April 15, 2020

Email [redacted]

Dear [redacted]

Re: Request for Access to Information under Part II of the Access to Information and Protection Privacy Act (the ATIPP Act, 2015)

On March 19, 2020, the City of St. John's received your request for access to the following information:

> *Any report to 311 of potholes along The Boulevard from Carnell Drive to King's Bridge Road between October 2019 to March 2020. Additionally, what was done by the City to fix these potholes.*

Enclosed is the information you requested. Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in Section 42 of the ATIPP Act. A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner:

> Office of the Information and Privacy Commissioner
> 2 Canada Drive; P. O. Box 13004, Stn. A, St. John's, NL. A1B 3V8
> Telephone: (709) 729-6309; Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to Section 52 of the Act.

If you have any further questions, please feel free to contact me by telephone at 576-8429 or by e-mail at kcutler@stjohns.ca.

Yours truly,

Kenessa Cutler
ATIPP Coordinator

Location	ACR	Submitted	Repaired
28 THE BOULEVARD	624250	February 11, 2020	February 11, 2020
28 THE BOULEVARD	625687	February 24, 2020	February 24, 2020
50 THE BOULEVARD	627594	March 11, 2020	March 12, 2020
36-44 THE BOULEVARD	627898	March 15, 2020	March 15, 2020
24-26 THE BOULEVARD	625493	February 21, 2020	February 22, 2020
near cemetery, THE BOULEVARD	628070	March 18, 2020	March 19, 2020

ST. JOHN'S

Case Details Report

Printed: 2020/04/15 09:17:31 AM

User: kcutler

Case ID 624250

Caller Information

Known Callers: 0

Anonymous Callers: 1

Case Information

Case Type: Potholes

Category: Streets-Parking-Traffic

Status: Closed

Priority: Normal

Expected Completion: 2020/02/14 05:00:00 PM

Last Updated: 2020/02/11 09:02:17 PM

Submitted By: Sandra Lavers *On 2020/02/11 01:18:22 PM*

Assigned To: No User (PW RDS Foreperson A DT) *On 2020/02/11 05:48:07 PM*

Access Code: [redacted]

Subject: Pothole

Description: caller state there is a pothole right in front of this address

Location

Location: 28 THE BOULEVARD, ST. JOHN'S, NL, CANADA *(Verified)*

Comments

Date	Type	Entry	Relates To	Created By
2020/02/11 09:02:17 PM	Case Completion	Work has been completed Closed due to Case ID: 624250: Patched @ 8:25pm 2020-02-11	Potholes	Harold Dunn
2020/02/11 05:48:07 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 624250 has been assigned to PW RDS Foreperson A DT (Dunn, Harold).	Potholes	John Burton
2020/02/11 05:48:07 PM	Action Code (Case)	Reassigned to Appropriate Person	Potholes	John Burton

2020/02/11 01:18:22 PM	Case Notification	System Case was notified to PW RDS Operations Supervisor(Moore, Jim), PW RDS Foreperson A DT(Dunn, Harold), PW RDS Inspector 4(Vincent, Trent), PW RDS Inspector 3(Cuff, Paul), PW RDS Foreperson C DT(Marsh, Ross), PW RDS Foreperson B DT(Oldford, Gerald), PW RDS Foreperson C G(Kent, George), PW RDS Foreperson Trainer(Burton, John), PW RDS Foreperson A E(Hutchings, Ross), PW RDS Operations Engineer(Crewe, Ryan), PW RDS Foreperson B G(Ayers, Matthew), PW RDS Foreperson B W(Hickey, Dennis), PW RDS Transportation Maintenance Supv(Squires, Greg), PW RDS Foreperson Winter Sidewalks 1(Squires, Greg), PW RDS Foreperson C W(Hayward, Chris), PW RDS Foreperson Traffic 3(Walsh, Aaron), PW RDS Foreperson Winter Sidewalks 2(Walsh, Aaron), PW RDS Inspector 2(Walker, Cody), PW RDS Foreperson C E(Kearsey, Kyle), PW RDS Foreperson B E(Noseworthy, Steve), PW RDS Foreperson A G(George, Jeremy), PW RDS Foreperson A W(Critch, Harrison), PW RDS Inspector 1(No User), PW ENV INF Utility Foreperson(GENERAL)(No User), PW RDS Foreperson Traffic 1(No User), PW RDS Foreperson East(No User), PW RDS Foreperson Goulds(No User), PW RDS Foreperson Fill-in(No User), PW RDS Foreperson West(No User), PW RDS Foreperson Trainer 2(No User), PW RDS Foreperson Fill-in 2(No User), PW RDS Foreperson Potholes(No User).	Potholes	Sandra Lavers
2020/02/11 01:18:22 PM	Case Submission	System Case was submitted by Sandra Lavers.	Potholes	Sandra Lavers

ST. JOHN'S

Case Details Report

Printed: 2020/04/15 09:21:50 AM

User: kcutler

Case ID 625493

Caller Information

Known Callers: 0

Anonymous Callers: 1

Case Information

Case Type: Potholes

Category: Streets-Parking-Traffic

Status: Closed

Priority: Normal

Expected Completion: 2020/02/27 04:14:00 PM

Last Updated: 2020/02/22 04:56:29 PM

Submitted By: Tammy Mercer *On 2020/02/21 04:14:56 PM*

Assigned To: Notified

Access Code: [redacted]

Subject: pothole

Description: Deep potholes located between 24-26, needs markers or temp filled

Location

Location: THE BOULEVARD, ST. JOHN'S, NL, CANADA

Comments

Date	Type	Entry	Relates To	Created By
2020/02/22 04:56:29 PM	Case Completion	Repaired Feb 22 at 1145am	Potholes	Ross Hutchings
2020/02/22 04:56:29 PM	Case Completion	Work has been completed Closed due to Case ID: 625493: Repaired Feb 22 at 1145am	Potholes	Ross Hutchings

Case Details Report

2020/02/21 04:14:56 PM	Case Notification	System Case was notified to PW RDS Operations Supervisor(Moore, Jim), PW RDS Foreperson A DT(Dunn, Harold), PW RDS Inspector 4(Vincent, Trent), PW RDS Inspector 3(Cuff, Paul), PW RDS Foreperson C DT(Marsh, Ross), PW RDS Foreperson B DT(Oldford, Gerald), PW RDS Foreperson C G(Kent, George), PW RDS Foreperson Trainer(Burton, John), PW RDS Foreperson A E(Hutchings, Ross), PW RDS Operations Engineer(Crewe, Ryan), PW RDS Foreperson B G(Ayers, Matthew), PW RDS Foreperson B W(Hickey, Dennis), PW RDS Transportation Maintenance Supv(Squires, Greg), PW RDS Foreperson Winter Sidewalks 1(Squires, Greg), PW RDS Foreperson C W(Hayward, Chris), PW RDS Foreperson Traffic 3(Walsh, Aaron), PW RDS Foreperson Winter Sidewalks 2(Walsh, Aaron), PW RDS Inspector 2(Walker, Cody), PW RDS Foreperson C E(Kearsey, Kyle), PW RDS Foreperson B E(Noseworthy, Steve), PW RDS Foreperson A G(George, Jeremy), PW RDS Foreperson A W(Critch, Harrison), PW RDS Inspector 1(No User), PW ENV INF Utility Foreperson(GENERAL)(No User), PW RDS Foreperson Traffic 1(No User), PW RDS Foreperson East(No User), PW RDS Foreperson Goulds(No User), PW RDS Foreperson Fill-in(No User), PW RDS Foreperson West(No User), PW RDS Foreperson Trainer 2(No User), PW RDS Foreperson Fill-in 2(No User), PW RDS Foreperson Potholes(No User).	Potholes	Tammy Mercer
2020/02/21 04:14:56 PM	Case Submission	System Case was submitted by Tammy Mercer.	Potholes	Tammy Mercer

ST. JOHN'S

Case Details Report

Printed: 2020/04/15 09:19:00 AM
User: kcutler

Case ID 625687

Caller Information

Known Callers: 0 Anonymous Callers: 1

Case Information

Case Type: Potholes Category: Streets-Parking-Traffic
Status: Closed Priority: Normal
Expected Completion: 2020/02/27 04:27:00 PM
Last Updated: 2020/02/27 06:18:45 PM
Submitted By: Samantha Walsh *On 2020/02/24 01:26:25 PM*
Assigned To: John Burton (PW RDS Foreperson Potholes) *On 2020/02/24 04:27:20 PM*
Access Code: [redacted]
Subject: Pothole in front of 28 The BLVD
Description: Caller says there is a large pothole in front of 28 The Boulevard that needs to be filled.

Location

Location: 28 THE BOULEVARD, ST. JOHN'S, NL, CANADA *(Verified)*

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Potholes *Case*	John Burton (PW RDS Foreperson Potholes)		jburton@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2020/02/27 06:18:45 PM	Case Completion	Crew checked today, complete on Feb 22 2020	Potholes	Steve Noseworthy
2020/02/27 06:18:45 PM	Case Completion	Work has been completed Closed due to Case ID: 625687: Crew (KC and GF) checked today, complete on Feb 22 2020	Potholes	Steve Noseworthy
2020/02/27 06:18:21 PM	Case Note	Crew (KC and GF) checked today, complete on Feb 22 2020	Potholes	Steve Noseworthy
2020/02/24 04:27:20 PM	Case Assignment	Assigned to Appropriate Staff Case ID: 625687 has been assigned to PW RDS Foreperson Potholes (No User).	Potholes	Dan Smith

Case Details Report

2020/02/24 01:26:25 PM	Case Notification	System Case was notified to PW RDS Inspector 2(Wa ker, Cody), PW RDS Inspector 3(Cuff, Paul), PW RDS Foreperson C DT(Dunn, Harold), PW RDS Foreperson A E(Noseworthy, Steve), PW RDS Foreperson B E(Kearsey, Kyle), PW RDS Foreperson C E(Hutchings, Ross), PW RDS Foreperson A W(Hickey, Dennis), PW RDS Foreperson B W(Hayward, Chris), PW RDS Foreperson C W(Critch, Harrison), PW RDS Foreperson A G(Ayers, Matthew), PW RDS Foreperson B G(Kent, George), PW RDS Foreperson C G(George, Jeremy), PW RDS Foreperson Trainer(Burton, John), PW RDS Foreperson B DT(Marsh, Ross), PW RDS Foreperson A DT(Oldford, Gerald), PW RDS Transportation Maintenance Supv(Squires, Greg), PW RDS Operations Supervisor(Moore, Jim), PW RDS Foreperson Traffic 3(Walsh, Aaron), PW RDS Foreperson Winter Sidewalks 1(Squires, Greg), PW RDS Inspector 4(Vincent, Trent), PW RDS Operations Engineer(Crewe, Ryan), PW RDS Foreperson Winter Sidewalks 2(Walsh, Aaron), PW RDS Inspector 1(No User), PW ENV INF Utility Foreperson(GENERAL)(No User), PW RDS Foreperson Traffic 1(No User), PW RDS Foreperson East(No User), PW RDS Foreperson Goulds(No User), PW RDS Foreperson Fill-in(No User), PW RDS Foreperson West(No User), PW RDS Foreperson Trainer 2(No User), PW RDS Foreperson Fill-in 2(No User), PW RDS Foreperson Potholes(No User).	Potholes	Samantha Walsh
2020/02/24 01:26:25 PM	Case Submission	System Case was submitted by Samantha Walsh.	Potholes	Samantha Walsh

ST. JOHN'S

Case Details Report

Printed: 2020/04/15 09:20:18 AM

User: kcutler

Case ID 627594

Caller Information

Known Callers: 0

Anonymous Callers: 1

Case Information

Case Type: Potholes

Category: Streets-Parking-Traffic

Status: Closed

Priority: Normal

Expected Completion: 2020/03/16 05:00:00 PM

Last Updated: 2020/03/12 07:21:39 PM

Submitted By: Lisa Lane *On 2020/03/11 08:33:25 PM*

Assigned To: John Burton (PW RDS Foreperson Potholes) *On 2020/03/12 08:48:31 AM*

Access Code: [redacted]

Subject: SIGNAGE FOR HUGE POTHOLE RAN OVER AND OUT IN THE STREET.

Description: CALLER REPORTS A HUGE POTHOLE HERE THAT HAD SIGNAGE UP AND NOW IT'S BEATEN UP AND ALL OVER THE ROAD.

Location Detailed Description: SAME

Location

Location: 50 THE BOULEVARD

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Potholes *Case*	John Burton (PW RDS Foreperson Potholes)		jburton@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2020/03/12 07:21:39 PM	Case Completion	Pothole was patched at 3:30Pm on 20/03/12	Potholes	Gerald Oldford
2020/03/12 07:21:39 PM	Case Completion	Work has been completed Closed due to Case ID: 627594: Pothole was patched at 3:30Pm on 20/03/12 by Terry C and Sean W	Potholes	Gerald Oldford
2020/03/12 08:48:31 AM	Case Assignment	System Case ID: 627594 has been assigned to PW RDS Foreperson Potholes (Burton, John).	Potholes	John Burton

2020/03/11 08:33:25 PM	Case Notification	System Case was notified to PW RDS Inspector 2(Wa ker, Cody), PW RDS Inspector 3(Cuff, Paul), PW RDS Foreperson C DT(Dunn, Harold), PW RDS Foreperson A E(Noseworthy, Steve), PW RDS Foreperson B E(Kearsey, Kyle), PW RDS Foreperson C E(Hutchings, Ross), PW RDS Foreperson A W(Hickey, Dennis), PW RDS Foreperson B W(Hayward, Chris), PW RDS Foreperson C W(Critch, Harrison), PW RDS Foreperson A G(Ayers, Matthew), PW RDS Foreperson B G(Kent, George), PW RDS Foreperson C G(George, Jeremy), PW RDS Foreperson Trainer(Burton, John), PW RDS Foreperson B DT(Marsh, Ross), PW RDS Foreperson A DT(Oldford, Gerald), PW RDS Transportation Maintenance Supv(Squires, Greg), PW RDS Operations Supervisor(Moore, Jim), PW RDS Foreperson Traffic 3(Walsh, Aaron), PW RDS Foreperson Winter Sidewalks 1(Squires, Greg), PW RDS Inspector 4(Vincent, Trent), PW RDS Foreperson Potholes(Burton, John), PW RDS Operations Engineer(Crewe, Ryan), PW RDS Foreperson Winter Sidewalks 2(Walsh, Aaron), PW RDS Inspector 1(No User), PW ENV INF Utility Foreperson(GENERAL)(No User), PW RDS Foreperson Traffic 1(No User), PW RDS Foreperson East(No User), PW RDS Foreperson Goulds(No User), PW RDS Foreperson Fill-in(No User), PW RDS Foreperson West(No User), PW RDS Foreperson Trainer 2(No User), PW RDS Foreperson Fill-in 2(No User).	Potholes	Lisa Lane
2020/03/11 08:33:25 PM	Case Submission	System Case was submitted by Lisa Lane.	Potholes	Lisa Lane

ST. JOHN'S

Case Details Report

Printed: 2020/04/15 09:21:11 AM

User: kcutler

Case ID 627898

Caller Information

Known Callers: 0

Anonymous Callers: 1

Case Information

Case Type: Potholes

Category: Streets-Parking-Traffic

Status: Closed

Priority: Normal

Expected Completion: 2020/03/19 05:00:00 PM

Last Updated: 2020/03/15 09:11:27 PM

Submitted By: Lisa Lane *On 2020/03/15 12:59:04 PM*

Assigned To: Notified

Access Code: [redacted]

Subject: potholes

Description: caller reports the above bad potholes that need fill.

Location Detailed Description: same

Location

Location: THE BOULEVARD 36-44

Comments

Date	Type	Entry	Relates To	Created By
2020/03/15 09:11:27 PM	Case Completion	Repaired March 15 at 8pm by MC	Potholes	Ross Hutchings
2020/03/15 09:11:27 PM	Case Completion	Work has been completed Closed due to Case ID: 627898: Repaired March 15 at 8pm by MC	Potholes	Ross Hutchings

2020/03/15 12:59:04 PM	Case Notification	System Case was notified to PW RDS Inspector 2(Wa ker, Cody), PW RDS Inspector 3(Cuff, Paul), PW RDS Foreperson C DT(Dunn, Harold), PW RDS Foreperson A E(Noseworthy, Steve), PW RDS Foreperson B E(Kearsey, Kyle), PW RDS Foreperson C E(Hutchings, Ross), PW RDS Foreperson A W(Hickey, Dennis), PW RDS Foreperson B W(Hayward, Chris), PW RDS Foreperson C W(Critch, Harrison), PW RDS Foreperson A G(Ayers, Matthew), PW RDS Foreperson B G(Kent, George), PW RDS Foreperson C G(George, Jeremy), PW RDS Foreperson Trainer(Burton, John), PW RDS Foreperson B DT(Marsh, Ross), PW RDS Foreperson A DT(Oldford, Gerald), PW RDS Transportation Maintenance Supv(Squires, Greg), PW RDS Operations Supervisor(Moore, Jim), PW RDS Foreperson Traffic 3(Walsh, Aaron), PW RDS Foreperson Winter Sidewalks 1(Squires, Greg), PW RDS Inspector 4(Vincent, Trent), PW RDS Foreperson Potholes(Burton, John), PW RDS Operations Engineer(Crewe, Ryan), PW RDS Foreperson Winter Sidewalks 2(Walsh, Aaron), PW RDS Inspector 1(No User), PW ENV INF Utility Foreperson(GENERAL)(No User), PW RDS Foreperson Traffic 1(No User), PW RDS Foreperson East(No User), PW RDS Foreperson Goulds(No User), PW RDS Foreperson Fill-in(No User), PW RDS Foreperson West(No User), PW RDS Foreperson Trainer 2(No User), PW RDS Foreperson Fill-in 2(No User).	Potholes	Lisa Lane
2020/03/15 12:59:04 PM	Case Submission	System Case was submitted by Lisa Lane.	Potholes	Lisa Lane

ST. JOHN'S

Case Details Report

Printed: 2020/04/15 09:22:58 AM
User: kcutler

Case ID 628070

Caller Information

Known Callers: 0 Anonymous Callers: 1

Case Information

Case Type: Potholes Category: Streets-Parking-Traffic
Status: Closed Priority: Normal
Expected Completion: 2020/03/23 05:00:00 PM
Last Updated: 2020/03/21 02:42:35 PM
Submitted By: Tammy Mercer *On 2020/03/18 04:45:48 PM*
Assigned To: No User (PW RDS Foreperson A E) *On 2020/03/19 08:47:59 AM*
Access Code: [redacted]
Subject: pothole
Description: deep pothole close to cemetery on The Boulevard. needs marker

Location

Location: THE BOULEVARD, ST. JOHN'S, NL, CANADA

Comments

Date	Type	Entry	Relates To	Created By
2020/03/21 02:42:35 PM	Case Completion	Crew checked today, no marker, no pothole.	Potholes	Steve Noseworthy
2020/03/21 02:42:35 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 628070: Crew (Terry C, Sean W) checked today, no marker, no pothole.	Potholes	Steve Noseworthy
2020/03/21 02:42:10 PM	Case Note	Crew (Terry C, Sean W) checked today, no marker, no pothole.	Potholes	Steve Noseworthy
2020/03/19 08:47:59 AM	Case Assignment	Reassigned to Appropriate Person Case ID: 628070 has been assigned to PW RDS Foreperson A E (Noseworthy, Steve).	Potholes	John Burton
2020/03/19 08:47:59 AM	Action Code (Case)	Reassigned to Appropriate Person	Potholes	John Burton
2020/03/19 06:06:48 AM	Case Assignment	Reassigned to Appropriate Person Case ID: 628070 has been assigned to PW RDS Foreperson Potholes (Burton, John). Marked Mar 19 2020 @ 2:33am	Potholes	Ross Marsh

Case Details Report

2020/03/18 04:45:48 PM	Case Notification	System Case was notified to PW RDS Inspector 2(Wa ker, Cody), PW RDS Inspector 3(Cuff, Paul), PW RDS Foreperson C DT(Dunn, Harold), PW RDS Foreperson A E(Noseworthy, Steve), PW RDS Foreperson B E(Kearsey, Kyle), PW RDS Foreperson C E(Hutchings, Ross), PW RDS Foreperson A W(Hickey, Dennis), PW RDS Foreperson B W(Hayward, Chris), PW RDS Foreperson C W(Critch, Harrison), PW RDS Foreperson A G(Ayers, Matthew), PW RDS Foreperson B G(Kent, George), PW RDS Foreperson C G(George, Jeremy), PW RDS Foreperson Trainer(Burton, John), PW RDS Foreperson B DT(Marsh, Ross), PW RDS Foreperson A DT(Oldford, Gerald), PW RDS Transportation Maintenance Supv(Squires, Greg), PW RDS Operations Supervisor(Moore, Jim), PW RDS Foreperson Traffic 3(Walsh, Aaron), PW RDS Foreperson Winter Sidewalks 1(Squires, Greg), PW RDS Inspector 4(Vincent, Trent), PW RDS Foreperson Potholes(Burton, John), PW RDS Operations Engineer(Crewe, Ryan), PW RDS Foreperson Winter Sidewalks 2(Walsh, Aaron), PW RDS Inspector 1(No User), PW ENV INF Utility Foreperson(GENERAL)(No User), PW RDS Foreperson Traffic 1(No User), PW RDS Foreperson East(No User), PW RDS Foreperson Goulds(No User), PW RDS Foreperson Fill-in(No User), PW RDS Foreperson West(No User), PW RDS Foreperson Trainer 2(No User), PW RDS Foreperson Fill-in 2(No User).	Potholes	Tammy Mercer
2020/03/18 04:45:48 PM	Case Submission	System Case was submitted by Tammy Mercer.	Potholes	Tammy Mercer