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Sent: Wednesday, January 04, 2017 9:52 AM
To: Direct to Mayor and Council - DL
Cc: City Manager's Correspondence Group - DL; Corporate Management Team (COV) - DL; Postma, Tobin
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



