

File No.: 04-1000-20-2022-520

November 1, 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 September 21, 2022 under the ***Freedom of Information and Protection of Privacy Act, (the Act)***, for:

Records of requests or reports for street repairs in front of 1675 Bayshore Drive, which is the intersection of Menchion Mews and Bayshore Drive. Date Range: September 30, 2017 to September 30, 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

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 (#04-1000-20-2022-520); 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)

:dl

requesttype	CASEID	StreetFrom	StreetTo	STREETNAME_1	STREETUNIT	POSTALCODE	LOCDetails	Notes	AdditionalDetails	CONTACTNAME	PHONENUM	DATECREATED	closeddate	Preferred_Queue	EventNotes
Citizen Feedback Case	101014553792	1600	1699	BAYSHORE DRIVE				<div>Came in through Tell us Online: Between 1616 Bayshore Drive and 1790 Bayshore Drive leaves have been raked and removed from boulevards most leaves are off the trees. However, the leaves are still all over the road and will potentially cause a flood in this low lying area. Please have the sweepers come and take the leaves off the roadway ASAP before more heavy rain. Thank you. s.22(1)</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: Sanitation - Street Cleaning</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: Tell us Online case 14553762</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)		11/17/20 15:10	11/25/20 14:02	Eng_Sanitation - Street Cleaning Services	<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: Reallocated to queue: Eng_Sanitation - Street Cleaning Services</div> <div>Incorrect queue</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1705435 created / updated at Tuesday, November 17, 2020 3:13:53 PM</div> <div>Hansen Service Request has been reviewed: Case reviewed on 2020-11-18 6:34:29 AM.</div> <div>Hansen an action has been scheduled: On 2020-11-18 6:34:29 AM an action has been scheduled for 2020-11-18 6:34:00 AM.</div> <div>Hansen Change in Comments: Comments: SR forwarded to Foreman. Added on 2020-11-18 6:55:25 AM.</div> <div>Service Provided: 10 - Service Provided. Completed . Resolved on 2020-11-24 2:01:00 PM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-11-25 14:02:37.973</div> <div>Service Provided</div> <div>10 - Service Provided. Completed . Resolved on 2020-11-24 2:01:00 PM.</div>	
Citizen Feedback Case	101014750956	INTERSECTION		BAYSHORE DRIVE	MENCHIONS MEWS			<div>1. Describe details (who, what, where, when, why): Re: Rogers Underground Utility Construction on Bayshore Dr at Menchion Mews s.22(1) s.22(1) is very upset that this construction is blocking the only road in and out s.22(1) although patrons can still park on the street around Bayshore Dr., patrons as well as delivery drivers need/want to park in their private lot. Plant indicates that there will be single lane alternating traffic on Bayshore Dr from Menchion Mews to 45m south but he said this is not happening s.22(1) would like the City's project contact to phone s.22(1) 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: City project contact - Hilary Mak hilary.mak@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)		1/28/21 14:44	1/28/21 15:33	Feedback	<div>Agent Created Case:</div> <div>Agent Updated Case Details: Reallocated to queue: Feedback</div> <div>Agent Finished: Case Closed</div> <div>Directed to Another City Department</div> <div>Sent to hilary.mak@vancouver.ca</div>	
Pothole - Repair	101012613071	1680		BAYSHORE DRIVE		1001	V6G 3H6	<div>app version: 2.31 original address: 1657-1701 W Georgia St alias: 1657-1701 W GEORGIA ST full: 1680 BAYSHORE DR, VANCOUVER, BC</div> <div>1. Pothole location: Street (including bike lane)</div> <div>2. What is the size of the pothole? Large - greater than 60 cm (24 in)</div> <div>3. What is the depth of the pothole? Medium - 5-10 cm (2-4 in)</div> <div>6. What part of lane or shoulder is the pothole located?</div> <div>7. What direction were you travelling?</div> <div>9. Is this request due to Motor Vehicle Accident? Unknown</div> <div>11. (Don't ask just record - Did caller indicate they want a call back?): No</div>	<div>PS Description: Numerous potholes and cracks in bus lane northbound Georgia between Cardero and Denman. <p/>PS#: 5694551<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/5694551<p/></div>	s.22(1)	3/8/19 13:50	3/11/19 12:30	Eng_Streets Operations	<div>Agent Created Case:</div> <div>Public Staff request id: PS105694551</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1420975 created / updated at Friday, March 08, 2019 1:50:22 PM</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1420975 created / updated at Friday, March 08, 2019 1:51:27 PM</div> <div>Hansen Change in Comments: Comments: Emailed to Afternoon Dispatch to dispatch to Sanitation on Mar 8/19. Added on 08/03/2019 1:52:25 PM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 08/03/2019 3:51:00 PM.</div> <div>Service Provided: 10 - Service Provided. Mar 8/19 - 1680 Bayshore - Potholes in n/b bus lane. Done. 1.5 bags EZ mix. - Sanitation Timesheet, Mar 8/19. Resolved on 08/03/2019 12:00:00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2019-03-11 12:25:30.283</div> <div>Service Provided</div> <div>10 - Service Provided: Mar 8/19 - 1680 Bayshore - Potholes in n/b bus lane. Done. 1.5 bags EZ mix. - Sanitation Timesheet, Mar 8/19. Resolved on 08/03/2019 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Staff Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2019-03-11 12:29:56.413</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 : 1420975 created / updated at Monday, March 11, 2019 12:30:18 PM</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2019-03-11 12:30:19.98</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>	
Pothole - Repair	101014119148	1680		BAYSHORE DRIVE		1001	V6G 3H6	<div>app version: 2.31 original address: 1723 Alberni St alias: 1723 ALBERNI ST full: 1680 BAYSHORE DR, VANCOUVER, BC</div> <div>1. Pothole location: Street (including bike lane)</div> <div>2. What is the size of the pothole? Large - greater than 60 cm (24 in)</div> <div>3. What is the depth of the pothole? Medium - 5-10 cm (2-4 in)</div> <div>6. What part of lane or shoulder is the pothole located?</div> <div>7. What direction were you travelling?</div> <div>9. Is this request due to Motor Vehicle Accident? Unknown</div> <div>11. (Don't ask just record - Did caller indicate they want a call back?): No</div>	<div>PS Description: Georgia Street is full of potholes<p/>PS#: 8203094<p/>Click images below to expand<p/><p/>http://www.publicstuff.com/request/view/8203094<p/></div>	No Name No Name (ps)	6/23/20 14:17	7/17/20 15:20	Eng_Streets Operations	<div>Agent Created Case:</div> <div>Public Staff request id: PS108203094</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1634530 created / updated at Tuesday, June 23, 2020 2:17:59 PM</div> <div>Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1634530 created / updated at Tuesday, June 23, 2020 2:18:19 PM</div> <div>Hansen Change in Comments: Comments: Emailed afterhours dispatch . Added on 23/06/2020 2:25:36 PM.</div> <div>Hansen Change in Comments: Comments: DISPATCHED TO SANITATION AT 15:30. Added on 23/06/2020 3:23:37 PM.</div> <div>Hansen Service Request has been reviewed: Case reviewed on 23/06/2020 3:23:00 PM.</div> <div>Hansen Service Request Assigned: Case was assigned on 23/06/2020 3:23:00 PM.</div> <div>Hansen Service Request Assigned: Case was assigned on 24/06/2020 12:00:00 AM.</div> <div>Hansen Change in Comments: Comments: Jun 23/20 - 1680 Bayshore - Pothole. No potholes, only sunken sewer panels. Refer to sewers - Sanitation Emergency Crew Log Sheet Jun 24/20 - Referred to j brace. Added on 24/06/2020 2:52:05 PM.</div> <div>Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. Jul 16/20 - 1680 Bayshore - Checked at both addresses, no p/h's found. - Crew 67. Resolved on 16/07/2020 12:00:00 AM.</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-07-17 15:17:16.63</div> <div>Upon Investigation No Issue Exists at Location</div> <div>24 - Investigation found no issue. Jul 16/20 - 1680 Bayshore - Checked at both addresses, no p/h's found. - Crew 67. Resolved on 16/07/2020 12:00:00 AM.</div> <div>Case Reopened: Reopened for Public Staff Feedback</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-07-17 15:19:55.943</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 : 1634530 created / updated at Friday, July 17, 2020 3:20:04 PM</div> <div>Agent Finished: Case Closed.</div> <div>Closed date : 2020-07-17 15:20:05.65</div> <div>Back to previous status</div> <div>Closing case after 'Add Event'</div>	

					Agent Created Case: Public Stuff request id: PSID4157314 Agent Finished: Reallocated to queue: Eng_Streets Operations Requires special attention			
					Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1284674 created / updated at Wednesday, May 09, 2018 8:20:22 AM Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1284674 created / updated at Wednesday, May 09, 2018 8:20:37 AM Hansen Change in Comments: Comments: May 10/18 - Referred to V Santorelli. Added on 10/05/2018 7:35:39 AM. Hansen Service Request has been reviewed: Case reviewed on 10/05/2018 12:00:00 AM. Hansen Service Request Assigned: Case was assigned on 10/05/2018 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 01/01/0001 12:00:00 AM. Hansen Change in Comments: Comments: May 10/18 - 1675 Bayshore Drive - Refer to Sanitation for sweeping - V Santorelli May 16/18 - Referred to Sanitation. Added on 16/05/2018 2:46:37 PM. Hansen has changed the Queue within the Hansen Sys: Case queue changed to GSCL () on 16/05/2018 2:47:21 PM. Hansen an action has been scheduled: On 17/05/2018 6:57:37 AM an action has been scheduled for 17/05/2018 6:57:00 AM. Hansen Change in Comments: Comments: SR fwd to Foreman. Added on 17/05/2018 7:34:40 AM. Hansen Service Request has been reviewed: Case reviewed on 17/05/2018 7:34:00 AM. Service Provided: 10 - Service Provided. completed as per foreman . Resolved on 19/05/2018 11:48:00 AM. Agent Finished: Case Closed. Closed date : 2018-05-22 11:49:31.083 Service Provided 10 - Service Provided. completed as per foreman . Resolved on 19/05/2018 11:48:00 AM.			
					Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date : 2018-05-22 11:55:00.71 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 : 1284674 created / updated at Tuesday, May 22, 2018 11:56:53 AM Agent Finished: Case Closed. Closed date : 2018-05-22 11:56:52.653 Back to previous status Closing case after 'Add Event'			
VanConnect - Other Case	101011227877	1675	BAYSHORE DRIVE	app version: 2.31 original address: 1675 Bayshore Dr alias: 1675 BAYSHORE DR full: 1675 BAYSHORE DR, VANCOUVER, BC	1. Provide details: Could the leaves in the gutter from 1650 to 1717 Bayshore Drive swept up? This is the curb along Marina Square Park (north side of Bayshore Drive). Please and thank you.	No Name No Name (ps)	5/8/18 20:45	5/22/18 11:56 Eng_Streets Operations
					2018/05/08 21:36:55 ~~~ Public Stuff ~~~ Public Stuff comment by S.22(1) Debris on sidewalk
PS Description: undefined<p>PS#: 4157314<p><Click images below to expand<p><p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/4157314<p/>			
					PS#: 6131634<p><Click images below to expand<p><p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/6131634<p/>			
VanConnect - Other Case	101012931169	1680	BAYSHORE DRIVE	app version: 2.31 original address: 1650 Bayshore Dr alias: 1650 BAYSHORE DR full: 1680 BAYSHORE DR, VANCOUVER, BC	1. Provide details: Bollards on sidewalk are damaged from a vehicle impact S.22(1) ,aid police came to assess and vehicle was towed away) can you confirm this will be repaired by ICB and not the Vancouver taxpayer?	S.22(1)	5/28/19 14:44	8/2/19 14:41 Eng_Streets Operations
					PS#: 10355014<p><Click images below to expand<p><p>http://www.publicstuff.com/request/view/10355014<p/>			
VanConnect - Other Case	101015172378	1675	BAYSHORE DRIVE	app version: 2.31 original address: Marina Square alias: MARINA SQUARE full: 1675 BAYSHORE DR, VANCOUVER, BC	1. Provide details: We are concerned about safety on our sidewalks and seawall with endless speeding bicycles in crosswalks and on sidewalks. Recently their has been numerous incidents with speeding scooters on sidewalks	No Name No Name (ps)	7/3/21 11:54	7/3/21 19:39 VanConnect
					2019/07/10 07:19:15 ~~~ Sumit Sharma ~~~ contacted dispatch at 604.829.4299 713 am and relayed the info
2019/07/10 07:10:33 ~~~ Sumit Sharma ~~~ reported via the online webform and the citizen stated the following: "1680 Bayshore Drive ,north east corner of side walk. in front of building. There are 3 pillars to prevent vehicles from driving up a walkway. A vehicle has hit the 3 pillars and sheared one off and bent the other two across the sidewalk. They are black in colour and not very visible at night and because they now protrude into the public side walk they are dangerous because someone wont see them at night and trip over them..its an accident waiting to happen as the saying goes. This has been reported sometime ago,but nothing has been done."
			
					1. Type of Inquiry: Other - Emergency 2. If Other, provide details: Damaged pillars 3. Describe the issue in detail: On the south east side of 1680 Bayshore drive there is a walkway thru to Georgia st. It is wide and has 3 black steel removable pillars across it to prevent vehicles from driving up it. They are on the edge of the public sidewalk. It appears a vehicle has done damage to 2 of the pillars. One pillar is gone entirely and one is bent in to the walkway so as to be considered dangerous especially at night as the pillar is black.A unsuspecting person walking or riding a bike could easily bump into the leaning pillar. Thought you should know of the potential for possible injury. 4. Is this request due to Motor Vehicle Accident? Unknown 5. If Yes, provide details on license plate number or other details (if known): Walkway at Southeast side of 1680 Bayshore Drive Vancouver 6. (Don't ask just record - Did caller indicate they want a call back?) No			
Streets - General Issues	101013039242	1680	BAYSHORE DRIVE	V6G 3H6		S.22(1)	6/21/19 11:18	7/12/19 13:21 Eng_Streets Operations
					1. Type of Inquiry: Other - Non-Emergency 2. If Other, provide details: 2 of 3 metal bollards have been damaged and knocked over along the south side of the street in the 1600 block of Bayshore Drive, directly across from Marina Square Park. The bollards are at the entrance of what appears to be a pedestrian corridor. The bollards themselves appear to be situated on City property, when looking at the aerial photo in VanMap. These bollards have been knocked over for months. There is currently a COV cone at the location, but just thought I'd submit the request as a follow up since they haven't yet been repaired or replaced. 3. Describe the issue in detail: 2 of 3 metal bollards have been damaged and knocked over along the south side of the street in the 1600 block of Bayshore Drive, directly across from Marina Square Park. The bollards are at the entrance of what appears to be a pedestrian corridor. The bollards themselves appear to be situated on City property, when looking at the aerial photo in VanMap. These bollards have been knocked over for months. There has been a COV orange cone at the location for months now, but just thought I'd submit the request as a follow up since they haven't yet been repaired or replaced. 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			
Streets - General Issues	101013224392	1650	BAYSHORE DRIVE	V6G 3K2		S.22(1)	8/12/19 21:02	8/15/19 14:57 Eng_Streets Operations
					Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1495286 created / updated at Monday, August 12, 2019 9:08:24 PM Hansen Change in Comments: Comments: Aug 13/19 - Referred to M Biagini. Added on 13/08/2019 7:31:55 AM. Hansen Service Request Assigned: Case was assigned on 13/08/2019 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 13/08/2019 12:00:00 AM. Service Provided: 10 - Service Provided. Aug 13/19 - All 3 bollards on both sides of Bayshore are now securely in place. (Darren Trach) - M Biagini. Resolved on 13/08/2019 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2019-08-15 14:57:20.283 Service Provided 10 - Service Provided. Aug 13/19 - All 3 bollards on both sides of Bayshore are now securely in place. (Darren Trach) - M Biagini. Resolved on 13/08/2019 12:00:00 AM.			

					1. Type of boulevard issue: Damage 2. If Other, provide details: 3. Describe issue and location in detail: §.22(1) said that they witnessed a VPD officer drive their vehicle down the City boulevard and tear up the grass. He said they drove along the sidewalk with tires on the boulevard. Citizen was concerned that the City might think that his company §.22(1) did the damage, since they have that road closed tonight to accommodate a crane. Citizen witnessed this happening at approx. 6:50 PM on November 1, 2018. He said the damage is on the south side of the street, and stretches from Denman Street to Cardero Street. 4. Is this request due to a Motor Vehicle Accident? No 5. If Yes, provide license plate number or other related details (if known): 6. (Don't ask, just record - did caller indicate they want a call back?): No						
Boulevard Maintenance Issues	101012066147	1600	1699 BAYSHORE DRIVE			§.22(1)	§.22(1)	11/1/18 19:17	11/6/18 14:53	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1368257 created / updated at Thursday, November 01, 2018 7:21:21 PM Hansen Change in Comments: Comments: Nov 2/18 - Referred to V Santorelli. Added on 02/11/2018 7:02:52 AM. Hansen Service Request Assigned: Case was assigned on 02/11/2018 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 02/11/2018 12:00:00 AM. No Service Provided: 11 - No Service Provided. Nov 2/18 - 1600 Bayshore Drive - Blvd not in need of repair at this time.. Resolved on 02/11/2018 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2018-11-06 14:53:25.84 No Service Provided 11 - No Service Provided. Nov 2/18 - 1600 Bayshore Drive - Blvd not in need of repair at this time.. Resolved on 02/11/2018 12:00:00 AM.
					1. Type of boulevard issue: Damage 2. If Other, provide details: 3. Describe issue and location in detail: ground sinkin in where rogers dug up the boulevard area. A couple of months ago , No leak from sprinkler head in the area. 4. Is this request due to a Motor Vehicle Accident? No 5. If Yes, provide license plate number or other related details (if known): 6. (Don't ask, just record - did caller indicate they want a call back?): No						
Boulevard Maintenance Issues	101015266580	1650	BAYSHORE DRIVE	V6G 3K2		§.22(1)	§.22(1)	8/6/21 14:21	8/20/21 10:34	Eng_Streets Operations	Agent Created Case: Public Staff request id: PSID05667900 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1418833 created / updated at Monday, March 04, 2019 8:40:32 AM Hansen Service Request Assigned: Case was assigned on 05/03/2019 7:20:00 AM. Hansen Service Request has been reviewed: Case reviewed on 05/03/2019 7:20:00 AM. Assigned: 39 - Dispatched to Crew. Mar 5/19 - 1675 Bayshore - Went to site. Forwarded to Crew 75 to do repairs. - m biagini. Resolved on 05/03/2019 12:00:00 AM Agent Finished: Case Closed. Closed date : 2019-03-07 15:16:31.643 Assigned 39 - Dispatched to Crew. Mar 5/19 - 1675 Bayshore - Went to site. Forwarded to Crew 75 to do repairs. - m biagini. Resolved on 05/03/2019 12:00:00 AM. Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2019-03-07 15:19:55.593 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1418833 created / updated at Thursday, March 07, 2019 3:20:16 PM Agent Finished: Case Closed. Closed date : 2019-03-07 15:20:17.29 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: Mar 13/19 - Re Ramp; re pavers - Crew 75. Added on 14/03/2019 12:21:59 PM. Agent Finished: Case Closed. Closed date : 2019-03-14 12:22:34.363 Back to previous status Closing case after 'Add Event'
Sidewalk - Repair	101012592028	1675	BAYSHORE DRIVE		app version: 2.31 original address: 301-399 MENCHIONS MEWS alias: 301-399 MENCHIONS MEWS full: 1675 BAYSHORE DR, VANCOUVER, BC 1. Type of sidewalk problem: Uneven 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: Loose tiles causing tripping hazard. Two spots have this problem (both in front of benches along this stretch, this one and another ~30 m to north) -cp/>PS#: 5667900-cp/>Click images below to expand-cp/>-cp/>Click images below to expand-cp/>-cp/>http://www.publicstuff.com/request/view/5667900-cp/>	No Name No Name (ps)	3/4/19 8:40	3/14/19 12:22	Eng_Streets Operations	Agent Created Case: Public Staff request id: PSID05994844 Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1444641 created / updated at Friday, May 03, 2019 12:32:50 PM Hansen Service Request Assigned: Case was assigned on 06/05/2019 7:19:00 AM. Hansen Service Request has been reviewed: Case reviewed on 06/05/2019 7:19:00 AM. Upon Investigation No Issue Exists at Location: 24 - Investigation found no issue. May 7/19 - 1650 Bayshore - Picture provided does not match with location of 1650 Bayshore Dr. No issues found at 1650 Bayshore - Crew 67. Resolved on 07/05/2019 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2019-05-10 10:10:42.36 Upon Investigation No Issue Exists at Location 24 - Investigation found no issue. May 7/19 - 1650 Bayshore - Picture provided does not match with location of 1650 Bayshore Dr. No issues found at 1650 Bayshore - Crew 67. Resolved on 07/05/2019 12:00:00 AM. Case Reopened: Reopened for Public Staff Feedback Agent Finished: Case Closed. Closed date : 2019-05-10 10:15:20.76 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 : 1444641 created / updated at Friday, May 10, 2019 10:16:19 AM Agent Finished: Case Closed. Closed date : 2019-05-10 10:16:20.673 Back to previous status Closing case after 'Add Event'
Sidewalk - Repair	101012827869	1650	BAYSHORE DRIVE	1001 V6G 3K2	app version: 2.31 original address: Vancouver BC V6G 3K7 alias: VANCOUVER BC V6G 3K7 full: 1650 BAYSHORE DR, VANCOUVER, BC 1. Type of sidewalk problem: Uneven 2. If Other, provide details: 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.): There was electrical work done at the sidewalk and needs to be replaced back to it's original state. 6. Is this request due to Motor Vehicle Accident? No 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?): No	PS Description: Slipped and fell on this lip-cp/>PS#: 5994844-cp/>Click images below to expand-cp/>-cp/>Click images below to expand-cp/>-cp/>http://www.publicstuff.com/request/view/5994844-cp/>	§.22(1)	5/3/19 12:32	5/10/19 10:16	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1755970 created / updated at Friday, March 19, 2021 9:03:26 AM Hansen Change in Comments: Comments: Mar 22/21 - Referred to B Vistaunet. Added on 2021-03-22 7:39:09 AM. Hansen Service Request Assigned: Case was assigned on 2021-03-22 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-03-22 12:00:00 AM. Attended by Inspector: 43 - Attended by Inspector. May 20/21 - 1650 Bayshore - Spoke with §.22(1), explained utility cut will be repaired when cut sheets are made. They are not in our system yet. - g mcvior. Resolved on 2021-05-20 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-26 08:47:16.403 Attended by Inspector 43 - Attended by Inspector. May 20/21 - 1650 Bayshore - Spoke with §.22(1), explained utility cut will be repaired when cut sheets are made. They are not in our system yet. - g mcvior. Resolved on 2021-05-20 12:00:00 AM.
Sidewalk - Repair	101014881947	1650	BAYSHORE DRIVE	V6G 3K2		§.22(1)	§.22(1)	3/19/21 9:01	5/26/21 8:47	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1774177 created / updated at Thursday, April 29, 2021 3:45:52 PM Hansen Change in Comments: Comments: Apr 30/21 - Referred to b todd. Added on 2021-04-30 7:21:20 AM. Hansen Service Request Assigned: Case was assigned on 2021-04-30 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-04-30 12:00:00 AM. Hansen Work Order Created: Work order 1297354 has been initiated on 2021-05-05 12:00:00 AM. Work Order type is RSwReact. Service Provided: 10 - Service Provided. . Resolved on 2021-05-03 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-05 08:39:55.7 Service Provided 10 - Service Provided. . Resolved on 2021-05-03 12:00:00 AM.
Sidewalk - Repair	101014988469	1600	1699 BAYSHORE DRIVE		1. Type of sidewalk problem: Uneven 2. If Other, provide details: 3. Is there a black patch on it? Yes 4. Is it safe? No 5. Describe issue in detail (in front of, beside, side of street, etc.): Raised about an inch, 73 year old lady fell off the uneven sidewalk. 6. Is this request due to Motor Vehicle Accident? No 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?): No						
						§.22(1)	§.22(1)	4/29/21 15:44	5/21/21 8:39	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1774177 created / updated at Thursday, April 29, 2021 3:45:52 PM Hansen Change in Comments: Comments: Apr 30/21 - Referred to b todd. Added on 2021-04-30 7:21:20 AM. Hansen Service Request Assigned: Case was assigned on 2021-04-30 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-04-30 12:00:00 AM. Hansen Work Order Created: Work order 1297354 has been initiated on 2021-05-05 12:00:00 AM. Work Order type is RSwReact. Service Provided: 10 - Service Provided. . Resolved on 2021-05-03 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-05 08:39:55.7 Service Provided 10 - Service Provided. . Resolved on 2021-05-03 12:00:00 AM.
Sidewalk - Repair	101014988469	1600	1699 BAYSHORE DRIVE			§.22(1)	§.22(1)	4/29/21 15:44	5/21/21 8:39	Eng_Streets Operations	Agent Created Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Operations Hansen Service Case Created / Updated: Hansen ServiceRequest Number : 1774177 created / updated at Thursday, April 29, 2021 3:45:52 PM Hansen Change in Comments: Comments: Apr 30/21 - Referred to b todd. Added on 2021-04-30 7:21:20 AM. Hansen Service Request Assigned: Case was assigned on 2021-04-30 12:00:00 AM. Hansen Service Request has been reviewed: Case reviewed on 2021-04-30 12:00:00 AM. Hansen Work Order Created: Work order 1297354 has been initiated on 2021-05-05 12:00:00 AM. Work Order type is RSwReact. Service Provided: 10 - Service Provided. . Resolved on 2021-05-03 12:00:00 AM. Agent Finished: Case Closed. Closed date : 2021-05-05 08:39:55.7 Service Provided 10 - Service Provided. . Resolved on 2021-05-03 12:00:00 AM.

[illegible]



2022/10/19 10:08

Class

Service Request # R	1268669
Request Type	RPotholeRepair
Request type description	Pothole Repair
Request Date	2018/04/01 23:59
Call Date	2018/04/01 23:59
Last 311 Update	MajorLog
Incident Date	2018/04/04 14:01
Crew Assign Date	
Crew ID	
Crew Contact	
Alt Crew Contact	
Follow-Up Date	
Charges Explained	no
	2018/04/02 02:36
Reviewed	yes
Sub Type	xPotholeStreet
Initiated By	Last 311 Update, where applicable
	Creator
	Dispatcher
	Alt Dispatcher
Alert State	None
	No 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	2018/04/05 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 #	1601
Pre Dir	
Street Name	BAYSHORE DRIVE
Suffix	(MA)
Post Dir	
Subdesignation	CARDERO 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: 1978 Stanley Park Dr alias: 1978 STANLEY PARK DR full:
 1601 BAYSHORE DR, VANCOUVER, BC

Incident Details

Apr 2/18 - Sanitation: Nothing found.
 Internal Notes

Call Details

Call Duration 00:00:00

of Calls 0

Taken By

Taken by name

Customer Contact yes

Requested

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

Inspector name

Scheduled

Due By

Started

Due By

Completed

Due By

Resolved 2018/04/02 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)	MYEONGHWA PARRY	2018/04/02 02:36		Dispatched to Sanitation at 1:55	1474643
Lagan ECM		KRISTIN MCGOLDRICK	2018/04/04 05:18	2018/04/04 05:18	Nothing Found. 04/02/2018	1475855
ResolComm		TYLER FIELD	2018/04/04 00:12	2018/04/04 00:12	Apr 2/18 - Sanitation: Nothing found.	1476552

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
Review Date	2018/04/02 02:36	02/04/2018 2:36:55 AM	01/01/0001 12:00:00 AM	MYEONGHWA PARRY	Hansen
Resolved	2018/04/04 13:55	True	False	TYLER FIELD	Hansen
ResolutionDateTime	2018/04/04 14:01	True	False	Integration SERVICE	MCloseCase
LaganEForm	2018/04/04 14:01			Integration SERVICE	IEFormPage
LaganCaseDetails	2018/04/04 14:01	Comment updated.	Comment updated.	Integration SERVICE	MCaseNotes
IncidentDate	2018/04/04 14:01	04/04/2018 2:01:47 PM	01/04/2018 11:59:00 PM	Integration SERVICE	IncidentDate

311 Case Info

Lagan Detail

PS#: 3975655

Click images below to expand

<http://www.publicstuff.com/request/view/3975655>

1. Pothole location: **Street (including bike lane)**
2. What is the size of the pothole? **Large - greater than 60 cm (24 in)**
3. What is the depth of the pothole? **Medium - 5-10 cm (2-4 in)**
6. What part of lane or shoulder is the pothole located?
7. What direction were you travelling?
9. Is this request due to Motor Vehicle Accident? **Unknown**
11. (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 # 101011059670
Case creator PublicStuff



2022/10/19 10:08

Class

Service Request # R 1997462
 Request Type RStRepair
 Request type description Street - Repair
 Request Date 2022/08/06 14:37
 Call Date 2022/08/06 14:30
 Last 311 Update MinorLog
 Incident Date 2022/08/06 14:38
 Crew Assign Date
 Crew ID
 Crew Contact 15258
 Alt Crew Contact
 Follow-Up Date
 Charges Explained no
 2022/08/06 15:36
 Reviewed yes
 Sub Type xEmergency
 BLAIR GORDON TODD
 Last 311 Update, where applicable
 Initiated By
 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 2022/08/15 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 # 1675
 Pre Dir
 Street Name BAYSHORE DRIVE
 Suffix (MA)

Post Dir
 Subdesignation MARINA SQUARE
 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

Incident Details

Aug 6/22 - 1675 Bayshore - Report of a dangerous cut on bike path. Scooter hit a cut and was injured. Unable to locate issue more details needed - Sanitation Emergency Crew Log Sheet |
 Aug 8/22 - Referred to B Todd
 Dispatched to B1203 on Aug 8/22 - MW

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 Other
 Foreign no
 Address
 City
 State/Province
 ZIP/PC
 Country
 Contact Phone s.22(1)
 E-mail
 Alternate Phone
 Fax
 Pager

(No Data)

Customer Comments

Email: 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 2022/08/08 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)	LUIS REYES	2022/08/06 15:36		Dispatched to City Response Truck/Sean on 06 Aug 22 @15:15 - LPR	2571117
Lagan ECM		STEVE ELFORD	2022/08/08 00:49	2022/08/08 00:49	Aug 6/22 - 1675 Bayshore - Report of a dangerous cut on bike path. Scooter hit a cut and was injured. Unable to locate issue more details needed - Sanitation Emergency Crew Log Sheet Aug 8/22 - Referred to B Todd	2573388
Lagan ECM		MIKE WELLS	2022/08/08 13:07	2022/08/08 13:07	Dispatched to B1203 on Aug 8/22 - MW	2573556
Lagan ECM		TYLER FIELD	2022/08/08 14:49		Aug 8/22 - Called Dispatch to have crew attend. - T. Field	2573726
ResolComm		TARYN CHAU				2574211

Attachments

Attachments
(No Data)

Associations

Linked Service Requests
(No Data)

Associated Work Orders

Work Order #	Milestone	Activity	Schedule Date	Completed Date	Asset	Unit ID
1592570		RRwReact	2022/08/08 00:00		Street Segment	BAYSHORE DRIVE

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

Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory
CustomerComments	2022/08/06 14:38	s.22(1)	Email: s.22(1)	Integration SERVICE	ICustComm
IncidentDate	2022/08/06 14:38	2022-08-06 2:38:20 PM	2022-08-06 2:37:46 PM	Integration SERVICE	IncidentDate
Review Date	2022/08/06 15:36	2022-08-06 3:36:00 PM		LUIS REYES	Hansen
Inspector	2022/08/08 12:01	s.22(1)		STEVE ELFORD	Hansen
Incident Details	2022/08/08 12:02	Incident details have been updated.		STEVE ELFORD	Hansen
Incident Details	2022/08/08 13:08	Incident details have been updated.		MIKE WELLS	Hansen
Resolved	2022/08/09 09:19	True	False	TARYN CHAU	Hansen

311 Case Info

Lagan Detail

1. Type of repair: **Other - Emergency****
2. If Other, provide details:
3. Location: **Street**
4. Describe issue and location in detail: **S.22(1) called to report a dangerous road cut on the bike path next to 1675 Bayshore Drive. There was a rectangular cut out piece of road that is about 4 inches deep that was not levelled. An electric scooter went into this cut out road and flipped. The individual suffered a head concussion and a separated shoulder. Please make the area safe to prevent future accidents.**
5. What direction were you travelling? **East**
6. Is this request due to Motor Vehicle Accident? **No**
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?) **No**

311 Case Form
311 notes and details

Notes to 311
Notes to Citizen

311 Case # 101016264294
Case creator lagan



2022/10/19 10:10

Class

Service Request # R 1655628
 Request Type RStRepair
 Request type description Street - Repair
 Request Date 2020/08/05 13:22
 Call Date 2020/08/05 13:15
 Last 311 Update
 Incident Date 2020/08/05 13:22
 Crew Assign Date
 Crew ID
 Crew Contact
 Alt Crew Contact
 Follow-Up Date
 Charges Explained no
 2020/08/05 00:00
 Reviewed yes
 Sub Type Other
 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 2020/08/12 13:15
 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 Range
 Street # 300
 to 399
 Pre Dir
 Street Name MENCHIONS MEWS
 Suffix -Range
 Post Dir

Subdesignation COVAV
 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
 Province BC
 Postal Code
 Location

Incident Details

Aug 5/20 - This is not something Street Ops can assist with. Emailed 311 to refer to appropriate department. | Aug 5/20 - 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 s.22(1)
 First, MI
 Middle Initial
 Title
 Contact Type Other
 Foreign no
 Address s.22(1)
 City
 State/Province
 ZIP/PC
 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
 Inspector name
 Scheduled
 Due By
 Started
 Due By
 Completed
 Due By
 Resolved 2020/08/05 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
ResolComm	s.22(1)	TYLER FIELD	2020/08/05 00:13	2020/08/05 00:13	Aug 5/20 - This is not something Street Ops can assist with. Emailed 311 to refer to appropriate department. Aug 5/20 - 2045849 Referred to 311	

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
Resolved	2020/08/05 15:05	True	False	TYLER FIELD	Hansen	

311 Case Info

Lagan Detail

<https://goo.gl/maps/rVaaHdR8oGjVneMx9>

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

2. If Other, provide details:

3. Location: **Lane**

4. Describe issue and location in detail: **Cyclists travelling south on Mension Mews are having difficulty navigating the sharp right turn at Marina Square where the 2 bollards are. Caller has witnessed 2 people bail and s.22(1)s wondering if there is a way to "round off" the corner of Mension Mews and Marina Sq. Caller has photos of area if needed. Street view link is in additional notes.**

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

6. Is this request due to Motor Vehicle Accident?**No**

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?)**No**

311 Case Form

311 notes and details

Notes to 311
Notes to Citizen

311 Case # 101014245718

Case creator lagan

Work Order Summary

Work Order #: 1592570 RRw_Pothole_NM 67-2022
Asset ID #: BAYSHORE DRIVE
Group Project #: 94928 RRw_Pothole_NM 67-2022 Streets Operations
Location: 1600 - 1799 BAYSHORE DR
Operational Status: **Ref #1:** : **Ref #2:**
Service Request: 1997462 **Contact Name:** s.22(1) **Phone#:** s.22(1)
Requested By: **Requested Date:** **Initiated Date:** Aug 09, 2022

Assigned By: BLAIR GORDON TODD **Assigned To:** MARK ANSTICE
Assigned Date: Aug 08, 2022 **Crew ID:** RMS67 **Work Started:**
Result: Completed **Work Completed:** Aug 08, 2022
Comments: Crew 67 - Potholes - Non-MRN | Accomplishment Code: RRwPothole

Work Orders & Accomplishments:

WO#	Result	Completed Date				
1592570	Completed	Aug 08, 2022				
Accomplishment Date		Description	Quantity	Truck#	Assigned To	Comments
Aug 08, 2022		Pothole Repair	3	RMS67	MARK ANSTICE	TC

Work Area Prefix: R **SAP Network #:** EERD94928 **WBS#:** EER-00008-PR-NM-GN
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>





2022/10/19 10:09

Class

Service Request # R 2000817
 Request Type RStRepair
 Request type description Street - Repair
 Request Date 2022/08/12 09:21
 Call Date 2022/08/12 09:21
 Last 311 Update
 Incident Date 2022/08/12 09:21
 Crew Assign Date 2022/08/23 00:00
 Crew ID
 Crew Contact 5557
 Alt Crew Contact
 Follow-Up Date
 Charges Explained no
 2022/08/15 07:24
 Reviewed yes
 Sub Type CrackHumpInStreet
 DOUGLAS MOORE
 Last 311 Update, where applicable
 Initiated By
 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 2022/08/19 09:21
 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 # 1675
 Pre Dir
 Street Name BAYSHORE DRIVE
 Suffix (MA)

Post Dir
 Subdesignation MARINA SQUARE
 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

-app version: 2.31 original address: 1675 Bayshore Dr alias: 1675 BAYSHORE DR full: 1675 BAYSHORE DR, VANCOUVER, BC

Incident Details

Aug 17/22 - 1675 Bayshore - Refer to D. Moore. Road cuts. - Crew 67 | Aug 23/22 - Referred to d moore
 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 (ps)
 First, MI s.22(1)
 Middle Initial
 Title
 Contact Type Owner
 Foreign no
 Address
 City
 State/Province
 ZIP/PC
 Country
 Contact Phone
 E-mail Anonymous@Anonymous.ca
 Alternate Phone
 Fax
 Pager

(No Data)

Customer Comments

s.22(1) (ps)

Other Calls

(No Data)

Inspection

Inspector s.22(1)
 Inspector name DOUGLAS MOORE
 Scheduled
 Due By
 Started
 Due By
 Completed
 Due By
 Resolved
 Due By
 Resolution

Resolution
description
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	2022/08/23 00:02	2022/08/23 00:02	Aug 17/22 - 1675 Bayshore - Refer to D. Moore. Road cuts. - Crew 67 Aug 23/22 - Referred to d moore	2585698

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

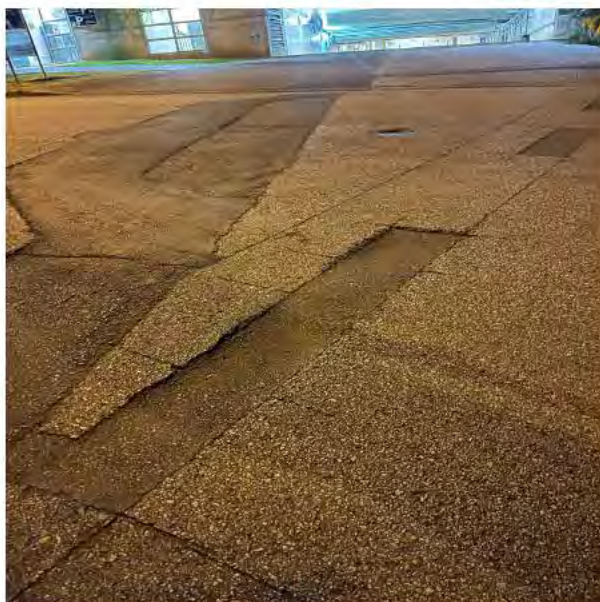
Field Name	Audit Date Time	New Value	Old Value	User ID	Audit Catagory
Inspector	2022/08/15 07:24	s.22(1)		STEVE ELFORD	Hansen
Crew Id	2022/08/15 07:24	RMS88		STEVE ELFORD	Hansen
Review Date	2022/08/15 07:24	2022-08-15 7:24:00 AM		STEVE ELFORD	Hansen
311 Notes and Details	2022/08/15 07:24	311 notes have been updated		STEVE ELFORD	Hansen
Inspector	2022/08/23 15:28	s.22(1)	s.22(1)	TYLER FIELD	Hansen
Incident Details	2022/08/23 15:28	Incident details have been updated.		TYLER FIELD	Hansen

311 Case Info

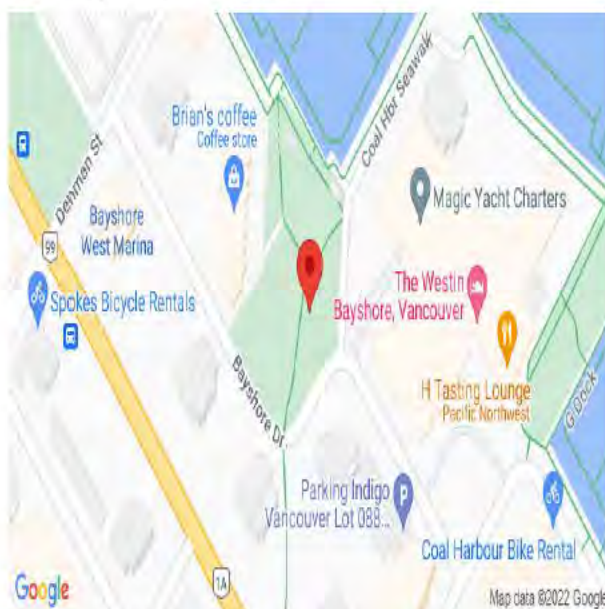
Lagan Detail

PS#: 12477602

Click images below to expand



Click images below to expand



<http://www.publicstuff.com/request/view/12477602>

1. Type of repair:* **Dip or hump**

3. Location:* **Street**

4. Describe issue and location in detail:* **This dip in the road on a bike route caused serious injuries to a scooter rider. s.22(1) lipped over s.22(1) handle bars and was seriously injured. This should not be marked a bike route if it is not safe to ride.**

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

311 Case Form
311 notes and details

Notes to 311
Notes to Citizen
311 Case # 101016279450
Case creator PublicStuff

Service Request Log

File # or Name: 2022-520
Address: Bayshore & Menchion Mews
Date: September 30, 2017 to September 30, 2022

Service Request Lookup - For Verification											
SR	Lookup - Address	Lookup - Location	Lookup - Lagan Form Details	Lookup - Lagan Case Details	Lookup - Inspector	Lookup - Crew ID	Lookup - Request Type	Lookup - Subtype	Lookup - Lagan Case #	Lookup - Requested Date	Lookup - Resolved Date
1268669	1601 BAYSHORE DRIVE CARDERO PARK	1978 Stanley Park Dr alias: 1978 STANLEY PARK DR full: 1601 BAYSHORE DR, VANCOUVER, BC	1. Pothole location: Street (including bike lane) 2. What is the size of the pothole? Large - greater than 60 cm (24 in) 3. What is the depth of the pothole? Medium - 5-10 cm (2-4 in) 6. What part of lane or shoulder is the pothole located? 7. What direction were you travelling? 9. Is this request due to Motor Vehicle Accident? Unknown 11. (Don't ask just record - Did caller indicate they want a call back?): No	PS#: 3975655 Click images below to expand http://www.publicstuff.com/request/view/3975655			Pothole Repair	xPotholeStreet	101011059670	4/1/2018	Apr 2/18
1997462	1675 BAYSHORE DRIVE MARINA SQUARE		1. Type of repair:Other - Emergency** 2. If Other, provide details: 3. Location:Street 4. Describe issue and location in detail § 22(1) called to report a dangerous road cut on the bike path next to 1675 Bayshore Drive. There was a rectangular cut out piece of road that is about 4 inches deep that was not levelled. An electric scooter went into this cut out road and flipped. The individual suffered a head concussion and a separated shoulder. Please make the area safe to prevent future accidents. 5. What direction were you travelling?East 6. Is this request due to Motor Vehicle Accident?No 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?)No		BLAIR GORDON TODD		Street - Repair	xEmergency	101016264294	8/6/2022	Aug 8/22
2000817	1675 BAYSHORE DRIVE MARINA SQUARE	1675 Bayshore Dr alias: 1675 BAYSHORE DR full: 1675 BAYSHORE DR, VANCOUVER, BC	1. Type of repair:* Dip or hump 3. Location:* Street 4. Describe issue and location in detail:* This dip in the road on a bike route caused serious injuries to a scooter rider § 22(1) tipped over § 22(1) handle bars and was seriously injured. This should not be marked a bike route if it is not safe to ride. 8. (Don't ask just record - Did caller indicate they want a call back?) Unknown	PS#: 12477602 Click images below to expand Click images below to expand http://www.publicstuff.com/request/view/12477602	DOUGLAS MOORE		Street - Repair	CrackHumpInStreet	101016279450	8/12/2022	

1655628	300 - 399 MENCHIONS MEWS COVAV	<p>1. Type of repair:Other - Non-Emergency</p> <p>2. If Other, provide details:</p> <p>3. Location:Lane</p> <p>4. Describe issue and location in detail:Cyclists travelling south on Mention Mews are having difficulty navigating the sharp right turn at Marina Square where the 2 bollards are. Caller has witnessed 2 people bail and ⁴²²¹ wondering if there is a way to "round off" the corner of Mention Mews and Marina Sq. Caller has photos of area if needed. Street view link is in additional notes.</p> <p>5. What direction were you travelling?South</p> <p>6. Is this request due to Motor Vehicle Accident?No</p> <p>7. If Yes, provide details on license plate number or other details (if known):</p> <p>8. (Don't ask just record - Did caller indicate they want a call back?)No</p>	https://goo.gl/maps/rVaaHdR8oGjVneMx9	Street - Repair	Other	101014245718	8/5/2020	Aug 5/20
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Location 1

EERD 924912

Material

Amount

Comments

1578938 cross 6-14 lanes 2

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 2

EERD 924928

Material

Amount

Comments

1900 Blk Trench 20

1900 Blk Waterloo 6

1900 Blk Tolmie 6

1800 Blk Blanca 1

1700 Blk Blanca 3

4800 Blk Fanning 6

4800 Blk Belmont 5

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 3

11

Material

Amount

Comments

1997462 1997462 1675 Bayshore 3 and pictures

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