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To: "Direct to Mayor and Council - DL"

CC: "City Manager's Correspondence Group - DL"

"LaClaire, Lon" <lon.laclaire@vancouver.ca>

"Singh, Sandra" <Sandra.Singh@vancouver.ca>

Date: 7/13/2020 4:34:47 PM

Subject: Update on Granville Street and CDG

Attachments: Eng Resourcing Improvements on Granville_June 12, 2020.pdf

Dear Mayor and Council,

You continue to receive a significant number of emails from community members regarding south Granville street. If you see either General Manager, Sandra Singh or "Homelessness" on the recipient list, you can be confident that the writer will receive a direct response from either the Homelessness Outreach Team or Sandra directly.

Lon LaClaire's team have done a considerable amount of work to realign resources to address the acute deterioration of issues in the downtown south area. The attached document provides an overview of the incremental services that have been deployed in the area. Engineering staff are engaged with the BIAs on these issues on an ongoing basis.

Below is a brief update from staff on the status of BC Housing's new Community Dialogue Group.

- ☐ CDG application process has closed, membership being finalized (selecting one more community member). Once membership has been confirmed, the ToR will be circulated and a meeting scheduled (anticipated to take place within the next 2 weeks). Acting Managing Director of Homelessness Services and Affordable Housing Programs Celine Mauboules will be the City's rep.
- ☐ A partner working group (BCH, VCH, CoV, Atira) are also meeting weekly to proactively respond to any issues arising in the buildings
- ☐ This morning the public agencies recorded a webinar that will be posted to BCH's website. <https://letstalkhousingbc.ca/vancouver-hotel-properties>. The webinar was facilitated by Diana Bully and included BCH, VCH, CoV (Celine), VPD and Atira. BC Housing did a short presentation to provide an overview of the Ho Jo (now called the Luugat – which means "the place where people belong") and the Buchann. Each partner then spoke to our respective roles in the hotels, and answered common questions that have been raised by the community. BC Housing aims to post the webinar to their site by end of day in the hopes it will answer common questions, and will also allow community members to send additional comments or questions.
- ☐ Engineering has also increased cleaning along the Granville St. and adjacent lanes (Seymour/Granville and Howe/Granville), including twice daily servicing of litter cans and recycling enclosures, street sweeping, litter collection, including needle pick-ups. And nightly street flushing is done of Granville and adjacent lanes.
- ☐ BC Housing coordinated a launch meeting with our Homelessness Services Outreach Team and other Downtown South outreach teams and service providers to discuss ways to work together to address ongoing street homelessness in the area. A second meeting will take place within the next two weeks to facilitate information sharing and coordinate activities.
- ☐ Our Homelessness Services Outreach team are now also conducting outreach along Granville Street and Davie Street 4 days a week to connect individuals with income, housing and other needed supports.

The CDG will consist of roughly 17 members:

- ☐ 5 x community members (local resident and community organizations, businesses, neighbouring residents, etc.)

- ☐ 1 x representative from the Downtown Vancouver Business Improvement Association
- ☐ 1 x representative from each non-profit housing operator: Atira Women's Resource Society (operate both Buchann and Ho Jo ("Luugat"))
- ☐ 2 x Vancouver Coastal Health representatives
- ☐ 1 x Vancouver Police Department representative
- ☐ 1 x City of Vancouver representative
- ☐ 1 x BC Housing representative
- ☐ 1 x Indigenous community representative
- ☐ 2 x People with lived experience

If Council has any further questions, please don't hesitate to contact Sandra Singh at Sandra.singh@vancouver.ca Lon LaClaire at Lon.LaClaire@vancouver.ca.

Best,
Sadhu

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Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

ENGINEERING RESOURCING ON GRANVILLE 2019-2020

Summer 2019 Improvements

- **Increased Encampment/Urban Issues Response, including:**
 - **Added Granville to Urban Issues Route**
 - Up to 120 more staff hours/week based on available resources/need (Streets days)
 - **Established On-Call Abandoned Waste Crew to support Urban Issues**
 - Mon-Fri to support encampment cleanups (Sanitation days)
- **Added Granville lanes to Abandoned Garbage Collection Route**
 - Crew & rear loader @ Mon-Fri (Sanitation days)
- **Increased Litter Collection Service**
 - 1 staff @7 day/week, 2 hrs/day (Sanitation afternoons)
- **Increased Grant Program Micro-cleaning**
 - 1 more appointment/month, 3-4 person crew @Mon-Sat, BIA directed (non-profits days)

2019 Supporting Initiatives

- **Installed High Capacity Waste Receptacles (Jan 2019)**
 - Replaced smaller littercans with larger cart enclosures to provide for recycling and increased garbage capacity (reduced potential for overflows)
- **Improved Collaboration with DV BIA (Oct 2019)**
 - Hosted information sharing session (30+ staff from DV BIA, Solid Waste, Sanitation)

Summer 2020 Improvements (June)

- **Increasing Encampments/Urban Issues Response, including:**
 - **Adding more crews/time for Granville Urban Issues**
 - Minimum 5x increase in staff hours (up from 10 to 48 hrs) @Mon-Fri with overall potential support increasing to 118 hrs/week based on resources & need (Streets days)
 - Reallocate 2 person crew from Oppenheimer @Sat-Sun, 1-2 hrs/day and increase Supervisor inspections (2 daily) and response to VPD requests (Sanitation days)
- **Increasing Litter Collection Service**
 - Add 2 staff @Mon-Fri, 2 hours/day (Sanitation days)
- **Increasing Flushing to Granville lanes**
 - During days @Mon-Fri based on inspection/need (Sanitation days)
- **Increasing Grant Program Micro-cleaning**
 - Add 1 shift/week under Priority Area Program, subject to capacity (non-profits days)
- **Establishing Grant Program Power-washing Pilot (July-Sept)**
 - 1 day/week (7 hrs), work directed by BIA (non-profits)

Overall Support to Granville (Core Services and Improvements)

- 1. Encampment/Urban Issues:** coordinated dismantling of encampments and illegal vending with VPD support as needed.

Core Service involves responding to 311 requests and inspections, subject to demand and available resources.

-5 days/week (Mon-Fri), equivalent of up to 95 staff hrs/week (*Streets days*)

-2 days/week (Sat-Sun), equivalent of up to 32 staff hrs/week (*Sanitation afternoons*)

- **Sept 2019: Added Granville to Urban Issues Route**

- 2x 2-3 person crews @ Mon-Fri, 0.5-4 hrs/day or the equivalent of 10-120 additional staff hours/week based on available resources & need (*Streets dayshift*)

- **July 2019: Established On-Call Abandoned Crew to support Urban Issues**

- Crew & rear loader @ Mon-Fri to support encampment cleanups (*Sanitation days*)

- **July 2020: Add more crews/time for Granville Urban Issues**

- ~5 times more hours of dedicated support on Granville Street (increase 10 hours to 48 staff hours) with overall potential support at up to 118 hours/week (*Streets dayshift*)

- Reallocate 2 person crew from Oppenheimer @Sat-Sun, 1-2 hrs/day and increase Supervisor inspections (2 daily) and response to VPD requests (*Sanitation days*)

- 2. Abandoned Waste:** collection of abandoned/illegally dumped items

Core Service involves 7 days/week garbage from sidewalks, streets and lanes (*Sanitation nights*) and responding to 311 requests (M-F) for garbage/recyclables (*days*)

- **June 2020: Added Granville lanes to daytime Collection Route**

- Abandoned Crew & rear loader to regularly include Granville lanes on dayshift (Mon-Fri)

- 3. Waste Receptacles:** servicing sidewalk littercans and waste/recycling cart enclosures

Core Service involves 7 days/week with service up to 4x per day for smaller littercans and 1x per day for larger enclosures (*Sanitation nightshift*)

- **Jan 2019: Installed High Capacity Enclosures**

- Replaced 58 x 90 litre littercans with 66 x 240 liter cart enclosures to provide for recycling and increased garbage capacity

- 4. Litter Collection:** manual pickup of larger litter, cardboard, needles, etc,

Core Service involves 7 days/week on sidewalks, streets and lanes (*Sanitation nights*)

- **Sept 2019: Increased Litter Collection**

- Added 1 staff @ 7 days/week, 2 hrs/day (*Sanitation afternoons*)

- **June 2020: Increased Litter Collection**

- Add 2 staff @ 2 hours Mon-Fri (*Sanitation days*)

5. Flushing: vehicle with onboard water tank uses water to spray clean the road surface

Core Service involves 7 days/week on streets and lanes (*Sanitation nights*)

- **June 2020: Increased flushing to Granville lanes**
 - Pro-active inspections of lanes and alleys (Mon-Fri) and flushing during the day as needed focusing on areas that are occupied at night by transient citizens - example behind Howard Johnson hotel.

6. Sweeping: vehicle with articulating brooms to sweep clean the road/sidewalk surface

Core Service involves 7 days/week on sidewalks, streets and lanes (*Sanitation nights*)

7. Grant Program: micro-cleaning (pick-up of small litter) using non-profit organizations

Core Service involves 10 hrs/week regular service (City directed) + 12 hrs/week appointment service via (BIA directed 3 shifts/month)

*shift reductions due to Covid in March 2020 - gradual restart in June

- **July 2019: Increased Micro-cleaning**
 - 1 additional appointment/month 3-4 person crew @ Mon-Sat, work directed by BIA
- **July 2020: Increasing Micro-cleaning**
 - 1 additional shift/week under Priority Area Program, subject to capacity
- **July-Sept 2020: Establishing new Power-washing Pilot**
 - 1 day/week (Fridays ~7 hrs), target areas can be directed by BIA, repurposing “Transition to City Employment Pilot” grant funds (\$25k)

8. Enforcement: focusing on Commercial Containers (broken/cut locks, garbage strewn around, etc), illegal dumping, and waste receptacle fires (problem on Granville)

Core Service involves 5 days/week (Mon-Fri) with Granville sections split between 2 Downtown Area inspectors.

- Proactively patrol problem locations and respond to 311 requests,
- Working with haulers/businesses to maintain containers and contact Sanitation for cleanup when needed.
- Team provides annual support in clearing containers for DV BIA laneway activations (Alley Oop & Ackery's Alley).