

File No. 04-1000-20-2017-026

March 3, 2017

s.221)

Dear s.221)

**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 January 19, 2017 for:

**Any and all correspondence in which top officials (including Kevin Quinlan, Sadhu Johnston and Jerry Dobrovolny and their deputies) briefed Mayor Gregor Robertson about winter weather and related problems in City of Vancouver, such as snow and ice on streets, sidewalks and bike lanes and care for homeless and vulnerable people in sub-zero temperatures. Records from December 5, 2016 to January 16, 2017. Please search all of the Mayor's social media, text message and email accounts, including, but not limited to, [g.robertson@vancouver.ca](mailto:g.robertson@vancouver.ca).**

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.22(1) of the Act. You can read or download this section here: [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00)

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, [info@oipc.bc.ca](mailto: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 assigned to your request (#04-1000-20-2017-026); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at [foi@vancouver.ca](mailto:foi@vancouver.ca) if you have any questions.

Yours truly,

A handwritten signature in black ink, appearing to be 'B. Van Fraassen', with a stylized, flowing script.

Barbara J. Van Fraassen, BA  
Director, Access to Information  
*City Clerk's Department, City of Vancouver*  
Email: [Barbara.vanfraassen@vancouver.ca](mailto:Barbara.vanfraassen@vancouver.ca)  
Telephone: 604.873.7999

:ma

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 1/13/2017 2:37:08 PM

Subject: FW: Re-opening of West End CC warming centre

Greetings Mayor and Council-

Please see the note below from Malcolm to his Commissioners. We'll be re-opening the warming centre at the West End CC tonight to complement the other warming centres that have been operating the last few nights.

Best

Sadhu

Sadhu Aufochs Johnston | City Manager

City of Vancouver | 453 W 12th Avenue

Vancouver | BC V5Y 1V4

604.873.7627 | [Sadhu.johnston@vancouver.ca](mailto:Sadhu.johnston@vancouver.ca)

Twitter: [sadhuajohnston](https://twitter.com/sadhuajohnston)

-----Original Message-----

From: Bromley, Malcolm

Sent: Friday, January 13, 2017 2:24 PM

To: PB Commissioners

Cc: PB - SMT (Senior Management Team) - DL; Johnston, Sadhu; Mochrie, Paul; Llewellyn-Thomas, Kathleen

Subject: Re-opening of West End CC warming centre

Dear Commissioners,

I received a request from Kathleen Llewelyn Thomas the GM of Community Services to reopen the warming centre at the West End CC. This is based on the low temperature prediction for this evening. A decision will be made tomorrow on continuing to stay open pending the Extreme Weather Alert update.

I have spoken to CCA President Dave Pasin and he's supportive of this subject to adequate staffing and security plans being in place. Donnie Rosa is working with Community Services to ensure all details are managed properly. Park Board will provide rangers overnight and arrange for private security. Community Services will be responsible for programming staff. Donnie and Dave will be meeting on site to ensure everyone is comfortable with the plan.

Margo is working with CoV communications to get the word out including a press release and social media.

Please let me know if you have any questions.

Thanks

Malcolm Bromley

General Manager - Vancouver Park Board

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>  
To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>  
Date: 1/4/2017 9:52:24 AM  
Subject: Fw: Snow and Ice Issues reported on VanConnect

Greetings Mayor and Council

We had a very productive day yesterday dealing with the icy side streets. Here's an update from our city Engineer, followed by a couple maps of the VanConnect requests. We are using this data to shape our on the ground response:

#### Sanitation

We redeployed 115 staff from Water and Sewers to assist Sanitation in catching up on their backlog. Their first priority was the 44 blocks that were completely inaccessible and have been without collection for 4 weeks. We collected from 41 of those 44 blocks and will complete the remaining 3 blocks today. Our second priority was to collect from the normal yellow zone. Unfortunately due to the snow last Friday, crews had difficulty with many of the blocks and only completed about half of the yellow zone yesterday. Those blocks will be prioritized for today. We will keep the additional staff dedicated to assist Sanitation and still hope to clear the overall backlog by the end of this week.

#### Streets

Our regular Streets crews maintained treatment of our arterial street network through the day which includes all bus routes and truck routes. Additional Streets crews were assisted by 150 redeployed water and sewers crews began salting and sanding neighbourhood streets and completed approximately 25% of the higher elevation, iced streets. We anticipate completing those iced neighbourhood streets by Friday or Saturday this week.

All non-emergency construction has been delayed in order to redeploy staff.

#### Enforcement

We have redeployed 75 staff to increase enforcement of uncleared sidewalks with our first priority being business properties in commercial areas. We are responding to approximately 4,000 complaints received through 311 and Van Connect. Approximately 1,800 resulted in documented violations where owners received an initial warning. We will follow up the warnings with a combination of tickets and/or summary convictions depending on the circumstances.

#### Public Requests for Service

We are receiving requests through 311 as well as the Van Connect Ap. The Van Connect Ap has the advantage of allowing us to directly map locations to speed in the assignment of staff to the hardest hit areas. For that reason we are emphasizing the use of the Ap with the public which will also help to reduce 311 call wait times.

We are also working closely with Parks, VSB and Musqueam to assist and coordinate our efforts.

Overall, staff made good progress today but much work remains. Unfortunately the forecast for this weekend includes the possibility of additional snow. To give a sense of scale, for the last couple of

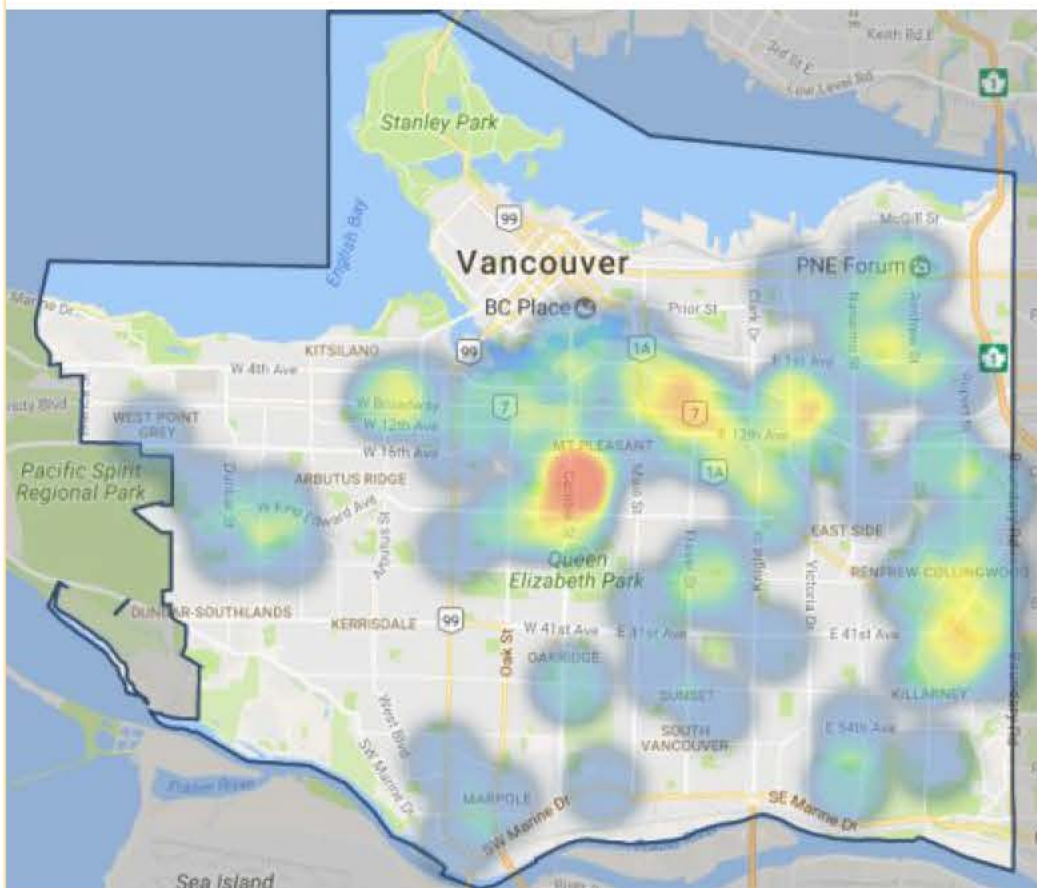
years we have used approximately 1,000 tons of salt each year for the entire winter. Last month we used approximately 7,000 tons alone. We are working closely with several salt suppliers to maintain our salt supply and will receive additional supplies this week prior to the upcoming forecasted snowfall.

We will continue to provide updates of both our progress as well as the weather throughout the week.

We will begin distributing free salt at 10 fire halls this morning. We will report back on the success of that effort.

Best

Sadhu





From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 1/2/2017 9:24:46 PM

Subject: Icy streets, sanitation...etc

Greets Mayor and Council

As you know, our crews have been dealing with snow and icy roads for a few weeks. We have been working around the clock to try to address the various issues. As you are aware, the snow caused delays in trash and green bins collections for our crews. These problems have been much worse for MMBC doing recycling collections. We have been in daily contact with them and have been directing calls to them to ensure their contractor is on top of their calls. Before this last snow we were finally caught-up.

Currently the arterials are in relatively good shape, but the side streets are a mess. We are taking a number of steps to address the situation, which will be announced tomorrow at a press conference hosted by our City Engineer. These include:

- We will be pulling 85 staff from sewers and water work to help clear the backlog of sanitation work.
- We are re deploying over 100 staff from other work like water and sewer work and the sign shop to begin sanding the worst side streets. This will be a sand and salt mix. We are hiring additional trucks to do this work.
- These efforts require us to shut down all of our construction and service installations.
- We will also be giving free salt to residents starting tomorrow, which we are hoping will be made available at fire halls throughout the city.
- We are also going to make a big push on sidewalk clearing enforcement on commercial properties. We have had 1,700 complaints and we've cleared 1,300 of them so far.
- Given that school is starting we have also ramped-up for salting the streets around schools.

We are going to ramp-up on social media to get the word out on these efforts. We will continue to coordinate these efforts through our Engineering DOC.

We will also be calling on the Vancouver Volunteer Corps (VVC) to be out and about helping the worst hit areas clearing catch basins and shoveling. For streets that are impassable, we will be placing barricades to close them off until conditions improve.

Please don't share this information until we have a chance to finalize the details and <sup>2</sup>announce it tomorrow before noon.

Please let me know if you have any questions.

Best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>  
To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>  
Date: 12/8/2016 4:07:52 PM  
Subject: Memo - Mayor & Council - Snow Mitigation  
Attachments: MEMO - Snow Mitigation - December 8, 2016.pdf

Dear Mayor and Council,

Please see the attached memo from Jerry Dobrovolny on Engineering Services plans to activate the Engineering Emergency Operation Centre (DOC) in preparation for heavy snow conditions this week. A short summary of the memo is as follows:

The DOC will be activated at 5am on Friday, December 9<sup>th</sup> until such time as the weather forecasts change.

Crews have been dispatched through the week to salt and plow main routes and priority hills, to clear seawall paths and sidewalks, priority bike routes and to manually remove snow at bus shelters and gutters that lead to catch basins as well as sidewalk let downs at intersections.

Crews also respond to “hot spots” and requests that came in through 3-1-1.

The Engineering fleet includes 44 trucks that salt roads and there are 1,500 tonnes of salt in stock.

Best  
Sadhu

**Sadhu Afochs Johnston** | City Manager  
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## MEMORANDUM

December 8, 2016

TO: Mayor and Council

CC: Sadhu Johnston, City Manager  
Paul Mochrie, Deputy City Manager  
Janice MacKenzie, City Clerk  
Lynda Graves, Manager, Administration Services, City Manager's Office  
Rena Kendall-Craden, Director, Communications  
Kevin Quinlan, Chief of Staff, Mayor's Office  
Katie Robb, Director, Communications, Mayor's Office  
Naveen Girn, Director, Community Relations, Mayor's Office

FROM: Jerry Dobrovolny, General Manager of Engineering Services

SUBJECT: Snow Mitigation

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City of Vancouver Engineering Services in partnership with other city departments are responding and preparing for the anticipated winter weather events this week.

### Preparation for Snow Mitigation

Since Sunday, City of Vancouver crews have continued to add salt to roads and sidewalks to mitigate icy conditions for pedestrians, cyclists and motorists. The Engineering Emergency Operations Centre (DOC) was fully active on Monday, December 5<sup>th</sup> from 2pm to 7pm. The DOC functions to fully coordinate operations logistics during extreme weather events such as storms or snow, or as needed. The DOC will be activated at 5am on Friday, December 9<sup>th</sup> until such time as the weather forecasts change. It will be assessed at that time if the DOC needs to remain active over the weekend, but it is also anticipated the DOC will re-activate on Monday, December 12<sup>th</sup> based on current forecasts. In addition to priority routes such as arterials streets and separated bikeways for snow clearing, the DOC actively monitors 311 calls and prioritizes urgent calls for snow, and ice.

### Resources Deployed

Crews have been dispatched through the week to salt and plow main routes and priority hills, to clear seawall paths and sidewalks, priority bike routes and to manually remove snow at bus shelters and

gutters that lead to catch basins as well as sidewalk let downs at intersections. Crews also respond to "hot spots" and requests that came in through 3-1-1.

The City takes snow removal seriously and has a comprehensive snow response plan in place. Our fleet includes 44 trucks that salt roads and there are 1,500 tonnes of salt in stock. We added four new brine units this year that can spray more area in less time. Specialized equipment is also available to salt bikeways. It is anticipated that when the DOC is active, up to 44 salters will be available to clear priority hills, streets and bikeways.

Communications for the Public

In addition to actively monitoring 311 correspondence, communications and media ads have been placed in Metro, the "Van Matters" City-themed ad in the Vancouver Courier, and translated in Ming Pao. The ads will run this week and late next week. These ads remind the public that Vancouver property owners and occupants (tenants) are responsible for clearing snow and ice from sidewalks that surround their property by 10 a.m. the morning following a snowfall. This responsibility is in effect seven days a week. Property owners and occupants who fail to remove snow and ice may be subject to fines. Snow and ice on the sidewalk can be a barrier for many people, particularly seniors and people with mobility challenges. Residents are encouraged to lend a hand to those who are unable to shovel their own sidewalks by adopting their sidewalk. City of Vancouver Engineering staff are monitoring and enforcing the by-laws via 311 complaints as well as proactively monitoring locations.

The public can continued to stay informed via the VanConnect App and 311, accessible via [vancouver.ca/vanconnect](http://vancouver.ca/vanconnect). More information about how to prepare for winter weather is also available at [vancouver.ca/snow](http://vancouver.ca/snow).



Jerry W. Dobrovolny, P. Eng., MBA  
General Manager of Engineering Services

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(E) [jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>  
To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>  
Date: 1/22/2017 8:09:41 PM  
Subject: Memo - Snow Fight 2016/17  
Attachments: ENG - Snow fight Memo - 2017.01.20.pdf

Dear Mayor and Council,

Please see the attached memo from Jerry Dobrovolny on City of Vancouver Snow Fight 2016/17. A short summary of the memo is as follows:

The City has a comprehensive and scalable snow response plan in place.

The 2016/2017 winter season brought with it some very unusual weather and challenging road conditions.

In addition to our regular planned response, the Engineering division put a number of additional measures in place to help address the particular issues created by the year's unusual cold and snowy weather including: deployment of the Engineering DOC for six weeks; additional staffing over the holiday season; re-deployment of staff from other areas to assist with street clearing and garbage pickup; diversification of road salt supply sources; free road salt distribution to residents; addition of two new brining units; increased monitoring of resident feedback via 3-1-1 and VanConnect; and increased sidewalk clearing enforcement.

As in past years, Engineering is reviewing its 2016/2017 snow response and has already identified some improvements for next winter, however overall this year's response was well managed.

Best

Sadhu

**Sadhu Afochs Johnston** | City Manager  
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## MEMORANDUM

January 20, 2017

TO: Mayor and Council

CC: Sadhu Johnston, City Manager  
Paul Mochrie, Deputy City Manager  
Janice MacKenzie, City Clerk  
Lynda Graves, Manager, Administration Services, City Manager's Office  
Rena Kendall-Craden, Director, Communications  
Kevin Quinlan, Chief of Staff, Mayor's Office  
Katie Robb, Director, Communications, Mayor's Office  
Naveen Girn, Director of Community Relations, Mayor's Office

FROM: Jerry Dobrovolny, General Manager of Engineering Services

SUBJECT: Snow Fight 2016/17

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The City takes snow removal seriously and has a comprehensive snow response plan in place. When snow hits, Engineering crews make consistent, coordinated efforts to keep main roadways clear – including bus routes, bridges and arterials, and especially access routes to emergency and critical health facilities.

Each fall, the City prepares its crews, equipment and City residents for the potential of serious weather events, which could include snow, ice, windstorms and flooding. During the winter season (typically beginning in November), Engineering staff continually monitor weather forecasts to ensure an appropriate response. The annual budget to prepare City equipment and crews for winter response is \$750,000. The actual winter response budget for the year is dependent upon the weather and the additional costs are charged to a contingency fund.

The City fleet includes more than 40 trucks, as well as additional specialty equipment for clearing sidewalks and priority bike lanes. The City's response is scalable, meaning that the number of equipment and crews on the roads can be quickly scaled up or down according to road conditions. When significant snowfall occurs, the full City fleet is deployed, except for any equipment that may be in for servicing.

The City's response to snowy or icy roads depends on the weather conditions and is a 24/7 operation:

- When streets are dry, trucks spray brine which helps to melt any snow that may fall or frost that forms;
- When snow accumulates and streets are wet, salt is spread to melt the snow. In lower sub-zero temperatures, sand may also be used for traction;
- All brine and salt trucks are equipped with a plow blade, and if there is 5 cm or more of snowfall, plowing takes place immediately.

The Engineering Department Operational Center (DOC) is activated when specific weather-related events require fast and seamless response across all Engineering Divisions. It includes a decision-making framework for major events similar to that employed by the City's Emergency Operations Centre. The Engineering DOC was activated from December 2, 2016 to January 10, 2017 and staffed 24 hours a day when required due to either forecasted or actual weather events.

The 2016/2017 winter season so far has been one of the coldest and snowiest in recent memory. In addition, snow and rain followed by freezing temperatures caused a "rain/freeze/thaw cycle". This resulted in the City facing unusually challenging street conditions, including significant buildup of ice, especially in parts of Vancouver with higher elevations.

Due to accumulation of ice on side streets and back alleys, Sanitation crews faced challenging conditions this winter with respect to green bin and garbage pickup. These issues were even more difficult for Multi-Material BC's (MMBC) recycling collection contractor Smithrite because recycling trucks are lighter than garbage trucks and have more difficulty navigating icy streets and lanes.

Each year, the City advises residents, through advertising and other means, of the bylaw requiring residents to clear any snow on the sidewalk in front of their property by 10:00 a.m. the day after a snowfall. City inspectors issue warnings for non-compliance and there is an escalated process with multiple warnings, which may result in a fine.

### The City's Response

In addition to the regular operational deployment of crews and equipment using a scalable approach as described above, the City put a number of additional measures in place in response to the unusual winter weather conditions.

#### **Salt Supply**

At no time did the City run out of sand and salt supply. This winter, the City expanded its list of potential salt suppliers to three in order to diversify our sources of salt and ensure an adequate supply. The City had a guaranteed supply contract with Lafarge to provide 3,000 tonnes of salt. So far they have supplied us with 5,000 tonnes. Two additional contracts were initiated in December to provide another 12,000 tonnes of salt if required including one local company and one out of province. For context, during a typical winter the City would use approximately 1,000 tonnes of salt. This winter we have used more than 10,000 tonnes, and there is 4,500 tonnes in stock currently with the potential to acquire another 7,000 tonnes if needed.

As is regular practice, City staff contacted salt suppliers across the region and the US as well as other local municipalities to get supplier contacts. City staff was also contacted by other

municipalities with requests for salt and supplier information and had discussions on effective weather response approaches.

### **Free Salt for Residents**

With the prolonged colder than usual temperatures and ice buildup on streets and sidewalks, combined with a shortage of road salt and other melting agents *in retail outlets*, the City made the decision to provide free sand and salt mix to residents at 10 sites and there was an overwhelming response.

A total of approximately 260 tonnes of salt and sand was delivered to these 10 sites. In response to a request from the Strathcona Residents Association, one additional delivery of two tonnes was made at a central location within the Strathcona neighbourhood. Free salt/sand distribution ended as of January 15<sup>th</sup>.

On the first day of distribution, some of the locations saw chaotic behaviour from a small number of residents. Overall, the distribution at the 10 sites over a period of 11 days was very orderly and greatly appreciated by the residents. Staff received tremendous positive feedback which is why we extended the distribution to 11 days.

### **Staffing Over the Holiday Season**

While the City Hall building closes between Christmas and New Year's, Engineering and other Operational staff continue working to ensure continuation of services for residents. Staffing levels over the 2016/2017 holiday season were the same as earlier in December and were aligned with our continuous monitoring of the weather forecast and street conditions. Some Streets, Sanitation and Water staff were denied vacation time requests or pulled in on vacation days to ensure appropriate staffing levels.

At peak snow response times throughout the holidays, there were approximately 125 City crew working at a time.

### **Re-deployment of City Staff**

In early January, the City shut down non-essential construction projects and re-deployed more than 350 workers to assist with clearing of priority side streets and garbage collection. Engineering Services also reached out to the Vancouver School Board to determine any additional side streets requiring salt/sand treatment which were subsequently addressed.

### **Weather Response Approach**

To improve and prioritize deployment of vehicles and staff, heat maps produced from the tracking of 3-1-1 requests were used to triage the City's response. Additional information used to prioritize equipment and staffing included:

- Past experience of hot spots for icing (i.e. priority hills) on maps;
- Input from our partner agencies such as emergency services and the Vancouver School Board; we were in constant contact with Coast Mountain Bus Company re: trouble spots affecting transit and issues were responded to quickly by our city crews;
- Feedback from social media.

### **Sanitation Pickups Impacted by Icy Roads and Lanes**

In areas where there were steep, narrow and icy streets and laneways, City trucks could not safely drive in to collect garbage and green bin containers. These conditions did not occur on all City streets and lanes but were focused in select areas. The successive nature of the storms resulted in approximately 2,000 households out of a total of 110,000 single family and

duplex households in the City (just under 2%) being without garbage collection for four weeks. Another 10,000-12,000 households, or roughly 10%, missed one garbage collection.

More than 110 City staff worked to clear the backlog of missed garbage and green bin pick up. This included, in some cases, manually wheeling and emptying the bins into backhoe buckets for transfer into a dump truck. In order to provide sufficient resources for garbage collection, some green bin collection was delayed as in many cases they were not full and material was frozen into the bins. Staff were fully caught up on garbage as of January 6<sup>th</sup> and green bin as of January 13<sup>th</sup>.

MMBC's contractor for curbside recycling services - Smithrite - faced similar challenges. At one point, MMBC office staff were even "swamping" i.e., using smaller four-wheel drive vehicles to collect recycling from lanes and bringing it to the main streets for collection.

Because of the difficulties in servicing some of the households in the city, free drop off of garbage was made available to all residents. This provided some benefit to those who were able to bring their garbage to the transfer station, and this free service was maintained until January 8<sup>th</sup>. We also allowed additional bags to be left curbside for pickup free of charge. All garbage was eventually collected and staff does not intend to issue any refunds of the \$1.96 weekly equivalent that the City charges for garbage collection.

#### **Enforcement of Sidewalk Clearing By-Law**

So far this winter more than 9,000 warnings have been issued with between 200 and 300 tickets and prosecutions combined; however, inspectors are reporting high compliance at those locations where warnings were previously issued.

#### **Snow Angel Program**

The City's Snow Angel program was also activated through print advertising and social media, both to recruit volunteers and to encourage residents to request assistance. The program now has over 120 volunteers registered and saw more than 450 requests for service to help clean sidewalks and driveways for those in need e.g., seniors and others with mobility issues.

#### **Mayor and Council Information Sharing**

Prior to the first major snowfall on December 2, 2016, the City issued an Information Bulletin to media about snow response preparations. All Council members are included on this distribution list. In addition, the City Manager provided frequent operational email updates to Mayor and Council.

The annual snow preparation media event was held on December 7, 2016 at National Yard, and was well attended by a variety of news media.

Three additional Information Bulletins on snow response (including tips for residents) were issued in December 2016 and to-date in January the City has held two media briefings, issued one Information Bulletin and one News Release on the snow response, as well as an update on Sanitation services.

#### **Annual Review of Snow Response**

Each year, Engineering conducts a routine operational review of its snow response and makes recommendations for the following year.

After the major storms of 2008 and 2012, the City performed a more comprehensive review and reported back to Council on the City's response. All recommendations were implemented and followed annually including:

- Issuing by-law tickets for lack of clearing snow and ice on sidewalks;
- Introduction of brine application prior to snowfall to reduce ice;
- Increased coordination and communication with external agencies (Translink, Ministry of Transportation, VSB, VCH, BCAS, ICBC, and key agencies in the City - VPD and VFRS);
- Increased knowledge and communications with other jurisdictions regarding their snow and ice practices;
- Additional priority routes for schools, transit routes and emergency responders based on input;
- Installation of GPS units in snow fight trucks; an update and larger roll out into all operational vehicles is currently underway;
- Activating emergency management procedures which resulted in the Engineering Department Operations Center (DOC) being activated;
- Addition of snow and ice removal routes to the City's website to increase proactive public communication.

A number of improvements have already been identified from this year's response. For example, additional salt spreaders have been purchased for some of the smaller City trucks and some specialty attachments have also been purchased.

I am very proud of the extraordinary effort made by city staff through the holidays to keep the City of Vancouver functioning throughout this extreme weather period. Please contact me directly if you have any additional questions or would like further information.

Thank you.



Jerry W. Dobrovolny, P. Eng., MBA  
General Manager of Engineering Services

(T) 604.873.7331

(E) [jerry.dobrovolny@vancouver.ca](mailto:jerry.dobrovolny@vancouver.ca)



From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 1/9/2017 9:47:24 PM

Subject: Re: Update - cold weather response

Mayor and Councillors,

Further to my last note, we have been advised of an incident that occurred earlier today at Creekside in which a young child came into contact with a syringe. Parks is investigating the matter and Malcolm Bromley has been in contact with the child's parent.

So far as I am aware, the child did not suffer an injury although the investigation will confirm the relevant details.

Best,  
Paul

On Jan 9, 2017, at 6:44 PM, Mochrie, Paul <[Paul.Mochrie@vancouver.ca](mailto:Paul.Mochrie@vancouver.ca)> wrote:

Good afternoon Mayor and Councillors,

I am writing with a brief update on our operational plan for the City's cold weather response this evening.

Given the duration of the cold weather and the number of days that the various community centres have been open overnight as warming centres, Parks is encountering staffing constraints and other challenges maintaining these extraordinary 24-hour operations. As a result of these capacity constraints, Creekside Community Centre will not be hosting a warming centre as of this evening, although the warming centres at West End Community Centre and Britannia Community Centre will be open tonight. Community Services is also making plans to utilize Carnegie Centre as an alternative warming centre, starting Tuesday night.

We are communicating broadly regarding the closure of the warming centre at Creekside and will have Outreach staff and VPD officers there until 2am to assist people who may arrive at that location. As necessary, staff will be facilitating taxi rides for individuals to travel to another warming centre or available shelter spaces.

Please let me know if you have any questions regarding this matter.

Best,  
Paul

**Paul Mochrie** | Deputy City Manager  
City of Vancouver | 453 W 12<sup>th</sup> Avenue  
Vancouver | BC V5Y 1V4  
604.873.7666 | [paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)



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- |   |  |
|---|--|
| 1. Desc: be deta is (who, what, whe e, when, why) | C i can would i like to thank the ga bage c ew that collected he: b n th s mo n ng. The snow pushed he ga bage ca i beh nd he ca but the d ve got out of the t usk and actually placed he: b n th but enough so the t usk could p ck he: b n up she th nks that the d ve went above and beyond and would i like to send h m a b g thank you. |
| 2. Do you want to be contacted?                   | No   |
| 3. Type of feedback                               | Compl ment   |
| 4. Feedback catego d ng                           | C ty Employee  |
| 5. Depa tment                                     | Eng nee ng Se v ces  |
| 6. D v s on o B anch Name                         | San tat on Employee Compl ment   |



317

Citizen Feedback

Case number: 101008886092 Case created: 2016-12-27, 01:49:00 PM

Incident Location

Address S.22(1)  
Address2  
Location name

Contact Details

Name S.22(1)  
Address  
Address2  
Phone  
Alt. Phone

Request Details

- |   |  |
|---|--|
| 1. Desc: be deta is (who, what, whe e, when, why) | I m wanted to ca i and thank the san tat on d ve Salp do ng the p ckups today. He says the n v s k c ew of guys out help ng to make su the items got p cked up and he e ally appreciate the wo k that they guys d d. |
| 2. Do you want to be contacted?                   | No   |
| 3. Type of feedback                               | Compl ment   |
| 4. Feedback catego d ng                           | C ty Depa tment  |
| 5. Depa tment                                     | Eng nee ng Se v ces  |
| 6. D v s on o B anch Name                         | san tat on p ckups   |

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>

To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>

Date: 12/12/2016 8:13:01 AM

Subject: Snow and Roads today

Greetings Mayor and Council-

Our team continue to track the weather. Today we expect some lingering light snow showers or flurries through about 9-10am this morning with maybe another 1cm of accumulation. Then weather looks dry the rest of the day with clearing skies and cool temperatures. Tonight is mostly clear and dry with a hard freeze.

Here's our current response program:

**Today ( 7am – 3:30m)**

- Fifteen salters/plows, salting main routes
- Eight salters salting/plow hot spots, and responding to 311 requests
- Two salters/plow on School & Hospital routes
- One salter/plow on shard bike routes
- Two salter/plow on priority hills
- One Kubota salting/brining priority bike routes

**Last Night:**

- Ten Salters/plow, salting main routes
- One Salter/plow, on shared bike routes
- Four Salter/plows, on priority hills and hot spots
- One Kubota on priority bike routes

**Sadhu Aufochs Johnston** | City Manager  
City of Vancouver | 453 W 12<sup>th</sup> Avenue  
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604.873.7627 | [Sadhu.johnston@vancouver.ca](mailto:Sadhu.johnston@vancouver.ca)  
Twitter: sadhuajohnston



From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/9/2016 12:42:17 PM

Subject: Snow response

Greetings Mayor and Council

Here's the most up to date info on our snow response:

Latest weather report is forecasting light snow (2-4cm) on and off until 6pm. Possibility of heavier snowfall from 6pm-8pm(no accumulations predicted at this time) light snow off and on there after.

Current equipment on the roads

28 Salters/Plows on major routes

10 Salters/Plows on priority hills/hot spots/311 requests

2 Salters/Plows on School/Hospital routes

2 Salters/Plows on shared bike paths

2 Kubota on priority bike routes

1 Salter/Plow on Queen Elizabeth Park, and Stanley Park routes

Bridge Crew salting Bridge and Viaduct sidewalk and stairs

Streets crews reallocated to hand salting bus stops, sidewalks, and wheel chair ramps

All major routes clear of Ice and snow no trouble spots to report at time of report.

Sadhu Aufochs Johnston

City Manager

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O. 604 873 7627

T. Sadhuajohnston

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To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>

Date: 1/8/2017 11:53:06 AM

Subject: Streets.

Greetings Mayor and Council

Here's an update from the Engineering DOC. As you can see, our crews are out in force continuing to clear ice, distribute salt, and prepare for today's weather. We continue to focus on areas where conditions have been worst, where we need access for sanitation crews, and areas around schools and hospitals. We'll keep you posted as things progress this afternoon.

#### **Prioritized Clearance Areas**

Staff allocation:

Streets (19 crews) – Sewers (14 crews) – Water (2 crews)

Out of 49 Districts: 6 are 100% complete, 20 have been assigned

Side street clearing: 53% to date

Schools and Hospitals have been completed (100%)

#### **Sanding / Salting Team Deployment (14 teams)**

Teams have been deployed to complete salting needs within specific blocks within Yellow North and South Collection Zone

8 Sewer teams (32 Labourers and 24 equipment operators)

6 Water teams (18 Labourers and 12 equipment operators)

Accomplished at 9am: Purple Priority 1 zones: 100% complete

#### **Free Salt Distribution**

Salt/sand deliveries have continued today to 10 Firehalls with 2 trucks and swampers accompanying the trucks. Two Engineering staff have been deployed one to Firehall 15 as it was the busiest site yesterday; and one to conduct spot checks and assess site conditions at the other Firehalls. Given the low demand that was observed yesterday (Saturday), support from Corporate Security was not requested for today. Should rain begin, we will suspend deliveries.

#### **Snow/Ice Inspection Summary (based on 311 complaints)**

Snow enforcement will resume at 10:00 am today. There will be approx. 20 staff enforcing snow bylaw from 10:00 am to 2:00 PM.

#### **Equipment deployed clearing/salting routes today:**

Until 7pm:

28 salter/plows on main routes and high elevation routes

6 salter/plows for priority calls

2 salter/plows on shared bike routes

3 Jitneys on priority hills

1 Kubota on priority bike routes

2 salt trucks delivering to priority fire halls

3 crews hand-salting/priority calls

~ 125 staff working

All the best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <[Sadhu.Johnston@vancouver.ca](mailto:Sadhu.Johnston@vancouver.ca)>  
To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>  
Date: 1/5/2017 10:36:50 PM  
Subject: Streets and weather situation update

Greetings Mayor and Council

The DOC and Operations remains busy dealing with existing conditions ahead of potential snowfall tonight. I thought the following update from our City Engineer would be helpful to you.

#### **Major Roads – Bus routes, Truck routes, Steep Hills**

Major Roads are in very good shape with either dry or wet asphalt showing. They have been treated regularly for the past month with brine, salt or sand, and tonight will receive heavy treatment in anticipation of tomorrow's early morning snowfall.

#### **Neighbourhood streets**

The side-street ice maintenance effort continued yesterday with a focus on completion of streets adjacent to schools and hospitals. 125 staff were reallocated to sand side streets at priority locations which include schools, community centers and hospitals. 111 locations were identified as requiring attention. 105 of these locations were attended (95%). In addition to this there were resources dedicated to dealing with urgent calls from the public. Yesterday, a total of 198 calls were received, 106 of them deemed high priority. 76 calls were resolved. Today staff worked to clear yesterday's backlog of calls. An additional 143 calls have been received today, 10 of them high priority. 73 have been resolved. Crews continue to address conditions adjacent to schools and community centers, prioritized bike routes and respond to new requests for service.

#### **Free Salt Distribution**

The salt give-away program launched several days ago. Two deliveries per fire hall of salt and salt/sand mix were made to the 10 fire halls across the city. Demand was significant throughout the day and in both cases the deliveries were quickly depleted; there were instances of long line ups waiting for the next delivery. Today we increased the amount of salt/sand mixture to each of the 10 Fire Halls from what was delivered yesterday. Staff from Engineering have been on site to monitor deliveries. Distribution was being conducted in an orderly manner and most are respecting the 1 bucket limit.

#### **Garbage Collection**

Sanitation efforts are focused around the collection of the outstanding backlog of garbage collection. On Wednesday, 84 additional staff were reallocated from other areas of engineering and the backlog was reduced from 309 to 205. Today, additional staffing was increased to a total of 146 including operators and the backlog was further reduced. As of 4PM, Jan 5<sup>th</sup>, backlog is now at 145 with final reporting to come at the end of the day.

Staff reallocation will continue tomorrow with manual collection and reassignment of Green Bin trucks to complete the garbage outstanding blocks.

#### **Inspection and Enforcement**

We re-deployed 75 staff for inspection and enforcement of sidewalk clearing. Those staff issued 1,700 warnings yesterday, and approximately 900 as of mid-day Thursday (today). We began issuing tickets today. 135 cases are eligible for MTI ticket issuance. Also, there are approximately 21 cases being prepared for court (an additional 75 are anticipated based on running total as notices continue to be served). We have issued over 3,600 warnings since the beginning of the season.

#### **Salt Supply**

Contrary to some reports in the media, salt supply is good. We have enough salt for this weekend's forecasted snowfall and continue to receive regular deliveries.

I am so proud of what our entire team of staff have been able to do given the tough circumstances and their willingness to work through the holidays. At a minimum, we have a couple weeks of difficult weather to deal with ahead of us.

All the best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 1/9/2017 6:44:51 PM

Subject: Update - cold weather response

Good afternoon Mayor and Councillors,

I am writing with a brief update on our operational plan for the City's cold weather response this evening.

Given the duration of the cold weather and the number of days that the various community centres have been open overnight as warming centres, Parks is encountering staffing constraints and other challenges maintaining these extraordinary 24-hour operations. As a result of these capacity constraints, Creekside Community Centre will not be hosting a warming centre as of this evening, although the warming centres at West End Community Centre and Britannia Community Centre will be open tonight. Community Services is also making plans to utilize Carnegie Centre as an alternative warming centre, starting Tuesday night.

We are communicating broadly regarding the closure of the warming centre at Creekside and will have Outreach staff and VPD officers there until 2am to assist people who may arrive at that location. As necessary, staff will be facilitating taxi rides for individuals to travel to another warming centre or available shelter spaces.

Please let me know if you have any questions regarding this matter.

Best,  
Paul

**Paul Mochrie** | Deputy City Manager  
City of Vancouver | 453 W 12<sup>th</sup> Avenue  
Vancouver | BC V5Y 1V4  
604.873.7666 | [paul.mochrie@vancouver.ca](mailto:paul.mochrie@vancouver.ca)



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From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>

To: "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>

Date: 1/15/2017 5:31:45 PM

Subject: Warming Center Update - Sunday, Jan 15th

Greetings Mayor and Council

Our warming centers will be open again tonight due to the expected cold weather.

I am including information below on the facility hours and weather.

Best

Sadhu

### Warming Center Status

The following warming centers will be active tonight:

NAME	ADDRESS	OPENS
Britannia Community Ctr / Venables (The Hall)	1739 Venables St.	9 PM
Carnegie Centre Community Ctr	401 Main St.	<b>11 PM</b>
(former) Quality Inn on Howe Street	1335 Howe St.	9 PM
West End Community Centre	870 Denman St.	<b>10 PM</b>

### Please note:

The **Evelyne Saller Centre** at 320 Alexander Street **will also be open as an Extreme Weather Response (EWR) Shelter** as of midnight.

### Vancouver Forecast Info

Given the current forecast, it looks like tonight will be the last night we activate for this cold stretch as temperatures are warming tomorrow. While the GVSS Coordinator has indicated the Alert may remain in place on Monday due to rain, the temperature low is predicted at +2 C. Assuming the forecast is correct, the GM of Community Services has indicated we should not open on Monday. The policy decision being that we will open Warming Centres when the EWR is called for low temperature, but not purely for rain as this would be unsustainable.



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To: "[Direct to Mayor and Council - DL](mailto:CCDTMACDL@vancouver.ca)" <[CCDTMACDL@vancouver.ca](mailto:CCDTMACDL@vancouver.ca)>

Date: 1/16/2017 11:48:27 AM

Subject: Warming Centers DEACTIVATED - Monday, January 16, 2017

Greetings Mayor and Council-

**The City of Vancouver Warming Centres have been deactivated due to the warming weather.** (The EWR Shelters managed by the GVSS Coordinator may remain open due to rain even though our Warming Centres have been deactivated.)

#### Vancouver Forecast Info

The forecast for the rest of the week remains above zero and we do not expect to re-activate the centres during this time.

Forecast							<a href="#">24 Hour Forecast</a>	<a href="#">AQHI</a>	<a href="#">Alerts</a>	<a href="#">Jet Stream</a>
Mon 16 Jan	Tue 17 Jan	Wed 18 Jan	Thu 19 Jan	Fri 20 Jan	Sat 21 Jan	Sun 22 Jan				
 3°C Periods of rain	 8°C Rain at times heavy	 10°C Rain	 8°C Rain	 7°C Rain	 8°C Periods of rain	 8°C Periods of rain				
Tonight	Night	Night	Night	Night	Night					
 2°C Rain	 8°C Rain	 7°C Rain	 5°C 80% Chance of showers	 4°C Rain	 3°C 70% Chance of showers					

All the best

Sadhu

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From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 1/14/2017 12:24:06 PM

Subject: Warming centres

Greetings Mayor and Council

Despite previous reports that the weather would be warming tonight, Environment Canada is now calling for -6 degrees, so the EWR will remain in effect for tonight. So, we will be keeping all of the warming centres open, including the West End CC. We will be bringing in Community Builders to help staff it. Please call if you have questions.

Best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/8/2016 7:24:27 AM

Subject: Weather and Roads

Greetings Mayor and Council-

Here's what we're doing today (Street Operations 7am - 7pm)

- Fourteen salters, salting main routes
- Six salters salting hot spots, and responding to 311 requests
- One Kubota salting/brining priority bike routes
- Two Jitney salting/brining shared bike routes/priority hills
- Four Brine units on main routes, shared bike lanes<sup>2</sup>

<sup>2</sup>Here's what we're expecting:

Dry through most of Thursday night with clouds increasing this afternoon. Light snow begins late Thursday night, after 2-3 am. Light snow continues Friday morning and even if we do mix with or go to rain Friday in the late morning/midday hours, it looks like precipitation will go right back over to snow Friday afternoon as precipitation increases again. Looks like a pretty significant snow event with continued snow Friday night and Saturday<sup>2</sup>.

Will keep you posted.

Sadhu

Sadhu Aufochs Johnston

City Manager

[Sadhu.johnston@vancouver.ca](mailto:Sadhu.johnston@vancouver.ca)

O. 604 873 7627

T. Sadhuajohnston

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)  
To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)  
Date: 12/16/2016 9:45:00 PM  
Subject: Winter Shelters and Extreme Weather Response Beds  
Attachments: Document1.docx  
ATT00001.htm

Greetings Mayor and Council-

<sup>2</sup>Given the extreme cold weather, we are working to make sure that there is adequate space for people to get inside off the streets. Please find attached a summary of the 195 winter shelter beds and 274 Extreme Weather Beds that are open tonight.

This afternoon and evening Community Services Staff have worked to understand if there is access to enough Extreme Weather Shelter for people on this cold night.

Situation:

1. We have followed up with the EWR Response Shelters and been advised by Salvation Army's Belkin and Lighthouse shelters that they will not turn anyone away during this cold spell.
3. Capacity reports for the last few days are showing 110- 115% for EWR beds.
2. We have directed the Gathering Place to open early at 8:30 pm tonight and tomorrow night. They have 40 mats. Last night Gathering place had 10 empty mats.
3. Carnegie Outreach team are on the streets and directing outdoor sleepers to shelters
3. VPD advises officers regularly help outdoor sleepers find shelter through 211 and transport them there. Also VPD has legislative authority to arrest a person exhibiting hypothermia and take them to hospital for their safety.
4. Carnegie Outreach advises that there are no outdoor sleepers at Evelyne Saller.

We will continue to monitor the situation tonight and tomorrow to determine if there are additional actions that should be undertaken.

Best

Sadhu

2016-2017 Temporary Winter Shelter Beds

Address	Opening Date	Operator	Hours	# Beds	Target Demo	Comments
134 E. Cordova	Wed, Oct. 14	Salvation Army	8:00pm-8:00am	40	Men and Women	Opened early for encampment - one person took a spot - now full
119 E. Cordova	Tues. Nov. 1	Salvation Army	24 hours	30	Men only	
49 W. Cordova	Tues. Nov. 1	PHS	9pm-9am	30	Men and women	Beds reserved for encampment
1648 E 1st Ave	Tues. Nov. 15	RainCity	24 hours	40	Men and women	Community Dialogue Session: Nov. 7, 6-8 WISE Hall
1401 Hornby	Thurs. Dec. 1	RainCity	24 hours	40	Men and women	Community Dialogue Session: Nov. 15 6-8pm Chateau Granville Hotel
1138 Burrard	Thurs. Dec. 1	Directions	9pm-6:30am	15	Male and female youth (19-24 only)	
<b>Total TWS beds</b>				<b>195</b>		

2016-2017 Available Extreme Weather Beds (TOTAL 274 beds):

1. Catholic Charities 828 Cambie Street - 24 beds for men.
2. Directions Youth Services Centre 1138 Burrard St, - 15 beds for youth (24 year of age and under)
3. First Baptist Church 969 Burrard St - 25 beds
4. The Gathering Place 609 Helmcken St - 40 beds
5. St Mark's Extreme Weather Shelter 1805 Larch St - 25 beds
6. Tenth Alliance Church 10th Ave W - 25 beds
7. Union Gospel Mission 601 East Hastings St - 20 beds for men
8. The Salvation Army Belkin House 555 Homer St - 13 beds for men and 7 for women

9. The Salvation Army Harbour Light 134 East Cordova - 40 beds
10. Evelyne Saller Centre 320 Alexander St - 40 beds

**Kathleen Llewellyn-Thomas, P. Eng.**

General Manager

Community Services

[604.871.6858](tel:604.871.6858) (o)

[604.353.1857](tel:604.353.1857) (c)



(Sent by iPhone)

From: ["Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>](mailto:Sadhu.Johnston@vancouver.ca)

To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/14/2016 7:42:00 AM

Subject: Your daily weather report and road conditions update

Greetings Mayor and Council-

Here's your morning weather update: dry and cold through the day today and tonight. Temps remain below freezing. Clouds increase tonight as a system passes by to the south, but all precipitation remains well south of the area. Despite the clear skies, it's icy, so our crews remain diligent trying to improve the conditions on the roads. Here's our planned operations for the day:

- Six Salter/plow on hot spots, and 311 calls
- Two Brine units on main routes
- Two Salter/plow on priority hills
- One Kubota on priority bike routes
- One Salter/plow on shared bike routes
- Maintenance crews hand salting sidewalks, bus stops, and responding to 311 requests

Best  
Sadhu

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To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/19/2016 3:03:40 PM

Subject: Warming Centres Open again this evening

Greetings Mayor and Council

We are going to open the warming shelters again this evening at the three city locations.

We are working with BC Housing for additional winter shelters, which we feel are needed given the extreme winter we've been having and the large numbers of people that remain unsheltered. BC Housing has agreed and we're working out where we can land them. I'll keep you posted as this evolves.

Best

Sadhu

**Sadhu Aufochs Johnston** | City Manager

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To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/19/2016 7:49:16 AM

Subject: Warming centres update

Greetings Mayor and Council

We had over 90 people using the three City warming stations last night:

- Britannia had 13 sleep overnight and another 17 who came in and out for warming, so 30 in total.
- Creekside had 25 folks and
- West End 38.

Huge effort from Parks Board and City staff to get these up and running over the weekend. Vancouver Volunteer Corps were out letting people on the streets know about it, along with other community partners. Taxi companies offered free rides to shelters.

Overall, a great effort by many people to keep people alive and warm on a very cold weekend.

Best

Sadhu

Sent from my BlackBerry 10 smartphone on the Bell network.

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To: ["Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>](mailto:CCDTMACDL@vancouver.ca)

Date: 12/18/2016 8:58:58 AM

Subject: Warming Stations Results

---

Good morning Mayor and Council

Britannia had approximately 20 people throughout the night, only 2 stayed all night and 10 slept just outside.

Creekside had 4 people at midnight and 7 by 4am, all stayed for the night.

No incidents to report, and we are ready to go for tonight.

Both stations had one staff person along with Vancouver Volunteer Corps members on site along with free coffee.

Thanks

Sadhu

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Date: 12/8/2016 7:24:27 AM

Subject: Weather and Roads

Greetings Mayor and Council-

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<sup>2</sup>Here's what we're expecting:

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Will keep you posted.

Sadhu

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