

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "Direct to Mayor and Council - DL" <CCDTMACDL@vancouver.ca>
Date: 9/11/2017 2:32:15 PM
Subject: DTES Lane Signage
Attachments: DTES lanes.png
Memo to Mayor and Council - DTES Lane Signage - 2017.09.11.pdf

Dear Mayor and Council

Please see the attached memo with an update on a recent intervention undertaken in the Downtown Eastside in response to the increased number of medical emergencies occurring in the lanes and delays that VPD, VFRS and BC Ambulance often encounter in locating individuals requiring assistance. I would like to acknowledge that this issue and the proposed solution came forward initially from one of Chief Palmer's front-line members assigned to the DTES.

If you have any questions, please do not hesitate to contact me or Tobin Postma.

Best,
Paul

Paul Mochrie | Deputy City Manager
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TAX COORDINATE: 56113860
PID/Strata Plan No.: 002879841
CTRL + click to open link



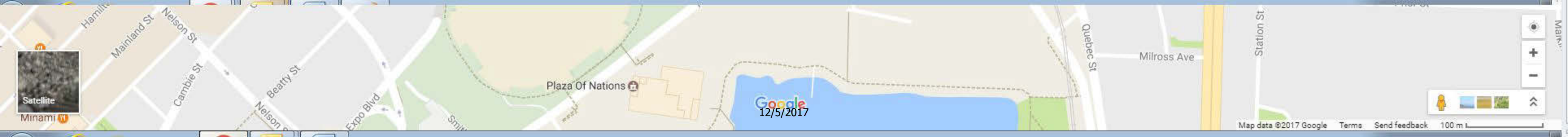
492093.433583, Y: 5459138.683148 (METER)

1 Public Streets selected

1: 2410.44

1220.68 x 537.63 (m)

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Satellite



OFFICE OF THE CITY MANAGER
Deputy City Manager

MEMORANDUM

September 11, 2017

TO: Mayor and Council

CC: Sadhu Johnston, 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
Adam Palmer, Chief Constable, VPD
Darrell Reid, Fire Chief, VFRS
Tobin Postma, Director, Strategic Initiatives

FROM: Paul Mochrie
Deputy City Manager

SUBJECT: Downtown Eastside Lane Signage

I am writing to provide you with an update on a recent intervention undertaken in the Downtown Eastside in response to the increased number of medical incidents and other emergencies occurring in the lanes.

As background, first responders attending emergency calls in the DTES lanes regularly experience difficulty locating the party who requires assistance. Individuals calling 9-1-1 to report an incident in a lane often have trouble identifying where they are and the resulting uncertainty for the call-taker and/or the responding agencies can impact response times. In situations where seconds can make a difference, such delays represent a real risk to public safety.

Based on a proposal that was advanced by a VPD constable working in the DTES, Tobin Postma recently convened a group of representatives VPD, VFRS, BC Emergency Health Services and Engineering with the aim of developing a simple, low-cost solution. Incorporating input from the Carnegie Outreach team and other service groups who work in the DTES lanes, the group developed a naming convention and signage design to provide individuals with locational reference points in the DTES lanes. A sample image of the signage is attached to this memo.

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The signs will be installed on BC Hydro poles in the lanes and will serve as a high-visibility reference for anyone calling 9-1-1 for assistance. E-Comm call-takers will now be able direct callers' attention to the nearest sign and can use that information to provide accurate location information to first responders.

Over 50 signs will be installed in the lanes between Cambie and Gore (West to East) and up to Pender Street (North to South); an image showing the scope of the project is attached. Approximately half of the signs have been installed to date and have been well received by partners in the DTES organizations as a positive intervention to address the opioid crisis. The local BIA is supportive of the project and BC Housing has also informed their network of service providers regarding signs and their purpose.

We will be working with our partners at E-Comm and BC Emergency Health Services track the effectiveness of this project and will meet with E-Comm operators in a couple of months to understand how we might further improve our efforts to reduce response times in the DTES lanes. Depending on the results in this instance, we will also look at demand for a similar approach in other areas.

Should you have any questions regarding this matter, please do not hesitate to contact me or Tobin Postma.

Best regards,



Paul Mochrie
Deputy City Manager

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