

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

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

Date: 3/15/2017 12:49:47 PM

Subject: Report back - RTS 011703 - Council Motion Regarding Safe sidewalks

Attachments: RTS# 011703 - Council Motion Regarding Safe Sidewalks.pdf

Dear Mayor and Council,

Please see attached memo from Jerry Dobrovolny, GM - Engineering Services, with an update on the Council Motion regarding sidewalks.

- This memo is in response to RTS# 011703 and provides an update to a Council motion requesting that staff find new ways to encourage citizens to report encroachments; that staff work closely with the Seniors' and Persons with Disabilities Advisory Committees; and that staff identify and respond to mobility hazards within the sidewalk area as soon as possible.
- To ensure sidewalk uses are carried out in a safe and appropriate manner, staff rely on the compliance of program permit holders, field observations and citizen 3-1-1 calls. Complaints and infractions about street use encroachments are addressed on a case by case basis through an education and enforcement approach.
- Data indicates a growing use of 3-1-1 to report encroachments. The majority of the cases were related to unpermitted items (such as donation bins), adherence to program regulations and requests for additional information about street activation programs (such as patios, vending and merchandise displays).
- The Seniors' and Persons with Disabilities Advisory Committees have been consulted on a number of projects that will affect the walking environment. Staff will continue to engage and work closely with committees on general sidewalk issues and large projects.

If you have any questions please feel free to contact Jenniffer Sheel, Branch Manager of Street Activities at 604.871.6185 or jenniffer.sheel@vancouver.ca

Best
Sadhu Johnston

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ENGINEERING SERVICES
Jerry Dobrovolny, P.Eng.
City Engineer / General Manager

MEMORANDUM

March 13, 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 Girm, Director of Community Relations, Mayor's Office
Margaret Wittgens, Director of Public Space & Street Use

FROM: Jerry Dobrovolny, General Manager of Engineering Services

SUBJECT: RTS# 011703 - Council Motion Regarding Safe Sidewalks

Purpose

This memo is in response to RTS# 011703 and provides an update to a Council motion requesting that staff find new ways to encourage citizens to report encroachments; that staff work closely with the Seniors' and Persons with Disabilities Advisory Committees; and that staff identify and respond to mobility hazards within the sidewalk area as soon as possible.

Background

A city's vibrant and engaging public life relies on great public spaces for social interaction, movement and a thriving local economy. Street rights-of-way, including sidewalks, form approximately 35 percent of all public space.

The Street Activities Branch, within the Public Space and Street Use Division of Engineering Services, supports and administers street activations on sidewalks, including the placement of street furniture, vending, merchandise displays, street entertainment, community gardens, patios and sandwich boards. Administering these programs requires balancing multiple objectives including ease of movement, vibrant public realms and business desires. Sidewalk

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widths and conditions vary within the city and each location is carefully considered when a new application is received.

Current Approach

To ensure sidewalk uses are carried out in a safe and appropriate manner, staff rely on the compliance of program permit holders, field observations and citizen 3-1-1 calls. Complaints and infractions about street use encroachments are addressed on a case by case basis through an education and enforcement approach.

In 2015, when 3-1-1 started using a new call management software for street use complaints, approximately 570 cases were created over an eight month period. This increased to approximately 925 cases in 2016, indicating a growing use of 3-1-1. The majority of the cases were related to unpermitted items (such as donation bins), adherence to program regulations and requests for additional information about street activation programs (such as patios, vending and merchandise displays).

The Seniors' and Persons with Disabilities Advisory Committees have been consulted on a number of projects that will affect the walking environment. Some recent examples include 800 Robson, Jim Deva Plaza and the Sign By-law review. Staff will continue to engage and work closely with committees on general sidewalk issues and large projects. Accessible toilets and seating have been identified as a top priority.

In addition, during 2017, two initiatives will provide further opportunity for input on sidewalk conditions by the Seniors' and Persons with Disabilities Advisory Committees:

- A detailed review of the sidewalk patio program will be conducted to look at separated patios (streateries), seasonality (weather protection and heating) and other opportunities;
- A Greenest City Scholar will be reviewing general sidewalk activations with a focus on 'The Value of Public Space', in partnership with select Business Improvement Associations.

Conclusion

Staff will continue to record metrics, receive feedback, respond to 3-1-1 cases and proactively enforce against infractions with an emphasis on accessible and welcoming sidewalks. New patios, merchandise displays and vending units will continue to be constructed and placed in suitable locations where they are safe, appropriate and meet program guidelines.

If you have any questions please feel free to contact Jenniffer Sheel, Branch Manager of Street Activities at 604-871-6185.



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