

File No.: 04-1000-20-2023-480

September 18, 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 31, 2023 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of complaints made to the City regarding the overdose prevention site operated by RainCity Housing at 1101 Seymour Street, including any complaints made by the operator, staff, or clients of the Overdose Prevention Society. Date range: July 1, 2022 to July 31, 2023

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1)(l) and s.22(1) of the Act. You can read or download these sections 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 (#04-1000-20-2023-480); 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

| Classification Hierarchy - Type | Case ID | Neighbourhood | Location | Sub Type | Main Case Details | Channel | Client | Client Phone | Create Date | Close Date | Closure Reason | SLA Status | Queue |
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| Urban Issues on City Property Case | 201000759158 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Tourists are being dropped off and picked up right in front of this open drug use and hoarding situation.</p> | Mobile App | s.22(1) | s.22(1) | 28-Jul-23 | 20230801 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000758659 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: This is getting worse every day what's going on??</p> | Mobile App | s.22(1) | s.22(1) | 27-Jul-23 | 20230731 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations |
| Mayor and Council Feedback Case | 201000756693 | Downtown | 1101 SEYMOUR ST | General feedback | <p>Type of feedback: General feedback</p> <p>Subject: Thanks for closing Yaletown safe injection site</p> <p>Address: 1101 SEYMOUR ST</p> <p>Provide details: I applaud your decision to close down the safe injection site, and to force the building to stop allowing people to camp on the sidewalks. I too feel unsafe in the area and hope that you will continue to make significant reforms. People continued to inject themselves near our buildings. s.22(1) I believe our current approach is a failure. We should force people into a secure treatment facility away from the city, where robust mental and physical health care can be brought to these vulnerable people so they can become productive members of our society.</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: Web Form</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: 1101 Seymour Street Overdose Prevention Site Closure</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | Mobile App | s.22(1) | | 27-Jul-23 | 20230801 | Service provided | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Urban Issues on City Property Case | 201000756303 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Along Helmcken Street at the corner of Helmcken and Seymour.</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: Spotted a dog earlier. Unsure if still on site.</p> | WEB | s.22(1) | s.22(1) | 27-Jul-23 | 20230731 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000754655 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Please move them alongThx</p> | Mobile App | s.22(1) | s.22(1) | 26-Jul-23 | 20230731 | Service provided | Attained - Case Closed | ENG_ Streets Operations |

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| Urban Issues on City Property Case | 201000746059 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Still multiple drug users set up here every day please move them along this used to be a beautiful neighborhood</p> | Mobile App | s.22(1) | s.22(1) | 22-Jul-23 | 20230726 | Reviewed and no action planned | Attained - Case Closed | ENG_Streets Operations |
| Urban Issues on City Property Case | 201000740265 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Yaletown safe injection site</p> <p>Indicate number of structures and/or tents at location: 0</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: Just walked by the Yaletown drug injection site at 1101 Seymour st. It is 11:15pm and the site is closed. There are zero tents. However, there are about 30 people doing drugs and selling drugs on the sidewalk outside. People are laying on the ground high on drugs. Drug dealers are standing around selling drugs. It is an "open air drug" scene in Yaletown across from Emery Barnes Park. This Yaletown OPS has been a magnet for drug addicts and drug dealers to our area and only seems to be getting worse. This is a complete disgrace.</p> | Mobile App | no name no name | | 19-Jul-23 | 20230802 | Service provided | Missed - Case Closed | ENG_Streets Operations |
| Urban Issues on City Property Case | 201000731649 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Drug users continue to use drugs in front of this injection site. Nodding off pants down to their ankles and garbage and drug paraphernalia all over. This is a residential building how is this allowed</p> | Mobile App | s.22(1) | s.22(1) | 16-Jul-23 | | N/A | Over Due - Work Pending | ENG_Streets Operations |
| Abandoned Recyclables Case | 201000728726 | | 1105 SEYMOUR ST | <p>Cardboard Clothing Collection Cart (garbage, green bin) Garbage bags Other</p> | <p>Location: 1105 SEYMOUR ST</p> <p>Additional location details: Right at the corner of Helmcken St and Seymour St, on Helmcken</p> <p>Type(s) of garbage at location: Cardboard, Clothing, Collection Cart (garbage, green bin), Garbage bags, Other</p> <p>If other: tarps, empty beer cans</p> <p>Provide details: Caller is reporting three abandoned shopping carts with cardboard, empty beer cans, a tarp, residential garbage, and clothes. Shopping carts can be found at the corner of Helmcken St and Seymour St. (Don't ask just record, does the customer require contact?): Yes</p> | Phone | s.22(1) | s.22(1) | 14-Jul-23 | 20230718 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Small Case | 201000728724 | Downtown | 1105 SEYMOUR ST | <p>Cardboard Clothing Collection Cart (garbage, green bin) Garbage bags Other</p> | <p>Location: 1105 SEYMOUR ST</p> <p>Additional location details: Right at the corner of Helmcken St and Seymour St, on Helmcken</p> <p>Type(s) of garbage at location: Cardboard, Clothing, Collection Cart (garbage, green bin), Garbage bags, Other</p> <p>If other: tarps, empty beer cans</p> <p>Provide details: Caller is reporting three abandoned shopping carts with cardboard, empty beer cans, a tarp, residential garbage, and clothes. Shopping carts can be found at the corner of Helmcken St and Seymour St. (Don't ask just record, does the customer require contact?): Yes</p> | Phone | s.22(1) | s.22(1) | 14-Jul-23 | 20230718 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |

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| Urban Issues on City Property Case | 201000725487 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Citizen said that there is a very large tent set up on Helmscken street and personal belongings, like carts and bikes all over the city sidewalk. Citizen contacted VPD to advise that s.22(1) outside the building and s.24(1) requesting to have the encampment moved. VPD asked s.24(1) contact 311 and that the city inspector would ask for VPD assistance.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | organization Mission Possible | s.22(1) | 13-Jul-23 | 20230724 | Service provided | Missed - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000715795 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk outside Yaletown OPS drug site at 1101 Seymour st</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: There are people hanging out on the sidewalk outside this Yaletown Drug injection site doing drugs on the sidewalk. They have garbage and junk all over sidewalk and hang out and lay on the sidewalk all day long. They have unleashed barking dogs, play amplified music, and yell and scream throughout that day and night. There is often fights on the sidewalk which involves more screaming and yelling. The city of Vancouver owns this building. I don't understand why our neighborhood has to put up with this and the City appears to be doing nothing about the unsafe situation outside.</p> | Mobile App | no name no name | | 9-Jul-23 | 20230713 | Service provided | Attained - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000715097 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: It's a city patio and there's now people are using it for homeless camping and there's carts and tents and 30 suitcases and everyday there's more and more stuff that is being put there if we don't clear it up. People are using it as a shelter and they've been calling about it all the time.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | Gathering Place | 6046652391 | 8-Jul-23 | 20230713 | Service provided | Attained - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000715086 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: They have been here since this morning doesn't the City take it down??</p> | Mobile App | s.22(1) | s.22(1) | 8-Jul-23 | 20230713 | Service provided | Attained - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000708174 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Yaletown OPS drug injection site</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Constant street disorder 2-3 tents on the sidewalk outside the Yaletown OPS at 1101 Seymour st Garbage and street disorder daily. Open drug use on the sidewalk, even though the injection site is a couple meters away. Late night noise and open drug scene outside Yaletown OPS. The city and operator don't care about our Yaletown/Emery Barnes park neighborhood and allow this to continue. This is a complete disgrace.</p> | Mobile App | no name no name | | 5-Jul-23 | 20230710 | Duplicate request | Attained - Case Closed | ENG Streets Operations |

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| Urban Issues on City Property Case | 201000701590 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Really don't need words for this disgusting open use of drugs and unacceptable behavior. This is directly in front of a residential building people have to walk in and out of their building inhaling fentanyl and meth smoke Close this "safe" injection site immediately</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Clear them away from what was once a beautiful safe neighborhood</p> | Mobile App | s.22(1) | s.22(1) | 3-Jul-23 | 20230706 | Reviewed and no action planned | Attained - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000694194 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 0</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Garbage bins and homeless people with their belongings that need to be moved due to window cleaning for a residential area so this address. There is a safe injection site s.22(1) and they are right outside the building. Please contact citizen to try and coordinate a date and time as they need to get their windows cleaned. No dogs, not aggressive people but doing drugs as they safe injection site nearby so not motivated to move. Did advise to call VPD for safety issues s.22(1) available at this number until 1pm.</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> | Phone | s.22(1) | s.22(1) | 29-Jun-23 | 20230706 | Service provided | Attained - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000684263 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Multiple tents set up outside Yaletown Drug injection site at corner of Seymour st/Helmcken st</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: All night last night there was an open air drug party outside the Yaletown OPS site at 1101 Seymour st. Multiple tents set up on the city sidewalk (3-4) outside the site. This drug injection site has been a disaster for our area and continues to get worse. Street disorder and noise daily and a party place at night.</p> | Mobile App | no name no name | | 26-Jun-23 | 20230630 | Service provided | Attained - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000680893 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: There are 5 tents set up on the sidewalk outside the Yaletown drug injection site at 1101 Seymour st</p> <p>Indicate number of structures and/or tents at location: 5+</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There is currently 5 tents set up on the sidewalk outside the yaletown Drug injection site at 1101 Seymour st. This site is an absolute disgrace. It's sad there is no accountability by the operator RainCity housing or the City of Vancouver. It is not safe to take a photo of it</p> | Mobile App | no name no name | | 23-Jun-23 | 20230629 | Duplicate request | Attained - Case Closed | ENG Streets Operations |

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| Mayor and Council Feedback Case | 201000669724 | Downtown | 1101 SEYMOUR ST | General feedback | <p>Type of feedback: General feedback Subject: Injection site encampment Address: 1101 SEYMOUR ST</p> <p>Provide details: Another day and another large group of homeless with tents set up along Helmcken Street and another group sitting in lawn chairs along Seymour Street. Uncomfortable for residents in the area as well as people trying to walk along the sidewalk. Overflow along Helmcken Street making it difficult to turn into laneway to access out parking garage entrance.</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: Web Form</p> <p>Department: Arts, Culture, and Community Services Mental Health and Drug Use Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | Mobile App | s.22(1) | s.22(1) | 18-Jun-23 | 20230630 | Service provided | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Street Cleaning and Debris Pick Up Case | 201000669722 | Downtown | 1101 SEYMOUR ST | Other | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Injection site at Seymour and Helmcken. Large number of homeless camped along entrance on Seymour Street and even larger group set up tents along Helmcken Street side of building with over flow impacting residents laneway entrance for vehicles</p> <p>Location: Residential street</p> <p>Type of debris: Other</p> <p>If other: Garbage, bags, tents, food containers, cans</p> <p>Provide details: Homeless have been camped at injection site all day and causing pedestrians to have to walk around in order to go along the sidewalk. Large amounts of discarded waste and general garbage</p> | Mobile App | s.22(1) | s.22(1) | 18-Jun-23 | | N/A | Over Due - Work Pending | ENG_Sanitation Services - Street Cleaning |
| Urban Issues on City Property Case | 201000667028 | Downtown | 1105 SEYMOUR ST | | <p>Location: 1105 SEYMOUR ST</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Encampment on the side walk in front of the location on the Helmcken side.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | Unknown | | 16-Jun-23 | 20230622 | Duplicate request | Attained - Case Closed | ENG_Streets Operations |
| Graffiti Removal - City Property Case | 201000665801 | Downtown | 1101 SEYMOUR ST | City property City owned building Tag (1 colour) | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Somebody has tagged the side of the Yaletown Drug injection site on Helmcken st side</p> <p>Property: City property</p> <p>Type of property: City owned building</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Somebody has tagged the Yaletown drug injection site at 1101 Seymour st with graffiti that says "Narcen Here" in giant purple spray paint. This is in the Helmcken st side of building. There is also garbage thrown everywhere outside.</p> | Mobile App | no name - no name | | 16-Jun-23 | 20230619 | Service provided | Attained - Case Closed | ENG_Integrated Graffiti Management - Goodbye Graffiti Contractor |

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| Urban Issues on City Property Case | 20100063828 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: In the N side of the building, along Helmcken street sidewalk</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: People with Tents and other structures</p> | Mobile App | no name no name | | 15-Jun-23 | 20230622 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 20100063712 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: This is shameful that the City has allowed this lawless behavior in Yaletown Please remove the OPS from YaletownHave these people moved along it's growing by the minute</p> | Mobile App | s.22(1) | s.22(1) | 15-Jun-23 | 20230621 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Feces Clean Up Case | 20100063124 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Source: Human</p> <p>Location: Lane</p> <p>Is the request located within noted boundaries? Yes**</p> <p>Provide details: Feces in the back alley behind the above address. Citizen expressed that they believe it is from users of the Overdose Prevention site at the above location. Issue has been ongoing for some time.</p> | Phone | s.22(1) | s.22(1) | 11-Jun-23 | 20230611 | Closed automatically and sent to service group | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Urban Issues on City Property Case | 201000652135 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Blue and white tent</p> | Mobile App | no name no name | | 10-Jun-23 | 20230621 | Service provided | Missed - Case Closed | ENG_ Streets Operations |
| Private Property Concern Case | 201000650518 | Downtown | 1101 SEYMOUR ST | Other | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: On Helmcken Street side. Several tents and many people. encroaching the sidewalk. Also structures on the sidewalk.</p> <p>Type of concern: Other</p> <p>If other: Encampment</p> <p>Provide details: Several tents on the sidewalk</p> | Mobile App | s.22(1) | s.22(1) | 9-Jun-23 | 20230613 | Not a city provided service / jurisdiction | Attained - Case Closed | DBL_Property Use Inspections |
| Urban Issues on City Property Case | 201000647310 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: This is a disgrace for Yaletown The families and tourists in this neighborhood are horrified Not the right neighborhood for this This is ongoing all day every day</p> | Mobile App | s.22(1) | s.22(1) | 8-Jun-23 | 20230612 | Service provided | Attained - Case Closed | ENG_ Streets Operations |

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| | | | | | <p>Type of feedback: General feedback</p> <p>Subject: Yaletown OPS</p> <p>Address: 1101 SEYMOUR ST</p> <p>Provide details: Dear Vancouver city council I am writing you to voice my support and request that you please move forward with closing and re-locating the OPS in Yaletown. Mayor Sim, I e-mailed you during your run for office and you were gracious enough s.22(1) So far, you have done exactly what you have promised as Mayor, thank you. I encouraged as many people as possible to vote for ABC candidates across the board. The area has seen considerable change while I have lived there, much influenced by the previous city council's policy decisions, I'm referring most specifically to the opioid injection site at 1101 Seymour Street, across from the Gathering Place, and the shelter and injection site at the Hojo on Granville Street. These have both been a disaster for the area. To no great surprise, there has been a dramatic increase in everything that the previous City Council assured wouldn't happen. Break-ins (a very intoxicated man s.22(1) s.22(1) Discarded needles, very mentally ill people screaming at all hours of the night. I had someone s.22(1) The decline has been well-documented and voiced as you are aware s.22(1) windows to prevent smash and home entry. Sadly, I'm not joking, and it all became too much for me s.22(1) as the south corner of Yaletown is now to place to raise a family. I refused to raise s.22(1) within feet of the anarchy that is the OPS. I don't write in contempt, as I'm aware many of these people require serious help. Currently, s.22(1) s.22(1) I feel terrible their kids have to live near the OPS. For them, seeing the state of affairs daily outside the OPS has been shocking. I could not believe my eyes when I went by last week, the street was littered with garbage, drugs and people passed out half naked. The promises of a "good neighbor" agreement were kept secret, never released to the public and given the location and logistical layout of the building appear impossible to keep in the best interest of the neighborhood. Certainly there is many worth municipal issues that require attention in Vancouver. I know we all have a predilection for the issues that affect our own self-interests directly. However, Yaletown for many years have been a wonderful place to live for myself and thousands of people and families alike. It's a neighborhood worthy for its people and businesses. That is no more. Please do as Peter Meisner has suggested – move the OPS out of Yaletown, its an unmitigated disaster for the citizens of Vancouver. Respectfully s.22(1) s.22(1)</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: Web Form</p> <p>Department: Arts, Culture, and Community Services Mental Health and Drug Use</p> <p>Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | | | | | | | | | | | |
| Mayor and Council Feedback Case | 201000642183 | Downtown | 1101 SEYMOUR ST | General feedback | | WEB | s.22(1) | s.22(1) | 6-Jun-23 | 20230623 | Service provided | Missed - Case Closed | CMO_Mayor and Council Feedback | | | |
| Urban issues on City Property Case | 201000630583 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Yaletown OPS drug injection site</p> <p>Indicate number of structures and/or tents at location: 0</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There are no tents tonight at the Yaletown OPS at 1101 Seymour st. However, there are approximately 20 people laying on the sidewalk outside doing drugs on the city sidewalk. Drug dealers selling drugs outside. It is a late night party spot for hard drug users. It has become an open air drug scene across the street from Emery Barnes Park in Yaletown. More drugs are done on the city sidewalk outside than inside the Yaletown OPS. Garbage thrown everywhere daily. It is not safe for residents in our neighbourhood. The city of Vancouver has ruined our neighborhood with this drug injection site.</p> | Mobile App | no name no name | | 31-May-23 | 20230605 | Service provided | Attained - Case Closed | ENG Streets Operations | | | |

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| | | | | <p>Type of feedback: General feedback Subject: Homeless Activity Address: 1101 SEYMOUR ST</p> <p>Provide details: Caller is not pleased that the safe injection site building attracts drug users to the neighbourhood and then security from the building requests these persons move to an alternate location which is often adjacent to nearby residential buildings. The residents of these building are frustrated that they then have to live with homeless persons against their building and are impacted by their actions.</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: 311</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | | | | | | | | | | | |
| Mayor and Council Feedback Case | 201000628644 | Downtown | 1101 SEYMOUR ST | General feedback | Original feedback | Phone | s.22(1) | s.22(1) | 31-May-23 | 20230531 | Reviewed and no action planned | Attained - Case Closed | CMO_Mayor and Council Feedback | | |
| Water Leak Case | 201000628295 | Downtown | 1105 SEYMOUR ST | Low volume leak | <p>Location: 1105 SEYMOUR ST</p> <p>Type of issue: Low volume leak</p> <p>Where is the water coming from? Other</p> <p>Provide details: Coming from base of tree in sidewalk. Citizen reported May 30 on twitter -citizen noted Seymour and Helmecken...this happens every morning I walk by, video included. s.22(1)</p> <p>How fast is the water flowing? Medium (like water flowing from a garden hose)</p> <p>Reporter: Other (passerby)</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Social Media | No Name Twitter | s.22(1) | 31-May-23 | 20230609 | Service provided | Attained - Case Closed | ENG_Waterworks Operations | | |
| Urban Issues on City Property Case | 201000621765 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk outside drug injection site</p> <p>Indicate number of structures and/or tents at location: 0</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There are no tents. But people are camped out in the sidewalk outside the Yaletown drug injection site. There are people laying on the sidewalk outside the drug injection site at 1101 Seymour st all day, garbage is thrown everywhere, and they are openly doing drugs on the sidewalk. Drug dealers are selling drugs outside the doors of the OPS. This is across the street from Emery Barnes Park. I thought people are supposed to do drugs inside the OPS and not outside it on the sidewalk? The city obviously does not care about our neighbourhood. This drug site is a disgrace.</p> | Mobile App | no name no name | | 28-May-23 | | N/A | Over Due - Work Pending | ENG_Streets Operations | | |
| Urban Issues on City Property Case | 201000607612 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Gang of addicts hiding behind multiple umbrellas and the front of the site just as bad</p> | Mobile App | s.22(1) | s.22(1) | 25-May-23 | 20230530 | Duplicate request | Attained - Case Closed | ENG_Streets Operations | | |

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| | | | | | <p>Location:</p> <p>1101 SEYMOUR ST</p> <p>Additional location details:</p> <p>Hello, I am writing in concern with the increase number of encampments and homeless people using drugs around my home. They are flooding the streets-§.22(1) located by Emery Barnes park. Today the city did some street cleaning which temporarily dispersed the people but they are making their way back. There are children playing around this area with the park so close and there is a big safety concern with used needles making their way to the playground. I haven't encountered one yet but I have also been avoiding this park due to the number of drug users and encampments close by.</p> <p>Indicate number of structures and/or tents at location:</p> <p>5+</p> <p>Are there aggressive people or dogs at the site?</p> <p>No</p> <p>Provide details:</p> <p>In the late afternoon after 2 pm the number of encampments significantly increase. At a time it seemed like there were hundreds of not a thousand people crowding the streets around Seymour and helmecken.</p> | | | | | | | | Attained - Case Closed | ENG - Streets Operations |
| Urban Issues on City Property Case | 201000605499 | Downtown | 1101 SEYMOUR ST | | | Mobile App | §.22(1) | §.22(1) | 24-May-23 | 20230530 | Service provided | | | |
| | | | | | <p>Type of request:</p> <p>Other</p> <p>If other:</p> <p>Case Reference 201000577094 follow up</p> <p>Address:</p> <p>(1101 SEYMOUR ST)</p> <p>Provide details:</p> <p>Hi there. This follow up is regarding our recent Permit Submission for the TI at §.22(1) 1101 Seymour Street. We applied under the understanding that the previous tenant was operating under the Group D, Office Classification, however, it has been clarified that the current zoning Occupancy is CD-1 [ref. Case Reference 201000577094], which according to the City of Vancouver's Zoning and Development By-Law, allows Social Service Centre use. This classification is applicable for our client Salal, a non-profit Sexual Violence Support Centre, whose services comply with classification of a Social Service Centre The use of premises by a non-profit society:(a) providing information, referral, counselling, advocacy or health care services; The Office aspect to this is space is in support of these services. I hope this helps to clarify this confusion. Please advise if we are required to resubmit our Code analysis page and/or any other pertaining information. Thank you in advance. §.22(1)</p> | WEB | organization Cutler Architecture | §.22(1) | 23-May-23 | 20230531 | Service provided | | Attained - Case Closed | |
| Building and Development Inquiry Case | 201000602011 | Downtown | 1101 SEYMOUR ST | Other | | | | | | | | | | |
| | | | | | <p>Type of feedback:</p> <p>General feedback</p> <p>Subject:</p> <p>Homeless transients</p> <p>Address:</p> <p>1101 SEYMOUR ST</p> <p>Provide details:</p> <p>Citizen §.22(1) would like to make a complaint regarding the growing number of transients in the area, specifically in front of the Gathering Place and the Safe Injection Site at 1101 Seymour St.Citizen reports that §.22(1) as the sidewalks are entirely covered by transients and their items. Citizen reports that at this present time, only 1 side of Helmenken is passable by pedestrians, while the other side is occupied by transients. Citizen reports that he is terribly saddened to see the state of his neighbourhood as §.22(1) Seeing the transients, whom are often teenagers, incapacitated from drugs is heartbreaking.Citizen would like to see COV clean up the area and provide support to those human beings without homes.Citizen reports that COV used to send a clean up crew roughly each day at 6AM, but citizen reports that such crew has not been servicing the area for the past 4 to 5 days. Citizen would like to see the crew return and maintain the area's cleanliness.</p> <p>Neighbourhood:</p> <p>Downtown</p> <p>(Don't ask just record, does the customer require contact?):</p> <p>Yes</p> <p>Created by:</p> <p>311</p> <p>Department:</p> <p>Arts, Culture, and Community Services</p> <p>Arts, Culture, and Community Services:</p> <p>Homelessness</p> <p>Specific area of concern:</p> <p>Homelessness</p> <p>Author type:</p> <p>Individual</p> <p>Correspondence type:</p> <p>Original feedback</p> | | | | | | | | | |
| Mayor and Council Feedback Case | 201000601557 | Downtown | 1101 SEYMOUR ST | General feedback | | Phone | §.22(1) | §.22(1) | 23-May-23 | 20230524 | Reviewed and no action planned | Attained - Case Closed | CMD - Mayor and Council Feedback | |
| | | | | | <p>Location:</p> <p>1101 SEYMOUR ST</p> <p>Type(s) of garbage at location:</p> <p>Box spring and/or mattress, Garbage bags, Other</p> <p>If other:</p> <p>loose paper, household garbage</p> <p>Provide details:</p> <p>Citizen §.22(1) reporting that the transients have left garbage everywhere on Helmenken and Seymour, specifically in front of the injection site on 1101 Seymour St.Citizen reports that sheet beddings, loose garbage, a mattress and over 10 bicycles are abandoned and wants COV to pick up the items and clean up the area.Citizen reports that the police attended the site yesterday but did not take any actions.</p> <p>(Don't ask just record, does the customer require contact?):</p> <p>No</p> | | | | | | | | | |
| Abandoned Non-Recyclables-Small Case | 201000601491 | | 1101 SEYMOUR ST | Box spring and/or mattress Garbage bags Other | | Phone | §.22(1) | §.22(1) | 23-May-23 | 20230525 | Service provided | Attained - Case Closed | ENG - Sanitation Services - Street Cleaning | |

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| Abandoned Mattress Case | 20100601489 | Downtown | 1101 SEYMOUR ST | Box spring and/or mattress Garbage bags Other | Location: 1101 SEYMOUR ST Type(s) of garbage at location: Box spring and/or mattress, Garbage bags, Other If other: Loose paper, household garbage Provide details: Citizen § 22(1) reporting that the transients have left garbage everywhere on Helmen and Seymour, specifically in front of the injection site on 1101 Seymour St. Citizen reports that sheet bedding, loose garbage, a mattress and over 10 bicycles are abandoned and wants COV to pick up the items and clean up the area. Citizen reports that the police attended the site yesterday but did not take any actions. (Don't ask just record, does the customer require contact?): No | Phone | § 22(1) | § 22(1) | 23-May-23 | 20230526 | Reviewed and no action planned | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Street Cleaning and Debris Pick Up Case | 20100601455 | Downtown | 1101 SEYMOUR ST | Other | Location: 1101 SEYMOUR ST Additional location details: Injection site at Seymour and Helmen Location: Residential street Type of debris: Other If other: Bins, paper, garbage bags, carts Provide details: Garbage from encampment | Mobile App | § 22(1) | § 22(1) | 23-May-23 | 20230525 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Private Property Concern Case | 20100600983 | Downtown | 1101 SEYMOUR ST | Smoking | Location: 1101 SEYMOUR ST Type of concern: Smoking Provide details: Many drug users smoking and cooking drugs on the sidewalk in violation of the Overdose Prevention Site rules. | Mobile App | § 22(1) | | 23-May-23 | 20230524 | Alternate Service Required | Attained - Case Closed | DBL_Property Use Inspections |
| Abandoned Recyclables Case | 20100600368 | | 1101 SEYMOUR ST | Cardboard Clothing Collection Cart (garbage, green bin) Garbage bags Other | Location: 1101 SEYMOUR ST Additional location details: Garbage scattered all over sidewalk on the corner of Seymour Street and Helmen outside injection site. Numerous tents and containers Type(s) of garbage at location: Cardboard, Clothing, Collection Cart (garbage, green bin), Garbage bags, Other If other: Various types of garbage Provide details: Garbage all along side of building to laneway entrance | Mobile App | § 22(1) | § 22(1) | 22-May-23 | 20230530 | Service provided | Missed - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Small Case | 20100600366 | Downtown | 1101 SEYMOUR ST | Cardboard Clothing Collection Cart (garbage, green bin) Garbage bags Other | Location: 1101 SEYMOUR ST Additional location details: Garbage scattered all over sidewalk on the corner of Seymour Street and Helmen outside injection site. Numerous tents and containers Type(s) of garbage at location: Cardboard, Clothing, Collection Cart (garbage, green bin), Garbage bags, Other If other: Various types of garbage Provide details: Garbage all along side of building to laneway entrance | Mobile App | § 22(1) | § 22(1) | 22-May-23 | 20230530 | Duplicate request | Missed - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Urban Issues on City Property Case | 20100600312 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR ST Additional location details: Yaletown drug injection site at corner of Seymour st /Helmen st Indicate number of structures and/or tents at location: 0 Are there aggressive people or dogs at the site? No Provide details: There are no tents currently outside. However, it looks like the entire contents of somebodies apartment are currently on the sidewalk outside the Yaletown OPS drug injection site at 1101 Seymour st. I would take a photo but is unsafe to do so as there are about 15 people laying on the sidewalk high on drugs and doing drugs outside the drug injection site. This site is an absolute disgrace and the City of Vancouver should be ashamed for what they have done to our area. | Mobile App | no name no name | | 22-May-23 | 20230525 | Service provided | Attained - Case Closed | ENG_Streets Operations |

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| Urban Issues on City Property Case | 20100059897 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 4</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Disgusting</p> | Mobile App | s.22(1) | s.22(1) | 22-May-23 | 20230525 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations | |
| Private Property Concern Case | 20100059985 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk on Helmcken</p> <p>Type of concern: Unapproved use (violating zoning or business licence restrictions)</p> <p>Provide details: Campsite set up on sidewalk with suitcase, buggies and 10 bikes that appear to stolen and being broken down for parts. Open drug use including what appears to be dealing. Crowd of about 15 people.</p> | Mobile App | organization LMS 3380 The Metropolis c/o Strata Council | s.22(1) | s.22(1) | 22-May-23 | 20230524 | Alternate Service Required | Attained - Case Closed | DBL_Property Use Inspections |
| Abandoned Recyclables Case | 20100059787 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>Type(s) of garbage at location: Propane tank</p> <p>Provide details: City, s.22(1) calling to request the removal of 1 tank for safety reasons Tank is inside the loading bay Tank was from a homeless camp setup beside this address Please call s.22(1) for access City building</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> | Phone | s.22(1) | s.22(1) | 20-May-23 | 20230523 | Not a city provided service / jurisdiction | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | |
| Urban Issues on City Property Case | 20100059631 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: On the side on Helmcken St</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: They are multiplying very quickly Open drug use, garbage, inappropriate behavior Please send someone to move them along</p> | Mobile App | s.22(1) | s.22(1) | 19-May-23 | 20230525 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations | |
| Urban Issues on City Property Case | 20100059894 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: On the Helmcken side</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Please move them along they are connected to the injection site</p> | Mobile App | s.22(1) | s.22(1) | 19-May-23 | 20230525 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations | |
| City Services Feedback Case | 201000587435 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>Type of feedback: Complaint</p> <p>Department: Arts, Culture and Community Services</p> <p>Business Unit: Drug, Food and Social Policy</p> <p>Provide details: Citizen said that s.22(1) heard that the lease of this city owned building is coming up for renewal and s.22(1) asked to advise that s.22(1)ing we do not renew the lease with the injection site. s.22(1) that there does not need to be a safe injection site in Yaletown. s.22(1) that this corner has people doing drugs and s.22(1) s.22(1) is concerned that they may witness someone dying from drug usage. Citizen is asking that the people get help instead of placing an injection site that allows them to take drugs.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | s.22(1) | s.22(1) | 16-May-23 | 20230516 | Closed automatically and sent to service group | Attained - Case Closed | 311_Contact Centre - Feedback | |

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| Urban Issues on City Property Case | 201000587136 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: Drug addicts using drugs, spreading garbage, and constantly causing disturbances. I don't feel safe walking by this address. At night time it's even worse. This overdose prevention site should not be in this area next to a childrens playground.</p> | Mobile App | s.22(1) | s.22(1) | 15-May-23 | 20230517 | Service provided | Attained - Case Closed | ENG_Streets Operations | |
| Needle Clean Up Case | 201000586921 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Provide details of needle location: Needle exchange</p> <p>Provide number of needles: 2</p> | Mobile App | s.22(1) | | 15-May-23 | 20230515 | Closed automatically and sent to service group | Attained - Case Closed | ACCES_Social Policy_Drug Policy | |
| Urban Issues on City Property Case | 201000585925 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Lawn chairs and now they've set up a hammock which is bending a young tree please send someone to clear them away</p> | Mobile App | s.22(1) | s.22(1) | 15-May-23 | 20230517 | Service provided | Attained - Case Closed | ENG_Streets Operations | |
| Urban Issues on City Property Case | 201000585584 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Tour bus just dropped off tourists right here</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Your busses all day dropping off and picking up please remove these people using drugs openly</p> | Mobile App | s.22(1) | s.22(1) | 15-May-23 | 20230517 | Service provided | Attained - Case Closed | ENG_Streets Operations | |
| Urban Issues on City Property Case | 201000583046 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: At least 30 people using drugs nodding out etc this site cannot stay open for another year please shut it down tour buses are parked right beside it what a horrible image for Vancouver</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Drug use and garbage</p> | Mobile App | s.22(1) | s.22(1) | 13-May-23 | 20230523 | Service provided | Missed - Case Closed | ENG_Streets Operations | |
| Building and Development Inquiry Case | 201000577094 | Downtown | 1101 SEYMOUR ST | <p>Type of request: Submit permit application</p> <p>Address: (1101 SEYMOUR ST)</p> <p>Provide details: Salal is a non-profit group supporting victims of sexual violence. The project is a Tenant Improvement of an existing, vacant office space.</p> | WEB | | organization Cutler Architecture | s.22(1) | 10-May-23 | 20230619 | Service provided | Attained - Case Closed | DBL_SC_RC Field Review |
| Urban Issues on City Property Case | 201000575096 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Constant open drug use and garbage , needles and pipes etcDisgusting Close this site down</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Clean this up please</p> | Mobile App | s.22(1) | s.22(1) | 9-May-23 | 20230512 | Service provided | Attained - Case Closed | ENG_Streets Operations | |

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| Feces Clean Up Case | 201000574386 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Source: Human</p> <p>Location: Sidewalk</p> <p>Is the request located within noted boundaries? Yes**</p> <p>Provide details: Beside the safe injection site. on the red tile under the awning. The description is on the side of the gathering place.</p> | Phone | Unknown | | 9-May-23 | 20230509 | Closed automatically and sent to service group | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Mayor and Council Feedback Case | 201000571153 | Downtown | 1101 SEYMOUR ST | <p>Type of feedback: General feedback</p> <p>Subject: Safe Injection Site at Seymour and Helmcken</p> <p>Address: 1101 SEYMOUR ST</p> <p>Provide details: Citizens: s.22(1) has safety concerns, and states that "the situation is getting really dangerous" s.22(1) states that city employees were asking s.22(1) to, and shortly after VFRS attended. The person was using drugs, and having a difficult time. Shortly after, there was a big cloud of smoke. s.22(1) concerned for everyone's safety.</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): No</p> <p>Created by: 311</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | Phone | Unknown | | 7-May-23 | 20230508 | Reviewed and no action planned | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Emergency Referral Tracking Report Case | 201000571130 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>Where did you direct the caller? Transferred - Police - Non-Emergency</p> <p>Type of call: Police</p> <p>(Don't ask, just record: Did the customer indicate the topic of the call?): No</p> | Phone | s.22(1) | s.22(1) | 7-May-23 | 20230507 | Closed automatically and sent to service group | Attained - Case Closed | 311_Contact Centre |
| City Services Feedback Case | 201000571129 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>Type of feedback: Complaint</p> <p>Department: Real Estate and Facilities Management</p> <p>Business Unit: Other</p> <p>Provide details: Citizen was walking home and saw right now that a group of people on this property which is city owned were starting a fire to have a barbecue s.22(1) it and got them to put it out. s.22(1) directed to VPD Non-Emergency as the fire is out but the people are still there. Citizen just wanted to let the city know as it's happening on city owned property. Citizen wanted it on record with the city. They were right beside the building on the walkway.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | s.22(1) | s.22(1) | 7-May-23 | 20230507 | Reviewed and no action planned | Attained - Case Closed | 311_Contact Centre - Feedback |

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| Urban Issues on City Property Case | 20100056957 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Large tent set up on sidewalk outside Yaletown drug injection site on Helmcken st side of building</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: A large tent is set up on the sidewalk outside 1101 Seymour st. This is the drug injection site in Yaletown. There is alot of people laying on the sidewalk outside this site doing drugs on the sidewalk. There is garbage everywhere. This is unacceptable to our neighborhood. There is constant street disorder outside this drug injection site. It is not safe to take a photo.</p> | Mobile App | no name no name | | 5-May-23 | 20230510 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000568186 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Helmcken Street side of address</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Grey and blue tent with neon green edge</p> | Mobile App | organization DV8IA | 6048737000 | 5-May-23 | 20230512 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000564254 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: 8 people sitting in piles of garbage and stripped down bikes smoking and injecting drugs on the sidewalk. Garbage and a large dog.</p> | Mobile App | organization LMS 3380 The Metropolis c/o Strata Council | 6-22(1) | 3-May-23 | 20230509 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Mayor and Council Feedback Case | 201000562542 | Downtown | 1101 SEYMOUR ST | General feedback <p>Type of feedback: General feedback Subject: Yaletown Safe Injection Site Address: 1101 SEYMOUR ST</p> <p>Provide details: Caller feels the city did a grave disservice to this formally family oriented neighborhood. It used to be you'd walk about check out stores and just enjoy the day now there are users using on the sidewalk. People are aggressive and Helmcken street is dangerous. The crime in the neighborhood has increased drastically. Caller feels the city needs to review the licence for this site and move it to a more appropriate area. Somewhere that is not kid centric. You want to revive Granville but if everyone is afraid to be out at night due to crime then it seems like you might as well put the funds elsewhere. When did it become acceptable for people to do drugs on the street in front of everyone and just meters from a place that is supposed to be helping them?</p> <p>Neighbourhood: Downtown (Don't ask just record, does the customer require contact?): No Created by: 311</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use Specific area of concern: Insite Supervised injection Site Author type: Individual Correspondence type: Original feedback</p> | Phone | Unknown | | 2-May-23 | 20230502 | Reviewed and no action planned | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Urban Issues on City Property Case | 201000559649 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: It is unacceptable that this site will take 1yr to close. Clean it up please on a daily basis and move them along. It is not safe for the residents of the area. Now they are also directly across the street at a patio the City has erected.</p> | Mobile App | 6-22(1) | 6-22(1) | 1-May-23 | 20230505 | Service provided | Attained - Case Closed | ENG_ Streets Operations |

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| Abandoned Recyclables Case | 201000558164 | | 1101 SEYMOUR ST | Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Construction waste Electronics Furniture Garbage bags Large appliance Paint cans Propane tank | Location: 1101 SEYMOUR ST Additional location details: Ops Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Construction waste, Electronics, Furniture, Garbage bags, Large appliance, Paint cans, Propane tank Provide details: Ops and gathering place | Mobile App | no name no name | | 30-Apr-23 | 20230502 | Duplicate request | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Small Case | 201000558163 | | 1101 SEYMOUR ST | Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Construction waste Electronics Furniture Garbage bags Large appliance Paint cans Propane tank | Location: 1101 SEYMOUR ST Additional location details: Ops Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Construction waste, Electronics, Furniture, Garbage bags, Large appliance, Paint cans, Propane tank Provide details: Ops and gathering place | Mobile App | no name no name | | 30-Apr-23 | 20230502 | Duplicate request | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Large Case | 201000558162 | | 1101 SEYMOUR ST | Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Construction waste Electronics Furniture Garbage bags Large appliance Paint cans Propane tank | Location: 1101 SEYMOUR ST Additional location details: Ops Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Construction waste, Electronics, Furniture, Garbage bags, Large appliance, Paint cans, Propane tank Provide details: Ops and gathering place | Mobile App | no name no name | | 30-Apr-23 | 20230502 | Issue not found or inaccessible | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Mattress Case | 201000558161 | Downtown | 1101 SEYMOUR ST | Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Construction waste Electronics Furniture Garbage bags Large appliance Paint cans Propane tank | Location: 1101 SEYMOUR ST Additional location details: Ops Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Construction waste, Electronics, Furniture, Garbage bags, Large appliance, Paint cans, Propane tank Provide details: Ops and gathering place | Mobile App | no name no name | | 30-Apr-23 | 20230510 | Issue not found or inaccessible | Missed - Case Closed | ENG_Sanitation Services - Street Cleaning |
| General Feedback Case | 201000557811 | | 1105 SEYMOUR ST | | Location: none Feedback or Comment: I live in Yaletown and drive past the corner of Helmcken and Seymour @ 22(1) Open air drug use is common and there is a growing amount of people living on the sidewalk. Can you please step up presence and enforcement in this area? There is a children's park just steps away at Emery Barnes, as well as a tourist hotel on the corner of Granville and Helmcken. The corner is getting worse and worse. Thank you | WEB | Unknown | | 30-Apr-23 | 20230430 | Referred to another service group | Attained - Case Closed | 311_Contact Centre - General Feedback |
| Abandoned Recyclables Case | 201000557068 | | 1101 SEYMOUR ST | Clothing Electronics Garbage bags Paint cans Propane tank Other | Location: 1101 SEYMOUR ST Additional location details: VALETOWN ops and gathering place Type(s) of garbage at location: Clothing, Electronics, Garbage bags, Paint cans, Propane tank, Other If other: Clothes and plastic Provide details: Garbage is all over this corner | Mobile App | no name no name | | 29-Apr-23 | 20230503 | Referred to another service group | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Small Case | 201000557067 | Downtown | 1101 SEYMOUR ST | Clothing Electronics Garbage bags Paint cans Propane tank Other | Location: 1101 SEYMOUR ST Additional location details: VALETOWN ops and gathering place Type(s) of garbage at location: Clothing, Electronics, Garbage bags, Paint cans, Propane tank, Other If other: Clothes and plastic Provide details: Garbage is all over this corner | Mobile App | no name no name | | 29-Apr-23 | 20230502 | Further action has been planned | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |

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| Urban Issues on City Property Case | 201000554100 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: VALETOWN OPS</p> <p>Indicate number of structures and/or tents at location: 5+</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: So unsafe spilling to neighbouring streets can't even walk on sidewalk here</p> | Mobile App | no name no name | | 27-Apr-23 | 20230505 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| City Services Feedback Case | 201000551976 | Downtown | 1105 SEYMOUR ST | <p>Location: 1105 SEYMOUR ST</p> <p>Type of feedback: Complaint</p> <p>Department: Arts, Culture and Community Services</p> <p>Business Unit: Non-Market Housing Operations</p> <p>Provide details: Citizen: § 22(1) to the City of Vancouver. There is a safe injector § 22(1) People come to this site and hang around outside, often blocking the ramp that people with disabilities use (§ 22(1)) - Tonight the ramp was blocked and nobody would move. One of these people chased § 22(1) spars § 22(1) There are no tents or structures, so COV Streets Operations would not attend for this. VPD also will not attend and tell residents to call the City § 22(1) § 22(1) They need additional security guards later at night to ensure safety for the residents. The citizen owns § 22(1) Please contact § 22(1) discuss.</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> | Phone | § 22(1) | § 22(1) | 26-Apr-23 | 20230426 | Closed automatically and sent to service group | Attained - Case Closed | 311_Contact Centre - Feedback |
| Abandoned Recyclables Case | 201000551415 | | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk on south side between Seymour and Granville</p> <p>Type(s) of garbage at location: Cardboard, Collection Cart (garbage, green bin), Garbage bags</p> <p>Provide details: Encampment of people openly injecting drugs. Sidewalk blocked with debris including drug paraphernalia</p> | Mobile App | organization LMS 3380 The Metropolis c/o Strata Council | § 22(1) | 26-Apr-23 | 20230505 | Service provided | Missed - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Small Case | 201000551413 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk on south side between Seymour and Granville</p> <p>Type(s) of garbage at location: Cardboard, Collection Cart (garbage, green bin), Garbage bags</p> <p>Provide details: Encampment of people openly injecting drugs. Sidewalk blocked with debris including drug paraphernalia</p> | Mobile App | organization LMS 3380 The Metropolis c/o Strata Council | § 22(1) | 26-Apr-23 | 20230503 | Service provided | Missed - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Urban Issues on City Property Case | 201000550059 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Huge tent lots of drug users and garbage 1101 Seymour</p> | Mobile App | § 22(1) | § 22(1) | 26-Apr-23 | 20230505 | Duplicate request | Missed - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000549854 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Somebody has set up a large green tent on the sidewalk outside the Yaletown. Drug injection site</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Somebody has set up a large green tent on the Helmcken street side of the drug injection site at 1101 Seymour st. This is a new tent and different than the ones set up on the sidewalk the previous 3-4 nights. Not safe to take a photo</p> | Mobile App | no name no name | | 25-Apr-23 | 20230505 | Duplicate request | Missed - Case Closed | ENG_ Streets Operations |

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| | | | | | <p>Type of feedback: General feedback Subject: Safe Injection site and encampments/drug use Address: 1101 SEYMOUR ST Provide details: The caller notes the neighbourhood is suffering since the opening of the injection site at 1101 Seymour st. The caller notes the neighbourhood was never asked in regards to this site. Since the opening of this site encampments have come up in the area and also people are smoking hard drugs including fentanyl. They are smoking fentanyl in the building. The building isn't able to open their windows due to the smoke. The encampment was reported under the case 201005474123. 20240519 would like the injection site closed as it is affecting the whole neighbourhood is talking about this issue on social media. Neighbourhood: Downtown (Don't ask just record, does the customer require contact?): No Created by: 311 Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use Specific area of concern: Safe Injection Site Author type: Individual Correspondence type: Original feedback</p> | | | | | | | | | | |
| Mayor and Council Feedback Case | 201000549578 | Downtown | 1101 SEYMOUR ST | General feedback | | Phone | s.22(1) | s.22(1) | 25-Apr-23 | 20230606 | Service provided | Missed - Case Closed | ACCS_GMO | | |
| Abandoned Recyclables Case | 201000549329 | | 1101 SEYMOUR ST | <p>Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Electronics Furniture Garbage bags Large appliance Small appliance Wood or pallets</p> | <p>Location: 1101 SEYMOUR ST Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Electronics, Furniture, Garbage bags, Large appliance, Small appliance, Wood or pallets Provide details: CLOSE THIS DOWN! ITS A DISASTER AROUND HERE</p> | Mobile App | organization No Name | | 25-Apr-23 | 20230427 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | | |
| Abandoned Non-Recyclables-Small Case | 201000549328 | | 1101 SEYMOUR ST | <p>Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Electronics Furniture Garbage bags Large appliance Small appliance Wood or pallets</p> | <p>Location: 1101 SEYMOUR ST Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Electronics, Furniture, Garbage bags, Large appliance, Small appliance, Wood or pallets Provide details: CLOSE THIS DOWN! ITS A DISASTER AROUND HERE</p> | Mobile App | organization No Name | | 25-Apr-23 | 20230427 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | | |
| Abandoned Non-Recyclables-Large Case | 201000549327 | | 1101 SEYMOUR ST | <p>Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Electronics Furniture Garbage bags Large appliance Small appliance Wood or pallets</p> | <p>Location: 1101 SEYMOUR ST Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Electronics, Furniture, Garbage bags, Large appliance, Small appliance, Wood or pallets Provide details: CLOSE THIS DOWN! ITS A DISASTER AROUND HERE</p> | Mobile App | organization No Name | | 25-Apr-23 | 20230427 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | | |
| Abandoned Mattress Case | 201000549325 | Downtown | 1101 SEYMOUR ST | <p>Box spring and/or mattress Cardboard Clothing Collection Cart (garbage, green bin) Electronics Furniture Garbage bags Large appliance Small appliance Wood or pallets</p> | <p>Location: 1101 SEYMOUR ST Type(s) of garbage at location: Box spring and/or mattress, Cardboard, Clothing, Collection Cart (garbage, green bin), Electronics, Furniture, Garbage bags, Large appliance, Small appliance, Wood or pallets Provide details: CLOSE THIS DOWN! ITS A DISASTER AROUND HERE</p> | Mobile App | organization No Name | | 25-Apr-23 | 20230515 | Service provided | Missed - Case Closed | ENG_Sanitation Services - Street Cleaning | | |
| Urban Issues on City Property Case | 201000548944 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST Additional location details: Here and the gathering place Indicate number of structures and/or tents at location: 5+ Are there aggressive people or dogs at the site? Yes Provide details: Encampment and paraphernalia everywhere. Aggressive people spilling to neighbouring streets. Is Vancouver waiting for another Stabbing? What the heck is going on?</p> | Mobile App | organization No Name | | 25-Apr-23 | 20230505 | Duplicate request | Missed - Case Closed | ENG_Streets Operations | | |

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| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Large graffiti on the front of the Yaletown OPS</p> <p>Property: City property</p> <p>Type of property: City owned building</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Large graffiti on the front of the Yaletown OPS drug injection site at 1101 Seymour st</p> | | | | | | | | Missed - Case Closed | ENG Integrated Graffiti Management - Goodbye Graffiti Contractor |
| Graffiti Removal - City Property Case | 201000548364 | Downtown | 1101 SEYMOUR ST | City property City owned building Tag (1 colour) | | Mobile App | no name no name | | 25-Apr-23 | 20230505 | Service provided | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk in front of Yaletown drug injection site at corner of Seymour st/Helmcken st</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Drug users have set up tents on the sidewalk outside of of the Yaletown drug injection site at 1101 Seymour st. Last night the tent encampment was playing loud music at 5:30am and during the night. This is unacceptable to our neighbourhood.</p> | | | | | | | | Missed - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000526562 | Downtown | 1101 SEYMOUR ST | | | Mobile App | no name no name | | 24-Apr-23 | 20230503 | Duplicate request | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Every day they are here please send people in the morning it usually stays up most of the day</p> | | s.22(1) | s.22(1) | 24-Apr-23 | 20230503 | Duplicate request | | Missed - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000525999 | Downtown | 1101 SEYMOUR ST | | | Mobile App | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Please send a crew by every day to clean this up</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Every day they are there please send someone</p> | | s.22(1) | s.22(1) | 24-Apr-23 | 20230503 | Duplicate request | | Missed - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000525772 | Downtown | 1101 SEYMOUR ST | | | Mobile App | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: City sidewalk outside Yaletown drug injection site at Seymour street and Helmcken street</p> <p>Indicate number of structures and/or tents at location: 3</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There are 3-4 tents on the sidewalk outside the Yaletown drug injection site at 1101 Seymour st. This is at the corner of Seymour street and Helmcken st. This is a city owned building.</p> | | | | | | | | Missed - Case Closed | ENG Streets Operations |
| Urban Issues on City Property Case | 201000524017 | Downtown | 1101 SEYMOUR ST | | | Mobile App | no name no name | | 27-Apr-23 | 20230503 | Duplicate request | | | |

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| | | | | <p>Type of feedback: General feedback</p> <p>Subject: Homeless/Drug use</p> <p>Address: 1101 SEYMOUR ST</p> <p>Provide details: Citizens, s.22(1) the Gathering place. Citizen said that behind the building there is about 15 drug dealers and s.22(1) Citizen would like to see that there is something done about this. There is too much stabbing and crime that is happening in the area and now that the encampments on Hastings has been moved it's really bad now that the people are moving into s.22(1) s.22(1) like to see that changed and to have these people moved on.</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: 311</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use Specific area of concern: Drug Use Author type: Individual Correspondence type: Original feedback</p> | | | | | | | | | | | |
| Mayor and Council Feedback Case | 201000523340 | Downtown | 1101 SEYMOUR ST | General feedback | Original feedback | Phone | s.22(1) | s.22(1) | 21-Apr-23 | 20230503 | Service provided | Attained - Case Closed | CMO_Mayor and Council Feedback | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: People have set up tents on the sidewalk outside the Yaletown Drug injection site</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There are currently 2 tents set up on the sidewalk outside the Yaletown OPS drug injection site at 1101 Seymour st. There is zero accountability at this site and people are constantly setting up tents on the sidewalk outside. This is across the street from Emery Barnes Park and is unsafe for the Yaletown Neighborhood.</p> | Mobile App | no name, no name | | 21-Apr-23 | 20230505 | Duplicate request | Missed - Case Closed | ENG_ Streets Operations | | |
| Urban Issues on City Property Case | 201000522896 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Unknown occupants of blue tarp and grey tent structure outside of the Positive Living building on the HELMCKEN St side.</p> | Mobile App | organization DV/BIA | 6048737000 | 21-Apr-23 | 20230505 | Service provided | Missed - Case Closed | ENG_ Streets Operations | | |
| Urban Issues on City Property Case | 201000522094 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: This is just being erected please take it down before the addicts move back in. It's been quiet for a few days</p> | Mobile App | s.22(1) | s.22(1) | 20-Apr-23 | 20230426 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations | | |
| Urban Issues on City Property Case | 201000521223 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Tent on the side walk outside the Yaletown Drug injection site</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There is a blue tent set up outside the Yaletown Drug injection site at 1101 Seymour st on the city sidewalk. There is also garbage thrown everywhere on the sidewalk outside this site all over the city sidewalk. The city of Vancouver owns this building and is a terrible landlord. There is constant tents and garbage thrown everywhere on the sidewalk outside this drug injection site in Yaletown. It is not safe to take a photo.</p> | Mobile App | no name, no name | | 18-Apr-23 | 20230420 | Service provided | Attained - Case Closed | ENG_ Streets Operations | | |

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| Commercial Waste Container Concern Case | 201000517133 | Downtown | 1101 SEYMOUR ST | Placement | <p>Location: 1101 SEYMOUR ST</p> <p>Type of request: Placement</p> <p>Type of container: Garbage</p> <p>Name of hauling company: Other</p> <p>If other: N/A</p> <p>Provide details: Hi there! There is a lot of litter and garbage around our space. Would you be able to have one or two permanent garbage bins on the SOUTHWEST Corner of Helmcken St x Seymour St?</p> | WEB | organization AIDS Vancouver | s.22(1) | 18-Apr-23 | 20230419 | Service provided | Attained - Case Closed | ENG_Solid Waste Programs |
| Fire Safety Hazards Case | 201000517110 | Downtown | 1101 SEYMOUR ST | Hazard - flammable materials | <p>Location: 1101 SEYMOUR ST</p> <p>Type of request: Hazard - flammable materials</p> <p>Provide details: There is currently an open fire for hobos at the safe injection site.</p> | Mobile App | s.22(1) | s.22(1) | 15-Apr-23 | 20230417 | Alternate Service Required | Attained - Case Closed | VFRS_Community Safety and Risk Reduction - Fire Prevention |
| Urban Issues on City Property Case | 201000499805 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Unknown occupants, 2 structures, one blue and green tent, 1 orange tarp.</p> | Mobile App | organization DVBA | 6048737000 | 8-Apr-23 | 20230414 | Duplicate request | Attained - Case Closed | ENG_Streets Operations |
| Building and Development Inquiry Case | 201000497683 | Downtown | 1105 SEYMOUR ST | Building and zoning enquiry | <p>Type of request: Building and zoning enquiry</p> <p>Address: (1105 SEYMOUR ST)</p> <p>Provide details: Related to Case Reference Number: 201000493935 ACCS GM, Sandra Singh wants to explore the option of reducing the depth of the canopy on Seymour Street and Helmcken Street. Is this request allowable? Please advise. Thank you</p> | WEB | KENNY WONG | s.15(1)(l) | 6-Apr-23 | 20230417 | Service provided | Attained - Case Closed | |
| Building and Development Inquiry Case | 201000493935 | Downtown | 1105 SEYMOUR ST | Submit permit application | <p>Type of request: Submit permit application</p> <p>Address: (1105 SEYMOUR ST)</p> <p>Provide details: HIGH PRIORITY: This is a City-owned and operated Non-Market Housing Building. Current issue: The exterior area is located in front of our Non-Market Housing residential building and the Overdose Prevention Site. Members of the community are sitting on the brick pony wall, concrete bench area, hiding behind the brick wall, blocking ramp access to residential entrance and using the concrete ledge at the residential entrance to do illicit drug activities. It is currently an unsafe situation for our staff and residents. Proposed Scope: - Remove the brick pony wall entirely and the L-shaped brick full wall. - Remove concrete bench in front of the brick wall. - Remove and cap all electrical services at the demolished wall. - Install new concrete curb with picket railings for one side of the stairs and ramp. - Install new sloped metal flashing on the entrance concrete ledge.</p> | WEB | KENNY WONG | s.15(1)(l) | 4-Apr-23 | 20230414 | Service provided | Attained - Case Closed | DBL_SC_Building Permit |

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| Mayor and Council Feedback Case | 201000489223 | Downtown | 1101 SEYMOUR ST | General feedback | <p>Type of feedback: General feedback Subject: Injection Site Address: 1101 SEYMOUR ST Provide details: Today there was an altercation at the injection site. This site should never have been approved in Yaletown which is also directly across the street from a children's playground. All day every day there is open heroin/entanyl drug use, people nodded out for hours with their pants down around their ankles, defecating on the sidewalk, selling stolen bicycles and goods etc etc etc. If anyone should confront them we are met with anger and aggression. People have to cross the street to avoid walking down Helmcken st however now the City has erected an outside park let so they have started to migrate across the street as well. Why did you need a park let???? There is a park directly across the street and the Gathering Place has a patio connected to their cafeteria. This is shameful and disgusting that it continues to be allowed</p> <p>Neighbourhood: Downtown (Don't ask just record, does the customer require contact?): Yes Created by: Web Form Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | WEB | s.22(1) | s.22(1) | 2-Apr-23 | 20230413 | Service provided | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Urban Issues on City Property Case | 201000488200 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: On street next to trees, Helmcken Street side of address</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Large dark blue tent</p> | Mobile App | organization DV8IA | 6048737000 | 1-Apr-23 | 20230406 | Service provided | Attained - Case Closed | ENG_Streets Operations |
| Urban Issues on City Property Case | 201000488190 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Tent encampment on city sidewalk outside Yaletown OPS</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: There is a massive tent and garbage thrown everywhere on the sidewalk outside the Yaletown Drug injection site at 1101 Seymour st. This is blocking the entire sidewalk. This is at the corner of Seymour/Helmcken st</p> | Mobile App | no name no name | | 1-Apr-23 | 20230406 | Service provided | Attained - Case Closed | ENG_Streets Operations |
| Urban Issues on City Property Case | 201000488178 | Downtown | 1105 SEYMOUR ST | | <p>Location: 1105 SEYMOUR ST</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Citizen says they have been having to call every day because of the encampment on the 600 block of Helmcken St. There is one large 12 person tent and the entire sidewalk is blocked. You would not be able to bring a stroller or wheelchair through s.22(1) and the cleaners are unable to clean the outside of the building or the windows because of the tents. Citizen says the Urban Issues crew are suppose to come by daily and they did not come yesterday or this morning s.22(1) is requesting a call back from a Superintendent in regards to this issue.</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> | Phone | s.22(1) | s.22(1) | 1-Apr-23 | 20230406 | Service provided | Attained - Case Closed | ENG_Streets Operations |

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| Mayor and Council Feedback Case | 20100048870 | Downtown | 1101 SEYMOUR ST | General feedback | <p>Type of feedback: General feedback</p> <p>Subject: Tents in Yaletown</p> <p>Address: 1101 SEYMOUR ST</p> <p>Provide details: Citizen lives in Yaletown near the Safe Injection site at 1101 Seymour. s.22(1) concerned with the number of tents that are now filling the sidewalks around the site. There are large tents that sleep 5-6 people, completely blocking the sidewalks. The citizen said that they pay a lot to live in this area and that this is not safe. s.22(1) that the last mayor encouraged this, but enough is enough. "It feels like walking through the Thunder Dome". s.22(1) that the staff at the overdose prevention site do not support the local residents and encourage this activity around their property. s.22(1) would like the City to do some KPI tracking on this organization. s.22(1) that local residents have stopped complaining because nothing gets done. This has gone on for 3 years now - it is very threatening for the people that live here. s.22(1) that the current council is doing a great job at trying to clean this up, but more needs to be done. Note: A case was also created to report the encampment issue: 20100048861</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: 311</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | Phone | No Name - Anonymous | 6048737000 | 1-Apr-23 | 20230403 | Reviewed and no action planned | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Urban Issues on City Property Case | 20100048863 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Both sides - on Seymour and Helmcken</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 5+</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: Outside the safe injection site there are so many tents that the sidewalks are completely blocked. Some of these tents sleep 5-6 people. It is very threatening for residents. Please have these tents removed immediately.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | No Name - Anonymous | 6048737000 | 1-Apr-23 | 20230416 | Service provided | Missed - Case Closed | ENG - Streets Operations |
| Mayor and Council Feedback Case | 201000485603 | Downtown | 1101 SEYMOUR ST | General feedback | <p>Type of feedback: General feedback</p> <p>Subject: Safe Injection Site at 1101 Seymour St</p> <p>Address: 1101 SEYMOUR ST</p> <p>Provide details: Citizens s.22(1) the Safe Injection Site at 1101 Seymour St. Tonight there are 30-35 people hanging around outside the building. People passed out on the sidewalk and consuming drugs outside s.22(1) because they don't feel safe s.22(1) complained to the Mayor's Office in the past but has never received a response. s.22(1) concerned with what is going on in their neighbourhood & said that the Mayor should come down to Helmcken and Seymour to see what's going on. s.22(1) that we should be completely embarrassed by what is happening in our city. It is out of control. Vancouver Police have said that they will not respond to complaints about open drug use s.22(1) that the drug users have more rights than the non-drug users. The drug users are given syringes so they can go shoot up in the park where there are children. The citizen said that 90% of the people in this neighbourhood did not want this safe injection site here. It was forced on them. It has become a nightmare. It is absolutely ridiculous s.22(1) that he voted for the Mayor and hopes that he will do something about this. Note: Case 201000485593 was also created for VPD</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: 311</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: Safe Injection Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | Phone | s.22(1) | s.22(1) | 30-Mar-23 | 20230412 | Service provided | Attained - Case Closed | CMO_Mayor and Council Feedback |

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| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Safe Injection Site</p> <p>Type of feedback: Complaint</p> <p>Department: Vancouver Police Department</p> <p>Business Unit: Police - All Other</p> <p>Were any other cases created as a result of this feedback? Feedback for Mayor & Council</p> <p>Provide details: Citizen: § 22(1) the Safe Injection Site at 1101 Seymour St. § 22(1) frustrated with the lack of response by the Vancouver Police in response to the crowds and open drug use. Tonight there are 30-35 people hanging around outside the building. People passed out on the sidewalk and consuming drugs outside § 22(1) § 22(1). They are afraid to leave their homes in the evenings because they don't feel safe. The Vancouver Police need to do more to ensure safety for local residents here. Note: A separate feedback will be sent to Mayor & Council in regards to this.</p> | | | | | | | | | | |
| City Services Feedback Case | 201000485593 | Downtown | 1101 SEYMOUR ST | Complaint | (Don't ask just record, does the customer require contact?): No | Phone | § 22(1) | § 22(1) | 30-Mar-23 | 20230330 | Referred to another service group | Attained - Case Closed | 311_Contact Centre - Feedback | | |
| | | | | | <p>Type of request: Building and zoning enquiry</p> <p>Address: (1105 SEYMOUR ST)</p> <p>Provide details: City owned Non-Market Housing building Seymour Residence – Front Elevation Renovation 1105 Seymour Street, Vancouver issue: • Currently members of the community are sitting on the brick pony wall and the concrete bench area, using the front entrance concrete lip and hiding behind the brick wall to do illicit activities. General Scope (full scope refer to the attached drawings) • Remove the brick pony wall entirely and the L-shaped brick full wall • Remove the concrete sitting area (in front of L-shaped brick wall) • New curb with new picket railings for one side of the stairs and ramp • Removal and cap all electrical services • Install new sloped metal flashing on the entrance concrete lip on two elevations Questions: - Are the drawings sufficient for BP submission? - Do I need to submit engineered drawings? - I have a Contractor lined up, I am reluctant to award the contract, if we need to hire an Engineer so that we don't incur additional cost.</p> <p>If applicable, provide permit number(s): Case reference 201000481556</p> | | | | | | | | | | |
| Building and Development Inquiry Case | 201000483623 | Downtown | 1105 SEYMOUR ST | Building and zoning enquiry | | WEB | KENNY WONG | § 15(1)(l) | 30-Mar-23 | 20230330 | Service provided | Attained - Case Closed | DBL_SC_General Enquiry | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Electrical box in front of Yaletown OPS</p> <p>Property: City property</p> <p>Type of property: Utility or equipment box</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Somebody has tagged the electrical box in front of 1101 Seymour st. This is in front of the Yaletown OPS drug injection site. Please remove the new graffiti. It is not safe to take a photo outside this site.</p> | Mobile App | no name no name | | 29-Mar-23 | 20230403 | Duplicate request | Attained - Case Closed | ENG_Integrated Graffiti Management - Goodbye Graffiti Contractor | | |
| Graffiti Removal - City Property Case | 201000483253 | Downtown | 1101 SEYMOUR ST | City property Utility or equipment box Tag (1 colour) | | | | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: YALETOWN OPS across from Emory Barnes park</p> <p>Indicate number of structures and/or tents at location: 5+</p> <p>Are there aggressive people or dogs at the site? Yes</p> <p>Provide details: Enough is enough. This area is unsafe and there is shit everywhere</p> | Mobile App | no name no name | | 29-Mar-23 | 20230413 | Duplicate request | Missed - Case Closed | ENG_Streets Operations | | |
| Urban Issues on City Property Case | 201000483111 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Garbage, tent, food waste</p> | Mobile App | no name no name | | 29-Mar-23 | 20230413 | Service provided | Missed - Case Closed | ENG_Streets Operations | | |
| Urban Issues on City Property Case | 201000481021 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | |

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| Urban Issues on City Property Case | 201000478365 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Garbage, food waste, encampment</p> | Mobile App | no name no name | | 28-Mar-23 | 20230331 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Needle Clean Up Case | 201000476013 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Provide details of needle location: Drug addicts are all the time around this place! Kids play next Street! It's unacceptable!</p> <p>Provide number of needles: 2</p> | WEB | Unknown | | 27-Mar-23 | 20230327 | Referred to another service group | Attained - Case Closed | ACCS_Social Policy_Drug Policy |
| Abandoned Recyclables Case | 201000475180 | | 1101 SEYMOUR ST | <p>Cardboard Clothing Collection Cart (garbage, green bin) Garbage bags</p> | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: VALETOWN ops</p> <p>Type(s) of garbage at location: Cardboard, Clothing, Collection Cart (garbage, green bin), Garbage bags</p> <p>Provide details: VALETOWN ops garbage everywhere and across street at gatheing centre</p> | Mobile App | Unknown | | 26-Mar-23 | 20230330 | Reviewed and no action planned | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Abandoned Non-Recyclables-Small Case | 201000475178 | Downtown | 1101 SEYMOUR ST | <p>Cardboard Clothing Collection Cart (garbage, green bin) Garbage bags</p> | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: VALETOWN ops</p> <p>Type(s) of garbage at location: Cardboard, Clothing, Collection Cart (garbage, green bin), Garbage bags</p> <p>Provide details: VALETOWN ops garbage everywhere and across street at gatheing centre</p> | Mobile App | Unknown | | 26-Mar-23 | 20230330 | Reviewed and no action planned | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Mayor and Council Feedback Case | 201000475177 | | 1101 SEYMOUR ST | General feedback | <p>Type of feedback: General feedback Subject: VALETOWN OPS Address: 1101 SEYMOUR ST Provide details: This needs to be closed down immediately. The area is unsafe and dirty. Human feces everywhere. Acts of violence. Move this to Dets</p> <p>Neighbourhood: Downtown</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> <p>Created by: Web Form</p> <p>Department: Arts, Culture, and Community Services Arts, Culture, and Community Services: Mental Health and Drug Use</p> <p>Specific area of concern: Overdose Prevention Site</p> <p>Author type: Individual</p> <p>Correspondence type: Original feedback</p> | Mobile App | Unknown | | 26-Mar-23 | 20230406 | Reviewed and no action planned | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Urban Issues on City Property Case | 201000473453 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Tent on the sidewalk outside 1101 Seymour st</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Yet again, there is a large green tent set up on the sidewalk outside the Yaletown OPS drug injection site at 1101 Seymour st. Our neighbourhood is fed up. Please remove the green tent before more tents appear. I cannot take a photo because it is not safe to do so.</p> | Mobile App | Unknown | | 24-Mar-23 | 20230330 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations |

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| Urban Issues on City Property Case | 201000473264 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Not sure if there is anyone aggressive</p> | Mobile App | Unknown | | 24-Mar-23 | 20230330 | Issue not found or inaccessible | Attained - Case Closed | ENG_ Streets Operations |
| Graffiti Removal - External Organization Case | 201000462082 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Type of property: BC Hydro box or pole</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Somebody has put a large amount of graffiti on the green City electrical box in front of 1101 Seymour st in Yaletown. This electrical box is directly in front of the Yaletown OPS drug injection site at the corner of Seymour st/Helmcken st. I could not take a photo, but it is all over the electrical box. Please remove the graffiti.</p> | Phone | Unknown | | 20-Mar-23 | 20230320 | Referred to another service group | Attained - Case Closed | ENG_Integrated Graffiti Management |
| Graffiti Removal - City Property Case | 201000461412 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Graffiti on city electrical box in front of 1101 Seymour st</p> <p>Property: City property</p> <p>Type of property: Utility or equipment box</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Somebody has put a large amount of graffiti on the green City electrical box in front of 1101 Seymour st in Yaletown. This electrical box is directly in front of the Yaletown OPS drug injection site at the corner of Seymour st/Helmcken st. I could not take a photo, but it is all over the electrical box. Please remove the graffiti.</p> | Mobile App | Unknown | | 19-Mar-23 | 20230320 | Referred to another service group | Attained - Case Closed | 311_Contact Centre |
| Building and Development Inquiry Case | 201000458156 | | 1105 SEYMOUR ST | <p>Type of request: Building and zoning enquiry</p> <p>Address: 1105 SEYMOUR ST</p> <p>Provide details: Would you kindly review the below information and the attached drawings and let us know if we need to apply for a Building Permit. We are embarking on this project so that our residents feel more secure and safer when entering and exiting their building. Thank you. Seymour Residence - Front Entry Renovation.1105 Seymour Street, Vancouver. Currently members of the community are sitting on the brick pony wall and the concrete bench area, using the front entrance concrete lip and hiding behind the brick wall to do illicit activities. General Scope (full scope refer to the attached drawings): Remove the brick pony wall entirely and the L-shaped brick full wall. Remove the concrete sitting area (in front of L-shaped brick wall). New curb with new picket railings for one side of the stairs and ramp. Removal and cap all electrical services. Install new sloped metal flashing on the entrance concrete lip on two elevations</p> | WEB | KENNY WONG | s.15(1)(i) | 17-Mar-23 | 20230322 | Service provided | Attained - Case Closed | |
| Urban Issues on City Property Case | 201000455139 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Blue and green tents along Helmcken street side of address.</p> <p>Indicate number of structures and/or tents at location: 2</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Blue tent and green tent present.</p> | Mobile App | organization_DVBIA | 6048737000 | 15-Mar-23 | 20230321 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000445758 | Downtown | 1101 SEYMOUR ST | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Helmcken Street side of business</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Green tent next to belongings</p> | Mobile App | organization_DVBIA | 6048737000 | 10-Mar-23 | 20230315 | Service provided | Attained - Case Closed | ENG_ Streets Operations |

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| Graffiti Removal - City Property Case | 201000444155 | Downtown | 1101 SEYMOUR ST | City property Street, sidewalk or lane Tag (1 colour) | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Sidewalk on Helmcken st side of Yaletown OPS</p> <p>Property: City property</p> <p>Type of property: Street, sidewalk or lane</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Somebody has tagged the sidewalk in front of 1101 Seymour st. This is the Yaletown OPS. The graffiti is on the sidewalk</p> | Mobile App | Unknown | | 9-Mar-23 | 20230321 | Dispatched to Crew | Missed - Case Closed | ENG_Integrated Graffiti Management - Goodbye Graffiti Contractor |
| Animal Concern Case | 201000438278 | Downtown | 1101 SEYMOUR ST | Dog Other | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: § 22(1) Seymour St</p> <p>Type of animal: Dog</p> <p>Type of concern: Other</p> <p>If Other: § 22(1)</p> <p>Is this request from VPD or Fire? No</p> <p>Animal breed: § 22(1)</p> <p>Animal colour: § 22(1)</p> <p>Provide details: Amy (From Altra Women's Society) is helping § 22(1) and have not returned since. They are unsure of the process, and would like to be contacted to see how they can § 22(1) The contact number for Amy is 604-616-1444, She will be assisting § 22(1) ACO that was assigned was Seabook Ng.</p> <p>Is there an animal welfare or cruelty issue? No</p> <p>(Don't ask just record, does the customer require contact?): Yes</p> | Phone | Amy Schwab | 6046161444 | 7-Mar-23 | 20230307 | Dispatched to Crew | Attained - Case Closed | DBL_Animal Services Dispatch |
| Urban Issues on City Property Case | 201000438107 | Downtown | 1101 SEYMOUR ST | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Encampment located at 1101 Seymour Street.</p> | Mobile App | organization DV8IA | 6048737000 | 7-Mar-23 | 20230315 | Service provided | Missed - Case Closed | ENG_Streets Operations |
| Sewer Manhole Concern Case | 201000429472 | Downtown | 1105 SEYMOUR ST | Missing** | <p>Location: 1105 SEYMOUR ST</p> <p>Type of request: Missing**</p> <p>Location of manhole: Sidewalk</p> <p>Provide details: Reporting grate is missing. Manhole opening on the sidewalk. Caller is very concerned for public safety.</p> <p>(Don't ask just record, does the customer require contact?): No</p> | Phone | § 22(1) | § 22(1) | 2-Mar-23 | 20230303 | Reviewed and no action planned | Attained - Case Closed | ENG_Sewer Operations |

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| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Type of request: Repairs</p> <p>Repairs: Missing liner</p> <p>Missing liner</p> <p>Provide details: Litter an out-front the Gathering place needs a liner replacement. (Don't ask just record, does the customer require contact?):</p> | | | | | | | | | | |
| Street Litter Can Case | 201000423599 | Downtown | 1101 SEYMOUR ST | Repairs Missing liner | Yes | Phone | Organization Community Centre - Gathering Place (COV) | 6046652391 | 28-Feb-23 | 20230303 | Service provided | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Blue tarp encampment</p> | | | | | | | | | | |
| Urban Issues on City Property Case | 201000416139 | Downtown | 1101 SEYMOUR ST | | | Mobile App | Unknown | | 24-Feb-23 | 20230302 | Service provided | Attained - Case Closed | ENG Streets Operations | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Graffiti is on the front of Yaletown Overdose prevention site</p> <p>Property: City property</p> <p>Type of property: City owned building</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: Somebody has placed this offensive graffiti on the front of the Yaletown OPS drug injection site at 1101 Seymour st in Yaletown across the street from Emery Barnes Park. This building is owned by the the City of Vancouver.</p> | | | | | | | | | | |
| Graffiti Removal - City Property Case | 201000392414 | Downtown | 1101 SEYMOUR ST | City property City owned building Tag (1 colour) | | Mobile App | Unknown | | 11-Feb-23 | 20230214 | Service provided | Attained - Case Closed | ENG_Integrated Graffiti Management - Goodbye Graffiti Contractor | | |
| | | | | | <p>Location: 1101 SEYMOUR ST</p> <p>Additional location details: Seymour st/ Helmcken st</p> <p>Type(s) of garbage at location: Other</p> <p>If other: Random garbage</p> <p>Provide details: There is garbage thrown everywhere outside the Yaletown OPS drug injection site at 1101 Seymour st. They are not cleaning it up and it is all over the city sidewalk. I cannot take a photo as it is unsafe with all the drug users on the sidewalk</p> | | | | | | | | | | |
| Abandoned Non-Recyclables-Small Case | 201000378508 | Downtown | 1101 SEYMOUR ST | Other | | Mobile App | Unknown | | 4-Feb-23 | 20230207 | Reviewed and no action planned | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | | |
| | | | | | <p>Location: 1105 SEYMOUR ST</p> <p>(Is this request from VPD?): No</p> <p>Indicate number of structures and/or tents at location: 1</p> <p>Are there aggressive people or dogs at the site? No</p> <p>Provide details: Caller said city own building and has people blocking entrance into building, recurring problem, so VPD referred him to call COV. (Don't ask just record, does the customer require contact?): No</p> | | | | | | | | | | |
| Urban Issues on City Property Case | 201000331709 | Downtown | 1105 SEYMOUR ST | | | Phone | s.22(1) | s.22(1) | 14-Jan-23 | 20230124 | Service provided | Missed - Case Closed | ENG_Streets Operations | | |

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| | | | | | Location: 1101 SEYMOUR ST Type of animal: Dog Type of concern: Aggressive dog poorly contained Is this request from VPD or Fire? No Animal breed: Unknown Animal colour: § 22(1) Provide details: Caller wants to stay anonymous but says § 22(1) animal services is looking for this dog and owner § 22(1) and is supposed to be destroyed. Owner and dog have been sitting at the north side of the building for about an hour. Is there an animal welfare or cruelty issue? No (Don't ask just record, does the customer require contact?): No | | | | | | | | | | | | | |
| Animal Concern Case | 201000324509 | Downtown | 1101 SEYMOUR ST | Dog Aggressive dog poorly contained | | Phone | No Name (311 use this profile) Anonymous | 6048737000 | 11-Jan-23 | 20230111 | Dispatched to Crew | Attained - Case Closed | DBL_Animal Services Dispatch | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Property: City property Type of property: City owned building Type of graffiti: Tag (1 colour) Provide details: Somebody has tagged the pole at the front door of the Yaletown drug injection site (OPS) at 1101 Seymour st. This is at the front door of the building. This is a city owned building. Please remove the graffiti. | Mobile App | Unknown | | 28-Dec-22 | 20221230 | Not a city provided service / jurisdiction | Attained - Case Closed | ENG_Integrated Graffiti Management - Goodbye Graffiti Contractor | | | | | |
| Graffiti Removal - City Property Case | 201000296148 | Downtown | 1101 SEYMOUR ST | City property City owned building Tag (1 colour) | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Additional location details: On Helmcken street side Indicate number of structures and/or tents at location: 1 Are there aggressive people or dogs at the site? No Provide details: Like green tent surrounded by barricade | Mobile App | organization DVBA | 6048737000 | 27-Dec-22 | 20221229 | Service provided | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000294869 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Type(s) of garbage at location: Other If other: Large amount of miscellaneous small garbage. Collected into one large pile. *CAUTION**ALSO NEEDLES AMONG THE GARBAGE Provide details: On the Helmcken side of 1101 Seymour. | Mobile App | Unknown | | 9-Nov-22 | 20221110 | Issue not found or inaccessible | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning | | | | | |
| Abandoned Non-Recyclables-Small Case | 201000190689 | Downtown | 1101 SEYMOUR ST | Other | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Additional location details: Encampment present at Positive Living BC Indicate number of structures and/or tents at location: 3 Are there aggressive people or dogs at the site? No Provide details: Blue tent structure setup | Mobile App | organization DVBA | 6048737000 | 8-Nov-22 | 20221114 | Unknown | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000189158 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 1 Are there aggressive people or dogs at the site? No Provide details: Camp on sidewalk at Seymour and Helmcken | Mobile App | § 22(1) No Name | | 6-Nov-22 | 20221110 | Duplicate request | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000185724 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 1 Are there aggressive people or dogs at the site? No Provide details: One large blue tarp structure on sidewalk | Mobile App | Unknown | | 6-Nov-22 | 20221110 | Unknown | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000185724 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 0 Are there aggressive people or dogs at the site? No Provide details: Garbage, needles and camping | Mobile App | § 22(1) No Name | | 4-Nov-22 | 20221110 | Duplicate request | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000181623 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 4 Are there aggressive people or dogs at the site? No Provide details: Numerous encampments on the Helmcken side | Mobile App | Unknown | | 3-Nov-22 | 20221201 | Duplicate request | Missed - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000179590 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Additional location details: On the Helmcken corner of this address, there are a lot of debris including needles, abandoned garbage and tent structures by drug addicts. The situation seems to get worse week by week. Feels unsafe to walk on this part of Helmcken street. A lot of people tripped out. Provide details of needle location: Seen on the ground Provide number of needles: 3 | Mobile App | § 22(1) | § 22(1) | 2-Nov-22 | 20221102 | Referred to another service group | Attained - Case Closed | ACCES_Social Policy_Drug Policy | | | | | |
| Needle Clean Up Case | 201000178688 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Additional location details: At the Helmcken side Indicate number of structures and/or tents at location: 4 Are there aggressive people or dogs at the site? No Provide details: Multiple structures and chairs setup | Mobile App | organization DVBA | 6048737000 | 1-Nov-22 | 20221108 | Unknown | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000176614 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 1 Are there aggressive people or dogs at the site? No Provide details: There is a tent encampment on the City sidewalk at 1101 Seymour st outside the Yaletown OPS drug injection site. This has been here for days. It appears the operator Raincity housing is just allowing it. This is at the corner of Seymour st and Helmcken st in Yaletown across the street from Emery Barnes Park. | Mobile App | Unknown | | 31-Oct-22 | 20221102 | Unknown | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000174742 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 1 Are there aggressive people or dogs at the site? No Provide details: On the Helmcken side | Mobile App | Unknown | | 30-Oct-22 | 20221101 | Unknown | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000172994 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |
| | | | | | Location: 1101 SEYMOUR ST Indicate number of structures and/or tents at location: 2 Are there aggressive people or dogs at the site? Yes Provide details: loud group that started hanging out below Friday but grew in size since last night with tents growing | Mobile App | § 22(1) | § 22(1) | 30-Oct-22 | 20221101 | Unknown | Attained - Case Closed | ENG_Streets Operations | | | | | |
| Urban Issues on City Property Case | 201000172187 | Downtown | 1101 SEYMOUR ST | | | | | | | | | | | | | | | |

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| Urban Issues on City Property Case | 201000129748 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR ST(Is this request from VPD?); NoIndicate number of structures and/or tents at location: 2Are there aggressive people or dogs at the site? NoProvide details: Reported online: Encampments at 1101 SeymourPhoto: https://cov311prfileuploadstcc01.blob.core.windows.net/attachment-blob-container/a902820c-9bb5-418c-995a-e24ca9bfcf5/f5401079-4fdd-46bf-b82b-39ba93c70e0c.jpeg?v=2021-06-08&st=2022-10-0511763A24%3A392&se=2022-10-07121%3A30%3A392&sr=b&sig=8TzQxx3R8h7EQ8pIB5stSKWEXNuo7AMmTKx%3D(Don't ask just record, does the customer require contact?); No | Phone | s.22(1) | s.22(1) | 5-Oct-22 | 20221014 | Duplicate request | Missed - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000128430 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STIndicate number of structures and/or tents at location: 5Are there aggressive people or dogs at the site? YesProvide details: Here by the needle exchange all down to nelson | Mobile App | Unknown | | 5-Oct-22 | 20221014 | Unknown | Missed - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000123128 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STIndicate number of structures and/or tents at location: 1Are there aggressive people or dogs at the site? NoProvide details: Tent on south side Helmecken St beside building | Mobile App | organization_DVBIA | 6048737000 | 3-Oct-22 | 20221006 | Unknown | Attained - Case Closed | ENG_ Streets Operations |
| Mayor and Council Feedback Case | 201000120138 | | 1101 SEYMOUR ST | General feedback | Type of feedback: General feedbackSubject: Safe Injection site and all its horrors Address: 1101 SEYMOUR STProvide details: s.22(1) s.22(1) s.22(1) The street people were enraged themselves. Even the aids vancouver people can't take the miss and encroaching of the street people. Three days ago I found a bag of trash and needles and dog poop and human feces strewn in the garbage that was dumped on s.22(1) Pic. To follow. What is wrong with your heads putting a safe injection site on our doorstep? I can't wait for election day. Shame on you!! Mayor Stewart and council. I have been s.22(1) have been hell on earth. We are fed up! Neighbourhood: Downtown(Don't ask just record, does the customer require contact?); YesCreated by: Web FormDepartment: Vancouver Police DepartmentVancouver Police Department: Public SafetySpecific area of concern: Street DisorderAuthor type: IndividualCorrespondence type: Original feedbackNotes: Please see attachment: s.22(1) Photos | WEB | s.22(1) | s.22(1) | 30-Sep-22 | 20221003 | Service provided | Attained - Case Closed | CMO_Mayor and Council Feedback |
| Urban Issues on City Property Case | 201000112123 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STIndicate number of structures and/or tents at location: 1Are there aggressive people or dogs at the site? NoProvide details: One small green tent on the Helmecken side of the intersection | Mobile App | Unknown | | 27-Sep-22 | 20220929 | Unknown | Attained - Case Closed | ENG_ Streets Operations |
| Urban Issues on City Property Case | 201000097180 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR ST(Is this request from VPD?); NoIndicate number of structures and/or tents at location: 2Are there aggressive people or dogs at the site? NoProvide details: On the both the Seymour and Helmecken St. They have bikes and structures on blocking the sidewalk. (Don't ask just record, does the customer require contact?); No | Phone | s.22(1) | 6048737000 | 19-Sep-22 | 20220928 | Unknown | Missed - Case Closed | ENG_ Streets Operations |
| City and Park Trees Maintenance Case | 201000067231 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STType of request: 11Provide details: N/B on Seymour the branches are hitting the transit wires.(Is this an immediate action request?); NoNeighbourhood: DOWNTOWNAfter hours superintendent area: North(Don't ask just record, does the customer require contact?); No | Phone | Organization Translink Dispatch | 7783756400 s.22(1) | 2-Sep-22 | 20220912 | Further action has been planned | Attained - Case Closed | PR_Urban Forestry - Street Tree Work Request |
| Urban Issues on City Property Case | 201000054237 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STAdditional location details: Structure on Helmecken side of building Indicate number of structures and/or tents at location: 1Are there aggressive people or dogs at the site? NoProvide details: Unaware if aggressive or dogs on site. | Mobile App | organization_DVBIA | 6048737000 | 28-Aug-22 | 20220831 | Service provided | Attained - Case Closed | ENG_ Streets Operations |
| Abandoned Non-Recyclables-Large Case | 201000047149 | Downtown | 1101 SEYMOUR ST | Furniture | Location: 1101 SEYMOUR STType(s) of garbage at location: FurnitureProvide details: Table and chairs on sidewalk at corner of Helmecken and Seymour(Don't ask just record, does the customer require contact?); No | Social Media | s.22(1) | s.22(1) | 24-Aug-22 | 20220826 | Reviewed and no action planned | Attained - Case Closed | ENG_Sanitation Services - Street Cleaning |
| Urban Issues on City Property Case | 201000046256 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STAdditional location details: Under alcove of "Positive Living BC," Helmecken St. side of building.Indicate number of structures and/or tents at location: 3Are there aggressive people or dogs at the site? NoProvide details: One blue tarp, one tent, and small encampments made from umbrellas. | Mobile App | organization_DVBIA | 6048737000 | 24-Aug-22 | 20220830 | Duplicate request | Attained - Case Closed | ENG_ Streets Operations |
| Street and Sidewalk Use Request Case | 201000043697 | Downtown | 1101 SEYMOUR ST | Other Concern | Location: 1101 SEYMOUR STSpecify topic: OtherIf other: Encampments Type of request: ConcernProvide details: Encampments at 1101 Seymour | Mobile App | organization_DVBIA | 6048737000 | 23-Aug-22 | 20221005 | Referred to another service group | Missed - Case Closed | 311_Contact Centre - Feedback |
| Urban Issues on City Property Case | 201000032634 | Downtown | 1101 SEYMOUR ST | | Location: 1101 SEYMOUR STAdditional location details: On Helmecken side of the building.Indicate number of structures and/or tents at location: 2Are there aggressive people or dogs at the site? NoProvide details: One tent and numerous small structures taking up the sidewalk. | Mobile App | Organization BIA - Safety Ambassador | s.22(1) | 17-Aug-22 | 20220819 | Reviewed and no action planned | Attained - Case Closed | ENG_ Streets Operations |