

File No.: 04-1000-20-2024-145

March 14, 2024

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 March 4, 2024 under the *Freedom of Information and Protection of Privacy Act* for:

Record of water main leak at 239 Keefer Street ("The Sparrow") that allegedly flooded the elevator shaft. Date Range: March 1, 2023 to April 30, 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 (#04-1000-20-2024-145); 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)

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SAP Charge # <i>EW 38429</i>		Address & Location: <i>239 Keefer St.</i>			Assigned Date <i>2023/03/18</i>
Work Order #		Work Order Description			Assigned To <i>F. Kish</i>
Group Project #	Problem	Sub Activity	Responsible	Assigned Crew # <i>C1051</i>	
Service Request #					311 Case #
Incident Date	Contact Name			Contact	Alternate #
Work Order Comments: <i>• CFL - Possible Main Break</i>					
Ref #1	Ref #2				
Asset Type	Asset ID #	B.U.N	Asset Status	Map # (Facet)	
Asset Details:					
Asset & Safety Comments:					
CREW - DESCRIBE THE PROBLEMS YOU FOUND AND WORK COMPLETED					
<input type="checkbox"/> Property Leak <input type="checkbox"/> 96 HR Notice <input type="checkbox"/> 192 HR Notice <input type="checkbox"/> Drainage <input type="checkbox"/> Cityside Leak Lo / Mod / Hi					
<i>CFL NLF FIRELINE BLEW APART AND PRIVATE PLUMBER T/OFF FL. COMPLETE</i>					
CREW & SUPT - FURTHER WORK OR REFERRAL REQUIRED: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (IF YES - PROVIDE DETAILS)					
Still Leaking? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		Where is water running? <input type="checkbox"/> Street <input type="checkbox"/> Sidewalk <input type="checkbox"/> Boulevard <input type="checkbox"/> None			
SIGN-OFF					
Attended By: <i>F. Kish</i> 			Supt. Sign-off: 		
Date Attended: <i>2023/03/18</i>		Crew #: <i>C1051</i>		Supt. Sign-off Date: <i>March 20/23</i>	

DATE	SHIFT HOURS	DISPATCHERS
March 18, 2023	07:00 - 15:00	Alyssa/ TJ
	15:00 - 23:00	Luis/Wais
	23:00 - 07:00 [+1 day]	Pamela/Ikran

National Yard After-Hours Emergency Dispatch Log

City of Vancouver Engineering - Dispatch Log



DEPARTMENT RESPONSIBLE	TIME CALL/CASE RECEIVED	DATE CALL/CASE RECEIVED	INCOMING CALL REPORTED BY	SERVICE REQUEST / LAGAN # / VPD #	LOCATION OF THE CASE	PROBLEM / ISSUE REPORTED	DISPATCH TIME	EMPLOYEE DISPATCHED	CASE LOG INFORMATION	TIME CASE COMPLETED
WATER	8:15		311	SR 2113085	s.22(1)	High volume leak	8:20	Water / 1051 Frank/ s.15(1)(l)		
WATER	11:15		311	SR 2113166		High volume leak	11:21	Water / 1051 Frank/		
WATER	12:18		VFD		239 Ketter	Possible water main break	12:20	Water / 1051 Frank/		
WATER	12:04		311	SR 2113192	s.22(1)	CFL	13:30	Water / 1051 Frank/		
WATER	12:05		311	SR 2113194	814 Richards st	CFL	13:30	Water / 1051 Frank/		
WATER	13:22		311	SR 2113221	3030 E Broadway	CFL	13:30	Water / 1051 Frank/		