

File No.: 2025-931

January 13, 2026

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 28, 2025 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of total volume of incidents reported via 311 (by phone or Van311app) of City garbage or green bin trucks causing damage to private or public property, whether substantiated or not, by month. Date Range: November 1, 2024 to October 31, 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 (2025-931); 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]

Siân Madsen, MA, MAS
Acting 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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No.	Classification Hierarchy - Type	Case ID	Local Area	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Closure Reason	Case Queue
1	Property Damage by Sanitation Crew Case	201001939772	Sunset	Fence Organics truck	Phone	Missed - Case Closed	11/4/24 9:24 AM	11/12/24 2:34 PM	Service provided	ENG_Sanitation Services - Garbage
2	Property Damage by Sanitation Crew Case	201001946031	Shaughnessy	Vehicle Garbage truck	Phone	Missed - Case Closed	11/6/24 4:45 PM	11/12/24 2:37 PM	Issue not found or inaccessible	ENG_Sanitation Services - Garbage
3	Property Damage by Sanitation Crew Case	201001950019	Riley Park	Fence Organics truck	Phone	Missed - Case Closed	11/8/24 2:11 PM	11/14/24 12:50 PM	Service provided	ENG_Sanitation Services - Garbage
4	Property Damage by Sanitation Crew Case	201001957100	Renfrew- Collingwood	Structure Garbage truck	Phone	Missed - Case Closed	11/13/24 11:52 AM	12/2/24 12:58 PM	Service provided	ENG_Sanitation Services - Garbage
5	Property Damage by Sanitation Crew Case	201001958696	Sunset	Fence Garbage truck	Phone	Missed - Case Closed	11/14/24 7:40 AM	11/25/24 1:28 PM	Service provided	ENG_Sanitation Services - Garbage
6	Property Damage by Sanitation Crew Case	201001967299	Sunset	Fence Garbage truck	Phone	Missed - Case Closed	11/18/24 3:45 PM	12/17/24 1:28 PM	Service provided	ENG_Sanitation Services - Garbage
7	Property Damage by Sanitation Crew Case	201001970245	Hastings-Sunrise	Fence Other	Chat	Attained - Case Closed	11/19/24 3:46 PM	11/20/24 10:49 AM	Service provided	ENG_Sanitation Services - Garbage
8	Property Damage by Sanitation Crew Case	201001982911	Kensington-Cedar Cottage	Fence Garbage truck	Phone	Attained - Case Closed	11/25/24 5:14 PM	11/29/24 1:17 PM	Service provided	ENG_Sanitation Services - Garbage
9	Property Damage by Sanitation Crew Case	201001984319	Mount Pleasant	Vehicle Organics truck	Chat	Attained - Case Closed	11/26/24 11:47 AM	11/26/24 2:15 PM	Service provided	ENG_Sanitation Services - Garbage
10	Property Damage by Sanitation Crew Case	201002012092	Kensington-Cedar Cottage	Fence Organics truck	Phone	Attained - Case Closed	11/29/24 1:25 PM	12/3/24 8:01 AM	Service provided	ENG_Sanitation Services - Garbage
11	Property Damage by Sanitation Crew Case	201002018457	Hastings-Sunrise	Other Organics truck	Phone	Attained - Case Closed	12/3/24 11:57 AM	12/4/24 1:09 PM	Service provided	ENG_Sanitation Services - Garbage
12	Property Damage by Sanitation Crew Case	201002018903	Sunset	Fence Garbage truck	Phone	Attained - Case Closed	12/3/24 1:35 PM	12/5/24 7:37 AM	Service provided	ENG_Sanitation Services - Garbage
13	Property Damage by Sanitation Crew Case	201002024205	Kerrisdale	Gate Organics truck	Phone	Attained - Case Closed	12/5/24 2:25 PM	12/9/24 1:36 PM	Service provided	ENG_Sanitation Services - Garbage
14	Property Damage by Sanitation Crew Case	201002029654	Shaughnessy	Vehicle Garbage truck	Phone	Missed - Case Closed	12/9/24 10:11 AM	1/9/25 11:13 AM	Service provided	ENG_Sanitation Services - Garbage
15	Property Damage by Sanitation Crew Case	201002042819	Grandview- Woodland	Fence Garbage truck	Phone	Missed - Case Closed	12/10/24 11:36 AM	3/6/25 2:25 PM	Further action has been planned	ENG_Sanitation Services - Garbage
16	Property Damage by Sanitation Crew Case	201002051670	Kensington-Cedar Cottage	Fence Garbage truck	Phone	Attained - Case Closed	12/14/24 8:49 AM	12/18/24 12:06 PM	Service provided	ENG_Sanitation Services - Garbage
17	Property Damage by Sanitation Crew Case	201002055417	Victoria- Fraserview	Gutter Other	Phone	Attained - Case Closed	12/16/24 4:24 PM	12/18/24 1:13 PM	Service provided	ENG_Sanitation Services - Garbage
18	Property Damage by Sanitation Crew Case	201002056612	Hastings-Sunrise	Other Garbage truck	Phone	Attained - Case Closed	12/17/24 12:04 PM	12/18/24 12:20 PM	Service provided	ENG_Sanitation Services - Garbage
19	Property Damage by Sanitation Crew Case	201002063530	Hastings-Sunrise	Other Garbage truck	Phone	Attained - Case Closed	12/20/24 12:11 PM	1/2/25 3:11 PM	Alternate Service Required	311_Contact Centre
20	Property Damage by Sanitation Crew Case	201002088562	Kensington-Cedar Cottage	Vehicle Other	Phone	Missed - Case Closed	1/7/25 9:59 AM	1/15/25 9:17 AM	Reviewed and no action planned	ENG_Sanitation Services - Street Cleaning
21	Property Damage by Sanitation Crew Case	201002117383	Oakridge	Lawn Garbage truck	Phone	Missed - Case Closed	1/17/25 1:49 PM	1/27/25 1:43 PM	Service provided	ENG_Sanitation Services - Garbage

No.	Classification Hierarchy - Type	Case ID	Local Area	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Closure Reason	Case Queue
22	Property Damage by Sanitation Crew Case	201002117735	Renfrew-Collingwood	Fence Garbage truck	Phone	Attained - Case Closed	1/17/25 2:59 PM	1/21/25 2:10 PM	Service provided	ENG_Sanitation Services - Garbage
23	Property Damage by Sanitation Crew Case	201002118576	Hastings-Sunrise	Lawn Garbage truck	Phone	Attained - Case Closed	1/18/25 10:09 AM	1/21/25 2:05 PM	Service provided	ENG_Sanitation Services - Garbage
24	Property Damage by Sanitation Crew Case	201002126012	Dunbar-Southlands	Fence Garbage truck	Phone	Missed - Case Closed	1/21/25 4:56 PM	1/27/25 1:42 PM	Service provided	ENG_Sanitation Services - Garbage
25	Property Damage by Sanitation Crew Case	201002183086	Riley Park	Other Garbage truck	Phone	Attained - Case Closed	2/4/25 2:26 PM	2/6/25 10:52 AM	Service provided	ENG_Sanitation Services - Garbage
26	Property Damage by Sanitation Crew Case	201002213721	Riley Park	Fence Garbage truck	Phone	Missed - Case Closed	2/18/25 12:33 PM	3/14/25 7:53 AM	Service provided	ENG_Sanitation Services - Garbage
27	Property Damage by Sanitation Crew Case	201002221088	Hastings-Sunrise	Other City pickup truck	Phone	Attained - Case Closed	2/21/25 11:52 AM	2/24/25 7:38 AM	Service provided	ENG_Sanitation Services - Garbage
28	Property Damage by Sanitation Crew Case	201002222173	Hastings-Sunrise	Gutter Garbage truck	Phone	Attained - Case Closed	2/21/25 4:17 PM	2/26/25 8:01 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
29	Property Damage by Sanitation Crew Case	201002228343	West Point Grey	Fence Garbage truck	Phone	Missed - Case Closed	2/25/25 11:15 AM	3/11/25 7:12 AM	Service provided	ENG_Sanitation Services - Garbage
30	Property Damage by Sanitation Crew Case	201002229972	Kitsilano	Gutter Garbage truck	Phone	Missed - Case Closed	2/25/25 6:03 PM	3/10/25 2:38 PM	Service provided	ENG_Sanitation Services - Garbage
31	Property Damage by Sanitation Crew Case	201002255284	Sunset	Other Garbage truck	Phone	Attained - Case Closed	2/28/25 7:28 AM	3/3/25 10:15 AM	Service provided	ENG_Sanitation Services - Garbage
32	Property Damage by Sanitation Crew Case	201002267432	Sunset	Other Garbage truck	Phone	Attained - Case Closed	3/6/25 11:41 AM	3/7/25 8:22 AM	Service provided	ENG_Sanitation Services - Garbage
33	Property Damage by Sanitation Crew Case	201002276591	Dunbar-Southlands	More than one item Garbage truck	Phone	Missed - Case Closed	3/11/25 2:13 PM	4/2/25 7:39 AM	Service provided	ENG_Sanitation Services - Garbage
34	Property Damage by Sanitation Crew Case	201002297014	Grandview-Woodland	Vehicle Garbage truck	Phone	Attained - Case Closed	3/23/25 11:13 AM	3/26/25 12:10 PM	Service provided	ENG_Sanitation Services - Garbage
35	Property Damage by Sanitation Crew Case	201002300813	Kitsilano	Fence Organics truck	Phone	Attained - Case Closed	3/25/25 1:04 PM	3/26/25 12:09 PM	Service provided	ENG_Sanitation Services - Garbage
36	Property Damage by Sanitation Crew Case	201002327058	Mount Pleasant	Lawn Other	Phone	Attained - Case Closed	3/28/25 10:39 AM	4/2/25 1:08 PM	Service provided	ENG_Sanitation Services - Garbage
37	Property Damage by Sanitation Crew Case	201002343001	Hastings-Sunrise	Vehicle Garbage truck	Phone	Attained - Case Closed	4/6/25 2:58 PM	4/7/25 2:05 PM	Service provided	ENG_Sanitation Services - Garbage
38	Property Damage by Sanitation Crew Case	201002346290	Sunset	Vehicle Other	Phone	Attained - Case Closed	4/8/25 11:04 AM	4/9/25 7:31 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
39	Property Damage by Sanitation Crew Case	201002368243	Kerrisdale	Gutter Other	Phone	Missed - Case Closed	4/21/25 8:55 AM	5/6/25 12:49 PM	Service provided	ENG_Sanitation Services - Garbage
40	Property Damage by Sanitation Crew Case	201002368776	Dunbar-Southlands	Fence Organics truck	Phone	Missed - Case Closed	4/21/25 12:24 PM	5/8/25 12:59 PM	Service provided	ENG_Sanitation Services - Garbage
41	Property Damage by Sanitation Crew Case	201002395106	West Point Grey	Other Garbage truck	Phone	Attained - Case Closed	4/24/25 11:02 AM	4/25/25 10:44 AM	Service provided	ENG_Sanitation Services - Garbage
42	Property Damage by Sanitation Crew Case	201002399606	Riley Park	Gutter Organics truck	Phone	Missed - Case Closed	4/26/25 4:11 PM	5/7/25 10:06 AM	Service provided	ENG_Sanitation Services - Garbage

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43	Property Damage by Sanitation Crew Case	201002402289	Sunset	Vehicle Garbage truck	Phone	Attained - Case Closed	4/28/25 2:46 PM	4/29/25 1:13 PM	Service provided	ENG_Sanitation Services - Garbage
44	Property Damage by Sanitation Crew Case	201002402595	Fairview	Vehicle Other	Chat	Attained - Case Closed	4/28/25 4:12 PM	5/1/25 10:17 AM	Service provided	ENG_Sanitation Services - Garbage
45	Property Damage by Sanitation Crew Case	201002403621	Kensington-Cedar Cottage	Fence Garbage truck	Phone	Attained - Case Closed	4/29/25 11:02 AM	5/1/25 10:16 AM	Service provided	ENG_Sanitation Services - Garbage
46	Property Damage by Sanitation Crew Case	201002407241	Kerrisdale	Fence Garbage truck	Phone	Attained - Case Closed	4/30/25 4:38 PM	5/2/25 7:22 AM	Service provided	ENG_Sanitation Services - Garbage
47	Property Damage by Sanitation Crew Case	201002418950	Killarney	Gutter Organics truck	Phone	Attained - Case Closed	5/7/25 8:21 AM	5/12/25 7:51 AM	Service provided	ENG_Sanitation Services - Garbage
48	Property Damage by Sanitation Crew Case	201002436172	Kensington-Cedar Cottage	Structure Organics truck	Phone	Missed - Case Closed	5/15/25 12:46 PM	5/22/25 1:35 PM	Service provided	ENG_Sanitation Services - Garbage
49	Property Damage by Sanitation Crew Case	201002437991	Hastings-Sunrise	Gutter Garbage truck	Phone	Missed - Case Closed	5/16/25 9:35 AM	5/27/25 1:28 PM	Service provided	ENG_Sanitation Services - Garbage
50	Property Damage by Sanitation Crew Case	201002445409	Shaughnessy	Gutter Garbage truck	Phone	Missed - Case Closed	5/20/25 4:29 PM	5/27/25 1:27 PM	Service provided	ENG_Sanitation Services - Garbage
51	Property Damage by Sanitation Crew Case	201002460953	Killarney	Gutter Garbage truck	Phone	Attained - Case Closed	5/27/25 3:32 PM	5/30/25 2:36 PM	Service provided	ENG_Sanitation Services - Garbage
52	Property Damage by Sanitation Crew Case	201002466338	Renfrew-Collingwood	Other Garbage truck	Phone	Attained - Case Closed	5/29/25 4:31 PM	5/30/25 2:43 PM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
53	Property Damage by Sanitation Crew Case	201002515686	Victoria-Fraserview	Gutter Garbage truck	Phone	Attained - Case Closed	6/12/25 11:47 AM	6/17/25 7:25 AM	Service provided	ENG_Sanitation Services - Garbage
54	Property Damage by Sanitation Crew Case	201002533283	West Point Grey	Vehicle Garbage truck	Phone	Attained - Case Closed	6/20/25 11:14 AM	6/23/25 1:37 PM	Service provided	ENG_Sanitation Services - Garbage
55	Property Damage by Sanitation Crew Case	201002539282	Marpole	Gutter Garbage truck	Phone	Attained - Case Closed	6/23/25 5:48 PM	6/24/25 10:05 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
56	Property Damage by Sanitation Crew Case	201002541494	Sunset	Vehicle Garbage truck	Phone	Attained - Case Closed	6/24/25 3:24 PM	6/26/25 9:14 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
57	Property Damage by Sanitation Crew Case	201002569496	Arbutus Ridge	More than one item Garbage truck	Phone	Attained - Case Closed	6/27/25 2:50 PM	7/2/25 9:04 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
58	Property Damage by Sanitation Crew Case	201002574026	Sunset	Vehicle Garbage truck	Phone	Attained - Case Closed	6/30/25 3:17 PM	7/2/25 6:39 AM	Request cancelled by customer	ENG_Sanitation Services - Garbage
59	Property Damage by Sanitation Crew Case	201002588546	Dunbar-Southlands	Fence Organics truck	Phone	Attained - Case Closed	7/7/25 6:07 PM	7/9/25 7:18 AM	Service provided	ENG_Sanitation Services - Garbage
60	Property Damage by Sanitation Crew Case	201002591596	Oakridge	Vehicle Garbage truck	Phone	Attained - Case Closed	7/9/25 9:49 AM	7/9/25 12:52 PM	Service provided	ENG_Sanitation Services - Garbage
61	Property Damage by Sanitation Crew Case	201002650847	Dunbar-Southlands	Vehicle Garbage truck	Phone	Attained - Case Closed	7/28/25 10:19 AM	7/29/25 2:48 PM	Service provided	ENG_Sanitation Services - Garbage
62	Property Damage by Sanitation Crew Case	201002669578	Kensington-Cedar Cottage	Vehicle Organics truck	Phone	Missed - Case Closed	7/31/25 1:31 PM	8/6/25 7:22 AM	Service provided	ENG_Sanitation Services - Garbage
63	Property Damage by Sanitation Crew Case	201002690393	Arbutus Ridge	Fence Garbage truck	Phone	Attained - Case Closed	8/12/25 10:18 AM	8/15/25 9:07 AM	Service provided	ENG_Sanitation Services - Garbage

No.	Classification Hierarchy - Type	Case ID	Local Area	Sub Type	Channel	SLA Status	Create DateTime	Close DateTime	Case Closure Reason	Case Queue
64	Property Damage by Sanitation Crew Case	201002693987	Victoria-Fraserview	Structure Garbage truck	Phone	Attained - Case Closed	8/13/25 2:26 PM	8/15/25 9:06 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
65	Property Damage by Sanitation Crew Case	201002719833	Fairview	Fence Organics truck	Phone	Missed - Case Closed	8/27/25 11:38 AM	9/7/25 6:41 PM	Service provided	ENG_Sanitation Services - Garbage
66	Property Damage by Sanitation Crew Case	201002738233	Kensington-Cedar Cottage	Dwelling Organics truck	Phone	Missed - Case Closed	9/2/25 9:39 AM	9/7/25 6:41 PM	Service provided	ENG_Sanitation Services - Garbage
67	Property Damage by Sanitation Crew Case	201002745894	Sunset	Gate Organics truck	Phone	Missed - Case Closed	9/5/25 11:28 AM	9/12/25 12:49 PM	Service provided	ENG_Sanitation Services - Garbage
68	Property Damage by Sanitation Crew Case	201002752532	West Point Grey	Fence Garbage truck	Phone	Attained - Case Closed	9/9/25 11:34 AM	9/11/25 8:03 AM	Service provided	ENG_Sanitation Services - Garbage
69	Property Damage by Sanitation Crew Case	201002753015	Kensington-Cedar Cottage	Fence Organics truck	Phone	Attained - Case Closed	9/9/25 1:36 PM	9/11/25 7:55 AM	Service provided	ENG_Sanitation Services - Garbage
70	Property Damage by Sanitation Crew Case	201002759314	Mount Pleasant	Other Organics truck	Phone	Attained - Case Closed	9/12/25 12:44 PM	9/16/25 11:09 AM	Further action has been planned	ENG_Sanitation Services - Garbage
71	Property Damage by Sanitation Crew Case	201002773773	Victoria-Fraserview	Vehicle Garbage truck	Phone	Attained - Case Closed	9/20/25 1:17 PM	9/23/25 10:38 AM	Service provided	ENG_Sanitation Services - Garbage
72	Property Damage by Sanitation Crew Case	201002830480	Victoria-Fraserview	Fence Organics truck	Phone	Attained - Case Closed	10/1/25 11:56 AM	10/2/25 8:24 AM	Reviewed and no action planned	ENG_Sanitation Services - Garbage
73	Property Damage by Sanitation Crew Case	201002833526	Kitsilano	Other Garbage truck	Phone	Attained - Case Closed	10/2/25 4:51 PM	10/3/25 2:11 PM	Service provided	ENG_Sanitation Services - Garbage
74	Property Damage by Sanitation Crew Case	201002855711	Victoria-Fraserview	Fence Garbage truck	Phone	Missed - Case Closed	10/17/25 10:45 AM	10/28/25 8:10 AM	Service provided	ENG_Sanitation Services - Garbage
75	Property Damage by Sanitation Crew Case	201002858565	Kitsilano	Vehicle Organics truck	Phone	Attained - Case Closed	10/20/25 8:14 AM	10/23/25 9:14 AM	Service provided	ENG_Sanitation Services - Garbage
76	Property Damage by Sanitation Crew Case	201002859389	Grandview-Woodland	Vehicle Organics truck	Phone	Attained - Case Closed	10/20/25 12:09 PM	10/23/25 9:16 AM	Service provided	ENG_Sanitation Services - Garbage
77	Property Damage by Sanitation Crew Case	201002871176	Kitsilano	Other Organics truck	Phone	Attained - Case Closed	10/27/25 5:20 PM	10/29/25 2:24 PM	Service provided	ENG_Sanitation Services - Garbage