

From: **"Mochrie, Paul"**
To: **"Direct to Mayor and Council - DL"**
Date: 2024-07-18 10:27:51 AM
Subject: Terminal Ave Emergency Sewer Main Repairs - July 18 Update

Good morning Mayor and Council,

I am writing to provide an update regarding the emergency sewer main issue on Terminal Avenue and related impacts to nearby residents.

As you are aware, crews have been responding to a sewer main leak that has required a closure of the eastbound lanes on Terminal Avenue from Main Street to Quebec Street since late June. There have been some traffic impacts in the area and pump trucks onsite to contain any leaks. These trucks create noise and vibration, and due to the nature of the leak, there has been intermittent odour in the area. Understandably, these impacts have been a concern to local residents and businesses.

We are reducing the number of pump trucks as conditions at site are stable and will continue to monitor the site 24/7 and adjust as needed. Generally, higher numbers of trucks are needed during times of peak demand and at high tide.

The planning for the repair is complex as the location of the leak is close to 3rd-party infrastructure and is impacted by tidal conditions. The repair planning also includes the design and installation of a bypass system, which will move the sewage out of a section of the pipe and around the repair area, to keep the sewer flowing during the repairs and reduce the need for pump trucks.

This week crews are completing excavation work in the vicinity of the leak as part of their repair planning and to inform the bypass design. We expect the bypass installation work to begin next week and permanent repairs to follow. Once the bypass is constructed, the permanent repair work will begin and impacts from the pump trucks will be reduced.

We appreciate the importance of keeping the public and area residents and businesses informed of the work underway and to come.

Phase 1: Emergency Work

During the initial emergency response stage, key notification tools included:

- Proactive and reactive media relations
- Traffic advisory updates on social media
- Direct stakeholder conversations, including ongoing contact with event organizers operating in the area
- Regular updates to 3-1-1 for public inquiries
- A direct inbox for 3-1-1 to share with members of the public who had questions about the work

Phase 2: Ongoing Work and Repairs

A community liaison officer has been assigned to this project to respond directly to area resident and business concerns. This week, we have increased public notification efforts to provide further details regarding the current emergency response and repair planning phase. This includes:

- A City web page to provide a central point of information as the work progresses and details are confirmed – vancouver.ca/terminal-sewer-repairs
- A notification letter will be hand delivered/posted over the next two days to businesses and buildings in the immediate vicinity of the work zone
- Street signage with the web page address that will be installed the morning of Thursday, July 18

Once the details for the repair are finalized, a public notification letter will be issued by direct mail to a 2-block radius of the work area, additional signage will be added to the area and an information bulletin will be issued to the media.

Through the response, planning and repair stages of the work staff will continue to update the web page for the public. Traffic impacts will continue to be posted on social media on an as-needed basis.

Staff continue to work closely and provide updates to stakeholders including the local Nations, BC Hydro, Coast Mountain Bus Company, TransLink, Vancouver Coastal Health, Metro Vancouver and others as required.

We know this work is disruptive to those who live and travel through the area but we are working as quickly as possible in a complex location. We thank everyone for their patience as we complete this critical emergency work.

If you require any additional information regarding this matter, please contact Lon LaClaire (Lon.LaClaire@vancouver.ca).

Best,
Paul

Paul Mochrie (he/him)
City Manager
City of Vancouver



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.