

File No.: 04-1000-20-2024-294

May 28, 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 May 13, 2024 under the ***Freedom of Information and Protection of Privacy Act*** for:

1. **Record of complaints to 3-1-1 regarding the temporary shelter at 1600 East Hastings Street; and**
 2. **Complaints (including trash, violence, and break-ins) submitted to the City for the 1500 block to the 1600 block of East Hastings Street.**
- Date range: January 1, 2023 to May 13, 2024.**

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 this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

*Please note, no responsive records specific to point one of your request were located.

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 (#04-1000-20-2024-294); 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	Location	Sub Type	Details	Channel	SLA Status	Client	Client Phone	Create DateTime	Close DateTime	Case Queue	All Events
New Litter Can Request Case	201000513661	1600 to 1600 E HASTINGS ST	Garbage	<p>Location: 1600 E HASTINGS ST (BLOCK)</p> <p>Type of request: Garbage</p> <p>Provide details: Caller would like to see a new litter can on the south side of the 1600 block E Hastings because the new SRO in that block results in a significant amount of pedestrian traffic and litter. The one litter can in the 1500 block gets filled up within a couple of hours.</p>	Phone	Attained - Case Closed			2023-04-17 10:21	2023-04-17 10:22	ENG_Sanitation Services - Street Cleaning	<p>4/17/2023 10:21:41 AM - AVJR2 - Agent Created Case -</p> <p>4/17/2023 10:22:02 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.pr.d.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000513661&page=hansen</p> <p>4/17/2023 10:22:04 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : 2023-04-17 10:22:04.443 Referred to another service group Referred to another service group</p>
Employee Feedback Case	201000565082	1500 to 1500 E HASTINGS ST	Complaint		Phone	Attained - Case Closed	s.22(1)	s.22(1)	2023-05-03 16:30	2023-05-03 16:31	311_Contact Centre - Feedback	<p>5/3/2023 4:30:50 PM - avvc - Agent Created Case -</p> <p>5/3/2023 4:31:06 PM - empro-svc-account - Agent Updated Case Details - Title updated to: Employee Feedback Case - Complaint</p> <p>5/3/2023 4:31:06 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : 2023-05-03 16:31:06.807 Closed automatically and sent to service group Closed automatically and sent to service group</p>
Graffiti Removal - City Property Case	201000631705	1600 to 1600 E HASTINGS ST	City property Retaining wall Tag (1 colour)	<p>Location: 1600 E HASTINGS ST (BLOCK)</p> <p>Additional location details: Alleyway north of Hastings</p> <p>Property: City property</p> <p>Type of property: Retaining wall</p> <p>Type of graffiti: Tag (1 colour)</p> <p>Provide details: White tags along entirety of wall in alley</p>	Mobile App	Attained - Case Closed	organization Hastings Sunrise Community Policing Centre	6047173321	2023-06-01 11:43	2023-06-07 13:15	311_Contact Centre - Feedback	<p>6/1/2023 11:43:16 AM - empro-svc-account - Agent Created Case -</p> <p>6/1/2023 11:43:27 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.pr.d.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000631705&page=hansen</p> <p>6/1/2023 11:43:30 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Graffiti Removal - City Property Case - Tag (1 colour)</p> <p>6/7/2023 8:09:15 AM - gaf24ext - Agent Updated Case Details - Reallocated to queue: 311_Contact Centre Reason for reallocation: Private property.</p> <p>6/7/2023 8:35:25 AM - AVJEA - Agent Updated Case Details - Reallocated to queue: 311_Contact Centre - Feedback</p> <p>6/7/2023 12:14:35 PM - AVCMM - Agent Took Ownership of Case -</p> <p>6/7/2023 1:15:07 PM - AVCMM - Agent Finished - Case Closed. Closed date : Wed Jun 07 13:15:00 PDT 2023 Insufficient info</p>
City Services Feedback Case	201000820370	1500 to 1500 E HASTINGS ST	Complaint	<p>Location: 1500 E HASTINGS ST (BLOCK)</p> <p>Type of feedback: Complaint</p> <p>Department: Engineering Services</p> <p>Business Unit: Parking Enforcement</p> <p>Provide details: Complaint regarding ticket and towing experience. Citizen had parked on E Hastings to go to the Dollar Store. On the way back to s.22(1) before it was towed s.22(1) went to Busters and paid \$200 to get s.22(1) vehicle back s.22(1) thought that this was everything and was surprised to receive a letter advising that s.22(1) still owed \$200 to the City for the ticket. s.22(1) says the person at Busters did not tell s.22(1) about it. s.22(1) said that this is not fair and it feels like robbery. s.22(1) would like the City of Vancouver to put in a clause for people with extenuating circumstances so that fines could be reduced or canceled for these types of situations. Ticket GH60764.</p> <p>(Don't ask just record, does the customer require contact?): No</p>	Phone	Attained - Case Closed	s.22(1)	s.22(1)	2023-08-25 16:01	2023-08-25 16:02	311_Contact Centre - Feedback	<p>8/25/2023 4:01:44 PM - AVL2 - Agent Created Case -</p> <p>8/25/2023 4:02:15 PM - empro-svc-account - Agent Updated Case Details - Title updated to: City Services Feedback Case - Complaint</p> <p>8/25/2023 4:02:16 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : 2023-08-25 16:02:16.13 Closed automatically and sent to service group Closed automatically and sent to service group</p>
City Services Feedback Case	201000820380	1500 to 1500 E HASTINGS ST	Complaint	<p>Location: 1500 E HASTINGS ST (BLOCK)</p> <p>Type of feedback: Complaint</p> <p>Department: Engineering Services</p> <p>Business Unit: Parking Enforcement</p> <p>Provide details: Complaint regarding ticket and towing experience. Citizen had parked on E Hastings to go to the Dollar Store. On the way back to s.22(1) before it was towed s.22(1) went to Busters and paid \$200 to get s.22(1) vehicle back s.22(1) thought that this was everything and was surprised to receive a letter advising that s.22(1) still owed \$200 to the City for the ticket. s.22(1) says the person at Busters did not tell s.22(1) about it. s.22(1) said that this is not fair and it feels like robbery. s.22(1) would like the City of Vancouver to put in a clause for people with extenuating circumstances so that fines could be reduced or canceled for these types of situations. Ticket GH60764.</p> <p>(Don't ask just record, does the customer require contact?): No</p>	Phone	Attained - Case Closed	s.22(1)	s.22(1)	2023-08-25 16:03	2023-08-25 16:04	311_Contact Centre - Feedback	<p>8/25/2023 4:03:45 PM - AVL2 - Agent Created Case -</p> <p>8/25/2023 4:04:32 PM - empro-svc-account - Agent Updated Case Details - Title updated to: City Services Feedback Case - Complaint</p> <p>8/25/2023 4:04:33 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : 2023-08-25 16:04:33.597 Closed automatically and sent to service group Closed automatically and sent to service group</p>

Abandoned Non-Recyclables-Large Case	201001405299	1600 to 1600 E HASTINGS ST	Furniture Garbage bags	Location: 1600 E HASTINGS ST (BLOCK) Type(s) of garbage at location: Furniture, Garbage bags Provide details: VPD Dispatch requests a cleanup crew for the 1600 Block of E Hastings for furniture and garbage in the South Lane. File number 61192. (Don't ask just record, does the customer require contact?): No Name: Organization Email address: customerdeclined@vancouver.ca Phone number: s.15(1)(l) Street number: 3301 Street name: E PENDER ST City: Vancouver	Phone	Attained - Case Closed	Organization VPD Dispatch, Ecomm	s.15(1)(l)	2024-04-15 10:23	2024-04-18 9:27	ENG_Sanitation Services - Street Cleaning	4/15/2024 10:23:02 AM - NUY0023 - Agent Created Case - 4/15/2024 10:23:13 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.pr.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001405299&page=hansen 4/15/2024 10:25:30 AM - empro-svc-account - Hansen Case Created - Case Reference 2309155 4/18/2024 9:30:32 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Thu Apr 18 09:27:43 PDT 2024 Service provided Service provided
Abandoned Non-Recyclables-Small Case	201001405301	1600 to 1600 E HASTINGS ST	Furniture Garbage bags	Location: 1600 E HASTINGS ST (BLOCK) Type(s) of garbage at location: Furniture, Garbage bags Provide details: VPD Dispatch requests a cleanup crew for the 1600 Block of E Hastings for furniture and garbage in the South Lane. File number 61192. (Don't ask just record, does the customer require contact?): No Name: Organization Email address: customerdeclined@vancouver.ca Phone number: s.15(1)(l) Street number: 3301 Street name: E PENDER ST City: Vancouver	Phone	Attained - Case Closed	Organization VPD Dispatch, Ecomm	s.15(1)(l)	2024-04-15 10:23	2024-04-18 9:27	ENG_Sanitation Services - Street Cleaning	4/15/2024 10:23:50 AM - empro-svc-account - Agent Created Case - 4/15/2024 10:24:00 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.pr.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001405301&page=hansen 4/15/2024 10:24:38 AM - empro-svc-account - Agent Updated Case Details - Description updated to: Report abandoned garbage. 4/15/2024 10:25:56 AM - empro-svc-account - Hansen Case Created - Case Reference 2309156 4/18/2024 9:30:32 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Thu Apr 18 09:27:43 PDT 2024 Service provided Service provided
Abandoned Non-Recyclables-Large Case	201000980026	1500 to 1500 E HASTINGS ST	Furniture	Location: 1500 E HASTINGS ST (BLOCK) Additional location details: North West corner of Hastings St and woodland Type(s) of garbage at location: Furniture Provide details: Old bookcase	Mobile App	Missed - Case Closed			2023-11-20 09:55	2023-11-28 10:04	ENG_Sanitation Services - Street Cleaning	11/20/2023 9:55:32 AM - empro-svc-account - Agent Created Case - 11/20/2023 9:55:41 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.pr.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201000980026&page=hansen 11/20/2023 9:57:06 AM - empro-svc-account - Hansen Case Created - Case Reference 2240726 11/28/2023 10:07:05 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Tue Nov 28 10:04:26 PST 2023 Issue not found or inaccessible Issue not found or inaccessible
Applied filters: Street Number is 1600 to 1600 or 1500 to 1500 Street Name is E HASTINGS ST Full Date is on or after 2023-01-01 and is before 2024-05-14 Channel is not All, Chat Out, E-mail Out, Facebook In, Facebook Out, Forum In, Forum Out, IVR, Phone Out, Social Media Out, Spam Email In, Spam Fax In, Spam Mail In, Spam SMS In, Twitter Out, or Twitter In												