

File No.: 04-1000-20-2025-461

August 13, 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 July 16, 2025 under the ***Freedom of Information and Protection of Privacy Act*** for:

**Noise complaints made to 3-1-1 relating to the pickleball courts at Jericho Beach Park adjacent to the parking lot in front of the Jericho Sailing Club and Jericho Turf (off of Discovery Street). Date range: January 1, 2022 to July 15, 2025.**

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 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](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 (2025-461); 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**

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. 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	Local Area	Sub Type	Details	Channel	SLA Status	Create DateTime	Close DateTime	Case Closure Reason	Case Queue	All Events
Noise on Private Property Case	201001897760	1300 DISCOVERY ST	West Point Grey	Other people playing pickle ball	Location: 1300 DISCOVERY ST Additional location details: tennis courts adjacent to Jericho field and across the parking lot from Jericho sailing centre. Type of request: PUI noise Type of noise: Other If other: people playing pickle ball Describe the noise and who is making it: players pickle ball- loud voices and yelling and sound of playing early in the morning. When/how often is it happening? early before 7 am all summer and now again into fall Did you speak to the person/company making the noise? No Did you contact the police about your concern? No Provide details: Complaint was made to city a few months back.The advisory group on Jericho field agreed no noise or lights before 8 am and after 10 pm. These courts are adjacent to the field and by law should be enforced. Residents would like noise to stop at 9pm and not start until 8 am.Noise is amplified in this area across the neighbourhood due to proximity to ocean and shape of field acts as an amphitheatre.Area has seen dramatic increase in noise,traffic and events that are creating liveability issues for residents.Increased density in area requires the COV to put noise and light pollution issues to forefront to create noise free times for residents.Area has been inundated with sports events,music festivals,volleyball beach players and increased traffic both car and people at beaches and fields affecting neighbourhood.Pickle ball player noise at 6 am and 7 am should not be permitted.	WEB	Attained - Case Closed	10/21/24 5:11 PM	10/24/24 10:07 AM	Request cancelled by customer	DBL_Property Use Inspections	10/21/2024 5:11:17 PM - empro-svc-account - Agent Created Case - 10/21/2024 5:11:35 PM - empro-svc-account - Online Form Updated by System - 10/21/2024 5:11:36 PM - empro-svc-account - Agent Updated Case Details - Title updated to: Noise on Private Property Case - Other  10/24/2024 10:07:52 AM - <b>s.22(1)</b> - Agent Finished - Case Closed. Closed date : Thu Oct 24 10:07:00 PDT 2024 Request cancelled by customer
Noise on Private Property Case	201002405252	1300 DISCOVERY ST	West Point Grey	People (excessive residential or party noise)	Location: 1300 DISCOVERY ST Additional location details: pickleball courts beside Jericho sailing centre Type of request: PUI noise Type of noise: People (excessive residential or party noise) Describe the noise and who is making it: playing noise and voices When/how often is it happening? players are on the courts at 6 am making noise Did you speak to the person/company making the noise? No Did you contact the police about your concern? No Provide location details - address occupied by the recipient of the noise/sound: loud voices and ball hitting racquets at the pickleball courts prior to 7 am on a consistent basis. Was reported last year and this year to Darko Kulic sports coordinator. Signage was promised and not evident. This morning at 630 am noise again. April 22 was an issue again and reported to field coordinator. Please enforce the city bylaws regarding this by asking park rangers to ensure compliance. Would like to see signage please. Name: [REDACTED] Email address: <b>s.22(1)</b> Phone number: <b>s.22(1)</b>	WEB	Attained - Case Closed	4/30/25 7:15 AM	5/1/25 11:30 AM	Referred to another service group	311_Contact Centre - Feedback	4/30/2025 7:15:25 AM - empro-svc-account - Agent Created Case - 4/30/2025 7:15:39 AM - empro-svc-account - Online Form Updated by System - 4/30/2025 7:15:40 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Noise on Private Property Case - People (excessive residential or party noise)  5/1/2025 9:11:04 AM - <b>s.22(1)</b> - Agent Finished - Case Closed. Closed date : Thu May 01 09:11:00 PDT 2025 Assigned to inspector Kimberly Li, Property Use Inspector  5/1/2025 9:43:43 AM <b>s.22(1)</b> - Case Reopened - Please reallocate to Parks Board as concern is about noise from the pickleball courts 5/1/2025 11:17:05 AM - <b>s.22(1)</b> - Agent Updated Case Details - Reallocated to queue: 311_Contact Centre - Feedback  5/1/2025 11:19:44 AM - <b>s.22(1)</b> - Agent Took Ownership of Case - 5/1/2025 11:30:21 AM - <b>s.22(1)</b> - Agent Finished - Case Closed. Closed date : Thu May 01 11:30:00 PDT 2025
Noise on Private Property Case	201002575889	1310 DISCOVERY ST	West Point Grey	People (excessive residential or party noise)	Location: 1310 DISCOVERY ST Additional location details: Jericho beach public pickleball courts Type of request: PUI noise Type of noise: People (excessive residential or party noise) Describe the noise and who is making it: playing noise and yelling When/how often is it happening? daily at 6am Did you speak to the person/company making the noise? Yes What was the result of your conversation? unpleasant Did you contact the police about your concern? No Provide location details - address occupied by the recipient of the noise/sound: Jericho beach pickleball courts. please enforce noise by laws for courts at this location 8am to 9pm. no enforcement for two seasons, up to 1012 players on courts at 6 am daily disturbs nearby residents and can be heard at third and trimble. no enforcement action to date. Interferes with sleep and rest.	WEB	Over Due - Work Pending	7/2/25 9:00 AM		N/A	PR_Park Rangers - Park Ranger	7/2/2025 9:00:17 AM - empro-svc-account - Agent Created Case - 7/2/2025 9:00:30 AM - empro-svc-account - Online Form Updated by System - 7/2/2025 9:00:31 AM - empro-svc-account - Agent Updated Case Details - Title updated to: Noise on Private Property Case - People (excessive residential or party noise)  7/2/2025 12:28:30 PM - <b>s.22(1)</b> - Agent Updated Case Details - Reallocated to queue: 311_Contact Centre Reason for reallocation: reallocate to Parks. This is for noise Jericho Beach Pickleball court  7/2/2025 12:33:46 PM - <b>s.22(1)</b> - Agent Updated Case Details - Reallocated to queue: 311_Contact Centre - General Feedback  7/2/2025 1:08:00 PM - <b>s.22(1)</b> - Agent Took Ownership of Case - 7/2/2025 1:08:09 PM - <b>s.22(1)</b> - Agent Finished - Reallocated to queue: PR_Park Rangers - Park Ranger Requires special attention