

**From:** ["Mochrie, Paul" <Paul.Mochrie@vancouver.ca>](mailto:Paul.Mochrie@vancouver.ca)  
**To:** ["Boyle, Christine" <Christine.Boyle@vancouver.ca>](mailto:Christine.Boyle@vancouver.ca)  
**Date:** 10/17/2023 10:20:15 AM  
**Subject:** RE: Questions on Access to Washrooms and Water in Vancouver Report:

Good morning Christine,

Please see the following information in response to your questions on the above-referenced report.

If you have any further questions, please let me or Sandra know.

Thanks,  
 Paul

Why are the Murray site washrooms being decommissioned?	The funding request to the Province to support washroom services is very large and, respectful of limited resources at all levels of government, staff are recommending prioritization of washroom services in the DTES for the funding request. Should Council direct, staff could put forward The Murray Washroom Trailer funding request as well.
How many staff are working on the Public Washroom strategy?	There are currently 4 staff in ACCS and BPPS working part-time on the strategy plus some support from staff in ENG.
When can Council expect a full report on the Public Washroom strategy?	Staff anticipate bringing an equity-informed city-wide approach to increasing access to washrooms and water to Council in Q3 2024.
It looks like there is only one wheelchair accessible washroom open 24/7 in the DTES ` is that accurate?	There are currently no City owned, or directly supported, wheelchair accessible washrooms open 24/7 in the DTES. The only staffed washroom functioning 24/7 in the DTES is the Main/Hastings comfort station, which is not wheelchair accessible. There are accessible washrooms open daily (but not 24 hours) at 144 E Hastings, and at City facilities such as Evelyne Saller Centre and Carnegie Centre. On the periphery of the DTES, there is an accessible APT at Main/Terminal (6:00 am – 10:00 am) and an accessible Portland Loo at Crab Park (24 hours) – both are unattended.
Is the City putting in matching funds of any kind to support sustaining or expanding public washroom and water access?	The City is not currently putting in matching funds to support the washroom trailer/attendant programs presented in this report. The request for funding to the Province is limited to the operating component and temporary infrastructure costs. The staffing for the core hours of the comfort stations (16 hours per day) is funded by the City (ENG), with top up from the UBCM grant to expand hours at both sites. Capital maintenance and/or new public washroom infrastructure is part of the City's capital planning and budget process.
What more could we be doing, given the report clearly states that the current service levels are not meeting the needs?	The washroom framework will identify further actions and costing to address ongoing service gaps and barriers to access, including the need for wheelchair accessible and overnight hours.
Have we looked at using empty commercial spaces on Hastings for public washroom facilities (and respite spaces) operated by non-profits?	There is potential for implementing indoor programs in vacant commercial space and that will be assessed as part of the work that staff intend to complete and bring to Council in Q3 2024. In April 2023, the City – with funding from the Province – supported a non-profit in opening a commercial unit on Hastings to provide access to a wheelchair accessible washroom. Indoor models that address multiple service needs, such as overdose prevention, sanitation (showers/laundry, washrooms), respite, and heat/cold response may be a more effective use of dedicated indoor social services space and limited operating funding.

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**From:** Boyle, Christine <Christine.Boyle@vancouver.ca>  
**Sent:** Friday, October 13, 2023 11:36 AM  
**To:** Mochrie, Paul <Paul.Mochrie@vancouver.ca>  
**Subject:** Questions on Access to Washrooms and Water in Vancouver Report:

Hi Paul,

I have some questions on the Access to Washrooms and Water in Vancouver report on next Wednesday's agenda:

- Why are the Murray site washrooms being decommissioned?
- How many staff are working on the Public Washroom strategy?
- When can Council expect a full report on the Public Washroom strategy?
- It looks like there is only one wheelchair accessible washroom open 24/7 in the DTES` is that accurate?
- Is the City putting in matching funds of any kind to support sustaining or expanding public washroom and water access?
- What more could we be doing, given the report clearly states that the current service levels are not meeting the needs?
- Have we looked at using empty commercial spaces on Hastings for public washroom facilities (and respite spaces) operated by non-profits?

Thanks,  
Christine

**Councillor Christine Boyle** (she/her)

CITY OF VANCOUVER

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