



File No.: 04-1000-20-2023-464

August 11, 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 29, 2023 under the *Freedom of Information and Protection of Privacy Act* for:

Record of when the potholes in the lane between W 34th and W 35th Avenue at Highbury and Wallace Street were filled in with asphalt. Date range: January 1, 2023 to June 30, 2023.

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: <a href="http://www.bclaws.ca/EPLibraries/bclaws\_new/document/ID/freeside/96165\_00">http://www.bclaws.ca/EPLibraries/bclaws\_new/document/ID/freeside/96165\_00</a>.

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 (#04-1000-20-2023-464); 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,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

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 <a href="mailto:foi@vancouver.ca">foi@vancouver.ca</a> 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)

:kt



2023/08/08 14:22

```
SR # 2130313
                   RPotholeRepair
     Request Type
         Sub Type
                  PotholeAlley/Lane
            Class
         Call Date 2023/04/25 21:39
         Reviewed yes
        Initiated By
   Last 311 Update
     Incident Date 2023/04/25 21:37
  Crew Assign Date 2023/04/26 00:00
          Crew ID
     Crew Contact S.22(1)
  Alt Crew Contact
   Follow-Up Date
           Priority
      Request type
                   Pothole Repair
        description
     Request Date
                   2023/04/25 21:39
                   2023/04/26 00:00
        Alert State
                   None
                   No Alert
         Boundary
                   No
                   HUSSAIN KHAN
                   Not within Senakw boundary
                   Creator
                   Dispatcher
                   Alt Dispatcher
Charges Explained no
Emergency - Safety
        Hazard or No
      Infrastructure
                   Medium
Information
 Information
                Zone
```

Area description

Sub-area Sub-area description

Beat

District description

Auto Beat Responsibility

Responsibility

Streets Operations description

Project Project description

Source

Due Date 2023/05/01 08:30 Ext Reference #

Ref Type Method Designation Frequency Cleaning Zone

# Request Location

Asset

Parcel ID

Property ID

Work Group

GPS X 0.0000 GPS Y 0.0000

Lane

#### Location

Address type Address Street # s.22(1)

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```
Pre Dir
  Street Name W 35TH AV
         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,
                Vancouver
   Postal Code
         State
                BC
   Postal Code
      Location
```

# Incident Details

Apr 26/23 - Referred to H Khan Apr 26/23 - Scheduled for pothole repairs - G Mcivor Internal Notes

## Call Details

Call Duration 00:00:00
# of Calls 0
Taken By
Taken by name
Customer Contact
Requested
Notify Customer
Regarding Service
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 BC ZIP/PC Country CANADA Contact Phone s.22(1)E-mail Alternate Phone Fax Pager

(No Data)

# **Customer Comments**

# Other Calls (No Data)

# Inspection

Inspector S.22(1)
Inspector name HUSSAIN KHAN Scheduled Due By Started Due By Completed Due By Resolved Due By

Resolution 62

Resolution Further action has been planned description Resident Notified Estimated days to complete

Service Request Inspections

(No Data)

Log

Service Request Log Results

Col1 Log Type Entered By Start Date To

**Entered By Name Comments** 

2775478 Lagan ECM \$.22(1) 2778880 ResolComm

2023/04/26 01:17 2023/04/26 01:17 DAVID SANDHU 2023/05/01 00:45 2023/05/01 00:45 TYLER FAHMI

Apr 26/23 - Referred to H Khan

Apr 26/23 - Scheduled for pothole repairs - G Mcivor

Attachments

Attachments

(No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

Work Order # Milestone Activity Schedule Date Completed Date Asset 2023/05/24 00:00 Street Segment W 35TH AV

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

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

2023/05/01 12:42

Old Value User ID Audit Catagory

2023/04/26 08:44 Inspector

s.22(1)

TYLER FIELD Hansen TYLER FIELD Hansen

Incident Details 2023/04/26 08:44 Resolved 2023/05/01 12:42 Incident details have been updated. False Incident details have been updated.

TYLER FAHMI Hansen TYLER FAHMI Hansen

311 Case Info

Incident Details

Lagan Detail

Location: S.22(1)

**Location Vanmap Link** 

City of Vancouver - FOI 2023-464 - Page 3 of 12

- Location: S.22(1)
   Location: Alley or lane
   If shoulder or lane, is it paved or unpaved? Unpaved
   Location of pothole in street, lane or shoulder: Right
   Direction of travel: East
   Provide details: Many Potholes in alley from 3821 w 35 to highbury street

311 Case Form 311 notes and details

Notes to 311 Notes to Citizen 311 Case #

201000549913 Case creator Online Request



2023/08/08 14:21

```
SR#
                   2159994
                   RStRepair
     Request Type
         Sub Type
                   Other
            Class
         Call Date 2023/06/20 11:35
         Reviewed yes
        Initiated By
   Last 311 Update MinorLog
     Incident Date 2023/06/20 11:34
  Crew Assign Date 2023/06/20 00:00
          Crew ID
     Crew Contact S.22(1)
  Alt Crew Contact
   Follow-Up Date
           Priority
      Request type
                   Street - Repair
        description
     Request Date
                   2023/06/20 11:35
                   2023/06/20 00:00
        Alert State
                   None
                   No Alert
         Boundary
                   No
                   HUSSAIN KHAN
                   Not within Senakw boundary
                   Creator
                   Dispatcher
                   Alt Dispatcher
Charges Explained no
Emergency - Safety
        Hazard or No
      Infrastructure
                   Medium
Information
 Information
```

Zone Area description Sub-area

Sub-area description

Beat District description

Auto Beat Responsibility R

Responsibility description Streets Operations

Project Project description

Source

Due Date 2023/06/27 08:30 Ext Reference #

Ref Type Method Designation Frequency Cleaning Zone

Dieaning Zone Work Group

# Request Location

Asset

Parcel ID

Property ID

GPS X 0.0000 GPS Y 0.0000

Lane

#### Location

Address type Address Street # s.22(1)

Pre Dir Street Name W 34TH AV 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, Vancouver Postal Code State BC Postal Code Location

# Incident Details

Jun 20/23 - Referred to H Khan Jun 21/23 - No schedule work. Google street view shows apron in same condition dating back to 2007. Called <a href="S.22(1)">S.22(1)</a> explained the pictures. Will meet <a href="S.22(1)">S.22(1)</a> explained the pictures.

# Call Details

Call Duration 00:00:00
# of Calls 0
Taken By
Taken by name
Customer Contact
Requested
Notify Customer
Regarding Service
Request Progress

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

#### Contact

Name 5.22(1) First, MI Middle Initial Title Contact Type Other Foreign no s.22(1) Vancouver Address City State/Province BC ZIP/PC Country CANADA Contact Phone s.22(1)E-mail Alternate Phone Fax Pager

(No Data)

#### Customer Comments

# Other Calls (No Data)

# Inspection

Inspector s.22(1)
Inspector name HUSSAIN KHAN
Scheduled
Due By
Started
Due By
Completed
Due By
Resolved 2023/06/21 00:00

Due By Resolution 60 Resolution

Reviewed and no action planned

description Resident Notified Estimated days to complete

Service Request Inspections

(No Data)

Log

Service Request Log Results

Col1 Log Type Entered By Start Date To

**Entered By Name Comments** 

2816462 Lagan ECM S.22(1)

2023/06/20 02:33 2023/06/20 02:33 TYLER FAHMI

Jun 20/23 - Referred to H Khan

2818485 ResolComm S.22(1)

2023/06/23 00:11 2023/06/23 00:11 TYLER FAHMI

Jun 21/23 - No schedule work. Google street view shows apron in same condition dating back to 2007. Called 5.22(1) explained the pictures. Will meet 5.22(1) bnsite with pictures

next week - H Khan

Attachments

Attachments

(No Data)

Associations

Linked Service Requests

(No Data)

Associated Work Orders

(No Data)

Associated Asset Inspections

(No Data)

Associated Cases

(No Data)

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 2023/06/20 17:12

s.22(1)

TYLER FAHMI Hansen TYLER FAHMI Hansen

Incident Details 2023/06/20 17:12 Resolved 2023/06/23 14:52 Incident details have been updated. True False Incident details have been updated.

TYLER FAHMI Hansen

Incident Details 2023/06/23 14:52 TYLER FAHMI Hansen

311 Case Info

Lagan Detail

Location: \$22(1)W 34TH AV

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#### **Location Vanmap Link**

2023-07-13 11:59:34 ZIK9421 Caller followed up with comments about visit July 13 from H Khan regarding this case. Feedback created 201000726414.

- 1. Location: s.22(1) W 34TH AV 2. Location: Alley or lane
- 3. Type of request: Other Non-emergency
  4. If other: Recent damage apron
- 5. Direction of travel: East
- 6. Provide details: Caller is reporting the crews that were out recently to fill potholes in the lane used large equipment that caused this homeowner's driveway apron to start crumbling. Caller would like to have the apron repaired.
- 7. (Don?t ask just record, does the customer require contact?): Yes

311 Case Form

311 notes and details

Notes to 311 Notes to Citizen

311 Case # 201000673194 Case creator Janine Reed

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GENERATOR, PORT, GAS	V31373			***************************************		
PAVING, ROLLER VIBRATING, TANDEM, SMALL	E2289		***************************************			
TRAILER, TILT, TANDEM AXLE	B4031					
TRUCK, DUMP, 1 YARD	C1294					
TRUCK, DUMP, 3 YARD	D1160					
TRUCK, DUMP, 4-7.5 YARD	D1234		***************************************			
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# **Work Order Summary**

Work Order #:

1701136

RLn\_Grade\_NM Gen-2023

Asset ID #:

W 34TH AV

Group Project #:

99633

RLn\_Grade\_NM Gen-2023

Streets Operations

Location:

3800 - 3899 W 34TH AV

Operational Status:

Ref #1: :

s.22(1)

Phone#:

s.22(1)

Service Request: 2130313 Requested By:

Requested Date:

**Initiated Date:** 

Ref #2:

May 24, 2023

Assigned By: **Assigned Date:**  HUSSAIN KHAN May 24, 2023

Assigned To: BRANDON ROGAN Crew ID:

RMG96

**Contact Name:** 

Work Started:

Work Completed: May 24, 2023

Comments:

Result:

Completed

Crew Gen - Macadam Lanes - Unimproved - Non-MRN | Accomplishment Code: RRwLnGd

Work Orders & Accomplishments:

WO#	Result	Completed Date				
1701136	Completed	May 24, 2023				
Accompl	ishment Date	Description	Quanti ty	Truck#	Assigned To	Comments
May	24, 2023	Lane Grading	30	RMG96		

Work Area Prefix: R

SAP Network #:

EERD99633

WBS#:

EER-00008-ML-NM-01

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