

File No.: 04-1000-20-2023-436

August 4, 2023

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 July 20, 2023 under the *Freedom of Information and Protection of Privacy Act* for:

Record of complaints (3-1-1 or other channels) regarding a Vancouver Park Board-permitted live music event at Olympic Village Square and Milton Wong Plaza on September 11, 2022. Date range: September 10, 2022 to September 18, 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 (#04-1000-20-2023-436); 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. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response package)

:pm

Case ID	Classification Hierarchy - Type	Neighbourhood	Location	Sub Type	Main Case Details	Channel	Client	Client Phone	Create Date	Close Date	Closure Reason	SLA Status	Queue
20100009514	Urban Issues in Parks Case	Mount Pleasant	181 ATHLETES WAY	Homeless issue**	Location: 181 ATHLETES WAYAdditional location details: Along sea wall...workers were here a few days ago taking away 3 tents that were along the waterway...south shore of false creek just west of habitat island. Tent is back in exact same spot. Also needles appear to have been left on Habitat Island, (or as we call it..shoot up island) east shore tip. Type of request: Homeless issue**Are there dogs present? NoProvide details: Along sea wall...workers were here a few days ago taking away 3 tents that were along the waterway...south shore of false creek just west of habitat island. Tent is back in exact same spot. Also needles appear to have been left on Habitat Island, (or as we call it..shoot up island) east shore tip. Indicate number of structures and/or tents at location: 2	WEB	§.22(1)	§.22(1)	18-Sep-22	20220918	Unknown	Attained - Case Closed	PR_Park Rangers - Homeless Issues
20100009208	Needle Clean Up Case	Mount Pleasant	151 ATHLETES WAY		Location: 151 ATHLETES WAYProvide details of needle location: Crack pipe on private property at entrance to 151 Athletes way (7 Crack pipe)	Mobile App	Unknown		15-Sep-22	20220915	Referred to another service group	Attained - Case Closed	ACCES_Social Policy_Drug Policy
20100009014	Loose Litter Clean Up Case	Mount Pleasant	151 ATHLETES WAY	Other	Location: 151 ATHLETES WAYType of litter: OtherOther: Drug paraphernalia Location of litter: SidewalkProvide details: Glass pipe (7 Crack pipe) on private property at entrance to 151 Athletes Way	Mobile App	§.22(1)	§.22(1)	15-Sep-22	20220915	Referred to another service group	Attained - Case Closed	ENG_Sanitation Services - Street Cleaning
20100008764	General Feedback Case	Unknown			Location: noneFeedback or Comment: I am writing on behalf of the Stratas at the Olympic Village. My name is §.22(1) and I have §.22(1) and I have §.22(1). With regard to the Ice Cream Truck event on Sunday night, our consensus is that the event which started at 6:00 PM, ending at 10:25 PM was extremely noisy and intrusive. Residents could not converse on their patios or in their apartments. I contacted the City twice, starting at 8:25 and the VPD. Our security also called the VPD. There was no response. The City confirmed they had many complaints. I monitored the entire event as my place has a direct view. I have provided videos.Events must respect noise bylaws and not continue late in the evening with loud amplifiers and strobe lights. The front man for the band added insult to injury by commenting that the event was late and noisy on a Sunday night and he appreciated the crowd hanging in there.	WEB	§.22(1)		14-Sep-22	20220914	Referred to another service group	Attained - Case Closed	311_Contact Centre - General Feedback
20100008201	Special Events Office Request Case	Mount Pleasant	118 ATHLETES WAY	Concern Noise	Location: 118 ATHLETES WAYType of request: ConcernType of concern: NoiseProvide details: There was a concert in the Olympic Village on Sept. 11 in the plaza adjacent Tap and Barrel that went on at extremely high volume for 6 hours. I do not know whether they had a permit, but the volumes no doubt violated city noise bylaws. Even with windows shut, the noise was clearly heard. This is a community with both seniors and very young children who would find it impossible to sleep. If this was an event with a permit, it should not be repeated. If there was no permit, action should be taken to determine how they were allowed to be there.	WEB	Unknown		12-Sep-22	20220912	Referred to another service group	Attained - Case Closed	ENG_Film and Special Events Office
201000081763	Street and Sidewalk Use Request Case	Mount Pleasant	0 ATHLETES WAY AND SALT ST		Location: ATHLETES WAY AND SALT STSpecify topic: Curbside and sidewalk patiosType of request: ConcernProvide details: Street concert is on till 9:59pm and no sign to end. There's loud music, singing and audiences screaming.	WEB	§.22(1)	§.22(1)	11-Sep-22	20220912	Reviewed and no action planned	Attained - Case Closed	ENG_Street Use Management
201000081758	Special Events Office Request Case	Mount Pleasant	122 WALTER HARDWICK AV	Concern Noise	Location: 122 WALTER HARDWICK AVType of request: ConcernType of concern: NoiseProvide details: There's a live music event located in Olympic Village this evening, specifically in front of the birds and beside Tap Barrel restaurant. It's 9:50pm, on a Sunday night and it's very loud, keeping myself and §.22(1) awake. People live here, they have work and school to attend, my child included. I'm all for fun and live music, but why is the city permitting this on a Sunday evening? This wouldn't go down in many other communities, but it goes unchecked in the village and it's not fair to have these types of events on Sundays.	WEB	§.22(1)	§.22(1)	11-Sep-22	20220912	Referred to another service group	Attained - Case Closed	ENG_Film and Special Events Office
201000081751	Special Events Office Request Case	Mount Pleasant	1600 MANITOBA ST and ATHLETES WAY	Concern Noise	Location: MANITOBA ST AND ATHLETES WAYAdditional location details: A concert series "Ice Cream Truck Live," has been playing next to Tap & Barrel in Olympic Village for the majority of the day. They have multiple loud speakers and noise levels are way above bylaw levels. I have been trying to get a hold of the "non-emergency" line to log a noise complaint for hours. The noise in Olympic Village is completely unacceptable and residents are without help. Type of request: ConcernType of concern: NoiseProvide details: Ice Cream Truck Live pop-up summer concert series playing all afternoon into evening. Still going on at 9:39 pm in Olympic Village next to Tap & Barrel, Manitoba & Athletes Way. Multiple loud speakers and crowd noise.	WEB	§.22(1)	§.22(1)	11-Sep-22	20220912	Referred to another service group	Attained - Case Closed	ENG_Film and Special Events Office
201000081744	Special Events Office Request Case	Mount Pleasant	1600 SALT ST and ATHLETES WAY	Concern Noise	Location: SALT ST AND ATHLETES WAYAdditional location details: Olympic village squareType of request: ConcernType of concern: NoiseProvide details: Ice Cream Truck Live Concert has been going on since 4 pm. It is now 9:25 pm and it is still blasting. It as scheduled to stop at 9 pm. Enough! Please shut it down. More than 5 hours of loud music is too long.	Mobile App	§.22(1)	§.22(1)	11-Sep-22	20220912	Referred to another service group	Attained - Case Closed	ENG_Film and Special Events Office
201000081716	Special Events Office Request Case	Mount Pleasant	1495 ONTARIO ST	Concern Noise	Location: 1495 ONTARIO STAdditional location details: The concert is so loud, and so close to our home. Walls are shaking §.22(1) can't sleep. Type of request: ConcernType of concern: NoiseProvide details: Way too loud and too close to our homes. Our kids can't sleep. Walls are shaking.	WEB	§.22(1)	§.22(1)	11-Sep-22	20220912	Referred to another service group	Attained - Case Closed	ENG_Film and Special Events Office
201000081700	Park Ranger Request Case	Mount Pleasant	1495 ONTARIO ST	Noise complaint**	Location: 1495 ONTARIO STType of request: Noise complaint**Provide details: Hello, I was wondering if the live music event that has been going on since before 4pm until well after 8pm was permitted? It's the Ice Cream Truck Live that was set up all day, with very loud amplified music. I tried contacting police but the lines are too busy. I'm not against having permitted events, but this is extremely loud and has been an inconvenience all day. It is clearly audible from the other side of False Creek. If it wasn't permitted, the group should be contacted to discuss future unlicensed events in residential areas. Thanks	Mobile App	§.22(1)	§.22(1)	11-Sep-22	20220912	Unknown	Attained - Case Closed	PR_Park Rangers - Park Ranger
201000081564	Special Events Office Request Case	Mount Pleasant	1495 ONTARIO ST	Concern Noise	Location: 1495 ONTARIO STType of request: ConcernType of concern: NoiseProvide details: It's Sunday evening and there is a rock concert a few feet away from my building. How is this permissible? It's incredibly loud. Even with all doors and windows closed it's impossible to keep the noise out. When standing on my patio the sound is deafening.	Mobile App	§.22(1)	§.22(1)	11-Sep-22	20220912	Referred to another service group	Attained - Case Closed	ENG_Film and Special Events Office
201000081559	Noise on Private Property Case	Mount Pleasant	151 ATHLETES WAY	People (excessive residential or party noise)	Location: 151 ATHLETES WAYType of request: PUI noiseType of noise: People (excessive residential or party noise)Describe the noise and who is making it: band/when/how often is it happening? Set up occurred at 4pmDid you speak to the person/company making the noise? Yes/What was the result of your conversation? Was advised that the band will be playing until 10pmDid you contact the police about your concern? NoProvide details: Citizen is complaining about the noise from a band playing in Triangle Park close to Tap and Barrel. It is amplified with speakers. (Don't ask just record, does the customer require contact?); No	Phone	Unknown		11-Sep-22	20220915	Referred to another service group	Attained - Case Closed	311_Contact Centre
201000081079	Needle Clean Up Case	Mount Pleasant	75 ATHLETES WAY		Location: 75 ATHLETES WAYAdditional location details: Outside, on the stone ledges near the bike racks at Tap and Barrel. Provide details of needle location: There are razors and possibly needles on the stone ledge near the bike racks outside the Tap and Barrel. The exact quantity is unknown - it was reported to staff at the Creekside Community Centre. Reported to 311 b §.22(1) Provide number of needles: 1	Phone	Unknown		11-Sep-22	20220911	Referred to another service group	Attained - Case Closed	ACCES_Social Policy_Drug Policy+G3F486-N15A1:N15F486:N15B1:N15A1:N15A2:N15A1:N15