



File No.: 04-1000-20-2024-207

May 1, 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 12, 2024 under the *Freedom of Information and Protection of Privacy Act* for:

- 1. Record of who made the requests for the bench at the southwest corner of Balsam Street and West 43rd Avenue;
- 2. Number of complaints relating to the bench and garbage around it. Date range: January 1, 2023 to April 2, 2024.

All responsive records are attached. Some information in the records has been severed (blacked out) under s.22(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2024-207); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

Cobi Falconer, MAS, MLIS, CIPP/C Director, Access to Information & Privacy cobi.falconer@vancouver.ca

453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

Encl. (Response package)

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4/11/24, 1:58 PM Forms

Case Summary

Case ID: 201000078545

Case creation date: 9/9/2022, 12:26:08 PM

Location and request details:

Location:	5603 BALSAM ST
Type of request:	New street furniture
Type of item (Subtype):	Bench
Provide details:	Please install benches on Balsam Street between 39th Avenue and 41st Avenue. s.22(1) citizens who shop on 41st Avenue and who live s.22(1) of Balsam Street need benches where we can stop and rest on that long stretch between 41st and 39th Avenues.

Contact information:

Street number: s.22(1)

Street name: BALSAM ST

4/11/24, 1:58 PM Forms

Unit number: s.22(1)

City: Vancouver

Name: s.22(1)

Email address: s.22(1)

Phone number: s.22(1)

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(printable version)

Case 201000078545

History: All Forms Events Interactions Notes

<u>Type</u>	<u>Description</u>	Raised by	<u>(</u> <u>k</u>
Initial Contact	Web - 201000075401/I	s.22(1)	<u> </u>
Event	Agent Created Case	(No Interaction)	<u> </u>
Form	eng_sf_streetfurnreq	(No Interaction)	<u> </u>
Event	Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user? requestid=201000078545&page=hansen	(No Interaction)	<u> </u>
Event	Online Form Updated by System	(No Interaction)	: \ !
Event	Hansen Case Created - Case Reference 2016135	(No Interaction)	<u> </u>
Event	Agent Finished - Case Closed. Closed date: Mon Sep 12 09:21:15 PDT 2022 Further action has been planned Further action has been planned	(No Interaction)	<u> </u>

7 items found.

Case Details	
Case Ref	201000078545 [YJB13UP6, 2016135]
Classification	ENG - Streets Furniture >> Installations and Maintenance >> Street Furniture Request Case
Associated with	5603 BALSAM ST
Title	Street Furniture Request Case
Description	Request new street furniture or information.
Status	closed (Further action has been planned)
Closed Reason	Further action has been planned
Closed Date	Sep 12 2022 09:21 (Over a year ago)
Created Date	Sep 9 2022 12:26 (Over a year ago)
Created by	Service Account
Raised by	s.22(1) (Web)
Priority	Medium
Severity	Medium
Internal Only	
Forms	eng_sf_streetfurnreq
Case Form	
Hansen URL	https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user? requestid=201000078545&page=hansen



4/11/24, 1:57 PM Forms

Case Summary

Case ID:	201000375399					
Case creation date:	2/3/2023, 1:35:30 AM					

Location and request details:

Location:	5500-5600 BALSAM ST (BLC	OCK)						
Type of request:	of request: New street furniture							
Type of item (Subtype):	Bench							
Provide details:	Please install a few benches and 5600 block of Balsam Strand 41st Avenue so s.22(1) heavy groceries back to rest on the long 2-block stretch Avenues. Thank you. s.22(1) and s.22(1)	reet between 39th Avenue people, carrying can						

Contact information:

Name:	s.22(1)
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Email address: s.22(1)

Phone number: s.22(1)

Back

(printable version)

Case 201000375399

History: All Forms Events Interactions Notes

<u>Type</u>	Description	<u>Raised by</u>
Initial Contact	Web - 201000359718/I	s.22(1)
Event	Agent Created Case	(No Interactio
Form	eng_sf_streetfurnreq	(No Interactio
Event	Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user? requestid=201000375399&page=hansen	(No Interactio
Event	Online Form Updated by System	(No Interactio
Event	Hansen Case Created - Case Reference 2093778	(No Interactio
Event	Agent Finished - Case Closed. Closed date: Fri Feb 03 09:35:25 PST 2023 Further action has been planned Further action has been planned	(No Interactio

Note

<u>Type</u> <u>Description</u> <u>Raised by</u>

We live at s.22(1) s.22(1)s.22(1) on 41st Avenue for our groceries. Returning to \$.22(1) with our groceries is very tiring because of the long two-block stretch between 41st Avenue and S.22(1) which is between 37th Ave and 39th Avenue. We implore you to take pity on us and install a bench somewhere between 41st and 39th Avenue—the 5500-5600 block of Balsam Street (No Interactio —where we can sit and rest with our groceries halfway home. It is not asking much and it would help so many of us. I wrote a request on the city's 311 website and received an automatic reply saying "the city will not be installing new furnishing at this time." I realize that the city is probably spending billions of dollars for the Broadway subway. But can you not spend a few hundred dollars to help scores of elderly people here on Balsam Street in Kerrisdale?

8 items found.

Case Details

Case Ref	201000375399 [2093778, 8AM0MUF9]
Classification	ENG - Streets Furniture >> Installations and Maintenance >> Street Furniture Request Case
Associated with	5500 to 5600 BALSAM ST
Title	Street Furniture Request Case
Description	Request new street furniture or information.
Status	closed (Further action has been planned)

Closed Reason Closed Date Feb 3 2023 09:35 (Over a year ago) Created Date Feb 3 2023 01:35 (Over a year ago) Created by Service Account Raised by \$22(1) (Web) Priority Medium Severity Medium Internal Only Forms eng_sf_streetfurnreq Case Form Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user? requestid=201000375399&page=hansen	4/11/24, 1:56 PM	empro.prd.vancouver.ca/lagan/uwa/case/view.html?caseref=	201000375399&status=0&source=casesearch&g_inboxEnabled=tru
Created Date Feb 3 2023 01:35 (Over a year ago) Created by Service Account Raised by \$.22(1) (Web) Priority Medium Severity Medium Internal Only Forms eng_sf_streetfurnreq Case Form Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?		Further action has been planned	
Created by Service Account Raised by \$.22(1) (Web) Priority Medium Severity Medium Internal Only Forms eng_sf_streetfurnreq Case Form Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?	Closed Date	Feb 3 2023 09:35 (Over a year ago)	
Raised by \$.22(1) (Web) Priority Medium Severity Medium Internal Only Forms eng_sf_streetfurnreq Case Form Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?	Created Date	Feb 3 2023 01:35 (Over a year ago)	
Priority Medium Severity Medium Internal Only Forms eng_sf_streetfurnreq Case Form Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?	Created by	Service Account	
Severity Medium Internal Only Forms eng_sf_streetfurnreq Case Form Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?	Raised by	s.22(1)	(Web)
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Hansen URL https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?	Forms	eng_sf_streetfurnreq	
	Case Form		
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Case #	Channel Type Street # From	Street # To	Street	Cross St/Unit #	Postal Code	Location Details	Case Details	Addional Details	Requestor Name	Phone	# of Calls Date Create	ted Da	ate Closed	Preferred Queue	Event Notes
101014195351	s.22(1)		BALSAM ST		V6M 489	app version: 2.31 orginal address: S.22(1)	Type of street furniture: New bench	Spescription: My s.22(1) lives 2 blocks from here and said there used to 221 has uncertain whether city or private). It's no longer there though, making 221 hore reluctant to walk up to 41st ave. "Durment made me want to request a bench at 43rd and balsam. I also wanted to suggest more benches across the city based on Stats Can demographic information about where seniors and people with disabilities are living. Thanks!-cj>FS#: 8382089-cj>Click images below to expand-cj>-a hore-intp://maps.googleepis.com/maps/api/statiomap/markers-49.2328276485686%2C-123.1613261801768.siz=600x3008key=AlzaSyDchJ_DVw7N-SScsAvDhrf1hK1UYXicSaignature-25gl801o3tgpQne=SM09164E188=>cimg src=http://maps.googleepis.com/maps/api/staticmap/markers-49.2328276485686%2C-123.1613261801768.siz=600x3008key=AlzaSyDchJ_DVw7N-SScsAvDhrf1hK1UYXicSaignature-25gl801o3tgpQne=SM09164E188= alt=mapurf width=300 -logs-ap->a hrel=http://www.publicstuff.com/request/view/8382089>http://www.publicstuff.com/request/view/8382089-/a>-cp>>	(ps)		1 7/19/	9/2020 7:48:47 PM	7/21/2020 11:40:06 AM	Eng_Streets Furniture	Agent Created Case: Public Stuff request id: PSID8382089 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1647011 created / updated at Sunday, July 19, 2020 7:48:55 PM Alternate Service Provided: 12 - Alternate Service Provided. This suggested location has been added to our database for consideration in potential future batch installations Resolved on 21/07/2020 11:32:00 AM. Agent Finished: Case Closed. Closed date: 2020-07-21 11:35:10.76 Alternate Service Provided 12 - Alternate Service Provided. This suggested location has been added to our database for consideration in potential future batch installations Resolved on 21/07/2020 11:32:00 AM. Case Reopened: Reopened for Public Stuff Feedback Agent Finished: Case Closed. Closed date: 2020-07-21 11:39:54.747 Open311 Feedback Send Complete Status and Resolution Comment to PS case Case Reopened: Temporary re-open to 'Add Event' OR 'Move to other Queue' Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1647011 created / updated at Tuesday, July 21, 2020 11:40:05 AM Agent Finished: Case Closed. Closed date: 2020-07-21 11:40:05 AM Agent Finished: Case Closed. Closed date: 2020-07-21 11:40:06.4 Back to previous status Closing case after 'Add Event'
101015988932	Phone 5500	s.22(1)	BALSAM ST				New Bench Provide details: Citizen would like a few benches installed on both sides of the 5500 and 5600 blocks of Balsam Street. There are a lot of elderly people who carry groceries and they need a place to sit and rest when walking home. 3. (Don't ask, just record - did caller indicate they want a call back?):		s.22(1)		1 4/30/	J/2022 4:05:00 PM	5/3/2022 10:05:15 AM	Eng_Streets Furniture	Agent Updated Case: Agent Updated Case Details: Reallocated to queue: Eng_Streets Furniture Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1946134 created / updated at Saturday, April 30, 2022 4:07:35 PM Alternate Service Provided: 12 - Alternate Service Provided. This suggested location has been added to our database for consideration in potential future batch installations Resolved on 2022-05-03 10:03:00 AM. Agent Finished: Case Closed. Closed date: 2022-05-03 10:05:15.11 Alternate Service Provided 12 - Alternate Service Provided. This suggested location has been added to our database for consideration in potential future batch installations Resolved on 2022-05-03 10:03:00 AM.
101016003848	web s.22(1)		BALSAM ST		V6M 4B5	app version: 2.31 orginal address: S.22(1) VANCOUVER, BC	Type of street furniture: New bench	PS Description: Please install a few benches on both sides of the \$500 and \$600 block of Balsam Street between 39th Avenue and 41st Avenue so \$.22(1) people, carrying heavy groceries back to \$.22(1) can rest on the long stretch between 39th and 41st Avenues. Thank you. \$.22(1) Balsam Street and \$.22(1) Balsam Street.ps/PS#: 11942225 <pre>p</pre> Balsam Street.ps/PS#: 11942225 <pre>p</pre> Balsam Street.ps/PS#: 11942225 <pre>p</pre> Balsam Street.ps/PS#: 11942225 <pre>pchrel=http://maps.googleapis.com/maps/api/staticmap/markers=49.2348559%2C-123.16149058/aiz=e600/3008.key=AlzaS/DOHL D/W/N-SScsAxDhr1hK1UYXic&signature=GbkZsWTGVooulCJ9o2ppOa-qd_U='>-cimg src=http://maps.googleapis.com/maps/api/staticmap/markers=49.2348559%2C-123.16149058/aiz=600/3008.key=AlzaS/DOHL D/W/N-SScsAxDhr1hK1UYXic&signature=GbkZsWTGVooulCJ9o2ppOa-qd_U='alt='mapurl'width=300'-das-ycl>-2a Balsam Street Ba</pre>	(ps)		1 5/6/2	2022 11:32:04 PM	5/13/2022 1:32:27 PM	Eng_Streets Furniture	Agent Created Case: Public Stuff request id: PSID11942225 Hansen Service Case Created / Updated: Hansen ServiceRequest Number: 1949190 created / updated at Friday, May 06, 2022 11:32:22 PM Alternate Service Provided: 12 - Alternate Service Provided. This suggested location has been added to our database for consideration in potential future batch installations Resolved on 2022-05-13 1:30:00 PM. Agent Finished: Case Closed. Closed date: 2022-05-13 1:3:32:26.95 Alternate Service Provided. This suggested location has been added to our database for consideration in potential future batch installations Resolved on 2022-05-13 1:30:00 PM.