

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

To: "Direct to Mayor and Council - DL"

CC: "City Manager's Correspondence Group - DL"
"Nelms, Cheryl" <Cheryl.Nelms@vancouver.ca>
"Kelley, Gil" <Gil.Kelley@vancouver.ca>

Date: 12/9/2019 12:10:17 PM

Subject: Memo - Businesses and the Broadway Subway

Attachments: ENG - Memo to Mayor and Council - Businesses and the Broadway Subway.pdf

Dear Mayor and Council,

In recent days, the issue of Broadway Subway impacts on businesses has been in the media. While the main focus of the recent media attention has been on the displacement of a local business as a result of a private development, it has raised questions about the negotiation process with businesses that are required to relocate when properties are required for construction and business support related to the Broadway Subway project (BSP).

Please find attached a memo with information on the Province's practice for acquiring properties, work underway to develop construction impact mitigation strategies and work underway to enhance neighbourhood conditions for local businesses as part of the Broadway Plan. A summary of the key points is listed below.

- A summary of the province's practice for acquiring properties required for construction of the project.
- An overview of work completed and underway for mitigating construction impacts with a plan to report back to Council with a more detailed strategy in the next few months.
- An overview of work underway as part of the Broadway Plan to support businesses.

If you have any questions, please feel free to contact Cheryl Nelms at 604-873-7348 or cheryl.nelms@vancouver.ca.

Best,
Sadhu

Sadhu Afochs Johnston | City Manager
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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.

MEMORANDUM

December 4, 2019

TO: Mayor and Council

CC: Sadhu Johnston, City Manager
Paul Mochrie, Deputy City Manager
Lynda Graves, Administration Services Manager, City Manager's Office
Rena Kendall-Craden, Civic Engagement and Communications Director
Katrina Leckovic, City Clerk
Neil Monckton, Chief of Staff, Mayor's Office
Alvin Singh, Communications Director, Mayor's Office
Anita Zaenker, Chief of Staff, Mayor's Office
Gil Kelley, General Manager, Planning, Urban Design and Sustainability
Karima Mulji, Director, Engineering Projects and Development Services
Chris Robertson, Assistant Director, City-wide and Regional Planning
Kevin McNaney, Director, Special Projects
Steve Brown, Manager, Rapid Transit Office

FROM: Cheryl Nelms, Acting General Manager, Engineering Services
Gil Kelley, General Manager, Planning Urban Design and Sustainability

SUBJECT: Businesses and the Broadway Subway

In recent days, the issue of Broadway Subway impacts on businesses has been in the media. While the main focus of the recent media attention has been on the displacement of a local business as a result of a private development, it has raised questions about the negotiation process with businesses that are required to relocate when properties are required for construction and business support related to the Broadway Subway project (BSP). The following provides some information on the Province's practice for acquiring properties, work underway to develop construction impact mitigation strategies and work underway to enhance neighbourhood conditions for local businesses as part of the Broadway Plan.

Property Acquisitions for the Project

The Province is required to pay property owners for the purchase or lease of their property where required for construction. All property acquisitions by the Province are made in compliance with legislation and at market value, with an aim to reach consensual agreements with property owners. Where tenants are involved, the land owner will guide the Province's involvement in discussions with affected tenants (owners may choose to work with their tenants directly, or may request the Province to do so on their behalf). Regardless of whether

discussions are led by the Province or the landowner, tenants are compensated based on the conditions of their lease. The Transportation Act does not provide for compensation to owners and businesses whose land is not required for construction.

To help minimise impacts on businesses that are required to relocate due to construction, City staff will be implementing an expedited permitting process to help facilitate the move to the new location.

Construction Impact Mitigation for Businesses

The Province led project team has already connected with over 2,600 businesses on and adjacent to Broadway through a door to door and floor to floor survey, complemented by public intercept surveys. The project team also hosted three open houses and eight pop up events in October and November, in which City and TransLink staff participated. This engagement has focused on construction, access and signage, deliveries, parking, and learning more about specific business needs. The Broadway Subway Project Community Office at 1212 West Broadway officially opened in October to provide information to the public and businesses. The City has provided support to the Province in helping to staff the office.

A comprehensive business relations strategy is being developed by the project team, working closely with partners at the City of Vancouver and TransLink to coordinate traffic, parking, transit and communications to ensure and convey that the area remains open for business. This is an initiative that will require partners to continue to work together, including the private sector, BIAs and other parties, to identify what they can contribute within their respective mandates and budgets to ensure success.

The project has initiated outreach with BIAs that intersect Broadway and will engage them to support their members, and project-related communications during construction. The Project is also in the process of creating and establishing local business liaison committees to focus on block-by-block issues and opportunities along the corridor. The project team and City will work together to engage with local businesses on areas of interest such as customer parking needs.

The project has also embedded requirements in the construction contract that require mitigation for local businesses. The project team and the contractor will together have over a dozen dedicated staff who will be working to ensure business access and visibility is maintained during construction. The project is funding a City staff person specifically dedicated to project community and business relations.

The City has had many discussions with businesses and BIAs over recent years, many of whom were impacted by the Canada Line construction. We have learned much about what worked and didn't work for Canada Line as well as best practices from other jurisdictions. Our Council-approved [Construction Impact Mitigation Strategies](#) reflect these learnings. Central to the Strategies identified is a program focused on promoting potentially impacted local business areas similar to the "Shop the Line" program during Canada Line construction. In the coming weeks, City staff will continue to discuss options with partners at the Province and TransLink to see how Broadway and area businesses can be similarly supported throughout the construction phase, in keeping with each agency's mandate. We expect to be able to update Council on the strategy within the next few months.

Businesses in Broadway Plan

Broadway Plan will be a comprehensive area plan that seeks to integrate new housing, job space and amenities around the future Broadway Subway. A key goal of the plan is to enhance neighbourhood conditions for local businesses. By planning for public space improvements, street design, land use changes, place-making and other supportive actions the Broadway Plan aims to create strong foundations for our current and future local businesses to succeed. Relevant guiding principles for the plan include "Enhance Broadway as a Great Street" and "Foster a Robust and Diverse Local Economy". Phase 2 of the planning process, now underway, will develop growth scenarios and emerging policy directions for the plan.

In order to achieve these objectives, the Broadway Plan team has taken a proactive approach in engaging business owners and operators. An Engagement Specialist has been hired to focus on building relationships and organizing engagement initiatives. Specific approaches to engagement with local businesses, include:

- Hiring a multilingual consulting firm to conduct one on one interviews with ethno-cultural businesses
- Organizing small meetings with business owners and operators
- Partnering with Employment Lands and Economy Review study to ensure there is an appropriate supply of land for jobs and businesses and to support small businesses
- Going door to door along main shopping streets and retail districts to talk to small business owners and operators

If you have any further questions, feel free to contact Cheryl.Nelms@vancouver.ca or Gil.Kelley@vancouver.ca.

Regards,



Cheryl Nelms, P.Eng., PhD
Acting General Manager, Engineering Services



Gil Kelley, FAICP
General Manager, Planning Urban Design and Sustainability