

File No.: 04-1000-20-2025-865

December 8, 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 November 10, 2025 under the ***Freedom of Information and Protection of Privacy Act*** for:

Records showing how Van311 request number #201002863549 was processed, including the noise reading report. Date range: October 22, 2025 to November 11, 2025.

All responsive records are attached.

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 (2025-865); 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)

:kt

As Of: Nov 18, 2025 10:39:05

Case File: CF-2025-010607: Under Investigation

311 Case File Ref	201002863549
Brief Description	Heavy pumping sound from parkade
Business License Number	
Completed Date	
Description	Case File CF-2025-010607: Under Investigation (Noise By-law - Heavy pumping sound from parkade) 2220 KINGSWAY, Vancouver, BC V5N 2T7
dup_DefaultInvestigator	Kyle Pringle, Property Use Inspector
dup_Fine	0.00
Enforcement Stream	
Findings	
Invoice Due Date	
Issue Date	
Job Location	
Location	
Location Description	
Location Type	Addressed
Parcel Owner is Defendant	N
Parent Job (Internal ID)	
PRISM BU Permit Number	
PRISM DB Permit Number	
PRISM DE Permit Number	
Proposed Investigator (Proposed Assignee)	
Reason for Case File	Complaint
Relationship	
STR CD	
Violation Updated Date	

Processes

Assign Investigation (Completed on Oct 22, 2025 13:13:59 by Alissa Saggu with outcome "Assigned")

Actual Start Date

Comments

Description

IsOutcomed

Y

Process Importance

ReBuildChecklist

N

Route Order

Scheduled Complete Date

Scheduled Start Date

Oct 22, 2025 13:13:54

Staff Assigned Id List

Assignments

Alissa Saggu

Relationships

Shadow Process: 278665078

Referenced ObjectId

278665067

Perform Investigation (Completed on Oct 23, 2025 08:42:20 by Kyle Pringle, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Complaint received

Findings

Re-investigation Date

Oct 23, 2025 00:00:00

Route Order

Assignments

Kyle Pringle, Property Use Inspector

Perform Investigation (Completed on Oct 27, 2025 08:22:58 by Kyle Pringle, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Investigate further

Findings

2025/10/27: The weather is not conducive to taking noise readings this week (extensive rainfall is forecasted). Recheck next week.

Re-investigation Date
Route Order

Nov 3, 2025 00:00:00

Assignments

Kyle Pringle, Property Use Inspector

Perform Investigation (Completed on Nov 7, 2025 08:00:54 by Kyle Pringle, Property Use Inspector with outcome "Follow-up Investigation Scheduled")

Additional Instructions

Comments

Description

Noise reading pending favourable weather

Findings

2025/11/07: The weather still hasn't been favourable for a noise reading and there is no appetite at the moment for overtime due to budget constraints. Recheck in two weeks.

Re-investigation Date

Nov 21, 2025 00:00:00

Route Order

Assignments

Kyle Pringle, Property Use Inspector

Perform Investigation

Additional Instructions

Comments

Description

Noise reading pending favourable weather

Findings

Re-investigation Date

Route Order

Assignments

Kyle Pringle, Property Use Inspector

Relationships

Document: 278665096

Document: 280110149

Enforcement Stream: Property Use

Investigator: Kyle Pringle, Property Use Inspector

Parcel: EPS-513-4 - Parcel: 2220 KINGSWAY, Vancouver, BC V5N 2T7 (3)