straight ahead and keep walking . Davie St. The new East Hastings.</div> <div>7. Provide number of structures and tents: 1</div> <div>12. Park name: Jim Diva Plaza</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>PS Description: I wish I could put more photos, I have so many. This is the start of the new camp. Then at night they can harass people and commit crime. Crime in the West end going thru the roof!<p>PS#: 10793784<p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/10793784<p></div> <div>s. 15(1)(i)</div> <div>s. 15(1)(i)</div> <div>s. 15(1)(i)</div>	9/12/21 10:42	9/15/21 9:05	<div>Agent Created Case: Public Stuff request id: PSID10793784 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1837850 created / updated at Sunday, September 12, 2021 10:42:22 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1837850 created / updated at Sunday, September 12, 2021 10:43:17 AM Alternate Service Required: 15 - Alternate Service Required. . Resolved on 2021-09-12 11:52:00 AM. Hansen Change in Comments: Comments: The following case is being directed to the appropriate CoV department. Added on 2021-09 12 11:52:54 AM. Agent Finished: Case Closed. Closed date : 2021-09-12 11:55:41.36 Alternate Service Required 15 - Alternate Service Required. . Resolved on 2021-09-12 11:52:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 02:25:22.76 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 : 1837850 created / updated at Wednesday, September 15, 2021 9:05:47 AM Agent Finished: Case Closed. Closed date : 2021-09-15 09:05:48.103 Back to previous status Closing case after 'Add Event'</div>
Parks - Ranger Case	101015357475 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: Bute St & Davie St alias: BUTE ST & DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. Type of service: Other</div> <div>3. Provide details: Lots of Homless people in Jim Diva Plaza and all along Davie St. Just walked to shopper , homeless people everywhere. One young woman with her face on the pavement. I?m bringing my phone now and when I see these people openly doing drug I tell them if they don?t move along I?ll call the police or and ambulance. I?m sure I?m gonna run into problems but the citizen are tired of these people , crime drug use and sale. The Westend sucks! Used to be a good place to live, now like Hastings. They set up later in the day and camp wherever they want. The Westend is dangerous!!!!!!</div> <div>5. Park name: Bute and Davie / Jim Diva Plaza</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: undefined<p>PS#: 10794987<p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/10794987<p></div> <div>s. 22(1)</div>	9/12/21 18:20	9/15/21 9:10	<div>Agent Created Case: Public Stuff request id: PSID10794987 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1838033 created / updated at Sunday, September 12, 2021 6:20:39 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1838033 created / updated at Sunday, September 12, 2021 6:21:20 PM Hansen Change in Comments: Comments: . Added on 2021-09-12 6:22:45 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-09-12 6:22:00 PM. Agent Finished: Case Closed. Closed date : 2021-09-12 18:25:40.443 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-09-12 6:22:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 02:26:26.787 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 : 1838033 created / updated at Wednesday, September 15, 2021 9:10:18 AM Agent Finished: Case Closed. Closed date : 2021-09-15 09:10:18.627 Back to previous status Closing case after 'Add Event'</div>
Homelessness / Urban Issues Case	101015437442 1202	DAVIE ST	V6E 1N3	<div>app version: 2.31 original address: 1203 Davie St alias: 1203 DAVIE ST full: 1202 DAVIE ST, VANCOUVER, BC</div> <div>1. (Is this request from VPD?): No</div> <div>2. Type of issue: Tents or structures on street or sidewalk</div> <div>3. Other details: People loitering and using drugs. Encampment back in the plaza by the collective market, across from the liquor store. Lots of belongings</div> <div>5. Provide number of tents and other structures: 1</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 10974556<p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/10974556<p></div> <div>s. 22(1)</div> <div>s. 22(1)</div>	10/14/21 18:01	10/21/21 15:10	<div>Agent Created Case: Public Stuff request id: PSID10974556 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1852166 created / updated at Thursday, October 14, 2021 6:01:46 PM Hansen Service Request Assigned: Case was assigned on 2021-10-15 7:37:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-10-15 7:37:00 AM. Attended by Inspector: 43 - Attended by Inspector. Oct 15/21 - 1202 Davie - Area cleared. - Crew 502. Resolved on 2021-10-15 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-21 15:08:18.487 Attended by Inspector 43 - Attended by Inspector. Oct 15/21 - 1202 Davie - Area cleared. - Crew 502. Resolved on 2021-10-15 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-21 15:09:59.557 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 : 1852166 created / updated at Thursday, October 21, 2021 3:10:50 PM Agent Finished: Case Closed. Closed date : 2021-10-21 15:10:51.09 Back to previous status Closing case after 'Add Event'</div>

Carks - Ranger Case	101015532238 1202	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1172-1226 Bute St alias: 1172-1226 BUTE ST full: 1202 DAVIE ST, VANCOUVER, BC	1. Type of service: Noise Complaint 3. Provide details: Exceed noise limits 5. Park name: Jim Davie Plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: The event at Jim Davie plaza exceed noise limits.<p>>PS#: 11157184<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11157184<p/>	No Name No Name (ps)	11/20/21 20:30	11/22/21 8:30	Agent Created Case: Public Stuff request id: PSID11157184 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1870432 created / updated at Saturday, November 20, 2021 8:30:27 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1870432 created / updated at Saturday, November 20, 2021 8:31:17 PM Hansen Service request Case Type has changed: Case type changed to VOther on 2021-11-20 8:32:08 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to RO (Street Operations) on 2021-11-20 8:32:08 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-11-22 12:00:00 AM. Not a City-provided Service: 38 - Not a City-provided Service. . Resolved on 2021-11-22 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-22 08:30:14.243 Not a City-provided Service 38 - Not a City-provided Service. . Resolved on 2021-11-22 12:00:00 AM.	
Homeless - Ranger Case	101014416951 1212	DAVIE ST	V6E 1N3	app version: 2.31 original address: 1209 Bute St alias: 1209 BUTE ST full: 1212 DAVIE ST, VANCOUVER, BC	1. Type of service: Homeless Issue 6. Provide details: tent and garbage and drug dealing 7. Provide number of structures and tents: 1 12. Park name: Jim Deva Plaza 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 and garbage at south west end of Jim Deva Plaza<p>>PS#: 8862810<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8862810<p/>	No Name No Name (ps)	10/3/20 12:05	10/3/20 12:50	Agent Created Case: Public Stuff request id: PSID8862810 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685111 created / updated at Saturday, October 03, 2020 12:05:28 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1685111 created / updated at Saturday, October 03, 2020 12:06:19 PM Hansen Change in Comments: Comments: . Added on 03/10/2020 12:44:59 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 03/10/2020 12:44:00 PM. Agent Finished: Case Closed. Closed date : 2020-10-03 12:45:09.537 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 03/10/2020 12:44:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-10-03 12:49:48.087 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 : 1685111 created / updated at Saturday, October 03, 2020 12:50:03 PM Agent Finished: Case Closed. Closed date : 2020-10-03 12:50:06.737 Back to previous status Closing case after 'Add Event'	
Street Cleaning & Debris Pickup Case	101014455660 1212	DAVIE ST	V6E 1N3		1. Is this, blocking or impacting a major road, or a major obstacle in bike lane? No 2. Location: Lane 3. Type of debris: Other 4. If Other, provide details: Misc. litter scattered in the back lane closer to the East end of the lane off from Jim Deva Plaza. There's also a very potent smell of urine, citizen wanted to mention that if the crews are able to arrange for a quick wash in the lane towards the East it would be appreciated. 5. If Cement Spill, provide Cement Company name and truck number (if known): 6. If City Crew calling, provide Department details (City Department name and Crew detail): 7. (Don't ask, just record - did caller indicate they want a call back?): No	S. 22(1)	S. 22(1)	10/19/20 8:14	10/21/20 12:36	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1692061 created / updated at Monday, October 19, 2020 8:17:04 AM Hansen an action has been scheduled: On 19/10/2020 12:56:46 PM an action has been scheduled for 19/10/2020 12:56:00 PM. Hansen Service Request has been reviewed: Case reviewed on 19/10/2020 12:56:46 PM. Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 19/10/2020 1:05:13 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 20/10/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-10-21 12:36:18.973 Service Provided 10 - Service Provided. Completed. Resolved on 20/10/2020 12:00:00 AM.	
COVID-19 - Enforcement Request Case	101014755347 INTERSECTION	E 21ST AV	MAIN ST	app version: 2.31 original address: 21st and Main Street	1. Type of violation: Lack of social distancing measures 2. Where is the violation occurring: City Property - Plaza 3. Confirm address where violation is occurring (including suite number, if applicable): 21st and Main Street 4. When was the violation observed: 6:48pm on 1/29/30 6. If business is in violation, provide the business name: 7. If park or beach, provide name: 8. Provide details regarding the violation: 2 groups of more than people sitting at picnic tables in closed off area between two cafes. Late at night, coffee shops not open they are there to hangout and are from different families. 10. Your name: 11. Phone number: S. 22(1) 12. Email address: 99. Attachments 0	S. 22(1)	S. 22(1)	1/29/21 18:49	1/29/21 20:47	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Enforcement Requests Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1737322 created / updated at Friday, January 29, 2021 6:57:32 PM Service Provided: 10 - Service Provided. . Resolved on 2021-01-29 8:47:00 PM. Agent Finished: Case Closed. Closed date : 2021-01-29 20:47:47.393 Service Provided 10 - Service Provided. . Resolved on 2021-01-29 8:47:00 PM.	
Film and Special Events Inquiry Case	101015170868 INTERSECTION	E 21ST AV	MAIN ST		1. Select department: Special Events Office 2. Provide details: Citizen is needing help in getting the right permit and approvals for a wedding reception in a city closed off plaza at this location. The citizen wants to get a catering truck to go to the location and is also wondering if that is a secondary permit or if it is not necessary because the street is already blocked off. The citizen is also asking about the traffic and data management form and if that is still applicable as well with the street being blocked off. Citizen would prefer the response and directions in email. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes 4. Contact name: 5. Location: 6. Contact number: 7. Email address:	Date of the event approximately will be: August 15th, 2021 2pm-6pm. The location is a city plaza that is closed off to traffic on the west side of the intersection between Coco et Olive (who are already aware of the idea and are okay with it) and Liberty Bakery and they will have approximately 40 people to the wedding.	S. 22(1)	S. 22(1)	7/2/21 15:05	7/28/21 10:09	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Film Special Events Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1804606 created / updated at Friday, July 02, 2021 3:15:27 PM No Service Provided: 11 - No Service Provided. . Resolved on 2021-07-28 10:07:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-28 10:09:28.61 No Service Provided 11 - No Service Provided. . Resolved on 2021-07-28 10:07:00 AM.

Citizen Feedback Case	101015265956 700	799	E 27TH AV		<div>1. Describe details (who, what, where, when, why): The complaint is of §. 22(1) (related to case #101015238002 July 27, 2021 4200-4299 Fraser Street - actual location 700 E 27th Ave. at the time it was the temporary patio on the north side and the rest of that block barricaded with concrete barriers for zero access for vehicles. The business with TEPP may be closing, but this block will still be closed off until June 30, 2025. §. 22(1) contacted §. 22(1) wanted someone to come on site to actually see her concern where this block does not allow ambulance and fire to access if an emergency were to arise. On paper it may appear fine, but in actuality it is an emergency response concern to the residence in the area §. 22(1) and §. 22(1) had discussed a date and time to meet on the block - Wednesday 2pm. Unfortunately, §. 22(1) did not show up and did not call the citizen. Would it have not been a courtesy to call to let them know he would not be showing up? Put back that Jordan did not try to get in touch with them. Would like this complaint sent to his superior.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Employee</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-up Plazas</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: 101014787478 and 101015238002</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>	§. 22(1)	§. 22(1)	8/6/21 12:04	8/6/21 13:48	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Emailed to pop up plazas
Citizen Feedback Case	101015175485 716		E 27TH AV	VSV 2K9	<div>1. Describe details (who, what, where, when, why): Citizen is against making the pop-plaza nearby permanent as it takes away parking from residents in the area.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-up Plaza</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	§. 22(1)	§. 22(1)	7/5/21 9:54	7/5/21 10:24	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-Up Plazas
Street - Surface Water Flooding	101015268083 716		E 27TH AV	VSV 2K9	<div>1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Other</div> <div>2. If Other, provide details:</div> <div>3. Is the water: Pooling</div> <div>4. Location of flooding: AlleyBackLane</div> <div>5. If Other, provide details:</div> <div>6. Where is the water coming from? Other</div> <div>7. If Other, provide details: pop up plaza cement block blocking catch basin. Water cannot drain.</div> <div>8. Describe the issue and location in detail: The cement block is blocking the water and catching leaves.</div> <div>9. (Don't ask just record - Did caller indicate they want a call back?) No</div>	§. 22(1)	§. 22(1)	8/7/21 12:05	9/17/21 13:41	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1821459 created / updated at Saturday, August 07, 2021 12:06:31 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1821459 created / updated at Saturday, August 07, 2021 12:07:26 PM Hansen Service Request has been reviewed: Case reviewed on 2021-08-09 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-08-09 12:00:00 AM. Hansen Change in Comments: Comments: Aug 9/21 - Referred to m biagini. Added on 2021-08-09 7:37:51 AM. Attended by Inspector: 43 - Attended by Inspector. Sep 15/21 - 716 E. 27th - Went to site. Concrete jersey barriers are not blocking the CB. - m biagini. Resolved on 2021-09-15 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-17 13:41:47.867 Attended by Inspector 43 - Attended by Inspector. Sep 15/21 - 716 E. 27th - Went to site. Concrete jersey barriers are not blocking the CB. - m biagini. Resolved on 2021-09-15 12:00:00 AM.
Streets - General Issues	101014915377 719		E 27TH AV	VSV 2K8	<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details: Please move parklet barrier and sign back to where it should be</div> <div>3. Describe the issue in detail: PSID 9807013 Photo: §. 15(1)(l) March 31, 2021, 7:25 PM Citizen Comments: Parklet barrier shoved aside. Also, there is a no thru road sign moved off the roadway to the east of this plaza that should be there to warn drivers of the dead end.</div> <div>4. Is this request due to Motor Vehicle Accident? No</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div>	§. 22(1)	§. 22(1)	3/31/21 19:40	4/9/21 10:19	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1761117 created / updated at Wednesday, March 31, 2021 7:42:06 PM Hansen Service Request has been reviewed: Case reviewed on 2021-04-01 7:40:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-04-01 7:40:00 AM. Attended by Inspector: 43 - Attended by Inspector. Apr 6/21 - 719 E 27th - Signs don't appear out of place. - Crew 505. Resolved on 2021-04-06 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-04-09 10:19:00.627 Attended by Inspector 43 - Attended by Inspector. Apr 6/21 - 719 E 27th - Signs don't appear out of place. - Crew 505. Resolved on 2021-04-06 12:00:00 AM.
Streets - General Issues	101014320327 INTERSECTION		E 27TH AV	FRASER ST	<div>1. Type of Inquiry: Other - Emergency</div>	WESTCOAST JIANITORIAL SUPPLIES	§. 22(1)	9/1/20 9:18	9/2/20 11:27	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1668586 created / updated at Tuesday, September 01, 2020 9:19:41 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1668586 created / updated at Tuesday, September 01, 2020 9:20:16 AM Hansen Service Request has been reviewed: Case reviewed on 01/09/2020 9:22:00 AM. Hansen Service Request Assigned: Case was assigned on 01/09/2020 9:26:00 AM. Hansen Change in Comments: Comments: Dispatched to Crew 505 on Sept 1/20. Added on 01/09/2020 9:27:18 AM. Service Provided: 10 - Service Provided. Sep 1/20 - E. 27th & Fraser - Adjusted barricade. - Crew 502. Resolved on 01/09/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-09-02 11:27:33.02 Service Provided 10 - Service Provided. Sep 1/20 - E. 27th & Fraser - Adjusted barricade. - Crew 502. Resolved on 01/09/2020 12:00:00 AM.

Mayor and Council Feedback Case	101015369457	INTERSECTION	E 27TH AV	FRASER ST	app version: 3.10 original address: Fraser St and 27th	<div>1. Subject: 2. Describe details (who, what, where, when, why): From: s. 22(1) Sent: Friday, September 10, 2021 3:55 PM To: Pop-up Plazas <pop-upplazas@vancouver.ca> Cc: Stewart, Kennedy <Kennedy.Stewart@vancouver.ca> Subject: [EXT] 27th Ave & Fraser Street: porta-potty locked (again!) Hello Folks. Per my review on Google Maps, I love this pop up plaza. And clearly many local residents appreciate it too, especially families /nannies with young kids. (Latest visit: 3:00-6:30 pm, Tuesday, September 7th 2021) Question: Is this about who needs to pay for this public convenience? If no businesses/ COV are willing to pay, at least the porta-potty should be removed. It's aggravating to find a toilet in-place?-locked. Thank you for your attention to this. s. 22(1) 3. Neighbourhood: Mount Pleasant 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?): Yes 7. Council Item: Not Applicable 8. Select category: Streets, Sanitation, and Transportation 10. Specific area of concern: Pop-up Plazas 11. Author Type: Individual 12. Correspondence Type: Original Feedback 13. Original Client: s. 22(1) 14. Original Email address: s. 22(1) 15. Original address: Fraser St and 27th</div>	Entered by Mayor's Office Staff - Billa Medhurst	s. 22(1)	s. 22(1)	9/16/21 13:14	10/7/21 9:56	Agent Created Case: Public Stuff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Sept 23 - Sent to Benafsha Iradia for response: Mayor Stewart received this email also sent to pop-upplazas@vancouver.ca. Could ENG respond back to the resident and BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks! Agent Finished: Case Closed. Closed date : 2021-10-07 09:56:03.243 Service Provided Sept 13 - Robert Catherall (ENG) responded to the resident: Hi s. 22(1) ; Thank you for bringing this to our attention. We have looked into this matter and are working with the plaza partner to ensure the washroom is unlocked during the pilot hours (11am-9pm) and locked overnight. Regards,Robert Robert Catherall, MCRP Public Space Planner Street ActivitiesEngineering Services City of Vancouver
Street - Surface Water Flooding	101015404045	INTERSECTION	E 27TH AV	FRASER ST		<div>1. (Don't ask just record - Did flooding cause property damage, injury or severe traffic obstruction?) Flooding - Other 2. If Other, provide details: on the east side of fraser at E 27th there is plaza and there is a large puddle of water forming 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 can't get to catch basin because of leaves and a cement barriers. Leave need to be removed 8. Describe the issue and location in detail: on the east side of fraser at E 27th there is plaza and there is a large puddle of water forming. water can't get to catch basin because of leaves and a cement barriers 9. (Don't ask just record - Did caller indicate they want a call back?) No</div>	s. 22(1)	s. 22(1)	9/30/21 11:19	10/7/21 13:02	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1846266 created / updated at Thursday, September 30, 2021 11:22:14 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1846266 created / updated at Thursday, September 30, 2021 11:23:14 AM Hansen Service Request has been reviewed: Case reviewed on 2021-10-01 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-10-01 12:00:00 AM. Hansen Change in Comments: Comments: Oct 1/21 - Referred to J Azeulos. Added on 2021-10-01 7:39:35 AM. Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. Oct 4/21 - E 27th & Fraser - No issues found - Crew 505. Resolved on 2021-10-04 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-07 13:02:18.383 Upon Investigation No Issue Exists at Location 24 - Investigation found no issue. Oct 4/21 - E 27th & Fraser - No issues found - Crew 505. Resolved on 2021-10-04 12:00:00 AM.	
Citizen Feedback Case	101015524387	INTERSECTION	E 27TH AV	FRASER ST		<div>1. Describe details (who, what, where, when, why): Title: COVID-19 Reallocations for shared use: Interim public plazas - full closure (sidestreet) Plant: s.15(1)(b) Citizen said leaves are all throughout Fraser Street from E 27th to E 28th Avenue where there are tables and chairs. He wants to rake up the leaves and get bags from the city or move all the leaves onto the street to be cleaned. Advised this is illegal dumping. He wants someone from the city to call him back for a solution on who is going to clean up the leaves in this plaza that is on the city road. He said technically it's a city street and he wants this addressed. Please call him. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: pop-upplazas@vancouver.ca parklets@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: Feedback case 101015524393 for Sanitation - Street Cleaning 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:</div>	s. 22(1)	s. 22(1)	11/17/21 18:32	11/17/21 18:53	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-11-17 18:53:56.827 Directed to Another City Department FB email sent to pop-upplazas@vancouver.ca; parklets@vancouver.ca	
Citizen Feedback Case	101015524393	INTERSECTION	E 27TH AV	FRASER ST		<div>1. Describe details (who, what, where, when, why): Citizen feels that although this block on Fraser Street from E 27th to E 28th Avenue is a temporary sitting space with chairs and tables, there are leaves that need to be cleaned. He wants to assist the city in cleaning this and said he can get a bunch of volunteers to clear the space of leaves but they have to put the leaves somewhere. Citizen wants a call back from either Sanitation or pop-upplazas@vancouver.ca, parklets@vancouver.ca to find a solution to the leaves all throughout the block. Citizen stated this is a city road and should be taken care of. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Sanitation - Street Cleaning 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: Feedback case 101015524387 for pop-upplazas@vancouver.ca and parklets@vancouver.ca 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:</div>	s. 22(1)	s. 22(1)	11/17/21 18:35	11/22/21 15:27	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Agent Finished: Case released Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1869080 created / updated at Wednesday, November 17, 2021 6:56:35 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-11-18 6:16:33 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-11-18 6:14:48 AM. Hansen an action has been scheduled: On 2021-11-18 6:14:48 AM an action has been scheduled for 2021-11-18 6:14:00 AM. Service Provided: 10 - Service Provided. Street activities coordinated - bags to be filled and picked up during unlimited leaf collection Nov 20-21. Complete.. Resolved on 2021-11-22 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-22 15:27:03.89 Service Provided 10 - Service Provided. Street activities coordinated - bags to be filled and picked up during unlimited leaf collection Nov 20-21. Complete.. Resolved on 2021-11-22 12:00:00 AM.	

Graffiti Removal - City Property Case	101015017979 2492	E HASTINGS ST	V5K 1Z1	app version: 2.31 original address: 398-444 Kamloops St alias: 398-444 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: Tag is on concrete lock blocks delineating plaza from cycling area 6. Graffiti type: OtherorUnknown	PS#: 10036226<p/>Click images below to expand<p/><a href=<img alt=<img alt=<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10036226<p/>	No Name No Name (ps)	5/11/21 15:53	8/6/21 9:20	Agent Created Case: Public Stuff request id: PSID10036226 Agent Finished: Case Closed. Closed date : 2021-08-06 09:17:51.077 Assigned Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-06 09:20:04.42 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101015026603 2492	E HASTINGS ST	V5K 1Z1	app version: 2.31 original address: 398-444 Kamloops St alias: 398-444 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: On bench at kamloops plaza 6. Graffiti type: OtherorUnknown	PS#: 10055250<p/>Click images below to expand<p/><a href=<img alt=<img alt=<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10055250<p/>	Vanconnect Vanconnect_hscpc.hnbia	5/14/21 13:19	5/19/21 9:59	Agent Created Case: Public Stuff request id: PSID10055250 Agent Finished: Case Closed. Closed date : 2021-05-19 09:55:59.743 Insufficient or Invalid Info Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-05-19 09:59:57.16 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101015162046 2492	E HASTINGS ST	V5K 1Z1	app version: 2.31 original address: 465 Kamloops St alias: 465 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: Kamloops Hastings pop up plaza - on table 6. Graffiti type: OtherorUnknown	PS#: 10332957<p/>Click images below to expand<p/><a href=<img alt=<img alt=<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10332957<p/>	No Name No Name (ps)	6/30/21 6:24	7/6/21 10:34	Agent Created Case: Public Stuff request id: PSID10332957 Agent Finished: Case Closed. Closed date : 2021-07-06 10:29:53.977 No Action Private Property Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-06 10:34:53.367 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101015162047 2492	E HASTINGS ST	V5K 1Z1	app version: 2.31 original address: 465 Kamloops St alias: 465 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: Kamloops Hastings pop up plaza on concrete block 6. Graffiti type: OtherorUnknown	PS#: 10332961<p/>Click images below to expand<p/><a href=<img alt=<img alt=<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10332961<p/>	No Name No Name (ps)	6/30/21 6:25	7/29/21 8:29	Agent Created Case: Public Stuff request id: PSID10332961 Agent Finished: Case Closed. Closed date : 2021-07-29 08:28:53.617 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-29 08:29:52.247 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101015162049 2492	E HASTINGS ST	V5K 1Z1	app version: 2.31 original address: 398-444 Kamloops St alias: 398-444 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: Kamloops Hastings pop up plaza - on table 6. Graffiti type: OtherorUnknown	PS#: 10332974<p/>Click images below to expand<p/><a href=<img alt=<img alt=<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10332974<p/>	No Name No Name (ps)	6/30/21 6:27	7/6/21 10:34	Agent Created Case: Public Stuff request id: PSID10332974 Agent Finished: Case Closed. Closed date : 2021-07-06 10:29:26.4 Directed to Non-City Agency Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-06 10:34:55.02 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101015282719 2492	E HASTINGS ST	V5K 1Z1	app version: 2.31 original address: 398-444 Kamloops St alias: 398-444 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: BackofStreetSign 5. Provide details: Back of Kamloop plaza sign	PS#: 10609861<p/>Click images below to expand<p/><a href=<img alt=<img alt=<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10609861<p/>	Vanconnect Vanconnect	8/12/21 14:27	10/15/21 10:04	Agent Created Case: Public Stuff request id: PSID10609861 Agent Finished: Case Closed. Closed date : 2021-10-15 10:04:12.78 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-15 10:04:50.423 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Sign - Repair	101015303385 2492	E HASTINGS ST	V5K 1Z1	<div>app version: 2.31 original address: 398-444 Kamloops St alias: 398-444 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC</div> <div>1. Sign proximity: Other 3. Type of sign: Other - Non-Emergency 4. Provide details: Graffiti on Kamloop pop up plaza barrier 5. Condition of sign: Graffiti on Front of Sign - Paint</div>	<div>PS#: 10667096<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10667096<p/></div> <div>Vanconnect Vanconnect_hscpc.hmba</div>	8/20/21 14:16	8/23/21 7:29	<div>Agent Created Case: Public Stuff request id: PSID10667096 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1827956 created / updated at Friday, August 20, 2021 2:16:35 PM Hansen Service Request has been reviewed: Case reviewed on 2021-08-23 7:19:00 AM. Hansen Work Order Created: Work order 1332064 has been initiated on 2021-08-23 7:20:00 AM. Work Order type is TsnPermanent. Dispatched to Crew: 44 - Work Order created for Crew. Paperwork forwarded to Crew 505 for Graffiti Removal. Resolved on 2021-08-23 7:22:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-23 07:25:24.73 Dispatched to Crew 44 - Work Order created for Crew. Paperwork forwarded to Crew 505 for Graffiti Removal. Resolved on 2021-08-23 7:22:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-23 07:29:46.637 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 : 1827956 created / updated at Monday, August 23, 2021 7:29:53 AM Agent Finished: Case Closed. Closed date : 2021-08-23 07:29:53.61 Back to previous status Closing case after 'Add Event'</div>
Abandoned Non-Recyclables Pickup Case	101015357975 2492	E HASTINGS ST	V5K 1Z1	<div>app version: 2.31 original address: 465 Kamloops St alias: 465 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC</div> <div>1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: broken plaza umbrella 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 10797898<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10797898<p/></div> <div>s. 22(1)</div>	9/13/21 8:57	9/15/21 12:59	<div>Agent Created Case: Public Stuff request id: PSID10797898 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1838157 created / updated at Monday, September 13, 2021 8:57:41 AM Hansen Service Request has been reviewed: Case reviewed on 2021-09-13 12:38:59 PM. Hansen an action has been scheduled: On 2021-09-13 12:38:59 PM an action has been scheduled for 2021-09-13 12:38:00 PM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-09-13 12:53:59 PM. Hansen an action has been scheduled: On 2021-09-15 12:52:45 PM an action has been scheduled for 0001-01-01 12:00:00 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to RA (Street Activities) on 2021-09-15 12:52:45 PM. Hansen Service Request has been reviewed: Case reviewed on 0001-01-01 12:00:00 AM. Hansen Change in Comments: Comments: Sanitation request redirect to Streets activities. Added on 2021-09-15 12:52:33 PM. Directed to Another City Department: 20 - Directed to Another City Dept. completed - forwarded to Streets Activities. Resolved on 2021-09-14 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-15 12:56:41.92 Directed to Another City Department 20 - Directed to Another City Dept. completed - forwarded to Streets Activities. Resolved on 2021-09-14 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-15 12:59:34.447 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 : 1838157 created / updated at Wednesday, September 15, 2021 12:59:57 PM Agent Finished: Case Closed. Closed date : 2021-09-15 12:59:57.99 Back to previous status Closing case after 'Add Event'</div>
Sign - Repair	101015406654 2492	E HASTINGS ST	V5K 1Z1	<div>app version: 2.31 original address: 446-486 Kamloops St alias: 446-486 KAMLOOPS ST full: 2492 E HASTINGS ST, VANCOUVER, BC</div> <div>1. Sign proximity: Other 3. Type of sign: Other - Non-Emergency 4. Provide details: Graffiti on barrier at kamloop pop up plaza 5. Condition of sign: Graffiti on Front of Sign - Paint</div>	<div>PS#: 10905050<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10905050<p/></div> <div>Vanconnect Vanconnect s. 22(1)</div>	10/1/21 12:07	10/1/21 12:36	<div>Agent Created Case: Public Stuff request id: PSID10905050 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1846762 created / updated at Friday, October 01, 2021 12:07:28 PM Hansen Service Request has been reviewed: Case reviewed on 2021-10-01 12:17:00 PM. Hansen Work Order Created: Work order 1343742 has been initiated on 2021-10-01 12:20:00 PM. Work Order type is TsnPermanent. Dispatched to Crew: 44 - Work Order created for Crew. "Dispatched to Traffic Ops superintendent and Referred to Crew 505 for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO created" - . Resolved on 2021-10-01 12:28:00 PM. Agent Finished: Case Closed. Closed date : 2021-10-01 12:30:00.427 Dispatched to Crew 44 - Work Order created for Crew. "Dispatched to Traffic Ops superintendent and Referred to Crew 505 for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO created" - . Resolved on 2021-10-01 12:28:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-10-01 12:36:34.79 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 : 1846762 created / updated at Friday, October 01, 2021 12:36:40 PM Agent Finished: Case Closed. Closed date : 2021-10-01 12:36:40.98 Back to previous status Closing case after 'Add Event'</div>
Graffiti Removal - City Property Case	101015281159 2511	E HASTINGS ST	V5K 1Z2	<div>app version: 2.31 original address: 2497 BC-7A alias: 2497 BC-7A full: 2511 E HASTINGS ST, VANCOUVER, BC</div> <div>1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: The concrete barrier (facing street) at the Kamloops and Hastings plaza has been tagged with graffiti. Please remove. Thank you. Do not need a follow up. 6. Graffiti type: OtherorUnknown</div>	<div>PS#: 10607133<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10607133<p/></div> <div>No Name No Name (ps)</div>	8/12/21 10:08	8/16/21 8:24	<div>Agent Created Case: Public Stuff request id: PSID10607133 Agent Finished: Case Closed. Closed date : 2021-08-16 08:20:04.607 Duplicate Request</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-16 08:24:51.827 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>

Street Cleaning & Debris Pickup Case	101015511759 2511	E HASTINGS ST	V5K 1Z2	app version: 2.31 original address: 2503 E Hastings St alias: 2503 E HASTINGS ST full: 2511 E HASTINGS ST, VANCOUVER, BC	2. Location: Other 3. Type of debris: Glass 4. Describe issue and location in detail: broken umbrella in plaza at hastings and kamloops 11. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PS#: 11127413<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11127413<p/>	s. 22(1)	11/15/21 10:10 11/17/21 14:20	Agent Created Case: Public Stuff request id: PSID11127413 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1867444 created / updated at Monday, November 15, 2021 10:11:42 AM Hansen Service Request has been reviewed: Case reviewed on 2021-11-15 1:03:05 PM. Hansen an action has been scheduled: On 2021-11-15 1:03:05 PM an action has been scheduled for 2021-11-15 1:03:00 PM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-11-15 1:17:16 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-11-16 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-17 14:18:06.643 Service Provided 10 - Service Provided. Completed. Resolved on 2021-11-16 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-11-17 14:20:05.05 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 : 1867444 created / updated at Wednesday, November 17, 2021 2:20:46 PM Agent Finished: Case Closed. Closed date : 2021-11-17 14:20:48.077 Back to previous status Closing case after 'Add Event'
COVID-19 Case	101014388667 INTERSECTION	E HASTINGS ST	KAMLOOPS ST	1. Topic: Other 2. Type of feedback or inquiry: Complaint 3. Provide details: COVID-19 Reallocations for shared use: Temporary pop-up plazas - full closure (sidestreet) s. 15(1)(i) Citizen is upset that City is taking street parking along Kamloops & E Hastings St to turn into a pop-up plaza, which won't be used by anyone during the fall & winter. It's having a negative impact on the locat businesses and area residents. Citizen said there was no consultation with the Taxpayers on the location and even the BIA was not aware of the pop-up plaza. Citizen would like to speak to the department. 4. (Don't ask, just record - did caller indicate they want a call back?): Yes	s. 22(1)	s. 22(1)	9/24/20 10:24 9/24/20 10:29	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop up plazas and COVID	
Citizen Feedback Case	101014991482 INTERSECTION	E HASTINGS ST	KAMLOOPS ST	1. Describe details (who, what, where, when, why): Citizen wishes to place a complaint in regards to the Pop Up Plazas. Citizen says he is against the plazas. Citizen is very upset he was not consulted in regards to this. Citizen says we have closed half a city block, a road that has been there for 80 years without consulting the residents. Citizen is requesting a call back to discuss this. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop Up Plazas 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:	s. 22(1)	s. 22(1)	4/30/21 16:02 4/30/21 19:41	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Sent to pop-upplazas@vancouver.ca	
Citizen Feedback Case	101015033584 INTERSECTION	E HASTINGS ST	KAMLOOPS ST	1. Describe details (who, what, where, when, why): Citizen explains there are tables and barricades added here, he would like to complain that the city has added these structures. He explains it just serves as a spot for homeless to gather. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop up Plazas 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:	s. 22(1)	s. 22(1)	5/17/21 16:06 5/17/21 17:04	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-05-17 17:04:08.397 Directed to Another City Department sent to pop-upplazas@vancouver.ca	
Street and Sidewalk Retail Use Issue Case	101015129178 INTERSECTION	E HASTINGS ST	KAMLOOPS ST	1. Type of request: Complaint 2. Type of issue: Street Entertainment (Busking) 3. If Other, provide details: 4. Describe details: At the 400 block Kamloops St street plaza. At 3:15pm today, male and female caucasian making musical entertainment. Amplification, she is singing and he is playing the trumpet. This is intrusive to the surrounding residence. Cannot enjoy some peace with this going on. Could be heard while on the phone with the citizen. 5. (Don't ask just record - Did caller indicate they want a call back?): Yes	s. 22(1)	s. 22(1)	6/18/21 16:28 6/21/21 8:08	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Entertainment (Busking) Agent Finished: Case Closed. Closed date : 2021-06-21 08:08:41.997 Acknowledged Inspector will keep an eye out for vendors. However, inspectors do not work weekends or after 4:30pm. Busking complaints on the weekend need to go to VPD non-emergency.	

Citizen Feedback Case	101015354848 4200	4299	FRASER ST		<div>1. Describe details (who, what, where, when, why): §. 22(1) very upset and frustrated that she has not heard back in regards to Lagan case no. 101015238002. She says the TEPP pop-up plaza on the north side of E 27th Avenue is attracting the wrong crowds and people. She says that the cement barriers are not helping and hinder ambulance access in case of an emergency and she says the ambulance has limited access to their building as no one can park on the street a as a result of this plaza. She says there are elders in the building who may need assistance in an emergency situation and will not be able to gain access to help or ambulance crews due to the lack of access. She says she spoke to someone at the City who was advised by the Fire Chief that they have access however, citizen says how is this possible if no one can park on the street. She says they pay for taxes and do not even have one parking spot. She also wants the Fire Department to view and inspect to see if this is the case etc. Furthermore, citizen is upset that the porta potty has been moved to the middle now and she would like it removed. She says they reside in a commercial building and they pay lots of taxes etc. and this is something citizen is very concerned and worried about. She would like to speak to a Department Manager or Supervisor. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: TEPP pop-upplazas@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: citizen feedback - 15238002; 101014787478 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:</div>	<div>She says she spoke to someone in the past from the department and they were advised nothing can be done. However, citizen would like to escalate further. She says the porta-potty smells and this brings the wrong crowd at night and she wants it removed. She does not understand why the City has placed plastic toys for kids (teeter totters etc.) as there are parks nearby etc. She is hoping the City can compromise and even remove one cement barrier for parking so they can have half of the street for parking etc. or even so an emergency vehicle can get by she says this would be better. She says people who reside on Cambie have parking and she says we pay more taxes due to commerical property tax and she says we don't get anymore parking.</div> <div>§. 22(1)</div>	<div>§. 22(1)</div>	9/10/21 17:14	9/10/21 18:03	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-Up Plaza
VanConnect - Other Case	101014915356 4288		FRASER ST	VSV 4G2	<div>app version: 2.31 original address: 719 E 27th Ave alias: 719 E 27TH AVE full: 4288 FRASER ST, VANCOUVER, BC 1. Provide details: Parklet barrier shoved aside to make it easier to park for the car that is illegally parked in the photo. Probably done by resident on south side of 27th. Also, there is a no thru road sign moved off the roadway to the east of this plaza that should be there to warn drivers of the dead end.</div>	<div>PSR: 9807013<p/>Click images below to expand<p/><a href=§. 15(1)(i) §. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9807013<p/></div> <div>§. 22(1)</div> <div>§. 22(1)</div>	3/31/21 19:25	3/31/21 19:44	Agent Created Case: Public Stuff request id: PSID9807013 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-03-31 19:42:09.423 Directed to Another City Department Street general issue case 101014915377 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-31 19:44:50.083 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
COVID-19 Case	101014657551 4298		FRASER ST	VSV 4G2	<div>1. Topic: Social Distancing 2. Type of feedback or inquiry: Complaint 3. Provide details: Citizen reporting that there is a City pop up plaza outside of 4298 Fraser Street and he is seeing people from multiple households with no masks within 6 feet of each other. 4. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>2020 December, Anonymous</div>	12/27/20 12:48	12/27/20 13:50	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-12-27 13:50:55.44 Directed to Another City Department Pop-up Plazas <pop-upplazas@vancouver.ca>	
Graffiti Removal - City Property Case	101014675541 4304		FRASER ST	VSV 4G3	<div>app version: 2.31 original address: 700-726 E 27th Ave alias: 700-726 E 27TH AVE full: 4304 FRASER ST, VANCOUVER, BC 1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: This is a sign, facing Fraser St, from the Fraser 27th pop up plaza. 6. Graffiti type: OtherorUnknown</div>	<div>PSR: 9335251<p/>Click images below to expand<p/><a href=§. 15(1)(i) §. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9335251<p/></div> <div>No Name No Name (ps)</div>	1/5/21 6:32	1/5/21 8:39	Agent Created Case: Public Stuff request id: PSID9335251 Agent Finished: Case Closed. Closed date : 2021-01-05 08:37:03.81 Directed to Another City Department Redirected to Traffic Ops, our Graffiti Management Contractor does not remove from the front of signs - Kevin F (IGMP / SA) Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-01-05 08:39:55.34 Open311 Feedback Send Complete Status and Resolution Comment to PS case	
Street Cleaning & Debris Pickup Case	101015494004 4304		FRASER ST	VSV 4G3	<div>app version: 2.31 original address: 700-726 E 27th Ave alias: 700-726 E 27TH AVE full: 4304 FRASER ST, VANCOUVER, BC 2. Location: Residential Street 3. Type of debris: Soil 4. Describe issue and location in detail: Please remove piles of wet leaves in the pop-up plaza 11. (Don't ask, just record - did caller indicate they want a call back?) Unknown</div>	<div>PSR: 11088510<p/>Click images below to expand<p/><a href=§. 15(1)(i) §. 15(1)(i)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11088510<p/></div> <div>§. 22(1)</div>	11/6/21 22:05	11/9/21 8:40	Agent Created Case: Public Stuff request id: PSID11088510 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1863683 created / updated at Saturday, November 06, 2021 10:06:00 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-11-08 6:31:18 AM. Hansen an action has been scheduled: On 2021-11-08 6:30:03 AM an action has been scheduled for 2021-11-08 6:29:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-11-08 6:30:03 AM. Review Completed - Unable to Provide Service: 23 - Investigation Completed - Unable to Provide Service. Leaf Season starting Nov 15/21 will be taken care of then. Resolved on 2021-11-08 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-09 08:35:58.147 Review Completed - Unable to Provide Service 23 - Investigation Completed - Unable to Provide Service. Leaf Season starting Nov 15/21 will be taken care of then. Resolved on 2021-11-08 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-11-09 08:39:50.043 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 : 1863683 created / updated at Tuesday, November 09, 2021 8:40:39 AM Agent Finished: Case Closed. Closed date : 2021-11-09 08:40:39.763 Back to previous status Closing case after 'Add Event'	

Street Cleaning & Debris Pickup Case	101015501526 4304	FRASER ST	VSV 4G3	app version: 2.31 original address: 4304 Fraser St alias: 4304 FRASER ST full: 4304 FRASER ST, VANCOUVER, BC	2. Location: Residential Street 3. Type of debris: Soil 4. Describe issue and location in detail: Please remove the wet leaves from the public plaza. 11. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PSR: 11104611<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11104611<p/>	s. 22(1)	11/9/21 20:57 11/12/21 13:28	Agent Created Case: Public Stuff request id: PSID11104611 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1865022 created / updated at Tuesday, November 09, 2021 8:57:15 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-11-10 6:16:39 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-11-10 6:15:15 AM. Hansen an action has been scheduled: On 2021-11-10 6:15:15 AM an action has been scheduled for 2021-11-10 6:15:00 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-11-10 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-12 13:24:01.12 Service Provided 10 - Service Provided. Completed. Resolved on 2021-11-10 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-11-12 13:25:19.22 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 : 1865022 created / updated at Friday, November 12, 2021 1:28:18 PM Agent Finished: Case Closed. Closed date : 2021-11-12 13:28:18.607 Back to previous status Closing case after 'Add Event'
Street Cleaning & Debris Pickup Case	101015507672 4304	FRASER ST	VSV 4G3	app version: 2.31 original address: 4304 Fraser St alias: 4304 FRASER ST full: 4304 FRASER ST, VANCOUVER, BC	2. Location: Residential Street 3. Type of debris: Soil 4. Describe issue and location in detail: Please remove the wet leaves from the public plaza. 11. (Don't ask, just record - did caller indicate they want a call back?) Unknown	2021/11/12 14:11:23 ~~~ Howard Ho ~~~ s. 22(1) is calling in to advise he submitted a report through VanConnect, to have the leafs removed from the Pop-up Plaza. The Pop-up Plaza is used by many people in the area and could be a potential hazard if the wet leafs aren't removed. 
PSR: 11119316<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11119316<p/>	s. 22(1)	11/12/21 13:58 11/17/21 14:30	Agent Created Case: Public Stuff request id: PSID11119316 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1866154 created / updated at Friday, November 12, 2021 1:59:47 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1866154 created / updated at Friday, November 12, 2021 2:12:17 PM Hansen Service Request has been reviewed: Case reviewed on 2021-11-15 6:34:05 AM. Hansen an action has been scheduled: On 2021-11-15 6:34:05 AM an action has been scheduled for 2021-11-15 6:34:00 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-11-15 6:35:50 AM. Review Completed - Unable to Provide Service: 23 - Investigation Completed - Unable to Provide Service. Leaf season - Signs are coming. Resolved on 2021-11-16 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-17 14:27:03.94 Review Completed - Unable to Provide Service 23 - Investigation Completed - Unable to Provide Service. Leaf season - Signs are coming. Resolved on 2021-11-16 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-11-17 14:29:55.13 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 : 1866154 created / updated at Wednesday, November 17, 2021 2:30:07 PM Agent Finished: Case Closed. Closed date : 2021-11-17 14:30:07.703 Back to previous status Closing case after 'Add Event'
Street Cleaning & Debris Pickup Case	101015516663 4304	FRASER ST	VSV 4G3	app version: 2.31 original address: 4304 Fraser St alias: 4304 FRASER ST full: 4304 FRASER ST, VANCOUVER, BC	2. Location: Residential Street 3. Type of debris: Soil 4. Describe issue and location in detail: Please remove the wet leaves from the public plaza. 11. (Don't ask, just record - did caller indicate they want a call back?) Unknown	PSR: 11136365<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11136365<p/>	s. 22(1)	11/16/21 12:35 11/22/21 15:15	Agent Created Case: Public Stuff request id: PSID11136365 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1868332 created / updated at Tuesday, November 16, 2021 8:55:48 PM Hansen Change in Comments: Comments: Sr Forwarded to Foreman. Added on 2021-11-17 6:21:07 AM. Hansen an action has been scheduled: On 2021-11-17 6:19:42 AM an action has been scheduled for 2021-11-17 6:19:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-11-17 6:19:42 AM. Service Provided: 10 - Service Provided. Area cleaned. Resolved on 2021-11-19 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-22 15:15:04.48 Service Provided 10 - Service Provided. Area cleaned. Resolved on 2021-11-19 12:00:00 AM.
Street and Sidewalk Retail Use Issue Case	101015246645 4307	FRASER ST	VSV 4G4		1. Type of request: Complaint 2. Type of issue: Other 3. If Other, provide details: Pop Up Plazas - Fraser and E.27th Ave. 4. Describe details: Owner of business Say Mercy - has taken over the street with this crazy pop up plaza there's more tables and there's a porta potty and her business Vape Street is severely impacted as the ability to park has been negatively impacted. Business has decreased by 60-70% as a result. As such she is now in a position that she may have to close the doors permanently if something doesn't change. 5. (Don't ask just record - Did caller indicate they want a call back?): Yes	Plaza started out small but now the whole road is blocked off.	s. 22(1) s. 22(1)	7/29/21 14:42 8/4/21 11:52	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Sidewalk Patios Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to street activities (pop-up plazas). Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-04 11:52:13.7 Directed to Another City Department sent by email to pop-upplazas@vancouver.ca

Citizen Feedback Case	101015246883 4307		FRASER ST	V5V 4G4	<div>1. Describe details (who, what, where, when, why): July 29, 2021 Fraser and 27th Pop Up Plaza The closure of this road added to the lack of parking in this area for residents of the building at 4304 Fraser as well as clients for the Vape Street Store. This has had a very negative impact on business in the area and as a result her store has seen a decrease in sales by 60-70%. As a result if things don't change very soon she will have to permanently close the location. The owner of Say Mercy has expentially expanded their sidewalk patios...but have never applied for or received permission for a Patio permit. So at this point this isn't benefitting the residents who live in the building at 4304 as they are not able to park overnight and often have to go blocks to find parking. Plus customers who used to go to the Vape Street can no longer find parking and are therefore going elsewhere.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Pop-up Plaza's please cc this to Aman Chandi.</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: 101015246645</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>s. 22(1)</div>	7/29/21 15:20	7/29/21 15:45	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-29 15:45:56.38 Directed to Another City Department sent to pop-upplazas@vancouver.ca; aman.chandi@vancouver.ca
Hot Topic Case	101015138497 1700	1799	GRANT ST	<div>1. Topic: Alcohol on City Property (Plaza, street, sidewalk)</div> <div>2. Type of feedback: Complaint</div> <div>3. Provide details: §. 22(1) walked by the 1700 blk of Grant St. advised that there are tables and chairs being set up to be a part of the pop-up plazas in Vancouver. He is unhappy in regards to this and believes it is a poor decision from COV to allow this. He stated that on Commercial Dr. There are already large delivery vehicles that drive to deliver goods to businesses. With the 1700 blk of Grant St. being blocked off, delivery drivers will have to look into alternative routes, which could be an inconvenience for the residences in the area.</div> <div>4.(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>	6/22/21 13:01	6/22/21 13:07	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback Agent Finished: Case Closed. Closed date : 2021-06-22 13:07:02.72	
Citizen Feedback Case	101015149018 1700	1799	GRANT ST	<div>1. Describe details (who, what, where, when, why): Caller is not pleased there was no communication with community during the planning of the plaza along the 1700 block of Grant St. Caller is a property owner of 8 commercial spaces along Grant St but he was not informed this plaza was being considered. He was advised recently by a tenant in the commercial space that a hand delivered notice was issued shortly before the barricades were installed. Caller is not opposed to the plaza itself but would have liked to see more communication to the businesses that will be affected. Specifically, there is a grocery store on the NE corner of the intersection that will have trouble receiving their daily deliveries.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Pop-up Plazas</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?): 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>s. 22(1)</div>	6/25/21 12:02	6/25/21 12:37	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-06-25 12:37:27.187 Directed to Another City Department Sent by email to pop-upplazas@vancouver.ca	
Hot Topic Case	101015156707 1700	1799	GRANT ST	<div>1. Topic: Alcohol on City Property (Plaza, street, sidewalk)</div> <div>2. Type of feedback: Complaint</div> <div>3. Provide details: §. 22(1) and is reporting a complaint in regards to the 1700 blk Grant St. being blocked off for the pop-plaza. -Traffic has increase 500% with delivery trucks driving on Kitchener St. to deliver goods to local businesses. -There have been multiple fights occurring between delivery truck drivers. -Believe that it is not fair that Kitchener St. is used as a delivery route. -Citizen feels that this was not thought through properly by COV. -Causing a huge inconvenience for residents in the area.</div> <div>4.(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>	6/28/21 15:07	6/28/21 15:12	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback Agent Finished: Case Closed. Closed date : 2021-06-28 15:12:34.543	
Citizen Feedback Case	101015163776 1700	1799	GRANT ST	<div>1. Describe details (who, what, where, when, why): The Pop Up Plaza on Grant just east of Commercial Dr is driving traffic up Kitchener St. Trucks are speeding down Kitchener St as a result of the Pop Up Plaza.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities</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?): 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)</div>	<div>s. 22(1)</div>	6/30/21 12:20	6/30/21 13:23	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department feedback emailed to pop-upplazas@vancouver.ca	

Citizen Feedback Case	101015193106	1700	1799	GRANT ST	V6Z 2R7	<div>1. Describe details (who, what, where, when, why): Citizen wants to put forward a complaint in regards to the pop up plaza. Last night a group of individuals got intoxicated and created a large mess and destroyed a couple trees. Citizen states that since this plaza went up its just caused disturbances for the neighbourhood and people are unable to sleep, each day there is large amounts of garbage as well. Citizen would like to see the City remove this plaza as its only caused damage.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-up Plazas</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>	S: 22(1)	S: 22(1)	7/10/21 9:27	7/10/21 11:33	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Directed to Pop-up Plazas: pop-upplazas@vancouver.ca
Parks Litter Can or Cart Request	101015171976	1701		GRANT ST	V5L 2Y6	<div>1. Request is for: Cart</div> <div>2. Type of request: Clean-Up</div> <div>3. If Clean-Up, is it: Overflowing</div> <div>4. If Repair/Replace, is it: undefined</div> <div>5. If Other, provide details:</div> <div>6. Describe request in detail: Garbage cart located at the pop up plaza in front of dental office is overflowing.</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Dr Michelle Tao Inc	6042511322	7/3/21 8:41	7/7/21 13:25	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1804830 created / updated at Saturday, July 03, 2021 8:42:35 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1804830 created / updated at Saturday, July 03, 2021 8:43:15 AM Agent Finished: Case Closed. Closed date : 2021-07-03 08:52:20.23 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 : 1804830 created / updated at Saturday, July 03, 2021 8:52:31 AM Agent Finished: Case Closed. Closed date : 2021-07-03 08:52:32.3 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 2021-07-05 6:32:19 AM. Agent Finished: Case Closed. Closed date : 2021-07-05 06:34:30.41 Back to previous status Closing case after 'Add Event' Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen an action has been scheduled: On 2021-07-05 6:32:19 AM an action has been scheduled for 2021-07-05 6:32:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-05 06:39:30.7 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: SR Forwarded to Foreman. Added on 2021-07-05 6:36:58 AM. Agent Finished: Case Closed. Closed date : 2021-07-05 06:43:30.387 Back to previous status
Citizen Feedback Case	101015171979	1701		GRANT ST	V5L 2Y6	<div>1. Describe details (who, what, where, when, why): Caller states the City placed a pop up plaza in front of a dental office by removing the loading zone and disabled parking - leaving both parties without parking. Caller states the clients that visit the dental office who have disabilities mentioned that it's difficult to find parking and the office delivery drivers have no where to park either. Caller states the City should have talked to the businesses around the pop up and provided alternative solutions for parking for disabled/commercial trucks. There is also overflowing garbage that hasn't been collected - case created.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Streets Department</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: Overflowing garabage - 101015171986</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>	Dr Michelle Tao Inc	6042511322	7/3/21 8:44	7/3/21 10:29	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-up Plazas
Street Litter Can Cleanup Case	101015171986	1701		GRANT ST	V5L 2Y6	<div>1. Type of issue: Overflowing</div> <div>2. Describe issue in detail: Garbage cart located at the pop up plaza in front of dental office is overflowing.</div> <div>3. Is the litter can model type: Enclosure? No</div> <div>4. Is this an overflowing outdoor ashtrey? No</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	Dr Michelle Tao Inc	6042511322	7/3/21 8:53	7/7/21 13:25	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1804835 created / updated at Saturday, July 03, 2021 8:53:56 AM Hansen an action has been scheduled: On 2021-07-05 6:32:21 AM an action has been scheduled for 2021-07-05 6:32:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-07-05 6:32:21 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-07-05 6:36:58 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-07-06 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-07 13:25:31.033 Service Provided 10 - Service Provided. Completed. Resolved on 2021-07-06 12:00:00 AM.

Citizen Feedback Case	101015171040 1720	GRANT ST	V5L 2Y7	<div>1. Describe details (who, what, where, when, why): Caller is very upset at the changes to the truck traffic on his residential street as a result of the pop up plaza at this location. The truck traffic that is constantly using Kitchener to access the businesses for deliveries have no other choice as a result of not being able to access Grant street off Commercial. Caller would like a call back he has made many complaints to Mayor and Council and has not received any call back.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Use</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?): 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>S. 22(1)</div>	7/2/21 15:36	7/2/21 19:41	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-02 19:41:02.457 Directed to Another City Department Directed to pop-upplazas@vancouver.ca
New Litter Can Request Case	101014993884 2996	GRANVILLE ST	V6H 3J7	<div>app version: 2.31 original address: 2996 Granville St alias: 2996 GRANVILLE ST full: 2996 GRANVILLE ST, VANCOUVER, BC</div> <div>1. Receptacle requested: 2. Provide details: Street plaza/takeout has caused garbage bins to overflow constantly. Also, no sorting of anything that is recyclable. Has been an ongoing issue for the past few months that needs to be dealt with.</div>	<div>PS#: 9981993<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9981993<p/></div>	<div>No Name No Name (ps)</div>	5/2/21 14:30	5/2/21 14:34	Agent Created Case: Public Stuff request id: PSID9981993 Agent Finished: Case Closed. Closed date : 2021-05-02 14:30:32.737 ZZZ Under Review Auto case closed from Mapping Application. PSID9981993 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-05-02 14:34:46.353 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Parks - Ranger Case	101015209029 2996	GRANVILLE ST	V6H 3J7	<div>app version: 2.31 original address: 1472-1498 W 14th Ave alias: 1472-1498 W 14TH AVE full: 2996 GRANVILLE ST, VANCOUVER, BC</div> <div>1. Type of service: Noise Complaint</div> <div>3. Provide details: Far too much noise going on.</div> <div>5. Park name: Street plaza at above address</div> <div>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS Description: Street performer with loud equipment disturbing everyone near Bin4Burger and Meinhardt in the public plaza right now. <p/>PS#: 10433336<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10433336<p/></div>	<div>No Name No Name (ps)</div>	7/15/21 18:36	7/16/21 17:24	Agent Created Case: Public Stuff request id: PSID10433336 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1811186 created / updated at Thursday, July 15, 2021 6:36:27 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1811186 created / updated at Thursday, July 15, 2021 6:37:27 PM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 2021-07-16 5:20:00 PM. Hansen Change in Comments: Comments: Out of jurisdiction. . Added on 2021-07-16 5:20:49 PM. Agent Finished: Case Closed. Closed date : 2021-07-16 17:22:01.073 Directed to Another City Department 20 - Directed to Another City Dept. . Resolved on 2021-07-16 5:20:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-16 17:24:46.893 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 : 1811186 created / updated at Friday, July 16, 2021 5:24:55 PM Agent Finished: Case Closed. Closed date : 2021-07-16 17:24:55.743 Back to previous status Closing case after 'Add Event'
Citizen Feedback Case	101015115701 3002	GRANVILLE ST	V6H 3J8	<div>1. Describe details (who, what, where, when, why): There is a pop up plaza at Granville and W. 14th Ave, next to 3002 Granville Street. There is a garbage cart that has been placed there but unsure if it belongs there. Serial number is D0626943 and it shows in ACCMA that it is a green/yard trimmings cart. Does this cart belong there? If not, then it needs to be removed. If it does belong there, the caller is asking if there can be a lid put on it as the crows get into it. They are getting very frustrated that they are constantly cleaning up the mess.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop Up Plazas? Or Sanitation?</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	<div>Meinhardt Fine Foods Inc.</div>	<div>S. 22(1)</div>	6/14/21 15:49	6/15/21 12:54	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Reallocated to queue: 311 Contact Centre Requires special attention Please create a service request Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-06-15 12:54:58.493 Directed to Another City Department 101015118202
Cart Complaint (Garbage, Green and Recycling) Case	101015118202 3002	GRANVILLE ST	V6H 3J8	<div>1. Type of issue: Other</div> <div>2. If Other, provide details: There is a pop up plaza at Granville and W. 14th Ave, next to 3002 Granville Street. There is a garbage cart that has been placed there but unsure if it belongs there. Serial number is D0626943 and it shows in ACCMA that it is a green/yard trimmings cart. Does this cart belong there? If not, then it needs to be removed. If it does belong there, the caller is asking if there can be a lid put on it as the crows get into it. They are getting very frustrated that they are constantly cleaning up the mess.</div> <div>3. Type of cart: Green</div> <div>4. Type of property: Business</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>Meinhardt Fine Foods Inc.</div>	<div>S. 22(1)</div>	6/15/21 12:51	6/21/21 12:29	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Garbage Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1796160 created / updated at Tuesday, June 15, 2021 12:53:26 PM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-06-15 1:02:01 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-06-15 12:59:34 PM. Hansen an action has been scheduled: On 2021-06-15 12:59:34 PM an action has been scheduled for 2021-06-15 12:59:00 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-06-18 12:27:00 PM. Agent Finished: Case Closed. Closed date : 2021-06-21 12:29:10.34 Service Provided 10 - Service Provided. Completed. Resolved on 2021-06-18 12:27:00 PM.

Homelessness / Urban Issues Case	101015137348	8324	GRANVILLE ST	V6P 4Z7	<div><div>app version: 2.31 original address: 8384 Granville St alias: 8384 GRANVILLE ST full: 8324 GRANVILLE ST, VANCOUVER, BC</div><div>1. (Is this request from VPD?): No 2. Type of issue: Tents or structures on street or sidewalk 3. Other details: This is a continuous issue. Pop up plaza at this location seems not a good idea. 5. Provide number of tents and other structures: 2 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div></div>	<div><div>PS#: 10282181<p/>Click images below to expand<p/><a href="§. 15(1)(i)" <p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10282181<p/></div><div>No Name No Name (ps)</div></div>	6/22/21 10:37	6/24/21 12:15	<div>Agent Created Case: Public Stuff request id: PSID10282181 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1799438 created / updated at Tuesday, June 22, 2021 11:17:12 AM Hansen Service Request has been reviewed: Case reviewed on 2021-06-23 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-06-23 12:00:00 AM. Hansen Change in Comments: Comments: Jun 23/21 - Referred to S McMillan. Added on 2021-06-23 7:48:35 AM. Attended by Inspector: 43 - Attended by Inspector. Jun 23/21 - 8324 Granville - Went to location with VPD and people moved along - Crew 502. Resolved on 2021-06-23 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-06-24 12:11:54.233 Attended by Inspector 43 - Attended by Inspector. Jun 23/21 - 8324 Granville - Went to location with VPD and people moved along - Crew 502. Resolved on 2021-06-23 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-24 12:14:58.313 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 : 1799438 created / updated at Thursday, June 24, 2021 12:15:57 PM Agent Finished: Case Closed. Closed date : 2021-06-24 12:15:57.31 Back to previous status Closing case after 'Add Event'</div>
Graffiti Removal - City Property Case	101015258892	8324	GRANVILLE ST	V6P 4Z7	<div><div>app version: 2.31 original address: 8384 Granville St alias: 8384 GRANVILLE ST full: 8324 GRANVILLE ST, VANCOUVER, BC</div><div>1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: Graffiti on picnic tables at the pop up plaza at Granville street and w 67th Ave 6. Graffiti type: OtherorUnknown</div></div>	<div><div>PS#: 10554058<p/>Click images below to expand<p/><a href="§. 15(1)(i)" <p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10554058<p/></div><div>No Name No Name (ps)</div></div>	8/4/21 8:18	8/5/21 10:14	<div>Agent Created Case: Public Stuff request id: PSID10554058 Agent Finished: Case Closed. Closed date : 2021-08-05 10:13:37.45 Directed to Non-City Agency</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-05 10:14:54.56 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Homelessness / Urban Issues Case	101015099454	8337	GRANVILLE ST	V6P 4Z8	<div><div>app version: 2.31 original address: Granville St & W 67th Ave alias: GRANVILLE ST & W 67TH AVE full: 8337 GRANVILLE ST, VANCOUVER, BC</div><div>1. (Is this request from VPD?): No 2. Type of issue: Tents or structures on street or sidewalk 3. Other details: Garbage and litter, personal belongings sprawling on 2 public tables for pop up plaza. Transient people unmasked talking loudly night of June 07, 2021.1 1/2 tents 5. Provide number of tents and other structures: 1 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div></div>	<div><div>PS#: 10200143<p/>Click images below to expand<p/><a href="§. 15(1)(i)" <p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10200143<p/></div><div>No Name No Name (ps)</div></div>	6/8/21 17:19	6/10/21 15:19	<div>Agent Created Case: Public Stuff request id: PSID10200143 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1793061 created / updated at Tuesday, June 08, 2021 5:19:49 PM Hansen Change in Comments: Comments: Jun 9/21 - Referred to S McMillan. Added on 2021-06-09 7:19:45 AM. Hansen Service Request Assigned: Case was assigned on 2021-06-09 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-06-09 12:00:00 AM. Attended by Inspector: 43 - Attended by Inspector. Jun 9/21 - 8337 Granville - We went to location yesterday and moved NPE along - Crew 502. Resolved on 2021-06-09 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-06-10 15:05:24.083 Attended by Inspector 43 - Attended by Inspector. Jun 9/21 - 8337 Granville - We went to location yesterday and moved NPE along - Crew 502. Resolved on 2021-06-09 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-10 15:11:12.797 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 : 1793061 created / updated at Thursday, June 10, 2021 3:19:13 PM Agent Finished: Case Closed. Closed date : 2021-06-10 15:19:14.187 Back to previous status Closing case after 'Add Event'</div>
Citizen Feedback Case	101014127344	INTERSECTION	GRANVILLE ST	W 14TH AV	<div><div>1. Describe details (who, what, where, when, why): Opinion about pop-up plaza at Granville St and W 14th. Concerned that access to Granville St from W 14th Ave has been blocked by this plaza and people in vehicles or on bikes have to back track and travelling in the lane to get to W 15th Ave is extremely challenging because of delivery vehicles and waste collection trucks in the commercial lane. Residents avoid using W 15th Ave to access Granville St because it's like a one way street and W 16th and Granville is known to be a dangerous intersection so many rely on W 14th because of the traffic light. Using 14th wouldn't be that bad if W 15th was fully available to traffic. This makes it's very challenging for residents within the block. The neighbourhood is coming along just fine, citizen doesn't understand why this is needed and shocked there is a 2nd plaza at W 13th and Granville. Today they noticed 3 tables at the W14th plaza and only 2 people were sitting there. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop up plazas 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?): Unknown 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div><div>§. 22(1)</div></div>	§. 22(1)	6/25/20 15:57	6/25/20 16:54	<div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-06-25 16:54:49.73 Alternate Service Provided sent to pop-upplazas@vancouver.ca</div>

Street and Sidewalk Retail Use Issue Case	101014134701 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Other</div> <div>3. If Other, provide details: Pop Up Plaza</div> <div>4. Describe details: Citizen is concerned about the safety of people at the Pop up Plaza. She lives nearby and has witnessed people get out of larger trucks, move the orange barricades and then drive through. Citizen believes for safety reasons they should not be barricades that people can move. She is also concerned about the cyclists that ride through it while people are sitting at the tables. They are riding too close to people. Citizen would like to see signage added to tell cyclists not to enter.</div> <div>5. (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>	6/29/20 8:24	6/29/20 8:33	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Other Agent Finished: Case Closed. Closed date : 2020-06-29 08:33:44.083 Acknowledged
Streets - General Issues	101014135708 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details:</div> <div>3. Describe the issue in detail: Citizen explains the barricades at the pop up plaza need better enforcement into the ground. They have been moved around by commercial vehicles to deliver to businesses. I will also create a Covid feedback for this issue.</div> <div>4. Is this request due to Motor Vehicle Accident? No</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (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>	6/29/20 11:15	7/6/20 15:02	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1637276 created / updated at Monday, June 29, 2020 11:18:22 AM Hansen Service Request Assigned: Case was assigned on 30/06/2020 12:00:00 AM. Hansen Change in Comments: Comments: Jun 30/20 - Referred to J Azuelos. Added on 30/06/2020 7:35:51 AM. Hansen Service Request has been reviewed: Case reviewed on 30/06/2020 12:00:00 AM. Service Provided: 10 - Service Provided. Jul 3/20 - Granville & W. 14th - Done. - Crew 505. Resolved on 03/07/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-07-06 15:02:39.66 Service Provided 10 - Service Provided. Jul 3/20 - Granville & W. 14th - Done. - Crew 505. Resolved on 03/07/2020 12:00:00 AM.
COVID-19 Case	101014135725 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Topic: Other</div> <div>2. Type of feedback or inquiry: Complaint</div> <div>3. Provide details: Citizen explains the pop up plazas are not very effective the barricades are being moved around by commercial vehicles who want to deliver to businesses in the area.</div> <div>4. (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>	6/29/20 11:18	6/29/20 14:02	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-Up Plazas
Citizen Feedback Case	101014172407 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Describe details (who, what, where, when, why): s. 22(1) is impressed with the work by the Pop Up Plaza team at W 14th and Granville St. She called to report an issue with cycling through a few days ago and it was fixed already and the pop up plaza looks wonderful and is a great practical idea! She loves the planters and the idea and wants to give a big thumbs up to the designers!</div> <div>2. Type of feedback: Compliment</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: pop-upplazas@vancouver.ca</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?): 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)</div>	<div>s. 22(1)</div>	7/11/20 16:52	7/11/20 17:07	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed to pop-upplazas@vancouver.ca
New Litter Can Request Case	101014205870 INTERSECTION	GRANVILLE ST	W 13TH AV	<div>1. Type of request: Garbage</div> <div>2. Provide details: Pop up Plaza needs a garbage can or something</div>	Citizen would like to see a garbage can in the pop up plaza as no one seems to be taking care of the area. People are leaving behind garbage and then it ends up on the ground or infront of the buisnesses.	2020 July, Anonymous	7/22/20 15:12	7/22/20 15:13	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Agent Finished: Case Closed. Closed date : 2020-07-22 15:13:58.657
Citizen Feedback Case	101014312008 INTERSECTION	GRANVILLE ST	W 13TH AV	<div>1. Describe details (who, what, where, when, why): Citizen is concerned about the ongoing music that is playing at the Pop Up Plaza. The music is being amplified with a mic and the performers are there for extended periods of time. He has spoken with the performers and they have advised they have permits with the Dine Out South Granville program. If the city has issued these permits he would like to know how there was not any public consultation. He understands that the pop up plazas are a way for people meet outdoors and with the live music there is no opportunity for anyone to even talk. He also spoke with some of the restaurants that are part of the Dine Out Side program and they advised they did not request the music and it really doesn't matter if they are there. This is an ongoing issue for residents of this neighbourhood. It was once a quiet residential area and now it is a weekly party with live music. Even with their windows closed they still cannot escape it. Upcoming Events at the Plaza; https://southgranville.org/south-granville-summer-sessions/</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activites</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: 14298623</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>s. 22(1)</div>	8/28/20 13:12	8/28/20 14:44	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-08-28 14:44:38.98 Directed to Another City Department pop-upplazas@vancouver.ca
Street and Sidewalk Retail Use Issue Case	101014992479 INTERSECTION	GRANVILLE ST	W 13TH AV	<div>1. Type of request: Complaint</div> <div>2. Type of issue: Street Vending</div> <div>3. If Other, provide details:</div> <div>4. Describe details: Elderly woman has been selling paintings in the community plaza at 2899 Granville Street at W. 13th Ave. She is usually there on Saturdays. Today, Saturday May 1st she was there at noon.</div> <div>5. (Don't ask just record - Did caller indicate they want a call back?): No</div>	BIA - SOUTH GRANVILLE BUSINESS IMPROVEMENT ASSOC	<div>s. 22(1)</div>	5/1/21 11:54	5/3/21 7:53	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Activities Title updated to: Street Vending Agent Finished: Case Closed. Closed date : 2021-05-03 07:53:59.43 Acknowledged Inspector will keep an eye out for the vendor when in the area.

Citizen Feedback Case	101015126028 INTERSECTION	GRANVILLE ST	W 67TH AV	<div>1. Describe details (who, what, where, when, why): Complaint about Popup plaza at this location. Citizen said they did not want to submit feedback via email. 1) Citizen said this closes a necessary route for emergency vehicles 2) s. 22(1) said that the people using it are not from this area and it attracts homeless activities. (no current homeless activity) but grace mentioned that there was an issue in the past. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities 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?): Unknown 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:</div>	s. 22(1)	s. 22(1)	6/17/21 16:03	6/17/21 16:41	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department sent to pop-upplazas@vancouver.ca
Hot Topic Case	101015187096 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Topic: Alcohol on City Property (Plaza, street, sidewalk) 2. Type of feedback: Complaint 3. Provide details: We put a porta potty close to residential homes near a lane entrance for the pop up plaza at Cambie and W 13th Ave. The toilet is not locked at night. It attracts homeless people to hang out at night. We just installed a new plaza at Granville and W 14th Ave. Caller lives near that intersection. Caller doesn't want to give us his address. Caller doesn't want the same thing happens to this intersection. The porta potty should be locked at night and it should be away from people's houses. 4.(Don't ask just record - Did caller indicate they want a call back?) Yes</div>	s. 22(1)	s. 22(1)	7/8/21 10:07	7/8/21 10:17	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback Agent Finished: Case Closed. Closed date : 2021-07-08 10:17:05:997
Citizen Feedback Case	101015207262 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Describe details (who, what, where, when, why): Citizen says there is a bike lane that goes through the pop up plaza at this location. She says the bikers ride through so fast and it is so dangerous! She says a woman nearly got hit today! She says since the bikers seem unable to follow rules, the bike lane should be removed from this area to keep those using the plaza safe. She says the project team should also install signs telling bikers they are not allowed. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Community Services 5. Division or Branch Name: pop-upplazas@vancouver.ca 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:</div>	2021 July, Anonymous		7/15/21 11:39	7/15/21 11:50	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed to pop-upplazas@vancouver.ca
Street Litter Can Cleanup Case	101015317986 INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Type of issue: Overflowing 2. Describe issue in detail: The garbage cart at the plaza is overflowing and this happens often and citizen is requesting if the frequency of service can be increased to daily instead for 1 or 2 times a week. 3. Is the litter can model type: Enclosure? No 4. Is this an overflowing outdoor ashtray? No 5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	s. 22(1)	s. 22(1)	8/26/21 14:21	9/1/21 10:16	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1830521 created / updated at Thursday, August 26, 2021 2:22:46 PM Hansen an action has been scheduled: On 2021-08-27 6:41:10 AM an action has been scheduled for 2021-08-27 6:41:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-08-27 6:41:10 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-27 6:42:32 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-09-01 10:14:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-01 10:16:41.433 Service Provided 10 - Service Provided. Completed. Resolved on 2021-09-01 10:14:00 AM.
Citizen Feedback Case	101015338088 INTERSECTION	GRANVILLE ST	W 67TH AV	<div>1. Describe details (who, what, where, when, why): Citizen states the pop-up plaza has caused many issues in the neighbourhood, it has caused a large gathering of homeless individuals who have been urinating, defecating, and stealing bins from properties. They want the pop-up to be removed as its only causing issues. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets and transportation 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:</div>	s. 22(1)	s. 22(1)	9/3/21 15:14	9/3/21 15:40	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed pop-upplazas@vancouver.ca
Citizen Feedback Case	101015363674 INTERSECTION	GRANVILLE ST	W 67TH AV	<div>1. Describe details (who, what, where, when, why): Citizen does not like the pop up plaza at this intersection. She says there are always homeless people there and she is inconvenienced by having to drive further down Granville to get to her house. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets 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:</div>	s. 22(1)	s. 22(1)	9/14/21 17:04	9/14/21 17:16	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to pop-upplazas@vancouver.ca

Citizen Feedback Case	101015392497	INTERSECTION	GRANVILLE ST	W 14TH AV	<div>1. Describe details (who, what, where, when, why): The Citizen is filling out the Pop Up Plaza Survey, she could not find the Pop Up Plaza at Granville and 14th . The location of the Plaza is extremely inconvenient. The Plaza causes traffic jams in the lane for Sanitation trucks, commercial trucks and residents leaving the underground parking garage at S. 22(1) Residents leaving the garage do not have access to enter onto Granville Street. The other factor is that the plaza is infrequently used. Now that COVID - 19 restrictions have been lifted there is more residential traffic and the Plaza is contributing to accidents and lack of Pedestrian safety. With regards to alcohol, most of the businesses are now open to service alcohol. The initial purpose of the Pop up Plaza is no longer there plus there is another pop up at Granville and 13th. If the plaza must remain, it should be placed on the west side. Residents leaving through the back lane end up doing a circuitous route that ends at one way streets and only being able to turn in one direction.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-up Plaza</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?): 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)</div> <div>S. 22(1)</div> <div>9/25/21 13:51</div> <div>9/25/21 14:35</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-09-25 14:35:25.173 Directed to Another City Department sent to pop-upplazas@vancouver.ca</div>
Citizen Feedback Case	101015421326	INTERSECTION	GRANVILLE ST	W 67TH AV	<div>1. Describe details (who, what, where, when, why): S. 22(1) called because the pop-up plaza at W 71st and Granville has been removed early - it was supposed to be there until next year. He was really enjoying having this outdoor space to sit in Now it is nothing but parked cars. He wanted to let the department know that there were people like him that used the plaza and enjoyed it.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-Up Plazas pop-upplazas@vancouver.ca</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>S. 22(1)</div> <div>S. 22(1)</div> <div>10/7/21 11:42</div> <div>10/7/21 13:01</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department</div>
COVID-19 Case	101015493298	INTERSECTION	GRANVILLE ST	W 13TH AV	<div>1. Topic: Other</div> <div>2. Type of feedback or inquiry: Complaint</div> <div>3. Provide details: Pop-up plaza barrier from Granville overturned. Water weight keeping from returning upright. Photo provided by Vanconnect user:S. 15(1)()</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>Reported via PS 11086484</div> <div>2021 November, Anonymous</div> <div>11/6/21 12:39</div> <div>11/6/21 15:13</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-11-06 15:13:20.067 Directed to Another City Department Directed Streets General&#x0D; Email: pop-upplazas@vancouver.ca&#x0D; cc: covid19vancouver@vancouver.ca</div>
Streets - General Issues	101015493652	INTERSECTION	GRANVILLE ST	W 13TH AV	<div>1. Type of Inquiry: Other - Non-Emergency</div> <div>2. If Other, provide details: Pop up plaza barricade tipped over</div> <div>3. Describe the issue in detail: Reported via Vanconnect: Pop-up plaza barrier from Granville overturned. Water weight keeping from returning upright.</div> <div>4. Is this request due to Motor Vehicle Accident? Unknown</div> <div>5. If Yes, provide details on license plate number or other details (if known):</div> <div>6. (Don't ask just record - Did caller indicate they want a call back?) No</div> <div>Photo provided by Vanconnect user: S. 15(1)()</div> <div>2021 November, Anonymous</div> <div>11/6/21 15:07</div> <div>11/12/21 15:08</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1863587 created / updated at Saturday, November 06, 2021 3:08:47 PM Hansen Service Request Assigned: Case was assigned on 2021-11-08 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-11-08 12:00:00 AM. Hansen Change in Comments: Comments: Nov 8/21 - Referred to J Azuelos. Added on 2021-11-08 7:54:44 AM. Service Provided: 10 - Service Provided. Nov 10/21 - Barrier Fixed - Crew 505. Resolved on 2021-11-10 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-12 15:08:58.443 Service Provided 10 - Service Provided. Nov 10/21 - Barrier Fixed - Crew 505. Resolved on 2021-11-10 12:00:00 AM.</div>
Discarded Needle Pickup Request	101014840523	1168	HAMILTON ST	V68 2S2	<div>app version: 2.31 original address: 1168 Hamilton St alias: 1168 HAMILTON ST full: 1168 HAMILTON ST, VANCOUVER, BC</div> <div>1. Provide details about the needle(s): What looks like an unused but discarded naloxone kit, left open on the sidewalk. Located in the plaza next to Yaletown-roundhouse sky train station</div> <div>2. Provide number of needles: 2</div> <div>3. Your name: Lukas, Genesis Security</div> <div>4. Phone number: S. 22(1)</div> <div>PS# 9641796<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9641796<p/></div> <div>Security Easypark</div> <div>3/3/21 7:13</div> <div>3/3/21 7:14</div> <div>Agent Created Case: Public Stuff request id: PSID9641796 Agent Finished: Case Closed. Closed date : 2021-03-03 07:13:42.55 ZZZ Directed to PHS Mobile Needle Exchange Auto case closed from Mapping Application. PSID9641796 Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-03-03 07:14:50.723 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
COVID-19 Case	101014494011	300	399	HELMCKEN ST	<div>1. Topic: Other</div> <div>2. Type of feedback or inquiry: Complaint</div> <div>3. Provide details: Temporary pop up plazas-COVID 19 Citizen said that during the summer and warmer weather the patios were being used and now with winter approaching, the restaurants are not using their patios. She said that that there are no heaters etc so nobody can sit on the patio. She is asking if the city can have the street fully reopened again. Citizen said she is currently staying at S. 22(1) while there's renovation work being done in her home and is effected by this closure. She is also going to be contacting Yaletown BIA.</div> <div>4. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>No follow up requested.</div> <div>S. 22(1)</div> <div>S. 22(1)</div> <div>10/26/20 7:45</div> <div>10/26/20 14:21</div> <div>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: 311 Contact Centre Incorrect queue Should this be recreated as the Temporary Patio Permit Program Feedback eform? Agent Took Ownership of Case: Agent Finished: Case Closed Case created in error by Contact Centre Agent to recreate case as Temp Expedited Patio Permit case feedback</div>

Temporary Expedited Patio Permit Case	101014496501 300	399	HELMCKEN ST		<div>1. Topic: City Property - Expedited Patio Feedback</div> <div>2. Are you a business owner or commercial property owner?: No</div> <div>3. Provide business licence number:</div> <div>4. Business name:</div> <div>5. Provide details: Temporary pop up plazas-COVID 19 Citizen said that during the summer and warmer weather the patios were being used and now with winter approaching, the restaurants are not using their patios. She said that that there are no heaters etc so nobody can sit on the patio. She is asking if the city can have the street fully reopened again. Citizen said she is currently staying at S. 22(1) while there's renovation work being done in her home and is effected by this closure. She is also going to be contacting Yaletown BIA.</div> <div>6. Caller's email address (this is department's preferred method for contacting the customer): n/a</div>	Original case 14494011	S. 22(1)	S. 22(1)	10/26/20 14:31	3/10/21 11:17	Agent Created Case: Agent Updated Case Details: Reallocated to queue: ENG_PBS and Street Use - Temp Expedited Patio Permit Agent Finished: Case Closed. Closed date : 2021-03-10 11:17:50.447
Citizen Feedback Case	101015314727 660		LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): Citizen is saying that there are two tables on a Popup plaza in Leg In Boot Square with blue decals for wheelchair access; however, the way it is constructed it is not really possible to sit there or even get close to the table if you are in a wheelchair. Citizen thinks that it is a great idea but different design needs to be used - may be leave one of the benches out so wheelchair can roll in underneath the table and make sure that there is no boards underneath the table which could prevent access. She would like to see more off those over the city.</div> <div>2. Type of feedback: Opinion</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop up plaza</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		S. 22(1)	S. 22(1)	8/25/21 13:51	8/25/21 15:09	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed to Risk Management
Citizen Feedback Case	101015240426 666		LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): Citizen said that she is not happy with the Pop-Up Plaza that has gone in at Leg in Boot Square. They have had to put up with so much noise since this has gone in. They are disrupted inside their own home. She called to express her dismay and upset that this is being allowed to happen. She said that when you expect to have quiet in your own home, it is just stressful. She is concerned that the City may decide to make this permanent - they are not in favour of this proposal. The people making the noise have no regards for the people that live here. Her husband is sick and needs to be able to sleep. They should not have to put up with this. There are too many people who have not thought about the implications of this and how it affects local residents. She would like to speak to someone in Street Activities about her concerns. Note: She was provided with VPD Non-Emergency number to report noise issues happening at night.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Pop-Up Plazas pop-upplazas@vancouver.ca</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		S. 22(1)	S. 22(1)	7/27/21 19:34	7/27/21 19:53	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-27 19:53:29.443 Directed to Another City Department fb email sent to pop-upplazas@vancouver.ca
Citizen Feedback Case	101015247953 666		LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): The Leg-In Boots Pop Up Plaza has created so much noise, cigaratte butts and broken glass problem especially at night and in the early morning. It attracts foot traffic. There has been more smokers using the space. Caller's building is a U shape building facing the plaza. They have to close the windows all the time. Caller was waken up by people talking down there at 5:30am this morning. Seabreeze blows the smell and noise right into their windows. Caller thinks we should at least put shrubs around it to block the noise. People are drinking and smoking down there leaving litter around. Residents in the building have to clean the area from time to time. It is disturbing the enjoyment of the normal users. There has been more noisy people coming instead of the regular people. It's not a nice and quiet place for people to enjoy anymore.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities - Pop Up Plaza</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		S. 22(1)	S. 22(1)	7/30/21 7:37	7/30/21 7:57	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Emailed plazas@vancouver.ca
Citizen Feedback Case	101015267410 666		LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): Citizen tells me that the pop up plaza at Leg In Boot Square has been rather noisy lately. She wants to root for it to do well, but problems keep occurring. She is apart of the committee for the Leg In Boot Square Plaza, she thinks this would be a great idea if it remained a quiet area. The committee is getting signage to place in the area so they hope that helps with the issue. She says she will continue to report this if it doesn't work out.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Arts, Culture, and Community Services</div> <div>5. Division or Branch Name: Pop Up Plaza - Leg In Boot Square</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>		S. 22(1)	S. 22(1)	8/6/21 18:38	8/6/21 18:55	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-06 18:55:42.073 Directed to Another City Department FB email sent to pop-upplazas@vancouver.ca

Citizen Feedback Case	101015270104	s. 22(1)	LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): Citizen is not happy with the plaza being there. Noisy group of people at one of the picnic tables. She has to shut her tv. They are also smoking. She said she had to turn on her air purifier. Noise and smoking after dark. VPD cannot action because by the time they get there 3 hours later it is unlikely the people will be there. This is the problem with the square. It's not on a road or a drive by location for the police, even when they have a real emergency it can take quite a while to get there.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: pop-upplazas@vancouver.ca</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: Feedback case 101015267410</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>	s. 22(1)	s. 22(1)	8/8/21 21:56	8/9/21 7:15	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-09 07:15:01.997 Directed to Another City Department sent to pop-upplazas@vancouver.ca
Citizen Feedback Case	101015298833	s. 22(1)	LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): Pop Up Plaza noise complaint: There has been excessive noise for the past hour. They were supposed to take the umbrellas down. The umbrellas are still up and attracting people. No one has come to shut it down and it's going on past the time it should be. After 8pm someone is supposed to put all the items away like small chairs and umbrellas. Ongoing issue with noise. It's starting to become and everyday thing.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: pop-upplazas@vancouver.ca</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: Aug 8th - Feedback case 15270104</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>	s. 22(1)	s. 22(1)	8/18/21 21:17	8/18/21 22:10	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-18 22:10:39.87 Directed to Another City Department Directed to pop-upplazas@vancouver.ca
Citizen Feedback Case	101015301633	s. 22(1)	LEG-IN-BOOT SQUARE	V5Z 4B3	<div>1. Describe details (who, what, where, when, why): The pop up Plaza at Leg in Boot Square has been causing quite a disturbance for residents. It is supposed to be closed by 830 pm, tables and umbrellas should be all put away. However for the 2nd night in a row its 10 pm and everything is still set up, businesses close at 8pm so this makes no sense. Since the tables are all still there people gather here, create noise, and it's disturbing to residents trying to sleep. Right now there are 2 tables full of people. Citizen needs to wake up at 4 and can't sleep even with windows closed and music on.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Community Services</div> <div>5. Division or Branch Name: Pop Up Plazas</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	s. 22(1)	s. 22(1)	8/19/21 21:51	8/20/21 7:07	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Directed to Pop-up Plazas: pop-upplazas@vancouver.ca
Citizen Feedback Case	101015458614	3695	MAIN ST	V5V 3N6	<div>1. Describe details (who, what, where, when, why): Caller said pop up plaza beside address has recurring noise with amplified music, so should have sign saying closed after 11pm. I advised calling VPD re: noise complaints after hours.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Use</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	s. 22(1)	s. 22(1)	10/23/21 18:08	11/17/21 13:58	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Streets Activities Requires special attention Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to street activities (not street use management) as complaint involves pop-up plazas. Thank you Agent Took Ownership of Case: Agent Finished: Case Closed Alternate Service Required vpd
Citizen Feedback Case	101015118236	2000	2099	MAPLE ST	<div>1. Describe details (who, what, where, when, why): s. 22(1) s upset as new planter boxes went along Maple st between W 4th and W 5th ave today, s. 22(1) advises it is a cycling only access. "Beyond ridiculous, Maple st is not a bike street, one block over on Cypress is the bike lane with cycling only access. For people driving this is beyond frustrated, why do we need more bike roads. This just went in today, no signs, no forewarning". Caller requestign to speak to planning department regarding this decision.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Planning</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	s. 22(1)	s. 22(1)	6/15/21 12:56	11/24/21 14:27	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Transportation Design Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1796262 created / updated at Tuesday, June 15, 2021 2:48:08 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1796262 created / updated at Tuesday, June 15, 2021 2:49:18 PM Hansen Change in Comments: Comments: Reallocated to Street Activities - Cail Smith.. Added on 2021-06-16 9:03:48 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to RA (Street Activities) on 2021-06-16 9:04:08 AM. Directed to Another City Department: 20 - Directed to Another City Dept. Feedback has been directed to Jordan Magtoto in Street Activities . Resolved on 2021-11-24 2:24:00 PM. Agent Finished: Case Closed. Closed date : 2021-11-24 14:27:04.913 Directed to Another City Department 20 - Directed to Another City Dept. Feedback has been directed to Jordan Magtoto in Street Activities . Resolved on 2021-11-24 2:24:00 PM.

Mayor and Council Feedback Case	101015120210	2000	2099	MAPLE ST	<div>1. Subject: Pop-up plaza</div> <div>2. Describe details (who, what, where, when, why): §. 22(1) was told that the pop-up plaza in the 2000 block of Maple St would be temporary but it looks cement blocks have been placed on the road. She is very unhappy about this as it is causing parking issues in her area. She is also concerned about the emergency vehicles that use Maple St to get to the senior homes in her area. §. 22(1) would like pop-up plazas to be removed.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kitsilano</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): No</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Streets, Sanitation, and Transportation</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client:</div> <div>15. Original Email address:</div> <div>16. Original address:</div>	§. 22(1)	§. 22(1)	6/16/21 8:07	6/17/21 17:15	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CS_Mayor and Council Feedback Agent Finished: Case Closed. Closed date : 2021-06-17 17:15:13.937 Acknowledged	
Citizen Feedback Case	101015393023	2000	2099	MAPLE ST	<div>1. Describe details (who, what, where, when, why): Citizen would like the City to relocate or remove the pop up plaza that is in the 2000 block of Maple Street, between W 4th Avenue and W 5th Avenue. Citizen is a residen §. 22(1) and said that since the pop up plaza has been put at this location, they have seen a significant increase in traffic in their back alley and it's becoming a safety concern. Citizen said because the 2000 block of Cypress Street, which is one block east of this pop up plaza, is a cyclists only street for getting through from W 4th Ave to W 5th Avenue, people are having trouble getting around in that area and end up detouring through this back alley. Citizen feels that having the two blocks, both so close to each other, partially closed off for vehicular access isn't a good idea and doesn't allow for adequate vehicular traffic flow safely in that block.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop Up Plazas</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	Citizen would appreciate hearing back from the Department regarding this issue, if possible.	§. 22(1)	§. 22(1)	9/25/21 19:25	9/26/21 7:57	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-09-26 07:57:00.03 Directed to Another City Department Sent to Pop-up Plazas <pop-upplazas@vancouver.ca>
Mayor and Council Feedback Case	101015031804	§. 22(1)	§. 22(1)	§. 22(1)	app version: 3.10 original address: §. 22(1) §. 22(1)	<div>1. Subject: Maple Street POP-UP PLAZA</div> <div>2. Describe details (who, what, where, when, why): I live at §. 22(1) right where you want people sitting around drinking. Down at Cypress Street we have a street blocked off making us always having to drive to Maple to get out of our building and laneway. And now you want to make that more difficult and dangerous with a bunch of people milling about on the corner. Do this somewhere else! Somewhere that there is NO bike lane cutoff. How much more has our building have to be subjected to.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Unknown</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Opposed</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: §. 22(1)</div> <div>15. Original Email address: §. 22(1)</div> <div>16. Original address: §. 22(1)</div>	§. 22(1)	§. 22(1)	5/17/21 10:48	5/21/21 9:41	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-21 09:41:41.82 Service Provided

Mayor and Council Feedback Case	101015034675	s. 22(1)	s. 22(1)	V6J 4P9	app version: 3.10 original address: s. 22(1)	1. Subject: Public plaza at 4th and Maple 2. Describe details (who, what, where, when, why): I live at s. 22(1) where the consumption of alcohol will be permitted. I wanted to voice my support for this project. With so many great restaurants nearby that offer takeout, it would be beneficial to have more places like this to sit and eat, and gather safely with friends. I sincerely hope that this project goes forward, so the public can continue to enjoy the outdoor space and restaurants Kitsilano has to offer. I have seen similar areas set up along Granville Street, and have always wanted one closer to my home. 3. Department: Mayor and Council 4. Neighbourhood: Kitsilano 5. Were any other cases or service requests created as a result of this feedback? No 6. If Yes, provide case number(s) or other relevant details: 7. (Don't ask, just record - did caller indicate they want a call back?): Yes 8. Council Item: In Support 9. Select category: Licences and Permits 11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations 12. Author Type: Individual 13. Correspondence Type: Original Feedback 14. Original Client: s. 22(1) 15. Original Email address: s. 22(1) 16. Original address: s. 22(1)	s. 22(1)	5/18/21 8:58	5/18/21 9:26	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-18 09:26:33.517 Service Provided	
Mayor and Council Feedback Case	101015036665	s. 22(1)	s. 22(1)	V6J 4P9	app version: 3.10 original address: s. 22(1) Maple Street	1. Subject: Maple Street Plaza 2. Describe details (who, what, where, when, why): I live at s. 22(1) s. 22(1) I can't turn to go to 4th Avenue from Cypress Street because of a bike lane barricade. I can't turn to go to 4th Ave from Burrard because of traffic congestion. Now you are telling me I won't be able to turn on to 4th Ave at Maple Street. How is this fair to my building? Obviously no one walked our neighbourhood or asked any residents about this. As well, we live with lots of noisy Bimini clients and now you want to add more people drinking in the street. I don't get it. 3. Department: Mayor and Council 4. Neighbourhood: Kitsilano 5. Were any other cases or service requests created as a result of this feedback? No 6. If Yes, provide case number(s) or other relevant details: 7. (Don't ask, just record - did caller indicate they want a call back?): Yes 8. Council Item: Opposed 9. Select category: Licences and Permits 11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations 12. Author Type: Individual 13. Correspondence Type: Original Feedback 14. Original Client: s. 22(1) 15. Original Email address: s. 22(1) 16. Original address: s. 22(1)	s. 22(1)	s. 22(1)	5/18/21 13:53	5/21/21 9:44	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-21 09:44:06.067 Service Provided Reference Number: 101015031804  Hello s. 22(1)  Thank you for taking the time to share your concerns with Vancouver City Council regarding the proposed temporary pop-up plaza at Maple St and W 4th Ave.  In a memo to Council dated May 18, 2021, the recommended locations in the report entitled, "2021 Alcohol Consumption in Public Plazas Pilot", were updated. Staff have received additional feedback from emergency services specific to the Maple St and W 4th Ave pop-up plaza location that will require additional review. As a result, staff are not recommending including this location in the pilot at this time. Staff may bring the location forward for consideration once they have had the opportunity to review and address this new information.  If you would like to review the memo and staff report, they are available on the City's website at: https://council.vancouver.ca/20210518/regu20210518ag.htm .  For more information about Council meetings and to sign up for agenda updates, please visit: https://vancouver.ca/your-government/city-council-meetings-and-decisions.aspx .  Thank you again for your feedback; your concerns have been received by the Mayor and Councillors.  Sincerely,  Office of Vancouver City Council City of Vancouver 453 West 12th Ave Vancouver, BC V5Y 1V4  Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form: http://vancouver.ca/your-government/contact-council.aspx or call 3-1-1 and provide your Reference Number listed above.
Street Tree Work Request - Urban Forestry Case	101015317323	2080	MAPLE ST	V6J 4P9	1. Type of tree request: Prune 2. Provide details: Request made on behalf of adjacent business, please do not charge. At the south leg of Maple and W4th (2000 block of Maple), 2 trees are hanging over the east sidewalk impeding pedestrian movement. Peds are instead going onto grass. Request from adjacent business. (Originally submitted as service request 101015313285). There is also a Pop-Up plaza on the street. The BIA has been approved to hang lanterns in tree nearest by Urban Forestry aborist Harry Kettmen. Please do not remove. 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 8. Confirm Property Address: 9. Work Order or Charge Number:	SMITH, CAIL	6048299406	8/26/21 12:24	8/26/21 13:23	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 : 2021-08-26 13:23:36.58 Accepted by Parks Department and closed VanTree Service Request #: 200689 at 8/26/2021 1:21:56 PM	
Hot Topic Case	101015142176	INTERSECTION	MAPLE ST	W 4TH AV	1. Topic: Alcohol on City Property (Plaza, street, sidewalk) 2. Type of feedback: Complaint 3. Provide details: Two things new Pop up Plaza right next door to cold Wine & Beer store and Bimini's Restaurant. Southside of Maple is blocked with concrete barriers at Maple and West 4th for a new Pop-up Plaza and he would like to make a complaint and concern on behalf of his building and neighbourhood. That this neighbourhood has been in big trouble with what's right there which is Bimini Public House and a cold beer and wine store, Bimini is famous for the college nights to people being stabbed people being arrested and because of the size of line ups directly attached to is the cold beer and wine store people purchase drinks from the store while waiting in line and then because there is no washroom they going up and down the lanes in the neighbourhood and urinate there. There are bouncers paid by Bimini to watch the lanes. There have been countless noise complaints. This pop up plaza just looks like it going to be trouble. Last night at 12:30 someone had fallen and was taken away by ambulance. The neighbourhood had just finally got a bit of strangle hold with Covid and restrictions and now they have to deal with a tent in the alley and fenced in walls from behind Bimini's where they are running the night club outside 10 feet from there are private windows. The pop up plaza is just another convenient place for people to sit and drink keeping people of the neighbourhood awake. He will start a petition if they have too to have the plaza taken away. This is not a good spot for it, it's too close to a beer and wine store and restaurant, Please call s. 22(1)to discuss this issue. 4.(Don't ask just record - Did caller indicate they want a call back?) Yes	s. 22(1)	s. 22(1)	6/23/21 13:07	6/23/21 13:18	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback Agent Finished: Case Closed. Closed date : 2021-06-23 13:18:43.0	

Temporary Expedited Patio Permit Case	101015154624	INTERSECTION	MAPLE ST	W 4TH AV	<div>1. Topic: City Property - Expedited Patio Feedback</div> <div>2. Are you a business owner or commercial property owner?: No</div> <div>3. Provide business licence number:</div> <div>4. Business name:</div> <div>5. Provide details: Citizen would like to provide feedback regarding the new pop up plaza that is going in a Maple St and W 4TH AV. He lives at §. 22(1) and the plaza is forcing people who live in that building to have to drive from their underground parking lot all the way to Burrard St from the back lane just to get out on to the street. He does not think it is fair to have to force the owners to navigate on such a busier street. He also mentioned that the plaza is §. 22(1) and the patio attached to Bimini's public house is attracting a crowd that is disrupting the entire neighborhood. He is concerned that this issue will escalate and he hopes to the City will reconsider installing a plaza at this location. Caller would like to receive a follow up reply to discuss further with the department.</div> <div>6. Caller's email address (this is department's preferred method for contacting the customer): §. 22(1)</div>	<div>2021/07/29 11:18:14 ~~~ Angie Chan ~~~ §. 22(1) would like to add that the traffic situation is getting better. The whole neighbourhood is disrupted due to the pop-up plaza event. &#xD;&#xA;2021/07/29 11:07:56 ~~~ Reagan Marsh ~ §. 22(1) has called back in regards to the pop-up plaza. He has waited a month to be contacted in regards to the issues and his concerns. His email is §. 22(1) and number §. 22(1) Agent also provided the public email pop-upplazas@vancouver.ca&#xD;&#xA;;</div>	§. 22(1)	§. 22(1)	6/28/21 10:11	7/30/21 10:27	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: ENG_PBS and Street Use - Temp Expedited Patio Permit</div> <div>Agent Updated Case Details: Reallocated to queue: 311 Contact Centre Reason for reallocation: Please reallocate to street activities (pop up plazas).</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department See 101015248591</div>
Citizen Feedback Case	101015174167	INTERSECTION	MAPLE ST	W 4TH AV	<div>1. Describe details (who, what, where, when, why): Citizen would like the City to make improvements to make the Pop Up Plaza more visible for vehicles. Citizen was driving westbound on W 4th Avenue, and attempted to turn left on to Maple Street and said she didn't see the pop up plaza on Maple Street since it's set back and by then it was too late and she had already half turned through the intersection and it's too hard for vehicles to turn around once they've turned on to Maple Street. Citizen would like to see some additional signage added to that area to instruct citizens that the road is close and to not try to turn at that intersection.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	§. 22(1)	§. 22(1)	7/4/21 14:27	7/4/21 14:45	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-04 14:45:11.97 Directed to Another City Department Sent to plazas@vancouver.ca</div>	
Citizen Feedback Case	101015209902	INTERSECTION	MAPLE ST	W 5TH AV	<div>1. Describe details (who, what, where, when, why): §. 22(1), extremely frustrated with people drinking alcohol and partying it up at the pop up plaza in the middle of their residential neighbourhood. Jason advises multiple emails have been sent to the pop up plaza email address but nothing has been done. Caller advises every single night people yelling screaming drinking beer at the pop up plaza until 1130pm in a residential neighbourhood. Signage needs to be up that its closed at 10pm. This is going to result in a physical fight with the residents having enough of this, every night is too much. Why is this pop up plaza in the middle of Kitsilano residences? To party it up thats what restaurants and clubs are for, not residential neighbourhoods. Caller advises he has emailed department many times, nothing has been done now he will go out there and it will turn into a fight, Jason will ask the partyers to leave after 10pm and they will not go as there is no signage telling them its closed, this will be on the City. The City is not being responsible and taking any action so the residents will have to. Jason is aware to call non emergency police to disperse crowd and for noise.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities: pop-upplazas@vancouver.ca</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	§. 22(1)	§. 22(1)	7/16/21 9:59	7/16/21 10:33	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-16 10:33:14.653 Directed to Another City Department Sent by email to: pop-upplazas@vancouver.ca</div>	
Hot Topic Case	101015211005	INTERSECTION	MAPLE ST	W 4TH AV	<div>1. Topic: Alcohol on City Property (Plaza, street, sidewalk)</div> <div>2. Type of feedback: Complaint</div> <div>3. Provide details: Citizen lives at §. 22(1) This plaza allows drinking which is creating a lot of noise at night. People are there all night as there is also a pub not too far from this plaza. Also, now that we blocked off Maple Street, it is creating a lot of traffic to back up in the afternoon. Citizen is also not very happy that residents that live by this plaza were not consulted first about it.</div> <div>4.(Don't ask just record - Did caller indicate they want a call back?) No</div>	§. 22(1)	§. 22(1)	7/16/21 13:14	7/16/21 13:16	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Hot Topic Feedback</div> <div>Agent Finished: Case Closed. Closed date : 2021-07-16 13:16:56.743</div>	
Citizen Feedback Case	101015248591	INTERSECTION	MAPLE ST	W 4TH AV	<div>1. Describe details (who, what, where, when, why): Citizen would like to provide feedback regarding the new pop up plaza that is going in a Maple St and W 4TH AV. He lives at §. 22(1) and the plaza is forcing people who live in that building to have to drive from their underground parking lot all the way to Burrard St from the back lane just to get out on to the street. He does not think it is fair to have to force the owners to navigate on such a busier street. He also mentioned that the plaza is §. 22(1) and the patio attached to Bimini's public house is attracting a crowd that is disrupting the entire neighborhood. He is concerned that this issue will escalate and he hopes to the City will reconsider installing a plaza at this location. Caller would like to receive a follow up reply to discuss further with the department.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop Up Plazas</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	§. 22(1)	§. 22(1)	7/30/21 10:26	7/30/21 10:29	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department sent to pop-upplazas@vancouver.ca</div>	

Citizen Feedback Case	101015285724	INTERSECTION	MAPLE ST	W 4TH AV	<div>1. Describe details (who, what, where, when, why): Citizen is the owner the restaurant called, "La Ruota Pizzeria" and does enjoy the new Kits Pop-Up Plaza but the portable toilets are causing issues for her business as with the summer heat the toilets are generating lots of odor. The plaza is open on W 4th and Maple and citizen requests the portable toilet be emptied at 12 AM midnight as the odor really carries and impacts her business(customers and staff) throughout the next day as they are open daily. She has tried to call the company who maintains the portable toilets which is SuperSave but they requested she contact the City. She says SuperSave will do so at midnight if the City provides this authorization but was not able to help citizen because she is not the account holder.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop Up Plazas</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?): Yes</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	Demirel, Gulsah (Ms)	S. 22(1)	8/13/21 13:55	8/13/21 14:48	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-08-13 14:48:22.743</div> <div>Directed to Another City Department</div> <div>Sent by email to pop-upplazas@vancouver.ca</div>
Street Tree Work Request - Urban Forestry Case	101015316959	INTERSECTION	MAPLE ST	W 4TH AV	<div>app version: 3.10 original address: MAPLE ST and W 4TH AV</div> <div>1. Type of tree request: Prune</div> <div>2. Provide details: Request made on behalf of adjacent business, please do not charge. At the south leg of Maple and W4th (2000 block of Maple), 2 trees are hanging over the east sidewalk impeding pedestrian movement. Peds are instead going onto grass. Request from adjacent business. (Originally submitted as service request 101015313285). &#xD;&#xA; &#xD;&#xA;There is also a Pop-Up plaza on the street. The BIA has been approved to hang lanterns in tree nearest by Urban Forestry aborist Harry Kettmen. Please do not remove.</div> <div>3. Provide Civic Address: MAPLE ST and W 4TH AV</div> <div>4. Immediate action required: Yes</div> <div>5. Work Order or Charge Number: XXXXXXXXXXXX</div> <div>6. Your name: Cail Smith</div> <div>7. Your phone number: 6048299467</div> <div>8. Your email: cail.smith@vancouver.ca</div>	CAIL SMITH	6048299406	8/26/21 11:18	8/26/21 12:18	<div>Agent Created Case:</div> <div>Public Stuff request id: PSID0</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-08-26 12:18:46.283</div> <div>Contaminated</div> <div>case must have a civic address</div>
Citizen Feedback Case	101015379315	INTERSECTION	MAPLE ST	W 4TH AV	<div>1. Describe details (who, what, where, when, why): Citizen is very frustrated that there were individuals feeding pigeons at the pop-up plaza and birds were everywhere. Citizen says she was trying to enjoy her day off by eating pizza and wanted to sit down somewhere however, this was not possible. She just wanted to vent and was frustrated about the situation and was advised that there is no City bylaw against feeding birds on City property etc.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-up Plazas</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	2021 September, Anonymous		9/20/21 16:47	9/20/21 17:04	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-20 17:04:33.493</div> <div>Directed to Another City Department</div> <div>Pop-up Plazas &lt;pop-upplazas@vancouver.ca>;</div>
Citizen Feedback Case	101015159917	INTERSECTION	SASAMAT ST	W 10TH AV	<div>1. Describe details (who, what, where, when, why): Citizen does not agree with the City closing off the street at Sasamat and W 10th Avenue to accommodate for a pop-up plaza. Citizen was upset that there was no communication about this closure or consultation with residents in that area. She feels this location isn't necessary since there are lots of patios at the restaurants nearby and she's not sure why it's needed. She said the pop up plaza is just on hot concrete, with no shade for people. The closure will impact residents living on W 11th Avenue, since it will increase the number of people parking on W 11th Avenue and noise from it. Citizen said she is in full support of the patios for the nearby restaurants, but doesn't agree with the closure of the street for this pop up plaza that she doesn't believe will be well used.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Street Activities</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>	S. 22(1)	S. 22(1)	6/29/21 13:07	6/29/21 13:50	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-06-29 13:50:12.23</div> <div>Directed to Another City Department</div> <div>Fb email sent to pop-upplazas@vancouver.ca</div>

Citizen Feedback Case	101015222720 INTERSECTION	SASAMAT ST	W 10TH AV		1. Describe details (who, what, where, when, why): Citizen is very upset that City has allowed the two restaurants to block off the street to have a patio permit. There was no communication with the locals who have been impacted the most. As that the route citizen take to go home and now it's blocked off and that's causing traffic to back up as drivers think they can turn onto W 10th Ave but they can't. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Pop Up Plazas pop-upplazas@vancouver.ca 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:	<div>s. 22(1)</div>	<div>s. 22(1)</div>	7/21/21 11:00	7/21/21 12:17	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-07-21 12:17:25.913 Directed to Another City Department Sent to pop-upplazas@vancouver.ca
Citizen Feedback Case	101015235559 INTERSECTION	SASAMAT ST	W 10TH AV		1. Describe details (who, what, where, when, why): Citizen and all of the residents in the neighbourhood does not agree with the City closing off the street at Sasamat and W 10th Ave. Citizen says that closing off Sasamat from W 10th Ave is huge inconvenience for everyone, including seniors who do not have access to handicap parking if they were to go to BMO bank. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities (Pop-up Plaza) 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:	<div>s. 22(1)</div>	<div>s. 22(1)</div>	7/26/21 14:04	7/26/21 14:11	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-Up Plazas
Citizen Feedback Case	101015312773 INTERSECTION	SASAMAT ST	W 10TH AV		1. Describe details (who, what, where, when, why): Citizen was turning onto Sasamat and he realized there were concrete barriers there. He said there needs to be more notification. Why is the city so hell bent on blocking off streets. Citizen stated this is a safety concern when there's no heads up signage for blocked off streets. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: pop-upplazas@vancouver.ca 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:	<div>s. 22(1)</div>	<div>s. 22(1)</div>	8/24/21 19:09	8/24/21 19:13	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Sent to pop-upplazas@vancouver.ca
Citizen Feedback Case	101015471171 INTERSECTION	SASAMAT ST	W 10TH AV		1. Describe details (who, what, where, when, why): Citizen is upset that the City has not taken down the Pop up Plaza at this location now that Summer is over. It makes getting to the Bank of Montreal very difficult and she say she has never seen anyone using the plaza. Please open the road back up. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street and Transportation pop-upplazas@vancouver.ca 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:	<div>s. 22(1)</div>	<div>s. 22(1)</div>	10/28/21 14:46	10/28/21 15:21	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-10-28 15:21:35.51 Directed to Another City Department sent to pop up plazas
Graffiti Removal - City Property Case	101014142011 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: graffiti is on stairway from Spyglass to Cambie Bridge 6. Graffiti type: OtherorUnknown	PS#; 8257504<p/>Click images below to expand<p/><a href="s. 15(1)(l) s. 15(1)(l) <p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8257504<p/>	<div>s. 22(1)</div>	6/30/20 22:53	8/14/20 14:07	Agent Created Case: Public Stuff request id: PSID8257504 Agent Finished: Case Closed. Closed date : 2020-08-05 08:23:28.367 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-08-14 14:07:50.68 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Graffiti Removal - City Property Case	101014142013 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: graffiti is on stairway between Spyglass and Cambie Bridge 6. Graffiti type: OtherorUnknown	PSR: 8257506<p/>Click images below to expand<p/>§. 15(1)(l)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8257506<p/>	6/30/20 22:54	7/8/20 7:54	Agent Created Case: Public Stuff request id: PSID8257506 Agent Finished: Case Closed. Closed date : 2020-07-08 07:53:24.383 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-07-08 07:54:56.96 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101014142014 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: graffiti is on stairs between Spyglass and Cambie Bridge 6. Graffiti type: OtherorUnknown	PSR: 8257510<p/>Click images below to expand<p/>§. 15(1)(l)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8257510<p/>	6/30/20 22:58	7/8/20 7:54	Agent Created Case: Public Stuff request id: PSID8257510 Agent Finished: Case Closed. Closed date : 2020-07-08 07:53:08.84 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-07-08 07:54:55.153 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101014341810 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetLightTrafficSignalPole 5. Provide details: graffiti is on pillar under Cambie bridge on the North End of spyglass as per the attached photo	PSR: 8709771<p/>Click images below to expand<p/>§. 15(1)(l)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8709771<p/>	9/8/20 17:51	9/29/20 13:14	Agent Created Case: Public Stuff request id: PSID8709771 Agent Finished: Case Closed. Closed date : 2020-09-29 13:13:33.91 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-09-29 13:14:51.537 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101014538433 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: there is graffiti all the way up the stairs from Hussin Plaza to the Cambie Bridge. 6. Graffiti type: OtherorUnknown	PSR: 9083274<p/>Click images below to expand<p/>§. 15(1)(l)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9083274<p/>	11/11/20 21:43	12/18/20 9:34	Agent Created Case: Public Stuff request id: PSID9083274 Agent Finished: Case Closed. Closed date : 2020-12-18 09:31:32.853 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-12-18 09:34:51.3 Open311 Feedback Send Complete Status and Resolution Comment to PS case
VanConnect - Other Case	101014545394 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Provide details: the stairway from Husain Plaza to the Cambie Street bridge is looking in disrepair.	PSR: 9097899<p/>Click images below to expand<p/>§. 15(1)(l)<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/9097899<p/>	11/14/20 13:24	11/17/20 15:16	Agent Created Case: Public Stuff request id: PSID9097899 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Streets Operations Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1703756 created / updated at Saturday, November 14, 2020 1:41:52 PM Hansen Service Request has been reviewed: Case reviewed on 2020-11-16 8:03:00 AM. Hansen Service Request Assigned: Case was assigned on 2020-11-16 8:03:00 AM. Attended by Inspector: 43 - h khan. Resolved on 2020-11-16 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-11-17 15:11:44.147 Attended by Inspector 43 - Attended by Inspector. Nov 16/20 - 1800 Spyglass - Bridge crew to revisit in spring 2021 due to weather conditions at present time. - h khan. Resolved on 2020-11-16 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-11-17 15:15:02.967 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 : 1703756 created / updated at Tuesday, November 17, 2020 3:16:13 PM Agent Finished: Case Closed. Closed date : 2020-11-17 15:16:14.217 Back to previous status Closing case after 'Add Event'

Street Light - Out	101014545412 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	<div>1. What is the problem with the light? Dim Light</div> <div>2. If Other, provide brief description: How many lights are out? 1</div> <div>4. Provide light pole number if available (Example: 14/26 or 2/04): On the side of the address indicated</div> <div>6. Has this issue occurred before? (Don't ask just record - Did caller indicate they want a call back?) No</div>	<div>PS Description: on the second platform down from the Cambie Street Bridge, the light is extremely dim. Although it shines some limited light upwards, There is almost no light being Shone downwards. It feels quite dangerous. Could you consider a bit brighter light on that platform of that stairway please.<p/>PS#: 9097916<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/9097916<p/></div>	<div>11/14/20 13:32 11/18/20 14:15</div> <div>Agent Created Case: Public Stuff request id: PSID9097916 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1703753 created / updated at Saturday, November 14, 2020 1:32:10 PM Duplicate Request: 30 - Duplicate Request. . Resolved on 2020-11-18 2:07:00 PM. Hansen Service Request has been reviewed: Case reviewed on 2020-11-18 2:06:00 PM. Agent Finished: Case Closed. Closed date : 2020-11-18 14:08:38.077 Duplicate Request 30 - Duplicate Request. . Resolved on 2020-11-18 2:07:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-11-18 14:15:04.47 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 : 1703753 created / updated at Wednesday, November 18, 2020 2:15:46 PM Agent Finished: Case Closed. Closed date : 2020-11-18 14:15:47.223 Back to previous status Closing case after 'Add Event'</div>
Abandoned Non-Recyclables Pickup Case	101014639139 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, 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: garbage is east of this &#xD; &#xA; Plaza on the north side of the seawall path, behind the fence by the water</div> <div>5. (Don't ask, just record - did caller indicate they want a call back?): No</div>	<div>PS#: 9260637<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/9260637<p/></div>	<div>12/17/20 22:45 12/22/20 12:30</div> <div>Agent Created Case: Public Stuff request id: PSID9260637 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1719764 created / updated at Thursday, December 17, 2020 10:45:39 PM Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 2020-12-18 6:33:41 AM. Hansen an action has been scheduled: On 2020-12-18 6:27:50 AM an action has been scheduled for 2020-12-18 6:27:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2020-12-18 6:27:50 AM. Directed to Another City Department: 20 - Directed to Another City Dept. Referred to Parks Board. Resolved on 2020-12-22 12:25:00 PM. Agent Finished: Case Closed. Closed date : 2020-12-22 12:26:52.607 Directed to Another City Department 20 - Directed to Another City Dept. Referred to Parks Board. Resolved on 2020-12-22 12:25:00 PM.</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-12-22 12:29:49.57 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 : 1719764 created / updated at Tuesday, December 22, 2020 12:30:05 PM Agent Finished: Case Closed. Closed date : 2020-12-22 12:30:05.813 Back to previous status Closing case after 'Add Event'</div>
Park Facility Maintenance - VanConnect Case REFM	101014639140 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	<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: graffiti is along the north side of the seawall, east of Husain Plaza</div> <div>4. Park name: Husain Plaza</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 9260639<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/9260639<p/></div>	<div>12/17/20 22:47 12/17/20 22:49</div> <div>Agent Created Case: Public Stuff request id: PSID9260639 Agent Finished: Case Closed. Closed date : 2020-12-17 22:47:11.877 _default_ Auto case closed from Mapping Application. PSID9260639</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-12-17 22:49:51.5 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>
Park Facility Maintenance - VanConnect Case REFM	101014639142 1800	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	<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: graffiti is on Cambie Bridge pillar, north side of the seawall, east of the Plaza</div> <div>4. Park name: Husain Plaza</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div>	<div>PS#: 9260640<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/req uest/view/9260640<p/></div>	<div>12/17/20 22:48 12/17/20 22:49</div> <div>Agent Created Case: Public Stuff request id: PSID9260640 Agent Finished: Case Closed. Closed date : 2020-12-17 22:48:57.71 _default_ Auto case closed from Mapping Application. PSID9260640</div> <div>Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-12-17 22:49:52.65 Open311 Feedback Send Complete Status and Resolution Comment to PS case</div>

Parks - Ranger Case	101014639143	1800		SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Husain Rahim Plaza alias: HUSAIN RAHIM PLAZA full: 1800 SPYGLASS PL, VANCOUVER, BC	1. Type of service: Other 2. Provide details: are we getting close to re opening up this area? 3. Park name: Husain Plaza 4. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 9260641<p>Click images below to expand<p>img src="s: 15(1)(i) 15(1)(i)" alt="imageurl" width="300" height="300"><p>Click images below to expand<p>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.2711066424031%2C-123.115232773125&size=600x300&key=AlzaSyDchl_DVw7N-5SscsAxDhrrf1hK1UvYXic&signature=tjwqw_3jbTyCK-44S7IF9Lrli8=" alt="mapurl" width="300" height="300"><p>http://www.publicstuff.com/request/view/9260641<p>	S. 22(1)		12/17/20 22:50	12/17/20 23:09	Agent Created Case: Public Stuff request id: PSID9260641 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1719765 created / updated at Thursday, December 17, 2020 10:50:40 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1719765 created / updated at Thursday, December 17, 2020 10:51:15 PM Directed to Another City Department: 20 - Directed to Another City Dept. Resolved on 2020-12-17 11:06:00 PM. Hansen Change in Comments: Comments : Added on 2020-12-17 11:06:55 PM. Agent Finished: Case Closed. Closed date : 2020-12-17 23:08:53.58 Directed to Another City Department 20 - Directed to Another City Dept. Resolved on 2020-12-17 11:06:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-12-17 23:09:47.403 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 : 1719765 created / updated at Thursday, December 17, 2020 11:09:56 PM Agent Finished: Case Closed. Closed date : 2020-12-17 23:09:57.397 Back to previous status Closing case after 'Add Event'
Streets - General Issues	101014805659	1800	1899	SPYGLASS PLACE		1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: Expired Barricade Removal 3. Describe the issue in detail: At the Husain Rahim Plaza, near the Spyglass Dock, there are leftover barricades from the dock construction. Construction was complete some time ago - please remove the barricades. Citizen said that they partially block one side of the dock ramp. 4. Is this request due to Motor Vehicle Accident? No 5. If Yes, provide details on license plate number or other details (if known): 6. (Don't ask, just record - Did caller indicate they want a call back?) Yes	If the barricades will be removed, the citizen does not require a call back. If they will not be removed, please call to tell her why.	S. 22(1)	S. 22(1)	2/17/21 12:40	2/23/21 11:42	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1744209 created / updated at Wednesday, February 17, 2021 12:44:30 PM Hansen Change in Comments: Comments: Feb 18/21 - Referred to m biagini. Added on 2021-02-18 7:51:33 AM. Hansen Service Request Assigned: Case was assigned on 2021-02-18 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-02-18 12:00:00 AM. Hansen Change in Comments: Comments: Feb 19/21 - 1800 Spyglass - Refer to R. Borger. - m biagini Feb 19/21 - Referred to r borger. Added on 2021-02-19 1:38:42 PM. Hansen Service Request Assigned: Case was assigned on 2021-02-19 12:00:00 AM. Dispatched to Crew: 44 - Work Order created for Crew. Feb 23/21 - Railing will be installed in the first week of March. Barricades will be removed after that. I have let S. 22(1) know this. - R Borger. Resolved on 2021-02-23 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-02-23 11:42:30.617 Dispatched to Crew 44 - Work Order created for Crew. Feb 23/21 - Railing will be installed in the first week of March. Barricades will be removed after that. I have let S. 22(1) know this. - R Borger. Resolved on 2021-02-23 12:00:00 AM.	
COVID-19 - Enforcement Request Case	101014945436	1800		SPYGLASS PLACE	V5Z 4K8	app version: 3.10 original address: 1800 SPYGLASS PLACE	1. Type of violation: Other 2. Where is the violation occurring: City Property - Plaza 3. Confirm address where violation is occurring (including suite number, if applicable): 1800 SPYGLASS PLACE 4. When was the violation observed: Test 6. If business is in violation, provide the business name: 7. If park or beach, provide name: 8. Provide details regarding the violation: Test 10. Your name: Graham 11. Phone number: 604-871-6547 12. Email address: graham.cook@vancover.ca 99. Attachments 2 
<a href "S. 15(1)(i) 15(1)(i)">View attachment(s)	Graham Cook	6048716547	4/13/21 22:22	4/13/21 22:28	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-04-13 22:28:59.353 Case created in error by Contact Centre	
Citizen Feedback Case	101014967688	1800		SPYGLASS PLACE	V5Z 4K8	1. Describe details (who, what, where, when, why): The Citizen would like the City to put up more "No Smoking" at the Pop Up Plazas. She uses 14th and Granville - Plaza on 14th. Despite a Sandwich board prohibiting smoking it does not seem to deter people from going into the plaza (while others are there) or standing close by to smoke. There are frequent confrontations. She is requesting more "no smoking" signage and information at Pop up Plazas. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Community Services 5. Division or Branch Name: Pop Up Plaza 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:	S. 22(1)	S. 22(1)	4/21/21 16:19	4/21/21 16:38	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-04-21 16:38:13.703 Directed to Another City Department Plazas <Plazas@vancover.ca>		
COVID-19 - Enforcement Request Case	101015389930	1800		SPYGLASS PLACE	V5Z 4K8	app version: 3.10 original address: 1800 SPYGLASS PLACE	1. Type of violation: Businesses not enforcing mask requirements 2. Where is the violation occurring: City Property - Plaza 3. Confirm address where violation is occurring (including suite number, if applicable): 1800 SPYGLASS PLACE 4. When was the violation observed: today 6. If business is in violation, provide the business name: 7. If park or beach, provide name: 8. Provide details regarding the violation: TEST!! 10. Your name: 11. Phone number: 311 12. Email address: 0	Dame Judith Appenzeller	311	9/24/21 11:20	9/24/21 11:49	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Case created in error by Contact Centre test	

Case	101015390044	1800	SPYGLASS PLACE	V5Z 4K8	app version: 3.10 original address: 1800 SPYGLASS PLACE	1. Type of violation: Businesses not enforcing mask requirements 2. Where is the violation occurring: City Property - Plaza 3. Confirm address where violation is occurring (including suite number, if applicable): 1800 SPYGLASS PLACE 4. When was the violation observed: today 6. If business is in violation, provide the business name: 7. If park or beach, provide name: 8. Provide details regarding the violation: TEST!!!! 10. Your name: 11. Phone number: 311 12. Email address: 99. Attachments 0	Lisa McElheran	311	9/24/21 11:44	9/24/21 11:49	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Case created in error by Contact Centre test
Abandoned Non-Recyclables Pickup Case	101015038527	1850	SPYGLASS PLACE	V5Z 4K8	1. Type of garbage: Garbage 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: 2 garbage bags and shopping cart left in plaza in front of NEU- in plaza in front of building-, by ping pong table and pillar 5. (Don't ask, just record - did caller indicate they want a call back?): No	<div>s. 22(1)</div>	<div>s. 22(1)</div>	5/19/21 8:27	5/21/21 12:02	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1783274 created / updated at Wednesday, May 19, 2021 8:28:20 AM Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-05-19 1:03:37 PM. Hansen an action has been scheduled: On 2021-05-19 1:01:44 PM an action has been scheduled for 2021-05-19 1:01:00 PM. Hansen Service Request has been reviewed: Case reviewed on 2021-05-19 1:01:44 PM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-05-20 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-21 12:02:14.26 Service Provided 10 - Service Provided. Completed. Resolved on 2021-05-20 12:00:00 AM.	
Abandoned Non-Recyclables Pickup Case	101015273603	1850	SPYGLASS PLACE	V5Z 4K8	app version: 2.31 original address: Cambie Bridge alias: CAMBIE BRIDGE full: 1850 SPYGLASS PL, VANCOUVER, BC	1. Type of garbage: Garbage 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: This garbage is the remnants of a recent camp next to the pop-up plaza under the Cambie Street bridge, immediately south of the NEU. 5. (Don't ask, just record - did caller indicate they want a call back?): No	<div>s. 22(1)</div>	<div>s. 22(1)</div>	8/9/21 20:25	8/12/21 9:09	Agent Created Case: Public Stuff request id: PSID10587034 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1822544 created / updated at Monday, August 09, 2021 8:25:51 PM Hansen an action has been scheduled: On 2021-08-10 6:10:26 AM an action has been scheduled for 2021-08-10 6:10:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-08-10 6:10:26 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-10 6:11:32 AM. Service Provided: 10 - Service Provided. Completed. Resolved on 2021-08-11 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-12 09:04:24.59 Service Provided 10 - Service Provided. Completed. Resolved on 2021-08-11 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-12 09:05:39.597 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 : 1822544 created / updated at Thursday, August 12, 2021 9:09:43 AM Agent Finished: Case Closed. Closed date : 2021-08-12 09:09:44.18 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101015231375	1873	SPYGLASS PLACE	V5Z 4G6	app version: 2.31 original address: John McBride Community Garden alias: JOHN MCBRIDE COMMUNITY GARDEN full: 1873 SPYGLASS PL, VANCOUVER, BC	1. Type of service: Noise Complaint 3. Provide details: Group of people playing live instruments including drums, guitars, intermittent yelling 5. Park name: Near pop up plaza under Cambie Bridge 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	<div>PS Description: They come every Saturday morning around 10am and play until around noon or 12:30pm.-p/>P5#: 10487047<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10487047<p/></div>	No Name No Name (ps)	7/24/21 13:00	7/25/21 6:50	Agent Created Case: Public Stuff request id: PSID10487047 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1815117 created / updated at Saturday, July 24, 2021 1:00:38 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1815117 created / updated at Saturday, July 24, 2021 1:01:29 PM Hansen Change in Comments: Comments: 1873 Spyglass Place - Noise Complaint - Not Park Ranger Jurisdiction - Unattended. Added on 2021-07-25 6:47:27 AM. No Service Provided: 11 - No Service Provided. . Resolved on 2021-07-25 6:47:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-25 06:48:31.623 No Service Provided 11 - No Service Provided. . Resolved on 2021-07-25 6:47:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-25 06:49:48.44 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 : 1815117 created / updated at Sunday, July 25, 2021 6:50:12 AM Agent Finished: Case Closed. Closed date : 2021-07-25 06:50:13.15 Back to previous status Closing case after 'Add Event'
Graffiti Removal - City Property Case	101015214182	408	W 17TH AV	V5Y 2A2	app version: 2.31 original address: 400 W 17th Ave alias: 400 W 17TH AVE full: 408 W 17TH AVE, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkorLane 5. Provide details: graffiti on porta potty at work.17th plaza 6. Graffiti type: OtherorUnknown	<div>PS#: 10444630<p/>Click images below to expand<p/><p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10444630<p/></div>	No Name No Name (ps)	7/18/21 11:52	7/21/21 9:54	Agent Created Case: Public Stuff request id: PSID10444630 Agent Finished: Case Closed. Closed date : 2021-07-21 09:51:12.92 Directed to Non-City Agency Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-21 09:54:49.107 Open311 Feedback Send Complete Status and Resolution Comment to PS case

Mayor and Council Feedback Case	101014976260	<div>§. 22(1)</div>	<div>§. 22(1)</div>	<div>app version: 3.10 original address: <div>§. 22(1)</div><div>§. 22(1)</div></div> <div>1. Subject: Pop up Plaza 17th and Cambie 2. Describe details (who, what, where, when, why): April 24, 21 Dear Mayor Stewart and Council Members, I am writing on behalf of many residents of the 400 block of west 17th regarding the pop up plaza on the eastern corner of West 17th and Cambie. We have written numerous letters this year and last year to both Jordan (at City of Vancouver) and Rania Hatz (of an organization called Cambie Village Business Association) to voice our concerns about installing the Plaza at this location. An letter distributed to residents in the area mentions feedback from residents however, no feedback was solicited. Additionally it talks of a survey that was done to determine support for the plaza yet again none of the residents on the 400 block were informed about this survey. We would greatly appreciate it if you would consider our request to place the plaza at another more appropriate location. Having monitored the very minimal usage last year it seems logical to determine an alternative more appropriate location. Safety by blocking access to Cambie Street from West 17th emergency vehicles would have a difficult time accessing the 400 and 300 blocks of West 17th. Yukon Street between 16th and 17th has been closed to vehicular traffic. The lane between 17th and 18th is generally blocked by commercial vehicles. In addition last year countless cars driving west on 17th towards Cambie upon seeing no access to Cambie made a u-turn thus creating a major danger to pedestrians. Emergency vehicles will be hard pressed to arrive in a speedy fashion considering these blockages. Toilet its understandable that public toilets are needed but placing them under the windows of residents is hardly fair. Additionally last summer the public toilet was mainly engaged in drug use Music of course we all love music but many hours of extremely loud music interrupts the peaceful enjoyment of the residents. The commercial businesses in the area hairdresser, jewelry store drug store, spa do not benefit from the plaza and Business owners have written to oppose its installation. Placing a plaza so close to the 18th and Cambie plaza is redundant. That plaza is well located near a coffee shop and bank but the proposed plaza on 17th would be directly below residential units. In addition there are benches placed along Cambie street along the commercial blocks. Let me reiterate that there is very little if any support among contacted residents of West 17th and adjoining businesses which are served by the 18th avenue plaza. Yours truly, <div>§. 22(1)</div> Referenced letter dated April 19, 2021 is from Public Space Team Street Activities Branch Engineering Services, City of Vancouver 3. Department: Mayor and Council 4. Neighbourhood: Riley Park 5. Were any other cases or service requests created as a result of this feedback? No 6. If Yes, provide case number(s) or other relevant details: 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown 8. Council Item: Not Applicable</div>						Agent Created Case: Public Stuff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Apr 26 - Sent to Benafsha Iradia for response: Resident has concerns regarding the pop-up plaza at W 17th Ave and Cambie St. Would ENG staff be able to respond back to the resident and BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks! Agent Finished: Case Closed. Closed date : 2021-04-28 13:03:21.827 Service Provided
Mayor and Council Feedback Case	101014987865	<div>§. 22(1)</div>	<div>§. 22(1)</div>	<div>app version: 3.10 original address: <div>§. 22(1)</div><div>§. 22(1)</div></div> <div>1. Subject: Re Pop up plaza 17th Cambie 2. Describe details (who, what, where, when, why): Thank you for replying Jordan. I am troubled by some of the items you have related. Particularly bothersome is the following "Re: Engagement/Feedback To-Date In 2020 we built 10 Pop-Up Plazas around the City. To evaluate these plazas we monitored their use and solicited feedback with a online survey advertised in and around the Pop-Up Plazas with signage and decals. For Cambie St & W 17th Ave, 84% of survey respondents selected "yes" and an additional 4% selected "somewhat yes" when asked if they support the plaza becoming a permanent public space. Nevertheless, the condition of the W 17th Ave Pop-Up Plaza required too much labour of our community steward. In your reply you state that 84% of respondents selected "yes" for installing the space. How many people answered the survey? What is the total number of respondents? I would be very interested in having this information. Have businesses been surveyed individually? There are businesses that are definitely not in favour of the plaza. Thank you, <div>§. 22(1)</div> On Apr 28, 2021, at 12:19 PM, Magtoto, Jordan <Jordan.Magtoto@vancouver.ca> wrote: Hello <div>§. 22(1)</div> Thank you for your letter to Mayor and Council dated April 24, 2021 (attached). Below I respond to each of your noted concerns. Although you describe that members of your community do not appreciate this Pop-Up Plaza on W 17th, please be aware that other residents of the area were equally distraught when we removed this plaza in Autumn 2020 and they reached out to staff and our community partner on this projec, the Cambie Village BIA to have this plaza and the public bathroom reinstated. If there are additions, design changes, or other changes that we can make in this plaza to make it a more welcoming place for you and your community to enjoy, then please submit these suggestions to us at popupplazas@vancouver.ca. Our public spaces are grounded in local stewardship and local partnerships, so we always welcome positive contributions and community involvement to help guide the evolution of our public spaces. Our current stewardship partner in this community is the Cambie Village BIA on this Pop-Up Plaza, but we are always seeking to recruit additional residents, non-profit organizations, places of worship, businesses, and others as additional stewardship partners so that we can have a plurality of local communities guiding the evolution of our public spaces. Re: Engagement/Feedback To-Date In 2020 we built 10 Pop-Up Plazas around the City. To evaluate these plazas we monitored their use and solicited feedback with a online survey advertised in and around the Pop-Up Plazas with signage and decals. For Cambie St & W 17th Ave, 84% of survey respondents selected ?yes? and an additional 4% selected ?somewhat yes? when asked if they support the plaza becoming a permanent public space. Nevertheless, the condition of the W 17th Ave Pop-Up Plaza required too much labour of our community steward, so we removed this Pop-Up Plaza in Autu 3. Department: Mayor and Council 4. Neighbourhood: Riley Park 5. Were any other cases or service requests created as a result of this feedback? No 6. If Yes, provide case number(s) or other relevant details: 1. Describe details (who, what, where, when, why): <div>§. 22(1)</div> owner and is reporting that someone had used one of the stools from the pop up plaza on W 17th Ave. <div>§. 22(1)</div> and also caused property damage. <div>§. 22(1)</div><div>§. 22(1)</div><div>§. 22(1)</div> She also noted that the pop-up plaza does not make sense considering the cold weather in December when no one is using it. She thinks it's ridiculous and that the pop-up plaza should be taken down. <div>§. 22(1)</div> has notified the police and they are on their way to investigate the issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities/Pop-up Plaza 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:</div>	Citizen also mentioned pop up plaza surveys	<div>§. 22(1)</div>	<div>§. 22(1)</div>	4/29/21 13:32	4/29/21 16:17	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-04-29 16:16:42.73 Service Provided Apr 29 - Email received by Jordan Magtoto (ENG) Case Reopened: Update Categories Agent Finished: Case Closed. Closed date : 2021-04-29 16:17:10.967 Service Provided
Citizen Feedback Case	101014596248	<div>§. 22(1)</div>	<div>§. 22(1)</div>	<div>1. Describe details (who, what, where, when, why): <div>§. 22(1)</div> owner and is reporting that someone had used one of the stools from the pop up plaza on W 17th Ave. <div>§. 22(1)</div> and also caused property damage. <div>§. 22(1)</div><div>§. 22(1)</div><div>§. 22(1)</div> She also noted that the pop-up plaza does not make sense considering the cold weather in December when no one is using it. She thinks it's ridiculous and that the pop-up plaza should be taken down. <div>§. 22(1)</div> has notified the police and they are on their way to investigate the issue. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Street Activities/Pop-up Plaza 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:</div>	Advised <div>§. 22(1)</div> to wait for a police file then contact Risk Management.	<div>§. 22(1)</div>	<div>§. 22(1)</div>	12/3/20 11:05	12/3/20 11:31	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department sent to pop-upplazas@vancouver.ca

Street Tree Work Request - Urban Forestry Case	101015110250	S: 22(1)	W 17TH AV	S: 22(1)	app version: 2.31 original address: 495 W 17th Ave alias: 495 W 17TH AVE full: 495 W 17TH AVE, VANCOUVER, BC	1. Type of tree request: Plant a Tree 2. Provide details: This is a request to plant a tree on the sidewalk directly outside our building at 495 West 17th Avenue. This tree would provide shade to our residence and added beauty to the block. It would also provide additional shade for the Cambie and 17th Avenue public plaza. the photo provided was taken by Google Maps on December 2020 but shows the exact location we request the planting, with an X marking the desired placement. nThank you, nS: 22(1) resident 3. Confirm tree location: 495 West 17th Avenue, Vancouver 4. (Don't ask, just record - did caller indicate they want a call back?): No 7. Flag for immediate Action? No	PS Description: undefined<p/>PS#: 10222789<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10222789<p/>	No Name No Name (ps)	6/12/21 7:53	6/14/21 7:04	Agent Created Case: Public Stuff request id: PSID10222789 Case added to VanTree's Queue: Case added to VanTree's 311 incoming Service Request Queue Agent Finished: Case Closed. Closed date : 2021-06-14 07:03:10.55 Accepted by Parks Department and closed VanTree Service Request #: 197214 at 6/14/2021 6:57:10 AM Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-14 07:04:51.443 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Commercial Waste Container Request	101015290904	556	W 18TH AV	V5Z 1V6	app version: 2.31 original address: 558 W 18th Ave alias: 558 W 18TH AVE full: 556 W 18TH AVE, VANCOUVER, BC	1. Issue with dumpster: Overflowing 3. Container type: Unknown 4. Name on dumpster: Other 5. Provide container number (if available): 6. (Don't ask just record - did caller indicate they want a call back?) No	PS Description: located at the site of the Cambie pavement to plaza location. Mostly families with children here and garbage overflowing (Sunday evening Aug 15 @ 830pm)<p/>PS#: 10630957<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/10630957<p/>	No Name No Name (ps)	8/16/21 12:39	9/13/21 2:21	Agent Created Case: Public Stuff request id: PSID10630957 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1825963 created / updated at Monday, August 16, 2021 12:39:45 PM Hansen Service Request has been reviewed: Case reviewed on 2021-08-16 2:47:00 PM. Attended by Inspector: 43 - Attended by Inspector. Resolved on 2021-08-18 09:27:00 AM Agent Finished: Case Closed. Closed date : 2021-09-02 11:34:47.61 Attended by Inspector 43 - Attended by Inspector. Resolved on 2021-08-18 09:27:00 AM Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-09-13 00:28:33.123 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 : 1825963 created / updated at Monday, September 13, 2021 2:21:45 AM Agent Finished: Case Closed. Closed date : 2021-09-13 02:21:45.577 Back to previous status Closing case after 'Add Event'
Citizen Feedback Case	101015212264	1926	W 4TH AV	V6J 1M5	1. Describe details (who, what, where, when, why): The citizen stated that the pop up plaza at the location has been poorly thought out. The citizen stated that there are groups of over 98% men who are using the location as there drinking spot and go to the nearby liquor store to get alcohol and then drink in the area while being quite loud and then drive home. The citizen stated that the COV should have not placed a plaza so close to a liquor store and should have taken in consideration the disruption to nearby neighbors that these visitors are causing. The citizen stated this plaza needs to be shut down. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: pop-upplazas@vancouver.ca 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:	2021 July, Anonymous	7/16/21 20:44	7/16/21 20:53	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-Up Plazas		
Street Tree Work Request - Urban Forestry Case	101015320910	1944	W 4TH AV	V6J 1M5	1. Type of tree request: Inspect 2. Provide details: Vanconnect case: Employee notes: At the south leg of the Maple and 4th Intersection (2000 Maple block), street trees on the east boulevard are growing in a way that is impeding sidewalk movement and forcing people onto the grass. The adjacent property user put in the request. Please note there is a pop-up plaza at this location and Harry Kettmann from Urban Forestry has approved the installation of 12 inch lanterns on the tree closest to the intersection. Please follow up with Call (COV) if there are any questions. Call Smith 6048299467 call.smith@vancouver.ca 3. VPD Incident Number (if available): 4. (Don't ask, just record - did caller indicate they want a call back?): Yes 5. Neighbourhood: Kitsilano 6. Street Tree After Hours Superintendent Area: North 7. Flag for Immediate Action? No 8. Confirm Property Address: 9. Work Order or Charge Number:	Case made with virtual lagan, not able to insert contact details in case creation. Contact details of COV employee making request in body of case.	8/27/21 15:29	8/30/21 9:05	Agent Created Case: Agent Finished: Case Closed. Closed date : 2021-08-30 09:05:51.79 Case created in error by Contact Centre Case recreated with contact details 101015324239		
Street Tree Work Request - Urban Forestry Case	101015324239	1944	W 4TH AV	V6J 1M5	1. Type of tree request: Prune 2. Provide details: Vanconnect case: Employee notes: At the south leg of the Maple and 4th Intersection (2000 Maple block), street trees on the east boulevard are growing in a way that is impeding sidewalk movement and forcing people onto the grass. The adjacent property user put in the request. Please note there is a pop-up plaza at this location and Harry Kettmann from Urban Forestry has approved the installation of 12 inch lanterns on the tree closest to the intersection. Please follow up with Call (COV) if there are any questions. Call Smith 6048299467 call.smith@vancouver.ca 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? Yes 8. Confirm Property Address: 9. Work Order or Charge Number:	SMITH, CAIL	6048299467	8/30/21 9:04	8/30/21 9:49	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 : 2021-08-30 09:49:19.897 Accepted by Parks Department and closed VanTree Service Request #: 200831 at 8/30/2021 9:47:32 AM	

Citizen Feedback Case	101015096437 1400	1499	W 67TH AV	<div>1. Describe details (who, what, where, when, why): Caller is not pleased that the department chose to implement a plaza along the 1400 block of W 67th Av at Granville St. This area has a high marginalized population so it is already attracting homeless person's to set up camp there. Caller also mentioned the traffic in the area is now cutting down the back lane between French St and Granville St which is affecting residents in the area.</div> <div>2. Type of feedback: Complaint</div> <div>3. Feedback regarding: City Department</div> <div>4. Department: Engineering Services</div> <div>5. Division or Branch Name: Pop-up Plazas</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?): No</div> <div>9. Your address:</div> <div>10. Contact name:</div> <div>11. Contact number:</div> <div>12. Email address:</div>	S: 22(1)	S: 22(1)	6/8/21 9:15	6/8/21 9:35 Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed Directed to Another City Department Sent to plazas@vancouver.ca
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Case Type	Case #	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Homeless - Ranger Case	101013979724	app version: 2.31 original address: Olympic Village Vancouver	1. Type of service: Homeless Issue 6. Provide details: Homeless people camping in park adjacent to the bridge 7. Provide number of structures and tents: 1 12. Park name: Olympic Village plaza sea wall 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 7891679<p>/>Click images below to expand<p>/>img alt="mapurl" width="300" height="300"<p>/>http://www.publicstuff.com/request/view/7891679<p>/>	S. 22(1)		5/6/20 7:14	5/6/20 7:29	Agent Created Case: Public Stuff request id: PSID7891679 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1613377 created / updated at Wednesday, May 06, 2020 7:14:38 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1613377 created / updated at Wednesday, May 06, 2020 7:15:24 AM Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 06/05/2020 7:24:00 AM. Hansen Change in Comments: Comments: Olympic Village Seawall - structure on other side by water - forwarded to 311 to be redirected. Added on 06/05/2020 7:24:42 AM. Agent Finished: Case Closed. Closed date : 2020-05-06 07:27:08.217 Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 06/05/2020 7:24:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-05-06 07:29:45.783 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 : 1613377 created / updated at Wednesday, May 06, 2020 7:29:49 AM Agent Finished: Case Closed. Closed date : 2020-05-06 07:29:50.26 Back to previous status Closing case after 'Add Event'
Homeless - Ranger Case	101014017734	app version: 2.31 original address: Jim Deva Plaza	1. Type of service: Homeless Issue 6. Provide details: Vagrants are camping in the plaza. Carts full of belongings, trash and human waste are a big problem. 7. Provide number of structures and tents: 5+ 12. Park name: Jim Deva Plaza 13. Provide specific location in park: Unknown 15. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS Description: Clean up the plaza and remove vagrants.<p>/>PS#: 7975045<p>/>Click images below to expand<p>/>img alt="mapurl" width="300" height="300"<p>/>http://www.publicstuff.com/request/view/7975045<p>/>	S. 22(1)		5/20/20 11:37	5/26/20 6:41	Agent Created Case: Public Stuff request id: PSID7975045 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1619472 created / updated at Wednesday, May 20, 2020 11:38:02 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1619472 created / updated at Wednesday, May 20, 2020 11:38:26 AM Hansen has changed the Queue within the Hansen Sys: Case queue changed to GSCI (Sanitation - St Cleaning Svcs) on 20/05/2020 11:43:09 AM. Hansen Service Request has been reviewed: Case reviewed on 20/05/2020 12:49:57 PM. Hansen an action has been scheduled: On 20/05/2020 12:49:57 PM an action has been scheduled for 20/05/2020 12:49:00 PM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 21/05/2020 6:12:51 AM. Service Provided: 10 - Service Provided. . Resolved on 22/05/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-05-26 06:36:10.47 Service Provided 10 - Service Provided. . Resolved on 22/05/2020 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-05-26 06:40:18.767 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 : 1619472 created / updated at Tuesday, May 26, 2020 6:41:57 AM Agent Finished: Case Closed. Closed date : 2020-05-26 06:41:58.1 Back to previous status Closing case after 'Add Event'
Parks - Ranger Case	101014028267	app version: 2.31 original address: Pantages Ln	1. Type of service: Noise Complaint 3. Provide details: Loud partying and amplified music coming from the alley beside Jim Deva Plaza 5. Park name: Jim Deva Plaza 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 7996877<p>/>Click images below to expand<p>/>img alt="mapurl" width="300" height="300"<p>/>http://www.publicstuff.com/request/view/7996877<p>/>	No Name No Name (ps)		5/23/20 21:42	5/23/20 23:24	Agent Created Case: Public Stuff request id: PSID7996877 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1621118 created / updated at Saturday, May 23, 2020 9:43:01 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1621118 created / updated at Saturday, May 23, 2020 9:43:21 PM Hansen Change in Comments: Comments: Added on 23/05/2020 11:20:24 PM. Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 23/05/2020 11:20:00 PM. Agent Finished: Case Closed. Closed date : 2020-05-23 23:21:13.493 Directed to Another City Department: 20 - Directed to Another City Dept. . Resolved on 23/05/2020 11:20:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2020-05-23 23:24:46.31 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 : 1621118 created / updated at Saturday, May 23, 2020 11:24:56 PM Agent Finished: Case Closed. Closed date : 2020-05-23 23:24:57.393 Back to previous status Closing case after 'Add Event'
Tell us Online Webform	101014053357	app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Feedback or Comment: Hello City of Vancouver: &A have never received any response to my inquiry from January 29th. &A My route home today, June 1, was subject to a six block detour due to another random road closure - this time on Broughton Street south of Robson Street. Whoever authorized this closure may not have been aware that for vehicles travelling east on Robson, the remaining options for turning south from Robson Street included: "No" at Jervis Street due to it being converted to one-way northbound, and "No" at Bute Street due to the Bute Street plaza. &A Obviously I will work around road closures from the endless development projects in the West End, but I NEED TO KNOW WHICH ROADS ARE BEING CLOSED. &A Could someone please reply to my January 29th inquiry? &A Thank you. &A &A 1050 Broughton Street (the street that was closed today without notice) &A &A From: "City of Vancouver" <no-reply@vancouver.ca>; &A To: "&A Sent: Wednesday, January 29, 2020 4:52:16 PM &A Subject: Your request has been submitted &A, &A Thank you for contacting the City of Vancouver. This email contains a copy of information that was submitted recently through a form on our website, which you opted to have sent to you. &A, Please do not reply to this message. If you require further assistance, visit us online: &A Report an issue or request a service: https://vancouver.ca/vanconnect-desktop.aspx &A Find City online services, tools, and mobile apps: https://vancouver.ca/online-services &A You may also contact us by calling: &A 3-1-1 &A 604-873-7000 (outside Vancouver) &A We are open to take your call from 7:00 am to 10:00 pm, 7 days/week, 365 days/year (including holidays). We also offer interpretation services in over 170 languages. &A Case number 101013728993 &A Feedback or Comment: Can someone advise how I can be kept informed of road closures in the West End? This afternoon, the 1100 Block Broughton Street was closed for a concrete pour at the Marcon "Mirabil" construction site. There is no reference to this closure on the city's page showing road closures: https://vancouver.ca/streets-transportation/roadwork.aspx &A Due to the discontinuous road network the city has created in the West End, and in particular the diverter in the 1100 Block Jervis Street, accessing the interior portions of the neighbourhood from Davie Street is almost impossible without advance warning of road closures. Please assist residents in avoiding impacts from these disruptive construction projects. 2. Address: 3. Name: S. 22(1) 4. Phone: 5. Email: S. 22(1) 99. Attachments: 0	S. 22(1)	S. 22(1)	6/1/20 18:33	6/1/20 18:57	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-06-01 18:57:48.947 Alternate Service Provided sent to umb@vancouver.ca	

Mayor and Council Feedback Case	10101411134 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: 2. Describe details (who, what, where, when, why): Entered by Cllr Assistant Please cc cheryl.rowley@vancouver.ca and colleen.hardwick@vancouver.ca on response. I try to be selective about what I send you but couldn't resist commenting on the awful street ?parks? the COV is putting in on side streets with ugly orange barriers, minimal furniture (or that is the way it appeared in the media) and little tree cover. Almost every day we go for a walk in the City. Mostly False Creek (Both sides) and Sunset Beach seawall as well as the downtown core, West End neighbourhoods and Coal Harbour. I have commented for years (pre Covid) that there are so many public spaces and plazas that go unused or under used. Why does the COV not encourage the use of those spaces where we have existing infrastructure instead of the side street parks?Encourage means add furniture, garbage cans, allow coffee carts or food trucks in, maybe a street performer or other. It seems a shame to waste resources on 7creating? public spaces on streets when we have many existing wonderful plazas. Two easy examples are Leg in Boot Square and the boardwalk plaza on Spruce Harbour across from Granville Island. s. 22(1) 3. Department: Mayor and Council 4. Neighbourhood: Unknown 5. Were any other cases or service requests created as a result of this feedback?: No 6. If Yes, provide case number(s) or other relevant details: 7. (Don't ask, just record - did caller indicate they want a call back?): Yes 8. Council Item: Not Applicable 9. Select category: Streets, Sanitation, and Transportation 11. Specific area of concern: Pavement to Plazas 12. Author Type: Individual 13. Correspondence Type: Original Feedback 14. Original Client: s. 22(1) 15. Original Email address: s. 22(1) 16. Original address:</div>	Entered by Cllr Assistant Please cc cheryl.rowley@vancouver.ca and colleen.hardwick@vancouver.ca on response. Appears to reference https://vancouver.ca/streets-transportation/pavement-to-plazas.aspx	VanConnect Use s. 22(1)	6/30/20 15:13	8/31/20 9:43	Agent Created Case: Public Stuff request id: PS100 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Jul 6 - Sent to Benafsha Iradia for response. Councillor Hardwick received this citizen's concerns regarding 'street parks' (which may be the Pavement-to-Plazas). Would ENG staff be able to respond back to the citizen and CC Councillor Hardwick as well as BBC CouncilCorrespondence@vancouver.ca in the email response? Thanks! Agent Finished: Case Closed. Closed date : 2020-08-31 09:43:40.203 Service Provided Aug 28 - The Public Life Recovery Team responded to the citizen:  Hi s. 22(1)  Thank you for your email and for your feedback on the Pop-up Plazas initiative. In late May, the City of Vancouver launched its Restart Smart Vancouver program for recovery from the COVID-19 pandemic. As part of the community and economic recovery response, we're transforming streets to create additional public space for safe physical distancing, community life, and to support local business.  Council supported this work by passing a Council Motion to reallocate road space to people-focused public space with a reallocation goal of a minimum of 11% of today's street space. Council directed staff to implement appropriate reallocations of road space, where space could be reallocated temporarily to support safe physical distancing during the COVID-19 pandemic response. Pop-up Plazas are among the many initiatives the City is taking to help residents and businesses adapt to living and operating through the pandemic. Each plaza is created to support safe physical distancing, access to local businesses, eating, small-scale gathering, resting, walking and cycling, and other activities. The pop-up plazas are inspired by tactical urbanism, a global movement that explores lighter, quicker, cheaper ways to create spaces for gathering and community building on a temporary basis. In their first iteration, these plazas use temporary materials that are quick to install and, if necessary, adjust or remove. Over time, some of these plazas may be converted to longer-term public spaces, with further design development and improved materials. Public engagement is a key part of this process. We are actively monitoring these pop-up plazas and welcome feedback from local businesses and residents. You can find more information and provide feedback at shapenyourcity.ca/pop-up-plazas. All monitoring and feedback will help us make improvements to these spaces and determine whether any of these temporary spaces should remain in place after the recovery period. Thank you again for your feedback on this initiative. Please be in touch if you have further questions. Sincerely, The Public Life Recovery Team vancouver.ca/pop-up-plazas	
Film and Special Events Inquiry Case	101014154585 app version: 2.31 original address: Davie Street	<div>1. Which department is the inquiry for? Special Events Office 2. Provide details - including location if relevant: Good Afternoon, &#x0D;&#x0A; &#x0D;&#x0A;We are representing a popular spirit/alcohol brand on an experiential activation we&#39;re hoping to launch in Vancouver during Pride. A longtime ally to the LGBTQ725+ community, the brand is committed to driving positive change, equality, and creating a more open world for all that live in it. As part of a campaign dedicated to driving awareness about progressive thought, positive change, and living life openly, we're partnering with several local influential curators to amplify those voices through a series of short video content clips that would live within an experiential activation. &#x0D;&#x0A; &#x0D;&#x0A;This experiential campaign includes a contactless digital vending machine that showcases these short videos before a consumer receives a sample (QTY 1-355ml sample allowed per consumer within BC liquor sampling guidelines). Behind the vending machine, we would like to create a wall which includes way-finding imagery and the messaging of what it means to &quot;Live Life Open&quot;. &#x0D;&#x0A; &#x0D;&#x0A;We will be holding safety and sanitization at a high priority within this activation as the vending machine would be contactless. We would ensure there are no groups/crowds and facilitate the proper social distancing measures at all times. &#x0D;&#x0A; &#x0D;&#x0A;Please let me know if this is something that would be considered within the Jim Deva Plaza, potential availability the first week of August, and what the fees are associated with this. &#x0D;&#x0A; &#x0D;&#x0A;Please feel free to contact me with any further questions, I can be reached at s. 22(1) &#x0D;&#x0A; &#x0D;&#x0A;Best, &#x0D;&#x0A;Jacklyn 3. (Don't ask, just record - did caller indicate they want a call back?): Unknown 4. Your name: Jacklyn 5. Location: Davie Street 6. Contact number: s. 22(1) 7. Email address: jacklyn@themintagency.com</div>		Jacklyn	6474047157	7/6/20 12:29	7/15/20 13:59	Agent Created Case: Public Stuff request id: PS100 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1640317 created / updated at Monday, July 06, 2020 12:29:37 PM Service Provided: 10 - Service Provided. Called and left message to call me back, have not received a call back to date.. Resolved on 15/07/2020 1:56:00 PM. Agent Finished: Case Closed. Closed date : 2020-07-15 13:59:38.253 Service Provided 10 - Service Provided. Called and left message to call me back, have not received a call back to date.. Resolved on 15/07/2020 1:56:00 PM.
Mayor and Council Feedback Case	101014196354 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Public streets being privatized 2. Describe details (who, what, where, when, why): My concern is seeing public streets being closed and then turned into private businesses. Yesterday I went to my regular haunt, Blenz on Helmcken between Mainland and Hamilton and was shocked to see that the block has now become a private street for Yaletown Brewery and Earls. When I saw the barriers go up, I was excited to be able to socially distance on the street with my friends. But when I went yesterday, I saw that that is not possible at all. Instead there are 2 huge patios for the 2 restaurants (which already have large outdoor patios). Why is the city allowing public streets to be turned into private streets for private businesses? Please reconsider this and make the closed streets available for ALL the local residents. ps. When having to pick a neighbourhood I live in, below, my neighbourhood (Yaletown) is not shown. Is there a reason why? It is a real neighbourhood! 3. Department: Mayor and Council 4. Neighbourhood: Downtown 5. Were any other cases or service requests created as a result of this feedback?: No 6. If Yes, provide case number(s) or other relevant details: 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown 8. Council Item: Not Applicable 9. Select category: Streets, Sanitation, and Transportation 11. Specific area of concern: Pop-up Plazas 12. Author Type: Individual 13. Correspondence Type: Original Feedback 14. Original Client: s. 22(1) 15. Original Email address: s. 22(1) 16. Original address:</div>		s. 22(1)	s. 22(1)	7/20/20 10:05	7/31/20 12:53	Agent Created Case: Public Stuff request id: PS100 Agent Finished: Case Closed. Closed date : 2020-07-31 12:53:00.817 Service Provided Hello s. 22(1)  Thank you for taking the time to share your concerns with Vancouver City Council regarding the pop-up plazas in Yaletown. To help residents physically distance and to support businesses reopening, the City of Vancouver has reshaped how our streets and public spaces are used. Pop-up plazas give people spaces to eat, visit, rest, or enjoy the weather while maintaining a safe distance from each other. As we continue to work with local businesses and Business Improvement Associations to create temporary pop-up plazas, we also appreciate the feedback we receive from residents.  For more information on the plazas and to take our survey on how to improve these spaces over time, please visit the City's website at vancouver.ca/pop-up-plazas. If you have further questions or concerns, you may also send an email to pop-upplazas@vancouver.ca. Vancouver is made up of a number of smaller neighbourhoods and communities. Neighbourhood boundaries provide a way to break up the city's large geographical area for delivering services and resources and identify the distinct culture and character of different areas of our diverse population. However, there is some disagreement on all of the names and boundaries of these areas. We refer to neighbourhoods as areas and we have divided the city into 23 distinct areas. As such, the Downtown area encompasses the Yaletown district. For more information about the City's neighbourhoods, you can also visit the website here. Thank you again for your feedback; your concerns have been received by the Mayor and Councillors. Sincerely, Office of Vancouver City Council
Tell us Online Webform	101014212604 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Feedback or Comment: I love the slow streets and pop-up plazas. I hope those continue post-COVID. 2. Address: 3. Name: 4. Phone: 5. Email: s. 22(1) 99. Attachments 0</div>		s. 22(1)	7/24/20 14:29	7/24/20 19:29	Agent Created Case: Public Stuff request id: PS100 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department forwarded to slowstreets@vancouver.ca	
Tell us Online Webform	101014228912 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Feedback or Comment: Regarding drinking in Plazas. Bad idea due to families in that area and to see someone drinking or drunk is not what any child should see. This also takes away business from bars. 2. Address: 3. Name: 4. Phone: 5. Email: s. 22(1) 99. Attachments 0</div>		s. 22(1)	7/30/20 8:10	7/30/20 8:17	Agent Created Case: Public Stuff request id: PS100 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Emailed to Taryn.Fanciga@vancouver.ca	

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Mayor and Council Feedback Case	101014459173 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Jim Deva Plaza - Megaphone Sculpture</div> <div>2. Describe details (who, what, where, when, why): Dear Mayor and Council: Once again I have been awakened by someone playing bongo's in the megaphone sculpture, it is now 3:30am I have been awake for over 1/2 hour. What must one do to get this issue addressed. The neighbours that are directly effected are continually ignored. Calling the police is useless as we are told they are busy and this is low priority. Just wanted to remind you this is City Property and your are aiding and abetting this issue by no action taken to remove the sculpture or relocate it somewhere else. Ever since the moment it was placed it has been an issue. I shan't hold my breath on this but getting really tired of being awoken.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: West End</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: Noise Complaint</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address:</div>	§ 22(1)	10/20/20 3:39	11/2/20 11:15	Agent Created Case: Public Staff request id: PSID00 Agent Finished: Case Closed. Closed date : 2020-11-02 11:15:50.657 Service Provided Hello § 22(1) �D; �D; Thank you for taking the time to share your noise concerns with Vancouver City Council.�D; �D; If you have not done so already, I would recommend that you report your noise complaints by using the VanConnect app, going on the City's website, or calling 3-1-1. Service requests are immediately created and directed to the appropriate department for further action.�D; �D; If you would like more information regarding the Noise Control Bylaw, you may also visit the website here.�D; �D; Thank you again for your feedback; your concerns have been received by the Mayor and Council.�D; �D; Sincerely,�D; �D; Office of Vancouver City Council	
COVID-19 - Enforcement Request Case	101014554822 app version: 2.31 original address: Jim Deva Plaza, Davie St	<div>1. Type of violation: Promotion of large gatherings and events</div> <div>2. Where is the violation occurring: City Property - Plaza</div> <div>3. Confirm address where violation is occurring: Jim Deva Plaza, Davie St</div> <div>4. When was the violation observed: Nov 20, 2020</div> <div>5. If business is in violation, provide the business name:</div> <div>6. If park or beach, provide name:</div> <div>7. Provide details regarding the violation: Found on FB events, Transgender Day of Remembrance. Although it says online, based from the agenda people are gathering, marching together etc. Here is the link https://fb.me/e/clqOGffYf</div> <div>9. Your name:</div> <div>10. Phone number: § 22(1)</div> <div>11. Email address: 99. Attachments 1 &#0D;&#0A;View attachment(s)</div>	No Name No Name (ps)	§ 22(1)	11/18/20 6:12	11/20/20 19:41	Agent Created Case: Public Staff request id: PSID00 Agent Finished: Reallocated to queue: Eng_Parking Enforcement Requests Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1705717 created / updated at Wednesday, November 18, 2020 7:04:16 AM Agent Updated Case Details: Description updated to: . Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1705717 created / updated at Friday, November 20, 2020 4:54:31 AM Service Provided: 10 - Service Provided. . Resolved on 2020-11-20 7:40:00 PM. Agent Finished: Case Closed. Closed date : 2020-11-20 19:41:38.107 Service Provided 10 - Service Provided. . Resolved on 2020-11-20 7:40:00 PM.
Tell us Online Webform	101014556973 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Feedback or Comment: Hello, &#0D;&#0A; &#0D;&#0A;J writing regarding the popup plaza on Bute street between Robson and Alberni. &#0D;&#0A;The Vancouver city website with the survey is not functioning ? at least not today. Hopefully this &#0D;&#0A;correspondence will fine the right people. &#0D;&#0A; &#0D;&#0A; I thought the popup plaza on Bute south of Robson works because it doesn't sit in front &#0D;&#0A;of a residential building. &#0D;&#0A; &#0D;&#0A;In contrast, the popup plaza in between Robson and Alberni is positioned adjacent to the residential tower of § 22(1) &#0D;&#0A;. The popup plaza looks pleasant enough, but it's been a source of noise for residents in our building. Late-night gathering of people and noisy skateboarders &#0D;&#0A;using the area as a highway and playground has disturbed the peace on a regular basis. &#0D;&#0A; &#0D;&#0A;While I understand the premise of establishing such a street park, it does disturb our living here and I hope it is not a permanent fixture. &#0D;&#0A; &#0D;&#0A;Thank you. &#0D;&#0A; &#0D;&#0A;§ 22(1) &#0D;&#0A;§ 22(1) &#0D;&#0A;Vancouver, Canada</div> <div>2. Address:</div> <div>3. Name: § 22(1)</div> <div>4. Phone: § 22(1)</div> <div>5. Email: § 22(1)</div> <div>99. Attachments 0</div>	§ 22(1)	§ 22(1)	11/18/20 14:43	11/18/20 15:18	Agent Created Case: Public Staff request id: PSID00 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-11-18 15:18:01.413 Directed to Another City Department Directed to pop-upplazas@vancouver.ca
Mayor and Council Feedback Case	101014933770 app version: 2.31 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Pop up parks</div> <div>2. Describe details (who, what, where, when, why): A pop up park has been in the 1100 block of Bute with no issues until the lady 3 weeks. 4-10 transients move in every day for 12-16 hrs drinking drugging fighting and playing super loud music. This is getting worse every day. Can these pop ups be closed at 10 or -11 like regular parks? Residents are getting afraid to even walk by.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: West End</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Streets, Sanitation, and Transportation</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address:</div>	§ 22(1)	4/9/21 1:20	4/21/21 17:03	Agent Created Case: Public Staff request id: PSID00 Agent Finished: Case Closed. Closed date : 2021-04-21 17:03:35.81 Service Provided Reference Number: 101014933770�D; �D; Hello § 22(1) �D; �D; Thank you for taking the time to share your concerns with Vancouver City Council regarding the pop-up plaza in your neighbourhood. �D; �D; Pop-up plazas are designed with temporary seating to give people the opportunity to eat, visit, rest, and enjoy the weather while maintaining a safe distance from others. The best way to have your concerns addressed would be to call 3-1-1 or use the VanConnect app/desktop version. A service request would be immediately created and reallocated to the appropriate department for further action.�D; �D; For more information about pop-up plazas, you can visit the City's website here.�D; �D; Thank you again for your feedback; your concerns have been received by the Mayor and Councillors.�D; �D; Sincerely,�D; �D; Office of Vancouver City Council�D; City of Vancouver�D; 453 West 12th Ave�D; Vancouver, BC�D; V5Y 1V4�D; �D; Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form or call 3-1-1 and provide your Reference Number listed above.	

Mayor and Council Feedback Case	101014944067 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: POP UP PLAZAS</div> <div>2. Describe details (who, what, where, when, why): I would like to understand why the tables are still out at the Pop-Up Plazas? This concept was introduced without consultation from the residents of the neighbourhood on December 4, 2020 as a "Winter Trial". While the COV/Parks Board is currently gathering data via a "survey" on this concept, why are the tables still there? Winter is over, the Trial is over? In good faith the COV/Parks Board should be removing these tables until the results of the survey have been tabulated and communicated. I find the current state of affairs (tables available way past the "Winter Trial") as a show of authoritative tactics and a showing a we're keeping the tables mentality. Please remove them as we do not need to go through more sleepless nights of "partiers" wanting to take advantage of a gathering place and letting us know their thoughts "loudly" (plus with the numbers increasing, let's be proactive in stopped the spread.)</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Downtown</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: §. 22(1)</div> <div>15. Original Email address: §. 22(1)</div> <div>16. Original address:</div>	<div>Entered by Councillor's Assistant. Please cc: lisa.dominato@vancouver.ca and wanda.bradbury@vancouver.ca on response.</div> <div>§. 22(1)</div>	§. 22(1)	4/13/21 13:46	4/16/21 11:12	<div>Agent Created Case: Public Staff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Apr 13 - Sent to Benafsha Iradia for response:&#x0D;&#x0D; Councillor Dominato received this resident's concerns regarding the pop-up plazas. Would ENG staff be able to respond back to the resident and CC Councillor Dominato as well as her assistant, Wanda Bradbury, and also BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks!</div> <div>Agent Finished: Case Closed. Closed date : 2021-04-16 11:12:55.483 Service Provided Apr 16 - Cara Fisher (ENG) responded to the resident:&#x0D;&#x0D; Dea §. 22(1)&#x0D;&#x0D; Thank you for reaching out to staff and Council regarding the rain-friendly pop-up plaza under the Burrard Bridge.&#x0D;&#x0D; Following up on our previous email communication, we are in the process of collecting feedback from residents in the area and the public. The online survey is available until May 7. Thank you for letting me know you already filled out the online survey. &#x0D;&#x0D; We installed the pop-up plaza as a trial through the winter, and we will use the feedback to determine if there is support to keep the rain-friendly pop-up plazas in place beyond the winter trial period. We will review the survey responses after the survey closes, so you can anticipate a decision mid-May.&#x0D;&#x0D; Thank you for staying in touch and continuing to raise your concerns with the pop-up plaza. &#x0D;&#x0D; Kind regards,&#x0D;&#x0D; Cara Fisher, Planner&#x0D;&#x0D; City of Vancouver Street Activities&#x0D;&#x0D; Here is a link to the survey as a reference https://shapeyourcity.ca/pop-up-plazas/news_feed/rain-friendly-plazas-survey-now-open</div>
Mayor and Council Feedback Case	101015013285 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Pop Up Plaza - Burrard St Bridge</div> <div>2. Describe details (who, what, where, when, why): Entered by Councillor's Assistant - Response required. Please CC: Cllr. Kirby-Yung From: §. 22(1) Sent: Monday, May 10, 2021 7:57 AM To: Pop-up Plazas-gpop-upplazas@vancouver.ca>; Kirby-Yung, Sarah <Sarah.Kirby-Yung@vancouver.ca> Subject: [EXT] Pop Up Plaza - Burrard St Bridge City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe. Hello All Here is another example of abuse of the pop-up plaza space underneath the Burrard Bridge for Sunday, May 9 at 1123pm and onwards. Some of us still have jobs during this pandemic and it is a little difficult to sleep when the city has provided gathering places that seem to be used at all times of the day and night. The weather is going to get warmer, the nights lighter and this is not a good mix for a residential neighborhood. Please have consideration for the people that live in the building just 30M from this space. §. 22(1)</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Unknown</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: §. 22(1)</div> <div>15. Original Email address: §. 22(1)</div> <div>16. Original address:</div>	<div>Entered by Councillors Assistant - Response required. Please CC: Cllr. Kirby-Yung</div> <div>§. 22(1)</div>	§. 22(1)	5/10/21 10:33	5/12/21 15:32	<div>Agent Created Case: Public Staff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - May 10 - Sent to Benafsha Iradia for response:&#x0D;&#x0D; Councillor Kirby-Yung received this resident's concerns regarding the pop-up plaza under the Burrard St Bridge. Would ENG staff be able to respond back to the resident and CC Councillor Kirby-Yung as well as BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks!</div> <div>Agent Finished: Case Closed. Closed date : 2021-05-12 15:32:06.18 Service Provided May 12 - Cara Fisher (ENG) responded to the resident:&#x0D;&#x0D; Dea §. 22(1)&#x0D;&#x0D; Thank you for reaching out to staff and Council regarding the rain-friendly pop-up plaza under the Burrard Bridge to share photos of the late night activity.&#x0D;&#x0D; It is unfortunate the people using the picnic tables in the pop-up plaza have caused disruptions to you and/or your neighbours. We understand this location has a history of late night activity as it provides a covered space on the Seawall. &#x0D;&#x0D; As mentioned in previous communication, our evaluation process is underway. The survey is now closed and we are now reviewing feedback from the public, as well as results from on-site monitoring. The survey feedback and monitoring data will inform our recommendations for this space. We ask for your patience as we complete this process. We expect this process to be completed by early June, and will follow up with you when we have confirmed next steps.&#x0D;&#x0D; Kind regards, &#x0D;&#x0D; Cara Fisher, Planner&#x0D;&#x0D; City of Vancouver Street Activities</div>
Mayor and Council Feedback Case	101015022858 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Pilot project: alcohol in pop-up plaza</div> <div>2. Describe details (who, what, where, when, why): Such a great idea to give people a safe place to enjoy a drink with friends socially distant. Kudos for bringing this to the table.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Riley Park</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: In Support</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: §. 22(1)</div> <div>15. Original Email address: §. 22(1)</div> <div>16. Original address:</div>	<div>§. 22(1)</div>	§. 22(1)	5/13/21 11:05	5/13/21 16:23	<div>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-13 16:23:56.023 Service Provided</div>
Mayor and Council Feedback Case	101015023039 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Pop up plaza / allowing alcohol consumption</div> <div>2. Describe details (who, what, where, when, why): I strongly support the proposal to allow the consumption of alcohol in the pop up plaza in my neighborhood, Fraser and 27th.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kensington-Cedar Cottage</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: In Support</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: §. 22(1)</div> <div>15. Original Email address: §. 22(1)</div> <div>16. Original address:</div>	<div>§. 22(1)</div>		5/13/21 11:33	5/13/21 17:42	<div>Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-13 17:42:46.277 Service Provided</div>

Mayor and Council Feedback Case	101015026969 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: 101015013285</div> <div>2. Describe details (who, what, where, when, why): Per email sent to Pop-Up Plaza and Sarah Kirby-Jung on May 14 - I am leaving this "comment" as directed by the automatic reply from Council Correspondence » and yes I would like a response back on this email from Council and the Parks Board</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: West End</div> <div>5. Were any other cases or service requests created as a result of this feedback? Yes</div> <div>6. If Yes, provide case number(s) or other relevant details: 101015013285</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council item: Not Applicable</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address:</div>	§ 22(1)	§ 22(1)	5/14/21 14:36	5/26/21 11:56	Agent Created Case: Public Staff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - May 17 - Sent to Benafsha Iradia.�D; �D; Resident sent a follow up email to Cara Fisher's response from May 12. Would ENG be able to respond back to the resident and BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks! Agent Finished: Case Closed. Closed date : 2021-05-26 11:56:47.247 Duplicate Request case 101015026969 can be closed as it is a duplicate of 101015013285
Mayor and Council Feedback Case	101015031607 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Maple St pop up plaza</div> <div>2. Describe details (who, what, where, when, why): This summer is not the most ideal place for this to go. § 22(1) the ongoing construction at the east end of the alley, by Cypress already makes vehicle access difficult. Heading east on the alley there are no right or left turns allowed on Cypress. That means continuing to Burrard where turning left from the alley is very difficult. Having access from Maple cut off, means that if one wants to get onto 4th Ave, one would need to travel west to Arbutus and then gain access there. That is a very busy intersection already. Maple St south from 4th is used very often as an ambulance route to 7th and Maple. As a resident in a building that is right where this plaza is expected to go, there was absolutely no consultation. Without the ongoing construction and lack of access via Cypress and the alley between 4th and 5th, this would be an interesting pilot. However access is already compromised from the east end this summer and the location on Maple St is not currently an ideal location for this.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kitsilano</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council item: Opposed</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address:</div>	§ 22(1)		5/17/21 10:14	5/21/21 9:41	Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-21 09:41:08.57 Service Provided
Mayor and Council Feedback Case	101015031833 app version: 3.10 original address: § 22(1) § 22(1) Maple St and West 5th)	<div>1. Subject: Pop-up Plaza at Maple St & West 4th Ave</div> <div>2. Describe details (who, what, where, when, why): While I support the idea of pop-up plazas, I am opposed the the proposed location at Maple St and West 4th Ave. It would appear there has been no input from local residents, in particular those of us who own vehicles. The exit from my building's parade is to the alley between West 4th and West 5th. Heading east down the alley there is no right or left turn allowed at Cypress and if you proceed to Burrard you can only turn right. Most drivers will head west down the alley and then they can make a left or right turn at Maple St. The proposed plaza will make it very frustrating for all vehicle owners in the area and not just those trying to exit the alley. I hope the city will consider an alternate location that will satisfy both local residents and business owners. Thankyou</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kitsilano</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council item: Opposed</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address: § 22(1)</div>	§ 22(1)		5/17/21 10:53	5/21/21 9:42	Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-21 09:42:17.337 Service Provided
Mayor and Council Feedback Case	101015034057 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Maple St pop up plaza</div> <div>2. Describe details (who, what, where, when, why): I have already responded earlier today but feel that there were items that I left out. We have had a lot of issues with people urinating either on our property or behind Patagonia on 4th coming from or leaving the nearby pub. We had a lot of issues with people leaving Bimimis, especially a few years ago when they had college night on Wednesdays and the noise from that. So, I would hope that there will be a portapotty on site so that our property is not used. The notice also does not state when during the day that the plaza would be open and when it would be closed in the evening. Will the furniture be removed at the end of the day, which would greatly help in the noise issues later in the evening. Many questions and none answered in the notice. By the way, the notice, one copy only, was taped to the front door of the building last week. It wasn't sent to everyone in the building, just one copy. Fortunately an owner took the copy and posted on the lobby bulletin board. Otherwise we would not have known what was coming our way. I don't know who stated that the area was told what was going on because it certainly didn't make its way to our building.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kitsilano</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council item: Opposed</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address:</div>	§ 22(1)		5/17/21 19:05	5/21/21 9:42	Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-21 09:42:43.52 Service Provided Reference Number: 101015031607�D; �D; Hell § 22(1)�D; �D; Thank you for taking the time to share your concerns with Vancouver City Council regarding the proposed temporary pop-up plaza at Maple St and W 4th Ave.�D; �D; In a memo to Council dated May 18, 2021, the recommended locations in the report entitled, "2021 Alcohol Consumption in Public Plazas Pilot", were updated. Staff have received additional feedback from emergency services specific to the Maple St and W 4th Ave pop-up plaza location that will require additional review. As a result, staff are not recommending including this location in the pilot at this time. Staff may bring the location forward for consideration once they have had the opportunity to review and address this new information.�D; �D; If you would like to review the memo and staff report, they are available on the City's website at: https://council.vancouver.ca/20210518/regu20210518ag.htm.�D; �D; For more information about Council meetings and to sign up for agenda updates, please visit: https://vancouver.ca/your-government/city-council-meetings-and-decisions.aspx.�D; �D; Thank you again for your feedback; your concerns have been received by the Mayor and Councillors.�D; �D; Sincerely,�D; �D; Office of Vancouver City Council�D; City of Vancouver�D; 453 West 12th Ave.�D; Vancouver, BC�D; V5Y 1V4�D; �D; Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form: http://vancouver.ca/your-government/contact-council.aspx or call 3-1-1 and provide your Reference Number listed above.

Mayor and Council Feedback Case	101015034205 app version: 3.10 original address: 5th & Maple	<div>1. Subject: Pop up plaza at 4th & Maple</div> <div>2. Describe details (who, what, where, when, why): I am an owner/resident s. 22(1) blocking Maple Street severely limits access to 4th Avenue from our parking garage in the lane between 4th and 5th. Currently there is a building being built at 4th & Cypress and our access to/from 4th Ave. from our lane is often blocked at that end, especially during the daytime. The only way to access 4th will be by driving up the lane or 5th Ave. to Arbutus. Might this be a hindrance to emergency vehicles as well? We frequently witness public urination in the laneway behind our building. How will this be managed with the plaza? Where will portable toilets be installed? We also frequently find garbage from the nearby pizza restaurant in our organics bin which is beside the lane. How will garbage and empty liquor containers be managed? Garbage collection after 9pm will be very unpopular. How will noise and rowdy behaviour be managed? During the summer months our windows will be open and noise carries easily. People socializing are not known to be quiet. How will this be monitored so that residents are not disturbed? The plaza will be in place until Oct. 31. By that time it will be dark before 9 pm. I wonder about the safety of people returning home on foot who must pass the plaza to get to the front door of our building. How will people be encouraged to move along if they are lingering at 9:00? I would much rather have seen this as an alcohol-free parklet where people could take their lunch or coffee & treats, not a gathering place for evening fun. How can we be sure that people will not visit Bimini's liquor store, buy their liquor of choice and spend the evening socializing with their friends? There is a difference between people having a drink with their take out meal and then leaving, and socializing for the evening. How will this be monitored or is it even the intent of the city to put a limit on the activities on the plaza? What kind of furniture will be installed? If there are permanent picnic tables on site 24/7, who will ensure they are not being used 24/7? Overall I support efforts to allow people to get together safely but I'm disappointed that the city is promoting public alcohol consumption in this way. Many people are responsible and will use the space properly. However, this neighbourhood attracts lots of young people out for a good time and I'm not sure that providing plazas for alcohol consumption so close to residential settings is the way to go.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Kitsilano</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council item: Opposed</div> <div>9. Select category: Licences and Permits</div> <div>11. Specific area of concern: 2021 Alcohol Consumption in Public Plazas Pilot - Recommendations</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: s. 22(1)</div> <div>15. Original Email address: s. 22(1)</div> <div>16. Original address:</div>	s. 22(1)	5/17/21 21:13	5/21/21 9:43	Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-05-21 09:43:11.463 Service Provided		
Local Improvement - General Inquiries	101015075221 app version: 3.10 original address: Lane south of 4th between Maple St and Cypress St	<div>1. Type of Inquiry: NewPetitionRequest</div> <div>3. Type of Project: SpeedBumpsonLanes</div> <div>4. Location for speed humps: Lane south of 4th between Maple St and Cypress St</div> <div>5. Provide details: Danger due to excessive speed (most&gt;20km/h, many &gt;30km/h, some &gt;50km/h in lane) in Lane south of 4th between Maple St and Cypress St. There are concerns for persons traveling in vehicles pulling out into the lane, pedestrians and cyclists being struck by drivers traveling without due care and excessive speed. There is increased delivery drivers servicing multiple food vendors along W 4th use free lane parking. Uber drivers use the lane to bypass traffic on W 4th. Upcoming traffic pattern change is expected for the 4th and Maple plaza, further increasing the use of the lane to bypass W 4th street traffic. Multiple speed humps are likely to be needed along the length of the lane.</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>7. Your name: s. 22(1)</div> <div>9. Phone number: s. 22(1)</div> <div>10. Email address: s. 22(1)</div>	s. 22(1)	s. 22(1)	6/1/21 9:33	6/21/21 16:08	Agent Created Case: Public Staff request id: PSID0 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1789316 created / updated at Tuesday, June 01, 2021 9:33:31 AM Hansen Change in Comments: Comments: Speed humps are not advisable in commercial lanes, as it may cause trucks and their loads to shift, causing possible property damage.. Added on 2021-06-21 4:06:20 PM. No Service Provided: 11 - No Service Provided. . Resolved on 2021-06-21 4:01:00 PM. Agent Finished: Case Closed. Closed date : 2021-06-21 16:08:12.013 No Service Provided 11 - No Service Provided. . Resolved on 2021-06-21 4:01:00 PM.	
Mayor and Council Feedback Case	101015095557 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: PopUp Plaza Leg-In-BOOT SQUARE</div> <div>2. Describe details (who, what, where, when, why): From s. 22(1) Subject: PopUp Plaza Leg-In-BOOT SQUARE Date: June 7, 2021 at 9:01:50 AM PDT To: sashu.johnston@vancouver.ca Cc: Kennedy Stewart <kennedy.stewart@vancouver.ca>, <CLRBligh@vancouver.ca>, <CLRBoyle@vancouver.ca>, <CLRBear@vancouver.ca>, <CLRDegenova@vancouver.ca>, <CLRDegenova@vancouver.ca>, <CLRDominato@vancouver.ca>, <CLRDominato@vancouver.ca>, <CLRFry@vancouver.ca>, <CLRFry@vancouver.ca>, <CLRhardwick@vancouver.ca>, <CLRhardwick@vancouver.ca>, <CLRKirby-yung@vancouver.ca>, <CLRKirby-yung@vancouver.ca>, <CLRwanson@vancouver.ca>, <CLRwanson@vancouver.ca>, <CLRwiebe@vancouver.ca>, <CLRwiebe@vancouver.ca> To All Concerned, I have become aware that the FCSNA & COV are considering a PopUp Plaza at Leg in Boot Square. A survey to actual residents in this square should be done prior to any decision being made. Is it not normal procedure to seek out feedback from actual residents first? s. 22(1) s. 22(1) hear magnification of any square sounds. The design of the three buildings surrounding the square, causes a horrendous bouncing of echo sounds. Also the hard surface of the square adds to that as well. The sound from the square is unbearable at times. Geese, dogs barking and loud people talking in the square presents itself in my apartment as though taking place inside my home. With a number of seniors and also new born babies living s. 22(1) it is unacceptable to have a PopUp Plaza at this location. One must be allowed the peace and quiet to enjoy their homes. Our building is exactly what False Creek South was intended to be when it was created. We are a melting pot of all ages from new born to 95, living as a community with a wide spread of incomes. Yes, we enjoy this wonderful neighbourhood but we have invested our money to purchase our homes, on leased city land with the risk that entails, and pay our taxes. While I enjoy seeing life happening in the square, such as many enjoying it as a meeting spot, relaxing space for seniors enjoying some social time, and a quiet space for many, a PopUp Plaza would be a nightmare. Cyclists on the busy seawall stop often for a break in the square. On occasion there is music and that is delightful. It is just not appropriate for a PopUp Plaza with the noise factor that presents. Appreciate your further consideration not to approve this project. Best, s. 22(1) (Unit 424) 666 Leg In Boot Square</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Fairview</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Unknown</div> <div>8. Council item: Not Applicable</div> <div>9. Select category: Streets, Sanitation, and Transportation</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: s. 22(1)</div> <div>15. Original Email address: s. 22(1)</div>	Entered by Councillor's Assistant	s. 22(1)	s. 22(1)	6/7/21 17:08	6/7/21 17:09	Agent Created Case: Public Staff request id: PSID0 Agent Finished: Case Closed. Closed date : 2021-06-07 17:09:58.147 Service Provided Jun 7 - Pop-up Plazas Team (ENG) responded to the resident:   Hi s. 22(1) Thank you for your email and for taking the time to express your concerns about the forthcoming pop-up plaza at Leg in Boot Square.   The City of Vancouver launched its Restart Smart Vancouver program for recovery from the COVID-19 pandemic. As part of the community and economic recovery response, we're creating public space to support local businesses, community needs and public health directives. The City is collaborating with the South False Creek Neighbourhood Association and Convivial Cafe on the management of the temporary pop-up plaza in your neighbourhood.   We heard from the public that there was a need for more accessible public spaces in the area. Leg in Boot Square was identified as a suitable location because of its proximity to the seawall, an amenity that serves many people with varying mobility needs. This summer, accessible picnic tables and moveable furniture will be added to Leg in Boot Square to test whether this location works well as a plaza?   Throughout the summer, we will be collecting public feedback on this pilot pop-up plaza through email and through a community survey and we will be conducting on-site monitoring to observe how the space is being used. We will also work closely with our partners at the South False Creek Neighbourhood Association and Convivial Cafe to ensure the plaza is well-maintained. If issues do arise, we will make adjustments to try to address the feedback we are receiving. All the feedback we receive from the public, from our partners and from our own monitoring will then help inform whether this space should continue as a plaza at all, and if so whether it should be seasonal or year-round.   I hope this provides you some assurance that engagement on how to best use Leg in Boot square is on-going and that we will be working with our steward partners to mitigate and manage concerns that might arise from the pilot this summer. As a reference, if noise is a problem please let us know, and call 3-1-1 during daytime hours or call the VPD at their non-emergency line ((604) 717-3321) overnight, when Bylaw Enforcement is not available.  We will be notifying nearby residents when the online survey is available, but if you would like to provide further feedback in the meantime, please feel free to reach out to us at pop-upplazas@vancouver.ca.  Thank you again, for taking the time to provide your feedback on this initiative.   -  The Pop-up Plazas Team vancouver.ca/pop-up-plazas
Mayor and Council Feedback Case	101015101571 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: Granville & 67th</div> <div>2. Describe details (who, what, where, when, why): From s. 22(1) [Sent: June 9, 2021 12:08 PM To: Bradbury, Wanda <Wanda.Bradbury@vancouver.ca> Subject: [EXT] Granville & 67th Councillor Bligh We have a big issue with the closure of west 67th and Granville St, which I suppose is for putting in a pop-up park. The first problem is the impeding of traffic flow. Cars are not able to turn onto or off of 67th at Granville so they are either cutting down the lane between Granville and French St. or using French St. itself. Both are very narrow and it is difficult to pass if cars are coming in opposite directions. It is a very long span from 70th to 64th with no other exit on the east side of Granville. The other problem which surfaced yesterday was the establishment of an encampment. Suddenly there was a large tent and 4 people with carts and cartons of garbage spilling all over the new picnic tables. Police were informed and took care of the situation but not until the evening. I'm sure this is just going to happen every day. I have to walk by there to David Lloyd George School on the next block and I feel very uncomfortable. Please refer this to the people in charge of engineering and reopen our street, and give us our neighbourhood back. Sincerely, s. 22(1)</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Unknown</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council item: Not Applicable</div> <div>9. Select category: Streets, Sanitation, and Transportation</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type: Original Feedback</div> <div>14. Original Client: s. 22(1)</div> <div>15. Original Email address: s. 22(1)</div> <div>16. Original address:</div>	Entered by Councillor's Assistant W. Bradbury. Please cc: rebecca.bligh@vancouver.ca and wanda.bradbury@vancouver.ca on response.	s. 22(1)		6/9/21 12:22	6/14/21 9:50	Agent Created Case: Public Staff request id: PSID0 Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence Reason for reallocation: ENG - Jun 9 - Sent to Benefisha Iradia for response:  Councillor Bligh received this resident's concerns regarding the pop-up plaza at Granville St and W 67th Ave. Could ENG respond back to the resident and CC Councillor Bligh and her assistant, Wanda Bradbury, as well as BCC CouncilCorrespondence@vancouver.ca in the email response? Thanks! Agent Finished: Case Closed. Closed date : 2021-06-14 09:50:52.503 Service Provided Jun 11 - Jordan Magtato (ENG) responded to the resident:  Hi s. 22(1)   Thanks for the email and taking your time to provide your feedback.  The City of Vancouver launched its Restart Smart Vancouver program for recovery from the COVID-19 pandemic. As part of the community and economic recovery response, we're creating public spaces such as Pop-Up Plazas to support local businesses, community needs and public health directives.   For the Pop-Up Plaza at W67th and Granville St, the City is partnering and collaborating with the Marpole Business Association and Marpole Business Improvement Area (BIA), Historic Joy Kagawa House, Marpole Neighbourhood House, Marpole Oakridge Family Plaza, Marpole Community Policing Centre, and the Marpole Seniors Network. Our partners hope this space will provide a place for the community to gather and enjoy when they access businesses or community organizations in Marpole, as well as a place to program and hold community events.   In discussions between the City and these partners, this location was identified as an ideal location because of its centrality, the past use of this space as a festival space, synergies with a cycling connection to the Arbutus Greenway, and alignment between a Pop-Up Plaza here and a future Marpole Civic Centre immediately adjacent to this site. We appreciate the plaza's location limits motor vehicle access from Granville St, and will continue to work with our colleagues in Transportation to evaluate the impacts of the road closure.  At times, we do see people set up tents on our streets, sidewalks, parks and public spaces. In this case, a resident slept in a tent on this site Monday night/Tuesday morning. On Tuesday morning, we heard from one of our local stewardship partners about this tent and the resident was advised they cannot setup a tent in the plaza and they left. Later in the day, City crews removed remaining debris. In the future, if you notice that a resident has erected a tent in a plaza please contact 3-1-1 and request that the Urban Issues Team attend this site. This will go to street operations for coordination and action.   Throughout the summer, we will be collecting public feedback on this pilot Pop Up-Plaza through email and through a community survey and we will be conducting on-site monitoring to observe how the space is being used. We will also work closely with our partners to ensure the plaza is well-maintained. If issues do arise, we will make adjustments to try to address the feedback we are receiving. All the feedback we receive from the public, from our partners and from our own monitoring will then help inform whether this space should continue as a plaza at all, and if so whether it should be seasonal or year-round.   Thanks again for your feedback, and feel free to reach out to us directly at pop-upplazas@vancouver.ca with any further comments or ideas you have about the plaza.  

Mayor and Council Feedback Case	101015139040 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Subject: pop patio at Kamloops and Hastings</div> <div>2. Describe details (who, what, where, when, why): The popap patio at Hastings and Kamloops is a great first step to providing some public amenity space in the neighbourhood. If we are going to have more density (which we are...given the London Drugs redevelopment and other condos and apartments going up on Hastings) we need more public space! The patio also helps with traffic calming....we have lots of kids and dog walkers now and there will be more. Car traffic has got to be minimized!! It is also great for seniors who walk a lot and need some resting space in a quieter neighbourhood and a nice place to stop and talk. Thank you and let us make it permanent.</div> <div>3. Department: Mayor and Council</div> <div>4. Neighbourhood: Hastings-Sunrise</div> <div>5. Were any other cases or service requests created as a result of this feedback? No</div> <div>6. If Yes, provide case number(s) or other relevant details:</div> <div>7. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>8. Council Item: Not Applicable</div> <div>9. Select category: Streets, Sanitation, and Transportation</div> <div>11. Specific area of concern: Pop-up Plazas</div> <div>12. Author Type: Individual</div> <div>13. Correspondence Type:</div> <div>14. Original Client: § 22(1)</div> <div>15. Original Email address: § 22(1)</div> <div>16. Original address:</div>	§ 22(1)	§ 22(1)	6/22/21 14:207/2/21 17:13	<div>Agent Created Case: Public Stuff request id: PSID00</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-07-02 17:13:56.593</div> <div>Service Provided</div> <div>Reference Number: 101015012838&#x0D;</div> <div>&#x0D;</div> <div>Hello § 22(1)&#x0D;</div> <div>&#x0D;</div> <div>Thank you for taking the time to share your feedback with Vancouver City Council regarding the Kamloops-Hastings pop-up plaza.&#x0D;</div> <div>&#x0D;</div> <div>To help residents physically distance and to support businesses reopening, the City of Vancouver has reshaped how our streets and public spaces are used. Pop-up plazas give people spaces to eat, visit, rent, or enjoy the weather while maintaining a safe distance from each other. As we continue to work with local businesses and Business Improvement Associations to create temporary pop-up plazas, we also appreciate the feedback we have received from residents.</div> <div>&#x0D;</div> <div>&#x0D;</div> <div>For more information about pop-up plazas, you can visit the City's website at vancouver.ca/pop-up-plazas.&#x0D;</div> <div>&#x0D;</div> <div>Thank you again for your feedback; your comments have been received by the Mayor and Councillors.&#x0D;</div> <div>&#x0D;</div> <div>Sincerely,&#x0D;</div> <div>&#x0D;</div> <div>Office of Vancouver City Council&#x0D;</div> <div>City of Vancouver&#x0D;</div> <div>453 West 12th Ave&#x0D;</div> <div>Vancouver, BC&#x0D;</div> <div>VSV 1VA&#x0D;</div> <div>&#x0D;</div> <div>Note: Please do not respond to this email. If you would like to follow-up or have additional questions or comments, please use the Contact Council web form or call 3-1-1 and provide your Reference Number listed above.</div>
Parks and Recreation Feedback Case	101015248901 app version: 3.10 original address: Vancouver, BC V6E 1T7	<div>1. Type of request: General Inquiry</div> <div>4. Please specify the park name, facility, site or service: Sunset Beach Summer pop up Plaza</div> <div>5. Address: Vancouver, BC V6E 1T7</div> <div>6. Provide details: Hello, I would like to know what kind of permit if any I would need to have a stand with full size free sample cans at Sunset Beach Plaza and what would be the process of getting it? Thank you!</div> <div>7. Would you like a response: Yes</div> <div>12. Your name:</div> <div>13. Contact number:</div> <div>14. Email address: § 22(1)</div> <div>99. Attachments 0</div>	No Name No Name (ps)		7/30/21 11:197/30/21 12:18	<div>Agent Created Case: Public Stuff request id: PSID00</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed</div> <div>Directed to Another City Department</div> <div>Sent to PBCommercial@vancouver.ca</div>
Parks and Recreation Feedback Case	101015309775 app version: 3.10 original address: 311 UNADDRESSED LOCATION	<div>1. Type of request: Feedback</div> <div>4. Please specify the park name, facility, site or service: Sunset Beach pop-up plaza</div> <div>5. Address:</div> <div>6. Provide details: We received a notice that there will be 24 hours of skate boarding over 2 days this weekend (Aug 28, 29). I work from home, and I work weekends. I have not issue with roller hockey, disco roller skating night, aerobics and salsa class (all events respectful of their residential neighbours). But 24 hours of skate boarding over 2 days, is in my opinion, not the intent of the pop-up plaza. A few skateboards fine, but a large scale skateboarding event with jumps etc. should be held at a designated skate board park. I believe that I speak for several of my neighbours at § 22(1) and request this event be shut down before it even starts.</div> <div>7. Would you like a response: Yes</div> <div>13. Your name: § 22(1)</div> <div>14. Contact number:</div> <div>15. Email address: § 22(1)</div> <div>99. Attachments 0</div>	No Name No Name (ps)		8/23/21 20:328/23/21 21:30	<div>Agent Created Case: Public Stuff request id: PSID00</div> <div>Agent Took Ownership of Case:</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-08-23 21:30:42.813</div> <div>Directed to Another City Department</div> <div>Directed to pop-upplazas@vancouver.ca</div>
Trees and Vegetation Encroachment - City Property	101015313285 app version: 3.10 original address: Maple and W4th (2000 block of Maple)	<div>1. Type of Encroachment issue: Other</div> <div>2. If Other, provide details: Tree Inspection on CoV Engineering land.</div> <div>3. Describe the issue and location in detail: At the south leg of the Maple and 4th intersection (2000 Maple block), street trees on the east boulevard are growing in a way that is impeding sidewalk movement and forcing people onto the grass. The adjacent property user put in the request. Please note there is a pop-up plaza at this location and Harry Kettmann from Urban Forestry has approved the installation of 12" lanterns on the tree closest to the intersection. Please follow up with Cail (COV) if there are any questions.</div> <div>5. Confirm address: Maple and W4th (2000 block of Maple)</div> <div>6. Safety concern present? No</div> <div>7. Remediation recommended? No</div> <div>8. If yes, provide details:</div> <div>9. Parks able to assist in remediation? No</div> <div>10. If yes, provide quoted cost for remediation:</div> <div>11. Park Board Inspector name: Cail Smith (COV)</div> <div>12. Inspector contact number: 6048299467</div> <div>13. Email address: cail.smith@vancouver.ca</div>	CAIL SMITH	6048299406	8/25/21 9:148/27/21 12:25	<div>Agent Created Case: Public Stuff request id: PSID00</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1829754 created / updated at Wednesday, August 25, 2021 9:15:08 AM</div> <div>Hansen Service Request Assigned: Case was assigned on 2021-08-26 12:00:00 AM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 2021-08-26 12:00:00 AM.</div> <div>Hansen Change in Comments: Comments: Aug 26/21 - Referred to V Santorelli. Added on 2021-08-26 8:04:28 AM.</div> <div>Directed to Another City Department: 20 - Directed to Another City Dept. Aug 26/21 - Maple &4th - Refer to Street Trees - b whynott Aug 27/21 - Referred to parks. Resolved on 2021-08-26 12:00:00 AM.</div> <div>Hansen Change in Comments: Comments: Aug 27/21 - Emailed 311 to refer to Street Trees. Added on 2021-08-27 12:24:30 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-08-27 12:25:25.837</div> <div>Directed to Another City Department</div> <div>20 - Directed to Another City Dept. Aug 26/21 - Maple &4th - Refer to Street Trees - b whynott Aug 27/21 - Referred to parks. Resolved on 2021-08-26 12:00:00 AM.</div>
Mayor and Council Feedback Case	101015335864 app version: 3.10 original address: Bute street § 22(1)	<div>1. Subject: Bute St pop up plaza</div> <div>2. Describe details (who, what, where, when, why): This is my 3rd email to you, 5 emails to pop up plaza dept and many complaints to van connect. Since the closure of strathcona park the end of April we have had 5-6 7hugs? move into the plaza. They drink, do drugs, deal drugs and crank a stereo up super high till 2 a m. The liquor store and collective market that border here are fed up with the chaos same as us who live here. We are being held hostage. Close this plaza down and give us traffic back. There won't be room for these disruptive menaces. The city has been quick to clean up their continuous messes they leave behind in the morning so that's a good thing. The super loud music fighting and arguing till 2 a m is nasty. Help us shut this plaza down Regards § 22(1)</div> <div>3. Neighbourhood: West End</div> <div>4. Were any other cases or service requests created as a result of this feedback? No</div> <div>5. If Yes, provide case number(s) or other relevant details:</div> <div>6. (Don't ask, just record - did caller indicate they want a call back?): Yes</div> <div>7. Council Item: Not Applicable</div> <div>8. Select category: Streets, Sanitation, and Transportation</div> <div>10. Specific area of concern: Pop-up Plazas</div> <div>11. Author Type: Individual</div> <div>12. Correspondence Type: Original Feedback</div> <div>13. Original Client: § 22(1)</div> <div>14. Original Email address: § 22(1)</div> <div>15. Original address: Bute street § 22(1)</div>	§ 22(1)		9/2/21 18:249/21/21 13:37	<div>Agent Created Case: Public Stuff request id: PSID00</div> <div>Agent Updated Case Details: Reallocated to queue: Eng_Mayor and Council Correspondence</div> <div>Reason for reallocation: ENG - Sept 3 - Sent to Benafsha Iradia for response.&#x0D;</div> <div>&#x0D;</div> <div>Resident is following up on their concerns regarding the Bute-Davie pop-up plaza. Would ENG be able to respond back and BCCC CouncilCorrespondence@vancouver.ca in the email response? Thanks!</div> <div>&#x0D;</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2021-09-21 13:37:46.793</div> <div>Service Provided</div> <div>Sept 3 - Cara Fisher (ENG) responded to the resident.&#x0D;</div> <div>&#x0D;</div> <div>H § 22(1)&#x0D;</div> <div>&#x0D;</div> <div>Thank you for your email and apologies for a delayed response.&#x0D;</div> <div>&#x0D;</div> <div>We totally understand where you and your building residents are coming from. We do not think you are 7crackpots?. I was through the plaza last night and heard the loud music. I hope they did not stay late. We did put up the 7keep noise down? signs and as you note, it's not clear how effective these are or if they antagonize some of the regular plaza users.&#x0D;</div> <div>&#x0D;</div> <div>I understand the City's current process for noise complaints is not that satisfactory, as calling 3-1-1 or the non-emergency line of VPD does not elicit an immediate response.&#x0D;</div> <div>&#x0D;</div> <div>Our team is working through a review of this space with our senior managers and stakeholder partners. It will take the next few weeks to come to a resolution or decision. I have not reached out to the BCLC or Community Market recently to check in with them and appreciate you relaying your conversations.&#x0D;</div> <div>&#x0D;</div> <div>I understand there will be some programming in the plaza over this weekend and the West End BIA (WEBIA) has some activities planned through September. WEBIA is our main partner in this space as they oversee the cleaning and furniture management for both Jim Deva and the Bute plaza. WEBIA is going to add some movable furniture to the plaza for the next few weeks as we want to see how this works.&#x0D;</div> <div>&#x0D;</div> <div>The meeting with WEBIA and the CPC was a safety focused discussion on property crime in the neighbourhood in addition to concerns with some activities in the Bute plaza. We didn't come away with solid actions, it was more a forum for area businesses to connect.&#x0D;</div> <div>&#x0D;</div> <div>We are asking for your patience for the remainder of this month as we go through our evaluation/decision process and we see through our commitments with WEBIA's programming plans.&#x0D;</div> <div>&#x0D;</div> <div>In terms of the removal of the Bute-Alberni Plaza, this was removed to make way for a water infrastructure project which ends at Haro St. Sorry I can't tell you the water main is coming up to this area.&#x0D;</div> <div>&#x0D;</div> <div>I've included my colleague Jaspal in this email as he will be covering for me over the next two weeks § 22(1) e oversees the Jim Deva Plaza and is familiar with the neighbourhood and your buildings concerns.&#x0D;</div> <div>&#x0D;</div> <div>I'm available to meet you the week of September 20, so please let me know a good day and time and we can meet in the plaza or chat on the phone.&#x0D;</div> <div>&#x0D;</div>

Tell us Online Webform	101015440644 app version: 3.12 original address: 311 UNADDRESSED LOCATION	1. Feedback or comment: Could we please get rid of the pop up plazas around town?? They are messy, no one sits there and we need the parking street access. Also, could we get rid of the street patios?? Again, no one is using them and we need the parking. If they need to return, have them on a seasonal basis, ie From May to the end of September. 2. Your address: 3. Contact name: 4. Contact number: 5. Email address: §. 22(1)	very disgruntled in Vancouver	10/16/21 10:57 10/16/21 11:17	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-10-16 11:17:08.71 Directed to Another City Department	
Parks and Recreation Feedback Case	101015468839 app version: 3.12 original address: Underside of Cambie Bridge South, Vancouver Canada	1. Type of request: General Inquiry 4. Please specify the park name, facility, site or service: Under Cambie St Bridget 5. Address: Underside of Cambie Bridge South, Vancouver Canada 6. Provide details: Hello, 
I wanted to ask why the skate benches were removed from this area. It was such a great under cover space for my son and a bit safer area than Plaza. 
I heard it was because the mural on pavement was getting scratched. If this is the case, I wonder if the artist actually might not have a problem with it - as it's a public space and shows real people engaging with it. 
Anyway if you could let me know the reason I would really appreciate it. 

And yes we have filled out the skate survey already and really hoping for more spaces! 7. Would you like a response: Yes 13. Your name: Jayne Craig 14. Contact number: §. 22(1) 15. Email address: §. 22(1) 99. Attachments 0	§. 22(1) §. 22(1)	10/27/21 17:29	Agent Created Case: Public Staff request id: PSID0 Agent Updated Case Details: Reallocated to queue: PRB - Parks and Recreation Feedback Case	
VanConnect - Other Case	101015492759 app version: 2.31 original address: §. 22(1) §. 22(1)(as: 2775 FIR ST full: §. 22(1) §. 22(1)	1. Provide details: Pop-up plaza barrier from Granville overturned. 
Water weight keeping from returning upright.	PS#: 11086484-q/>-Click images below to expand-c/p>---<p>-Click images below to expand-gj/>---<p>-http://www.publicstuff.com/request/view/11086484--<q>	No Name No Name (ps)	11/5/21 21:55 11/6/21 17:44	Agent Created Case: Public Staff request id: PSD11086484 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-11-06 12:41:11.437 Directed to Another City Department Directed to COVID-19 Feedback - pop up plaza Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2021-11-06 12:44:48.463 Open311 Feedback Send Complete Status and Resolution Comment to P5 case

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Form Request Type:													
101011197921		2020				QUILCHENA PLACE	V6M 1C5						
Curbside Signs - Residential Street Case													
							1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: Modify sign 4. Was there a sign at this location before? Yes 5. If Yes, what type of sign? Parking only for residents of this block. 6. Reason for sign request: Citizen would like to modify the sign to include the addresses in the culdesac. They have people parking that are not from the area and they are taking up the resident parking for the people in the area. 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2018/05/17 13:59:17 --- Michelle Hansen --- §. 22(1)alled to follow up. Advised him the case is still open.
	§. 22(1)	§. 22(1)	5/2/2018 3:50:00 PM	5/23/2018 10:31:31 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1281628 created / updated at Wednesday, May 02, 2018 3:56:25 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1281628 created / updated at Wednesday, May 02, 2018 3:57:35 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1281628 created / updated at Thursday, May 17, 2018 2:00:28 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1281628 created / updated at Thursday, May 17, 2018 2:01:57 PM Hansen Change in Comments: Comments: Thursday, May 17, 2018 2:00 PM. Residential Curb Sign Request - Lagan Case 101011197921 (Hansen SR 1281628) - has been updated. Emailed Maria and copied Autumn. . Added on 22/05/2018 2:49:57 PM. Hansen Change in Comments: Comments: Spoke to resident. He is concerned that the people on 33rd park in the RPO zone on Quilchena. It is one space. He wants the signs changed to say Quilchena Place only. I told him we would not do that - that the only signs we would consider is permit.I checked with PE who said that if they receive a complaint, they will go and wait 5 min. and if the car remains there they will ticket. If the vehicle has a Quilchena address the ticket can be cancelled - any other address will be ticketed.I called §. 22(1)ack and let him know that it can be enforced if a resident from 33rd parks on the Quilchena side but to consider carefully whether he wants to have his neighbors ticketed. I also gave him the hours of operation 6am-10:30pm. He thanked me for the information and I closed the case. . Added on 23/05/2018 10:30:07 AM. Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 23/05/2018 10:30:00 AM. Agent Finished: Case Closed. Closed date : 2018-05-23 10:31:30.89 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 23/05/2018 10:30:00 AM.
101011406979		§. 22(1)				E 16TH AV	V5T 2T4						
							1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: citizen is disabled and would like to get accessible parking signs in front of §. 22(1)6th Ave. Please call §. 22(*) §. 22(1) 7. Caller's email address (this is department's preferred method for updating the customer): 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2018/06/20 09:45:00 --- Nancy Schmutz --- Tracy from Crossroads calling on behalf of citizen. He comes in often and he's in very bad shape and in a lot of discomfort and hope this request can be done asap. She also asked if someone call him every couple of days to let him know what is happening even if its nothing. His name is §. 22(1) at §. 22(1) 
	§. 22(1)	§. 22(1)	6/12/2018 11:36:00 AM	7/4/2018 10:25:20 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1300778 created / updated at Tuesday, June 12, 2018 11:39:16 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1300778 created / updated at Wednesday, June 20, 2018 9:46:23 AM Hansen Change in Comments: Comments: Wednesday, June 20, 2018 9:45 AM. Residential Curb Sign Request - Lagan Case 101011406979 (Hansen SR 1300778) - has been updated. Left §. 22(1)voice mail message acknowledging his request, however, we do not put Disability signs in front of residential homes to reserve parking. I said that I would leave a message for my colleague, Maria, to follow up with him next week. I also mentioned the information Tracy (3th floor counter) provided him was incorrect and I had contacted her to advise such. . Added on 22/06/2018 10:19:54 AM. Hansen Change in Comments: Comments: I spoke with §. 22(1)and told him that we do not install Accessible zones in residential areas. He said that there is already permit parking on the block but that when he call Enforcement they do not come out to enforce. He understands that we will not be installing an Accessible zone, but I emailed Penf asking for Priority Enforcement for a couple of weeks, He understands and I closed the case - mr. Added on 04/07/2018 10:17:20 AM. Service Provided: 10 - Service Provided. Closed case - see log notes-mr. Resolved on 04/07/2018 10:23:00 AM. Agent Finished: Case Closed. Closed date : 2018-07-04 10:25:20.307 Service Provided 10 - Service Provided. Closed case - see log notes-mr. Resolved on 04/07/2018 10:23:00 AM.
101011487495		§. 22(1)					§. 22(1)						
							1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Would like handicap parking infront of her home use wheelchair. 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2018/06/28 11:12:42 --- Leslie Marciniak --- Citizen called to follow up. She would like to email a letter from her doctor. Please provide her with an email address for this §. 22(1) :mail: §. 22(1) 
2018/06/27 16:02:19 --- Sonia Lotay --- §. 22(1)phoned back and asked to edit her notes.
There are several illegal tenants in the area each having their own cars and they constantly park in front of her house. There is one house in particular that has 6 cars. They have called Parking Enforcement several times for the 3hr Bylaw Enforcement but it doesn't help. It got so bad she put out cones to reserve her space but received letter from Parking say improper use of City property. Hoping to have a Handicap zone put infront of her house, please call home or cell §. 22(1) or email to discuss if this possible. Thank you.	§. 22(1)	§. 22(1)	6/27/2018 3:42:00 PM	6/28/2018 5:10:12 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Wednesday, June 27, 2018 3:47:46 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Wednesday, June 27, 2018 3:49:36 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Wednesday, June 27, 2018 3:59:43 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Wednesday, June 27, 2018 4:00:23 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Wednesday, June 27, 2018 4:03:33 PM Hansen Change in Comments: Comments: PMRP received Residential Curb Sign Request - Lagan Case 101011487495 (Hansen SR 1307901) - has been updated. Added on 27/06/2018 4:47:02 PM. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Thursday, June 28, 2018 11:13:21 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1307901 created / updated at Thursday, June 28, 2018 11:13:56 AM Hansen Change in Comments: Comments: I spoke to §. 22(1)oday. She was given incorrect information by P ENF officer that she could get signs installed for Disability Parking. They are having issues with their neighbours parking in front of their house.I explained that we do not install these kind of signs for individual homes and also explained the permit parking survey process which is not what they need. I suggested she have her brother speak to the neighbours so that she so she doesn't need to walk too far. I also told her not to get a letter from her doctor as she had assumed, as this would not change our practice. She understands & I closed the case. I also emailed baljeet at P ENf to remind officers not to tell residents that we will install Disability signs in front of residential buildings. Closed case. . Added on 28/06/2018 4:58:09 PM. Service Provided: 10 - Service Provided. Resolved on 28/06/2018 5:06:00 PM. Hansen Change in Comments: Comments: Closed case - see log notes- mr. Added on 28/06/2018 5:07:16 PM. Agent Finished: Case Closed. Closed date : 2018-06-28 17:10:11.587 Service Provided 10 - Service Provided. Resolved on 28/06/2018 5:06:00 PM.
101011531551		§. 22(1)					§. 22(1)						
							1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? Yes 5. If Yes, what type of sign? 2 hour parking except with permit 6. Reason for sign request: His father has advanced Parkinsons disease and neighbours are constantly parking right infront of their property. His father can not walk on grass or step down from the curb without falling due to changes in terrain. 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		§. 22(1)		7/5/2018 3:10:00 PM	10/30/2018 9:03:35 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1311351 created / updated at Thursday, July 05, 2018 3:30:16 PM Hansen Change in Comments: Comments: No phone number so emailed §. 22(1) :hsonse:From: Rohmoser, Maria Sent: Wednesday, October 17, 2018 11:44 AMTo: §. 22(1) Subject: Accessible Parking QuestionHello §. 22(1)ank you for your inquiry regarding a request for the installation of a an Accessible Parking zone in front of yourfather's home at §. 22(1) The City currently installs accessible parking zones close to commercial areas where they are shared by many users. These zones are always time-limited or metered. In residential zones, parking restrictions are implemented through a Resident Permit Parking block survey system https://vancouver.ca/streets-transportation/permit-zone-request.aspx . If successful, Resident Permit Parking (RPP) signs are installed on a portion of the street for the use of all block residents. Since the street is a shared resource, the RPP zone is a combination of full time regulations and time limits (to accommodate service providers & visitors) and allows residents to park as close to their home as possible, but does not necessarily guarantee a space in front of an individual home. We recommend residents use their off-street parking (garage, driveway) whenever possible to ensure parking adjacent to their home. You may also want to speak with their neighbours so that they have some awareness of the situation.If your parents have a permit on their vehicle, they may park for as long as they need in the 2 hour Except with Permit zone infront of their house. If you have further questions, please give me call at the number below or leave me a contact number where I can reach you.Thank you.Maria Rohmoser. Added on 17/10/2018 11:46:18 AM. Hansen Change in Comments: Comments: Have not heard back from resident to date so have closed the file as email was sent - closed case - see log notes- mr. Added on 30/10/2018 9:01:37 AM. Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 30/10/2018 9:01:00 AM. Agent Finished: Case Closed. Closed date : 2018-10-30 09:03:35.267 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 30/10/2018 9:01:00 AM.
101011817074		§. 22(1)					§. 22(1)						
							1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Their house is newly built, owned for a year and a half. The citizen's husband §. 22(1) is a quadriplegic, has a van with a wheelchair lift, can only park the van in the front. Cannot park or access from the back because of the grade of the house. On their boulevard, they had placed concrete pad for better use of the wheelchair lift. Difficult when on grass. They have been placing cone/s in front of their house to secure parking for this van, however, today the cone was removed by CoV with a note stating that this is not permitted. Wondering if the department can erect an 'accessible parking' sign in front of their home and positioned as such that the lift would line up with the cement pad on the CoV boulevard. 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	Best to contact via email to §. 22(1) otherwise, his home office §. 22(1)	§. 22(1)	§. 22(1)	9/5/2018 12:22:00 PM	9/12/2018 12:18:59 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1341360 created / updated at Wednesday, September 05, 2018 12:37:36 PM Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 12/09/2018 12:18:00 PM. Hansen Change in Comments: Comments: I spoke to §. 22(1) let him know that we do not install Accessible zones in front of residential homes. He said that there are 2 homes under construction on the block andfeels this is why it happened as things get busier - he had a cone curbside in front of the cement pad they have there (makes it easier for him to get in and out of) and someone (assuming it is the City) took it away. He said his neighbours know him and would not have complained but it also may have been the construction folks. He said he has off-street(a garage) and it is doable but harder to access than the street.I let him know that it is not legal to place cones on the street so anyone could have taken them and parked there. This isn't really what he is looking for. I also let him know that we only regulate residential streets with permit regulations through the RPP Survey process. He understands and I closed the case - mr. Added on 12/09/2018 12:18:01 PM. Agent Finished: Case Closed. Closed date : 2018-09-12 12:18:58.633 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 12/09/2018 12:18:00 PM.

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101011995895	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Both parents are elderly and disabled, others park in front of this address making it difficult to safely walk due to mobility problems to their daughter's vehicle. They do have a valid 'accessibility placard'. Requesting this sign erected in front of the incident location. 7. Caller's email address (this is department's preferred method for updating the customer): 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)		10/16/2018 3:10:00 PM	10/30/2018 8:54:36 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1360116 created / updated at Tuesday, October 16, 2018 3:15:32 PM Hansen Change in Comments: Comments: No phone number listed so I emailed the resident instead From: Rohrmoser, Maria Sent: Thursday, October 18, 2018 10:13 AMTo s. 22(1) Subject: Parking - 6571 FlemingHill s. 22(1) Thank you for your inquiry regarding your request for the installation of an Accessible Parking zone in front of your father's home at s. 22(1) he City currently installs accessible parking zones close to commercial areas where they are shared by many users. These zones are always time-limited or metered. In residential zones, parking restrictions are implemented through a Resident Permit Parking block survey system https://vancouver.ca/streets-transportation/permit-zone-request.aspx successful, Resident Permit Parking (RPP) signs are installed on a portion of the street for the use of all block residents. Since the street is a shared resource, the RPP zone would be a combination of full time regulations and time limits (to accommodate service providers & visitors) and allows residents to park as close to their home as possible, but does not necessarily guarantee a space in front of an individual home. We recommend residents use their off-street parking (garage, driveway) whenever possible to ensure parking adjacent to their home. You may also want to speak with their neighbours so that they have some awareness of the situation. Also, I know that you mentioned that your parents do not currently have an SPARC placard which would allow them to park in designated accessible spaces throughout the city. Although the placard doesn't provide access in front of their house, it can make things a little easier in their travels throughout the city. Here is some information: https://vancouver.ca/streets-transportation/accessible-parking.aspx If you have further questions, please give me a call at the number below or leave me a contact number where I can reach you. Thank you. MariaRohrmoser. Added on 18/10/2018 10:17:20 AM. Hansen Change in Comments: Comments: Resident responded via email and I emailed her back From: Rohrmoser, Maria Sent: Tuesday, October 23, 2018 9:45 AMTo s. 22(1) Subject: RE: Parking s. 22(1) s. 22(1) you have a phone number that I can reach you at so we can discuss further? I feel like there may be a misunderstanding as my intention was to let you know that we do not install Accessible zones in front of residential homes (only close to commercial areas). We do however, use the Resident Permit Parking Survey process for parking restrictions in residential areas and that would require the input of the entire block. If successful, it would be residential parking (not Accessible parking) and all residents of the block would have access to it. The link that I sent you in my initial email has all the information on how to apply. Please give me a call at the number below if you would like to discuss. My phone number is 604-873-7162 Thank you Maria Rohrmoser From s. 22(1) Sent: Saturday, October 20, 2018 3:52 PMTo: Rohrmoser, MariaSubject: Re: Parking - s. 22(1) Sent from my iPhone On Oct 20, 2018, at 2:43 PM, s. 22(1) & s. 22(1) wrote: Hi Maria, Thank you for responding to my inquiry. I understand there are policies and regulations that are standard to all, and thank you for making me understand them. It states that there would have to be a block survey for this. Who does this? As I have mentioned before, it is both my parents who have great mobility issues and most of the time no parking available directly in front of their home. My father fell hard on the concrete, as he had to walk further down the street almost 2 weeks ago. I am curious, would it be possible to have Accessible Parking directly in front of my parents home, and I understand it would be for other Disabled persons as well. Which is fine. What is the standard space for this, 1 or 2 vehicles? What is the cost to do this? Sincerely s. 22(1) Added on 23/10/2018 1:00:56 PM. Hansen Change in Comments: Comments: Have not heard back from resident - closed case - mr. Added on 30/10/2018 8:53:30 AM. Service Provided: 10 - Service Provided. Resolved on 30/10/2018 8:53:00 AM. Hansen Change in Comments: Comments: Closed case - see log notes- mr. Added on 30/10/2018 8:54:21 AM. Agent Finished: Case Closed. Closed date : 2018-10-30 08:54:35.817 Service Provided 10 - Service Provided. Resolved on 30/10/2018 8:53:00 AM.
101012587369	s. 22(1)	s. 22(1)					1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Property owner at address requires accessible parking signage as neighbours keep parking in front of the property. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): No	SPARC Permit : VR841132 Riley Inge	s. 22(1)	s. 22(1)	3/1/2019 4:00:00 PM	3/7/2019 2:25:29 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1418030 created / updated at Friday, March 01, 2019 4:02:54 PM Hansen Change in Comments: Comments: I spoke to s. 22(1) let her know that we do not install Accessible zones in front of residential homes - explained the RPP process. She had seen a blue Accessible zone sign on 38th but I checked it on Vanmap and let her know that that sign is not a City sign and not enforceable. Added on 07/03/2019 2:21:08 PM. Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 07/03/2019 2:23:00 PM. Agent Finished: Case Closed. Closed date : 2019-03-07 14:25:28.937 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 07/03/2019 2:23:00 PM.
101012604886	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: The location above is very close to Langara college and the owner of the property is having to call parking enforcement on a daily basis which is becoming too excessive at this point. And the resident of the property above is requesting for accessible parking near their property. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): No		s. 22(1)	s. 22(1)	3/6/2019 2:52:00 PM	3/8/2019 11:07:27 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1420149 created / updated at Wednesday, March 06, 2019 2:56:27 PM Hansen Change in Comments: Comments: Resident lives in an RPO zone (full block) - She said there is a house being built nearby and she thinks as well as students, there are construction workers parking in front of her house. I let her know that we do not install Accessible signs in residential zones, explained the RPP survey process in case she wants a more easily enforceable block and told her to talk with the contractor asking them to not park in front of their place as her father has a disability. She said they are not using the garage as they are building a laneway house - I told her that if that is the case, the one required parking space in that situation should be used for her father. She understands - closed case - mr. Added on 08/03/2019 11:04:21 AM. Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 08/03/2019 11:04:00 AM. Agent Finished: Case Closed. Closed date : 2019-03-08 11:07:27.463 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 08/03/2019 11:04:00 AM.
101012629958	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? Yes 5. If Yes, what type of sign? No Stopping 6. Reason for sign request: In front of this building is 2 parking spaces and a no stopping zone. Citizen is hoping that one or more of the spaces can be turned into accessible parking spaces or a passenger drop off zone. Her father has difficulty walking and the parking spaces are always full, she cannot stop in the no stopping zone and the driveway to the garage is very far from the front door. This is a large building and she believes there may be others that have a hard time with this as well. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	3/13/2019 10:48:00 AM	5/17/2019 12:04:38 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1422840 created / updated at Wednesday, March 13, 2019 10:52:29 AM Hansen Change in Comments: Comments: Added on 20/03/2019 2:02:22 PM. Hansen Change in Comments: Comments: I spoke with s. 22(1) whose father lives in this condo. I told her we do not install Accessible zones nor passenger zones in front of residential buildings. I found a Form 1 that showed the NSA installed in front of this building was partially removed at the request of the Strata at s. 22(1) to allow for some loading/unloading. See Van DOC/2012/17849 - this address has both visitor parking and Accessible parking on site according to s. 22(1) After speaking to KM I told s. 22(1) that the only way to install short unloading opportunities was if the unregulated area was changed to 'No Parking' - to allow for up to 30 min with a SPARC placard and 5 min without. I told her the request would have to again come from the Strata in writing. She is aware that I will leave this case open for a month and contact her again before closing it. Added on 20/03/2019 2:16:06 PM. Hansen Change in Comments: Comments: Tried calling a couple of times today - voicemail hasn't been initialized - will try again tomorrow. Added on 29/04/2019 3:29:55 PM. Hansen Change in Comments: Comments: I spoke with s. 22(1) who said that she has not yet been in touch with the Strata and that it was OK for us to close the case. Case closed. Added on 17/05/2019 12:01:24 PM. Service Provided: 10 - Service Provided. Case closed - see log notes- mr. Resolved on 17/05/2019 12:01:00 PM. Agent Finished: Case Closed. Closed date : 2019-05-17 12:04:38.34 Service Provided 10 - Service Provided. Case closed - see log notes- mr. Resolved on 17/05/2019 12:01:00 PM.
101012636954	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Citizen has elderly dad that has a handicapped decal but can never get parking in front of the address. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	3/14/2019 3:50:00 PM	10/3/2019 2:45:40 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1423543 created / updated at Thursday, March 14, 2019 3:52:12 PM Hansen Change in Comments: Comments: Jobi emailed Maria to contact - Accessible Parking. Added on 20/03/2019 3:49:51 PM. Hansen Change in Comments: Comments: Changed from Accessible Parking request to RPP Survey after speaking to requestor s. 22(1) s calling on behalf of her elderly parents who live here) Explained the Accessible vs RPP policies in residential areas. I spoke to s. 22(1) who also requested a survey back in 2014 - which failed. Placed this in the queue - she is aware of the 8-10 month wait to try again and she asked that we use her as our contact. Added on 20/03/2019 4:12:44 PM. Hansen Change in Comments: Comments: Case assigned to Jeffrey. *Survey 5000 - 5199 double block. Added on 10/09/2019 3:19:56 PM. Hansen Service Request Assigned: Case was assigned on 10/09/2019 3:16:00 PM. Hansen Change in Comments: Comments: Requester was contacted and were still interested in installing RPP on the block. Requester inquired about only having part of the block regulated. I informed her that it was a possibility but we will have to see how the first survey turns out. Will likely deliver surveys next week. Added on 11/09/2019 2:57:32 PM. Hansen Change in Comments: Comments: Letters delivered today. Added on 16/09/2019 11:38:25 AM. Hansen Change in Comments: Comments: Survey 1 closed and results emailed out. Hard Fail Yes 13%(2) No 33%(5) NR 54%(8) Total Number of Households 15. Added on 03/10/2019 2:24:54 PM. Agent Finished: Case Closed. Closed date : 2019-10-03 14:45:39.783 Service Provided 10 - Service Provided. see log notes. Resolved on 03/10/2019 2:45:00 PM.
101012658314	888	PACIFIC ST		406	V6Z 2S6		1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: The caller states there is currently 2 hour parking on the Hornby st side of 888 Pacific st. She needs handydart to pick her up thus would like parking for the Handydart on the Hornby st side of the address. There is no parking for the Handydart thus it has to continuously go around the building several times and sometimes has to block traffic. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	Most of the block is residential but there are commercial businesses on this block as well.	s. 22(1)	s. 22(1)	3/20/2019 11:36:00 AM	4/3/2019 3:32:01 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1425917 created / updated at Wednesday, March 20, 2019 11:40:49 AM Hansen Change in Comments: Comments: Dear s. 22(1) Thank you for your inquiry regarding accessibility parking for HandyDart at 888 Pacific Street. There is a 2 hour Accessibility zone adjacent the address 1463 Howe Street that can be used for passenger pick up & drop off. Due to the residential density in the area the accessibility zone may not always be available, however, most HandyDart vehicles display a commercial decal and can legally stop in the commercial lane behind your building to pick you up. There is also a No Parking zone in the south lane, that runs east west, beside your building. This is an ideal space for passenger pick up/drop off because the surface is flat and easier to load assisted mobility vehicles (wheelchairs, scooters, etc.). Any vehicle that displays a SPARC card can park in the No Parking zone for up to 30 minutes. No vehicles can legally stop in a no stopping zone. When you call them to arrange your pick up time you can let them know where they can stop to meet you. **I also provided a picture of where the NP zone was. Added on 21/03/2019 11:33:57 AM. Service Provided: 10 - Service Provided. see log notes. Resolved on 21/03/2019 11:35:00 AM. Agent Finished: Case Closed. Closed date : 2019-03-21 11:37:28.133 Service Provided 10 - Service Provided. see log notes. Resolved on 21/03/2019 11:35:00 AM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Good morning Autumn!! Thank you for your email! I have been trying to do so, however, I don't use wheelchair or scooter right now and can try to go there with my cane on a day like today^^ and not able to do that on rainy or snowy day. It would be helpful if one spot of the 2 hr parking in front of my building on Hornby street could be designate as Handicap parking only like on the south end of Howe street. Thank you very much for your support!! Have a nice week end Bye for now, s. 22(1) Added on 03/04/2019 3:25:41 PM. Agent Finished: Case Closed. Closed date : 2019-04-03 15:27:01.273 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: Reply to resident! I followed up with the branch that looks at accessibility parking and it was determined that the grade of the hill is too steep install a space on 1400 Hornby. The main concern is that wheelchairs could potentially roll backward down the hill when exiting from the back of a north facing vehicle. The passenger & loading zones a few meters north on 1300 Hornby or the flat loading area at the rear of your building are recommended. Thank you. Added on 03/04/2019 3:26:02 PM. Agent Finished: Case Closed. Closed date : 2019-04-03 15:32:00.99 Back to previous status Closing case after 'Add Event'

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101012792685	§. 22(1)	§. 22(1)			§. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller states that there is always too many cars parked on this block, and with her father having Parkinson's, it makes it difficult having to park a block or more away to get him home §. 22(1) 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		§. 22(1)	§. 22(1)	4/24/2019 4:56:00 PM	5/10/2019 3:04:37 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1440327 created / updated at Wednesday, April 24, 2019 4:59:07 PM Hansen Change in Comments: Comments: Dear Ms. Vilma Morlin, Thank you for your inquiry regarding parking on 1000 E 14th Avenue. We do not have a program in place to install accessible parking on residential streets but we can offer the opportunity to survey your block for Residential Permit Parking (RPP). Please click on the link for a detailed explanation on the process. "link" Based on your immediate needs we are willing to run the survey earlier than the usual 10-12 months. There will still be no guarantee that you will be able to park directly in front of your house, however, it will certainly reduce the amount of non-resident vehicles on the block. Please let me know if you would like to proceed. Thank you. Added on 30/04/2019 11:25:03 AM. Service Provided: 10 - Service Provided: see log notes. Resolved on 02/05/2019 3:07:00 PM. Hansen Change in Comments: Comments: No response, closing case. Added on 02/05/2019 3:07:02 PM. Agent Finished: Case Closed. Closed date : 2019-05-02 15:07:55.647 Service Provided: 10 - Service Provided: see log notes. Resolved on 02/05/2019 3:07:00 PM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: No response, closing case. Added on 10/05/2019 3:01:37 PM. Agent Finished: Case Closed. Closed date : 2019-05-10 15:04:37.02 Back to previous status Closing case after 'Add Event'
101012841896	§. 22(1)	§. 22(1)			§. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: §. 22(1) is inquiring as to whether it would be possible to have a part of W 48th Ave turned into an accessible parking spot. He is in his 70s, and says he is very ill and has to access the skytrain near Cambie St and W 48th Ave frequently, and he is unable to walk long distances. Currently on W 48th Ave, there is permit parking signs, which his address is not eligible for. He adds that at the times he takes the skytrain, there are very few cars parked on this street anyways. This is mainly an inquiry as to whether this request is or is not possible. Caller does have a disability parking pass for his vehicle. 7. Caller's email address (this is department's preferred method for updating the customer): 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		§. 22(1)	§. 22(1)	5/7/2019 1:39:00 PM	5/16/2019 2:16:38 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1446397 created / updated at Tuesday, May 07, 2019 1:42:15 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1446397 created / updated at Tuesday, May 07, 2019 1:47:05 PM Hansen Change in Comments: Comments: Citizen is asking for accessible parking next to Canada Line, Langara-49th Avenue Station. Added on 10/05/2019 10:20:06 AM. Hansen Service request Case Type has changed: Case type changed to FCommercialPark on 10/05/2019 10:20:23 AM Service Provided: 10 - Service Provided: Steven - Called citizen on May 15, 2019. I informed him that we do not typically install these kind of park and ride stalls around skytrain stations. We mostly consider accessible spaces in commercial areas for servicing businesses. There is a passenger zone, to the north of the station, that can be used for pick up and drop off. I directed him to the website for Vancouver accessible parking to read more information about accessible parking in Vancouver. Citizen was going to review the information on the website and contact us again if he still had concerns. Resolved on 15/05/2019 2:07:00 PM. Agent Finished: Case Closed. Closed date : 2019-05-16 14:16:38.147 Service Provided: 10 - Service Provided: Steven - Called citizen on May 15, 2019. I informed him that we do not typically install these kind of park and ride stalls around skytrain stations. We mostly consider accessible spaces in commercial areas for servicing businesses. There is a passenger zone, to the north of the station, that can be used for pick up and drop off. I directed him to the website for Vancouver accessible parking to read more information about accessible parking in Vancouver. Citizen was going to review the information on the website and contact us again if he still had concerns. Resolved on 15/05/2019 2:07:00 PM.
101012911004	2000	TRIMBLE ST		V6R 3Z4			1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? Yes 5. If Yes, what type of sign? There is an accessible parking sign here now. Reason for sign request: Citizen explains they have just added signs here for accessible parking. It takes up 12-14 parking spaces and it goes from 8am-6pm. He explains it is used by a family that needs this parking for their child. But they use it only during school times and won't be used in the summer. He explains it should be changed to 4 parking spots. He's for the parking but he explains it needs to be modified to either say during school hours or limit the amount of parking spaces it is taking up. 7. Caller's email address (this is department's preferred method for updating the customer): 8. (Don't ask, just record - did caller indicate they want a call back?): No	Citizen did not want to provide his personal information.	2019 May, Anonymous		5/24/2019 8:49:00 AM	6/12/2019 4:24:24 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1453971 created / updated at Friday, May 24, 2019 8:53:56 AM Hansen Change in Comments: Comments: Incorrect queue allocation, forwarded to TDM for review. No contact info provided. Added on 28/05/2019 2:55:04 PM. Hansen Service request Case Type has changed: Case type changed to TGeneral on 28/05/2019 2:57:07 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to DM (Traffic Management) on 28/05/2019 2:57:07 PM. Hansen Service Request has been reviewed: Case reviewed on 11/06/2019 11:50:00 AM. Service Provided: 10 - Service Provided: Traffic Data Management has provided the following response to the president of the lawn bowling club: Dear Charles Hou, Cynthia Hou, members, and staff of West Point Grey Lawn Bowling Club, The City of Vancouver recently installed an accessible parking zone on the south side of W 6th Ave to improve access for individuals of all mobility levels. This decision was made based on identified needs of the community. Thank you for your feedback in requesting a smaller accessible parking zone. The accessible parking zone accommodates for "3 accessible passenger vehicles" or "1 HandyDART vehicle and 1 accessible passenger vehicle" parked parallel to the curb. This design is consistent with the City of Vancouver parking bylaw for public streets such as W 6th Ave and allows for access for drop down ramps from the back or side of the vehicle to be lowered. Vehicles parked within the accessible parking zone must have a displayed and valid accessible parking permit. If members of West Point Grey Lawn Bowling Club have mobility restrictions and require close access to the facility, this zone will permit these patrons a designated area. More information about accessible parking within the City of Vancouver can be found on our website at https://vancouver.ca/streets-transportation/accessible-parking-rules.aspx . The installation of the accessible parking zone on the 4300 block of W 6th Ave, is consistent with City of Vancouver Policy and best practices. However, you would like us to consider implementing one of the following 2 options below, please let us know. Shortening the Accessible Parking ZoneThe City of Vancouver may consider shortening the accessible parking zone can be shortened in length from the existing 12 meters to 17 meters and have added between the current zone marker. This will shorten the zone but also leave the newly installed post unprotected from the angled parking which is prohibited under the City of Vancouver Street and Traffic Bylaw. Parallel parking will be required and enforced to ensure the longevity of the accessible parking zone along the block of 4300 W 6th Ave. Please note that currently the accessible sign markers are protected, west opening sign is behind a hydro pole, east closing sign installed on a lamp standard (light pole) for westbound traffic. Removing the Loading ZoneCurrently there is a loading zone along the south side of 4300 W 6th Ave. If the loading zone is no longer required, we can remove of this zone to provide additional parking spots. The location of the accessible zone is to accommodate individuals with mobility challenges allowing the closest access points to community amenities within the neighbourhood to the most vulnerable. Understanding that parking was removed for the accessible parking zone, free parking spots are available along Trimble St and W 8th Ave around the perimeter of West Point Grey which has access to direct pathways leading to West Point Grey Lawn Bowling Club. Thank you for providing your feedback in regards to the accessible zone on the 4200 block of W 6th Ave. Resolved on 12/06/2019 4:23:00 PM. Agent Finished: Case Closed. Closed date : 2019-06-12 16:24:24.387 Service Provided: 10 - Service Provided: Traffic Data Management has provided the following response to the president of the lawn bowling club: Dear Charles Hou, Cynthia Hou, members, and staff of West Point Grey Lawn Bowling Club, The City of Vancouver recently installed an accessible parking zone on the south side of W 6th Ave to improve access for individuals of all mobility levels. This decision was made based on identified needs of the community. Thank you for your feedback in requesting a smaller accessible parking zone. The accessible parking zone accommodates for "3 accessible passenger vehicles" or "1 HandyDART vehicle and 1 accessible passenger vehicle" parked parallel to the curb. This design is consistent with the City of Vancouver parking bylaw for public streets such as W 6th Ave and allows for access for drop down ramps from the back or side of the vehicle to be lowered. Vehicles parked within the accessible parking zone must have a displayed and valid accessible parking permit. If members of West Point Grey Lawn Bowling Club have mobility restrictions and require close access to the facility, this zone will permit these patrons a designated area. More information about accessible parking within the City of Vancouver can be found on our website at https://vancouver.ca/streets-transportation/accessible-parking-rules.aspx . The installation of the accessible parking zone on the 4300 block of W 6th Ave, is consistent with City of Vancouver Policy and best practices. However, you would like us to consider implementing one of the following 2 options below, please let us know. Shortening the Accessible Parking ZoneThe City of Vancouver may consider shortening the accessible parking zone can be shortened in length from the existing 12 meters to 17 meters However this will require additional post and base added between the current zone marker. This will shorten the zone but also leave the newly installed post unprotected from the angled parking which is prohibited under the City of Vancouver Street and Traffic Bylaw. Parallel parking will be required and enforced to ensure the longevity of the accessible parking zone along the block of 4300 W 6th Ave. Please note that currently the accessible sign markers are protected, west opening sign is behind a hydro pole, east closing sign installed on a lamp standard (light pole) for westbound traffic. Removing the Loading ZoneCurrently there is a loading zone along the south side of 4300 W 6th Ave. If the loading zone is no longer required, we can remove of this zone to provide additional parking spots. The location of the accessible zone is to accommodate individuals with mobility challenges allowing the closest access points to community amenities within the neighbourhood to the most vulnerable. Understanding that parking was removed for the accessible parking zone, free parking spots are available along Trimble St and W 8th Ave around the perimeter of West Point Grey which has access to direct pathways leading to West Point Grey Lawn Bowling Club. Thank you for providing your feedback in regards to the accessible zone on the 4200 block of W 6th Ave. Resolved on 12/06/2019 4:23:00 PM.
101013182472	§. 22(1)	§. 22(1)			§. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Callers husband is disabled, requesting accessible parking sign be put up on the Windsor side of their house (corner lot). Caller has set out pavers on boulevard from curb to sidewalk to make access for her husband easier. People are taking up that spot and it makes it very difficult for him to get to the house, often many hours away. 7. Caller's email address (this is department's preferred method for updating the customer): n/a 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		§. 22(1)	§. 22(1)	7/30/2019 11:15:00 AM	9/5/2019 10:02:42 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1488749 created / updated at Tuesday, July 30, 2019 11:18:42 AM Hansen Change in Comments: Comments: I called & left a brief v message t §. 22(1) know that we do not install Accessible zones in front of residential homes - left my number to discuss RPP if needed - left my phone number. Added on 13/08/2019 2:07:05 PM. Hansen Change in Comments: Comments: I called the resident back and discussed residential parking with her. She is now aware that we do not install Disability zones in front of residential homes and she is not interested in the RPP process. She said that she has been leaving notes on the vehicles parking there (neighbour) and it seems to be working. She understands that we would not install an Accessible zone. Closed case. Added on 05/09/2019 10:00:55 AM. Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 05/09/2019 10:01:00 AM. Agent Finished: Case Closed. Closed date : 2019-09-05 10:02:41.653 Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 05/09/2019 10:01:00 AM.
101013183772	§. 22(1)	§. 22(1)			§. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Citizen's mother has mobility issues and has a difficult time finding parking in front of her house because there are so many laneway houses with renters in her neighbourhood. She often has to park a block away which is hard for her as she is unable to walk that far. She would like to get an accessible parking space installed in front of her house. Can you please call §. 22(1) or email him to let him know if that type of sign could be installed? And if it can't be installed, he would like to discuss any other options that would help his mother's situation. 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		§. 22(1)	§. 22(1)	7/30/2019 2:32:00 PM	9/5/2019 12:05:41 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1488889 created / updated at Tuesday, July 30, 2019 2:36:06 PM Hansen Change in Comments: Comments: I left a voice message for Im to call me back - but briefly explained that we do not install Accessible zones in front of residential homes but explained the RPP system if he is interested. Left my number. Added on 13/08/2019 2:33:38 PM. Hansen Change in Comments: Comments: I had a lengthy conversation wit §. 22(1) at the parking in front of §. 22(1) and in front of his place in the 5900 block of Ormisdale. He understands that we would not install Accessible Parking in front of a residential address. He will call 3-1-1 if he ever decides that they may want RPP restrictions. As far as Ormisdale Street goes, he would like better enforcement because he says that the 2 hour zones are never enforced and employees from Henderson &camp; Added on 05/09/2019 10:49:14 AM. Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 05/09/2019 12:03:00 PM. Agent Finished: Case Closed. Closed date : 2019-09-05 12:05:41.487 Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 05/09/2019 12:03:00 PM.
101013308770	§. 22(1)	§. 22(1)			§. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? Reason for sign request: Citizen would like to know if it would be possible to post an accessible parking sign on the Sophia St side §. 22(1) and on E 20th Ave it is all metered parking, and on Sophia St, parking is frequently taken making it difficult for him to park close to his home. He is a senior and has a disability pass, and this would be easier for him. 7. Caller's email address (this is department's preferred method for updating the customer): 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		§. 22(1)	§. 22(1)	9/9/2019 10:25:00 AM	9/12/2019 4:47:43 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1508870 created / updated at Monday, September 09, 2019 10:28:39 AM Service Provided: 10 - Service Provided: Closed case. See log notes. Resolved on 12/09/2019 4:47:00 PM. Agent Finished: Case Closed. Closed date : 2019-09-12 16:47:40.883 Service Provided: 10 - Service Provided: Closed case. See log notes. Resolved on 12/09/2019 4:47:00 PM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: I spoke to §. 22(1) and he is now aware that we do not install Accessible zones in residential areas. He is aware of RPP regs as there is VRPP §. 22(1) but he wants something on Sophia as he is elderly and this is where they pick up & drop him off. I told him the only way we could install RPP on the Sophia side is if his neighbours with addresses on Sophia (there are at least 20 requested. He said he understands and he will speak to his neighbours. Closed case. Added on 12/09/2019 4:46:53 PM. Agent Finished: Case Closed. Closed date : 2019-09-12 16:47:43.257 Back to previous status Closing case after 'Add Event'
101013308784	§. 22(1)	§. 22(1)			§. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? Accessible parking or Passenger loading/unloading Reason for sign request: Citizen has elderly parents, his mother is in a wheelchair. Front of the address (SW Marine Drive) is designated bikeline (SW Marine Bikeway) and signs indicate No Stopping. Front access is street level, whereas access from Highbury St is challenging, gravel shoulder and §. 22(1) designated §. 22(1) for Handy Dart, it is best to load and unload to this vehicle from SW Marine Drive. Is it possible to have a sign designated §. 22(1) 7. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	§. 22(1) will be in town all week. pls call ASAP. §. 22(1)	§. 22(1)	§. 22(1)	9/9/2019 10:27:00 AM	9/12/2019 3:02:42 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1508877 created / updated at Monday, September 09, 2019 10:37:50 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1508877 created / updated at Monday, September 09, 2019 10:39:05 AM Hansen Change in Comments: Comments: I spoke to. Added on 10/09/2019 12:16:36 PM. Hansen Change in Comments: Comments: Emailled resident with information: From: Rohrmoser, Maria Sent: Tuesday, September 10, 2019 1:33 PM To: §. 22(1) Subject: Access - §. 22(1) RE: Property Changes/Access to §. 22(1) Hello §. 22(1) pm Following up on our conversation this morning regarding access from the front door of your §. 22(1) As mentioned, we do not install Accessible zones adjacent residential homes, and the No Stopping signs and bike lane on Marine Drive would likely prevent Handy Dart from picking up and dropping off there. Any residential restrictions are accomplished through a Resident Permit Parking Survey process https://vancouver.ca/streets-transportation/permits-zone-request.aspx , and as we discussed, this is probably not what you are looking for. I did, however, contact 3-1-1 to see who you need to speak with about possibly getting a permit to make changes to yours and/or City property to provide some form of access from the front door on Marine Drive to Highbury. Here is the contact information: Engineering Development Services 604.871.6730 Engineering.clientservices@vancouver.ca 5th floor, 507 West Broadway St Vancouver, BC I hope this information helps but give me a call or reply to this email if you have further questions. Thanks. Maria Rohrmoser Engineering Assistant Parking Management Branch 604.873.7162 Added on 10/09/2019 1:40:51 PM. Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 12/09/2019 3:00:00 PM. Agent Finished: Case Closed. Closed date : 2019-09-12 15:02:41.97 Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 12/09/2019 3:00:00 PM.

Case #	Street # From	Street # To	Street	Cross St/Unit	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
10101331729	s. 22(1)		s. 22(1)		s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: The caller states she has mobility issues thus would like to have handicap parking signage in front of s. 22(1) She would like to note that neighbour across the street are constantly parking in front of her address. She has a spare permit 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	9/11/2019 10:12:00 AM	9/26/2019 10:44:44 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1510228 created / updated at Wednesday, September 11, 2019 10:16:15 AM Hansen Change in Comments: Comments: Called and left the resident a voice message briefly letting her know that we do not install Accessible zones in residential areas but used RPP restrictions in these areas. Left my phone number if she would like to call me back to discuss.. Added on 12/09/2019 9:25:38 PM. Hansen Change in Comments: Comments: I left a second voice message to s. 22(1) stating that we do not install Accessible zones but that if she is interested in RPP to give me a call back. I let her know that I would close the case if I don't hear back from her by Friday Sept 27th. Added on 26/09/2019 9:32:15 AM. Hansen Change in Comments: Comments: Resident called back and we spoke about Accessible Parking Ramp/Jump. RPP regulations (which she is not interested in) . She understands that we will not be adding Accessible Parking to the street. Closed case.. Added on 26/09/2019 10:43:01 AM. Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 26/09/2019 10:43:00 AM. Agent Finished: Case Closed. Closed date : 2019-09-26 10:44:43.997 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 26/09/2019 10:43:00 AM.
101013442102	s. 22(1)		s. 22(1)		s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller's father is disabled, and finding parking in front of his home to pick him up, drop him off etc is difficult, as people doing business in the area or taking transit leave their cars here. He wonders if the city installed accessible parking signs in front of residences that request these signs. He says he has seen it done before. Please phone s. 22(1) preferably, or email alternatively. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	10/23/2019 3:16:00 PM	10/30/2019 9:17:12 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1530292 created / updated at Wednesday, October 23, 2019 3:21:00 PM Service Provided: 10 - Service Provided.. Resolved on 30/10/2019 9:15:00 AM. Hansen Change in Comments: Comments: Spoke to resident and let him know we do not install Accessible zones on residential streets. Explained the permit process and he said that they have run one some time ago and it failed. He doesn't think it will solve his issue but he understands the wait period and said he will call if they decide they want case. Added on 30/10/2019 9:15:26 AM. Hansen Change in Comments: Comments: Closed case - See log notes- mr. Added on 30/10/2019 9:16:12 AM. Agent Finished: Case Closed. Closed date : 2019-10-30 09:17:11.95 Service Provided 10 - Service Provided.. Resolved on 30/10/2019 9:15:00 AM.
101013466411	s. 22(1)		s. 22(1)		s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller's father is disabled, and finding parking in front of his home to pick him up, drop him off etc is difficult, as people doing business in the area or taking transit leave their cars here. He wonders if the city installed accessible parking signs in front of residences that request these signs. He says he has seen it done before. Please phone s. 22(1) preferably, or email alternatively. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2020/01/02 16:17:39 --- Dickson Wong --- Caller called back for an update, duplicate case #13640385. Please call her to advise.&#xA;	s. 22(1)	s. 22(1)	30/31/2019 3:12:00 PM	1/24/2020 9:20:20 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1534810 created / updated at Thursday, October 31, 2019 3:18:45 PM Hansen Change in Comments: Comments: Dear s. 22(1) Thank you for your inquiry regarding accessible parking. Unfortunately, we are not able to accommodate your request for reserved parking on a residential street. However, we have a process to install permit parking which can significantly reduce the amount of non-resident vehicles from parking next to your home. Due to the circumstances you mentioned when you submitted your inquiry we are happy to expedite the process for you. Please let me know if you are interested in permit parking on the s. 22(1) if you don't reply before November 22nd I will assume you aren't interested and will close the case. Thank you. Click on the link for additional information regarding the process. Added on 15/11/2019 11:15:23 AM. Hansen Change in Comments: Comments: Yes I am interested as there is little parking for handi capped residents in this area. Access to our home is always a challenge. I mentioned that most days people who do not live in the area occupy all of the street parking and leave their vehicles there all day while they go to work. She said it is extremely difficult for her to find parking especially because her husband needs assistance getting in and out of the vehicle (99 years old). She asked if there is any way an accessible parking sign can be installed in front of their residence to deter people from parking there. Agent informed her it is unlikely that these signs can be installed on a request basis but please follow up with s. 22(1) there is a possibility. Hansen Change in Comments: Comments: Case assigned to Andy C.. Added on 10/12/2019 10:49:15 AM. Hansen Service Request Assigned: Case was assigned on 10/12/2019 10:47:00 AM. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1534810 created / updated at Thursday, January 02, 2020 4:18:15 PM Hansen Change in Comments: Comments: From: Parking Management - Residential Parking Sent: Thursday, January 2, 2020 4:37 PM To: Sagun, Autumn Cc: Chou, Andy Subject: FW: Residential Curb Sign Request - Lagan Case 101013466411 (Hansen SR 1534810) - has been updated FYI From: 311 Operations (Internal Use) Sent: Thursday, January 2, 2020 4:18 PM To: Parking Management - Residential Parking Subject: Residential Curb Sign Request - Lagan Case 101013466411 (Hansen SR 1534810) - has been updated The following update has been added: Lagan Case Number: 101013466411 Hansen SR Number: 1534810 Case Title: Residential Curb Sign Request Client Name: s. 22(1) Location: s. 22(1) /ancouver, BC s. 22(1) Case Notes: 2020/01/02 16:17:39 Dickson Wong Caller called back for an update, duplicate case #13640385. Please call her to advise.. Added on 02/01/2020 4:37:58 PM. Hansen Change in Comments: Comments: Survey #1 delivered.. Added on 07/01/2020 10:54:35 AM. Hansen Change in Comments: Comments: Comments: Survey #1 delivered.. Added on 07/01/2020 10:54:35 AM. Hansen Change in Comments: Comments: Comments: Survey #1 delivered.. Added on 07/01/2020 10:54:35 AM. Hansen Change in Comments: Comments: Preliminary Survey notification email with results sent to participating residents on 2020-01-22. Added on 22/01/2020 11:15:07 AM. Service Provided: 10 - Service Provided. see log notes. Resolved on 24/01/2020 9:19:00 AM. Agent Finished: Case Closed. Closed date : 2020-01-24 09:20:20.173 Service Provided 10 - Service Provided. see log notes. Resolved on 24/01/2020 9:19:00 AM.
101013483241	s. 22(1)		s. 22(1)		s. 22(1)		1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Other 3. If Other, provide details: accessible parking only, or no parking/blocking walkway 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller states that across the street from s. 22(1) a new condo and a new T&T has just gone up. Because of the amount of guests and new residents there are more vehicles requiring parking and parking in front of his and his dad's home. This is a permit parking street, but because people parking there without permits do not stay long, Parking Enforcement has a difficult time enforcing. They also park in front of the walking that leads from the street to this home. His father is in a wheelchair, and requires the spot closest to the walkway in order to get in and out of the car with less issues. Ray is wondering if there could be some sort of accessible parking signage or no blocking walkway type of sign installed. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	11/6/2019 1:39:00 PM	11/14/2019 11:38:54 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1537773 created / updated at Wednesday, November 06, 2019 1:43:18 PM Hansen Change in Comments: Comments: Dear s. 22(1) Thank you for our inquiry regarding wheelchair accessible parking a s. 22(1) Parking Management Branch installs signage to be in accordance with Street and Traffic Bylaw 2849. At this time there isn't a bylaw that would prevent any vehicle that displayed a valid permit to park in front of this address. Permit holders can park anywhere in the zone and street parking is available on a first come first serve basis. You may want to consider making the space at the rear of the property accessible for parking and wheelchair access. Unfortunately, we cannot accommodate requests for exclusive parking. Let me know if you have any questions regarding the current restrictions on the block. Thank you. Kind regards, Autumn Seguin. Added on 14/11/2019 11:36:21 AM. Service Provided: 10 - Service Provided. see log notes. Resolved on 14/11/2019 11:36:00 AM. Agent Finished: Case Closed. Closed date : 2019-11-14 11:38:54.19 Service Provided 10 - Service Provided. see log notes. Resolved on 14/11/2019 11:36:00 AM.
101013509965	s. 22(1)		s. 22(1)		s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Other 3. If Other, provide details: Accessible parking or passenger loading zone 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: The citizen would like to make a complaint that the parking and traffic area at this particular location is very congested and unsafe for passengers who are trying to use the Tai Chi and adult centre facilities. She strongly believes that this area should be a designated drop off and pick up zone area as opposed to a general parking area for all vehicles. The handy darts are just stopping off to the side of the street instead of trying to find a legitimate parking spot to stop and get the passengers who need a curb ramp assistance to get to their location. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2019/11/15 13:58:36 --- Clarisse Ramos --- 311 agent used voicemails and according to voicemails the incident location is a residential street. &#xA;	s. 22(1)	s. 22(1)	11/15/2019 1:54:00 PM	11/16/2020 9:41:38 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1541850 created / updated at Friday, November 15, 2019 1:56:14 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1541850 created / updated at Friday, November 15, 2019 1:59:25 PM Hansen Change in Comments: Comments: Found in PR&ParkingReg and moved to PCommercialPark.. Added on 15/11/2019 2:52:51 PM. Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 15/11/2019 2:52:17 PM. Hansen Change in Comments: Comments: Comments: The Citizen organization and the Chowen Adult Day Centre asking for feedback regarding this request.. Added on 20/11/2019 9:30:34 AM. Hansen Change in Comments: Comments: Spoke with the request to acknowledge her request and informed her that I was waiting to hear back from the two properties before moving ahead with the request. Her cell # is s. 22(1) Added on 20/11/2019 9:37:01 AM. Hansen Change in Comments: Comments: Reviewed the case with Billy, who thought that PMB had looked at this location in the last year or so. Found a Form 1 by Cody that attempted to have the passenger zone installed on E 15th but could not be core'd because of underground infrastructure so the zone was installed on the east side of Carolina St. That side was chosen because the west side has a small garden in the grass boulevard and two small trees. I confirmed this information with Cody. I then called both Dianne from the Chowen Centre and Verity from the Taoist to discuss the possibility of moving the zone from the east side to the west. They are going to discuss amongst themselves and let me know if they want to proceed with the change.. Added on 21/11/2019 12:39:01 PM. Hansen Change in Comments: Comments: See DOC/2019/326394 for the Form 1.. Added on 20/12/2019 1:28:17 PM. Hansen Change in Comments: Comments: Thanks Scott! We saw the markings. That's great! Verity On Dec 13, 2019, at 8:30 AM, Pennykid, Scott &#xA;@vancouver.ca&#xA; wrote: Hi Verity, I went to the location yesterday to take some measurements for the passenger zone. The area of the passenger zone would be from the driveway north to E 15th Av, which can only fit about two vehicles legally. The zone will start 6m south of the crosswalk there (every intersection is a crosswalk even if unmarked) and end 1.5m from the start of the driveway. This will leave only about 12m of legal parking space which will fit only two vehicles. Best, Scott Pennykid Engineering Assistant Parking Management I City of Vancouver 604-829-9209 From: Verity Rolf s. 22(1) Sent: Wednesday, December 11, 2019 4:29 PM To: Pennykid, Scott; Dianne R; Jim Nicholson Subject: Re: 500 block East 15/Carolina loading zone PS and FYI The loading zone as it is now on the East side of Carolina is only two parking spaces. On Wed, Dec 11, 2019 at 4:26 PM Verity Rolf &#xA;@vancouver.ca&#xA; wrote: Hi Scott, The garden has died down for the winter but it has quite tall perennials in some places in the spring, summer and fall. So I think we would need to change what is planted there, perhaps back to grass or ground cover. I just want to be clear that the loading zone would extend the full distance from the driveway of the building (584 and 588 E 15th) north to the intersection? That is three full parking spaces. Thanks Scott for all your work on this. Verity On Wed, Dec 11, 2019 at 5:55 AM Pennykid, Scott &#xA;@vancouver.ca&#xA; wrote: Hi Verity, We will not be cementing the grass portion of the boulevard, one of the crew that did some preliminary work there took pictures and it does not seem to be much of an issue now. The passenger zone will be from the driveway of 584 E 15th Av north to the intersection (about 2 vehicle spaces). There is nothing you need to do to prepare. If you want to take a look at the garden in its current state, that might be helpful. It will be a few months before the signs are switched from the east to the west so please remain patient and thank you for your help with this matter. Thanks, Scott Pennykid I Engineering Assistant Parking Management I City of Vancouver 604-829-9209 From: Verity Rolf s. 22(1) Sent: Tuesday, December 10, 2019 11:57 AM To: Pennykid, Scott Subject: Re: 500 block East 15/Carolina loading zone Thanks Scott! Will the city cement next to the curb? Will it be the whole block? What do we need to do, if anything, in preparation? Verity On Tue, Dec 10, 2019 at 10:44 AM Pennykid, Scott &#xA;@vancouver.ca&#xA; wrote: Hi Verity, I had our installation branch check the west side of 3100 Carolina St to ensure that there would be no issue installing the passenger zone there. They have gotten back to me with the results and there is no issue with that location. I will start work soon to move the passenger zone from the east side to the west side but it will be a few months before that happens. Best, Scott Pennykid I Engineering Assistant Parking Management I City of Vancouver 604-829-9209 From: Verity Rolf s. 22(1) Sent: Wednesday, November 27, 2019 10:25 AM To: Pennykid, Scott Cc: Dianne R; Jim Nicholson; Theresa Fishb Subject: 500 block East 15/Carolina loading zone Hi Scott, Confirming our conversation. We agree that it would be best to move the loading zone from the East side of Carolina to the West side. It is participants or Chowen's clients. Where it is currently placed it remains completely unused. Although we are sad to let our garden go we do not think there is a way for it to remain without being a tripping hazard. We suggest that the safest option would be for the city to pave the Service Provided: 10 - Service Provided.. Resolved on 2020-11-16 9:41:00 AM. Hansen Change in Comments: Comments: Form 1 sent to Traffic Ops on September 17th.. Added on 2020-11-16 9:39:47 AM. Agent Finished: Case Closed. Closed date : 2020-11-16 09:41:37.723 Service Provided 10 - Service Provided.. Resolved on 2020-11-16 9:41:00 AM.
101013574672	320		E 15TH AV		V5T 2K1		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller would like to see accessible parking signs on the south side of E 15th Av quite close to the church entrance walkway. He mentioned a time restricted zone would suffice, specifically on Sundays from 8am-3pm. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	12/6/2019 6:28:00 PM	8/28/2020 2:05:07 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1551901 created / updated at Friday, December 06, 2019 6:32:10 PM Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 09/12/2019 3:49:07 PM Hansen Change in Comments: Comments: Church, non-residential. Reallocated to Commercial.. Added on 09/12/2019 3:49:05 PM. Hansen Change in Comments: Comments: Comments: Spoke with the requester. She is calling on behalf of some members of the church with accessibility issues. There is off-street parking in the back but it is sloped and not appropriate for these people to use. He is only interested in 3 or 4 accessible spots (not time limits or passenger zone) for the 15th Av side of the church for Sunday mornings around 8am-2pm. I informed him that I don't deal specifically with accessibility requests but that I would pass on his information to my colleague.. Added on 12/12/2019 3:11:42 PM. Hansen Change in Comments: Comments: Comments: Steven - Emailed citizen.Hello s. 22(1) I'm following up on your request for accessible spaces for 320 E 15th Avenue. My colleague mentioned that he was in contact with you last week, however I was not interested in a Passenger Zone. He mentioned that you would like to see some accessible spaces here: Accessible Spaces Could you please confirm the location and the hours of the service? Then I can discuss with my supervisor the possibility of a couple of accessible spaces. Kind Regards, Steven. Added on 17/12/2019 3:42:16 PM. Hansen Change in Comments: Comments: Comments: Steven - Emailed correspondence with citizen. Dear Steven, Thank you so much for this welcomed update. Yes, the location of the parking restriction is as shown in my photo, &#xA; directly in front of our church entrance. I also understand the expectation that these spaces would be available to all SPARC cars. Thanks again and Merry Christmas, Happy Holidays! s. 22(1) From: Rudlang, Steven [mailto:Steven.Rudlang@vancouver.ca] Sent: December 23, 2019 4:24 PM To: s. 22(1) Subject: RE: Accessible Parking - 320 E 15th Avenue Hello s. 22(1) Thank you for providing me with this information. So to confirm, you'd prefer this location: Accessible Zone I can confirm with my supervisor, when he returns in the new year. But possibly we could allocate approximately 12.4m of space and see how that works out. Please be aware that these would not be specific spaces for the church. Anyone with a SPARC permit may use the zone. Also, any piece of equipment being installed on City streets requires Engineering review for: requirement, design, approval, and procurement before installation. So it can be a lengthy process. Kind Regards, Steven. Steven Rudlang Engineering Assistant III, Parking Management Branch: steven.rudlang@vancouver.ca T: (604) 871-6113 City of Vancouver From: s. 22(1) Sent: Tuesday, December 17, 2019 6:22 PM To: Rudlang, Steven Subject: RE: Accessible Parking - 320 E 15th Avenue Dear Steven, I come to you again with clarification as to the location of Accessible Spaces. We would find them most helpful directly in front of the church by the few steps to the main door, rather than on the side as the photo you included seems to indicate. The side location is less accessible than the front location and also makes actual parking more challenging. Thanks again for your consideration s. 22(1) From: Rudlang, Steven [mailto:Steven.Rudlang@vancouver.ca] Sent: December 17, 2019 3:43 PM To: s. 22(1) Subject: Accessible Parking - 320 E 15th Avenue Hello s. 22(1) I'm following up on your request for accessible spaces for 320 E 15th Avenue. My colleague mentioned that he was in contact with you last week, however I was not interested in a Passenger Zone. He mentioned that you would like to see some accessible spaces here: Accessible Spaces Could you please confirm the location and the hours of the service? Then I can discuss with my supervisor the possibility of a couple of accessible spaces. Kind Regards, Steven Steven Rudlang Engineering Assistant III, Parking Management Branch: steven.rudlang@vancouver.ca T: (604) 871-6113 City of Vancouver. Added on 28/08/2020 2:00:52 PM. Service Provided: 10 - Service Provided. Steven - Submitted Form 1 (DOC/2020/000277) to seek approval to install an accessible zone. Pending review.. Resolved on 28/08/2020 2:01:00 PM. Agent Finished: Case Closed. Closed date : 2020-08-28 14:05:06.94 Service Provided 10 - Service Provided. Steven - Submitted Form 1 (DOC/2020/000277) to seek approval to install an accessible zone. Pending review.. Resolved on 28/08/2020 2:01:00 PM.

Case #	Street # From	Street # To	Street	Cross St/Unit Code	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101013680156	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: The caller is calling for her mother who owns and lives a s. 22(1). She is on dialysis where a handydart comes every Monday, Wednesday, and Friday to pick her up plus drop her off from VGH. She would like signage in front of her home so that handydarts can easily access her area. She would like accessible parking in front of her home. When vehicles park in the side lane next to s. 22(1) the handy dart is not able to pick up her mother up from the back lane. Today her mother who uses a walker had to travel across the street to get to her handy dart. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown		s. 22(1)	s. 22(1)	1/15/2020 12:52:00 PM	1/27/2020 11:07:17 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1566920 created / updated at Wednesday, January 15, 2020 1:00:12 PM Hansen Change in Comments: Comments: Added my name to location. Added on 27/01/2020 8:44:31 AM. Hansen Change in Comments: Comments: Spoke t s. 22(1)who said that Handy Dart usually goes through the lane to pick up her parents but her neighbours park along the side blocking access to the lane. I suggested she talk with her neighbours first to see if they could move and suggested that Handy Dart park in the RPP out front to load/unload. Also told her that we do not install Accessible zones in front of individual homes and if the neighbours are parking illegally in the lane, she has the option of calling Parking Enforcement. As I am not quite sure how they are parking I emailed her with the lane bylaws for her to take a look. She understands & I have closed the case. Added on 27/01/2020 10:38:04 AM. Service Provided: 10 - Service Provided: Closed case - see log notes- mr. Resolved on 27/01/2020 11:05:00 AM. Agent Finished: Case Closed. Closed date : 2020-01-27 11:07:16.703 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 27/01/2020 11:05:00 AM.
101013778843	2760	CHEYENNE AV			V5R 4R6		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller states that the property is a group home for disabled children and as the lane is too hilly for the accessible school bus to get into and parking in front is impossible she would like to request an accessible parking sign to be put out front 7. Caller's email address (this is department's preferred method for updating the customer): laurie@vrs.org 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		Doig, Laurie	s. 22(1)	2/13/2020 3:04:00 PM	5/6/2020 4:33:09 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1581796 created / updated at Thursday, February 13, 2020 3:06:20 PM Hansen Change in Comments: Comments: I had a long conversation wit s. 22(1) originally a Disability request - she's not happy that we do not install Accessible zones in residential areas but after our chat is interested in trying to convert the RPO to RPP. She is aware of the 10-12 month wait. Added on 14/02/2020 11:54:07 AM. Hansen Change in Comments: Comments: Left a message with one of the Daycare workers to have Laurie call me back.Let them know that we do not install Accessible Parking on Residential streets but if she wants to discuss permit parking , she should call me back next week.Left my name and number.. Added on 20/03/2020 3:39:03 PM. Hansen Change in Comments: Comments: Have not heard back from caller so I have closed this folder. Added on 06/05/2020 4:29:57 PM. Service Provided: 10 - Service Provided: Closed case - see log notes- mr. Resolved on 06/05/2020 4:30:00 PM. Agent Finished: Case Closed. Closed date : 2020-05-06 16:33:09.253 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 06/05/2020 4:30:00 PM.
101013782498	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller has a disability as well as a disability decal for his vehicle. There is an ongoing issue with neighbours parking infront of his home. He wonders if an accessible parking sign could be posted infront of his home so that this could be enforced. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	2/14/2020 4:08:00 PM	2/24/2020 1:52:56 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1582366 created / updated at Friday, February 14, 2020 4:11:31 PM Hansen Change in Comments: Comments: Left a voice message for resident to get back to me by Friday Feb 28. Added on 24/02/2020 12:35:42 PM. Hansen Change in Comments: Comments: Spoke to s. 22(1) and he understands that we do not install Accessible zones in residential areas. He does not feel they need RPP but he is having issues with one neighbor across the way that constantly parks in front of his place. He has parking in the back but access is easier out front. We discussed the kinds of access that are available in TO & Edmonton (he used to live in both) and he said he felt that Vancouver was lacking in comparison to those as far accessible parking goes. He wondered about putting up his own sign which I told him is not legal as only the City can regulate the street. He understands and thanked me. I sent him the City Accessible Parking information via email and closed the case. Added on 24/02/2020 1:14:33 PM. Service Provided: 10 - Service Provided: Closed case - see log notes- mr. Resolved on 24/02/2020 1:50:00 PM. Agent Finished: Case Closed. Closed date : 2020-02-24 13:52:55.967 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 24/02/2020 1:50:00 PM.
101014144593	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Caller has a disability as well as a disability decal for his vehicle. There is an ongoing issue with neighbours parking infront of his home. He wonders if an accessible parking sign could be posted infront of his home so that this could be enforced. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2020/07/14 12:21:44 ~~~ Baljeet Sidhu Sran ~~~ Citizen called to follow up and was advised of the SLA and process of new parking regulation and that department will follow up as her request is reviewed 10 to 12 months process.
2020/07/14 10:14:09 ~~~ Sandra Estabrooks ~ s. 22(1) has called back and would very much appreciate someone talking with her. Please call her at s. 22(1) 
	s. 22(1)	s. 22(1)	7/2/2020 11:31:00 AM	7/9/2021 10:10:30 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1638597 created / updated at Thursday, July 02, 2020 11:39:30 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1638597 created / updated at Tuesday, July 14, 2020 10:14:16 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1638597 created / updated at Tuesday, July 14, 2020 12:22:10 PM Hansen Change in Comments: Comments: PMRP received Residential Curb Sign Request - Lagan Case 101014144593 (Hansen SR 1638597) - has been updatedAssigned to me. Added on 16/07/2020 1:35:21 PM. Hansen Change in Comments: Comments: Left resident a voice message that we do not install Accessible zones in residential areas (RPP in res zones) but happy to discuss - Left my phone number for her to call me back. Added on 22/07/2020 1:50:49 PM. Hansen Change in Comments: Comments: Secondary requester 1762436. Added on 2021-04-06 1:10:12 PM. Hansen Service Request Assigned: Case was assigned on 2021-06-02 2:21:00 PM. Hansen Change in Comments: Comments: Case assigned to Tristan, double block. Added on 2021-06-02 2:21:24 PM. Hansen Change in Comments: Comments: Called requestor and left VM 2021-06-02. Added on 2021-06-02 4:25:38 PM. Hansen Change in Comments: Comments: Survey 1 delivered 2021-06-18. Added on 2021-06-18 4:17:28 PM. Hansen Change in Comments: Comments: -Total Households 61: Yes 5 (8%), No 24 (39%), No Response 33 (53%)- Survey 1 Failed. Added on 2021-07-06 10:54:12 AM. No EventTitle Mapping Found : 46 - Service Provided ~ Survey failed. Resolved on 2021-07-09 10:09:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-09 10:10:30.28 No EventTitle Mapping Found 46 - Service Provided ~ Survey failed. Resolved on 2021-07-09 10:09:00 AM.
101014758631	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Elderly mother approaching 90 years old, parking is extremely tight on the street. Parking has been restricted on Point Grey Road due to bike lane. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	2/1/2021 9:48:00 AM	3/5/2021 11:34:20 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1737958 created / updated at Monday, February 01, 2021 9:54:38 AM Hansen Change in Comments: Comments: Spoke with this resident - He is having an issue with his neighbour and disagreements over easements - explained our policies around Accessible parking signs and discussed the RPP process but he says that it will not help in his case. He understands we cannot install an Accessible space in front of his home. Closed case, Added on 2021-03-05 11:32:13 AM. Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 2021-03-05 11:32:00 AM. Agent Finished: Case Closed. Closed date : 2021-03-05 11:34:20.31 Service Provided 10 - Service Provided. Closed case - see log notes - mr. Resolved on 2021-03-05 11:32:00 AM.
101015184804	s. 22(1)	s. 22(1)			s. 22(1)		1. Residential Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? No 5. If Yes, what type of sign? 6. Reason for sign request: Citizen's father is 88 years old and has Parkinson's disease. It is challenging to get him into the house from the vehicle, so they are inquiring about the possibility of having accessible parking signs installed in front of his home. 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	Advised of SLs	s. 22(1)	s. 22(1)	7/7/2021 12:49:00 PM	7/14/2021 1:58:02 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1806917 created / updated at Wednesday, July 07, 2021 12:52:37 PM Hansen Change in Comments: Comments: Notified Maria about the request by email. Added on 2021-07-13 11:59:15 AM. Hansen Service Request Assigned: Case was assigned on 2021-07-13 11:58:00 AM. Service Provided: 10 - Service Provided: Closed case - see log notes - mr. Resolved on 2021-07-14 1:57:00 PM. Hansen Change in Comments: Comments: Spoke to the resident and let her know we do not install Accessible zones in residential areas - discussed parking in the area (employees & visitors to Hastings) - she is aware of our RPP survey process but it does not address her issue tas anyone could still park there.She understands and looks forward to the temporary relief of PNE signing.Closed case. Added on 2021-07-14 1:57:08 PM. Agent Finished: Case Closed. Closed date : 2021-07-14 13:58:01.75 Service Provided 10 - Service Provided. Closed case - see log notes - mr. Resolved on 2021-07-14 1:57:00 PM.
101015205241	INTERSECTION	MALKIN AV	RAYMUR AV				1. Residential Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. Was there a sign at this location before? Yes 5. If Yes, what type of sign? There were two accessible parking spots but now just one 6. Reason for sign request: The caller is calling from the Park Board and she notes there is a community garden at Strathcona park next to this intersection. There are a number of disabled gardeners who use the community garden and one accessible spot is not sufficient. They are requesting for another one which they had before. This on Raymur av just north of Malkin av 7. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 8. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	7/14/2021 3:32:00 PM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1810553 created / updated at Wednesday, July 14, 2021 3:38:00 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1810553 created / updated at Wednesday, July 14, 2021 3:49:42 PM Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 2021-07-15 7:01:28 AM Hansen Change in Comments: Comments: Emailed citizen.Hel s. 22(1) I'm following up on your request about the Accessible spaces near Strathcona Park. Thank you for bringing this to our attention. I know recently some changes were made around the park, but I don't believe this was supposed to have impacted the Accessible spaces in any way. I will look into this. If you have any more questions, please feel free to reach out. Kind Regards, Steven. Added on 2021-08-13 3:59:34 PM.

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101012204598		5055	JOYCE ST		V5R 6B2		1. Type of Inquiry Disabled Parking/Loading Zone 2. Describe Inquiry in detail: §. 22(1) here are no loading zone in the area. Strive Living Society coordinator, Shannon Moor, tried to request however she has not received response from the department. Please contact the citizen. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	12/4/2018 9:39:00 AM	12/4/2018 2:11:19 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1382399 created / updated at Tuesday, December 04, 2018 9:42:36 AM Hansen Change in Comments: Comments: Found in PGenInquiry and moved to PCommercialPark. See previous SRs 1310768 and 1177389 for this address. Added on 04/12/2018 11:33:45 AM. Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 04/12/2018 11:34:01 AM Duplicate Request: 30 - Duplicate Request. PMB has actioned the earlier request for this service that was received earlier in the year (July 2018).Closing this case for now.. Resolved on 04/12/2018 2:08:00 PM. Agent Finished: Case Closed. Closed date : 2018-12-04 14:11:19.27 Duplicate Request 30 - Duplicate Request. PMB has actioned the earlier request for this service that was received earlier in the year (July 2018).Closing this case for now.. Resolved on 04/12/2018 2:08:00 PM.
101012704887		1895	VENABLES ST		V5L 2H6		1. Type of Inquiry Temporary Accessible Parking Spot 2. Describe Inquiry in detail: Kelly would like to speak with parking management. She would like to request for a temporary accessible parking spot off of Victoria Drive. They are having a show at the Culch which has a lot of performers and patrons that use wheelchairs. The area in front of this address is covered in gravel and creates difficult for those using wheelchairs. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes	2019/04/09 15:48:54 --- Michelle Hansen --- Citizen called to follow up. is still waiting for a response. States the show starts on Thursday 4/11.
	BARKER, KELLY (Ms)	s. 22(1)	4/1/2019 11:38:00 AM	4/24/2019 8:39:03 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1430868 created / updated at Monday, April 01, 2019 11:41:04 AM Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 01/04/2019 4:15:28 PM Hansen Change in Comments: Comments: Found in PGenInquiry and moved to PCommercial. Added on 01/04/2019 4:16:05 PM. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1430868 created / updated at Tuesday, April 09, 2019 3:49:20 PM Hansen Change in Comments: Comments: From: Parking Management - Residential Parking Sent: Tuesday, April 09, 2019 4:11 PM To: Rudlang, Steven Subject: FW: Parking Management - General Inquiries Case - Lagan Case 101012704887 (Hansen SR 1430868) - has been updated Importance: High See below. From: 311 Operations (Internal Use) Sent: Tuesday, April 09, 2019 2:49 PM To: Parking Management - Residential Parking Subject: Parking Management - General Inquiries Case - Lagan Case 101012704887 (Hansen SR 1430868) - has been updated The following update has been added: Lagan Case Number: 101012704887 Hansen SR Number: 1430868 Case Title: Parking Management - General Inquiries Case Client Name: BARKER, KELLY (Ms) Location: 1895 VENABLES ST, Vancouver, BC, V5L 2H6 Case Notes: 2019/04/09 15:48:54 Michelle Hansen Citizen called to follow up. Is still waiting for a response. States the show starts on Thursday 4/11. Added on 09/04/2019 4:11:53 PM. Service Provided: 10 - Service Provided. Steven - Emailed Kelly Barker at The Culch. After further discussion, we agreed on a permanent passenger zone of one vehicle length. Design is completed, but still needs proper approvals. Temporary signs have been installed in the meantime. Resolved on 24/04/2019 8:35:00 AM. Agent Finished: Case Closed. Closed date : 2019-04-24 08:39:02.833 Service Provided 10 - Service Provided. Steven - Emailed Kelly Barker at The Culch. After further discussion, we agreed on a permanent passenger zone of one vehicle length. Design is completed, but still needs proper approvals. Temporary signs have been installed in the meantime. Resolved on 24/04/2019 8:35:00 AM.
101012714930	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Inquiry Disabled Parking Zone 2. Describe Inquiry in detail: Caller is requesting a portion of street be designated disabled parking for persons with the SPARC decal. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	4/3/2019 11:52:00 AM	4/10/2019 10:21:03 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1431905 created / updated at Wednesday, April 03, 2019 11:55:40 AM Hansen Service request Case Type has changed: Case type changed to PResParkingReq on 04/04/2019 12:02:03 PM Hansen Change in Comments: Comments: Emailed Maria to contact the resident. Added on 09/04/2019 12:15:29 PM. Hansen Change in Comments: Comments: Explained the Accessible & RPP survey policy and process - she said that she will think about the RPP information and call back if she decides they want to pursue a survey. She understands that I have closed this case.. Added on 10/04/2019 10:19:50 AM Service Provided: 10 - Service Provided. Closed case -see log notes-mr. Resolved on 10/04/2019 10:19:00 AM. Agent Finished: Case Closed. Closed date : 2019-04-10 10:21:02.997 Service Provided 10 - Service Provided. Closed case -see log notes-mr. Resolved on 10/04/2019 10:19:00 AM.
101012760799	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Inquiry RPP and SPARC Cards 2. Describe Inquiry in detail: Citizen wanted to inquire about how much it would potentially cost to have a RPP zone on her block and if it would be eligible. She also wanted to know if there are any parking programs to have accessible parking designated spots in residential parking areas. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	4/15/2019 5:18:00 PM	9/23/2019 3:05:41 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1436961 created / updated at Monday, April 15, 2019 5:23:08 PM Hansen Service request Case Type has changed: Case type changed to PResParkingReq on 24/04/2019 5:25:50 PM Hansen Change in Comments: Comments: Found in PGenInquiry and moved to PResParkingReq. Added on 24/04/2019 5:26:23 PM. Hansen Change in Comments: Comments: Dear §. 22(1) Thank you for your inquiry regarding residential parking. Our Residential Permit Parking (RPP) program has replaced the Resident Parking Only (RPO) restrictions that are currently posted on §. 22(1) With RPP you no longer have to contact Parking Enforcement to ticket non-resident vehicles. When your request comes up in our queue we will telephone you before we hand deliver the survey letters. Our wait list is approximately 8 to 10 months at this time. The rate for the annual residential permit is \$40.51 (\$38.58 + \$1.93 GST). We do not have a program for exclusive accessibility only parking on residential streets, however, SPARC card holders can park in the RPP and RPO zones at no cost for up to 3 hours. Please let me know if you would like to proceed with RPP. Here is additional information on the process: Added on 25/04/2019 7:52:05 AM. Hansen Change in Comments: Comments: I replied: Thank you for getting back to me. I will call you at 11am today. Will conduct a location check prior to calling the resident. Added on 26/04/2019 7:50:54 AM. Hansen Change in Comments: Comments: Dear Mr. Seguin, What I requested from the 311 telephone person is help me contact by phone a knowledgeable person from your department. This would save much time in terms of the conversation. Could you kindly let me know how we can have a telephone conversation? My number is §. 22(1) any time after 11 am. Regards, §. 22(1) Added on 26/04/2019 7:48:23 AM. Hansen Change in Comments: Comments: I spoke with §. 22(1) she wanted clarification on parking by-laws & the RPP process. She will speak with her neighbours and explain the process, she is aware of the 8 month wait list. Added on 26/04/2019 11:15:23 AM. Hansen Change in Comments: Comments: Case assigned to Hayley. Added on 18/09/2019 3:53:13 PM. Hansen Service Request Assigned: Case was assigned on 18/09/2019 3:53:09 PM. Hansen Change in Comments: Comments: Said no to permit parking as she does not want 2hr ewp on the block as it would not help with the amount of cars. Added on 23/09/2019 11:38:29 AM. Request Cancelled by Customer: 26 - Request Cancelled by Customer. see log notes. Resolved on 23/09/2019 3:04:00 PM. Agent Finished: Case Closed. Closed date : 2019-09-23 15:05:41.413 Request Cancelled by Customer 26 - Request Cancelled by Customer. see log notes. Resolved on 23/09/2019 3:04:00 PM.
101013136446		3925	FRASER ST		V5V 4E5		1. Type of Inquiry Designated Disabled Parking Zones 2. Describe Inquiry in detail: §. 22(1) ubud at 3925 Fraser St. He says that a lot of the attendees are elderly and require parking closer to the religious building. Wondering if they can have a zone in front of the building to accommodate this request. Please call citizen back to further discuss if this is possible. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	7/16/2019 10:36:00 AM	7/18/2019 1:51:11 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1481277 created / updated at Tuesday, July 16, 2019 10:39:10 AM Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 16/07/2019 12:55:15 PM Hansen Change in Comments: Comments: Found in PGenInquiry and moved to PCommercialPark. Added on 16/07/2019 12:55:13 PM. Service Provided: 10 - Service Provided. Steven - Called back citizen. Discussed the possibility of a passenger zone for the evenings. He said he would bring it up with his group and email me back, if that was something they were interested in.. Resolved on 18/07/2019 1:42:00 PM. Agent Finished: Case Closed. Closed date : 2019-07-18 13:51:10.91 Service Provided 10 - Service Provided. Steven - Called back citizen. Discussed the possibility of a passenger zone for the evenings. He said he would bring it up with his group and email me back, if that was something they were interested in. Resolved on 18/07/2019 1:42:00 PM.
101013174152	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Inquiry Accessible Parking on Residential Street 2. Describe Inquiry in detail: Citizen is wondering if there is a way to have an area on the Yukon side of the property designated as a Accessible parking spot. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	7/27/2019 11:00:00 AM	8/13/2019 2:27:16 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1487321 created / updated at Saturday, July 27, 2019 11:01:47 AM Hansen Change in Comments: Comments: Cody - Found in PGenInquiry, moved to PRes due to residential nature of the street. Added on 31/07/2019 8:36:55 AM. Hansen Service request Case Type has changed: Case type changed to PResParkingReq on 31/07/2019 8:36:02 AM Hansen Change in Comments: Comments: Called & left a voice message for resident. Added on 13/08/2019 2:16:06 PM. Service Provided: 10 - Service Provided. Closed case - see log notes-mr. Resolved on 13/08/2019 2:25:00 PM. Agent Finished: Case Closed. Closed date : 2019-08-13 14:27:15.777 Service Provided 10 - Service Provided. Closed case - see log notes-mr. Resolved on 13/08/2019 2:25:00 PM.
101013458999	s. 22(1)	s. 22(1)		s. 22(1)	s. 22(1)		1. Type of Inquiry Accessible Parking Inquiry 2. Describe Inquiry in detail: Citizen was trying to confirm the rules for parking with a SPARC permit. 1. If the signage on the street says "2 hour parking, except with permit", can citizen only park for 2 hours, or can she park for 3 hours with the SPARC permit displayed. 2. In an area where the signage reads as "No Parking except with permit" (so no time limit displayed on sign), can she park for 3 hours in that area with her permit displayed? As far as 3-1-1 was aware, she would be able to park there for 3 hours, but she said she was recently parked in such an area and a Parking Enforcement Officer told her she could only park for 2 hours. Citizen wanted to confirm. 3. If the department has any documentation with individual signs and instructions where and for how long she can park, she would appreciate it. 3-1-1 sent her a link to the webpage on the City's website for Accessible Parking, but if Parking Management has any further instructions or pictures, she'd appreciate it for clarification. Thank you. 3. (Don't ask, just record - did caller indicate they want a call back?): Yes		s. 22(1)	s. 22(1)	10/29/2019 2:08:00 PM	10/30/2019 11:20:13 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1533366 created / updated at Tuesday, October 29, 2019 2:18:12 PM Hansen Change in Comments: Comments: From: Mackie, Kim Sent: Tuesday, October 29, 2019 5:39 PM To: Senghera, Baljeet Cc: 311 Quality (Internal Use) Subject: SR #1533366 Hi Baljeet, Need the official answer from POEB. Citizen was trying to confirm the rules for parking with a SPARC permit. 1. If the signage on the street says "2 hour parking, except with permit", can citizen only park for 2 hours, or can she park for 3 hours with the SPARC permit displayed. 2. In an area where the signage reads as "No Parking except with permit" (so no time limit displayed on sign), can she park for 3 hours in that area with her permit displayed? As far as 3-1-1 was aware, she would be able to park there for 3 hours, but she said she was recently parked in such an area and a Parking Enforcement Officer told her she could only park for 2 hours. Citizen wanted to confirm. 3. If the department has any documentation with individual signs and instructions where and for how long she can park, she would appreciate it. 3-1-1 sent her a link to the webpage on the City's website for Accessible Parking, but if Parking Management has any further instructions or pictures, she'd appreciate it for clarification. Thank you. https://vancouver.ca/streets-transportation/accessible-parking.aspx I am copying 311 Quality as we have no further instructions or pictures to provide. And I'm in agreement with the Agent, a valid spark placard allows for 3 hours parking in our restricted residential zones (including 2 hr EWP). Kim Kim Mackie Parking Programs Supervisor Parking Management Branch City of Vancouver 604-673-7441. Added on 29/10/2019 5:41:20 PM. Hansen Change in Comments: Comments: From: Senghera, Baljeet Sent: Wednesday, October 30, 2019 9:49 AM To: Mackie, Kim Cc: 311 Quality (Internal Use) Subject: RE: SR #1533366 Hi Kim, Vehicles with a valid SPARC placard can also park for 3 hours in an area signed as "2 hours except with permit". As permit holders are entitled to 3 hours in these zones, we give SPARC placard holders the same privilege. Other than what's available on the city website, I don't have any other documentation to offer. However, our Officers are instructed to give them 3 hours in these zones. Thanks, Baljeet Senghera Superintendent 1 City of Vancouver Parking Operations & Enforcement Office: 604.257.2415 Cellular: §.15(1)0 baljeet.senghera@vancouver.ca. Added on 30/10/2019 11:16:29 AM. Service Provided: 10 - Service Provided.. Resolved on 30/10/2019 11:18:00 AM. Hansen Change in Comments: Comments: I left the citizen a detailed voice mail advising she can park in any restricted residential zone for up to 3 hours if displaying a valid SPARC BC placard. I said I do not have any more pictures to show her. Left my contact information and SR number should she have any further questions. Added on 30/10/2019 11:18:22 AM. Agent Finished: Case Closed. Closed date : 2019-10-30 11:20:12.917 Service Provided 10 - Service Provided.. Resolved on 30/10/2019 11:18:00 AM.

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Form Request Type: Citizen Feedback Case													
101011306861		3201	NEW BRIGHTON ROAD		V5K 0A1		1. Describe details (who, what, where, when, why): Citizen parked her vehicle in the disabled parking spot and went for a swim. At 7:45pm an announcement went off saying the disabled parking closes at 8pm. Citizen rushed out of pool to get to her vehicle, as she was leaving she asked the life guard if she will have enough time and he brushed her off stating "ya" rudely. She asked at the desk why the disabled parking closes earlier than the rest of the parking lot but she really never got a reply. When the citizen got to her car and was about to move the car when she saw the head life guard. She asked the head life guard why the disabled parking closes early and he said if they don't someone has to stay behind to lock the gate. She then asked how do the employee get their cars out, he then showed her a key and said he unlocks the gate. He then replied " you are lucky i gave you until 8:06PM". He was very rude to the citizen. This happened on Thrusday May 24th. Also there should be a sign or memo on the website that disabled parking closes earlier. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Recreation 5. Division or Branch Name: New brighton Pool 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:		s. 22(1)	s. 22(1)	5/24/2018 8:30:00 PM	5/24/2018 9:47:49 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2018-05-24 21:47:49.21 Alternate Service Provided sent to sean.healy@vancouver.ca
101011505010		311	UNADDRESSED LOCATION		VAN 311	UNADDRESSED LOCATION	app version: 2.31 original address: 311 UNADDRESSED LOCATION 1. Feedback or Comment: Hi, I would like to raise a concern about the Mobi Bike station #80 that was installed on SE corner of Laurel & W Broadway. That spot was a parking spot before, which included disabled parking. This is close to VGH and several medical services. It's still clearly marked as such on VGH Patient and Family Handbook. I would like to get an answer on how was the decision made that a commercial enterprise is more important than something that patients would need? Is there no priority given to people with disabilities? There is another Mobi Bike station just a block away. How exactly does the City make decisions on where to put these mobi bike stations? And how come there is no public consultation whatsoever? It seems, based on several stories already reported on CBC there is no consideration whatsoever given to the locations of these stations. This must change. It's unconscionable that the City would try and make money by taking advantage of the disabled. 6. Do you want to be contacted? Unknown 6. Do you want to be contacted? Unknown 8. Name: s. 22(1) 9. Phone: 10. Email: s. 22(1) 11. Address: 99. Attachments 0		s. 22(1)	s. 22(1)	7/1/2018 12:54:51 PM	7/1/2018 1:15:40 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Finished: Case Closed. Closed date : 2018-07-01 13:15:40.24 Directed to Another City Department Recreated as Public Bike Share Feedback 101011505056
101011547107		311	UNADDRESSED LOCATION		VAN 311	UNADDRESSED LOCATION	app version: 2.31 original address: 311 UNADDRESSED LOCATION 1. Feedback or Comment: Yesterday , Sunday, I received a ticket for stopping/parking in a metered commercial loading zone in Yaletown(Earls). We have a side loading wheelchair van with a power ramp. I had circled the block looking for handicap parking , I did see one on Hamilton , but it was some distance away. I found parking close to our destination. I saw it was commercial parking but assumed (wrongly),that it wouldn't apply on Sundays. I have paid the ticket and I am not disputing it as should have read the signs more carefully. What I would suggest is to have an appropriate parking spot on Mainland for accessible parking. Our van is a Toyota Sienna with a Braun conversion. The conversions make these vans larger than the original models. I see the city has a link to a map showing where accessibility spots are, which is great. I will use it in the future. I saw on the map that there are 2 places on Homer, but another on Mainland would ease circling traffic, and provide closer accessibility for those in wheelchairs, in an already challenging place to navigate like Yaletown . On another issue, ensuring speed bumps are designed so that these vans can go over them without scraping the bottom as the vans have less clearance to allow for the workings of the power ramp. 6. Do you want to be contacted? Unknown 6. Do you want to be contacted? Unknown 8. Name: s. 22(1) 9. Phone: 10. Email: s. 22(1) 11. Address: 99. Attachments 0		s. 22(1)		7/9/2018 12:21:00 PM	7/9/2018 2:56:23 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-09 14:56:23.18 Alternate Service Provided replied back via the attached email
101011606719		3201	NEW BRIGHTON ROAD		V5K 0A1		1. Describe details (who, what, where, when, why): Citizen wanted to express that they feel there are not enough accessible parking spots at New Brighton Parks, specifically around the outdoor pool. Citizen would like to see more installed there. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Parks 5. Division or Branch Name: New Brighton Park/New Brighton Pool. 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:	2018 July, Anonymous		7/21/2018 3:13:00 PM	7/21/2018 7:57:57 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-07-21 19:57:57.173 Directed to Another City Department Feedback email sent to: pbcomment@vancouver.ca and dave.hutch@vancouver.ca	
101011640740		1455	QUEBEC ST		V6A 3Z7		1. Describe details (who, what, where, when, why): Citizen said that they would like to request more accessible parking spaces in front of the Creekside community center. Citizen said that they also would like to request that if the street parking in this area is going to be metered that the accessible parking spots not be metered but have a maximum two hour time. Citizen said that there is also an issue with delivery people or city trucks using the accesible parking instead of the loading zone and they feel that this issue should be addressed and that it should enforced more diligently. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Planning, Urban Design & Sustainability 5. Division or Branch Name: Planning. 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)		7/28/2018 9:06:00 AM	7/28/2018 9:26:37 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2018-07-28 09:26:36.78 Duplicate Request Made another case that better addressed this issue. Closed original case.	
101011845250	INTERSECTION		E 48TH AV	FRASER ST			1. Describe details (who, what, where, when, why): City of Vancouver vehicle has pulled into a handicapped/accessible parking spot while one of the people in the vehicle has run into a store. Citizen is handicapped (has only one leg) and he is not happy that the City staff decided to park their vehicle in a spot reserved for people with accessibility issues. Citizen feels like this needs to be educated to the staff as it does not look good and it is not the right thing for the staff to be doing. This took place around 1130am this morning. 2. Type of feedback: Complaint 3. Feedback regarding: City Employee 4. Department: Engineering Services 5. Division or Branch Name: Waterworks Operations Vehicle number D1098 plate number HA0203. 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:	s. 22(1)	6048628776	9/11/2018 11:31:00 AM	9/11/2018 2:59:42 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent by email to Sydenham, Derek; Novak, Richard; Hay, Ron; Irvine, Michael with driver.services@vancouver.ca cc'ed	

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Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101012164771	INTERSECTION		NATIONAL AV	THORNTON ST			1. Describe details (who, what, where, when, why): §. 22(1) called to provide feedback that there is utter and complete lack of designated accessible parking near the recreational facility at Trillium Park. Her husband would like to attend the Trillium soccer field to watch games. However, there is no accessible parking available nearby. Andy Livingstone is another example. This is a city wide problem and it is especially during the weekends. Easy Park was not available when called. Parkopedia was searched and there were multiple options but they were still not specific to accessible parking. Also, these destinations were at least 8 - 9 minutes away. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Recreation 5. Division or Branch Name: Traffic and Data Management Parking Management - Residential Parking 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:		§. 22(1)	§. 22(1)	11/24/2018 10:36:00 AM	11/24/2018 1:17:27 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-11-24 13:17:26.95 Directed to Another City Department Directed to pmpr, Jay Prieur, Mori Pablo and Bikrem Brar
101012176157	311		UNADDRESSED LOCATION	VAN 311		app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Describe details (who, what, where, when, why): Received VIA online webform: "I have comments about your staff. 2 gentlemen smoking At the PNE right in disabled parking by the children's park. I expect these grounds to be smoke free especially staff as I walk by with a baby! Licence plate mx7356" 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Sanitation - Employee Complaints 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?): Unknown 9. Your address: 10. Contact name: §. 22(1) 11. Contact number: §. 22(1) 12. Email address: §. 22(1)		Adèje	§. 22(1)	11/27/2018 1:14:00 PM	11/27/2018 2:15:43 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2018-11-27 14:15:43.2 Directed to Another City Department Sent to Mike Zupan - Sanitation, Employee Complaints
101012463493	311		UNADDRESSED LOCATION	VAN 311		app version: 2.31 original address §. 22(1) §. 22(1)	1. Describe details (who, what, where, when, why): The following feedback came through the online web form and the citizen noted: "Please remind City employees that they are not allowed to park in spots designated for accessible parking. I was able to talk to two to employees at Trout Lake Community Centre tonight. They argued with me, telling me that they were only parked for a few minutes while they used the bathroom. One of the employees told me that he was disabled and carried a card in his wallet but I explained to him that if they did not display a placard from SPARC, they were breaking the law by parking in accessible parking spots and it really hurt those of us with disabilities that needed those spots." 2. Type of feedback: Complaint 3. Feedback regarding: City Employee 4. Department: Parks 5. Division or Branch Name: Trout Lake Community Centre 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?): Unknown 9. Your address: §. 22(1) 10. Contact name: §. 22(1) 11. Contact number: §. 22(1) 12. Email address: §. 22(1)		§. 22(1)	§. 22(1)	1/31/2019 10:01:00 PM	1/31/2019 10:09:10 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-01-31 22:09:10.107 Alternate Service Provided sent to ailson.cristall@vancouver.ca
101012468746	899		W 12TH AV	V5Z 1M9			1. Describe details (who, what, where, when, why): Citizen is disabled and would like to see more accessible parking stalls around the Vancouver General Hospital. Citizen said that paying to park in the nearby parkade in the hospital gets very expensive and the residential parking permit area, which he would be able to park in with his SPARC permit, is too far away for him to safely walk to the hospital himself. Citizen noticed this shortage of close proximity parking to the hospital especially after the City removed approx. 75 parking spaces to install the bike lane. Citizen would like the City to designate more accessible parking spaces close to the hospital. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking Management 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:		§. 22(1)	§. 22(1)	2/1/2019 3:58:00 PM	2/5/2019 5:10:23 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Management Requires special attention Also sent by email to 10thAvenue@vancouver.ca. No call back requested. Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1406230 created / updated at Friday, February 01, 2019 4:29:39 PM Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 05/02/2019 4:00:41 PM Hansen Change in Comments: Comments: Case submitted as a 311 Feedback case. Reallocated to PCommercialPark . Added on 05/02/2019 4:01:28 PM. Review Completed - Unable to Provide Service: 23 - Investigation Completed - Unable to Provide Service. . Resolved on 05/02/2019 5:04:00 PM. Agent Finished: Case Closed. Closed date : 2019-02-05 17:10:20.777 Review Completed - Unable to Provide Service 23 - Investigation Completed - Unable to Provide Service. . Resolved on 05/02/2019 5:04:00 PM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Cody - City has installed multiple accessible parking spaces on W 10th Ave between Oak St and Ash St as well as on the 2600 and 2700 blocks of Laurel St. There is also 10 minute parking and residential permit parking in the area available to vehicles which display SPARC permits. . Added on 05/02/2019 5:08:57 PM. Agent Finished: Case Closed. Closed date : 2019-02-05 17:10:23.12 Back to previous status Closing case after 'Add Event'
101012537245	101		E WATERFRONT ROAD	V6A 4K3			1. Describe details (who, what, where, when, why): Date: February 17, 2019 Impark Parking Lot number: 1216 Issue: Impark Parking lot next to Crab Park stating to download App HangTen to pay for parking and not having any other method of parking. First issue: Citizen feels that Crab Park should have reasonable and accessible parking for citizens. She states this is a city park and she shouldn't have to find other private places to park in order to access this city park. Second issue: Citizen is aware that this is a private parking lot and not run by the City of Vancouver. She feels they should have their business licence revoked. Her feelings for this is that people who do not have cell phones would not be able to park there when it says mobile app only to pay for parking. Citizen said she is not downloading this app and citizens shouldn't have to download an app to pay for parking. She would like a call back to discuss this regarding both issues. Citizen again, is aware this is not a city lot but feels these concerns are something that the city should review. Please call her. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Development, Building & Licensing 5. Division or Branch Name: Licence Office Park Development 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:	Looked on VanMap and address 101 E Waterfront Road is not searchable but address was found in Lagan. Had to pull up location Intersection of Main Street and Alexander Street. No ownership is written for this area in VanMap: No data found for Tax Attribute Report.	§. 22(1)	§. 22(1)	2/17/2019 5:38:00 PM	2/17/2019 7:29:21 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent by email to pbcomment@ with note: "We're not entirely sure where to direct the below- we cannot find parcel ownership for the land under the parking lot in question (google image: https://goo.gl/maps/QQ29p7qnHtt62), to help determine if perhaps there is a contract held between Parks and Impark for this land use. If there is no association, please still direct the below to whoever might be an appropriate contact for the citizen to discuss access options for Crab Park and her opinion that she shouldn't have to use a private parking lot (and their associated app) to access a COV park. Citizen has requested a call back. "

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
10101288600	1661		NAPIER ST		V5L 4X4		1. Describe details (who, what, where, when, why): The citizen would like to make a complaint about the Britannia Community Centre parking lot system. The state that the centre is not enforcing the parking lot including the overnight parking that is currently happening. They have noticed food trucks and horse trailers that are parked there all the time and overnight. They also say other businesses around the area also park their cars in the parking lot as well. They also have left debris in some parking stalls which also occupies more parking stalls that can be used for actual people attending the centre. And most recently they installed at least ten new parking spots for accessible parking but now they have created way too many parking spots for accessible parking. The citizen strongly believes there is not enough parking for everyone else that is actually using the facility and that they should really regulate and enforce the parking situation as it is getting out of hand. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Recreation 5. Division or Branch Name: Britannia Community Centre 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:		s. 22(1)	s. 22(1)	5/17/2019 4:25:00 PM	5/17/2019 5:17:15 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-05-17 17:17:15.4 Directed to Another City Department Directed to Britannia Community Centre: Cynthia Low
101013235903							1. Describe details (who, what, where, when, why): s. 22(1) would like to express how disappointed he is with the lack of accessible parking throughout the vancouver parksboard and also the high parking rates (the goal is to have people with limitations be able to be out in the city, not stay at home with such high rates and limited parking. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Parks 5. Division or Branch Name: parksboard 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:		s. 22(1)		8/15/2019 6:08:00 PM	8/15/2019 6:13:45 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Finished: Case Closed. Closed date : 2019-08-15 18:13:44.767 Duplicate Request
101013435953	INTERSECTION		CAMBIE ST	W 10TH AV			1. Describe details (who, what, where, when, why): Citizen would like the city to look into creating more accessible parking spots from 10th and Cambie up to Oak St. He is disabled, and there are quite a few medical clinics within those 5 blocks with no accessible parking. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Accessible Parking 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:	Please contact citizen for follow-up	s. 22(1)	s. 22(1)	10/22/2019 8:40:00 AM	11/6/2019 8:23:54 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1529314 created / updated at Tuesday, October 22, 2019 10:18:39 AM Agent Finished: Case Closed. Closed date : 2019-10-22 10:25:56.12 Directed to Another City Department pdccomments@vancouver.ca Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1529314 created / updated at Tuesday, October 22, 2019 10:26:16 AM Agent Finished: Case Closed. Closed date : 2019-10-22 10:26:17.42 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: Found in 311Feedback and moved to PCommercialPark. . Added on 23/10/2019 8:30:56 AM. Agent Finished: Case Closed. Closed date : 2019-10-23 08:33:13.69 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 Case Type has changed: Case type changed to PCommercialPark on 23/10/2019 8:30:59 AM Agent Finished: Case Closed. Closed date : 2019-10-23 08:38:13.533 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: Steven - Emailed citizenHello s. 22(1) I'm following up on you request about accessible parking on W 10th Avenue, between Cambie Street and Oak Street. Here is a list of the current on-street accessible spaces in that area: 1 space on the north side of 600 W 10th Av 3 spaces on the north side of 700 W 10th Av 3 spaces on the north side of 800 W 10th Av 2 spaces on the east side of 2600 Laurel St. Please see the attached image for a map of these locations. A map of on-street accessible locations around the City can be found here: https://vancouver.ca/streets-transportation/accessible-parking.aspx The locations I have listed above are not currently displayed, but I have asked our IT department to update the map. If there is still a specific location, which you think is in need of an accessible zone, please feel free to let me know. Kind Regards, Steven. Added on 28/10/2019 9:43:36 AM. Agent Finished: Case Closed. Closed date : 2019-10-28 09:44:48.343
101013442694							1. Describe details (who, what, where, when, why): The citizen stated that if disabled parking spots are jammed, the COV should not ticket citizens with SPARC decals, as some of them may not have credit cards or have family members/friends who have credit cards or paybyphone accounts. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking Enforcement 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:	2019 October, Anonymous			10/23/2019 5:34:00 PM	10/23/2019 5:48:58 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-10-23 17:48:58.277 Directed to Another City Department Sent to Parking Enforcement - heather.hogarth@vancouver.ca; Baljeet.senghera@vancouver.ca; Hon.Ng@vancouver.ca Jason.Campbell@vancouver.ca;
101013532846	150		DRAKE ST		V6Z 2X1		1. Describe details (who, what, where, when, why): Feedback via Vannconnect PSID 7111264 Please put in a free accessible parking spot near the Roundhouse Community Centre. I frequently go to the Roundhouse Community Centre and look for free parking on the street. It is very challenging to get my walker or wheelchair out of my car because there is no free accessible parking and very few curb cuts on the street. This week there were many leaves and deep mud on the sidewalk and I got my wheels very dirty As a result, that made it hard to navigate and the dirt got tracked inside my car and home. 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking management 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:	Street Parking along Drake Street near Roundhouse Community Center	s. 22(1)	s. 22(1)	11/22/2019 2:47:00 PM	8/28/2020 1:59:07 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Agent Finished: Case released Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1545913 created / updated at Friday, November 22, 2019 5:56:28 PM Hansen Change in Comments: Comments: From: Mackie, Kim. Sent: Monday, November 25, 2019 12:26 PM To: 311 Quality (Internal Use) Subject: 101013532846 SR #1545913 Citizen is asking for a free on-street Disability space. I've changed the case from 311Feedback to PCommercialPark. Kim Kim Mackie Parking Programs Supervisor Parking Management Branch: City of Vancouver 604-873-7441 . Added on 25/11/2019 12:27:45 PM Hansen Service request Case Type has changed: Case type changed to PCommercialPark on 25/11/2019 12:27:19 PM Hansen Change in Comments: Comments: Steven - Emailed citizen.Hello s. 22(1) I'm following up on your request for an accessible space near the Roundhouse Community Centre. At a glance, my initial thought was somewhere here: Accessible Space Please note that whether or not a space is free parking, is dependent upon the adjacent regulations. If the other parking next to this becomes pay, so will this space. Let me know if you think this space would be a suitable location, so we can proceed with the process. Thank you, Steven. Added on 26/11/2019 9:15:26 AM. Service Provided: 10 - Service Provided: Steven - Submitted a Form 1 (DOC/2019/306511) to seek approval to install an accessible parking space. Pending approval. . Resolved on 28/08/2020 1:49:00 PM. Agent Finished: Case Closed. Closed date : 2020-08-28 13:53:08.727 Service Provided 10 - Service Provided: Steven - Submitted a Form 1 (DOC/2019/306511) to seek approval to install an accessible parking space. Pending approval. . Resolved on 28/08/2020 1:49:00 PM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Steven - Email correspondence with citizen.Hello Steven, Yes! That is my favourite place to park when I go to the Roundhouse. It is close to the driveway. Thank you so very much. :(I am thrilled that my voice can make a difference. Warm regards s. 22(1) s. 22(1) On Nov 26, 2019, at 9:13 AM, Rudlang, Steven &#x2191;Steven.Rudlang@vancouver.ca&#x2191; wrote (Hello s. 22(1) I'm following up on your request for an accessible space near the Roundhouse Community Centre. At a glance, my initial thought was somewhere here: Accessible Space Please note that whether or not a space is free parking, is dependent upon the adjacent regulations. If the other parking next to this becomes pay, so will this space. Let me know if you think this space would be a suitable location, so we can proceed with the process. Thank you,Steven Steven RudlangEngineering Assistant III, Parking Management Branch↑ steven.rudlang@vancouver.ca T: (604) 871-6113City of Vancouver&#x2191;image001.png&#x2191; Added on 28/08/2020 1:58:20 PM. Agent Finished: Case Closed. Closed date : 2020-08-28 13:59:07.027 Back to previous status Closing case after 'Add Event'

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101013552684	679		E 49TH AV		V5W 2H1		<p>1. Describe details (who, what, where, when, why): Citizen is calling to make a complaint about the E2-Park parking lot between e 48th and e 49th on the West side of Fraser(behind the businesses). Citizen said that they do not believe that this area should have been given to E2 Park and they feel that this should have remained as free parking. Citizen would like to speak to someone in the department regarding this decision. Citizen also feel that people in SPARC placard areas or accessible should be free to park. Citizen expressed that if there is a lot with accessible parking that is pay that they pay staion to the spot(so that they don't have to walk far).</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Real Estate & Facilities Management</p> <p>5. Division or Branch Name: Real Estate</p> <p>6. Were any other cases or service requests created as a result of this feedback? No</p> <p>7. If Yes, provide case number(s) or other relevant details:</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>		s. 22(1)	s. 22(1)	11/29/2019 2:09:00 PM	11/29/2019 2:56:46 PM	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-11-29 14:56:46.153 Directed to Another City Department Sent to Andrew Newman</p>
101013716260	89		EXPO BOULEVARD				<p>1. Describe details (who, what, where, when, why): Citizen had to pay \$10 for disabled parking spot at meter 69931. He thinks this is unfair because disabled people do not make money like regular people and this is difficult to afford. Explained the rate vary when a special event is in place. He still wants to put in a feedback case for the dept to reconsider not changing the disabled meter rates because it is difficult for them to pay.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Engineering Services</p> <p>5. Division or Branch Name: Parking</p> <p>6. Were any other cases or service requests created as a result of this feedback? No</p> <p>7. If Yes, provide case number(s) or other relevant details:</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Yes</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>	Citizen would like a call back explaining what is happening.	s. 22(1)	s. 22(1)	1/26/2020 10:34:00 AM	3/18/2020 9:02:38 AM	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Management Requires special attention</p> <p>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1572496 created / updated at Sunday, January 26, 2020 2:33:34 PM Hansen Change in Comments: Comments: Steven - Emailed citizen.Hello s. 22(1) Thank you for bringing up your concern about the accessible parking space at Andy Livingstone Park. I know this is a bit of a unique area, as there are special rates when events are taking place. Currently, the City's on-street accessible parking program matches the pricing of the parking on the rest of the block. If parking is free on the block, the accessible spaces are free. If the block has pay parking, the accessible space will match the price of the rest of the block – this manages the demand and increases turnover for the accessible space in high demand parking areas. I believe the space you are referring to is a newly installed space. I will bring this feedback to our department and have a look into it. Please feel free to reach out to me, if you have any additional questions at this time. Kind Regards, Steven. Added on 31/01/2020 4:22:24 PM. Service Provided: 10 - Service Provided. Steven - Followed up with streets and they were in the process of working on the concrete base for the parking meter. Once that is installed, parking operations can install the parking meter to regulate the accessible spot. Emailed citizen to provide him with this update. This is with street operations and parking operations to install.. Resolved on 18/03/2020 8:58:00 AM. Agent Finished: Case Closed. Closed date : 2020-03-18 09:02:38.003 Service Provided 10 - Service Provided. Steven - Followed up with streets and they were in the process of working on the concrete base for the parking meter. Once that is installed, parking operations can install the parking meter to regulate the accessible spot. Emailed citizen to provide him with this update. This is with street operations and parking operations to install.. Resolved on 18/03/2020 8:58:00 AM.</p>
101014048093	1905		OGDEN AV		V6J 1A3		<p>1. Describe details (who, what, where, when, why): Received via VanConnect: Is it possible to please have at least one accessible parking spot created close to bathrooms at the Hadden Park (west) clubhouse building? I will be going to the park often in June and July and use a manual wheelchair. I would like to be able to park close to the bathroom there. It would mean a lot to me to be able to park beside the sidewalk along the west side of Maple Street near Ogden Ave and a designated spot for those of us with SPARC placards would ease my mind. I think all you would need is a sign? Thank you.</p> <p>2. Type of feedback: Opinion</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Parks</p> <p>5. Division or Branch Name: Parks Development</p> <p>6. Were any other cases or service requests created as a result of this feedback? Yes</p> <p>7. If Yes, provide case number(s) or other relevant details: VanConnect - Other - Case ref: 101014047822</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): Unknown</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>		s. 22(1)	s. 22(1)	5/30/2020 4:58:00 PM	5/30/2020 6:08:45 PM	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Dave Hutch and pbcomment@vancouver.ca</p>
101014064639	2000		W GEORGIA ST		NOT APPLIC		<p>1. Describe details (who, what, where, when, why): Via Twitter: Drivers are claiming that the private car is the only way for people with disabilities to visit Stanley Park. Fine. Anyone with an accessible parking permit can drive in Stanley Park. Everybody else can't. Does that work? @ParkBoard Link to Tweet: https://twitter.com/s. 22(1)</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Department</p> <p>4. Department: Parks</p> <p>5. Division or Branch Name: Park Board</p> <p>6. Were any other cases or service requests created as a result of this feedback? No</p> <p>7. If Yes, provide case number(s) or other relevant details:</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>		Twitter s. 22(1)		6/5/2020 8:32:00 AM	6/5/2020 10:11:10 AM	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed Acknowledged Forwarded to pbcomment@vancouver.ca</p>
101014376328							<p>1. Describe details (who, what, where, when, why): s. 22(1) was transferred to 3-1-1 Contact Centre via Parking Enforcement. He says he was transferred to s. 22(3)(d) at Parking Enforcement (3-1-1) to explain loading zone parking signs. s. 22(3)(d) couldn't answer his question and disconnected the phone call. He again called and was transferred to Parking Enforcement again. Victor explained the loading zone regulations very well. s. 22(3)(d) feels that s. 22(3)(d) behavior was not professional. When citizens are hung up on, they get upset. He suggests that she be properly trained on the information s. 22(3)(d) also made aware that there is great information available on the website as well under Loading and Passenger zones, Commercial loading zones and lanes and Accessible Parking, if he ever needs to refer back to it.</p> <p>2. Type of feedback: Complaint</p> <p>3. Feedback regarding: City Employee</p> <p>4. Department: 311 Contact Centre</p> <p>5. Division or Branch Name: 3-1-1 Agent - s. 22(3)(d)</p> <p>6. Were any other service requests created as a result of this feedback? No</p> <p>7. If Yes, provide case number(s) or other relevant details:</p> <p>8. (Don't ask, just record - did caller indicate they want a call back?): No</p> <p>9. Your address:</p> <p>10. Contact name:</p> <p>11. Contact number:</p> <p>12. Email address:</p>	Note from Clerk III from PE in the Quality Inbox, citizen heard s. 22(3)(d) during the interaction.	s. 22(1)	s. 22(1)	9/20/2020 5:29:00 PM	9/21/2020 11:26:42 AM	<p>Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback</p> <p>Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Directed to Baljeet Senghara, Karen Yee, Hon Ng, Heather Hogarth, Jason Campbell</p> <p>Case Reopened: This is a complaint towards a 3-1-1 Agent. Agent Finished: Case Closed Service Provided Emailed 311 ops manager for further review.</p>

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101014416890		2901	E HASTINGS ST		V5K 5J1		1. Describe details (who, what, where, when, why): Empire fields parking lot, just south of the field has no disabled parking. Caller is there to support her son playing in community soccer leauge, her husband has a disability and the entire parking lot does not even have one disability parking spot. Caller is also upset that this parking lot is pay parking, she advises that the City should not be charging parents who drive across the City to support their children taking part in physical activity and fitness. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Parks 5. Division or Branch Name: Commercial Operations - EasyPark 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:		s. 22(1)	s. 22(1)	10/3/2020 11:33:00 AM	10/3/2020 12:47:32 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-10-03 12:47:31.7 Directed to Another City Department Sent to Parks: sev.araujo@vancouver.ca
101014607975		3400	3499 CROWLEY DRIVE				1. Describe details (who, what, where, when, why): 1050am today, caller advising he was assaulted by COV bylaw officer. Ticket no: FT14701 and FT14702 issued by Officer #0195, caller advising he drove COV vehicle plate# D0278 s. 22(1), s.22(3)(d) s. 22(1), s.22(3)(d) Caller can be reached at s. 22(1) 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking Enforcement 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)	s. 22(1)	12/8/2020 11:09:00 AM	12/8/2020 12:22:45 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Directed to Parking Enforcement
101014858067		2000	W GEORGIA ST		NOT APPLIC		1. Describe details (who, what, where, when, why): My dad is a senior, with Alzheimer's, who does not at all agree that cycling would be his "preferred mode" of transportation around the park. Nor is a "hop on-hop off shuttle". He would need a vehicle that fits his wheelchair and an accessible parking spot. #commonsense 2. Type of feedback: Opinion 3. Feedback regarding: City Department 4. Department: Parks 5. Division or Branch Name: Park 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?): No 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s. 22(1)	s. 22(1)	3/9/2021 4:25:00 PM	3/9/2021 4:32:54 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to pbcomment
101015047587		1100	1199 RICHARDS ST				1. Describe details (who, what, where, when, why): Citizen explains she goes to the choices at the corner of Davie and Richards but because the city is doing construction on both Davie and Richards parking is restricted. She has mobility issues due to having Parkinsons and is upset that the accessible parking has been removed and she now has no way of parking and getting access to groceries. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Planning, Urban Design & Sustainability 5. Division or Branch Name: Bike lanes / construction 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:		s. 22(1)	s. 22(1)	5/21/2021 2:59:00 PM	5/26/2021 8:54:08 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: 311 Contact Centre Requires special attention Please have agent re-create as Streets Construction complaint case. s.15(1)(i) Agent Took Ownership of Case: Agent Finished: Case Closed Alternate Service Required agent to create Street Construction complaint case
101015145106		3201	NEW BRIGHTON ROAD		V5K 0A1		1. Describe details (who, what, where, when, why): There are City vehicles parked in the Disabled Parking spots at New Brighton Park. She had one of the plate numbers - NP0010, which is for Sewer Operations. She is not able to bring her sister to the park unless they have access to the Accessible Parking. She understands that this is emergency work, but if they are parking here then there needs to be other parking spots reserved for people with disabilities. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Sewer Operations 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?): Unknown 9. Your address: 10. Contact name: 11. Contact number: 12. Email address:		s. 22(1)	s. 22(1)	6/24/2021 11:11:00 AM	6/24/2021 2:05:50 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Sewer Operations Incorrect Queue Allocation Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1800737 created / updated at Thursday, June 24, 2021 12:58:51 PM Hansen Change in Comments: Comments: tried to contact the foreman Wwclar and or McGuire "Dragging crew" as they are at New Brighton Park . Added on 2021-06-24 1:28:28 PM. Alternate Service Provided: 12 - Alternate Service Provided. . Resolved on 2021-06-24 2:03:00 PM. Hansen Change in Comments: Comments: information passed on to the dragging crew. Added on 2021-06-24 2:03:44 PM. Hansen Change in Comments: Comments: Crew will ensure access is available . Added on 2021-06-24 2:04:11 PM. Agent Finished: Case Closed. Closed date : 2021-06-24 14:05:50.483 Alternate Service Provided 12 - Alternate Service Provided. . Resolved on 2021-06-24 2:03:00 PM.
101015171979		1701	GRANT ST		V5L 2Y6		1. Describe details (who, what, where, when, why): Caller states the City placed a pop up plaza in front of a dental office by removing the loading zone and disabled parking - leaving both parties without parking. Caller states the clients that visit the dental office who have disabilities mentioned that it's difficult to find parking and the office delivery drivers have no where to park either. Caller states the City should have talked to the businesses around the pop up and provided alternative solutions for parking for disabled/commercial trucks. There is also overflowing garbage that hasn't been collected - case created. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Streets Department 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: Overflowing garabage - 101015171986 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:		Dr Michelle Tao Inc	6042511322	7/3/2021 8:44:00 AM	7/3/2021 10:29:46 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to Pop-up Plaza

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101015507028	s. 22(1)		s. 22(1)		s. 22(1)		1. Describe details (who, what, where, when, why): Citizen is upset that his request for a disability parking space (case # 101015506451) is going to take 10-12 months to process. He thinks this unacceptable as both he and his mom are disabled. Today the doctor wrote a note advising that his mom has a medical requirement to have a disabled parking spot in front of the home. He would like the manager of Parking Management to call him back soon please. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Engineering Services 5. Division or Branch Name: Parking Management 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)	s. 22(1)	11/12/2021 11:52:00 AM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Parking Management Requires special attention Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1866081 created / updated at Friday, November 12, 2021 12:15:11 PM
Form Request Type: <i>PLU Property Use Complaint Case</i>													
101011442131	5557		DUNBAR ST		V6N 1W5		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Parking Lot or Stall 2. If Other selected or there are multiple issues, provide details: Caller is ryan, the inspector from Vancouver Coastal Health. Caller is reporting this H Mart has built a storage like a room with a door over a disabled parking spot in the under ground parking. 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? undefined 6. If Yes selected, what happened? 7. If Sign selected, provide sign size, wording or identifying details: 8. Caller's daytime phone number: s. 22(1) 9. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" undefined 10. (Don't ask, just record - did caller indicate they want a call back?) No 11. Confirm Property Address: 12. VFRS - Is this a board-up request? undefined 13. VFRS - Is this a report of "no business licence"? undefined 14. Contact number: 15. Contact name: 16. Email address: 17. VFRS Badge Number:		VANCOUVER COASTAL HEALTH	6046753874	6/19/2018 12:20:00 PM	6/20/2018 1:05:21 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-06-20 13:05:20.71 Assigned John Tong 87868 Alternate: Analiza Abello-Lee 87763
101011694821	774		W 13TH AV		V5Z 4E4		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Parking Lot or Stall 2. If Other selected or there are multiple issues, provide details: 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If a Rental Unit concern selected, was the landlord advised of the issue? undefined 6. If Yes selected, what happened? 7. If Sign selected, provide sign size, wording or identifying details: 8. me phone number: s. 22(1) 9. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" undefined 10. (Don't ask, just record - did caller indicate they want a call back?) Yes 11. Confirm Property Address: 12. VFRS - Is this a board-up request? undefined 13. VFRS - Is this a report of "no business licence"? undefined 14. Contact number: 15. Contact name: 16. Email address: 17. VFRS Badge Number:	Accessible parking spot on property is being taken away from citizen because it is being converted for other uses (storing equipment for construction).	s. 22(1)	s. 22(1)	8/9/2018 9:08:00 AM	8/15/2018 3:36:03 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: CSG - Property Use Inspections Agent Finished: Case Closed. Closed date : 2018-08-15 15:36:03.157 Assigned Alvin Leung 86009
101013488362	977		W 8TH AV		V5Z 1E4		1. Type of concern (if multiple concerns, select primary and provide details in question 2): Parking Lot or Stall 2. If Other selected or there are multiple issues, provide details: 3. If Business or Home-based Business Licence or Business Concern - Marijuana-related issue selected, provide business name: 4. If Home-based Business Licence concern, provide details (e.g. business type, hours of operation, customers are coming on site): 5. If Illegal Suite, is the suite(s) tenanted? undefined 6. If Illegal Suite, do you believe the suite(s) could put someone's life in danger? undefined 7. If a Rental Unit concern selected, was the landlord advised of the issue? undefined 8. If Yes selected, what happened? 9. If Sign selected, provide sign size, wording or identifying details: 10. Caller's daytime phone number: s. 22(1) 11. If VFRS reporting board-up ask: "Is it a vacant unsecure home that you have come across?" undefined 12. (Don't ask, just record - did caller indicate they want a call back?) Yes 13. Confirm Property Address: 14. VFRS - Is this a board-up request? undefined 15. VFRS - Is this a report of "no business licence"? undefined 16. Contact number: 17. Contact name: 18. Email address: 19. VFRS Badge Number:	Citizen has submitted multiple pieces of evidence via the Tell Us Online form regarding concerns about parking in his building. He first wrote: Please refer to Inquiry #13463181 and subsequent correspondence with Ms. Jennifer Holloway regarding initiating an inspection of the provision and use of the existing developed parking spaces, including handicapped/accessible, at Strata Plan BC52130 - 977 8th Ave West. The designated handicapped/accessible parking space has been assigned by resolution of the Strata Corporation for the exclusive use of Strata Lot 1. See LTO registered resolution provided by pdf to Ms. Holloway and related correspondence. Enquiry Centre told me there were 12 permitted spaces but there only seem to be 10 with two allocated to each strata lot. Thanks and regards, s. 22(1) Owner, 415 BC52130 & Member of Strata Council" and then "See attached sketch of four angled parking spaces west wall to replace present two parallel spaces in order to preserve and return present marked handicapped space for use by handicapped & disabled." Jennifer Holloway requested this case be made.	s. 22(1)	s. 22(1)	11/8/2019 9:02:00 AM	11/8/2019 9:52:13 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: DBL - Property Use Inspections Agent Finished: Case Closed. Closed date : 2019-11-08 09:52:12.707 Assigned Alvin Leung 6009

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Eform Request Type:													
101011505056	INTERSECTION		Public Bike Share Feedback Case LAUREL ST			W BROADWAY	1. Type of feedback: Compliment 2. Feedback regarding: Station Locations 3. Bike or bike station number, if available: 0080 4. Provide details: Hi, I would like to raise a concern about the Mobi Bike station #80 that was installed on SE corner of Laurel & W Broadway. That spot was a parking spot before, which included disabled parking. This is close to VGH and several medical services. It's still clearly marked as such on VGH Patient and Family Handbook. I would like to get an answer on how was the decision made that a commercial enterprise is more important than something that patients would need? Is there no priority given to people with disabilities? There is another Mobi Bike station just a block away. How exactly does the City make decisions on where to put these mobi bike stations? And how come there is no public consultation whatsoever? It seems, based on several stories already reported on CBC there is no consideration whatsoever given to the locations of these stations. This must change. It's unconscionable that the City would try and make money by taking advantage of the disabled. 5. (Don't ask, just record - did caller indicate they want a call back?): Yes	Originally submitted via online contact us webform, let citizen's feedback verbatim as submitted.	s. 22(1)	s. 22(1)	7/1/2018 1:13:00 PM	8/27/2018 9:29:06 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: ENG_Public Bike Share Agent Finished: Case Closed. Closed date : 2018-08-27 09:29:06.387 Service Provided I talked t s. 22(1) better understand his concerns s. 22(1)ked me through his email and I shared some PBS background s. 22(1) felt we were discriminating against people who cannot use the bikes.
101012829034	s. 22(1)	s. 22(1)		s. 22(1)			1. Type of feedback: Complaint 2. Feedback regarding: Station Locations 3. Bike or bike station number, if available: 4. Provide details: Caller doesn't want the proposed Mobi station on the 1100 block of W 7th Av. She says there are already many stations in the area and if this new one goes in then she will have to park on the steep slope of the block which affects her negatively as she is elderly. She believes that cyclists are able-bodied and shouldn't be taking away the more accessible parking spots from less able-bodied people. 5. (Don't ask, just record - did caller indicate they want a call back?): Unknown	1100 block of W 7th Av	s. 22(1)	s. 22(1)	5/3/2019 3:07:00 PM	5/28/2019 10:44:12 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: ENG_Public Bike Share Agent Finished: Case Closed. Closed date : 2019-05-28 10:44:11.657 Acknowledged Caller concern acknowledged, did not require a callback
Eform Request Type:													
101011640793		1455	Curbside Signs - Commercial Street Case QUEBEC ST		V6A 3Z7		1. Commercial Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. If, Special Zone: 5. If Other, provide details: Was there a sign at this location before? Yes 7. If Yes, what type of sign? Accessible parking(two more spaces). 8. Reason for sign request: Citizen wants to request more accessible parking spots by creekside community center. Citizen said that having two accessible parkings spots is not enough. 9. (Don't ask, just record - did caller indicate they want a call back?): Yes	Citizen also wanted to express that if there is going to be metered parking in this area the Accessible parking spots should not be metered but have a 2 hour time limit. Citizen also wanted to express that there is an issue with delivery trucks/city trucks parking in the accessible spots instead of using their loading zone. Citizen said that this issue should be addressed more diligently(vehicles which do this should be ticketed).	s. 22(1)		7/28/2018 9:21:00 AM	8/24/2018 3:20:25 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1322625 created / updated at Saturday, July 28, 2018 9:26:00 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1322625 created / updated at Saturday, July 28, 2018 9:28:50 AM Alternate Service Provided: 12 - Alternate Service Provided. . Resolved on 24/08/2018 3:19:00 PM. Hansen Change in Comments: Comments: H s. 22(1)ologies for the delay in response. Thanks for taking the time to forward your feedback aboutthe lack of accessible parking by Creekside Community Centre and the OlympicVillage area in general. I'm doing a site visit next week and I will see if wecan convert more parking meters into accessible ones. Unfortunately, I do notsee the likelihood of having accessible parking in this area without a cost. Iwill double check though with the Senior Engineer. With respect to delivery trucks parking in accessible spots,) will contact the staff at Creekside Community Centre to keep an eye out onthis type of violation and instruct them to call Parking Enforcement when theywitness an infraction. At the moment, that is the only way to enforce the area. Let me know if you have any other questions.. Added on 24/08/2018 3:19:50 PM. Agent Finished: Case Closed. Closed date : 2018-08-24 15:20:24.63 Alternate Service Provided 12 - Alternate Service Provided. . Resolved on 24/08/2018 3:19:00 PM.
101011846503		4527	MAIN ST		V5V 3R4		1. Commercial Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. If, Special Zone: 5. If Other, provide details: Was there a sign at this location before? No 7. If Yes, what type of sign? 8. Reason for sign request: Citizen drops off her mother with limited mobility twice a week to Lifelabs at 4527 Main St. Currently there is no signage to manage drop off, there is 2 hour parking signage nearby. 9. (Don't ask, just record - did caller indicate they want a call back?): No	Passenger loading sign requested in front of Lifelabs. Citizen has issues with vehicles always being parked directly in front of the lab. This makes it difficult for senior patients with mobility issues to be dropped off closer to the lab for safe drop off and pick up. **case created as per support**	s. 22(1)	s. 22(1)	11/30/2018 1:22:00 PM	11/30/2018 3:53:20 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1344542 created / updated at Tuesday, September 11, 2018 1:32:15 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1344542 created / updated at Tuesday, September 11, 2018 1:33:40 PM Hansen Change in Comments: Comments: Cody - moving forward with this request, Form 1 submitted.. Added on 30/11/2018 3:51:22 PM. Service Provided: 10 - Service Provided. . Resolved on 30/11/2018 3:50:00 PM. Agent Finished: Case Closed. Closed date : 2018-11-30 15:53:20.323 Service Provided 10 - Service Provided. . Resolved on 30/11/2018 3:50:00 PM.
101012817294		1156	KINGSWAY		V5V 3C8		1. Commercial Street Sign Request? New Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. If, Special Zone: 5. If Other, provide details: Was there a sign at this location before? Yes 7. If Yes, what type of sign? time restriction 3-6pm 8. Reason for sign request: Citizen is requesting a accessible parking sign or zone for two new physio therapist business Chair stuff and Neuro-ability 9. Caller's email address (this is department's preferred method for updating the customer): peter@gaml.ca 10. (Don't ask, just record - did caller indicate they want a call back?): No		Gray, Peter (Mr)	s. 22(1)	5/1/2019 10:19:00 AM	6/13/2019 8:15:23 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1443346 created / updated at Wednesday, May 01, 2019 10:39:20 AM Hansen Change in Comments: Comments: Steven - Sent an email to Peter asking for more details on suitable accessible parking locations. Peter said he would forward me the building plans.. Added on 23/05/2019 8:26:47 AM. Service Provided: 10 - Service Provided. Steven - Will consider looking at options for an accessible space, once more details on the location required are provided by Peter. . Resolved on 13/06/2019 8:10:00 AM. Agent Finished: Case Closed. Closed date : 2019-06-13 08:15:23.3 Service Provided 10 - Service Provided. Steven - Will consider looking at options for an accessible space, once more details on the location required are provided by Peter. . Resolved on 13/06/2019 8:10:00 AM.
101013141291		800	899 W BROADWAY				1. Commercial Street Sign Request? New Sign 2. What type of sign are you requesting? Other 3. If Other, provide details: loading and unloading 4. If, Special Zone: 5. If Other, provide details: Was there a sign at this location before? No 7. If Yes, what type of sign? 8. Reason for sign request: Caller finds that when travelling in a Handiart or hospital transport van, they are unable to find a loading/unloading spot to get to many of the medical offices along W Broadway, between Cambie St and Granville St. These vehicles are having to park in accessible parking spots or bus zones, risking tickets and then having to accompany people with disabilities to their destinations while leaving vehicles in improper places. 9. Caller's email address (this is department's preferred method for updating the customer): 10. (Don't ask, just record - did caller indicate they want a call back?): No		s. 22(1)	s. 22(1)	7/17/2019 11:38:00 AM	7/17/2019 12:30:13 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1481939 created / updated at Wednesday, July 17, 2019 11:40:22 AM Hansen Change in Comments: Comments: Cody - the valies in question (HandyDart and hospital transfer) are aware of where they are and are not permitted to park. Both types of vehicles have accessible parking privileges and are aware of the appropriate locations to park near medical facilities. These organizations will reach out separately if they require additional parking provisions. . Added on 17/07/2019 12:28:46 PM. Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. . Resolved on 17/07/2019 12:25:00 PM. Agent Finished: Case Closed. Closed date : 2019-07-17 12:30:13.347 Upon Investigation No Issue Exists at Location 24 - Investigation found no issue. . Resolved on 17/07/2019 12:25:00 PM.
101014058543		2450	ONTARIO ST		V5T 4T7		1. Commercial Street Sign Request? Modify Existing Sign 2. What type of sign are you requesting? Accessible Parking 3. If Other, provide details: 4. If, Special Zone: 5. If Other, provide details: Was there a sign at this location before? Yes 7. If Yes, what type of sign? Handicap parking 8. Reason for sign request: Would like parking area moved futher east on E 8th closer to the entrance of the Health centre Ravon Song Community Health Centre 9. Caller's email address (this is department's preferred method for updating the customer): andrea.kunova@vch.ca 10. (Don't ask, just record - did caller indicate they want a call back?): Yes	The handicap parking on E 8th is too far away from the entrance and because of COVID they have to test all the clients before entering and would be much easier especially for Handi dart drop offs. Please contact Andrea to discuss. Even if it could a temporary move would help.	Kunova, Andrea (Ms)	s. 22(1)	6/3/2020 11:51:00 AM	7/24/2020 11:38:11 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1625866 created / updated at Wednesday, June 03, 2020 11:54:45 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1625866 created / updated at Wednesday, June 03, 2020 11:55:25 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1625866 created / updated at Wednesday, June 03, 2020 11:55:44 AM Hansen Change in Comments: Comments: Steven - Emailled citizen.Hello Andrea, I'm following up on your request about the parking on 0 East 8th Avenue. It sounds like you are interested in a location for passenger pickup and drop off. I was wondering if you could please provide more details on the situation. Has this issue been due to COVID, or is it something that was occurring before and has the potential to continue in the future? I see there is a parking lot and entrance on Ontario Street. Is this something that can be utilized? Kind Regards, Steven. Added on 11/06/2020 2:40:54 PM. No Service Provided: 11 - No Service Provided. Steven - no further followup from citizen. Closing case in Hansen. Resolved on 24/07/2020 11:36:00 AM. Agent Finished: Case Closed. Closed date : 2020-07-24 11:38:11.367 No Service Provided 11 - No Service Provided. Steven - no further followup from citizen. Closing case in Hansen. Resolved on 24/07/2020 11:36:00 AM.

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101013177108	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Feedback or Comment: Hello, 
I live a s. 22(1) I need to do my grocery shopping at Buy-Low Foods at Kingsgate Mall as there is free, accessible parking. It seems the most direct access is being restricted by a developing bike route. Can you please tell me if this restriction is permanent? I am finding that I now need to go many blocks out of my way through residential neighbourhoods and it is taking me much longer and more time in traffic. Surely this can't be the intention of this development? I'm all for bike routes but you must recognise that those of us east of Main and north of Kingsway are in a box in terms of route options - given turning restrictions and centre medians. Please take that into consideration in thinking about overall goals. 
Thank you 2. Address: 3. Name: 4. Phone: 5. Email: s. 22(1) 99. Attachments 0		s. 22(1)		7/28/2019 11:59:00 PM	7/30/2019 11:03:10 AM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: Eng_Streets Operations Requires special attention Please review the following citizen feedback, received from Tell Us Online webform. Relating to: E 10th Ave and Kingsway Street Upgrades project Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1487941 created / updated at Monday, July 29, 2019 8:49:29 AM Hansen has changed the Queue within the Hansen Sys: Case queue changed to DM (Traffic Management) on 29/07/2019 10:02:41 AM. Hansen Service Request has been reviewed: Case reviewed on 29/07/2019 11:01:00 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to TDE () on 29/07/2019 1:44:09 PM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen Change in Comments: Comments: Engineer reached out to resident this morning via email. Added on 30/07/2019 11:02:46 AM. Service Provided: 10 - Service Provided. . Resolved on 30/07/2019 11:02:00 AM. Agent Finished: Case Closed. Closed date : 2019-07-30 11:03:09.793 Service Provided 10 - Service Provided. . Resolved on 30/07/2019 11:02:00 AM.
101013181991	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Feedback or Comment: i am mobility challenged and reluctantly need to drive on occasion. At TUTS the other eve you do not have convenient and accessible parking for handicapped patrons. Additionally your parking rates are atrocious and simply greedy and prohibitive for the those 
 of us on limited budgets and thus limiting my access to the park. 2. Address: 3. Name: s. 22(1) 4. Phone: s. 22(1) 5. Email: s. 22(1) 99. Attachments 0		s. 22(1)	s. 22(1)	7/30/2019 9:50:00 AM	7/30/2019 9:57:50 AM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-07-30 09:57:50.277 Directed to Another City Department Directed to pb.comment
101013468614	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: 311 UNADDRESSED LOCATION	1. Feedback or Comment: Hello 311 
 
Please refer to Inquiry #13463181 and subsequent correspondence with Ms. Jennifer Holloway regarding initiating an inspection of the provision and use of the existing developed parking spaces, including handicapped/accessible, at Strata Plan BCS2130 - 977 8th Ave West. The designated handicapped/accessible parking space has been assigned by resolution of the Strata Corporation for the exclusive use of Strata Lot 1. See LTC registered resolution provided by pdf to Ms. Holloway and related correspondence. Enquiry Centre told me there were 12 permitted spaces but there only seem to be 10 with two allocated to each strata lot. 
Thanks and regards, 
 s. 22(1) 
Owner, SLS BCS2130
 Member of Strata Council 
604-785-0701 2. Address: 3. Name: s. 22(1) 4. Phone: s. 22(1) 5. Email: s. 22(1) 99. Attachments 1 
<a href= s. 15(1)(i) View attachment(s)</a		s. 22(1)	s. 22(1)	11/1/2019 12:08:00 PM	11/1/2019 6:15:27 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2019-11-01 18:15:27.143 Directed to Another City Department FB email sent to Jennifer.holloway@vancouver.ca
101013574890	s. 22(1)	s. 22(1)			s. 22(1) s. 22(1)	app version: 2.31 original address: s. 22(1) s. 22(1)	1. Feedback or Comment: Hello. How do I go about applying for a disabled parking sign in front of our house? My father is 89 yrs old
 has mobility issues
 parking space in front of our house is always taken by others. 2. Address: s. 22(1) 3. Name: s. 22(1) 4. Phone: s. 22(1) 5. Email: s. 22(1) 99. Attachments 0		s. 22(1)	s. 22(1)	12/7/2019 7:35:00 AM	12/7/2019 7:59:54 AM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Submitted via case 101013574899
101013795541	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: West 6th Ave and Manitoba	1. Feedback or Comment: I have a question about accessible parking in Permit only restricted areas. 
Is there a difference between "Resident Permit Parking Only" and "Permit Parking Only" with regards to where a vehicle with a SPARC permit can park. 
There was a note left on my vehicle by a citizen stating that I was not permitted to park in this spot and if that is the case then I will not do so in the future. 2. Address: West 6th Ave and Manitoba 3. Name: s. 22(1) 4. Phone: s. 22(1) 5. Email: s. 22(1) 99. Attachments 1 
View attachment(s)</a		s. 22(1)	s. 22(1)	2/20/2020 9:14:00 AM	2/20/2020 2:21:45 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-02-20 14:21:45.123 Acknowledged replied back to the citizen to call or use chat to contact us
101013972526	311		UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: NW Marine Spanish banks	1. Feedback or Comment: Dear Vancouver Parks Board 
 
I would like to report an issue with the parking lot closure at Spanish Banks, in regards to people with disabilities. Presently people with abilities have no problem in walking running or biking to get to the beach. But for people in wheelchairs, vehicle access is required. 
 
It would be great if you could open the parking lot, if necessary restricted to disabled parking permit use only. 
 
Also the concrete barriers prevent wheel chair access; there needs to be a gap wide enough for a wheelchair to get in. The logs that were here a while ago were ok, but the metal and concrete is not. 
 
The present situation presents a discriminatory policy where disabled persons cannot access the beach, whereas others do. 
 
I hope this can be remedied. Please feel free to call or email me. 
 
Thank you very much 
 
 s. 22(1) 2. Address: NW Marine Spanish banks 3. Name: s. 22(1) 4. Phone: s. 22(1) 5. Email: s. 22(1) 99. Attachments 3 
View attachment(s)</a		s. 22(1)	s. 22(1)	5/3/2020 12:21:00 PM	5/3/2020 1:13:29 PM	Agent Created Case: Public Stuff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-05-03 13:13:28.96 Alternate Service Required Recreated and linked

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101015079623		1204	BEACH AV		V6E 1V3		1. Type of service: Other 2. If Other, provide details: Unlock parking gate for access to accessible parking 3. Problem description: Citizen came to Sunset Beach today and tried to enter the parking lot but it was locked handi dart had to drop them off about 8 blocks away to find a level access point for the wheelchair. He spoke with concession staff who said the gate has been locked for 1 week. 4. Provide VPD incident number (if available): 5. Park name: Sunset Beach 6. Provide specific location in park: Parking lot gate 7. Neighbourhood: West End 8. (Don't ask, just record - did caller indicate they want a call back?): Yes	2021/06/06 12:47:55 ~~~ Sat, [Sarah] Jassar ~~~ Park rangers have said the gates will remain closed until further notice to keep the protest vehicles out. This is a hazard as they cross the bike path to get into the lot. Safety purpases the gate has to remain locked.&A;2021/06/06 12:46:55 ~~~ Sat, [Sarah] Jassar ~~~ Caller is waiting for a park ranger to call back at 604.833.0403.&A;2021/06/04 13:45:41 ~~~ Rajwant Khaira ~~~ Citizen is calling for an update. He has not heard back from the dept. He would like to know if the lot is open. He would like to make another trip but needs to make sure there is a safe place for drop off. &A;Citizen would like to know how to make sure the gate is open for when they come next time. Please call citizen to discuss who unlocks the gate.	s. 22(1)	s. 22(1)	6/2/2021 10:39:00 AM	6/7/2021 10:31:09 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB Park Ranger Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1790017 created / updated at Wednesday, June 02, 2021 10:43:02 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1790017 created / updated at Wednesday, June 02, 2021 10:43:12 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1790017 created / updated at Friday, June 04, 2021 1:46:33 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1790017 created / updated at Sunday, June 06, 2021 12:47:13 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1790017 created / updated at Sunday, June 06, 2021 12:48:13 PM Service Provided: 10 - Service Provided. Resolved on 2021-06-07 10:23:00 AM. Agent Finished: Case Closed. Closed date : 2021-06-07 10:26:09.81 Service Provided 10 - Service Provided. Resolved on 2021-06-07 10:23:00 AM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Call-back complete, a follow up to happen with more information. Added on 2021-06-07 10:23:45 AM. Agent Finished: Case Closed. Closed date : 2021-06-07 10:31:08.977 Back to previous status Closing case after 'Add Event'
101015145161		311	UNADDRESSED LOCATION		VAN 311	app version: 2.31 original address: New Brighton Park alias: NEW BRIGHTON PARK full: UNIT 100 -- 3001 WALL ST, VANCOUVER, BC	1. Type of service: Other 2. If Other, provide details: Construction blocking all Handicap parking spots! Not ok. No disabled parking is available AT ALL. 5. Park name: New Brighton Park 8. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 10300081<p/>Click images below to expand<p/><img src='http://maps.googleapis.com/maps/api/staticmap?markers=49.2905907%2C-123.039385&size=600x300&key=Ata5dy0chl_DYw7H-5SscsAdhrf1kU1UVXic&signature=W3HG0xYQJv0OVU4Wmn93x1HA' alt='mapurl' width='300' height='300'<p/>http://www.publicstuf.com/request/view/10300081<p/>	No Name No Name [ps]		6/24/2021 11:19:30 AM	6/24/2021 1:19:59 PM	Agent Created Case: Public Stuff request ID: PSID10300081 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1800653 created / updated at Thursday, June 24, 2021 11:19:41 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1800653 created / updated at Thursday, June 24, 2021 11:20:20 AM Hansen Change in Comments: Comments: New Brighton Park - Parking Lot Issues - Redirected to Parking Enforcement. Added on 2021-06-24 1:17:08 PM. Alternate Service Required: 15 - Alternate Service Required. Resolved on 2021-06-24 1:17:00 PM. Agent Finished: Case Closed. Closed date : 2021-06-24 13:17:54.353 Alternate Service Required 15 - Alternate Service Required. Resolved on 2021-06-24 1:17:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-06-24 13:19:48.48 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 : 1800653 created / updated at Thursday, June 24, 2021 1:19:58 PM Agent Finished: Case Closed. Closed date : 2021-06-24 13:19:58.55 Back to previous status Closing case after 'Add Event'
Form Request Type: Park Grounds Maintenance - Superintendent Case													
101012966780		6810	MAIN ST		V5X 0A1		1. Type of request: Grounds maintenance request 2. If Other, describe: 3. Provide case details: Caller is reporting there is foliage fully covering the disabled parking sign in the parking lot at Sunset CC. It is the first spot in the lot on the south side of E 51st Av on the west row of parking. 4. Park name: Sunset 5. Park address: 6810 Main 6. Maintenance area: South 7. (Don't ask, just record - did caller indicate they want a call back?): No		s. 22(1)	s. 22(1)	6/4/2019 10:12:00 PM	6/5/2019 11:41:10 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - South Title updated to: Parks Superintendent Request for Maintenance Area - South Agent Finished: Case Closed. Closed date : 2019-06-05 11:41:09.87 Assigned
Form Request Type: Sign - Report													
101012989137		2250	TRIMBLE ST		V6R 3Z6		1. Sign proximity: Other 2. If Other, provide details: Shoulder 3. Type of sign: Other - Non-Emergency 4. If Other, provide details: Accessible parking - new sign installed 5. Condition of sign: Other 6. If Other, provide details: The City of Vancouver recently installed an accessible parking zone on the south side of W 6th Ave at the request of the School Active Planning Team. Signs delineating the accessible area were attached to existing poles and mark out a restricted area much larger than actually required (please see the attached photo). This severely restricts parking for West Point Grey Lawn Bowling Club members and visitors at our busiest time of the year. The city workers said that the area could be reduced on request. We have no objection to the accessible parking zone but ask that it be reduced to a more appropriate size, and if possible limited to school days. Could you please let me know what can be done to address this issue? 7. If Sign and Pole Damaged/Down, is it due to a motor vehicle accident? 8. If Yes, did you witness the accident? 9. 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/VPD incident # (if known): 10. Did you or could you take any photos of the damage? undefined 12. (Don't ask just record - Did caller indicate they want a call back?): Yes	Redirected from Vanconnect PS 6206830 - Please follow up with citizen if approved/declined. f Please see image provided by Vanconnect case: s. 15(1)(i) s. 15(1)(i)	HOU, CYNTHIA (Ms)	s. 22(1)	6/10/2019 11:24:00 AM	6/12/2019 4:24:24 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Traffic Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1462633 created / updated at Monday, June 10, 2019 11:27:44 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1462633 created / updated at Monday, June 10, 2019 11:29:45 AM Hansen Service Request has been reviewed: Case reviewed on 10/06/2019 11:32:00 AM. Hansen Change in Comments: Comments: Referred SR to the Traffic Data Management Branch to review the request from the citizen. Traffic Operations does not manage requests from citizens. Added on 10/06/2019 11:34:22 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to DM (Traffic Management) on 10/06/2019 11:34:52 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen Service request Case Type has changed: Case type changed to TCurbSignModify on 11/06/2019 9:23:16 AM Hansen Service Request has been reviewed: Case reviewed on 11/06/2019 9:23:00 AM. Service Provided: 10 - Service Provided. Emailled Resident, please see response below: Dear Charles Hou, Cynthia Hou, members, and staff of West Point Grey Lawn Bowling Club, The City of Vancouver recently installed an accessible parking zone on the south side of W 6th Ave to improve access for individuals of all mobility levels. This decision was made based on identified needs of the community. Thank you for your feedback in requesting a smaller accessible parking zone. The accessible parking zone accommodates for "3 accessible passenger vehicles" or "1 HandyDART vehicle and 1 accessible passenger vehicle" parked parallel to the curb. This design is consistent with the City of Vancouver parking bylaw for public streets such as W 6th Ave and allows for access for drop down ramps from the back or side of the vehicle to be lowered. Vehicles parked within the accessible parking zone must have a displayed and valid accessible parking permit. If members of West Point Grey Lawn Bowling Club have mobility restrictions and require close access to the facility, this zone will permit these patrons a designated area. More information about accessible parking within the City of Vancouver can be found on our website at https://vancouver.ca/streets-transportation/accessible-parking-rules.aspx. The installation of the accessible parking zone on the 4300 block of W 6th Ave, is constant with City of Vancouver Policy and best practices. If however, you would like us to consider implementing one of the following 2 options below, please let us know. Shortening the Accessible Parking ZoneThe City of Vancouver may consider shortening the accessible parking zone can be shortened in length from the existing 22 meters to 17 meters However this will require additional post and base added between the current zone marker. This will shorten the zone but also leave the newly installed post unprotected from the angled parking which is prohibited under the City of Vancouver Street and Traffic Bylaw. Parallel parking will be required and enforced to ensure the longevity of the accessible parking zone along the block of 4300 W 6th Ave. Please note that currently the accessible sign markers are protected, west opening sign is behind a hydro pole, east closing sign installed on a lamp standard (light pole) for westbound traffic. Removing the Loading ZoneCurrently there is a loading zone along the south side of 4300 W 6th Ave. If the loading zone is no longer required, we can remove of this zone to provide additional parking spots. The location of the accessible zone is to accommodate individuals with mobility challenges allowing the closest access points to community amenities within the neighbourhood to the most vulnerable. Understanding that parking was removed for the accessible parking zone, free parking spots are available along Trimble St and W 8th Ave around the perimeter of West Point Grey Park which has access to direct pathways leading to West Point Grey Lawn Bowling Club. Thank you for providing your feedback in regards to the accessible zone on the 4200 block of W 6th Ave. Resolved on 12/06/2019 4:21:00 PM. Agent Finished: Case Closed. Closed date : 2019-06-11 16:24:24.37 Service Provided 10 - Service Provided. Emailled Resident, please see response below: Dear Charles Hou, Cynthia Hou, members, and staff of West Point Grey Lawn Bowling Club, The City of Vancouver recently installed an accessible parking zone on the south side of W 6th Ave to improve access for individuals of all mobility levels. This decision was made based on identified needs of the community. Thank you for your feedback in requesting a smaller accessible parking zone. The accessible parking zone accommodates for "3 accessible passenger vehicles" or "1 HandyDART vehicle and 1 accessible passenger vehicle" parked parallel to the curb. This design is consistent with the City of Vancouver parking bylaw for public streets such as W 6th Ave and allows for access for drop down ramps from the back or side of the vehicle to be lowered. Vehicles parked within the accessible parking zone must have a displayed and valid accessible parking permit. If members of West Point Grey Lawn Bowling Club have mobility restrictions and require close access to the facility, this zone will permit these patrons a designated area. More information about accessible parking within the City of Vancouver can be found on our website at https://vancouver.ca/streets-transportation/accessible-parking-rules.aspx. The installation of the accessible parking zone on the 4300 block of W 6th Ave, is constant with City of Vancouver Policy and best practices. If however, you would like us to consider implementing one of the following 2 options below, please let us know. Shortening the Accessible Parking ZoneThe City of Vancouver may consider shortening the accessible parking zone can be shortened in length from the existing 22 meters to 17 meters However this will require additional post and base added between the current zone marker. This will shorten the zone but also leave the newly installed post unprotected from the angled parking which is prohibited under the City of Vancouver Street and Traffic Bylaw. Parallel parking will be required and enforced to ensure the longevity of the accessible parking zone along the block of 4300 W 6th Ave. Please note that currently the accessible sign markers are protected, west opening sign is behind a hydro pole, east closing sign installed on a lamp standard (light pole) for westbound traffic. Removing the Loading ZoneCurrently there is a loading zone along the south side of 4300 W 6th Ave. If the loading zone is no longer required, we can remove of this zone to provide additional parking spots. The location of the accessible zone is to accommodate individuals with mobility challenges allowing the closest access points to community amenities within the neighbourhood to the most vulnerable. Understanding that parking was removed for the accessible parking zone, free parking spots are available along Trimble St and W 8th Ave around the perimeter of West Point Grey Park which has access to direct pathways leading to West Point Grey Lawn Bowling Club. Thank you for providing your feedback in regards to the accessible zone on the 4200 block of W 6th Ave. Resolved on 12/06/2019 4:21:00 PM.
101014251532		220	E 38TH AV		V5W 1H4		1. Sign proximity: Curb-side 2. If Other, provide details: 3. Type of sign: Other - Non-Emergency 4. If Other, provide details: Sign Removal 5. What is the shape of the sign: Rectangle 6. Condition of sign: Other 7. If Other selected in #5 and/or #6, provide details. Also, provide colours of sign lettering and pictures: Illegal non city sign on city blvd. Sign is blue, has image of wheel chair, says Disabled Parking Only. See SR 1650559 8. If Sign and Pole Damaged/Down, is it due to a motor vehicle accident? No 9. If Yes, did you witness the accident? 10. 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/VPD incident # (if known): na 11. Did you or could you take any photos of the damage? undefined 13. (Don't ask just record - Did caller indicate they want a call back?): No	Ref SR1650559 for info. https://www.google.com/maps/@49.2363221,-123.1005558,3a,43y,313.4h,85.29t/data=!3m1!1e13m4!1sf5WUXMVBUJUEQ0EHpPuOTA1z40I7i16384188192	s. 22(1)	s. 22(1)	8/7/2020 8:45:00 AM	8/12/2020 11:43:37 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Traffic and Electrical - Traffic Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1656605 created / updated at Friday, August 07, 2020 8:50:55 AM Hansen Service Request has been reviewed: Case reviewed on 07/08/2020 9:00:00 AM. Hansen Work Order Created: Work order 1224741 has been initiated on 07/08/2020 9:13:00 AM. Work Order type is TSPermanent. Service Provided: 10 - Service Provided. Work CompletedAug 10/20 [JP, JC / B1650] Removed Non Cov Sign. Resolved on 12/08/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-08-12 11:43:37.37 Service Provided 10 - Service Provided. Work CompletedAug 10/20 [JP, JC / B1650] Removed Non Cov Sign. Resolved on 12/08/2020 12:00:00 AM.

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Form Request Type: Street Tree Work Request - Urban Forestry Case													
101013320532		6810	MAIN ST		V5X 0A1		1. Type of tree request: Prune 2. Provide details: §. 22(1) called to let us know that the parking lot of Sunset Community Centre has a tree with large branches blocking the disabled parking sign. It is the parking spot in the lot closest to E 51st on the westside. 3. VPD Incident Number (if available): 4. (Don't ask, just record - did caller indicate they want a call back?): No 5. Neighbourhood: Sunset 6. Street Tree After Hours Superintendent Area: South 7. Flag for immediate Action? No		§. 22(1)	§. 22(1)	9/11/2019 8:34:00 PM	9/12/2019 6:58:43 AM	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 : 2019-09-12 06:58:42.75 Accepted by Parks Department and closed VanTree Service Request #: 180143 at 9/12/2019 6:51:17 AM
Form Request Type: General Inquiries													
101013385444	§. 22(1)	§. 22(1)			§. 22(1)		1. Type of Inquiry Temporary disabled parking sign removal 2. Describe Inquiry in detail: There has been a temporary disabled parking zone sign installed on street light pole 1/49 in front o §. 22(1) recently. Caller states that people living in this house often tries to place street chattel on the street to save a parking in front of their house, so this sign seems suspicious. Parking Management has also been contacted and they confirmed that they would not approve this type of a sign in front of residential properties. Can this sign please be removed as it does not seem to be a City installed sign. 3. (Don't ask, just record - did caller indicate they want a call back?): No		§. 22(1)	§. 22(1)	10/3/2019 2:35:00 PM	10/4/2019 7:27:39 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 : 1521250 created / updated at Thursday, October 03, 2019 2:40:39 PM Hansen has changed the Queue within the Hansen Sys: Case queue changed to TO (Traffic Operations) on 03/10/2019 2:44:53 PM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen Service request Case Type has changed: Case type changed to TSignRepair on 04/10/2019 7:23:33 AM Hansen Service Request has been reviewed: Case reviewed on 04/10/2019 7:23:00 AM. Hansen Service Request has been reviewed: Case reviewed on 04/10/2019 7:22:00 AM. Dispatched to Crew: 44 - Work Order created for Crew. Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO created. Resolved on 04/10/2019 7:26:00 AM. Hansen Work Order Created: Work order 1131499 has been initiated on 04/10/2019 7:24:00 AM. Work Order type is TsnPermanent. Agent Finished: Case Closed. Closed date : 2019-10-04 07:27:39.497 Dispatched to Crew 44 - Work Order created for Crew. Dispatched to Traffic Ops superintendent for crew dispatch. Crew will make repairs based on priority and complexity of the problem. See WO created. Resolved on 04/10/2019 7:26:00 AM.
Form Request Type: Residential Parking Requests Case													
101013574899	§. 22(1)	§. 22(1)			§. 22(1)		1. Type of Request: Other 2. If Other, provide details: disability parking 3. Describe request in detail: Received via Tell Us Online Citizen is requesting a disabled parking sign in front of the house a §. 22(1) itizen's father is 89 years old and has mobility issues. 4. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 5. Name: 6. Address: 7. Phone number:		§. 22(1)	§. 22(1)	12/7/2019 7:56:00 AM	2/18/2021 8:30:31 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1551951 created / updated at Saturday, December 07, 2019 7:58:23 AM Hansen Change in Comments: Comments: Called and got §. 22(1) voicemail which says she is out of the office indefinitely and not to leave a message as it is a work number.. Added on 08/01/2020 12:20:45 PM. Hansen Change in Comments: Comments: . Added on 08/01/2020 2:30:42 PM. Hansen Service Request Assigned: Case was assigned on 2021-01-15 3:02:00 PM. Hansen Change in Comments: Comments: Case assigned to Andy L. . Added on 2021-01-15 3:03:13 PM. Hansen Change in Comments: Comments: Called and left a VM asking if the resident is still interested in getting RPP for their block. Added on 2021-01-18 10:33:43 AM. Hansen Change in Comments: Comments: called multiple times to no avail, resident's mailbox is full and I can't leave a message. I will give them until Jan 28th EOD to respond, otherwise we will close case.. Added on 2021-01-20 9:26:52 AM. Hansen Change in Comments: Comments: Resident confirmed they are still interested in getting RPP for their block. Confirmed requester lives on the block, explained to resident the process, potential timeline, and the mechanisms of RPP.. Added on 2021-01-27 9:16:03 AM. Hansen Change in Comments: Comments: Survey delivered today. Added on 2021-01-27 9:16:23 AM. Hansen Change in Comments: Comments: Survey closed and emailed : FAILEDYes 15% (2)No 23% (3)No Response 62% (8)Voting households (13). Added on 2021-02-10 9:20:01 AM. No EventTitle Mapping Found : 46 - Service Provided – Survey failed. see log notes. Resolved on 2021-02-18 8:29:00 AM. Agent Finished: Case Closed. Closed date : 2021-02-18 08:30:30.54 No EventTitle Mapping Found 46 - Service Provided – Survey failed. see log notes. Resolved on 2021-02-18 8:29:00 AM.
101014216377	§. 22(1)	§. 22(1)			§. 22(1)		1. Type of Request: Other 2. If Other, provide details: Disabled Parking Only sign 3. Describe request in detail: §. 22(1) would like the "Disabled Parking Only" sign removed from the front o §. 22(1) . She says the disabled individual had died 12-13 years ago. No one else drives there. Alternatively, she would like this sign installed in front of her house as she has problem walking. Street view of the sign: https://goo.gl/maps/6ag5VGewXbEnV9 4. Caller's email address (this is department's preferred method for updating the customer): Doesn't have an email address. 5. Name: 6. Address: 7. Phone number:	§. 22(1) was advised that one is not able to reserve parking in front of their property as it is City property. She doesn't have a computer. Please contact her back to further advise.	§. 22(1)	§. 22(1)	7/26/2020 5:54:00 PM	8/5/2020 1:01:40 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1650559 created / updated at Sunday, July 26, 2020 5:57:40 PM Hansen Change in Comments: Comments: Not a C&V sign. Emailed 311 to reallocate to have the sign removed from boulevard. . Added on 05/08/2020 9:48:20 AM. Service Provided: 10 - Service Provided. see log notes. Resolved on 05/08/2020 1:00:00 PM. Agent Finished: Case Closed. Closed date : 2020-08-05 13:01:39.983 Service Provided 10 - Service Provided. see log notes. Resolved on 05/08/2020 1:00:00 PM.
101014340630	§. 22(1)	§. 22(1)			§. 22(1)		1. Type of Request: Other 2. If Other, provide details: Accessible parking sign for handicap parking. 3. Describe request in detail: Citizen is in a wheelchair and requires a special vehicle to transport around. He is wondering if there is a possibility of getting accessible parking signage in front of his home. As it is difficult for his vehicle to find parking in there lane. 4. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 5. Name: 6. Address: 7. Phone number:		§. 22(1)	§. 22(1)	9/8/2020 2:03:00 PM	10/2/2020 11:45:10 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1672202 created / updated at Tuesday, September 08, 2020 2:08:46 PM Hansen Change in Comments: Comments: Emailed Maria to follow up. . Added on 16/09/2020 8:01:33 AM. Service Provided: 10 - Service Provided. Closed case - see log notes-mr. Resolved on 02/10/2020 11:43:00 AM. Hansen Change in Comments: Comments: Spoke to the resident and explained our Accessible parking policies as well as the RPP policies. He is not interested at this time in RPP but will call 3-1-1 in the future if he changes his mind.Closed case. Added on 02/10/2020 11:43:33 AM. Agent Finished: Case Closed. Closed date : 2020-10-02 11:45:10.443 Service Provided 10 - Service Provided. Closed case - see log notes-mr. Resolved on 02/10/2020 11:43:00 AM.
101014654996	§. 22(1)	§. 22(1)			§. 22(1)		1. Type of Request: Other 2. If Other, provide details: Disability parking 3. Describe request in detail: Citizen is calling on behalf of his neighbour who is a senior and does not speak much English. They would like a disabled parking space installed in front of §. 22(1) ately there are contractors that park in front of his home, and he has mobility issues and is unable to walk far. On Monday, he ended up having to park a distance from his house and fell and hurt his hand pretty badly. This is an RPD zone and parking enforcement has been contacted many times also, but a disabled parking space is what is needed. 4. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 5. Name: 6. Address: 7. Phone number:		§. 22(1)	§. 22(1)	12/24/2020 12:15:00 PM	3/12/2021 9:31:19 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1722499 created / updated at Thursday, December 24, 2020 12:23:14 PM Hansen Service Request Assigned: Case was assigned on 2021-01-04 4:26:00 PM. Hansen Change in Comments: Comments: Emailed Maria to contact the resident. . Added on 2021-01-04 4:26:10 PM. Hansen Change in Comments: Comments: Left a message for the resident to call me back if he would like to discuss and also relayed that we do not install Accessible zones in residential area. Added on 2021-02-09 10:19:19 AM. Hansen Change in Comments: Comments: Left a last voice message & reiterated that we do not install Disability zones in front of residential homes and that the RPO on the block. Added on 2021-03-05 11:09:24 AM. Hansen Change in Comments: Comments: Have not heard back from resident. - closed case. Added on 2021-03-12 9:27:54 AM. Service Provided: 10 - Service Provided. Closed case - see log notes - mr. Resolved on 2021-03-12 9:27:00 AM. Agent Finished: Case Closed. Closed date : 2021-03-12 09:31:19.153 Service Provided 10 - Service Provided. Closed case - see log notes - mr. Resolved on 2021-03-12 9:27:00 AM.
101014715889	§. 22(1)	§. 22(1)			§. 22(1)		1. Type of Request: Other 2. If Other, provide details: Citizen is desperate for an accessible parking spot infront of her address. 3. Describe request in detail: 4. Caller's email address (this is department's preferred method for updating the customer): §. 22(1) 5. Name: 6. Address: 7. Phone number:		§. 22(1)	§. 22(1)	3/18/2021 12:43:00 PM	3/10/2021 7:10:05 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1732556 created / updated at Monday, January 18, 2021 12:44:41 PM Hansen Change in Comments: Comments: Spoke to §. 22(1) who lives in an apartment building and says that ever since the Coop went in next door she has had trouble parking. She said she is disabled and has a SPARC placard. Her underground space is on an incline far from the door and the strata will not allow her to park in the visitor space. I asked her if it would be possible to switch parking spaces with another resident that has parking closer to the door but she said that the Strata also said they couldn't do that.I told her there wasn't anything on street that we would be able to do (no Accessible, Loading or RPP in front of multiplex) but I'd discuss with PMB and get back to her (options to park temporarily 30 min in the NP across the street)? . Added on 2021-02-09 11:13:56 AM. Hansen Change in Comments: Comments: Checked with ATS & this area is slated for time limits only - No RPPI called §. 22(1) back and let her know this - suggested she see if someone in her building may be able to switch parking spaces with her (incline) and I emailed her the information on SPARC placards (to note the loading/unloading of the N/P zone across from her place) Left her my phone number if she wants to discuss further. Added on 2021-02-09 11:43:12 AM. Service Provided: 10 - Service Provided. Closed case - see log notes - mr. Resolved on 2021-02-10 7:09:00 AM. Agent Finished: Case Closed. Closed date : 2021-02-10 07:10:04.957 Service Provided 10 - Service Provided. Closed case - see log notes - mr. Resolved on 2021-02-10 7:09:00 AM.

Case #	Street # From	Street # To	Street	Cross St/Unit	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101014864325	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Request: Other 2. If Other, provide details: Disability Parking Request 3. Describe request in detail: Citizen is requesting an accessible parking spot be added infront of this address. He says he has a very difficult time getting his groceries inside his home and he keeps getting parking tickets so this would help his situation. 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:		s. 22(1)	s. 22(1)	3/11/2021 4:56:00 PM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1753017 created / updated at Thursday, March 11, 2021 4:59:15 PM Hansen Service Request Case Type has changed: Case type changed to PCommercialPark on 2021-03-12 12:57:26 PM Hansen Service Request has been reviewed: Case reviewed on 2021-04-20 10:49:00 AM.
101014946581	1556		E 5TH AV		V5N 1L7		1. Type of Request: Other 2. If Other, provide details: Temporary disabled parking 3. Describe request in detail: s. 22(1) works at the Rising Star building at 1556 E 5th ave, they will be shutting down their elevator for one month for repairs. There are 2 people who live in this building in accessible suites s. 22(1) who will not be able to get down to the underground parkade to their vehicles. s. 22(1) is requesting temporary disability parking for 2 vehicles outfront of the building to assist these residents for the time the elevator is in repair. Please Follow up. Proposed date of elevator repair to start is first week of June, possibly June 7th. Currently there are no parking restrictions on the street, but parking in front of the building is always taken, it would be extremely difficult for these resident to acces their vehicles if it is parked further away. 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:		s. 22(1)	s. 22(1)	4/14/2021 11:39:00 AM	10/27/2021 2:29:15 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1756252 created / updated at Wednesday, April 14, 2021 11:43:33 AM Hansen Change in Comments: Comments: I spoke with the requester who told me she had spoken to Michael at Engineering Client Services who told her that renting street space for a month would cost thousands of dollars. He referred her to PMB to request reserved accessibility spaces for the two residents of the building that would be impacted the most by the elevator being out of order. I told her that PMB is not able to create spaces reserved for any one motorist or vehicle so CES would be her best option. She claimed that I was denying access for disabled people and discriminating against them. I said I was doing no such thing and explained again that PMB has no way to reserve street space for a particular individual. I told her that I would reach out to CES to see what options they could provide. I spoke to a woman from CES that said they don't usually reserve street space for this type of request but that it is possible. It would cost about \$200 for a month based on the area the building was in (\$108 for installing the signs and \$30 every week after the 1st two weeks). I gave the employee the requester's contact info and she will call her to discuss renting the street space.. Added on 2021-04-14 14:00:04 PM. Hansen Change in Comments: Comments: From: Pennykid, Scott Sent: Thursday, April 15, 2021 9:19 AM To: Boddeveld, Rene &#amp;t;rene.boddeveld@vancouver.ca&#amp;t; Cc: Seguin, Autumn &#amp;t;Autumn.Seguin@vancouver.ca&#amp;t; Cheng, Alina &#amp;t;Alina.Cheng@vancouver.ca&#amp;t; Subject: FW: [EXT] Re: Temporary disabled parking spot/temporary special zone permit/short-term residential parking permit for people with disabilities during month long co-op elevator maintenance Hi Rene, Here is the latest information I have for this matter. The building is at 1556 E 5th Av (Rising Star Co-op) and the request is for two accessibility spaces so two residents of the co-op, that use wheelchairs, will be able to find parking close to home while the elevator there is undergoing some maintenance. Normally they would use the elevator to access the off-street parking there. They will need the spaces for 4 weeks. Parking Management supports trying to help them with this situation but we have nothing to offer in the way of guaranteeing spaces for any particular person/vehicle. Our only option would be to install a permanent accessibility zone, but that would be open to any user with a valid SPAC placard, accessibility license plate, etc. Here is s. 22(1) contact info: Phone s. 22(1) Email s. 22(1) Thank you so much for your help with this matter. Please let me know if PMB can be of any assistance or if you need more information. Best, Scott Pennykid Engineering Assistant Parking Management City of Vancouver 604-829-9209 From: Engineering Client Services Sent: Thursday, April 15, 2021 8:54 AM To: Pennykid, Scott &#amp;t;Scott.Pennykid@vancouver.ca&#amp;t; Subject: FW: [EXT] Re: Temporary disabled parking spot/temporary special zone permit/short-term residential parking permit for people with disabilities during month long co-op elevator maintenance From s. 22(1) Sent: Wednesday, April 14, 2021 3:30 PM To: Engineering Client Services &#amp;t;Engineering.ClientServices@vancouver.ca&#amp;t; Subject: [EXT] Re: Temporary disabled parking spot/temporary special zone permit/short-term residential parking permit for people with disabilities during month long co-op elevator maintenance City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe. Dear Jenn, Thank you for your efforts on behalf of our members with disabilities. Could you please provide your supervisor's name, title, contact information so that I may communicate with them directly &#amp;t;or forward my request to speak with them directly. Thanks again. s. 22(1) On Apr 14, 2021, at 1:43 PM, Engineering Client Services &#amp;t;Engineering.ClientServices@vancouver.ca&#amp;t; wrote: I Just talked with my supervisor unfortunately we can't do anything for you Our Temporary Special Zone permits are strictly for an active loading and unloading zone not for parking You could try going to revenue services and see if you could get a day pass from them Or try getting a parking decal from parking management Thanks Jenn From: s. 22(1) &#amp;t;PWDA@vancouver.ca&#amp;t; Subject: [EXT] Temporary disabled parking spot/temporary special zone permit/short-term residential parking permit for people with disabilities during month long co-op elevator maintenance City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe. s. 22(1) Rising Star Housing Co-operative (1556 East 5th Ave) and I am writing to reque Duplicate Request: 30 - Duplicate Request. Duplicate of 1758443. Resolved on 2021-10-27 2:27:00 PM. Hansen Service Request Assigned: Case was assigned on 2021-10-27 2:27:00 PM. Agent Finished: Case Closed. Closed date : 2021-10-27 14:29:14:74 Duplicate Request 30 - Duplicate Request. Duplicate of 1758443. Resolved on 2021-10-27 2:27:00 PM.
101014955999	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Request: Other 2. If Other, provide details: Citizen says she is disabled and is requesting disabled parking in front or near her house. 3. Describe request in detail: Citizen says she lives near Main Street so parking is always an issue. Citizen says she cannot find parking near her home which causes her problems as she is disabled. Citizen would like it noted she is even willing to pay to have this installed. 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:		s. 22(1)	s. 22(1)	4/17/2021 3:05:00 PM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1768090 created / updated at Saturday, April 17, 2021 3:10:11 PM
101015079954	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Request: Other 2. If Other, provide details: Accessible parking signs 3. Describe request in detail: Caller has difficulty finding parking on her block and would like reserved accessible parking 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:		s. 22(1)	s. 22(1)	6/2/2021 11:32:00 AM	7/14/2021 2:40:01 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1790052 created / updated at Wednesday, June 02, 2021 11:35:07 AM Hansen Change in Comments: Comments: Left a voice message briefing detailing Accessible parking practices - and use of Parking survey on residential streets - gave her my number so she could call back to discuss. Added on 2021-06-17 1:33:44 PM. Hansen Change in Comments: Comments: Spoke to s. 22(1) regarding our current practices - she understands we do not install if residential addresses and is not interested in permit restrictions at this time - she had questions about property use &#amp;t;crosswalks &#amp;t;I directed her to 3-1-1.Closed case. Added on 2021-07-14 2:38:09 PM. Service Provided: 10 - Service Provided. Closed case - see log notes. Resolved on 2021-07-14 2:38:00 PM. Agent Finished: Case Closed. Closed date : 2021-07-14 14:40:01:093 Service Provided 10 - Service Provided. Closed case - see log notes. Resolved on 2021-07-14 2:38:00 PM.
101015228839	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Request: Other 2. If Other, provide details: Caller would like to have a disabled parking sign installed in front of his home. He is disabled and when he has to park an extra 50 feet away from his home he has extreme difficulty getting to and from. 3. Describe request in detail: 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:	Caller would like a follow up a s. 22(1)	s. 22(1)	s. 22(1)	7/23/2021 10:59:00 AM	8/3/2021 2:14:28 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1814647 created / updated at Friday, July 23, 2021 11:06:52 AM Service Provided: 10 - Service Provided. Closed case - see log notes- mr. Resolved on 2021-08-03 2:12:00 PM. Hansen Change in Comments: Comments: Spoke to the resident who said the constructions workers across the street were parking in front of his home but he has talked to his neighbour and things seem to have gotten better. I let him know that we do not install Accessible Parking in front of individual homes and that it is not legal for the resident to regulate the space either (he mentioned placing kitty litter bag on street - I told him that the City or anyone else could remove it to park). He is also aware of 3 hour bylaw to call in.He said he understands and thanked me for calling back.Closed case.. Added on 2021-08-03 2:12:49 PM. Agent Finished: Case Closed. Closed date : 2021-08-03 14:14:27:73 Service Provided 10 - Service Provided. Closed case - see log notes- mr. Resolved on 2021-08-03 2:12:00 PM.
101015252415	s. 22(1)	s. 22(1)			s. 22(1)	app version: 3.10 original address s. 22(1) s. 22(1)	1. Parking Sign Request: Other 2. If Other, provide details: 3. Provide details: I am a senior and use a manual wheelchair for mobility. I use wheelchair taxis for travelling to my medical appointments. There have been numerous times where the taxi had to stop in the roadway to pick me up and I do not find this situation very safe for myself and not to mention the inconvenience for others travelling on the road. I would like to have disabled parking in front of my house to allow a safe pick up for me. Does the city provide a wheelchair accessible cement ramp as the curb can be very difficult to navigate. &#amp;t;Thank you for your time. 5. Your name: s. 22(1) 6. Your street address: s. 22(1) 7. Phone number: s. 22(1) 9. Email address: s. 22(1)		s. 22(1)	s. 22(1)	7/31/2021 7:57:02 PM	8/17/2021 10:31:24 AM	Agent Created Case: Public Stuff request id: PSD00 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1818599 created / updated at Saturday, July 31, 2021 7:57:10 PM Hansen Change in Comments: Comments: Spoke to s. 22(1) nd discussed Accessible zones. He said his mom very occasionally uses an Accessible cab that stops out front and loads at the street sometimes blocking traffic. I let him know that we do not install them in residential areas and explained the RPP survey process as well. RPP Survey is not a solution for them because the resident vehicles are the issue. He understands and will continue to load as necessary at the street. He also asked about getting a drop curb in front of his house and I directed him to 3-1-1 and also told him it would likely be something that is installed at the end of a block.Closed case.. Added on 2021-08-17 10:29:43 AM. Service Provided: 10 - Service Provided. Closed case - see log notes. Resolved on 2021-08-17 10:29:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-17 10:31:23:7 Service Provided 10 - Service Provided. Closed case - see log notes. Resolved on 2021-08-17 10:29:00 AM.
101015313641	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Request: Other 2. If Other, provide details: disabled parking sign in front of residence. 3. Describe request in detail: Caller has parkinsons and has a hard time walking would like a sign placed in fron of his residence. 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:		s. 22(1)	s. 22(1)	8/25/2021 10:26:00 AM	11/10/2021 12:54:00 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1829800 created / updated at Wednesday, August 25, 2021 10:28:55 AM Hansen Change in Comments: Comments: Called and left a voice message letting them know that we do not install disability zones in residential zones but use RPP Survey - asked him to call me back to discuss further. Added on 2021-11-02 10:55:20 AM. Hansen Change in Comments: Comments: Resident called me back - wants Accessible zone in front of house as he has a mobility issue. I explained our practice and he said that he has seen 2 in the area and would like the same - there is no lane so has no off street. Says the are is getting busier snr RPP will not help him. He mentioned the neighbours next door that seem to have a lot of cars and said few on the block have driveways or garages (front entrances). He wants to know the criteria and approach for installing the other 2 zones and would like the same. I told him I would talk with Mgmt but that is no longer a practice to install zones such as these. Told him I'd call bac next week. Added on 2021-11-03 3:34:56 PM. Hansen Change in Comments: Comments: Spoke to Alina and then called him back - reiterated that we do not install Accessible zones in front residential homes. Let him know that we deal with these on a case to case basis and the others he has seen in the area (727 E 26th nad 2875 Glen) had considerable challenges where it was deemed necessary to install signage. He asked about placing a cone out and I told him it was not legal to regulate the street and the city or other residents could remove it and park anyway.He's not interested in RPP (won't help) and understands the reasons why we don't install in front of individual homes.Emailed Alina to let her know (we had talked about it) and closed case. Added on 2021-11-10 12:51:40 PM. Service Provided: 10 - Service Provided. Closed case - see log notes. Resolved on 2021-11-10 12:51:00 PM. Agent Finished: Case Closed. Closed date : 2021-11-10 12:54:00:087 Service Provided 10 - Service Provided. Closed case - see log notes. Resolved on 2021-11-10 12:51:00 PM.
101015420600	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of Request: Other 2. If Other, provide details: Disabled Parking 3. Describe request in detail: Caller has a disability and would like to see a disabled parking space in the permit zone adjacent to her building. She is concerned that she will have to park too far from the building and won't be able to walk to her building. 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:	Caller has also asked if there is a record of permit parking disabled parking spaces available in the neighbourhood.	s. 22(1)	s. 22(1)	10/7/2021 9:22:00 AM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1849320 created / updated at Thursday, October 07, 2021 9:34:17 AM Hansen Change in Comments: Comments: Address is different than location. Added on 2021-10-15 12:04:21 PM. Hansen Change in Comments: Comments: Spoke to the resident. She understands that we would not install in front of the residential address but is hoping that we could maybe install on the street at Davie &#amp;t;Bidwell (in front of JJ Bean). I'm waiting to find out from SR in Commerical Parking whether this is a possibility.. Added on 2021-10-19 12:13:18 PM. Hansen Change in Comments: Comments: Called again - she said she'd call me back ..Added on 2021-10-25 11:53:16 AM. Hansen Change in Comments: Comments: Billy has OK'd a time Limited Accessible zone adjacent to the park on Bidwell. I've let the resident know that we have started the process for approval - if and once approved, but it could take a few months before installation.. Added on 2021-11-10 1:07:22 PM.

s. 22(1)

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
101015506451	s. 22(1)		s. 22(1)		s. 22(1)		1. Type of Request: Other 2. If Other, provide details: Disabled parking only sign in front of their residence 3. Describe request in detail: Both he and his mom are disabled today the doctor wrote a note advising that his mom has a medical requirement to have a disabled parking spot in front of the home. 4. Caller's email address (this is department's preferred method for updating the customer): s. 22(1) 5. Name: 6. Address: 7. Phone number:		s. 22(1)	s. 22(1)	11/12/2021 10:00:00 AM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Parking Management Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1865987 created / updated at Friday, November 12, 2021 10:06:52 AM
Eform Request Type: Water Leaks/Breaks													
101013840957	2315		W 4TH AV		V6K 1P2		1. Type of issue: Other Water Leak Issue 2. Where is the water coming from? Valve Box Lid/Cover 3. Provide details (e.g. what do you see? what is happening?): 6" round metal plate with diamond design on it, located on east side of building in parking lot of Safeway, near the disabled parkings spots. There is grey water and a foul smell coming from the valve. Caller advises she told the Safeway manager a week ago. Seems as though water leak case #13803263 was reported Feb 23rd for same valve. 4. If applicable, do you see: Not Applicable 5. How fast is the water flowing? Light trickle 6. How long has the issue been occurring? A week 7. If the leak is on the road (NOT boulevard or sidewalk) OR passer-by (someone other than property owner/designate) is reporting a leak on private property. Don't explain charges but record callers name/phone number. s. 22(1) 8. Is the caller: Other 9. What is the billing name, address, phone number and contact name of the person authorizing the crew callout? n/a 10. Advise caller: Waterworks Operations does need me to advise you that there is a possibility of charges based on the crew's findings. If the leak is determined to be a city-side leak no charges will apply. Other 11. Please provide us with a name and phone number should the crew require assistance on site. n/a 12. (Don't ask just record - Did caller indicate they want a call back?) No		s. 22(1)	s. 22(1)	3/9/2020 11:45:00 AM	3/9/2020 1:08:39 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Water Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1592005 created / updated at Monday, March 09, 2020 11:48:34 AM Hansen Change in Comments: Comments: Ref to Sewers. Added on 09/03/2020 12:11:07 PM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to SO (Sewer Operations) on 09/03/2020 12:11:12 PM. Hansen Service Request Assigned: Case was assigned on 09/03/2020 12:16:00 PM. Hansen Change in Comments: Comments: Referred to Shayne to investigate. Added on 09/03/2020 12:16:43 PM. Hansen Change in Comments: Comments: Crew reported back saying this is an internal issue and property has contractor out working on issue. SR closed. Added on 09/03/2020 1:03:00 PM. No Action Private Property: 45 - No Action-Private Property. Resolved on 09/03/2020 1:03:00 PM. Agent Finished: Case Closed. Closed date : 2020-03-09 13:08:38.59 No Action Private Property 45 - No Action-Private Property. Resolved on 09/03/2020 1:03:00 PM.
Eform Request Type: COVID-19 Case													
1010139172598							1. Topic (if applicable): Recreation and Community Centres 2. Subtopic (if applicable): Facility Closures 3. Type of feedback or inquiry: Opinion 4. Provide details: Received VIA online webform, TUO case #101013972526: "Dear Vancouver Parks Board I would like to report an issue with the parking lot closure at Spanish Banks, in regards to people with disabilities. Presently people with abilities have no problem in walking running or biking to get to the beach. But for people in wheelchairs, vehicle access is required. It would be great if you could open the parking lot, if necessary restricted to disabled parking permit use only. Also the concrete barriers prevent wheel chair access; there needs to be a gap wide enough for a wheelchair to get in. The logs that were here a while ago were ok, but the metal and concrete is not. The present situation presents a discriminatory policy where disabled persons cannot access the beach, whereas others do. I hope this can be remedied. Please feel free to call or email me. Thank you very much s. 22(1) 5. (Don't ask, just record - did caller indicate they want a call back?): No		s. 22(1)		5/3/2020 1:12:00 PM	5/3/2020 1:14:15 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department Sent to PB Comment & Covid19
101014323881	4801		NW MARINE DRIVE		NOT APPLIC		1. Topic: Other 2. Type of feedback or inquiry: Opinion 3. Provide details: Citizen understands the challenges during this time. Her family was trying to go to the Spanish Banks and Stanley Park last night to find accessible parking and to her surprise, there weren't that many that are free, especially considering most of the parking lots at Stanley Park and English Bay are still closed due to COVID19. Her family and herself are handicap and it was disappointing to see there weren't any accessible parking to accommodate her and her family. She would like to suggest if possible that the COV can consider making more accessible parking for people that are handicap so they can enjoy the beaches and parks. 4. (Don't ask, just record - did caller indicate they want a call back?): No				9/2/2020 8:18:00 AM	9/2/2020 9:00:29 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-09-02 09:00:29.153 Directed to Another City Department recreated - see linked case
101014324075	4801		NW MARINE DRIVE		NOT APPLIC		1. Topic: Other 2. Type of feedback or inquiry: Opinion 3. Provide details: Citizen understands the challenges during this time. Her family was trying to go to the Spanish Banks and Stanley Park last night to find accessible parking and to her surprise, there weren't that many that are free, especially considering most of the parking lots at Stanley Park and English Bay are still closed due to COVID19. Her family and herself are handicap and it was disappointing to see there weren't any accessible parking to accommodate her and her family. She would like to suggest if possible that the COV can consider making more accessible parking for people that are handicap so they can enjoy the beaches and parks. 4. (Don't ask, just record - did caller indicate they want a call back?): No	Case recreated due to error in code: 101014323881	2020 September, Anonymous		9/2/2020 8:59:00 AM	9/2/2020 9:04:58 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed Directed to Another City Department forwarded to pbcomment@vancouver.ca

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Eform Request Type: Street - Construction Complaint													
101015057462	1100	1199	RICHARDS ST				1. Type of complaint: Construction Status 2. If Other, provide details: 3. Describe the issue in detail: Citizen explains she goes to Choices at the corner of Davie and Richards but because the city is doing construction on both Davie and Richards parking is restricted. She has mobility issues due to Parkinsons and is upset that the accessible parking has been removed and she now has no way of parking and getting access to groceries. 4. Type of construction work: Street 5. If Other, provide details: 6. (Was Road Ahead and Minor Construction Crew List checked?) No 7. (Provide any relevant information found on Road Ahead and/or Minor Construction Crew List): n/a 8. (Don't ask just record - Did caller indicate they want a call back?) No	s.15(1)(l)	s. 22(1)	s. 22(1)	5/26/2021 9:08:00 AM	5/27/2021 7:44:20 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen Service Request Number : 1786414 created / updated at Wednesday, May 26, 2021 9:11:36 AM Directed to Another City Department: 20 - Directed to Another City Dept. May 27/21 - Emailed SR to project email. May 27/21 - Referred to other department. Resolved on 2021-05-27 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-05-27 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-27 07:44:19.58 Directed to Another City Department 20 - Directed to Another City Dept. May 27/21 - Emailed SR to project email. May 27/21 - Referred to other department. Resolved on 2021-05-27 12:00:00 AM.
Eform Request Type: DBL Services Centre Enquiry Case													
101015079379	1285		W PENDER ST	V6E 4B1		app version: 3.10 original address: 700-1285 W.Pender St.	1. Type of enquiry: Intake Appointment Booking 2. If General Enquiry or Other selected, indicate the subject (50 characters maximum) 2435 Kingsway, DP Minor Amendment application 3. Provide details of your inquiry: minor changes due to VBBL and construction requirements and CRU tenants to Parking stalls, Bicycle Parking, Amenity Space, Residential Storage Lockers and Commercial CRU densifying walls, as follows (Statistics and FSR also included): 
Level P3 (sheet A102)-1. South row of parking revised per mechanical design requirements, 2. cross drive aisle relocation and parking adjusted to suit, 3. Residential Storage Locker Room added, 4. 2 disabled parking stalls revised to 3 small car stalls. 
Level P2 (sheet A104)- 5. Parking stall revised from regular to small car, 6. parking stalls revised at SE corner per mechanical design requirements, 7. parking stalls west of elevator lobby revised to accommodate disability stall and 3 regular stalls, 8. cross drive aisle location revised. 
Level P1 (sheet A106)- 9. Garbage and Recycling rooms consolidated into one room, one reg. comm. stall relocated, 10. two disability stalls revised to 2 regular stalls, 11. 2 regular stalls revised to 2 small stalls, 12. one regular stall revised to one disability stall, 13. drive aisle relocated, 14. 16 Bicycle Parking spaces relocated from L1 to a secure room on P1. 
Level 1(sheet A110)- 15. Residential Bicycle Parking, Residential Storage Lockers, and Commercial Bicycle Storage/End of trip Spaces revised per building code and construction requirements, 16. Amenity Space enlarged, 17. 3 Retail Store Units combined by removing walls between Units 3, 4 and 5, and one street entry removed. 
We request a review as soon as possible for this DPMA. The building occupancy is scheduled for July 2021. The final parking adjustments to parking are to reflect final construction configuration confirmed recently. 4. Address of relevant property or job site (if applicable): 700-1285 W.Pender St. 5. Permit number(s), if applicable: DP-2107-00056 7. Name: Jeff Christianson 8. Email: jeff.christianson@ibigroup.com 9. Phone: 6042199780 99. Attachments 2 
-<a href= s. 15(1)(l) -View attachment(s)/a		Jeff Christianson	604683879760421	6/2/2021 9:51:00 AM	6/8/2021 11:12:02 AM	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - SC - Services Centre Re-Assigning to Work Queue Agent Updated Case Details: Reallocated to queue: DBL - SC - Appointment Booking Agent Finished: Case Closed. Closed date : 2021-06-08 11:12:01.96 Service Provided sent them the minor amendment procedure
101015224377	1022		NELSON ST	V6E 4S7			1. Type of inquiry: Other 2. If General Enquiry or Other selected, indicate the subject: 3. Provide details: Received by email Hi there, We are managing a parkade located at 1022 Nelson street, there are 3 accessible parking stalls, are we legally allowed to reserve an accessible unit in a public parkade? I understand the St. Andrew's lot is used for overflow St. Paul's Hospital staff parking. I have a resident who uses a wheelchair who will be doing some rotations at St. Paul's. I'm looking to reserve an accessible parking spot for her so that she has guaranteed parking for her rotations. I'm looking for monthly rental of an accessible parking spot as close as possible to St. Paul's Hospital. Would you have any available at St. Andrew's Church (Lot 4264)? Kind regards, Allen Chiu Area Manager Diamond Parking Ltd. 817 Denman Street Vancouver BC V6G 2L7 Mobile: 7778-814-7218? Email:Allen.Chiu@diamondparking.ca 4. Address of relevant property or job site (if applicable): 1022 Nelson St 5. Permit number(s) (if applicable): 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Contact name: 8. Email address: 9. Contact number:	2021/07/21 16:35:45 --- Clarisse Ramos --- CSR was advised by PVT DS to create this case and reallocate to EC
	Chiu, Allen	7788147218	7/21/2021 4:34:00 PM	8/3/2021 9:58:31 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Pivot Team Title updated to: DBL Services Centre Enquiry Case - Other Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - SC - Services Centre Re-Assigning to Work Queue Agent Updated Case Details: Reallocated to queue: DBL - SC - General Enquiry Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-03 09:58:31.2 Service Provided
101015290606	s. 22(1)	s. 22(1)			s. 22(1)		1. Type of inquiry: Other 2. If General Enquiry or Other selected, indicate the subject: Disability Parking Stall to be Removed 3. Provide details: Citizen says she resides in a Strata and has an inquiry about removing a disabled parking spot. She says she is assigned to this spot and is wondering if it's possible to remove the disability spot. Please contact her back at the number provided above. 4. Address of relevant property or job site (if applicable): s. 22(1) 5. Permit number(s) (if applicable): 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Contact name: 8. Email address: 9. Contact number:		s. 22(1)	s. 22(1)	8/16/2021 11:38:00 AM	8/25/2021 11:20:28 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Pivot Team Title updated to: DBL Services Centre Enquiry Case - Other Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - SC - Services Centre Re-Assigning to Work Queue General inquiry. Agent Updated Case Details: Reallocated to queue: DBL - SC - General Enquiry Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-08-25 11:20:27.99 Service Provided
101015421770	2850		W 3RD AV	V6K 1M7		app version: 3.12 original address: 2850 W 3rd Avenue, Vancouver (The Pierce House)	1. Type of enquiry: Submit Permit Application 2. If Other selected, indicate the subject (50 characters maximum) Development Permit Application for 2850 W 3rd Ave. 3. Provide details of your enquiry: DP Application package for 2850 W 3rd Ave. (The Pierce House): Application filled on behalf of Louise Webb, Architect AIBC (Merrick Architecture) 

Description of Work: The Pierce House is a Class C heritage residence, owned by the City of Vancouver, who have agreed that the currently soned single-family home may be converted to a Group Residence within the same zoning. 

Work proposed as follows: 

1. Full remediation of hazardous materials on the interior and remediation of sections of the exterior siding as necessary to allow restoration and re-painting. Siding proposed as like-with-like. 

2. Replacement of all windows (with the exception of 2 original openings) to restore the heritage value and raise the thermal capacity. Double hung wood windows and trim are proposed for the north elevation to 3rd Ave., with aluminum windows and wood frames and trims to the other elevations. (see photographs embedded in the drawing set). Note that we are proposing to infill one 

later addition opening altogether and amend the shape of others so that they are complementary to the original building. 

3. New paint scheme per Heritage Conservation Plan (attached). 

4. Reconstruction of front steps to comply with current code requirements and as per Heritage Conservation Plan. 

5. Installation of insulation in all walls. 

6. Replacement of the roof of the main house and garage. 

7. Structural restoration of the chimneys. 

8. New services and sprinkler system throughout. 

9. Lowering of the basement slab to allow adequate headroom for a new bedroom, bathroom, laundry and office space. (includes insulation below the slab and to the exterior of basement walls to upgrade the envelope). 

10. On main floor, enlarged kitchen and opening up to the family room to allow a better use of the space as a group residence. Retention of heritage flooring and wainscoting. 

11. On upper floor, widening of doorways for better access, provision of 2 new adaptable bathrooms and a new linen closet. 

12. Reinstallation of an elevator in existing shaft to allow for accessible use of the whole house. 

13. Provision of an exterior platform lift to allow access to the house for those in wheelchairs. (Note that access from the front of the house is not possible due to the roof protection zone of the large tree either to install a ramp directly to the basement or to allow access to the east side of the house. The west side of the house is not wide enough to permit access for a wheelchair). 

14. Regrading of rear garden to allow direct access from lane and from garage, which accommodates an accessible parking stall and an area to re-charge mobility scooters. 

15. Rebuilding of rear deck, later addition and stair due to structural instability and misalignment of original. Realignment of west corner and south
east walls of addition for structural stability and to allow better use of space on basement and main floor. This represents a net increase in floor area of 15.75% (not including the new platform lift). 4. Address of relevant property or job site (if applicable): 2850 W 3rd Avenue, Vancouver (The Pierce House) 5. Permit number(s), if applicable: 7. Name: Hector Albarca 8. Email: habarca@merrickarch.com 9. Phone: 6046834131 %3C%2F5T (truncated, please see log		Hector Albarca	6046834131	10/7/2021 1:14:00 PM	10/29/2021 8:43:15 AM	Agent Created Case: Public Staff request id: PSID0 Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - SC - Services Centre Re-Assigning to Work Queue Agent Updated Case Details: Reallocated to queue: DBL - SC - Building Permit Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - SC - Development Review Branch Re-Assigning to Work Queue Posse notes from Jonathan Borsa and email in Parcel documents, state discussed with D.Autiero and closer to pre app stage, then will be assigned. Don't know if goes through PF or not. Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-10-29 08:43:15.373 Service Provided
101015440241	379		E BROADWAY	V5T 1W6			1. Type of inquiry: Other 2. If General Enquiry or Other selected, indicate the subject: Building Code/Bylaw Inquiry 3. Provide details: Caller would like to know if there is a rule that requires a certain number of accessible parking spots on a private strata lot. This is for address 379 E Broadway. 4. Address of relevant property or job site (if applicable): 379 E Broadway 5. Permit number(s) (if applicable): 6. (Don't ask, just record - did caller indicate they want a call back?): Yes 7. Contact name: 8. Email address: 9. Contact number:		s. 22(1)	s. 22(1)	10/15/2021 6:54:00 PM	10/25/2021 4:34:10 PM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Pivot Team Title updated to: DBL Services Centre Enquiry Case - Other Agent Took Ownership of Case: Agent Finished: Reallocated to queue: DBL - SC - Services Centre Re-Assigning to Work Queue Agent Updated Case Details: Reallocated to queue: DBL - SC - General Enquiry Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2021-10-25 16:34:10.317 Service Provided

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Eform Request Type:		Park Sanitation Issue - Superintendent Case											
101015090005	5955		ROSS ST		V5W 1T7		1. Type of request: Loose litter 2. If Other, describe: 3. Provide case details: Tissues and condom packages are located in the parking lot farthest West next to the disabled parking spot. 4. Park name: Memorial Park 5. Park address: 5955 Ross St 6. Maintenance area: South 7. (Don't ask, just record - did caller indicate they want a call back?): No If you are unsure of the Park, you can use Park Finder		Ecomm/VPD Dispatch 2021 - USE THIS PROFILE	6042154907	6/5/2021 11:39:00 AM	6/7/2021 8:17:04 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - South Title updated to: Parks Superintendent Request for Maintenance Area - South Agent Finished: Case Closed. Closed date : 2021-06-07 08:17:04.32 Assigned
101015331333	857		MALKIN AV		V6A 2K5		1. Type of request: Grounds maintenance request 2. If Other, describe: 3. Provide case details: Since the de-encampment of Strathcona Park back in April, Park Operations erected fences around the park as part of the eviction that took place. The fences that enclose the park have cut off access to the accessible entrance to Cottonwood Community Garden, on the SE side of the park. There was a pathway from the curb cut to the disabled parking to the garden on the SE side that is now blocked and disabled gardeners have not been able to access the garden all of Spring and Summer. Citizen has spoken with their community garden contact within the city and she advised that it was operations that put the fences up and she has no ability to have them moved. Citizen then contacted 311 and feedback was submitted to Parks Board with lagan 15290853 but no action has been taken. She would liketo speak with someone regarding this and have the fencing moved to it is accessible again. 4. Park name: Strathcona 5. Park address: 857 Malkin Ave 6. Maintenance area: North 7. (Don't ask, just record - did caller indicate they want a call back?): Yes If you are unsure of the Park, you can use Park Finder		s. 22(1)	s. 22(1)	9/1/2021 11:55:00 AM	9/1/2021 3:47:08 PM	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 : 2021-09-01 15:47:08.047 Service Provided As of today
Eform Request Type:		Street Cleaning & Debris Pickup Case											
101015125863	3988		W 38TH AV		V6N 2Y6		1. Is this, blocking or impacting a major road, or a major obstacle in bike lane? No 2. Location: Residential Street 3. Type of debris: Other 4. If Other, provide details: chattel, 2 signs No Parking, Disabled Parking 5. If Cement Spill, provide Cement Company name and truck number (if known): 6. If City Crew calling, provide Department details (City Department name and Crew detail): 7. (Don't ask, just record - did caller indicate they want a call back?): No		Unknown s. 22(1)	s. 22(1)	6/17/2021 3:27:00 PM	11/17/2021 9:57:05 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1797199 created / updated at Thursday, June 17, 2021 3:29:38 PM Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 2021-06-18 6:39:44 AM. Hansen an action has been scheduled: On 2021-06-18 6:39:21 AM an action has been scheduled for 2021-06-18 6:39:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-06-18 6:39:21 AM. Hansen Change in Comments: Comments: Sanitation requests re-direct to parking enforcement. . Added on 2021-06-22 2:46:41 PM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to PO (Parking Ops & Enforcement) on 2021-06-22 2:46:43 PM. Hansen an action has been scheduled: On 2021-06-22 2:46:43 PM an action has been scheduled for 0001-01-01 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 0001-01-01 12:00:00 AM. Insufficient or Invalid Information Provided: 34 - Insufficient or Invalid Info. . Resolved on 2021-11-17 9:55:00 AM. Agent Finished: Case Closed. Closed date : 2021-11-17 09:57:04.557 Insufficient or Invalid Information Provided 34 - Insufficient or Invalid Info. . Resolved on 2021-11-17 9:55:00 AM.
Eform Request Type:		Parks and Recreation Feedback Case											
101015145182	3201		NEW BRIGHTON ROAD		V5K 0A1		1. Type of request: Feedback 2. Please specify the topic of your request: disabled parking 3. If this request is related to an upcoming Park Board meeting, please select one of the following: 4. Please specify the park name, facility, site or service: New Brighton Park 5. Provide details: All the disabled parking spaces at this location today were being parked in by parks workers. The disabled have no where to park the crews didnt seem to care and didnt move their vehicles. 7. (Don't ask, just record - did caller indicate they want a call back?): No 8. Source: 9. Your address: 10. Your name: 11. Contact number: 12. Email address:		s. 22(1)	s. 22(1)	6/24/2021 11:22:00 AM	6/28/2021 9:51:05 AM	Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB - Parks and Recreation Feedback Case Agent Finished: Case Closed. Closed date : 2021-06-28 09:51:04.593 No Response Required Sent to Ian Ramp; Paul Czene
101015271857	1204		BEACH AV		V6E 1V3		1. Type of request: Feedback 2. Please specify the topic of your request: Sunset Beach Parking Lot 3. If this request is related to an upcoming Park Board meeting, please select one of the following: Not applicable 4. Please specify the park name, facility, site or service: Sunset Beach Park 5. Provide details: Sunset Beach parking lot has been closed randomly, website says it should be open for reserved and accessible parking s. 22(1) did she was there yesterday with her dad who has an accessibility issue and the gate was closed s. 22(1) and that the gate was also closed at the Jervis parking lot as well s. 22(1) also wanted to send feedback regarding: Sunset Beach poop pilot is not being used for its intended purpose. The tables are always empty and the area is just being used for skateboarders. Citizen thinks bringing in more food trucks would help this issue. Current Vegan food truck and limitation of only having one there could be fixed. Citizen also said benches are wooden and hard to clean, they are always covered in bird poop. Citizen said if they were metal or plastic would be easier to cleanoff 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown 8. Source: Webform - Parks & Recreation 9. Division: Park Operations 10. Category: General Inquiry 11. Your address: 12. Your name: 13. Contact number: 14. Email address:		s. 22(1)	s. 22(1)	8/9/2021 12:33:00 PM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Tell us Online Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: PRB - Park Board Feedback Case Agent Finished: Case released Agent Took Ownership of Case:
101015290853	857		MALKIN AV		V6A 2K5		1. Type of request: Feedback 2. Please specify the topic of your request: Accessible garden 3. If this request is related to an upcoming Park Board meeting, please select one of the following: 4. Please specify the park name, facility, site or service: Strathcona Park Garden 5. Provide details: s. 22(1) would like her complaint to be sent to whoever is in charge of Park Operations and who would have authority to make changes with regards to this complaint. Since the de-encampment of Strathcona Park back in April, Park Operations erected fences around the park as part of the eviction that took place. They fences that enclose the park have cut off access to the accessible garden in Strathcona Park which is called Cottonwood Garden, on the SE side of the park. There was a pathway from the curb cut to the disabled parking to the garden on the SE side that is now blocked and disabled gardeners have not been able to access the garden all of Spring and Summer. Despite bringing up this issue with the Parks Board there has been no movement and Paula would like to speak to Park Operations about this. She says everyone is angry and frustrated with the lack of response and consideration. All they are asking for is for the fence to be moved slightly to open up access for them (about 20 ft) which would still enclose the park and prevent entry into it. Please phon s. 22(1) 7. (Don't ask, just record - did caller indicate they want a call back?): Yes 8. Source: Webform - Parks & Recreation 9. Division: PO - Park Operations 10. Category: Accessibility 11. Your address: 12. Your name: 13. Contact number: 14. Email address:	2021/09/01 11:47:51 --- Leanne Macgregor --- Citizen called for an update. She has not heard anything and the fencing is still blocking accessible access to the garden. They have been in contact with their city contact for community gardens and was advised that it was street operations that put the fencing up and they have no control over that. They have been asking for help with this matter since April as the gardeners with disabilities have had no access to the gardens at all this year.	s. 22(1)	s. 22(1)	8/16/2021 12:28:00 PM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: 311 Tell us Online Agent Took Ownership of Case: Agent Updated Case Details: Reallocated to queue: PRB - Park Board Feedback Case Agent Finished: Case released Agent Took Ownership of Case:

Case #	Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Additional Details	Requestor Name	Phone	Date Created	Date Closed	Event Notes
Form Request Type:			Park Board Feedback Case										
101015260857	4400		BELMONT AV				1. Type of request: Feedback 2. Please specify the topic of your request: Handicap Parking - Lack of Enforcement 3. If this request is related to an upcoming Park Board meeting, please select one of the following: 4. Please specify the park name, facility, site or service: Locarno Beach - Parks parking lot - No payment required parking lot. 5. Provide details: This lot has 4 or 5 Disabled parking spots that are being misused by Able bodied Drivers with no placard. Would like the parkboard to monitor this lot and start issuing tickets. 7. (Don't ask, just record - did caller indicate they want a call back?): Yes 8. Source: 9. Division: 10. Category: 11. Your address: 12. Your name: 13. Contact number: 14. Email address:		s. 22(1)	s. 22(1)	8/4/2021 3:11:00 PM		Agent Created Case: Agent Updated Case Details: Reallocated to queue: PRB - Park Board Feedback Case Agent Took Ownership of Case:
Form Request Type:			PBP Meter out of Order - VanConnect										
101015501363	1050		BEACH AV		V6E 1T7	app version: 2.31 original address: Burrard St alias: BURRARD ST full: 1050 BEACH AVE, VANCOUVER, BC	1. Meter number: 0000000 2. Issue with meter: Other 3. If Other, provide details: Non disabled people staying parked in all stalls at entrance every Tuesday and Thursday 4:50-6. No right. Please ticket them. The disabled parking stalls at the front entrance are always full during Tuesday?	PS#:11104364<p><Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/11104364<p/>	s. 22(1)	s. 22(1)	11/9/2021 6:00:21 PM	11/9/2021 6:14:52 PM	Agent Created Case: Public Stuff request id: PSID11104364 Agent Finished: Case Closed. Closed date : 2021-11-09 18:10:59.33 Alternate Service Provided For parking enforcement requests please give us a call by dialing 311 within Vancouver or 604.873.7000 as these requests are time sensitive and parking enforcement only takes them by phone. Please press 1 and then press 2 to reach parking enforcement. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-11-09 18:14:51.737 Open311 Feedback Send Complete Status and Resolution Comment to PS case