

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 43<sup>rd</sup> 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](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](mailto: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](mailto:cobi.falconer@vancouver.ca)  
453 W. 12th Avenue Vancouver BC V5Y 1V4

If you have any questions, please email us at [foi@vancouver.ca](mailto: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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# 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:	<p>Please install benches on Balsam Street between 39th Avenue and 41st Avenue. <span style="color: red;">s.22(1)</span> citizens who shop on 41st Avenue and who live <span style="color: red;">s.22(1)</span> of Balsam Street need benches where we can stop and rest on that long stretch between 41st and 39th Avenues.</p>

## Contact information:

Street number: s.22(1)

Street name: BALSAM ST

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>	<u>Raised by</u>	
Initial Contact	Web - 201000075401/I	s.22(1)	
Event	Agent Created Case	(No Interaction)	
Form	eng_sf_streetfurnreq	(No Interaction)	
Event	Agent Updated Case Details - Hansen URL updated to: <a href="https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000078545&amp;page=hansen">https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000078545&amp;page=hansen</a>	(No Interaction)	
Event	Online Form Updated by System	(No Interaction)	
Event	Hansen Case Created - Case Reference 2016135	(No Interaction)	
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)	

7 items found.

## Case Details

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**Case Ref** 201000078545 [YJB13UP6, 2016135]

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**Classification** ENG - Streets Furniture >> Installations and Maintenance >> Street Furniture Request Case

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**Associated with** [5603 BALSAM ST](#)

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**Title** Street Furniture Request Case

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**Description** Request new street furniture or information.

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**Status** closed (Further action has been planned)

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**Closed Reason** Further action has been planned

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**Closed Date** Sep 12 2022 09:21 (Over a year ago)

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**Created Date** Sep 9 2022 12:26 (Over a year ago)

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**Created by** Service Account

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**Raised by** [s.22\(1\)](#) (Web)

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**Priority** Medium

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**Severity** Medium

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**Internal Only**

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**Forms** [eng\\_sf\\_streetfurnreq](#)

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## Case Form

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**Hansen URL** [https://forms.prd.vancouver.ca/form/preview/cov\\_vof\\_search\\_by\\_user?requestid=201000078545&page=hansen](https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000078545&page=hansen)

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# Case Summary

Case ID: 201000375399

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

## Location and request details:

Location:	5500-5600 BALSAM ST (BLOCK)
Type of request:	New street furniture
Type of item (Subtype):	Bench
Provide details:	<p>Please install a few benches on either side of the 5500 and 5600 block of Balsam Street between 39th Avenue and 41st Avenue so <span style="color: red;">s.22(1)</span> people, carrying heavy groceries back to <span style="color: red;">s.22(1)</span> can rest on the long 2-block stretch between 39th and 41st Avenues.</p> <p>Thank you.</p> <p><span style="color: red;">s.22(1)</span> Balsam Street and <span style="color: red;">s.22(1)</span> Balsam Street</p>

## Contact information:



Name:

s.22(1)

Email address:

s.22(1)

Phone number:


s.22(1)

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(printable version)

### Case 201000375399

History: All [Forms](#) [Events](#) [Interactions](#) [Notes](#)

<u>Type</u>	<u>Description</u>	<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: <a href="https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000375399&amp;page=hansen">https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000375399&amp;page=hansen</a>	(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

<u>Type</u>	<u>Description</u>	<u>Raised by</u>
Note	<p>We live at s.22(1) [redacted] on 41st Avenue for our groceries. Returning to s.22(1) [redacted] with our groceries is very tiring because of the long two-block stretch between 41st Avenue and s.22(1) [redacted] 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—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?</p>	(No Interactio

8 items found.

**Case Details**

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

**Closed** Further action has been planned

**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** 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=201000375399&page=hansen](https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000375399&page=hansen)



