

File No.: 2026-290

April 23, 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 April 10, 2026 under the ***Freedom of Information and Protection of Privacy Act*** for:

Record of non-compliance issues for 2570 Commercial Drive relating to the following:

1. April 13, 1999;
2. August 6, 1999;
3. August 31, 1999;
4. December 1, 1999;
5. December 11, 2000;
6. October 31, 2001; and
7. April 4, 2002.

Date range: January 1, 1969 to April 9, 2026.

All responsive records are attached. Some information in the records has been severed (blacked out) under s.15(1), s.15(1)(l), and s.22(1) of the Act. You can read or download these sections 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 (2026-290); 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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CITY OF VANCOUVER

COMMUNITY SERVICES

Licences and Inspections Department
Inspections Division

October 31, 2001

Mr. Shalash Prakash
Facilities Manager
McDonald's Restaurants of Canada Ltd.
4400 Still Creek Drive
Burnaby BC V5C 6C6

Please Refer To:
Ms. Mary Gurney
(604) 873-7122

Dear Mr. Sangha:

RE: Waste Discharge Authorization No. AU990251 Compliance Review

Thank you for submitting your faxed report dated October 15, 2001, detailing the monitoring results of discharges to sewer from your company's operation in Vancouver at 2570 Commercial Drive, for the month of September. We have reviewed this report as well as Self Monitoring Reports since January 2001 and results from an Audit sample taken on March 30, 2001, and have assessed the status of your discharge, with respect to compliance with Waste Discharge Authorization No. AU990251.

Based on the information provided, McDonald's Restaurant at 2570 Commercial Drive in Vancouver was in Non-Compliance with the terms and conditions of Waste Discharge Authorization AU990251 as follows:

The authorized discharge criteria, as specified in Appendix C, were exceeded as summarized below:

DATE	SAMPLE POINT	PARAMETER	REPORTED VALUE	PERMIT LIMIT/RANGE
February 15 th , 2001 (Self-Monitoring)	clean out port on outlet side of the grease interceptor	Total O&G	257 mg/l	150 mg/l
March 30 th , 2001 (Audit)	"	Total O&G	460 mg/l	150 mg/l
April 12 th , 2001 (Self-Monitoring)	"	Total O&G	230 mg/l	150 mg/l
June 7 th , 2001 (Self-Monitoring)	"	Total O&G	283 mg/l	150 mg/l
July 12 th , 2001 (Self-Monitoring)	"	Total O&G	370 mg/l	150 mg/l
August 9 th , 2001 (Self-Monitoring)	"	Total O&G	306 mg/l	150 mg/l

September 6 th , 2001 (Self-Monitoring)	"	Total O&G	354 mg/l	150 mg/l
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The occurrence of three exceedances or greater of the maximum authorized Total Oil and Grease (Tot O&G) limit is unacceptable.

These incidents are considered to be a serious violation of the terms and conditions of your Waste Discharge Authorization.

In our letters dated December 11th, 2000, February 2nd, 2000, December 1st, 1999 and August 6th 1999, you were informed that the primary objective of the Source Control Enforcement Strategy is to promote discharger responsibility for ongoing compliance. You were advised to take immediate corrective action to ensure these problems did not recur. The latest compliance information, as outlined above, indicates that you have not been successful in maintaining compliance at all times.

Please be advised that McDonald's Restaurants of Canada Ltd. will be Ordered, under the provisions of the Provincial Waste Management Act, to commit to a compliance program, if future monitoring data does not indicate that you have resolved your compliance issues. McDonald's Restaurants of Canada Ltd. will also be included on the Source Control Non-Compliance List for being Ordered to commit to a compliance program.

If you have any questions, please contact Ms. Mary Gurney at (604) 873-7122.

Yours truly,

s.15(1), s.22(1)

Doug Roberts
District Sewage Control Manager
doug_roberts@city.vancouver.bc.ca
Phone: 604.873.7567

MG/S3/cd

s.15(1)(l)

c: Mr. Gavin Palmer
Clemco Industries Inc.

Mr. Chris LePore, Store Manager
McDonald's Restaurant



CITY OF VANCOUVER

COMMUNITY SERVICES

Licences and Inspections Department

Inspections Division

April 4, 2002

Mr. Shalash Prakash
Facilities Manager
McDonald's Restaurants of Canada Ltd.
4400 Still Creek Drive
Burnaby BC V5C 6C6

Please Refer To:
Ms. Mary Gurney
(604) 873-7122

Dear Mr. Prakash:

RE: Waste Discharge Authorization No. AU990251 Compliance Review

Thank you for submitting your E-Mail report dated March 14th, 2002, detailing the monitoring results of discharges to sewer from your company's operations in Vancouver at 2570 Commercial Drive, for the months of October 2001 to February 2002. We have reviewed this report and have assessed the status of your discharge, with respect to compliance with Waste Discharge Authorization No. AU990251.

Based on the information provided, McDonald's Restaurant at 2570 Commercial Drive in Vancouver was in Non-Compliance with the terms and conditions of Waste Discharge Authorization AU990251 as follows:

The authorized discharge criteria, as specified in Appendix C, were exceeded as summarized below:

DATE	SAMPLE POINT	PARAMETER	REPORTED VALUE	PERMIT LIMIT/RANGE
Oct 11 th , 2001 (Self-Monitor)	Clean out port of Grease Trap.	Total O&G	319 mg/ℓ	150 mg/ℓ
Nov 7 th , 2001 (Audit)	"	Total O&G	200 mg/ℓ	150 mg/ℓ
Nov 7 th , 2001 (Self-Monitor)	"	Total O&G	162 mg/ℓ	150 mg/ℓ
Jan. 25 th , 2002 (Self-Monitor)	"	Total O&G	159 mg/ℓ	150 mg/ℓ

/2

Mr. Shalash Prakash
Facilities Manager
McDonald's Restaurants of Canada Ltd.

April 4, 2002

RE: Waste Discharge Authorization No. AU990251 Compliance Review

The occurrence of three exceedances or greater of the maximum authorized Total Oil and Grease (Tot O&G) limit is unacceptable.

Please be advised that the primary objective of the Source Control Enforcement Strategy is to promote discharger responsibility for ongoing compliance. You are advised, therefore, to take corrective action to ensure these problems do not recur. Failure to proactively manage your discharge to ensure ongoing compliance will result in an Order to commit to a Compliance Program and subsequent inclusion on the Source Control Non-Compliance List.

If you have any questions, please contact Ms. Mary Gurney at (604) 873-7122.

Yours truly,

s.15(1), s.22(1)

Doug Roberts
District Sewage Control Manager
doug_roberts@city.vancouver.bc.ca
Phone: 604.873.7567

MG/S3-2/cd

s.15(1)(l)

c: Mr. Gavin Palmer
Clemco Industries Inc.

Mr. Darrin Edmonds, Store Manager
McDonald's Restaurant

**WASTE DISCHARGE AUTHORIZATION**

Issued by the Environmental Protection Branch,
Permits and Licenses Department, City of Vancouver,
under the provisions of the Greater Vancouver Sewerage
& Drainage District Sewer Use By-law No. 164

AUTHORIZATION ISSUED TO:**Name:** McDonald's Restaurants of Canada Ltd.**Address:** 2570 Commercial Drive**City:** Vancouver, BC**Postal Code:** V5N 4C2**Telephone:** (604)709-5700 **FAX:****Related Business License Account No. BL:** n/a

FOR NON-DOMESTIC WASTES DISCHARGED TO THE SEWER FROM:**Company Name:** McDonald's Restaurants of Canada Ltd.**Address:** 2570 Commercial Drive Vancouver, BC, V5N 4C2

CONTACT:**Name:** Abbas Saeedkhoo Steve Kitney**Title:** Head Mgr. Mgr. Of Operations and Development**Telephone:** (604)709-5700

NATURE OR TYPE OF BUSINESS: Restaurant (fast food)

This Authorization has been issued under the terms and conditions prescribed in the Greater Vancouver Sewerage & Drainage District Sewer Use By-law No. 164 and in the attached Appendices:

A, B, C, D & E.

I understand the responsibilities for compliance with the Greater
Vancouver Sewerage & Drainage District Sewer Use By-law No. 164

s.15(1), s.22(1)

s.15(1), s.22(1)

Signature of Authorized Discharger

DISTRICT SEWAGE CONTROL MANAGER**Date Issued:** APR 13 1999**Date Amended:**

CITY OF VANCOUVER

PERMITS & LICENSES DEPARTMENT
City Hall, East Wing
453 West 12th Avenue
Vancouver, British Columbia
Canada V5Y 1V4
Phone (604) 873-7611
FAX (604) 873-7100



DEPUTY DIRECTOR &
CITY BUILDING INSPECTOR
T.R. Timm, PEng

CHIEF LICENSE INSPECTOR
P.E. Teichroeb

August 6, 1999

Steve Kitney
Manager of Operations
McDonald's Restaurants of Canada Ltd.
4400 Still Creek Drive
Burnaby, BC
V5C 6C6

Please Refer To:
Mary Gurney
(604) 873-7122

Dear Mr. Kitney

RE: WASTE DISCHARGE AUTHORIZATION NO. AU990251

Thank you for submitting your report dated July 28, 1999, detailing the monitoring results of discharges to sewer from your company's operations in Vancouver at 2570 Commercial Drive for the months of April, May and June of 1999.

FILE

Based on the information provided McDonald's Restaurant at 2570 Commercial Drive was in *non-compliance* with the terms and conditions of Waste Discharge Authorization No. AU990251 as follows:

DATE	SAMPLE POINT	PARAMETER	REPORTED VALUE	PERMIT LIMIT/RANGE
March 19, 1999 (self-monitor)	sample port of grease trap	pH Total O+G	4.96 248 mg/L	5.5-10.5 150 mg/L
May 12, 1999 (audit)	sample port of grease trap	pH Total O+G	5.04 327 mg/L	5.5-10.5 150 mg/L
April 16, 1999 (self-monitor)	sample port of grease trap	pH Total O+G	5.2 224 mg/L	5.5-10.5 150 mg/L
May 14, 1999 (self-monitor)	sample port of grease trap	pH Total O+G	5.2 1290 mg/L*	5.5-10.5 150 mg/L
June 11, 1999 (self-monitor)	sample port of grease trap	pH Total O+G	5.4 339 mg/L	5.5-10.5 150 mg/L

* Gross Exceedence

The occurrence of five exceedences of the maximum authorized pH range and Total Oil and Grease Limit is unacceptable.

TO DOMINO
City of Vancouver - FOI 2026-290 - Page 6 of 13

Steve Kitney
Manager of Operations
McDonald's Restaurants of Canada Ltd.
Vancouver, BC

August 6, 1999

RE: WASTE DISCHARGE AUTHORIZATION NO. AU990251

Page 2

Please be advised that the primary objective of the Source Control Enforcement Strategy is to promote discharger responsibility for ongoing compliance. You are advised, therefore, to take immediate corrective action to ensure these problems do not recur. Failure to proactively manage your discharge will result in and **ORDER** to commit to a compliance program and subsequent inclusion of the *Source Control Non-Compliance List*.

If you have any further questions, please contact Mary Gurney at 873-7122.

Yours truly,

s.15(1), s.22(1)

D.H. Roberts,
District Sewage Control Manager.

cc: Chris LePore,
Head Manager, McDonald's Restaurant

Gavin Palmer,
Manager, Clemco Industries Inc.



CITY OF VANCOUVER

COMMUNITY SERVICES
Permits and Licenses Department
Permitting and Inspections

August 18, 2000

Mr. Robbie Sangha
Operations Development
McDonald's Restaurants of Canada Limited
4400 Still Creek Drive
Burnaby BC V5C 6C6

Please Refer To:
Ms. Linda Kwan
(604) 873-7733

Dear Mr. Sangha:

**RE: Amendment to Waste Discharge Authorizations AU990251, AU000271 and AU000269
to Remove COD Analysis Requirement**

Thank you for your letter dated June 8, 2000, requesting that your Waste Discharge Authorizations AU990251 (2570 Commercial), AU000271 (3444 E. Hastings) and AU000269 (5661 Victoria Drive) be amended to remove the requirements to analyze the monthly composite sample for pH, Conductivity and Chemical Oxygen Demand (COD).

As your Waste Discharge Authorizations AU990251, AU000271 and AU000269 do not require pH or conductivity analyses on the monthly composite sample, your request to remove the composite COD analysis requirement in Appendix D, Section 2(c) is granted. Your request to have the \$140.00 application fee waived for Waste Discharge Authorizations AU990251, AU000271 and AU000269 for this amendment is also granted.

All other terms and conditions of McDonald's Restaurants of Canada Limited's Waste Discharge Authorizations AU990251, AU000271 and AU000269 remain in effect, including the requirement to take grab samples for immediate pH analysis during the production and cleaning processes.

If you have any questions, please contact Ms. Linda Kwan at 873-7733.

Yours truly,

s.15(1), s.22(1)

Doug Roberts
District Sewage Control Manager
doug_roberts@city.vancouver.bc.ca
Phone: 604.873-7567

LK/cd

s.15(1)(l)

CITY OF VANCOUVER

PERMITS & LICENSES DEPARTMENT
City Hall, East Wing
453 West 12th Avenue
Vancouver, British Columbia
Canada V5Y 1V4
Phone (604) 873-7611
FAX (604) 873-7100



DEPUTY DIRECTOR &
CITY BUILDING INSPECTOR
T.R. Timm, PEng

CHIEF LICENSE INSPECTOR
P.E. Teichroeb

August 31, 1999

Rob Sangha
Operations Development
Equipment Consultant
McDonald's Restaurants of Canada Ltd.
4400 Still Creek Drive
Burnaby, BC
V5C 6C6

Please Refer To:
Mary Gurney
(604) 873-7122

2570 Commercial Drive
A FILE

Dear Mr. Sangha

RE: WASTE DISCHARGE AUTHORIZATION NO. AU990251

Thank you for your letter of August 18, 1999, outlining the steps you are taking to bring your operation at 2570 Commercial Drive, Vancouver, into compliance with your Waste Discharge Authorization No. AU990251. Additional information is requested regarding the third and fourth points in your letter.

Point No. 3 states, "Examine the frequency of grease trap service and increase it if necessary." What is the current frequency of grease trap servicing and what does the servicing entail? If the service is increased what will it be increased to and how will this bring the operation into compliance?

Point No. 4 states, "Review test results with our service provider and determine what other corrective action would help." Once you have reviewed the results with the service provider, please notify us of the findings and any additional actions you will take.

Your continued cooperation to bring your Waste Discharge Authorization No. AU990251 at 2570 Commercial Drive, into full compliance is appreciated and we look forward to your response regarding the above queries.

If you have further questions, please contact Mary Gurney at 873-7122.

Yours truly,

s.15(1), s.22(1)

D.H. Roberts,
District Sewage Control Manager.

cc: Darren Edmonds, Manager
McDonald's Restaurant

Gavin Palmer, Manager
Clemco Industries Inc.

DHR/MG:am

TD DOMINO
City of Vancouver - FOI 2026-290 - Page 9 of 13

CITY OF VANCOUVER

PERMITS & LICENSES DEPARTMENT
City Hall, East Wing
453 West 12th Avenue
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CHIEF BUILDING OFFICIAL
J.N. Robertson, P.Eng.

DEPUTY CHIEF BUILDING INSPECTOR
D.H. Jackson, P.Eng.

December 1, 1999

Mr. Rob Sangha
Operations Development
McDonald's Restaurants of Canada Ltd.
4400 Still Creek Drive
Burnaby BC V5C 6C6

Please Refer To:
Mary Gurney
(604) 873-7122

Dear Mr. Sangha:

RE: Waste Discharge Authorization No. AU990251

Thank you for submitting your report dated October 8, 1999, detailing the monitoring results of discharges to sewer from your Company's operation in the City of Vancouver at 2570 Commercial Drive for the months of July, August and September of 1999. We have reviewed this report and have assessed the status of your discharge, with respect to compliance with Waste Discharge Authorization No. AU990251.

Based on the information provided, McDonald's Restaurants of Canada Ltd. at 2570 Commercial Drive was in Non-Compliance with the terms and conditions of Waste Discharge Authorization No. AU990251 as follows:

The authorized discharge criteria, as specified in Appendix C, were exceeded as summarized below:

DATE	SAMPLE POINT	PARAMETER	REPORTED VALUE	PERMIT LIMIT/RANGE
July 8, 1999 (Self-Monitor)	sample port of grease trap	Total Suspended Solids (TSS)	* 3640 mg/L	600 mg/L
		Total Oil and Grease (TOT O+G)	350 mg/L	150 mg/L
Sept. 10, 1999 (Self-Monitor)	sample port of grease trap	TOT (O+G)	293 mg/L	150 mg/L

*** Gross Exceedence**

In our letter dated August 6, 1999, you were informed that the primary objective of the Source Control Enforcement Strategy is to promote discharger responsibility for ongoing compliance. You were advised to take **immediate** corrective action to ensure these problems did not recur. The latest compliance information, as outlined above, indicates that you have not been successful in maintaining compliance at **all** times.

Mr. Rob Sangha
Operations Development
McDonald's Restaurants of Canada Ltd.

December 1, 1999

RE: Waste Discharge Authorization No. AU990251

Page 2

Please be advised that McDonald's Restaurant Ltd. will be **Ordered**, under provisions of the provincial Waste Management Act, to commit to a Compliance Program, if future monitoring data does not indicate that you have resolved your compliance issues. McDonald's Restaurants Ltd. will also be included on the Source Control Non-Compliance List for being Ordered to commit to a Compliance Program.

If you have any questions, please contact Mary Gurney at 873-7122.

Yours truly,

s.15(1), s.22(1)

D.H. Roberts
District Sewage Control Manager

MG/cd



CITY OF VANCOUVER

COMMUNITY SERVICES
Permits and Licenses Department
Permitting and Inspections

December 11, 2000

Mr. Robbie Sangha
Operations Development, Equipment Manager
McDonald's Restaurants of Canada
4400 Still Creek Drive
Vancouver BC V5C 6C6

Please Refer To:
Ms. Mary Gurney
(604) 873-7122

Dear Mr. Sangha:

RE: Waste Discharge Authorization No. AU990251 Compliance Review

Thank you for submitting your report dated August 16, 2000, detailing the monitoring results of discharges to sewer from your company's operations at 2570 Commercial Drive, for the period August 1 to August 30, 2000. We have reviewed this report including self-monitoring and audit reports up to this date and have assessed the status of your discharge, with respect to compliance with Waste Discharge Authorization No. AU990251.

Based on the information provided, McDonald's Restaurant at 2570 Commercial Drive was in Non-Compliance with the terms and conditions of Waste Discharge Authorization No. AU990251 as follows:

Sampling Date	Parameter	Reported Value	Permit Limit	Type of Monitoring
January 26, 2000	Total Oil and Grease	305 mg/l	150 mg/l	Audit
January 26, 2000	Total Suspended Solids	723 mg/l	600 mg/l	Audit
April 13, 2000	Total Oil and Grease	207 mg/l	150 mg/l	Self-Monitoring
May 19, 2000	Total Oil and Grease	246 mg/l	150 mg/l	Self-Monitoring
May 19, 2000	Total Suspended Solids	608 mg/l	600 mg/l	Self-Monitoring
June 15, 2000	Total Oil and Grease	196 mg/l	150 mg/l	Self-Monitoring
June 15, 2000	pH	5.3	5.5 - 10.5	Self-Monitoring
July 20, 2000	pH	5.1	5.5 - 10.5	Self-Monitoring
September 14, 2000	Total Oil and Grease	210	150 mg/l	Audit
September 14, 2000	pH	5.16	5.5 - 10.5	Audit

Mr. Robbie Sangha
Operations Development, Equipment Manager
McDonald's Restaurants of Canada

December 8, 2000

Our records indicate that the Total Oil and Grease exceedance is the fifth incident, the pH exceedance is the third incident and the Total Suspended Solids exceedance is the first incident of this nature in the past year. These occurrences are unacceptable and corrective action must be taken to prevent these events from recurring.

Please be advised that the primary objective of the Source Control Enforcement Strategy is to promote discharger responsibility for ongoing compliance. Failure to proactively manage your discharge to ensure ongoing compliance will result in an Order to commit to a compliance program and subsequent inclusion on the Source Control Non-Compliance List.

If you have any questions, please contact Mary Gurney at 873-7122.

Yours truly,

s.15(1), s.22(1)


Doug Roberts
District Sewage Control Manager
doug_roberts@city.vancouver.bc.ca
Phone: 604.873-7567

S2/

JC/cd

s.15(1)(l)

c: Mr. Darren Edmonds, Head Manager