

November 1, 2024

File No. FOI 2024-21

VIA E-MAIL – **Redacted S.22**

Redacted S.22

Dear **Redacted S.22**:

Re: Request for Records
Freedom of Information and Protection of Privacy Act

The City of White Rock has reviewed your request for access to the following records pursuant to the Freedom of Information and Protection of Privacy Act (the "Act"):

- *Files related to 15510 Russell Avenue, BASEMENT SUITE, since May 1, 2024. Looking for animal control (barking dog), as well as a parking ticket from October 2, 2024 (9:01 p.m.)*

Access to these records is available. However, some of the information in the records is excepted from the disclosure requirements of the Act. I have severed the excepted information so that I could disclose to you the remaining information as attached.

The severed information is excepted from disclosure under section 22 of the Act. Severing under section 22 is necessary to avoid disclosing third-party personal information without permission.

Please contact our office if you have any questions or concerns.

Sincerely,



Tracey Arthur
Director of Corporate Administration

If you believe that the City of White Rock has been unreasonable in its handling of your request, you may ask the Information and Privacy Commissioner to review our response. You have 30 days from receipt of [REDACTED] request a review by writing to:

[REDACTED] Office of the Information and Privacy Commissioner for British Columbia
PO Box 9038 Stn. Prov. Govt.
Victoria BC, V8W 9A4

Telephone 250-387-5629

E-mail: info@oipc.bc.ca

Should you decide to request a review, please provide the Commissioner's office with:

1. your name, address and telephone number;
2. a copy of this letter;
3. a copy of your original request sent to the City of White Rock; and
4. the reasons or grounds upon which you are requesting the review.

REQUEST FOR SERVICE DETAIL

Workgroup ~BYLAW	Class ANIMAL CONTROL
Call 50643 May 11, 2024 6:42 PM	Problem DOG - BARKING
Status COMPLETED Oct 10, 2024 4:32 PM	Priority NORMAL Reference
Follow up NO Internal NO	Bring Forward Aug 29, 2024 Repeat

Location	Requestor
TENANT: Redacted S.22	Redaction S.22
15510 RUSSELL AVE WHITE ROCK BC V4B 2R3	s.22
	Phone 1Redaction S.22
	Email Redaction S.22

Call Detail

Bylaw received a voice-mail regarding excessive dog barking.

Workflow	Date	Name1	Name2	File No
ASSIGNED	May 12, 2024 9:00 AM	MARK MCGOWAN		
ENTERED	May 12, 2024 9:47 AM	MARK MCGOWAN		
EMAIL	May 12, 2024 9:50 AM	<MMcGowan@whiterockcity.ca> A CALL FOR ANIMAL CONTROL - DOG - BARKING HAS BEEN ASSIGNED TO MARK MCGOWAN		
NOTE	May 13, 2024 11:12 AM	MARK MCGOWAN	BEO MCGOWAN contacted COM and left a voice-mail requesting a call back.	
NOTE	May 13, 2024 11:16 AM	MARK MCGOWAN	BEO MCGOWAN received a call from COM explaining the reasons for the complaints. s.22 explained that the S. 22 has moved in recently, however, its been two weeks of the dog barking and s.22 is concerned about the dog. MCGOWAN explained the process and requested s.22 email. s.22 passed along s.22 email (Redaction S.22) but requested MCGOWAN speak with the dog owner and did not wish for further enforcement at this time. MCGOWAN will attend the property and speak with the dog owner.	
NOTE	May 13, 2024 12:00 PM	MARK MCGOWAN	BEO MCGOWAN attended the property and conducted a door knock. MCGOWAN was able to speak with the s.22 and explained the reasons for the visit. MCGOWAN conducted a door knock on the suite, however, no one was home at the time. MCGOWAN passed along a business card to the s.22 and requested when the S. 22 returns home to call me regarding the concerns. MCGOWAN will await to hear from the tenant.	

NOTE May 13, 2024 3:15 PM MARK MCGOWAN

BEO MCGOWAN called and spoke with the dog owner. S. 22 explained that S. 22 had moved into the property. Redacted S.22 S. 22 explained the dog is on anxiety medication and is adjusting to the new environment. MCGOWAN explained that at this stage no enforcement would be taken, however, explained a dog license would be required.

Redacted S.22 explained S. 22 would reach out to S. 22 veterinarian for the neuter certificate and MCGOWAN set a deadline of Friday, May 17, 2024 by 4:30pm to obtain the dog license. MCGOWAN will confirm licensing after that date.

NOTE May 16, 2024 1:40 PM MARK MCGOWAN

BEO MCGOWAN received a call from COM advising the barking has not stopped nor slowed down since MCGOWAN spoke with the owner. S.22 explained S.22 would like to proceed with the Noise Log and again voiced that S.22 goal is not to fine with dog owner, but is now more concerned with the dogs well-being.

MCGOWAN obtained Redaction S.22 email address and sent the noise log with instructions to include a recording of the dog barking.

NOTE May 16, 2024 2:10 PM MARK MCGOWAN

BEO MCGOWAN received a call from Redacted S.22 who also wanted to voice concerns over the dog barking. Redaction S.22 was more concerned with the well-being of the dog but could not produce evidence as the dog is mostly indoors.

MCGOWAN explained that he has passed along a noise log Redacted S.22 and explained the instructions given. S.22 was satisfied with the action taken and did not wish to complete a noise log.

NOTE May 19, 2024 9:11 AM MARK MCGOWAN

BEO MCGOWAN received a further complaint regarding the dog barking. S.22 called and voiced concern about the dog barking on May 18, 2024. Voice-mail attached.

Redaction S.22

NOTE May 21, 2024 8:58 AM MARK MCGOWAN

BEO MCGOWAN confirmed the dog license has now been obtained. MCGOWAN will await the noise log from the COM before further action is taken.

NOTE May 22, 2024 8:20 AM MARK MCGOWAN

BEO MCGOWAN received a call from the COM voicing further concern over the excessive dog barking and questioned what steps would be taken next. MCGOWAN explained that the noise log must be submitted for review. COM explained th RCMP did attend the property over the long weekend and confirmed the dog barking was excessive.

COM explained S.22 has tried to speak with the RO of the property, however, feels S.22 is being brushed off. MCGOWAN explained that once the noise log is submitted, the dog owner would be spoken to regarding further steps. MCGOWAN advised he would speak with the RCMP in regards to their file to get a better understanding. MCGOWAN will also attend the property and document noise findings.

NOTE May 22, 2024 8:55 AM MARK MCGOWAN

BEO MCGOWAN parked out front of property from 0855 to 0920 hours and no barking was noted.

While at the property, S. 22 arrived back at the property and spoke to MCGOWAN at length. S. 22 explained S. 22 works shift work in S. 22 job and has recently moved out of a townhouse into a basement suite. S. 22 explained S. 22 has had the dog on medication and is trying to determine if the dog has adjust to the new environment without medication.

MCGOWAN noted he has a good relationship with the Landlord and suggested speaking with s.22 in regards to letting the dogs play together on a daily basis in the backyard to allow exercise and interaction with further people and other dogs. S. 22 will speak with the landlord and see if further steps can be taken to decrease the barking.

NOTE May 27, 2024 11:41 AM MARK MCGOWAN

BEO MCGOWAN received a completed noise log from the COM with detailed times and noted. MCGOWAN sent the attached email requesting a video taken from Redacted S.22 with the windows and doors closed to further determine the noise level.

Noise log and email attached.

NOTE Jun 4, 2024 10:18 AM MARK MCGOWAN

BEO MCGOWAN called and left a voice-mail for S. 22 requesting a call back. At this time, no recordings have been submitted related to the excessive dog barking.

NOTE Jun 5, 2024 2:15 PM MARK MCGOWAN

BEO MCGOWAN was requested to and met COM Redaction S.22 who wanted to know what is being done about the excessive barking. MCGOWAN explained that conversations have been had with all parties and explained to s.22 that s.22 or Redaction S.22 must take a recording Redacted S.22. MCGOWAN suggested it be at least 10 minutes in length and to call the Bylaw Office when the recording is obtained and someone can come by and determine the noise level in person.

s.22 asked at what point are fines considered and MCGOWAN advised that they have been discussed. MCGOWAN explained he would once again speak with the dog owner but requested a recording be taken as soon as possible to prove further proof of excessive barking.

MCGOWAN called S. 22 and left a voice-mail requesting a call back.

NOTE Jun 5, 2024 3:00 PM MARK MCGOWAN

BEO MCGOWAN spoke with S. 22 and explained that complaints are still being filed regarding the excessive barking. S. 22 explained S. 22 has now set up a camera in S. 22 house alerting S. 22 when the dog is barking. S. 22 explained that when S. 22 gets an alert, S. 22 can access the camera and talk to S. 22 dog to calm him down.

MCGOWAN noted that was a good step, however, further action must be taken to limit the barking or fines may be considered. S. 22 understood but communicated that S. 22 is not sure what else can be done as the dog is still in a new environment and it may take time for the dog to settle in.

NOTE Jun 6, 2024 1:00 PM MARK MCGOWAN

BEO MCGOWAN received a call from s.22 following up with the visit from the previous day. MCGOWAN explained the dog owner was spoken to and advised that the City has obtained evidence to possibly start issuing fines. MCGOWAN explained to s.22 that the dog owner has since set up a camera in s.22 house and gets notifications when the dog barks. Dog owner explained s.22 can communicate with the dog when s.22 is able to react to the alert.

s.22 did comment that the barking has decreased but that it is still an ongoing problem. MCGOWAN explained the importance of obtaining a recording and to contact the Bylaw Department if the file is too large to send via email. MCGOWAN advised that the recording must be taken from within s.22 house with the windows and doors closed and be at least 10-15 minutes long. s.22 advised S. 22 would take steps to obtain a recording.

NOTE Jun 11, 2024 4:14 PM SANDEEP DHILLON

BEO Dhillon and BEO Gill spoke to Complainant (s.22) in person and advised s.22 to send a detailed video confirming the excessive barking. s.22 advised s.22 would record this evening and send it out. Once excessive barking is verified, fines may be issued.

NOTE Jun 28, 2024 4:17 PM SAM THANDI

Complainant had left a voice mail indicating dog has been barking for over an hour on June 28/24 at approximately 1300hrs. I was able to attend subject property at 1400hrs and parked across the street. Monitored property for approximately 10 mins; no barking heard. I attempted to contact complainant at that time; no answer.

I conducted several drive by patrols between 1545hrs and 1615hrs; no barking heard. I was able to make contact with complainant at this time; they confirmed they have a video of the dog barking for over an hour. I advised s.22 to keep the video as a ticket will most likely be issued due to the history. I explained that the investigating officers would follow-up with s.22 on Monday and provide further information.

Original voice mail attached

EMAIL Jun 28, 2024 4:22 PM <SDhillon@whiterockcity.ca>

A CALL FOR ANIMAL CONTROL - DOG - BARKING HAS BEEN ASSIGNED TO SANDEEP DHILLON

ASSIGNED Aug 21, 2024 1:00 PM SANDEEP DHILLON

August 21, 2024 - BEO Dhillon patrolled area parked from 1245hrs to 1300hrs and did not observe excessive dog barking. The only barking that was observed was when a delivery arrived at the subject address for a few seconds and for a few seconds another time during my patrol. The birds chirping in the area was more audible and consistent.

NOTE Aug 25, 2024 1:21 PM SANDEEP DHILLON

August 22, 2024 - BEO Dhillon patrolled area parked from 1215hrs to 1235hrs and did not observe any dog barking. The birds chirping in the area was more audible and consistent.

NOTE Aug 25, 2024 2:05 PM SANDEEP DHILLON

August 25, 2024 - BEO Dhillon patrolled area parked from 1350hrs to 1410hrs and did not observe any dog barking. Birds chirping and traffic noise consistent in area and more audible. I also spoke to S. 22 and Redaction S.22 and s.22 informed me that the excessive barking has not been an issue recently (the last few weeks).

NOTE Aug 26, 2024 4:46 PM SANDEEP DHILLON

August 26, 2024 - BEO Dhillon patrolled area parked from 1630hrs to 1650hrs and did not observe any dog barking. Birds chirping and traffic noise consistent in area and more audible.

NOTE Aug 28, 2024 3:35 PM SANDEEP DHILLON

August 28, 2024 - BEO Dhillon patrolled area parked from 1520hrs to 1535hrs and did not observe any dog barking. Birds chirping and traffic noise consistent in area and more audible.

NOTE Sep 10, 2024 4:39 PM SANDEEP DHILLON

Video recording received from Requester attached of excessive dog barking/howling. Bylaws will review video before determining next steps.

NOTE Oct 8, 2024 5:50 PM SANDEEP DHILLON

Multiple attempts made to speak to Dog owner regarding September 10, 2024 (door knock notice left for a call back). 1545hrs to 1600hrs - Patrol conducted and there was no barking/howling that occurred.

NOTE Oct 10, 2024 4:24 PM SANDEEP DHILLON

Dog Patrol conducted from 1500hrs to 1515hrs - No excessive dog barking observed. Dog owner S. 22 was home and spoke to me and advised me S. 22 was moving out at the end of the month. S. 22 dog was no longer staying with S. 22 for the time being until S. 22 moved out. The dog is currently residing with S. 22 Redaction S.22 in the City of Delta. No further complaints received and previously evidence provided (video) was not sufficient to issue fines.

COMPLETED Oct 10, 2024 4:32 PM SANDEEP DHILLON

Call completed.

EMAIL Oct 10, 2024 4:33 PM <SDhillon@whiterockcity.ca>

Call 50643 - ANIMAL CONTROL - DOG - BARKING has been completed

Audio file

[TDGF.107.wav](#)

Transcript

00:00:00 Speaker 1

Hi, my name is **s.22**. My phone number is **Redaction S.22**. I'm calling regards to the dog barking from **Redacted S.22**. The house is located at 15510 Uh, Russell Ave. that's where the where the barking is coming from. So someone moved in just recently, I guess **S.22** works shift work. The dog has been barking pretty much all day. Anytime the owners away and even last night that the dog was barking past midnight. Right. So if you could just give me a call back again, my number is **s.22** **Redaction S.22**. Thank you.

Audio file

[VoiceMessage - 2024-05-12T151546.441.wav](#)

Transcript

Hi, my name is **s.22** and I left a voicemail yesterday. Umm same dog, 15510 Russell Ave. uh in the basement suite. He's been barking for a good 30 minutes to 45 minutes both **Redacted S.22** can testify to that. He's just howling and and barking. And it's been 30 minutes to 45 minutes. My number is **Redaction S.22**. Again, that's a dog at 15510 Russell Ave. in the basement suite. Thanks. Bye.

Audio file

[VoiceMessage - 2024-04-04T114251.802.wav](#)

Transcript

00:00:00 Speaker 1

Hi there my name is **s.22** and my phone number is **Redaction S.22** that's **Redaction S.22**. If I can please get a phone call back thanks.

Record # 3 Account 3673 Active S. 22



- Account
 - Activities (2)
 - Archives (2)
 - Attachments
 - Attributes
 - Comments
 - Dogs (1)
 - ATLAS-Active-
 - Events (3)
 - Transactions (2)
 - Workflow
 - Map



Owner Name(s) and Mailing Address

Civic Address

S. 22

15510 RUSSELL AVE
WHITE ROCK BC V4B 2R3
FOLIO: 002792.081

Account Summary

Arrears Balance	0.00
Current Total Levy Amount	25.00
Current Total Payment / Adjustment	-25.00
Account Balance	0.00

Dog Summary



Search...

Row	Dog	Comments	Status	Most Recent Tag	Sex	Charge Code	Last Levy Year	Current Levy	Arrears Balance	Current Payment Adjustment	Outstanding Balance	Last Modified On
1	ATLAS		Active		NM	NM	2024	25.00	0.00	-25.00	0.00	May 21, 2024 08:44:13

Created On	Created By	Last Modified On	Last Modified By
		May 21, 2024 08:44:13 AM	DVAGNER



Daily Log of Noise Concerns

To enable an effective investigation and outcome, we require witnesses to provide our investigator with a daily log detailing the dates, time and duration of incidents that are disruptive. The patterns will be discussed with the offender to ideally lead to corrective action taken.

If the incidents continue we can lay charges but require you to provide direct evidence to the officer and Court. Your logs can be used to refresh your memory and provide the Court with professional and detailed information related to the matter.

Exact Dates: From: Sunday, May 12, 2024 To: Friday, May 24, 2024

Location of Complaint (Address, unit): 15510 Russell Ave

Complaint (i.e. barking dog, loud music etc.) constant dog barking/howling

Date	Times (24 hours clock) Start Time/End Time	Duration of Noise	Describe the type of noise and the manner in which the noise is effecting your enjoyment of your property
5/12	14:30 – 15:10	40 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, cannot be in the house, cannot have the door open, cannot go S. 22 - To report noise, contacted White Rock Bylaw at 604=541-2146 at 14:22 and 14:49 – no response to voicemail or calls - To report noise, contacted RCMP at 15:06 – no response on non-emergency line
5/13	10:00 – 11:15	75 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, cannot be in the house, cannot have the door open, cannot go S. 22 - To report noise, contacted Bylaw officer Mark McGowen at 11:14, 13:11
5/15	9:30 – 10:20	50 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, cannot be in the house, cannot have the door open, cannot go S. 22 - To report noise, contacted Bylaw officer Mark McGowen at 9:58, 10:16 - s.22 s.22 texted at 8:33 confirming noise
5/16	5:30 – 6:15	45 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, cannot sleep - Redaction S.22 texted at 6:13 confirming noise
5/16	12:30 – 13:15	45 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, cannot be in the house, cannot have the door open, cannot go S. 22 - To report noise, contacted Bylaw officer Mark McGowen at 13:02
5/16	19:00 – 20:00	60 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, dog has been barking all day - Cannot be in the house, cannot have the door open, cannot go S. 22 - To report noise, contacted RCMP
5/18	19:10 – 21:00	110 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, dog has been barking all day - Cannot be in the house, cannot have the door open, cannot S. 22 - To report noise, contacted RCMP at 20:28, officers attended confirmed noise, landlord must have brought the dog upstairs as noise ceased for 15 minutes from when the officers left
5/18	22:22 – 22:45	23 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, cannot be in the house, cannot have the door open, cannot go S. 22 - 15 minutes after RCMP departure from property, landlord must have returned dog to suite, noise continued on and off through the night
5/18	23:14 –		<ul style="list-style-type: none"> - No peace, constant barking/howling, can't sleep - Dog continued to bark/howl on and off throughout the night until early morning
5/22	8:02 – 9:00	58 mins+	<ul style="list-style-type: none"> - No peace, constant barking/howling, can't sleep



5/23	5:00 – 5:25	25 mins+	- No peace, constant barking/howling, can't sleep
5/23	5:45 – 6:10	24 mins+	- No peace, constant barking/howling, can't sleep
5/24	5:00 – 5:17	17 mins+	- No peace, constant barking/howling, can't sleep - Texted Bylaw Officer Mark McGowen at 5:17 to advise nothing has changed, officer responded that owner is receptive to suggestions and to be patient
5/24	5:30 – 6:08	38 mins+	- No peace, constant barking/howling, cannot sleep
5/24	12:45 – 1:15	30 mins+	- No peace, constant barking/howling, cannot be in the house, cannot have the door open, cannot go S. 22

Requester Name: _____ **s.22** _____

Requester Address: _____ **s.22** _____

Home Phone: _____ **s.22** _____ Work Phone: _____

Re: [Urgent] Noise Complaint 15510 Russell Avenue Daily Log for 12 days



Mark McGowan

To: Redaction S.22

Mon 5/27/2024 11:41 AM

Hi S.22

Thank you for sending me the noise log. When time permits, can you take a 2–3 minutes video

Redacted S.22

Once this is submitted, I will call you and speak to you about actions moving forward.

Thank you,

Mark McGowan
Bylaw Enforcement Officer II
15322 Buena Vista Avenue,
V4B 1Y6, White Rock, BC
604-541-2146



From: Redaction S.22

Sent: Friday, May 24, 2024 6:32 PM

To: Mark McGowan <MMcGowan@whiterockcity.ca>; Bylaw <bylaw@whiterockcity.ca>

Subject: [Urgent] Noise Complaint - 15510 Russell Avenue - Daily Log for 12 days

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Mark,

Please see attached for the requested Daily Log of Noise Concerns.

The constant barking and howling at 15510 Russell Ave. was first brought to your office's attention on May 12 when I left a voicemail.

I have since contacted yourself/your office on 4 separate days to report and discuss the situation.

Redaction S.22 and Redaction S.22 have also been in contact with you on separate occasions to report and discuss the situation.

There have been zero changes to the situation. The owner continues to leave the dog unattended in the legal suite for 12 to 16 hours a day, during which the dog barks and howls on and off throughout that

Re: [Urgent] Noise Complaint 15510 Russell Avenue Daily Log for 12 days

Redaction S.22 To: Mark McGowan Fri 5/31/2024 3:17 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I believe you will be speaking to my Redaction S.22 when you return to work.

The barking has been and will be all day today and tomorrow from 5:30AM to well after 6:00PM and then anytime from 5:30PM to 6:00AM for Sunday and Monday.

If you sit outside the residence during these times, you will have sufficient evidence to charge for the bylaw offense.

I called the RCMP today and they have advised you can confirm there are now 2 files associated to 15510 Russell Ave, the landlord, the dogowner, and the noise.

Redacted S.22 Redacted S.22 Redacted S.22

S. 22 It is NOT getting better.

S. 22 can use a dog walker or send S. 22 dog to an overnight daycare or have a pet sitter stay in the home with the dog while S. 22 is working.

S. 22 does have options and ways to improve the situation advising to "wait" as there is no inconvenience to S. 22 is not an acceptable response.

How would I get videos to you? Email does not support the file size.

On Mon, May 27, 2024, 11:41 a.m. Mark McGowan <MMcGowan@whiterockcity.ca> wrote:

Hi s.22

Thank you for sending me the noise log. When time permits, can you take a 2-3 minutes video

Redacted S.22

Once this is submitted, I will call you and speak to you about actions moving forward.

Thank you,

Delete Archive Report Reply Reply all Forward Zoom

Noise Log 15510 Russell Avenue



Mark McGowan

To: **Redaction S.22**



Reply

Reply all

Forward



Thu 5/16/2024 1:42 PM



Daily Log Sheet.docx
43 KB



Hi **s.22**

As discussed, here is the noise log for you to fill out to the best of your ability. Please complete each line of the document with details. As part of the evidence, we also ask that you obtain recordings of the dog barking from inside your residence - be advised that recordings must be taken from inside your dwelling with the windows and doors closed. This will better determine the noise level and help us with any further enforcement.

Please reach out if you have any further questions,

Regards,

Mark McGowan
Bylaw Enforcement Officer II
15322 Buena Vista Avenue,
V4B 1Y6, White Rock, BC
604-541-2146



Reply

Forward



NOTICE OF BY-LAW VIOLATION

ISSUED BY THE CORPORATION OF THE CITY OF WHITE ROCK

YOU ARE ALLEGED TO HAVE VIOLATED A CITY OF WHITE ROCK BYLAW.

PLEASE REMIT THE NOTED PAYMENT AMOUNT.

Ticket # PB043492



Date Issued	Time	Officer No
Oct 02, 2024	9:01 PM	0035
License Plate	Prov	Make
S.22 [REDACTED]	BC	Honda
Stall	Offence Location	
	15500 Russell Ave.	
Alleged Offence 1529 23(1) NO PERSON SHALL STOP, STAND OR PARK A VEHICLE IN FRONT OR WITHIN 1.5 METRES OF A PUBLIC OR PRIVATE DRIVEWAY.		
Comments Photo Taken		
PAYMENT IF RECEIVED		
On or before Oct 09, 2024 : \$35.00		
00		

FOR PAYMENT DETAILS PLEASE SEE REVERSE >

2HGFC1F97KH101386







s.22



s.22



s.22

s.22



s.22

From: s.22
To: [Ralph Volkens](#)
Subject: Re: 15510 Russell Avenue
Date: Wednesday, December 22, 2021 11:08:34 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Ralph,

Thank you for your email.

My main concern is that when it is icy out, like last night, as my driveway slopes toward the garage, there is a risk to myself and family.

The driveway is extremely slippery. It's difficult even standing on it.

The car could slide toward the garage.

In this situation, I would not want to park far from my house (as there is limited street parking), but would want to park on flat surface.

Sincerely,

s.22


Sent from my iPhone

On Dec 22, 2021, at 10:25 AM, Ralph Volkens <RVolkens@whiterockcity.ca> wrote:

Hello s.22

It's not something that I recommend you do, as the purpose of the driveway access is somewhat self explanatory...to provide access. If it's blocked it obviously prevents access.

There are other safety concerns if the driveway is partially blocked but still usable as it impacts pedestrian safety as people using the sidewalk may be obstructed by vehicles parked within a meter of the driveway letdown.

This being said, we typically enforce single family home driveway encroachments by complaint but not necessarily so. My guess is that only yourself or other residents of your address that use the driveway would request enforcement. If a ticket is issued whether by complaint or because a bylaw officer deemed it to be a safety concern, it would remain valid even if it was issued to your own vehicle so you do run that risk.

I always recommend that peoples first option should be their driveway and/or garage, as the street parking is meant for transient (short-term) parking.

Regards,

Ralph Volkens

Manager of Parking, City of White Rock

15322 Buena Vista Avenue, White Rock, BC V4B 1Y6

r Volkens@whiterockcity.ca

<image001.jpg>

From: Barbara Andrews <BAndrews@whiterockcity.ca>
Sent: December 22, 2021 10:01 AM
To: Redaction S.22 [REDACTED] Ralph Volkens
<RVolkens@whiterockcity.ca>

Subject: 15510 Russell Avenue

Hi **s.22**

I am forwarding your question to the Parking Manager.

Thank you, Ralph, for responding to **s.22** question.

Merry Christmas!

Barbara

BARBARA ANDREWS

Clerk, City of White Rock

15322 Buena Vista Avenue, White Rock, BC V4B 1Y6

Tel: 604.541.2155 | www.whiterockcity.ca

<image001.jpg>

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****Please note: Our office will be closed from December 25th to Jan 3rd, 2021, please check the City's website for more details. Happy Holidays from our team to yours!**

From: Redaction S.22 [REDACTED]
Sent: Wednesday, December 22, 2021 9:38 AM
To: Barbara Andrews <BAndrews@whiterockcity.ca>
Subject: Re: 15510 Russell Avenue

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Barbara,

I have one more quick question,

Am I able to park on the street directly in front of my own driveway with a street permit?

There is not a lot of street parking near my home. But if it's my own personal driveway, could I do this?

Kind regards,

s.22

Sent from my iPhone

From: [Ralph Volkens](#)
To: [Wayne Berry](#); [Debbie Johnstone](#)
Cc: [Anne Berry](#)
Subject: RE: FOI 2024-21: Records for 15510 Russell Avenue
Date: Thursday, October 17, 2024 4:30:41 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image004.png](#)
[image005.png](#)
[Pic 3.jpg](#)
[Pic 2.jpg](#)
[Pic 1.jpg](#)
[Pic 6.jpg](#)
[Pic 5.jpg](#)
[Pic 4.jpg](#)
[image006.png](#)
[Re 15510 Russell Avenue.msg](#)

Hi Debbie,

In regards to the parking ticket issued on October 2 at 9:01am, the City received a Call For Service (#52495) on that same day regarding a vehicle parking too close to a driveway. Patrolters responded and determined a vehicle to be in violation and issued a ticket. See the details of both the CFS and Notice of Violation that was issued below. I've also attached the 6 photos taken by the patroller when they issued the ticket.

Workgroup: ~PARKING
 Class: PARKING ISSUES
 Call: 52495
 Status: COMPLETED
 Problem: VEHICLE PARKED IN FRONT OF OR WITHIN 1 METRE OF DRIVEWAY
 Priority: NORMAL
 Location/Call: 15512 RUSSELL AVE WHITE ROCK BC V4B 2R3
 s.22

Row	Workflow	Date	Name	Comments	Attach	Last Modified On
1	EMAIL	Oct 2, 2024 09:08 PM	<rvolkens@whiterockcity.ca>	Call 52495 - PARKING ISSUES - VEHICLE PARKED IN FRONT OF OR WITHIN 1 METRE OF DRIVEWAY has been completed		Oct 2, 2024 09:06:48 PM
2	COMPLETED	Oct 2, 2024 09:06 PM	PARKING OFFICER	RN - Went to location at 2101 and found vehicle at location too close to driveway. A warning ticket was previously issued therefore a violation ticket was issued.		Oct 2, 2024 09:06:48 PM
3	EMAIL	Oct 2, 2024 09:56 PM	<parkingofficer@whiterockcity.ca>	A CALL FOR PARKING ISSUES - VEHICLE PARKED IN FRONT OF OR WITHIN 1 METRE OF DRIVEWAY HAS BEEN ASSIGNED TO PARKING OFFICER		Oct 2, 2024 09:56:04 PM
4	ASSIGNED	Oct 2, 2024 09:56 PM	PARKING OFFICER			Oct 2, 2024 09:56:04 PM
5	ENTERED	Oct 2, 2024 08:34 PM	s.22	ONLINE CALL		Oct 2, 2024 08:34:39 PM

Call # 52495
 Status: COMPLETED
 Requestor Name and Address: Redaction S.22
 Phone1: Redaction S.22
 Phone2: Redaction S.22
 Email: Redaction S.22

These are the details of the ticket in both our Enforcement software and as it appears in Tempest. Will the Patrolters name be redacted? I can't share the details of the vehicles registered owner per the Information Sharing Agreement I've signed with ICBC, and so I've blacked out this information from the Tempest screenshot.

PB043492
 Details
 Issued: Oct 2, 2024 9:01 PM
 Location: White Rock City Streets
 Detail: 15500 Russell Ave
 Patrolter: Ray Norman
 License Plate: s.22
 Violation: WITHIN 1.5 METRES OF DRIVEWAY NO PERSON SHALL STOP, STAND OR PARK A VEHICLE IN FRONT OR WITHIN 1.5 METRES OF A PUBLIC OR PRIVATE DRIVEWAY.

Ticketing/Ticket/P043492 | New

Record # 1 | Ticket Number P043492 | Licence Plate S.22 | Prov./State BC

TICKET

- Archive
- Attachments
- Comments
- Linked Accounts
- Transactions (1)
- Vehicle Comments
- Vehicle Registry
- Viewer
- Workflow (1)
- Map

Str/Host/Unit

Free Form Location 15500 RUSSELL AVE

Meter/Location

Name Redaction S.22

Address Redaction S.22

Vehicle

Licence S.22 | Prov./State BC

Colour

Make HONDA

Model

Ins. Exp.

V.I.N.

Vehicle Id

Reg. Year

Officer 0035 | RAVI NARAIN

Reference

Offence Date Oct 2, 2024 09:01 PM | Driver's Lic. | Birth Date | M/F | Young Offender

Respond By Oct 9, 2024 11:59 PM | DL Prov./State | Court File

DL Produced | Police File

Row	Bylaw	Bylaw Description	Section	Section Description	Notes	Fine	Pay / Adj	Owing
1	1529	STREET AND TRAFFIC BYLAW	23(1)	STOPPING AND PARKING IN FRONT OR WITHIN 1.5 METRES OF A DRIVEWAY		60.00	0.00	60.00

I've had quite the back and forth over the past week with who I believe to be the FOI requestor, but I'll assume those emails won't be necessary to include since they've occurred after the FOI request was submitted? I have included an attachment of an email exchange I had regarding the address in 2021.(also with the FOI requestor I believe)

Thanks,
Ralph

From: Wayne Berg <WBerg@whiterockcity.ca>
Sent: October 8, 2024 1:55 PM
To: Ralph Volkens <RVolkens@whiterockcity.ca>; Sandeep Dhillon <SDhillon@whiterockcity.ca>; Jason Birkland <JBirkland@whiterockcity.ca>
Cc: Anne Berry <ABerry@whiterockcity.ca>
Subject: FW: FOI 2024-21: Records for 15510 Russell Avenue

Hello All,

Three different requests, three different teams. Please compile all information and send directly to Debbie as I will be away. Thank you.

Regards

Wayne Berg, RBO, CRBO
Deputy Director

City of White Rock, Planning & Development Services
15322 Buena Vista Avenue, White Rock, BC V4B 1A6
T: 604-541-2292
www.whiterockcity.ca



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From: FOI Request <foirequest@whiterockcity.ca>
Sent: Tuesday, October 08, 2024 8:46 AM
To: Anne Berry <ABerry@whiterockcity.ca>; Wayne Berg <WBerg@whiterockcity.ca>
Subject: FOI 2024-21: Records for 15510 Russell Avenue

Good morning, Anne and Wayne.

We have received the following FOI request for records:

- Files related to 15510 Russell Avenue, BASEMENT SUITE, since May 1, 2024. Looking for animal control (barking dog), as well as a parking ticket from October 2, 2024 (9:01 p.m.)

Please let me know if you need any additional details on this request.

If we could have the records returned by **November 1, 2024**, it would give us the time needed to redact them.

Many thanks.
DEBBIE JOHNSTONE
Deputy Corporate Officer, City of White Rock
15322 Buena Vista Avenue, White Rock, BC V4B 1Y6
Tel: 604-541-2127 | www.whiterockcity.ca



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