

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

:kt

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 yes
Notify Customer
Regarding Service Request Progress no

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 2023/04/26 00:00
Due By
Resolution 62

Resolution description Further action has been planned
 Resident Notified
 Estimated days to complete 0

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	s.22(1)	2023/04/26 01:17	2023/04/26 01:17	DAVID SANDHU	Apr 26/23 - Referred to H Khan
2778880	ResolComm		2023/05/01 00:45	2023/05/01 00:45	TYLER FAHMI	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	Unit ID
1701136		RRwReact	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	Old Value	User ID	Audit Category
Inspector	2023/04/26	08:44	s.22(1)		TYLER FIELD	Hansen
Incident Details	2023/04/26	08:44	Incident details have been updated.		TYLER FIELD	Hansen
Resolved	2023/05/01	12:42	True	False	TYLER FAHMI	Hansen
Incident Details	2023/05/01	12:42	Incident details have been updated.		TYLER FAHMI	Hansen

311 Case Info

Lagan Detail

Location: s.22(1)

[Location Vanmap Link](#)

1. Location: **S.22(1)**
2. Location: **Alley or lane**
3. If shoulder or lane, is it paved or unpaved? **Unpaved**
4. Location of pothole in street, lane or shoulder: **Right**
5. Direction of travel: **East**
6. 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

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 s.22(1) explained the pictures. Will meet s.22(1) onsite with pictures next week - H Khan
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 s.22(1)
First, MI
Middle Initial
Title
Contact Type Other
Foreign no
Address s.22(1)
City vancouver
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 description Reviewed and no action planned
 Resident Notified
 Estimated days to complete 0

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 s.22(1) explained the pictures. Will meet onsite 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 Category
Inspector	2023/06/20	17:12	s.22(1)		TYLER FAHMI	Hansen
Incident Details	2023/06/20	17:12	Incident details have been updated.		TYLER FAHMI	Hansen
Resolved	2023/06/23	14:52	True	False	TYLER FAHMI	Hansen
Incident Details	2023/06/23	14:52	Incident details have been updated.		TYLER FAHMI	Hansen

311 Case Info

Lagan Detail

Location: s.22(1) W 34TH AV

[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



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:** : **Ref #2:**
Service Request: 2130313 **Contact Name:** s.22(1) **Phone#:** s.22(1)
Requested By: **Requested Date:** **Initiated Date:** May 24, 2023

Assigned By: HUSSAIN KHAN **Assigned To:** BRANDON ROGAN
Assigned Date: May 24, 2023 **Crew ID:** RMG96 **Work Started:**
Result: Completed **Work Completed:** May 24, 2023

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

Work Orders & Accomplishments:

WO#	Result	Completed Date				
1701136	Completed	May 24, 2023				
Accomplishment Date		Description	Quantity	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	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>