

File No.: 04-1000-20-2025-572

October 3, 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 August 25, 2025 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of the call log for complaints about fallen trees and branches in Stanley Park on August 15, 2025, including the time, location, description, and disposition/resolution of each reported incident.

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 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 (2025-572); 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 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)

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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
City and Park Trees Maintenance Case	201002697421	2000 W GEORGIA ST			<p>Location: Stanley Park (2000 W GEORGIA ST)</p> <p>Type of request: 5</p> <p>Provide details: 50 foot tall dead Douglas fir beside trail just dropped all its bark and looks like it has advanced decay in the heart wood. What3words =nozzles.panthers.tester. It is on S Creek trail just up from Beaver lake trail.</p> <p>(Is this an immediate action request?): No</p> <p>Neighbourhood: STANLEY PARK</p> <p>After hours superintendent area: South</p> <p>Name: s.22(1)</p> <p>Email address: s.22(1)</p> <p>Phone number: s.22(1)</p>	WEB	Attained - Case Closed	8/15/25 9:54 AM	8/15/25 10:10 AM	Further action has been planned	PR_Urban Forestry - Street Tree Work Request	<p>8/15/2025 9:54:30 AM - empro-svc-account - Agent Created Case -</p> <p>8/15/2025 9:54:33 AM - empro-svc-account - Agent Updated Case Details - VanTree URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201002697421&page=vantree</p> <p>8/15/2025 9:54:35 AM - empro-svc-account - Online Form Updated by System -</p> <p>8/15/2025 9:54:36 AM - empro-svc-account - Agent Updated Case Details - Title updated to: City and Park Trees Maintenance Case - Inspect</p> <p>8/15/2025 10:10:49 AM - empro-svc-account - VanTree Case Created - Case Reference 402493</p> <p>8/15/2025 10:13:09 AM - empro-svc-account - Agent Finished - Case Closed.</p> <p>Closed date : Fri Aug 15 10:10:47 PDT 2025</p> <p>Further action has been planned</p> <p>Further action has been planned</p>

City and Park Trees Maintenance Case	201002697892	1151 STANLEY PARK DRIVE		<p>Location: 1151 STANLEY PARK DRIVE</p> <p>Type of request: 11</p> <p>Provide details: SE corner behind Brockton Pavilion, branch is pushing into skylight, growing horizontal across the roof.</p> <p>(Is this an immediate action request?): No</p> <p>Neighbourhood: STANLEY PARK</p> <p>After hours superintendent area: South</p> <p>(Don't ask just record, does the customer require contact?): No</p> <p>Name s.22(1) Email address: s.22(1) Phone number: s.22(1)</p>	Phone	Attained - Case Closed	8/15/25 11:53 AM	8/15/25 12:37 PM	Further action has been planned	PR_Urban Forestry - Street Tree Work Request	<p>8/15/2025 11:53:34 AM s.22(1) Agent Created Case -</p> <p>8/15/2025 11:53:45 AM - empro-svc-account - Agent Updated Case Details - VanTree URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201002697892&page=vantree</p> <p>8/15/2025 11:53:49 AM - empro-svc-account - Online Form Updated by System -</p> <p>8/15/2025 11:53:50 AM - empro-svc-account - Agent Updated Case Details - Title updated to: City and Park Trees Maintenance Case - Prune</p> <p>8/15/2025 12:37:15 PM - empro-svc-account - VanTree Case Created - Case Reference 402512</p> <p>8/15/2025 12:38:07 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Fri Aug 15 12:37:04 PDT 2025 Further action has been planned Further action has been planned</p>
City and Park Trees Maintenance Case	201002698218	7501 STANLEY PARK DRIVE		<p>Location: 7501 STANLEY PARK DRIVE</p> <p>Type of request: 2</p> <p>Provide details: Citizen states that a large tree branch about 500 ft. before the Teahouse has fallen on the left hand side impacting the road. He says cars are slamming on their breaks to avoid the tree branch. Breaking and swerving etc. Location: before Third beach coming to Stanley Park - 500 ft. before the Teahouse.</p> <p>(Is this an immediate action request?): Yes**</p> <p>Neighbourhood: STANLEY PARK</p> <p>After hours superintendent area: South</p> <p>(Don't ask just record, does the customer require contact?): No</p> <p>Name: s.22(1) Phone number: s.22(1)</p>	Phone	Attained - Case Closed	8/15/25 1:23 PM	8/15/25 1:53 PM	Further action has been planned	PR_Urban Forestry - Street Tree Work Request	<p>8/15/2025 1:23:56 PM s.22(1) Agent Created Case -</p> <p>8/15/2025 1:24:07 PM - empro-svc-account - Agent Updated Case Details - VanTree URL updated to: https://forms.prd.vancouver.ca/form/preview/cov_vof_search_by_user?requestid=201002698218&page=vantree</p> <p>8/15/2025 1:24:12 PM - empro-svc-account - Online Form Updated by System -</p> <p>8/15/2025 1:24:13 PM - empro-svc-account - Agent Updated Case Details - Title updated to: City and Park Trees Maintenance Case - Broken branch or fallen tree</p> <p>8/15/2025 1:53:53 PM - empro-svc-account - VanTree Case Created - Case Reference 402524</p> <p>8/15/2025 1:56:21 PM - empro-svc-account - Agent Finished - Case Closed. Closed date : Fri Aug 15 13:53:51 PDT 2025 Further action has been planned Further action has been planned</p>