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**To:** "Direct to Mayor and Council - DL"  
**CC:** "City Manager's Correspondence Group - DL"  
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**Date:** 7/8/2019 10:27:45 AM  
**Subject:** DTES Street Market - management contract award - Follow-up questions

Greetings Mayor and Council,

There were some follow-up questions to the July 2, 2019 email updating Mayor and Council on the award of the management contract for the DTES Street Market. I thought the response would be of interest to all of Mayor and Council and so have provided the response from staff below.

**Question: Can you advise the dollar value of this contract please?**

The dollar value of the contract is \$300,000 for each year, so \$600,000 for the two years. However, there are three important points to note:

- ⦿ Roughly 75% of this amount is for peer honoraria that are paid out by the operator directly to DTES residents who perform tasks like security, cleaning, set-up, and take-down of tents, etc. In other words, about \$222,000 of the contract each year goes directly into the community to do the work of making vending safer, more organized, and away from business storefronts.
- ⦿ The contract is paid out in monthly instalments, upon receipt of a detailed invoice from VCN and based on continued performance as per the contract. Performance assessment is based on the submission of quarterly reports and financials by VCN, and the City conducts some additional monitoring to validate claims (e.g., speaking directly with vendors).
- ⦿ The actual cost to run the market, based on the previous few years, is about \$415,000 per year (including peer honoraria, market manager salary and expenses, administration [bookkeeping etc.], supplies and infrastructure, security, insurance etc.). The operator is expected to fundraise and conduct social enterprise activities (e.g., renting out tents and tables) to raise the difference between City funding and total market cost. Last year, VCN raised additional funds, obtained significant in-kind donations, and coordinated volunteer support.

**Question: I'd also like to understand the role and responsibilities of the City in this arrangement and any cash investment there might be.**

City roles and responsibilities:

- ⦿ City staff meet with the operator and Vancouver Police Department every two weeks to discuss any issues and determine potential solutions. Recent improvements stemming from these meetings have included the development of an overdose prevention protocol, a planned training session for peers in conflict management (put on by VPD), and a 'stamping' system to track donated goods.
- ⦿ Ensuring alignment between the DTES Market and other City-supported projects, with the goals of strengthening the projects, reducing duplication, and ultimately improving outcomes for vendors and peers. As an example, the City is facilitating the Market's involvement in Exchange Inner City and will be facilitating meetings with the Market and Eastside Works to discuss employment pathways for peers that want to move beyond the market.
- ⦿ Addressing occasional complaints from neighbours. The most recent complaints have been about waste management, and Social Policy has been working with VCN and Engineering to pilot potential solutions (e.g., cleanup of construction waste at one of the market sites and a tote system for garbage instead of the previous system of leaving waste on the streets in bags).
- ⦿ The City pays for portable toilets, which cost approximately \$400 per month. There is a lack of toilets in the

**Question: What expectation is there, if any, of VCN as it relates to the sale of stolen goods?**

Stolen goods:

- ⦿ VCN's operating agreement with the City states that they must "ensure market rules and policies are abided by, particularly regarding stolen goods and the rules and policies are updated over time as needed". The rules regarding stolen goods are posted prominently within the market and in the operating manual of the market.
- ⦿ In practice, this takes the form of actively monitoring the market for stolen goods, working closely with VPD, and the ongoing use of a 'stamping' system for goods that are donated by stores.
- ⦿ As with any flea market/outdoor market, preventing stolen goods is an ongoing challenge, but VPD, Social Policy, and VCN are committed to working together on this front.
- ⦿ VCN has been making strides to change the culture of the market, and we've heard reports that vendors are starting to 'self-police' for stolen goods. Many vendors want to create a more welcoming atmosphere that sheds the old reputation as a market for stolen goods.

A key focus of the market is on employment skills for vendors and peers, and for supporting them to transition to other employment if and when they are interested. VCN has worked with Embers to transition several peer workers into the construction sector, and VCN is building connections with Eastside Works (a low-barrier employment hub) to support vendors/peers accessing other employment opportunities.

VCN is also focusing on wraparound support for vendors and peers. To this end, they work with interested vendors/peers to develop goals, and then support them in accessing services and supports to reach these goals. Recent success stories have included finding housing for several previously unhoused vendors, and supporting a vendor with their application to post-secondary education.

I hope the response to the questions and additional information about the employment pathways role of the market and work of the operator is useful. If you have any additional questions, please feel free to contact Sandra Singh at 604.871.6858 or [sandra.singh@vancouver.ca](mailto:sandra.singh@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.*