

File No.: 04-1000-20-2022-306

July 29, 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 June 7, 2022 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

1. **Specific policies, including amendments, regarding the inspection, maintenance, and repair of sidewalks; and**
2. **Records regarding the sidewalk on the East side of 1500 Block Quebec Street, specifically inspections, maintenance, repairs, complaints, requests for service, and investigations.**

Date range: January 1, 2020 to June 6, 2022.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here:

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

Please note, in response to point one of your request, the Sidewalk and Street Hazard Inspection Policy has been publicly released and can be found here:

<https://vancouver.ca/files/cov/2016-494-release.pdf>.

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 (#04-1000-20-2022-306); 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 FOI Case Manager at 604-871-6584.

Encl. (Response package)

:pm

Blue - Streets
Green - Streets
Pink - Originating Office

CITY ENGINEERING SERVICES

RECORD OF CUTS AND/OR DAMAGED SURFACES

HANSEN WO# 1210343

This form is to be completed by the Foreman in charge of a crew making a cut and/or causing damage to a surface, and forwarded to Streets Operations for Permanent Repairs.

Cut(s) made by: NEU (W.W.) No. of cuts: 1 No. of records: 1 of 3

Location of cut: W/S 1400 BLK QUEBEC

Site address if different from above:

Cut(s) made in: Street; Shoulder; Lane; Sidewalk; Crossing; Curb; Blvd; Driveway; Other

Repair type: light asphalt; heavy asphalt; concrete; spraycap; gravel; turf; paint; loops; Other

Purpose of cut(s):

MAIN INSTACK

Dimensions of cut(s):

Thickness of surface cut(s):

Depth of excavation(s):

Backfilled with:

Temporary repaired with:

Hot Mix ☐

Cold Mix ☐

Gravel ☐

Condition of Temp. repair:

Good ☒

Raised ☐

Settled ☐

Needs Attention ☐

Compacted by:

hand tool;

air tamper;

mechanical tamper;

or

Foreman's Comments

Work Order No. 30013718

B.W.O. No.:

Permit No.

Foreman's Signature

Date:

JUNE 10-2020

Superintendent's Signature

For Permanent Repair

SCIENCE WORLD PARKING LOT



N →

QUEBEC

CENTRAL

TERMINAL AVE

Street's Inspector's cut measurements:

2.2 x 4.2

Refer to Projects: ☐

Taken from Cut Sheet: ☐

#

Archeological Site: ☐

Chance Find: ☐

Street's Inspector's Comments:

Street's Foreman's Comments:

Foreman's Signature

D. P. Smith

CREW # 73

Date Completed

June 29/20

Units Completed

9.24

Units Charged

9.24

Work Order ERF

210

TOTAL \$

416.08

CODE

D10

RATE

45.03

CLIENT # 218488



2022/07/06 08:35

Inspection

Inspection Number	195217
Inspection Type	RSwHazard
	Sidewalk
Asset ID	103462
Asset Length	0.0000
Length Unit of Measure	
Asset Width	0.0000
Width Unit of Measure	
Program	H-2019-2020
	Hazard Inspection Program 2019-2020
	1400 QUEBEC ST E
	1400 to 1599
	QUEBEC ST

Information

Inspection Information

Initiated Date	
Initiated By	
Scheduled Date	
Expire Date	
Responsibility	YK
Assigned To	8-22-11
Group Inspection	10005
Project	
Source	
Reference #	
Budget Number	Budget Number
Priority	
Problem	

Start Date
Completed Date 2020/07/06 11:45
Completed By s.22(1)
Cancel Inspection no

Indexes

(No Data)

Associations

Associated Service Requests

(No Data)

Resource Usage

Delete Selected Usage

Resource Usage

(No Data)

Schedules

Employees

(No Data)

(No Data)
Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Attachments

Attachments

(No Data)

Comments

Comments

SWHazardDetails

Sidewalk Hazards

Hazard

Action Item	Meter	Direction	Loc Id	Loc Num	Loc Other	Comments	WO Created	Inspector Name	Date	Responsibility
SWTrip	13	Northof	Pole	8-14			wonum	5.22(1)	BRUCE MCDONALD	2020/07/06 RO
SWGAp	0	Opposite	Pole	13-14	6 meters N		wonum	5.22(1)	BRUCE MCDONALD	2020/07/06 RO
SWTrip	0	Northof	Pole	6	4-14		wonum	5.22(1)	BRUCE MCDONALD	2020/07/06 RO

SWSegHazardDetails

Segment Hazards

Hazard

(No Data)

SWAssetDetails

Popup Value
 Popup Attribute SWCR2019
 Popup Value

Asset Details

Text Attribute
 Date Attribute
 Text Value
 Number
 Value 0.00
 Value 0.00
 Date Value
 Number
 Program H-2019-2020
 Hazard Inspection Program 2019-2020
 Popup Attribute



2022/07/06 08:34

Inspection

Inspection Number 216221
Inspection Type RSwHazard
 Sidewalk
 Asset ID 103462
Asset Length 0.0000
Length Unit of Measure
Asset Width 0.0000
Width Unit of Measure
Program H-2020-2021
 Hazard Inspection Program 2020-2021
 1400 QUEBEC ST E
 1400 to 1599
 QUEBEC ST

Information

Inspection Information

Initiated Date
Initiated By
Scheduled Date
Expire Date
Responsibility YK
Assigned To S.22(1)
Group Inspection 12656
 Project
 Source
 Reference #
 Budget Number
Budget Number
Priority
Problem

Start Date
Completed Date 2021/08/03 07:42
Completed By S.22(1)
Cancel Inspection no

Indexes

(No Data)

Associations

Associated Service Requests

(No Data)

Resource Usage

Delete Selected Usage

Resource Usage

(No Data)

Schedules

Employees

(No Data)

Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Attachments

Attachments

(No Data)

Comments

Comments

SWHazardDetails

Sidewalk Hazards

Hazard

Action Item	Meter	Direction	Loc Id	Loc Num	Loc Other	Comments	WO Created	Inspector Name	Date	Responsibility
SWTrip	15	Northof	Pole	8-14		at North edge of South driveway of McDonalds parking lot	wonum	s.22(1)	RUPERT GUFFEY	2021/07/15 RO
SWTrip	16	Southof	Pole	6-14		Trip in between the 2 driveways to McDonalds	wonum	s.22(1)	RUPERT GUFFEY	2021/07/15 RO

SWSegHazardDetails

Segment Hazards

Hazard

(No Data)

SWAssetDetails

Popup Value
 Popup Attribute SWCR2019
 Popup Value

Asset Details

Text Attribute
 Date Attribute
 Text Value
 Number
 Value 0.00
 Value 0.00
 Date Value
 Number
 Program H-2020-2021
 Hazard Inspection Program 2020-2021
 Popup Attribute



2022/07/04 14:19

Class

Service Request # R 1709752
 Request Type RSideWalkRepair
 Request type Sidewalk - Repair
 description
 Request Date 2020/11/25 12:11
 Call Date 2020/11/25 12:10
 Last 311 Update MajorLog
 Incident Date 2020/12/01 12:01
 Crew Assign Date 2020/11/27 00:00
 Crew ID
 Crew Contact 3.22(1)
 Alt Crew Contact
 Follow-Up Date
 Charges Explained no
 2020/11/26 07:13
 Reviewed yes
 Sub Type SidewalkMissing
 MARCO BIAGINI
 Last 311 Update, where applicable
 Initiated By
 Creator
 Dispatcher
 Alt Dispatcher
 Alert State None
 No Alert
 Boundary Alert

Information

Information

Zone
 Area description
 Sub-area
 Sub-area description
 Beat
 District description
 Auto Beat
 Priority 4
 Priority description Medium
 Responsibility RO
 Responsibility description Streets Operations
 Project
 Project description
 Source
 Due Date 2020/12/02 12:10
 Ext Reference #
 Ref Type
 Method
 Designation
 Frequency
 Cleaning Zone

Request Location

Asset
 Parcel ID
 Property ID
 GPS X 0.0000
 GPS Y 0.0000
 Lane

Location

Address type Address
 Street # 1455
 Pre Dir
 Street Name QUEBEC ST
 Suffix (MA)
 Post Dir

Subdesignation CREEKSIDE PARK

Cross Street

Street 2 Name

Street 2 Suffix

Street 2 Post

Direction

Cross Street

Street 3 Name

Street 3 Suffix

Street 3 Post

Direction

City, Province,

Vancouver

Postal Code

State BC

Postal Code

Location -app version: 2.31 original address: Science World alias: SCIENCE WORLD full: 1455 QUEBEC ST, VANCOUVER, BC

Incident Details

Nov 26/20 - 1455 Quebec - Please refer to M. Biagini. - h khan | Nov 27/20 - Referred to m biagini

Nov 30/20 - 1455 Qubec @ Creekside Park - Repaired broken drain cover. - Crew 1

Internal Notes

Call Details

Call Duration 00:00:00

of Calls 0

Taken By

Taken by name

Customer Contact

Requested yes

Notify Customer

Regarding Service no

Request Progress

Warning: please use the Other Calls grid to add new contacts, otherwise the results may be unexpected.

Contact

Name No Name (ps)

First, MI No Name

Middle Initial

Title

Contact Type Owner

Foreign no

Address

City

State/Province

ZIP/PC

Country

Contact Phone

E-mail

Alternate Phone

Fax

Pager

(No Data)

Customer Comments

No Name No Name (ps)

Other Calls

(No Data)

Inspection

Inspector s.22(1)

Inspector name MARCO BIAGINI

Scheduled

Due By

Started

Due By

Completed

Due By

Resolved 2020/11/30 00:00
 Due By
 Resolution 10
 Resolution description Service Provided
 Resident Notified
 Estimated days to complete 0

Service Request Inspections

(No Data)

Log

Service Request Log Results

Log Type	Entered By	Entered By Name	Start Date	To	Comments	Col1
Lagan ECM	s.22(1)	TYLER FIELD	2020/11/27 00:11	2020/11/27 00:11	Nov 26/20 - 1455 Quebec - Please refer to M. Biagini. - h khan Nov 27/20 - Referred to m biagini	2137449
ResolComm	s.22(1)	TYLER FIELD	2020/12/01 00:37	2020/12/01 00:37	Nov 30/20 - 1455 Qubec @ Creekside Park - Repaired broken drain cover. - Crew 1	2139267

Attachments

Attachments

(No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

(No Data)

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

Request Details

(Tab Not Loaded)

Schedules

Employees

(No Data)

Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Usage Readings

(Tab Not Loaded)

Audit Log

Audit Log

Audit Log

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory
Inspector	2020/11/26 07:13	s.22(1)		TYLER FIELD	Hansen
Review Date	2020/11/26 07:13	2020-11-26 7:13:00 AM	0001-01-01 12:00:00 AM	TYLER FIELD	Hansen
Inspector	2020/11/27 13:43	s.22(1)	s.22(1)	TYLER FIELD	Hansen
Resolved	2020/12/01 11:52	True	False	TYLER FIELD	Hansen
ResolutionDateTime	2020/12/01 12:01	True	False	Integration SERVICE	MCloseCase
LaganEForm	2020/12/01 12:01			Integration SERVICE	IEFormPage
LaganCaseDetails	2020/12/01 12:01	Comment updated.	Comment updated.	Integration SERVICE	MCaseNotes
IncidentDate	2020/12/01 12:01	2020-12-01 12:01:24 PM	2020-11-25 12:11:00 PM	Integration SERVICE	IIncidentDate

311 Case Info

Lagan Detail

PS Description: Broken grate on bike path. Abeam east emergency exits of Creekside Community Centre.

PS#: 9153983

Click images below to expand



Click images below to expand



<http://www.publicstuff.com/request/view/9153983>

1. Type of sidewalk problem: **Panel Missing**
2. If Other, provide brief description:
3. Is there a black patch on it? **No**
4. Is it safe? **No**
5. Describe issue in detail (in front of, beside, side of street, etc.): **Not Applicable**
6. Is this request due to Motor Vehicle Accident? **Unknown**
8. (Don't ask just record - Did caller indicate they want a call back?): **No**

311 Case Form
311 notes and details

Notes to 311
Notes to Citizen
311 Case # 101014574904
Case creator PublicStuff



2022/07/04 14:20

Class

Service Request # R 1821855
 Request Type RTreesVegetation
 Request type description Trees and Vegetation Encroachment - City Property
 Request Date 2021/08/08 16:56
 Call Date 2021/08/08 16:55
 Last 311 Update
 Incident Date 2021/08/08 16:56
 Crew Assign Date 2021/08/09 00:00
 Crew ID
 Crew Contact S:22(1)
 Alt Crew Contact
 Follow-Up Date
 Charges Explained no
 2021/08/09 00:00
 Reviewed yes
 Sub Type
 VINCE SANTORELLI
 Last 311 Update, where applicable
 Initiated By
 Creator
 Dispatcher
 Alt Dispatcher
 Alert State None
 No Alert
 Boundary Alert

Information

Information

Zone
 Area description
 Sub-area
 Sub-area description
 Beat
 District description
 Auto Beat
 Priority 4
 Priority description Medium
 Responsibility RO
 Responsibility description Streets Operations
 Project
 Project description
 Source
 Due Date 2021/08/16 08:30
 Ext Reference #
 Ref Type
 Method
 Designation
 Frequency
 Cleaning Zone

Request Location

Asset
 Parcel ID
 Property ID
 GPS X 0.0000
 GPS Y 0.0000
 Lane

Location

Address type Address
 Street # 1510
 Pre Dir
 Street Name QUEBEC ST
 Suffix (MA)
 Post Dir

Subdesignation
 Cross Street
 Street 2 Name
 Street 2 Suffix
 Street 2 Post
 Direction
 Cross Street
 Street 3 Name
 Street 3 Suffix
 Street 3 Post
 Direction
 City, Province, Postal Code
 State BC
 Postal Code
 Location

Vancouver

BC

Incident Details

Aug 9/21 - Referred to V Santorelli Aug 10/21 - 1510 Quebec - Refer to REFM - H Khan | Aug
 12/21 - Referred to 311
 Internal Notes

Call Details

Call Duration 00:00:00
 # of Calls 0
 Taken By
 Taken by name
 Customer Contact
 Requested yes
 Notify Customer
 Regarding Service no
 Request Progress

Warning: please use the Other Calls grid to add new contacts, otherwise the results may be unexpected.

Contact

Name 2021 August
 First, MI Anonymous
 Middle Initial
 Title
 Contact Type Other
 Foreign no
 Address
 City
 State/Province
 ZIP/PC
 Country
 Contact Phone
 E-mail
 Alternate Phone
 Fax
 Pager

(No Data)

Customer Comments

Email: 2021 August, Anonymous

Other Calls

(No Data)

Inspection

Inspector 5.22(1)
 Inspector name VINCE SANTORELLI
 Scheduled
 Due By
 Started
 Due By
 Completed
 Due By
 Resolved 2021/08/10 00:00
 Due By
 Resolution 20
 Resolution description Directed to Another City Dept

Resident Notified
Estimated days to
complete 0

Service Request Inspections

(No Data)

Log

Service Request Log Results

Log Type	Entered By	Entered By Name	Start Date	To	Comments	Col1
Lagan ECM	S:22(1)	TYLER FIELD	2021/08/09 01:01	2021/08/09 01:01	Aug 9/21 - Referred to V Santorelli	2305339
ResolComm	S:22(1)	TYLER FAHMI	2021/08/12 00:03	2021/08/12 00:03	Aug 10/21 - 1510 Quebec - Refer to REFM - H Khan Aug 12/21 - Referred to 311	2309136

Attachments

Attachments

(No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

(No Data)

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

Request Details

(Tab Not Loaded)

Schedules

Employees

(No Data)

Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Usage Readings

(Tab Not Loaded)

Audit Log

Audit Log

Audit Log

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory
Inspector	2021/08/09 07:38	S:22(1)		TYLER FIELD	Hansen
Incident Details	2021/08/09 07:38	Incident details have been updated.		TYLER FIELD	Hansen
Resolved	2021/08/12 12:23	True	False	TYLER FAHMI	Hansen
Incident Details	2021/08/12 12:23	Incident details have been updated.		TYLER FAHMI	Hansen

311 Case Info

Lagan Detail

1. Type of Encroachment issue: **Shrubs**

2. If Other, provide details:

3. Describe the issue and location in detail: **EasyPark - on the Quebec side of it thereâ€™s a hedge/shrub and thereâ€™s a wild rose bush thatâ€™s growing over the sidewalk. Long branches of a rose bush. Itâ€™s a hazard and hits you in the face.**

4. (Don't ask just record - Did caller indicate they want a call back?)**No**

5. Confirm Address:

6. Safety concern present?**undefined**

7. Remediation recommended?**undefined**

8. If yes, provide details:

9. Parks able to assist in remediation?**undefined**

10. If yes, provide quoted cost for remediation:

11. Park Board Inspector name:

12. Inspector contact number:

13. Email address:

311 Case Form

311 notes and details

Notes to 311

Notes to Citizen

311 Case # 101015269828

Case creator lagan



2022/07/04 14:20

Class

Service Request # R 1831652
 Request Type RTreesVegetation
 Request type description Trees and Vegetation Encroachment - City Property
 Request Date 2021/08/29 12:55
 Call Date 2021/08/29 12:52
 Last 311 Update
 Incident Date 2021/08/29 12:55
 Crew Assign Date 2021/08/30 00:00
 Crew ID
 Crew Contact S-22(1)
 Alt Crew Contact
 Follow-Up Date
 Charges Explained no
 2021/08/30 00:00
 Reviewed yes
 Sub Type VINCE SANTORELLI
 Last 311 Update, where applicable
 Initiated By
 Creator
 Dispatcher
 Alt Dispatcher
 Alert State None
 No Alert
 Boundary Alert

Information

Information

Zone
 Area description
 Sub-area
 Sub-area description
 Beat
 District description
 Auto Beat
 Priority 4
 Priority description Medium
 Responsibility RO
 Responsibility description Streets Operations
 Project
 Project description
 Source
 Due Date 2021/09/06 08:30
 Ext Reference #
 Ref Type
 Method
 Designation
 Frequency
 Cleaning Zone

Request Location

Asset
 Parcel ID
 Property ID
 GPS X 0.0000
 GPS Y 0.0000
 Lane

Location

Address type Address
 Street # 1510
 Pre Dir
 Street Name QUEBEC ST
 Suffix (MA)
 Post Dir

Subdesignation
 Cross Street
 Street 2 Name
 Street 2 Suffix
 Street 2 Post
 Direction
 Cross Street
 Street 3 Name
 Street 3 Suffix
 Street 3 Post
 Direction
 City, Province, Postal Code
 State BC
 Postal Code
 Location

Vancouver

BC

Incident Details

Aug 30/21 - Referred to V Santorelli Aug 30/21 - 1510 Quebec - Refer to REFM. - b whynott |
 Sep 2/21 - Referred to other department
 Internal Notes

Call Details

Call Duration 00:00:00
 # of Calls 0
 Taken By
 Taken by name
 Customer Contact
 Requested yes
 Notify Customer
 Regarding Service no
 Request Progress

Warning: please use the Other Calls grid to add new contacts, otherwise the results may be unexpected.

Contact

Name s.22(1)
 First, MI
 Middle Initial
 Title
 Contact Type Owner
 Foreign no
 Address s.22(1)
 City VANCOUVER
 State/Province BC
 ZIP/PC s.22(1)
 Country
 Contact Phone s.22(1)
 E-mail
 Alternate Phone
 Fax
 Pager

(No Data)

Customer Comments

s.22(1)

Other Calls

(No Data)

Inspection

Inspector s.22(1)
 Inspector name VINCE SANTORELLI
 Scheduled
 Due By
 Started
 Due By
 Completed
 Due By
 Resolved 2021/08/30 00:00
 Due By
 Resolution 20
 Resolution description Directed to Another City Dept

Resident Notified
Estimated days to
complete 0

Service Request Inspections

(No Data)

Log

Service Request Log Results

Log Type	Entered By	Entered By Name	Start Date	To	Comments	Col1
Lagan ECM	s.22(1)	TYLER FIELD	2021/08/30 00:59	2021/08/30 00:59	Aug 30/21 - Referred to V Santorelli	2321140
Lagan ECM		TYLER FIELD	2021/09/02 00:15	2021/09/02 00:15	Sep 2/21 - Emailed 311 to refer to REFM.	2324134
ResolComm		TYLER FIELD	2021/09/02 00:16	2021/09/02 00:16	Aug 30/21 - 1510 Quebec - Refer to REFM. - b whynott Sep 2/21 - Referred to other department	2324135

Attachments

Attachments

(No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

(No Data)

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

Request Details

(Tab Not Loaded)

Schedules

Employees

(No Data)

Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Usage Readings

(Tab Not Loaded)

Audit Log

Audit Log

Audit Log

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Category
Inspector	2021/08/30 07:30	s.22(1)		TYLER FIELD Hansen	
Incident Details	2021/08/30 07:30	Incident details have been updated.		TYLER FIELD Hansen	
Resolved	2021/09/02 14:18	True	False	TYLER FIELD Hansen	
Incident Details	2021/09/02 14:18	Incident details have been updated.		TYLER FIELD Hansen	

311 Case Info

Lagan Detail

Previously reported on August 8th with case 101015269828. Case was then directed to REFM, where it was rejected.

1. Type of Encroachment issue: **Shrubs**

2. If Other, provide details:

3. Describe the issue and location in detail: **Citizen is saying there is big overgrown wild**

rose bush /shrub growing over sidewalk. It is a hazard as it hits you in the face.

4. (Don't ask just record - Did caller indicate they want a call back?)**No**

5. Confirm Address:

6. Safety concern present?**undefined**

7. Remediation recommended?**undefined**

8. If yes, provide details:

9. Parks able to assist in remediation?**undefined**

10. If yes, provide quoted cost for remediation:

11. Park Board Inspector name:

12. Inspector contact number:

13. Email address:

311 Case Form

311 notes and details

Notes to 311
Notes to Citizen

311 Case # 101015323295

Case creator lagan



2022/07/04 14:21

Class

Service Request # R	1876436
Request Type	RStRepair
Request type description	Street - Repair
Request Date	2021/12/04 11:26
Call Date	2021/12/04 11:12
Last 311 Update	IncidentDate
Incident Date	2021/12/04 11:27
Crew Assign Date	
Crew ID	RMS88
Crew Contact	S.22(1)
Alt Crew Contact	
Follow-Up Date	
Charges Explained	no
	2021/12/04 12:25
Reviewed	yes
Sub Type	xEmergency
	BLAIR GORDON TODD
	Last 311 Update, where applicable
Initiated By	
	Road Maintenance Sidewalk 88
	Creator
	Dispatcher
	Alt Dispatcher
Alert State	None
	No Alert
Boundary Alert	No
	Not within Senakw boundary

Information

Information

Zone	
Area description	
Sub-area	
Sub-area description	
Beat	
District description	
Auto Beat	
Priority	4
Priority description	Medium
Responsibility	RO
Responsibility description	Streets Operations
Project	
Project description	
Source	
Due Date	2021/12/13 08:30
Ext Reference #	
Ref Type	
Method	
Designation	
Frequency	
Cleaning Zone	

Request Location

Asset	
Parcel ID	
Property ID	
GPS X	0.0000
GPS Y	0.0000
Lane	

Location

Address type	Address
Street #	1455
Pre Dir	
Street Name	QUEBEC ST

Suffix (MA)
 Post Dir
 Subdesignation CREEKSIDE PARK
 Cross Street
 Street 2 Name
 Street 2 Suffix
 Street 2 Post
 Direction
 Cross Street
 Street 3 Name
 Street 3 Suffix
 Street 3 Post
 Direction
 City, Province, Postal Code Vancouver
 State BC
 Postal Code
 Location

Incident Details

Dec 4/21 - 1455 Quebec - Entrance to driveway is normal. Cyclists need to be careful while travelling at 45 degs over the curb - Sanitation Emergency Crew Log Sheet
 Internal Notes

Call Details

Call Duration 00:00:00
 # of Calls 0
 Taken By
 Taken by name
 Customer Contact
 Requested yes
 Notify Customer
 Regarding Service no
 Request Progress

Warning: please use the Other Calls grid to add new contacts, otherwise the results may be unexpected.

Contact

Name s.22(1)
 First, MI
 Middle Initial
 Title
 Contact Type Owner
 Foreign no
 Address s.22(1)
 City VANCOUVER
 State/Province BC
 ZIP/PC s.22(1)
 Country
 Contact Phone s.22(1)
 E-mail
 Alternate Phone
 Fax
 Pager

(No Data)

Customer Comments

s.22(1)

Other Calls

(No Data)

Inspection

Inspector s.22(1)
 Inspector name BLAIR TODD
 Scheduled
 Due By
 Started
 Due By
 Completed
 Due By
 Resolved 2021/12/04 00:00
 Due By
 Resolution 24

Resolution description Investigation found no issue
 Resident Notified
 Estimated days to complete 0

Service Request Inspections

(No Data)

Log

Service Request Log Results

Log Type	Entered By	Entered By Name	Start Date	To	Comments	Col1
Lagan ECM	S:22(1)	ALYSSA DOVE	2021/12/04 12:25	2021/12/04 12:25	DISPATCHED TO STREETS EMERGENCY	2389533
Lagan ECM	S:22(1)	STEVE ELFORD	2021/12/06 10:38	2021/12/06 10:38	No notes from Sanitation Emergency Crew - Ref to Dayshift	2390219
Lagan ECM	S:22(1)	STEVE ELFORD	2021/12/10 00:01	2021/12/10 00:01	Dec 9/21 - 1455 Quebec St - Cannot temp repair w asphalt. Will affect water runoff, causing pooling, too thin of a lift, asphalt will crumble away. Transition to enter seawall is IFO Science World at Terminal, Not IFO McDonalds. Refer to Design for consid	2393404
ResolComm	S:22(1)	STEVE ELFORD	2021/12/06 00:40	2021/12/06 00:40	Dec 4/21 - 1455 Quebec - Entrance to driveway is normal. Cyclists need to be careful while travelling at 45 degs over the curb - Sanitation Emergency Crew Log Sheet	2390288

Attachments

Attachments
(No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

(No Data)

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

Request Details

(Tab Not Loaded)

Schedules

Employees

(No Data)

Fleet Equipment

(No Data)

Plant Equipment

(No Data)

Vehicles

(No Data)

Usage Readings

(Tab Not Loaded)

Audit Log

Audit Log

Audit Log

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory
IncidentDate	2021/12/04 11:27	2021-12-04 11:27:17 AM	2021-12-04 11:26:52 AM	Integration SERVICE	IncidentDate
Review Date	2021/12/04 12:25	2021-12-04 12:25:00 PM	0001-01-01 12:00:00 AM	ALYSSA DOVE	Hansen
Inspector	2021/12/06 10:38	S:22(1)		STEVE ELFORD	Hansen
Crew Id	2021/12/06 10:38	RMS88		STEVE ELFORD	Hansen
Resolved	2021/12/06 11:04	True	False	STEVE ELFORD	Hansen
Incident Details	2021/12/06 11:04	Incident details have been updated.		STEVE ELFORD	Hansen

311 Case Info

Lagan Detail

Citizen is requesting an update from the City as to what actions the City is taking to make this safer.

1. Type of repair: **Other - Emergency****

2. If Other, provide details: **Raised edge of concrete on apron leading up to Science World South parking lot, creating a hazard for cyclists turning in to the parking lot. Injury sustained.**

3. Location: **Street**

4. Describe issue and location in detail: **At the entrance to the Science World South Parking lot, directly across from the McDonald's, there is a raised edge to the concrete right at the apron entrance to go in to the parking lot. Citizen's partner was cycling in the bike lane southbound along Quebec Street, and when turning right in to the parking lot entrance, their bicycle tire caught the lip of the edge of the concrete, the tire turned and the bike went out from underneath. Citizen's partner hit their head and was injured. Citizen said that when you're using the bike lane, you can't move out far enough, in the bike lane, to make a wide enough turn in to the parking lot to hit that edge straight on. Citizen would like to see the City smooth it out more to make it a safer transition for cyclists. Citizen has heard from others that this is an unsafe situation.**

5. What direction were you travelling? **South**

6. Is this request due to Motor Vehicle Accident? **Unknown**

7. If Yes, provide details on license plate number or other details (if known):

8. (Don't ask just record - Did caller indicate they want a call back?) **Yes**

311 Case Form

311 notes and details

Notes to 311
Notes to Citizen

311 Case # 101015570584
Case creator lagan

Service Request Lookup - For Verification												
SR	Lookup - Address	Lookup - Location	Lookup - Lagan Eform Details	Lookup - Lagan Case Details	Lookup - Inspector	Lookup - Crew ID	Lookup - Request Type	Lookup - Subtype	Lookup - Lagan Case #	Lookup - Requested Date	Lookup - Resolved Date	Relevant
1709752	1455 QUEBEC ST CREEKSIDE PARK	Science World alias: SCIENCE WORLD full: 1455 QUEBEC ST, VANCOUVER, BC	1. Type of sidewalk problem: Panel Missing 2. If Other, provide brief description: 3. Is there a black patch on it? No 4. Is it safe? No 5. Describe issue in detail (in front of, beside, side of street, etc.): Not Applicable 6. Is this request due to Motor Vehicle Accident? Unknown 8. (Don't ask just record - Did caller indicate they want a call back?): No	PS Description: Broken grate on bike path. Abeam east emergency exits of Creekside Community Centre. PS#: 9153983 Click images below to expand Click images below to expand http://www.publicstuff.com/request/view/9153983	MARCO BIAGINI		Sidewalk - Repair	SidewalkMissing	101014574904	11/25/2020	Nov 30/20	Y
1821855	1510 QUEBEC ST		1. Type of Encroachment issue: Shrubs 2. If Other, provide details: 3. Describe the issue and location in detail: EasyPark - on the Quebec side of it thereâ€™s a hedge/shrub and thereâ€™s a wild rose bush thatâ€™s growing over the sidewalk. Long branches of a rose bush. Itâ€™s a hazard and hits you in the face. 4. (Don't ask just record - Did caller indicate they want a call back?) No 5. Confirm Address: 6. Safety concern present? undefined 7. Remediation recommended? undefined 8. If yes, provide details: 9. Parks able to assist in remediation? undefined 10. If yes, provide quoted cost for remediation: 11. Park Board Inspector name: 12. Inspector contact number: 13. Email address:		VINCE SANTORELLI		Trees and Vegetation Encroachment - City Property		101015269828	8/8/2021	Aug 10/21	Y

1831652	1510 QUEBEC ST	<p>1. Type of Encroachment issue:Shrubs</p> <p>2. If Other, provide details:</p> <p>3. Describe the issue and location in detail:Citizen is saying there is big overgrown wild rose bush /shrub growing over sidewalk. It is a hazard as it hits you in the face.</p> <p>4. (Don't ask just record - Did caller indicate they want a call back?)No</p> <p>5. Confirm Address:</p> <p>6. Safety concern present?undefined</p> <p>7. Remediation recommended?undefined</p> <p>8. If yes, provide details:</p> <p>9. Parks able to assist in remediation?undefined</p> <p>10. If yes, provide quoted cost for remediation:</p> <p>11. Park Board Inspector name:</p> <p>12. Inspector contact number:</p> <p>13. Email address:</p>	Previously reported on August 8th with case 101015269828. Case was then directed to REFM, where it was rejected.	VINCE SANTORELLI		Trees and Vegetation Encroachment - City Property	101015323295	8/29/2021	Aug 30/21	Y	
1876436	1455 QUEBEC ST CREEKSIDE PARK	<p>1. Type of repair:Other - Emergency**</p> <p>2. If Other, provide details:Raised edge of concrete on apron leading up to Science World South parking lot, creating a hazard for cyclists turning in to the parking lot. Injury sustained.</p> <p>3. Location:Street</p> <p>4. Describe issue and location in detail:At the entrance to the Science World South Parking lot, directly across from the McDonald's, there is a raised edge to the concrete right at the apron entrance to go in to the parking lot. Citizen's partner was cycling in the bike lane southbound along Quebec Street, and when turning right in to the parking lot entrance, their bicycle tire caught the lip of the edge of the concrete, the tire turned and the bike went out from underneath. Citizen's partner hit their head and was injured. Citizen said that when you're using the bike lane, you can't move out far enough, in the bike lane, to make a wide enough turn in to the parking lot to hit that edge straight on. Citizen would like to see the City smooth it out more to make it a safer transition for cyclists. Citizen has heard from others that this is an unsafe situation.</p> <p>5. What direction were you travelling?South</p> <p>6. Is this request due to Motor Vehicle Accident?Unknown</p> <p>7. If Yes, provide details on license plate number or other details (if known):</p> <p>8. (Don't ask just record - Did caller indicate they want a call back?)Yes</p>	Citizen is requesting an update from the City as to what actions the City is taking to make this safer.	BLAIR GORDON TODD	RMS88	Street - Repair	xEmergency	101015570584	12/4/2021	Dec 4/21	Y

Wagon Location **Manitoba Yard**

A/A 921969569


Streets Operations Daily Crew Report


Rev. _____

July 09, 2020

Work order # and Hours

Crew # **65**
Field Supervisor **Mezzomo 604-619-2057**
Superintendent **Jim Bruce**



(signed)


(signed)

1	2	3	4	5
EE086267	EE086208	EE104299	EE086109	

Hours of Work 7 AM - 3:30 PM

Emp #	Employee	Equip #	Activity Type	A/Abs Stat Code	Pay Scale Group	Prem Code	1	2	3	4	5
s.22(1)	M. Boudreau			6000			4	1	.5	2.5	
s.22(1)	D. Woods	C1271		6000			4	1	.5	2.5	
Equipment Name			Equipment ID			Running Hrs					
TRUCK, DUMP, 1 YARD			C1271			4 1 .5 2.5					
Toilets			Number of								
Flashers			Number of								
Dumps (National Yards Only)			Yrds Dumped								

City of Vancouver - FOI 2022-306 - Page 26 of 36

April 27, 2022

Crew # 66

Field Supervisor

Mezzomo

Superintendent

Blair Todd

Location 1	Material	Amount	Comments
1A06651 (2)	#36	@ 6/55	COLUMBIA 1
1A06655 (1)	1.2 T	9 M SOUTH 1.55	COLUMBIA
1A0665A (1)		559	COLUMBIA
1A00 QUEBEC E/S			
1010 QUEBEC 1100 d			
60 POLE 4/6 QUEBEC			
40 POLE 1/6 QUEBEC			
METER 2 OF POLE 3/11 QUEBEC			

① POLE 6/50 COLUMBIA Dump: Location:

Sign safety when Departing Location: Cones ☐ Snow Fence ☐ Tape ☐ Barricade ☐ Ramps ☐ Flashers ☐ Delineators ☐

Signage Used: By: (Initials)

Activity Code	Units Completed	Measurement
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Location 2	Material	Amount	Comments
1943190 (1)	#36	.30 T	
1936619			
	Dump:	Location:	

Sign safety when Departing Location:	<input type="checkbox"/> Cones	<input type="checkbox"/> Snow Fence	<input type="checkbox"/> Tape	<input type="checkbox"/> Barricade	<input type="checkbox"/> Ramps	<input type="checkbox"/> Flashers	<input type="checkbox"/> Delineators	<input type="checkbox"/>
Signage Used:								By: (Initials)

Activity Code	Units Completed	Measurement
---------------	-----------------	-------------

Location 3	Material	Amount	Comments
1944182 (9)	#36		
1318 QUEBEC (5)	. 6T		
1098 QUEBEC	Cardington		
2 SORE 26/50 (Quebec) (2)			
14 SORE			
CANDSITE 1618 QUEBEC (9)			
	Dump:	Location:	

Sign safety when Departing Location: Cones ☐ Snow Fence ☐ Tape ☐ Barricade ☐ Ramps ☐ Flashers ☐ Delineators ☐

Signage Used: _____ By: _____ (Initials)

Activity Code	Units Completed	Measurement
---------------	-----------------	-------------

Location 4		Material	Amount	Comments
		Dump:	Location:	

Sign safety when Departing Location: Cones ☐ Snow Fence ☐ Tape ☐ Barricade ☐ Ramps ☐ Flashers ☐ Delineators ☐

Signage Used: _____ By: _____ (Initials)

Activity Code	Units Completed	Measurement
---------------	-----------------	-------------

Location 5		Material	Amount	Comments
		Dump:	Location:	

Sign safety when Departing Location: Cones ☐ Snow Fence ☐ Tape ☐ Barricade ☐ Ramps ☐ Flashers ☐ Delineators ☐

Signage Used: _____ By: _____ (Initials)

Activity Code	Units Completed	Measurement
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Wagon Location **South Van Yard**

Streets Operations Daily Crew Report

HA 021943492

Rev.

June 29, 2020

Work order # and Hours

Crew # 73

Field Supervisor **Parrotta** 604-690-7362

Superintendent **Bill Vistaunet**

Hours of Work 7:00 AM - 3:30 PM

[illegible]

Equipment Name	Equipment ID	Running Hrs				
COMPACTION, PLATE, NONREV, VIBRAT, GAS, LIGHT	V31909	2	6		-	
COMPACTION, RAMMER, PORT, GAS, MEDIUM	V41260	2	6			
Concrete Forms	C2248N	2	6			
Cut-off Saw 5	Rent 2	2	6			
GENERATOR, PORT, GAS, 2.0KW, 120V, 1PHASE	V31516	2	6			
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V11586	2	6			
GENERATOR, PORT, GAS, 3.0KW, 120V, 1PHASE	V21380	2	6			
SKIL SAW, CORDED	X-ST1004	2	6			
Traffic Control	Ansan Ind. LTD	DID	NOT	USE		
TRAILER, CARGO/WAREHOUSE, HVY TOOL, TANDEM AXL	A2606	2	6			
TRAILER, OFFICE/WORK, 6-11 MAN	A2728	2	6			
TRUCK, DUMP, 1 YARD	D1278	2	6			
TRUCK, DUMP, 3 YARD	D1121	2	6			
TRUCK, PICKUP, LIGHT	A1152	2	6			
TURF, STUMPCUTTER, PORTABLE, GAS	V21324	2	6			
Toilets	Number of	1				
Flashers	Number of	0				
Dumps (National Yards Only)	Yrds Dumped	0				

Comments

Sign safety when Departing Location:		Cones	<input type="checkbox"/>	Snow Fence	<input type="checkbox"/>	Tape	<input type="checkbox"/>	Barricade	<input type="checkbox"/>	Ramps	<input type="checkbox"/>	Flashers	<input type="checkbox"/>	Delineators	<input type="checkbox"/>
Signage Used:		By: _____ (Initials)													
Activity Code	<input type="text"/>	Units Completed		<input type="text"/>	Measurement		<input type="text"/>								

Work Order Summary

Work Order #: 1216073 Boulevard Hazard
Asset ID #: 101575
Group Project #: 86267 RSw_Fit_NM 65-2020 Streets Operations
Location: 1400 - 1599 QUEBEC ST
Operational Status: **Ref #1:** : **Ref #2:**
Service Request: **Contact Name:** **Phone#:**
Requested By: **Requested Date:** **Initiated Date:** Jul 06, 2020

Assigned By: **Assigned To:** DAVID WOODS
Assigned Date: Jul 06, 2020 **Crew ID:** RMA65 **Work Started:**
Result: Completed **Work Completed:** Jul 09, 2020

Comments:
 Where: 5 meters S of Pole # 9-14
 Hazard: Sidewalk Separation
 Comments:

 This work order created by inspection # 195185
 Inspector: s.22(1)(BRUCE MCDONALD)
 Inspected Date: 06/07/2020 10:43:18 AM

Work Orders & Accomplishments:

WO#	Result	Completed Date				
1216073	Completed	Jul 09, 2020				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Jul 09, 2020		Asphalt Fillet - Sidewalk	2	RMA65	DAVID WOODS	SE

Work Area Prefix: R **SAP Network #:** EERD86267 **WBS#:** EER-00009-SF-NM-AP
Parent Network: **Billable:** N

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	\$0.00	\$0.00	\$0.00

Work Order Summary

Work Order #: 1409167 RSw_Fit_NM 66-2022
Asset ID #: 101575
Group Project #: 94911 RSw_Fit_NM 66-2022 Streets Operations
Location: 1400 - 1599 QUEBEC ST
Operational Status: **Ref #1:** : **Ref #2:**
Service Request: **Contact Name:** **Phone#:**
Requested By: **Requested Date:** **Initiated Date:** May 03, 2022

Assigned By: BLAIR GORDON TODD **Assigned To:** JOSE SIMOES
Assigned Date: Apr 27, 2022 **Crew ID:** RMS66 **Work Started:**
Result: Completed **Work Completed:** Apr 27, 2022
Comments: Crew 66 - Sidewalk Fillets - Non-MRN | Accomplishment Code: RSwAsFit

Work Orders & Accomplishments:

WO#	Result	Completed Date				
1409167	Completed	Apr 27, 2022				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Apr 27, 2022		Asphalt Fillet - Sidewalk	4	RMS66	JOSE SIMOES	TC - 1400 Quebec St E/S

Work Area Prefix: R **SAP Network #:** EERD94911 **WBS#:** EER-00009-SF-NM-AP
Parent Network: **Billable:** N

Cost Summary	Estimated Costs	Actual Costs	Difference
Equipment	\$0.00	\$0.00	\$0.00
Labour	\$0.00	\$0.00	\$0.00
Material	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
TOTAL	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_1	STREETUNIT	POSTALCODE	LOCDETAILS	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	numcall	DATECREATED	closeddate	Preferred_Queue	EventNotes	
Citizen Feedback Case	101015349554	1510		QUEBEC ST				1. Describe details (who, what, where, when, why): Citizen is upset that she's reported an issue of encroachment twice and have had it rejected twice and the issue is not being dealt with. She states that she walks down this sidewalk every day and it presents a hazard to her and would like the city to take care of it. Both of the previous cases were redirected to REFM. 2. Type of feedback: Complaint 3. Feedback regarding: City Department 4. Department: Real Estate & Facilities Management 5. Division or Branch Name: REFM 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: .101015323295 101015269828 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:		6.22(1)	6.22(1)	1	9/9/21 9:32	9/9/21 11:46	Feedback	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 Pasquale Pucci	
Homelessness / Urban Issues Case	101015089798	1510		QUEBEC ST			app version: 2.31 original address: Creekside Park alias: CREEKSIDE PARK full: 1510 QUEBEC ST, VANCOUVER, BC	1. (Is this request from VP07): No 2. Type of issue: Tents or structures on street or sidewalk 3. Other details: To the south of science world against the fence 5. Provide number of tents and other structures: 1 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown	PS#: 10179535<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.272865%2C-123.101861&size=600x300&key=AtzaSyDchJ_DVw7N-55scsAxDhrf1hK1UUVvKc&signature=f_qOmOMOWWap984Ht5Feca7TRc" alt="mapurl" width="300" height="300">p/>http://www.publicstuff.com/request/view/10179535p/>	No Name No Name (ps)			1	6/5/21 9:26	7/29/21 9:31	Eng. Streets Operations	Agent Created Case: Public Stuff request id: PSID10179535 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1791547 created / updated at Saturday, June 05, 2021 9:26:14 AM Hansen Service Request has been reviewed: Case reviewed on 2021-06-07 7:55:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-06-07 7:55:00 AM. Hansen Change in Comments: Comments: Jun 7/21 - 1510 Quebec - Refer to Parks Board, this is their property. - Crew 502 Jun 10/21 - Referred to park rangers. Added on 2021-06-10 10:28:44 AM. Duplicate Request: 30 - Duplicate Request. Jul 11/21 - See SR 1808159. Resolved on 2021-07-11 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-07-29 09:24:31.5 Duplicate Request 30 - Duplicate Request. Jul 11/21 - See SR 1808159. Resolved on 2021-07-11 12:00:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-07-29 09:30:02.983 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 : 1791547 created / updated at Thursday, July 29, 2021 9:31:21 AM Agent Finished: Case Closed. Closed date : 2021-07-29 09:31:22.23 Back to previous status Closing case after 'Add Event'
Graffiti Removal - City Property Case	101015245029	1510		QUEBEC ST			app version: 2.31 original address: 1455 Quebec St alias: 1455 QUEBEC ST full: 1510 QUEBEC ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkLane 5. Provide details: there is big graffiti on the walkway in front of Science world building. please remove it. Thanks 6. Graffiti type: OtherorUnknown	PS Description: undefined<p/>PS#: 10519010<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.2724485%2C-123.1021536&size=600x300&key=AtzaSyDchJ_DVw7N-55scsAxDhrf1hK1UUVvKc&signature=Kra4qUjEhpRMWwufdATSYHgsrkG" alt="mapurl" width="300" height="300">p/>http://www.publicstuff.com/request/view/10519010p/>	No Name No Name (ps)			1	7/29/21 10:16	8/12/21 8:19	Eng. Graffiti Management - Goodbye Graffiti Contractor	Agent Created Case: Public Stuff request id: PSID10519010 Agent Finished: Case Closed. Closed date : 2021-08-12 08:17:25.75 Service Provided Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-08-12 08:19:54.24 Open311 Feedback Send Complete Status and Resolution Comment to PS case
Graffiti Removal - City Property Case	101015924168	1510		QUEBEC ST			app version: 2.31 original address: Creekside Park alias: CREEKSIDE PARK full: 1510 QUEBEC ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkLane 5. Provide details: Graffiti on cement barrier on Quebec south of terminal. 6. Graffiti type: OtherorUnknown	PS#: 11805897<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.272506%2C-123.101877&size=600x300&key=AtzaSyDchJ_DVw7N-55scsAxDhrf1hK1UUVvKc&signature=soYsm5ZL_RoxJe4Y5Io-msePASM" alt="mapurl" width="300" height="300">p/>http://www.publicstuff.com/request/view/11805897p/>	6.22(1)	6.22(1)	1	4/11/22 22:40	5/4/22 8:07	Eng. Graffiti Management - Goodbye Graffiti Contractor	Agent Created Case: Public Stuff request id: PSID11805897 Agent Finished: Case Closed. Closed date : 2022-05-04 08:07:35.773 Service Provided	
Graffiti Removal - City Property Case	101015924172	1510		QUEBEC ST			app version: 2.31 original address: Creekside Park alias: CREEKSIDE PARK full: 1510 QUEBEC ST, VANCOUVER, BC	1. Location: CityProperty 2. Property Type: StreetSidewalkLane 5. Provide details: Graffiti on street light 6. Graffiti type: OtherorUnknown	PS#: 11805905<p/>Click images below to expand<p/>img src="http://maps.googleapis.com/maps/api/staticmap?markers=49.272662%2C-123.101893&size=600x300&key=AtzaSyDchJ_DVw7N-55scsAxDhrf1hK1UUVvKc&signature=buQVcmOdtbV84ghuDR8aDQ" alt="mapurl" width="300" height="300">p/>http://www.publicstuff.com/request/view/11805905p/>	6.22(1)	6.22(1)	1	4/11/22 22:43	4/20/22 7:38	Eng. Graffiti Management - Goodbye Graffiti Contractor	Agent Created Case: Public Stuff request id: PSID11805905 Agent Finished: Case Closed. Closed date : 2022-04-20 07:38:39.313 Service Provided	
Discarded Needle Pickup Request	101014374830	INTERSECTION		QUEBEC ST	TERMINAL AV			1. Provide details: Please be as specific as possible when describing location, especially if needles are in a large area such as a park. Landmarks and compass directions are especially helpful (e.g. "At the northeast corner of the playground"). Caller said needle on sidewalk on west side of Quebec St., north of Terminal Ave., in front Science World. 2. Indicate number of needles: 1 3. Name (for VanConnect requests only): 4. Phone number (for VanConnect requests only):		6.22(1)	6.22(1)	1	9/19/20 15:05	9/19/20 15:06	ACCS - Drug Policy	Agent Created Case: Agent Updated Case Details: Reallocated to queue: ACCS - Drug Policy Agent Finished: Case Closed. Closed date : 2020-09-19 15:06:54.97	
Dead Animal Pickup Case	101015518972	INTERSECTION		QUEBEC ST	TERMINAL AV			1. Type of animal: Raccoon 2. If Marine Life or Other, provide details: 3. Animal weight: 0 - 20 kg (0 - 44 lbs) 4. Is animal in traffic or otherwise a safety hazard? No 5. If Yes, provide details: 6. Is animal on school or Park grounds? No 7. If Yes, provide details: 8. (Don't ask, just record - did caller indicate they want a call back?): No	Dead raccoon is on the side of the sidewalk, next to the shrubs (that have red berries on them), located on the West side of Quebec Street, just North of Terminal Ave., across the street from VanCity.	6.22(1)	6.22(1)	1	11/16/21 16:51	11/18/21 13:33	Eng. Sanitation - Street Cleaning Services	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1868495 created / updated at Tuesday, November 16, 2021 10:18:56 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1868495 created / updated at Tuesday, November 16, 2021 10:19:47 PM Hansen Service Request has been reviewed: Case reviewed on 2021-11-17 6:19:42 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 Change in Comments: Comments: Sr Forwarded to Foreman. Added on 2021-11-17 6:21:07 AM. Service Provided: 10 - Service Provided. done. Resolved on 2021-11-18 1:32:00 PM. Agent Finished: Case Closed. Closed date : 2021-11-18 13:33:06.243 Service Provided 10 - Service Provided. done. Resolved on 2021-11-18 1:32:00 PM.	

							1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: 3. Describe the issue in detail: Bollard repair. Bollard is crooked/damaged. Bollard is on Sidewalk area , not in park. picture included from Vancconnect case. URL link § 22(1) 4. Is this request due to Motor Vehicle Accident? Unknown 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	PSID11026747	2021 October, Anonymous			1	10/26/21 12:40	10/27/21 12:56	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1856989 created / updated at Tuesday, October 26, 2021 12:42:34 PM Hansen Service Request Assigned: Case was assigned on 2021-10-27 12:00:00 AM. Hansen Change in Comments: Comments: Oct 27/21 - Referred to M Blagini. Added on 2021-10-27 7:15:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-10-27 12:00:00 AM. No Action Private Property: 45 - No Action-Private Property. Oct 27/21 - Went to site. These bollards are on scienceworld property - M Blagini. Resolved on 2021-10-27 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-10-27 12:56:25.237 No Action Private Property 45 - No Action-Private Property. Oct 27/21 - Went to site. These bollards are on scienceworld property - M Blagini. Resolved on 2021-10-27 12:00:00 AM.
Streets - General Issues	101015464207	INTERSECTION	QUEBEC ST	TERMINAL AV												
							1. Type of Encroachment issue: Shrubs 2. If Other, provide details: 3. Describe the issue and location in detail: EasyPark - on the Quebec side of it there's a hedge/shrub and there's a wild rose bush that's growing over the sidewalk, long branches of a rose bush. It's a hazard and hits you in the face. 4. (Don't ask just record - Did caller indicate they want a call back?) No 5. Confirm Address: 6. Safety concern present? undefined 7. Remediation recommended? undefined 8. If yes, provide details: 9. Parks able to assist in remediation? undefined 10. If yes, provide quoted cost for remediation: 11. Park Board Inspector name: 12. Inspector contact number: 13. Email address:		2021 August, Anonymous			1	8/8/21 16:55	8/12/21 12:25	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1821855 created / updated at Sunday, August 08, 2021 4:56:48 PM Hansen Service Request Assigned: Case was assigned on 2021-08-09 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-08-09 12:00:00 AM. Hansen Change in Comments: Comments: Aug 9/21 - Referred to V Santorelli. Added on 2021-08-09 7:37:54 AM. Directed to Another City Department: 20 - Directed to Another City Dept. Aug 10/21 - 1510 Quebec - Refer to REFM - H Khan Aug 12/21 - Referred to 311. Resolved on 2021-08-10 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-12 12:25:27.76 Directed to Another City Department 20 - Directed to Another City Dept. Aug 10/21 - 1510 Quebec - Refer to REFM - H Khan Aug 12/21 - Referred to 311. Resolved on 2021-08-10 12:00:00 AM.
Trees and Vegetation Encroachment - City Property	101015269828	1510	QUEBEC ST													
							1. Type of Encroachment issue: Shrubs 2. If Other, provide details: 3. Describe the issue and location in detail: Citizen is saying there is big overgrown wild rose bush /shrub growing over sidewalk. It is a hazard as it hits you in the face. 4. (Don't ask just record - Did caller indicate they want a call back?) No 5. Confirm Address: 6. Safety concern present? undefined 7. Remediation recommended? undefined 8. If yes, provide details: 9. Parks able to assist in remediation? undefined 10. If yes, provide quoted cost for remediation: 11. Park Board Inspector name: 12. Inspector contact number: 13. Email address:	Previously reported on August 8th with case 101015269828. Case was then directed to REFM, where it was rejected.	§ 22(1)	§ 22(1)		1	8/29/21 12:52	9/2/21 14:22	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1831652 created / updated at Sunday, August 29, 2021 12:55:35 PM Hansen Change in Comments: Comments: Aug 30/21 - Referred to V Santorelli. Added on 2021-08-30 7:30:22 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-08-30 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 2021-08-30 12:00:00 AM. Directed to Another City Department: 20 - Directed to Another City Dept. Aug 30/21 - 1510 Quebec - Refer to REFM - b whynott Sep 2/21 - Referred to other department. Resolved on 2021-08-30 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-09-02 14:19:56.617 Directed to Another City Department 20 - Directed to Another City Dept. Aug 30/21 - 1510 Quebec - Refer to REFM - b whynott Sep 2/21 - Referred to other department. Resolved on 2021-08-30 12:00:00 AM. Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Change in Comments: Comments: Sep 2/21 - Emailed 311 to refer to REFM.. Added on 2021-09-02 2:18:17 PM. Agent Finished: Case Closed Closed date : 2021-09-02 14:22:41.403 Back to previous status Closing case after 'Add Event'
Trees and Vegetation Encroachment - City Property	101015323295	1510	QUEBEC ST													
							1. Type of issue: Valve Lid/Cover Missing 2. Provide details: Citizen says someone could injure themselves/ break their leg if they tripped or fell into the box. Located on the SE corner of Quebec and Terminal on the sidewalk. 3. If Valve Lid/Cover issue, describe what the item looks like (e.g size or shape of the cover, logo, etc.): Citizen says sidewalk cover for pipe access is missing. Approx. 1 ft. by 1 ft. He says the lid would probably say VWW. 4. Is the Valve Lid/Cover in the middle of: Sidewalk 5. If Valve Lid/Cover issue, is there an immediate danger to the public? Yes 6. 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. 7. Is the caller: undefined 8. What is the billing name, address, phone number and contact name of the person authorizing the crew callout? 9. Advise caller: Water Operations does need me to advise you that there is a possibility of charges for this request. Water Operations will contact you to discuss this further. undefined 10. (Don't ask just record - did caller indicate they want a call back?): No 11. Your name: 12. Contact number: 13. Email address:		§ 22(1)	§ 22(1)		1	6/29/20 17:27	7/2/20 11:53	Eng_Water Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Water Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1637549 created / updated at Monday, June 29, 2020 5:30:11 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1637549 created / updated at Monday, June 29, 2020 5:30:20 PM Hansen Change in Comments: Comments: Leave for Tomorrow as crew does not have lid cover as Per Aran 1047. Will send to Sanitation to make the area safe. . Added on 20/06/2020 5:42:43 PM. Hansen Service Request has been reviewed: Case reviewed on 30/06/2020 7:08:00 AM. Hansen Change in Comments: Comments: Assigned to 1047. Added on 30/06/2020 7:08:25 AM. Hansen Service Request Assigned: Case was assigned on 30/06/2020 7:08:00 AM. Hansen Work Order Created: Work order 1224968 has been initiated on 30/06/2020 7:10:00 AM. Work Order type is WVAmtc. Hansen Change in Comments: Comments: Jun 29/20 - Quebec & Terminal - Water case cover missing. Put pylon in hole. - Sanitation Emergency Crew Log Sheet. Added on 30/06/2020 11:43:50 AM. Hansen Change in Comments: Comments: LID REPLACED JUNE 30, 2020. Added on 02/07/2020 11:50:32 AM. Service Provided: 10 - Service Provided.. Resolved on 30/06/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-07-02 11:53:38.277 Service Provided 10 - Service Provided.. Resolved on 30/06/2020 12:00:00 AM.
Water General Work Request	101014137903	INTERSECTION	QUEBEC ST	TERMINAL AV												
							1. Type of vegetation: Grass/Turf 2. If Other, provide details: 3. Asset ID from VanMap: #14045 4. Provide details: Tall grass on median on Quebec Street. Just North of intersection/lights. Area is between skytrain support and traffic lights. Rest of area was cut but this area still has tall grass. 5. Is vegetation causing safety issue (blocking visibility, blocking use of sidewalk, obstructing sight lines, etc.)? Unknown 6. (Don't ask just record - did caller indicate they want a call back?): No 7. Confirm location:		§ 22(1)	§ 22(1)		1	7/30/20 11:35	10/26/21 14:10	PR Park Maintenance - Downtown	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Horticulture Agent Updated Case Details: Reallocated to queue: PR Park Maintenance - Downtown Reason for reallocation: Please maintain. Agent Finished: Case Closed. Closed date : 2021-10-26 14:10:26.553 Acknowledged
Vegetation Maintenance on Street Right-of-Way Case	101014229973	INTERSECTION	QUEBEC ST	TERMINAL AV												

COVID-19 - Enforcement Request Case	101014396196	INTERSECTION		QUEBEC ST	TERMINAL AV		1. Type of violation: Other 2. Location of violation: City Property - Street/Sidewalk 3. Confirm address (for VanConnect only): 4. Provide the date (MM-DD-YYYY) and time (00:00 AM/PM) the violation was observed: 09/26/2020 at 6:25 pm 5. If business, provide business name: 6. If park or beach, provide park or beach name: 7. Provide details: Citizen driving WB on Terminal, turning SB on Quebec. COVID concerns about a homeless person climbing "all over her car" to try and clean her windshield, after she indicated she wasn't interested. She would like to see greater enforcement of COVID precautions for people who are being aggressive (when panhandling/ cleaning windshields) in situations such as this. 8. Neighbourhood: UNKNOWN 9. Contact number:		s.22(1)	s.22(1)	1	9/26/20 18:30	9/26/20 20:43	Feedback	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Feedback Agent Took Ownership of Case: Agent Finished: Case Closed. Closed date : 2020-09-26 20:43:37.253 Alternate Service Provided Created COVID FB case
Abandoned Non-Recyclables Pickup Case	101015267518	1527		MAIN ST		V6A 2W5	1. Type of garbage: Garbage 2. If Other, provide details: 3. (What collection zone is the abandoned garbage located?) Not Applicable 4. Provide details: large pile of loose garbage on sidewalk at Central St side of McDonalds. 5. (Don't ask, just record - did caller indicate they want a call back?): No	2021/08/06 20:11:54 "" Susan Picha "" 
	2021 August, Anonymous		1	8/6/21 20:09	8/10/21 14:01	Eng_Sanitation - Street Cleaning Services	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Sanitation - Street Cleaning Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1821334 created / updated at Friday, August 06, 2021 8:11:41 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1821334 created / updated at Friday, August 06, 2021 8:12:19 PM Hansen Service Request has been reviewed: Case reviewed on 2021-08-06 8:28:00 PM. Hansen Service Request Assigned: Case was assigned on 2021-08-06 8:27:00 PM. Hansen Change in Comments: Comments: DISPATCHED TO EMERGENCY TRUCK. Added on 2021-08-06 8:28:36 PM. Hansen an action has been scheduled: On 2021-08-09 6:27:29 AM an action has been scheduled for 2021-08-09 6:27:00 AM. Hansen Change in Comments: Comments: SR Forwarded to Foreman. Added on 2021-08-09 6:29:07 AM. Item not found: 771 - Sanitation: Item not found. Item not found.. Resolved on 2021-08-10 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-08-10 14:01:35.143 Item not found 771 - Sanitation: Item not found. Item not found.. Resolved on 2021-08-10 12:00:00 AM.
Discarded Needle Pickup Request	101014023738	1527		MAIN ST		V6A 2W5	1. Provide details: Please be as specific as possible when describing location, especially if needles are in a large area such as a park. Landmarks and compass directions are especially helpful (e.g. "At the northeast corner of the playground"). Corner of Main and Central on the drive-thru side of McDonald's near the sidewalk there are 6 needles. 2. Indicate number of needles: 5+ 3. Name (for VanConnect requests only): 4. Phone number (for VanConnect requests only):		s.22(1)	s.22(1)	1	5/22/20 9:17	5/22/20 9:19	ACCS - Drug Policy	Agent Created Case: Agent Updated Case Details: Reallocated to queue: ACCS - Drug Policy Agent Finished: Case Closed. Closed date : 2020-05-22 09:19:32.95
Snow and Ice Removal- Sidewalk Bylaw Violation	101013673234	1527		MAIN ST		V6A 2W5	1. Type of Property: Business 2. If Other, provide details: 3. Describe the issue in detail: MacDonald at Main St & Terminal backs onto Quebec have not shovelled snow from the sidewalk along Main St or Quebec St 4. Condition of sidewalk: Not Shovelled 5. If Other, provide details: 6. Provide date and time of incident: Jan 13th, 2020 at 4pm 7. (Don't ask, just record - did caller indicate they want a call back?): No 8. Provide property address:	2020 January, Anonymous		1	1/13/20 16:15	1/15/20 8:05	Eng_Kent Construction Supplies and Services	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Kent Construction Supplies and Services Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1565933 created / updated at Monday, January 13, 2020 4:17:05 PM Service Provided: 10 - Service Provided.. Resolved on 14/01/2020 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2020-01-15 08:05:19.813 Service Provided 10 - Service Provided.. Resolved on 14/01/2020 12:00:00 AM.	
Snow and Ice Removal- Sidewalk Bylaw Violation	101015631573	1527		MAIN ST		V6A 2W5	app version: 2.31 original address: 1527 Main St alias: 1527 MAIN ST full: 1527 MAIN ST, VANCOUVER, BC 1. Property type: Business 4. Condition of sidewalk: Not Shovelled 6. Date and time of incident: 2021/12/30 - 1:30pm 7. (Don't ask, just record - did caller indicate they want a call back?): Unknown 8. Confirm property address: 1527 Main St	PS Description: The sidewalk on Quebec st side of the McDonald's has not been cleared, and poses a clear danger of slipping. This is a commercial property for a wealthy company, they have no excuse, considering the parking lot next door cleared theirs overnight- qj>P5P: 11317094p/<Click images below to expand>qj~qj~<a href="http://www.publicstuff.com/request/view/11317094~<http://www.publicstuff.com/request/view/11317094~qj~</p>	No Name No Name (ps)		1	12/30/21 13:42	12/31/21 15:05	Eng_Kent Construction Supplies and Services	Agent Created Case: Public Stuff request id: PS011317094 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1885268 created / updated at Thursday, December 30, 2021 1:42:35 PM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1885268 created / updated at Thursday, December 30, 2021 1:43:30 PM Hansen Service Request has been reviewed: Case reviewed on 2021-12-30 1:49:18 PM. Hansen an action has been scheduled: On 2021-12-30 1:49:17 PM an action has been scheduled for 2021-12-30 1:49:00 PM. Service Provided: 10 - Service Provided.. Resolved on 2021-12-31 2:40:00 PM. Agent Finished: Case Closed. Closed date : 2021-12-31 14:43:17.26 Service Provided 10 - Service Provided.. Resolved on 2021-12-31 2:40:00 PM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-12-31 14:44:50.12 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 : 1885268 created / updated at Friday, December 31, 2021 2:45:45 PM Agent Finished: Case Closed. Closed date : 2021-12-31 14:45:46.227 Back to previous status Closing case after 'Add Event' Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2021-12-31 14:49:49.687 Open311 Feedback Send Complete Status and Resolution Comment to PS case (Continued in Next Row)

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