

File No.: 04-1000-20-2025-243

May 16, 2025

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 April 21, 2025 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of all reported incidents, including type of incident, date/time, and disposition of response taken, related to the 1500 and 1600 blocks of East Hastings Street, including any complaints with respect to the 1660 Hastings Street (Shelter), specifically:

- 1. Any complaints or service requests submitted via 311 (e.g., encampments, garbage, noise, public health concerns, abandoned vehicles, etc.);**
- 2. All VPD incident reports, calls for service, or dispatch logs (including welfare checks, assaults, disturbances, trespassing, vandalism, drug activity, etc.); and**
- 3. All BC Emergency Health Services records of ambulance dispatch or medical emergencies.**

Date range: October 1, 2023 to April 21, 2025.

All responsive records are attached for part one of your request. 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.

Please note that the Vancouver Police Department (VPD) is a separate public body under the Act. Records relating to VPD should be requested from the VPD directly. If you wish to contact them, please email foi@vpd.ca or visit <https://vpd.ca/contact-us/information-privacy/> for more information.

Please note that BC Emergency Health Services (BCEHS) is also a separate public body under the Act. Records relating to BCEHS should be requested from BCEHS directly. If you wish to contact them, please email foi@phsa.ca or visit <http://www.phsa.ca/about/accountability/freedom-of-information-requests> for more information.

Under Part 5 of the Act, 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 (2025-243); 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

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

Encl. (Response package)

:pm

Classification Hierarchy - Type	Case ID	Location	Sub Type	Details	Channel	SLA Status	Create DateTime	Close DateTime	Case Closure Reason	Case Queue	All Events	Case Latitude	Case Longitude
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	11/20/23 9:55 AM	11/28/23 10:04 AM	Issue not found or inaccessible	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.prd.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	49	-123
Abandoned Non-Recyclables- Small Case	201001511503	1500 to 1500 E HASTINGS ST	Garbage bags	Location: 1500 E HASTINGS ST (BLOCK) Additional location details: alley behind dollarama Type(s) of garbage at location: Garbage bags Provide details: mutiple garbage in alley	Mobile App	Missed - Case Closed	5/29/24 2:20 PM	6/4/24 9:29 AM	Not a city provided service / jurisdiction	ENG_Sanitation Services - Street Cleaning	5/29/2024 2:20:51 PM - empro-svc-account - Agent Created Case - 5/29/2024 2:39:47 PM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001511503&page=hansen 5/29/2024 2:40:20 PM - empro-svc-account - Hansen Case Created - Case Reference 2331094 6/4/2024 9:31:47 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Tue Jun 04 09:29:48 PDT 2024 Not a city provided service / jurisdiction Not a city provided service / jurisdiction	49	-123
Abandoned Non-Recyclables- Small Case	201002339281	1500 to 1500 E HASTINGS ST	Other	Location: 1500 E HASTINGS ST (BLOCK) Type(s) of garbage at location: Other If other: Bus Stop 58283 Provide details: Food, , can, burn on wall , bus stop needs to be cleaned on a regular, please assign more cleaning services for this area. Name: s.22(1) Email address: s.22(1) Phone number: s.22(1)	Mobile App	Attained - Case Closed	4/4/25 7:47 AM	4/8/25 8:14 AM	Service provided	ENG_Sanitation Services - Street Cleaning	4/4/2025 7:47:25 AM - empro-svc-account - Agent Created Case - 4/4/2025 7:47:33 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201002339281&page=hansen 4/4/2025 7:47:35 AM - empro-svc-account - Online Form Updated by System - 4/4/2025 7:48:22 AM - empro-svc-account - Hansen Case Created - Case Reference 2489392 4/8/2025 8:19:26 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Tue Apr 08 08:14:46 PDT 2025 Service provided Service provided	49	-123

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: §.22(1) Street number: §.22(1) Street name: §.22(1) City: Vancouver	Phone	Attained - Case Closed	4/15/24 10:23 AM	4/18/24 9:27 AM	Service provided	ENG_Sanitation Services - Street Cleaning	4/15/2024 10:23:02 AM - NUV0023 - Agent Created Case - 4/15/2024 10:23:13 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.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	49	-123
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: §.22(1) Street number: §.22(1) Street name: §.22(1) City: Vancouver	Phone	Attained - Case Closed	4/15/24 10:23 AM	4/18/24 9:27 AM	Service provided	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.prd.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	49	-123
Building and Development Inquiry Case	201001066345	1660 E HASTINGS ST	Other	Type of request: Other If other: renewal payment Address: 1660 E HASTINGS ST VANCOUVER BC Provide details: TO PAY ONLINE RENEWAL If applicable, provide permit number(s): DP-2023-200942	WEB	Attained - Case Closed	12/21/23 10:18 AM	1/2/24 3:35 PM	Service provided	DBL_SC_Services Centre	12/21/2023 10:18:51 AM - empro-svc-account - Agent Created Case - 12/21/2023 10:19:16 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Building and Development Inquiry Case - Other 1/2/2024 8:53:21 AM - §.22(1) Agent Updated Case Details - Association updated to: 1660 E HASTINGS ST 1/2/2024 3:35:36 PM - §.22(1) - Agent Finished - Case Closed. Closed date : Tue Jan 02 15:35:00 PST 2024 Service provided	49	-123

Private Property Concern Case	201001735301	1660 E HASTINGS ST	Exterior building maintenance	Location: 1660 E HASTINGS ST Type of concern: Exterior building maintenance Provide details: Citizen is calling to report that the shelter isn't doing its neighbourly duty with upkeep of the premises. Citizen states that the individuals who utilize the facilities aren't kept in check: there's smoking, public urination, and a fire was set on the premises. Most of these instances occur earlier in the AM before 9 or after 5pm. (Did caller indicate they want a call back?): No Name: §.22(1) Email address: s.22(1) Phone number: s.22(1)	Phone	Attained - Case Closed	8/28/24 8:05 AM	8/29/24 10:15 AM	Assigned to inspector	DBL_Property Use Inspections	8/28/2024 8:05:15 AM - §.22(1) - Agent Created Case - 8/28/2024 8:05:33 AM - empro-svc-account - Online Form Updated by System - 8/28/2024 8:05:34 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Private Property Concern Case - Exterior building maintenance 8/29/2024 10:15:21 AM - §.22(1) - Agent Finished - Case Closed. Closed date : Thu Aug 29 10:15:00 PDT 2024 Assigned to inspector Mike Bidwell, Property Use Inspector	49	-123
Mayor and Council Feedback Case	201001736921	1660 E HASTINGS ST	General feedback	Type of feedback: General feedback Subject: 1660 East Hastings street Address: 1660 E HASTINGS ST Provide details: Hi,I believe this is a city owned property. This property has been used as a shelter for the last two years and is causing a lot of issues for the community surrounding the shelter.Setting fires—Yesterday, it appeared that their clients set fire to the netting and also to something outside of the transformer in the alley to the back of §.22(1) . Public Urination - Dedicating in the alley and the surrounding properties - I have §.22(1) times in the last seven days. This is a residential building. Overhead door to §.22(1) - The grates below the garage door were remove(§.22(1) §.22(1) Smoking - Smoking on their property and their clients smoke below our balconies and in outdoor ways. Pets - Dogs barking and coming in and out of the property. Open Drug usage - Their clients are smoking crack up and down the alley.Discarding food containers up and down the alley from food handed out by the shelterAs you can imagine we are disappointed and are having to live through this. Neighbourhood: Grandview-Woodland (Don't ask just record, does the customer require contact?): Yes Name §.22(1) Email address: §.22(1) Phone number: §.22(1) Created by: Web Form Department: Arts, Culture, and Community Services: Homelessness Specific area of concern: Shelters Author type: Individual Correspondence type: Original feedback	WEB	Attained - Case Closed	8/28/24 3:36 PM	9/9/24 9:54 AM	Service provided	CMO_Mayor and Council Feedback	8/28/2024 3:36:50 PM - empro-svc-account - Agent Created Case - 8/28/2024 3:37:00 PM - empro-svc-account - Online Form Updated by System - 8/28/2024 3:37:01 PM - empro-svc-account - Agent Updated Case Details - Title updated to: Mayor and Council Feedback Case - General feedback 8/29/2024 11:04:36 AM - §.22(1) - Online Form Updated by Agent - 8/29/2024 11:04:52 AM - empro-svc-account - Online Form Updated by System - 9/9/2024 9:54:29 AM §.22(1) - Agent Finished - Case Closed. Closed date : Mon Sep 09 09:54:00 PDT 2024 Service provided Email response provided on Sept 9th.	49	-123
Building and Development Inquiry Case	201002357043	1660 E HASTINGS ST		Address: (1660 E HASTINGS ST) Provide details: Citizen would like to know the zoning for this address. Caller would like a call back not an email If applicable, provide permit number(s): N/a (Don't ask just record, does the customer require contact?): Yes Name: §.22(1) Phone number: s.22(1)	Phone	Open - Work Pending	4/14/25 11:33 AM		N/A	DBL_SC_Enquiries	4/14/2025 11:33:25 AM - §.22(1) - Agent Created Case - 4/14/2025 11:33:49 AM - empro-svc-account - Online Form Updated by System - 4/14/2025 11:33:50 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Building and Development Inquiry Case - Ask a building or zoning question 4/15/2025 12:40:33 PM - §.22(1) - Agent Updated Case Details - Reallocated to queue: DBL_SC_Enquiries Reason for reallocation: requesting phone call	49	-123

City Services Feedback Case	201001955975	1660 E HASTINGS ST	Complaint	Location: 1660 E HASTINGS ST Type of feedback: Complaint Department: Arts, Culture and Community Services Business Unit: Homelessness Services (including shelters) Provide details: Citizen would like to give feedback regarding s.22(1) advised the lady there was quite s.22(1) advised everyone s.22(1), it would be appreciated s.22(1) (Don't ask just record, does the customer require contact?): No Name: No Name (311 use this profile) Email address: customerdeclined@vancouver.ca Phone number: 6048737000	Phone	Attained - Case Closed	11/12/24 8:24 PM	11/12/24 8:24 PM	Closed automatically and sent to service group	311_Contact Centre - Feedback	11/12/2024 8:24:05 PM s.22(1) - Agent Created Case - 11/12/2024 8:24:18 PM - empro-svc-account - Online Form Updated by System - 11/12/2024 8:24:18 PM - empro-svc-account - Agent Updated Case Details - Title updated to: City Services Feedback Case - Complaint 11/12/2024 8:24:19 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : 2024-11-12 20:24:19.01 Closed automatically and sent to service group Closed automatically and sent to service group	49	-123
Private Property Concern Case	201002368420	1660 E HASTINGS ST	Other	Location: 1660 E HASTINGS ST Additional location details: Shelter Type of concern: Other Provide details: BC shelters are expected to abide by good neighbor agreements to ensure responsible operations and minimize impacts on the surrounding community. This would address noise, property issues, and overall conduct to maintain a harmonious environment. Shelter operators and residents are typically required to sign these agreements, outlining their responsibilities. This has not been done or have been arranged with the residents at s.22(1) The area is not in harmony and I am requesting the agreement be provided. This is what I see every day! Picture #2 s.22(1) . Picture #4 is everyday outside of 8 townhomes.	WEB	Open - Work Pending	4/21/25 10:07 AM		N/A	DBL_Property Use Inspections	4/21/2025 10:07:08 AM - empro-svc-account - Agent Created Case - 4/21/2025 10:07:22 AM - empro-svc-account - Online Form Updated by System - 4/21/2025 10:07:23 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Private Property Concern Case - Other	49	-123
Building and Development Inquiry Case	201001066948	1660 E HASTINGS ST	Other	Type of request: Other If other: online payment Address: 1660 E HASTINGS ST VANCOUVER BC Provide details: Renewal of Development Permit If applicable, provide permit number(s): DP-2023-00942	WEB	Attained - Case Closed	12/21/23 12:28 PM	1/2/24 3:38 PM	Service provided	DBL_SC_Services Centre	12/21/2023 12:28:10 PM - empro-svc-account - Agent Created Case - 12/21/2023 12:28:30 PM - empro-svc-account - Agent Updated Case Details - Title updated to: Building and Development Inquiry Case - Other 1/2/2024 8:54:18 AM - s.22(1) - Agent Updated Case Details - Association updated to: 1660 E HASTINGS ST 1/2/2024 3:38:40 PM s.22(1) - Agent Finished - Case Closed. Closed date : Tue Jan 02 15:38:00 PST 2024 Service provided dupe case, already sent PC contact info	49	-123

Abandoned Non-Recyclables- Small Case	201001875341	1660 E HASTINGS ST	Cardboard Clothing Furniture Garbage bags	Location: 1660 E HASTINGS ST Type(s) of garbage at location: Cardboard, Clothing, Furniture, Garbage bags Provide details: General garbage in the land Total attachment count: 1 Name: s.22(1) Phone number: s.22(1)	Mobile App	Attained - Case Closed	10/8/24 8:16 AM	10/10/24 12:10 PM	Service provided	ENG_Sanitation Services - Street Cleaning	10/8/2024 8:16:00 AM - empro-svc-account - Agent Created Case - 10/8/2024 8:16:11 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001875341&page=hansen 10/8/2024 8:16:16 AM - empro-svc-account - Online Form Updated by System - 10/8/2024 8:16:17 AM - empro-svc-account - Agent Updated Case Details - Description updated to: Report abandoned garbage. 10/8/2024 8:16:58 AM - empro-svc-account - Hansen Case Created - Case Reference 2401491 10/10/2024 12:12:54 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Thu Oct 10 12:10:42 PDT 2024 Service provided Service provided	49	-123
Abandoned Recyclables Case	201001875342	1660 E HASTINGS ST	Cardboard Clothing Furniture Garbage bags	Location: 1660 E HASTINGS ST Type(s) of garbage at location: Cardboard, Clothing, Furniture, Garbage bags Provide details: General garbage in the land Total attachment count: 1 Name: s.22(1) Phone number: s.22(1)	Mobile App	Attained - Case Closed	10/8/24 8:16 AM	10/10/24 12:10 PM	Service provided	ENG_Sanitation Services - Street Cleaning	10/8/2024 8:16:03 AM - empro-svc-account - Agent Created Case - 10/8/2024 8:16:18 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001875342&page=hansen 10/8/2024 8:16:21 AM - empro-svc-account - Online Form Updated by System - 10/8/2024 8:16:23 AM - empro-svc-account - Agent Updated Case Details - Description updated to: Report abandoned garbage. 10/8/2024 8:17:05 AM - empro-svc-account - Hansen Case Created - Case Reference 2401492 10/10/2024 12:12:53 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Thu Oct 10 12:10:42 PDT 2024 Service provided Service provided	49	-123
Abandoned Non-Recyclables- Small Case	201001924341	1660 E HASTINGS ST	Cardboard Clothing Furniture Wood or pallets	Location: 1660 E HASTINGS ST Type(s) of garbage at location: Cardboard, Clothing, Furniture, Wood or pallets Provide details: General garbage up and down the lane. Food waste attracting rats. Name: s.22(1) Email address: s.22(1) Phone number: s.22(1)	Mobile App	Missed - Case Closed	10/24/24 7:50 PM	11/6/24 2:19 PM	Service provided	ENG_Sanitation Services - Street Cleaning	10/24/2024 7:50:24 PM - empro-svc-account - Agent Created Case - 10/24/2024 7:50:28 PM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001924341&page=hansen 10/24/2024 7:50:30 PM - empro-svc-account - Online Form Updated by System - 10/24/2024 7:50:31 PM - empro-svc-account - Agent Updated Case Details - Description updated to: Report abandoned garbage. 10/24/2024 7:51:14 PM - empro-svc-account - Hansen Case Created - Case Reference 2410081 11/6/2024 2:21:11 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Wed Nov 06 14:19:49 PST 2024 Service provided Service provided	49	-123

Abandoned Recyclables Case	201001924342	1660 E HASTINGS ST	Cardboard Clothing Furniture Wood or pallets	Location: 1660 E HASTINGS ST Type(s) of garbage at location: Cardboard, Clothing, Furniture, Wood or pallets Provide details: General garbage up and down the lane. Food waste attracting rats. Name: s.22(1) Email address: s.22(1) Phone number: s.22(1)	Mobile App	Missed - Case Closed	10/24/24 7:50 PM	11/6/24 2:19 PM	Service provided	ENG_Sanitation Services - Street Cleaning	10/24/2024 7:50:25 PM - empro-svc-account - Agent Created Case - 10/24/2024 7:50:37 PM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001924342&page=hansen 10/24/2024 7:50:39 PM - empro-svc-account - Online Form Updated by System - 10/24/2024 7:50:40 PM - empro-svc-account - Agent Updated Case Details - Description updated to: Report abandoned garbage. 10/24/2024 7:51:15 PM - empro-svc-account - Hansen Case Created - Case Reference 2410082 11/6/2024 2:21:11 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Wed Nov 06 14:19:49 PST 2024 Service provided Service provided	49	-123
Abandoned Recyclables Case	201001961808	1660 E HASTINGS ST	Cardboard Clothing Garbage bags	Location: 1660 E HASTINGS ST Additional location details: Up and down the laneway Type(s) of garbage at location: Cardboard, Clothing, Garbage bags Provide details: General garbage from the shelter clients up and down the lane between Pender and Hastings Name: s.22(1) Phone number: s.22(1)	Mobile App	Attained - Case Closed	11/15/24 10:58 AM	11/19/24 7:26 AM	Service provided	ENG_Sanitation Services - Street Cleaning	11/15/2024 10:58:57 AM - empro-svc-account - Agent Created Case - 11/15/2024 10:59:05 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001961808&page=hansen 11/15/2024 10:59:08 AM - empro-svc-account - Online Form Updated by System - 11/15/2024 10:59:09 AM - empro-svc-account - Agent Updated Case Details - Description updated to: Report abandoned garbage. 11/15/2024 10:59:58 AM - empro-svc-account - Hansen Case Created - Case Reference 2420865 11/19/2024 7:29:21 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Tue Nov 19 07:26:57 PST 2024 Service provided Service provided	49	-123
Abandoned Non-Recyclables- Large Case	201001875340	1660 E HASTINGS ST	Cardboard Clothing Furniture Garbage bags	Location: 1660 E HASTINGS ST Type(s) of garbage at location: Cardboard, Clothing, Furniture, Garbage bags Provide details: General garbage in the land Total attachment count: 1 Name: s.22(1) Phone number: s.22(1)	Mobile App	Attained - Case Closed	10/8/24 8:15 AM	10/10/24 12:10 PM	Service provided	ENG_Sanitation Services - Street Cleaning	10/8/2024 8:15:45 AM - empro-svc-account - Agent Created Case - 10/8/2024 8:15:56 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001875340&page=hansen 10/8/2024 8:15:59 AM - empro-svc-account - Online Form Updated by System - 10/8/2024 8:16:45 AM - empro-svc-account - Hansen Case Created - Case Reference 2401490 10/10/2024 12:12:53 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Thu Oct 10 12:10:42 PDT 2024 Service provided Service provided	49	-123

Street Cleaning and Debris Pick Up Case	201002275145	1660 E HASTINGS ST	Other	Location: 1660 E HASTINGS ST Is this blocking or impacting a major road, or a major obstacle in a bike lane? No Location: Other If other: lane Type of debris: Other If other: loose litter Provide details: loose litter all over the lane. (Don't ask just record, does the customer require contact?): No Name: s.22(1) Email address: s.22(1) Phone number: s.22(1)	Phone	Attained - Case Closed	3/11/25 8:11 AM	3/13/25 1:34 PM	Service provided	ENG_Sanitation Services - Street Cleaning	3/11/2025 8:11:37 AM s.22(1) - Agent Created Case - 3/11/2025 8:12:04 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201002275145&page=hansen 3/11/2025 8:12:06 AM - empro-svc-account - Online Form Updated by System - 3/11/2025 8:13:03 AM - empro-svc-account - Hansen Case Created - Case Reference 2477537 3/13/2025 1:35:01 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Thu Mar 13 13:34:46 PDT 2025 Service provided Service provided	49	-123
Abandoned Non-Recyclables- Small Case	201001961806	1660 E HASTINGS ST	Cardboard Clothing Garbage bags	Location: 1660 E HASTINGS ST Additional location details: Up and down the laneway Type(s) of garbage at location: Cardboard, Clothing, Garbage bags Provide details: General garbage from the shelter clients up and down the lane between Pender and Hastings Name: s.22(1) Phone number: s.22(1)	Mobile App	Attained - Case Closed	11/15/24 10:58 AM	11/19/24 7:26 AM	Service provided	ENG_Sanitation Services - Street Cleaning	11/15/2024 10:58:48 AM - empro-svc-account - Agent Created Case - 11/15/2024 10:58:54 AM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001961806&page=hansen 11/15/2024 10:58:56 AM - empro-svc-account - Online Form Updated by System - 11/15/2024 10:59:56 AM - empro-svc-account - Hansen Case Created - Case Reference 2420864 11/19/2024 7:29:21 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Tue Nov 19 07:26:57 PST 2024 Service provided Service provided	49	-123
Abandoned Non-Recyclables- Large Case	201001924340	1660 E HASTINGS ST	Cardboard Clothing Furniture Wood or pallets	Location: 1660 E HASTINGS ST Type(s) of garbage at location: Cardboard, Clothing, Furniture, Wood or pallets Provide details: General garbage up and down the lane. Food waste attracting rats. Name: s.22(1) Email address: s.22(1) Phone number: s.22(1)	Mobile App	Missed - Case Closed	10/24/24 7:50 PM	11/6/24 10:11 AM	Service provided	ENG_Sanitation Services - Street Cleaning	10/24/2024 7:50:15 PM - empro-svc-account - Agent Created Case - 10/24/2024 7:50:22 PM - empro-svc-account - Agent Updated Case Details - Hansen URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201001924340&page=hansen 10/24/2024 7:50:23 PM - empro-svc-account - Online Form Updated by System - 10/24/2024 7:51:03 PM - empro-svc-account - Hansen Case Created - Case Reference 2410080 11/6/2024 10:15:52 AM - empro-svc-account - Agent Finished - Case Closed. Closed date : Wed Nov 06 10:11:34 PST 2024 Service provided Service provided	49	-123

Applied filters:
Street Number is 1500 to 1500,
1600 to 1600, or 1660
Street Name is E HASTINGS ST
or E HASTINGS
Full Date is on or after 2023-10-
01 and is before 2025-04-22
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