

2016 Cleanest City Progress



AGENDA

- Background
- Cleanest City Plan
 1. Services & Infrastructure
 2. Communications & Education
 3. Regulation & Enforcement
 4. Partnerships & Collaboration
- Summary



Council approved \$2.8M additional funding to address public realm cleanliness in 2016:

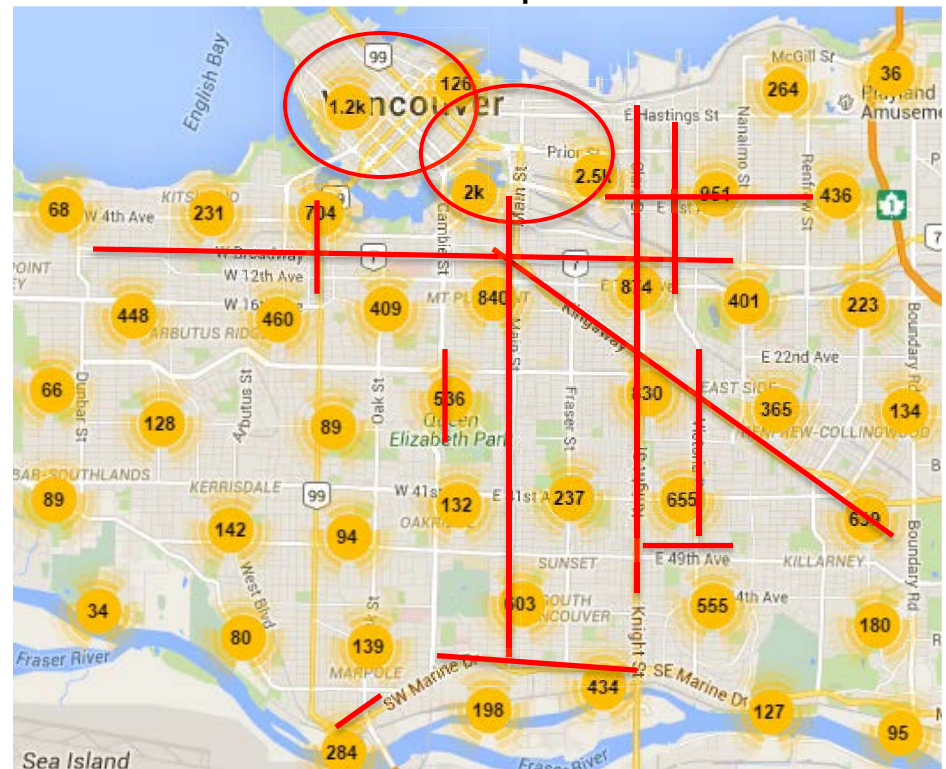
- Aligns with Greenest City values, Healthy City Strategy and Zero Waste goals;
- Benefits the environment and economy; and
- Fosters inclusivity and strengthens community.



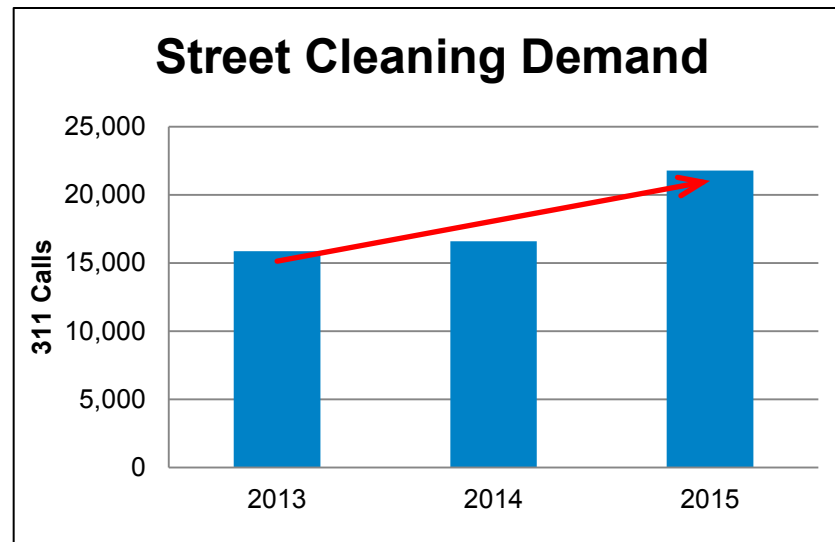
1. Overflowing Litter Cans – Parks, bus stops and streets
2. Abandoned Waste and Illegal Dumping
 - DTES and Downtown (lanes)
 - Citywide (& construction sites)
3. Flushing
 - DTES and Downtown
4. General Litter
 - Citywide



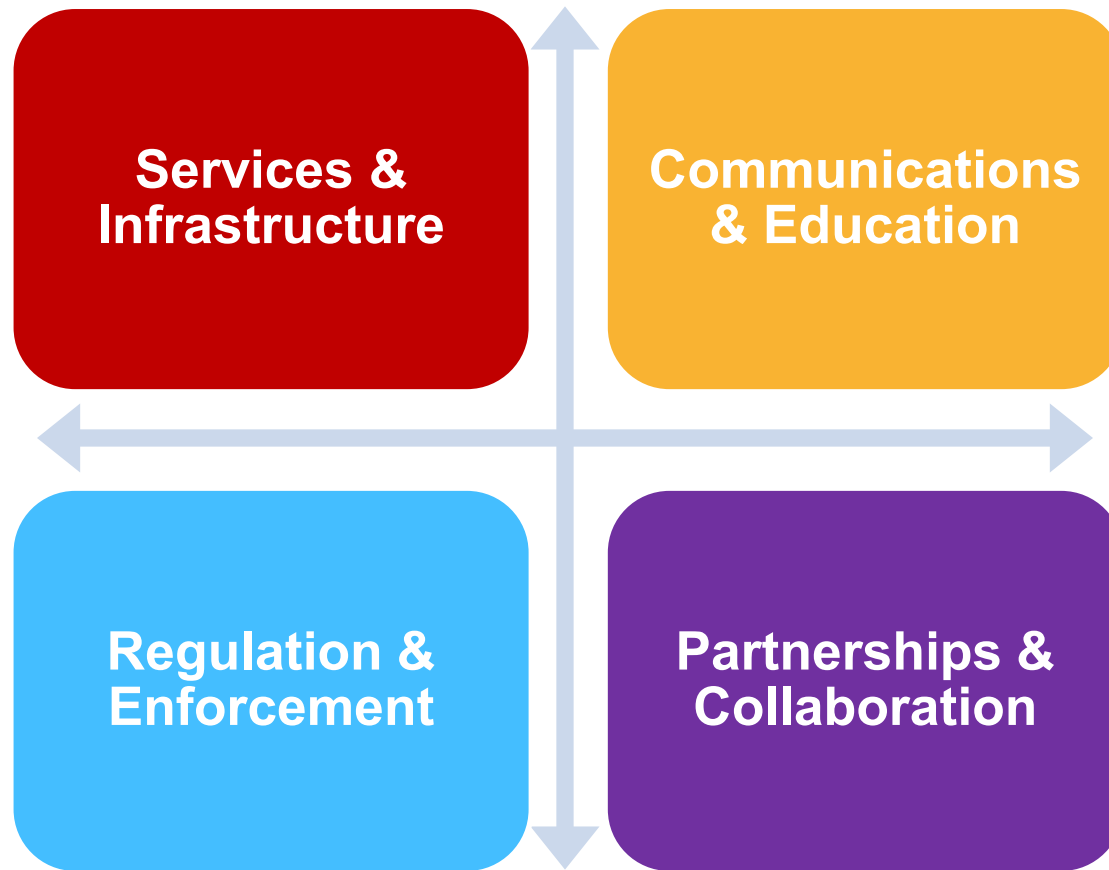
Hot Spots



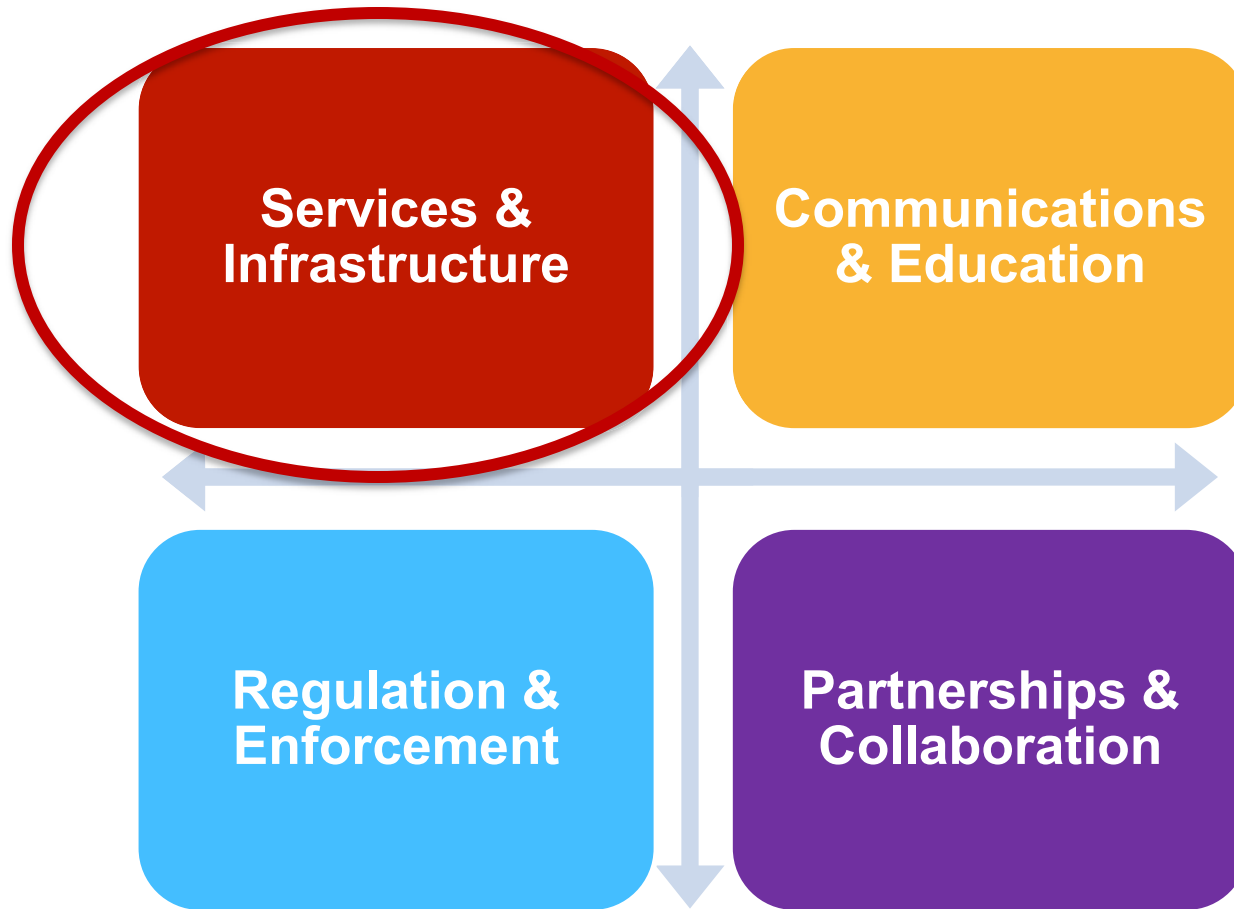
- 22,000 calls to 311 (30% increase from 2014)
 - Majority (75%) related to abandoned garbage
 - Biggest year-over-year increase → overflowing cans (45%)
- Response time delayed to 10 days (average) for abandoned garbage collection in peak summer
- 70,000 illegally dumped items collected



Plan Components



Plan Components



Services

- Abandoned waste:
 - from 4 to 7 nights/week (DT/DTES lanes), and
 - from 3 to 5 days/week (citywide)
- Sweeping: from 150 to 250 hrs per week
- Flushing: from 5 to 7 nights/week (seasonal)
- Litter collection: from 3 to 5 crews focused on DTES, bus stops, hot spots
- Emptying Littercans: from 70 to 140 hrs/week 'high season' crew added



Infrastructure

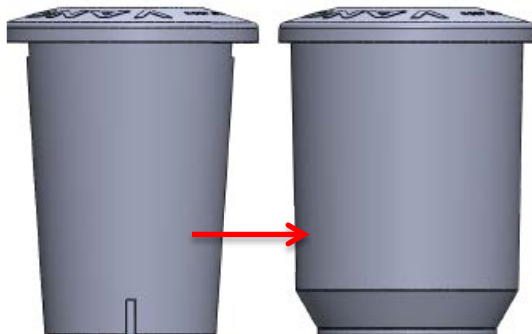


300 more littercans



Recycling Pilot with MMBC
(West End and Stanley Park)

75 LITER CAPACITY CUSTOM LINER 105 LITER CAPACITY NEW CUSTOM LINER



30% increase in capacity



Expand cig butt program

Parks & seawalls

- Emptying Littercans & litter hot-spots:
 - Started regular 'high season' crew 3 weeks earlier
 - Added 2nd 'high season' crew (from 70 to 140 hrs/week)

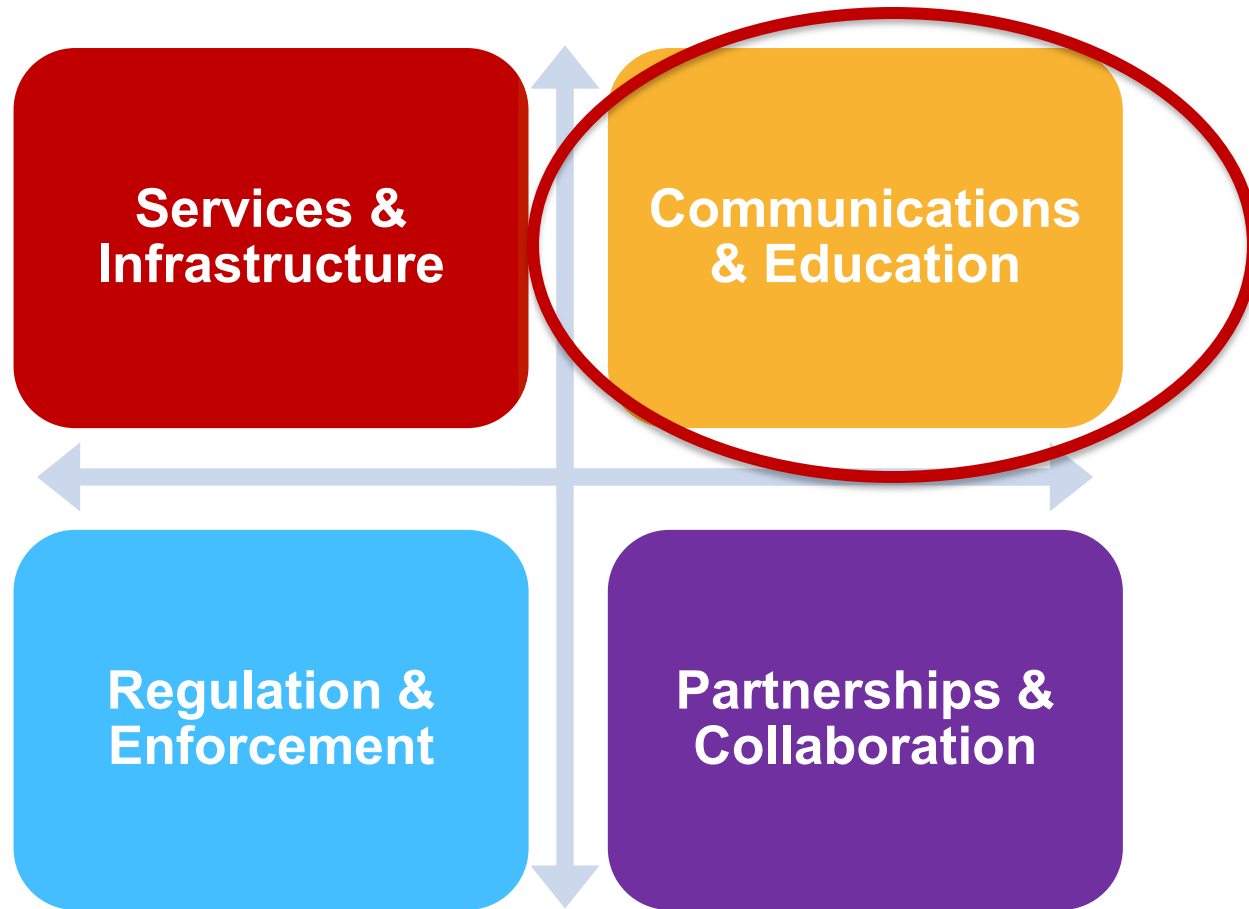


90 more 'high season' bins



Pet waste pilot
(& recycling MMBC pilot)

Plan Components



- Increased promotion of Keep Vancouver Spectacular
 - Billboards, social media campaign, transit panels
 - May 1st kick-off event in Chinatown was the largest on record (300 volunteers)
- Almost 24,000 volunteers in 2015 (30% increase from 2014)
- On track to exceed 2015 volunteer numbers!

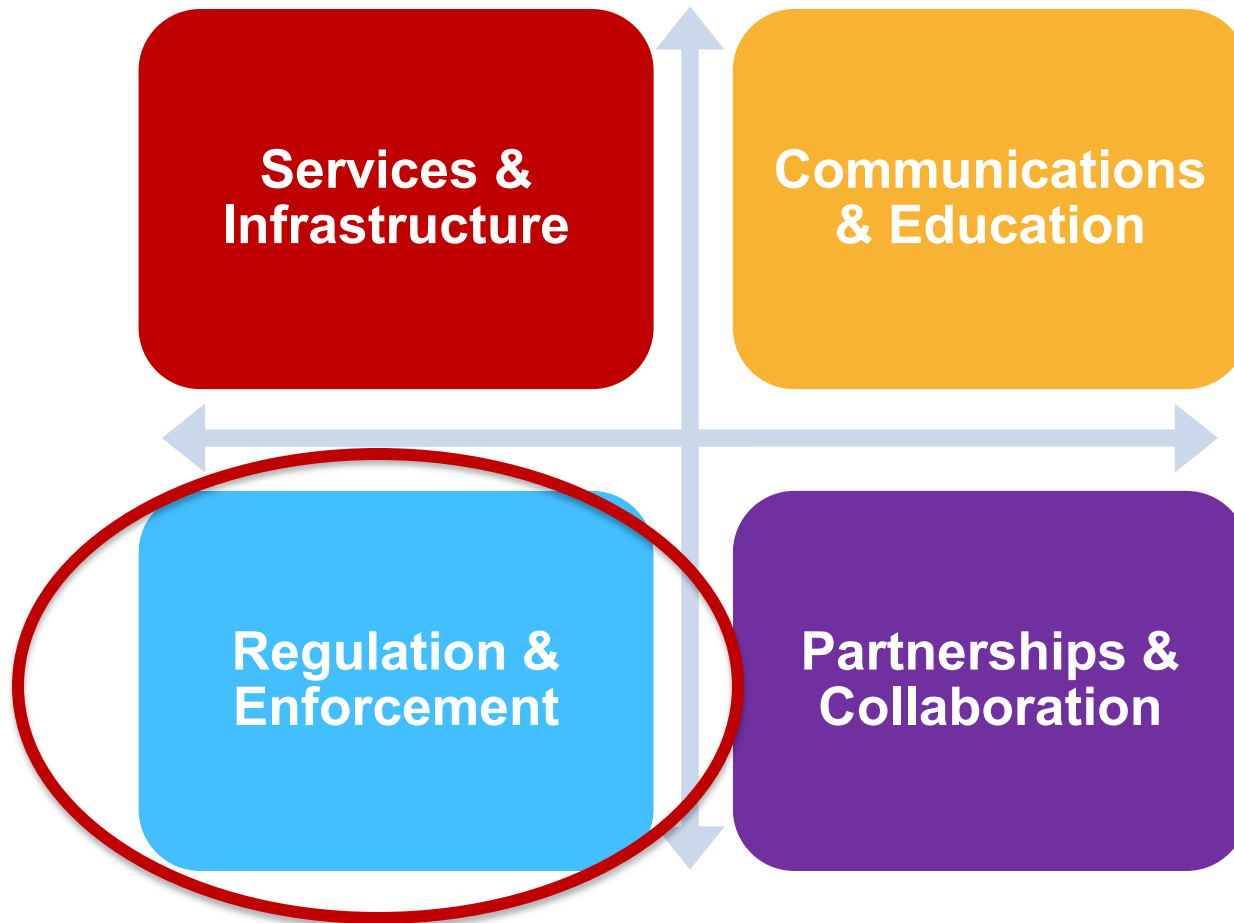


- Communications campaign on litter – June/July
 - Transit shelter ads, social media, truck panels
- Developing a research & marketing communications plan
- Undertaking public perception surveys and stakeholder engagement sessions



← Examples only ↑

Plan Components



Changes in Enforcement for 2016

- Enhanced enforcement team (from 6 to 7 cross-trained inspectors)
- Hot spot monitoring & enforcement of commercial container program
- New tools & techniques
 - MTI authority, signage, letters to affected residents
- Will test surveillance cameras at dumping hot spots



Recent bylaw cases

1) Multiple violations - E. Hastings →

- \$3500 fine and conditions to perform regular checks and install security video



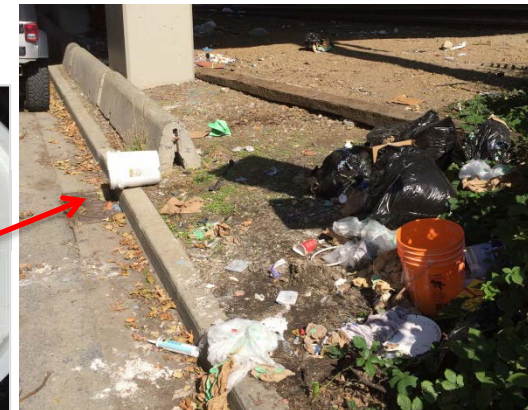
2) Multiple violations - E. Hastings →

- \$2000 fine and conditions similar to above



3) Illegal dumping - Raymur Ave →

- Witnessed and company name found on paint can
- \$1250 fine to company
- \$750 fine to employee



2 more cases underway (Illegal dumping & leaking waste truck)

Plan Components



Expanded Grant Program (RTS 11403)

- 50% increase to funding levels for 2016
- Enhance and support BIA cleaning efforts (collaboration)
- Expands micro-cleaning (Kingsway/Broadway)
- Supports existing grant recipient programs
- Provides increased job opportunities for people with barriers
- Advances Healthy City Strategy and DTES Local Area Plan



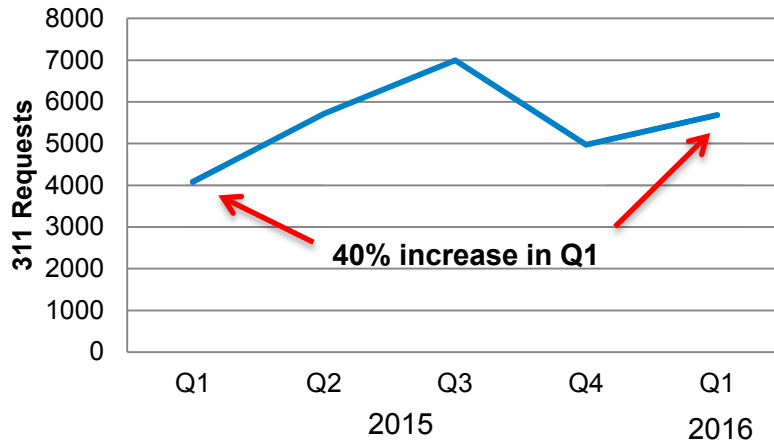
- The Binnars' Project – Test “coffee cup revolution” at 2 CoV Recycling Drop Off events
- Investigating processing of litter (extracting recyclables) – Market sounding underway
- Business outreach for sidewalk cleaning
- Best Practice Review with other Cities



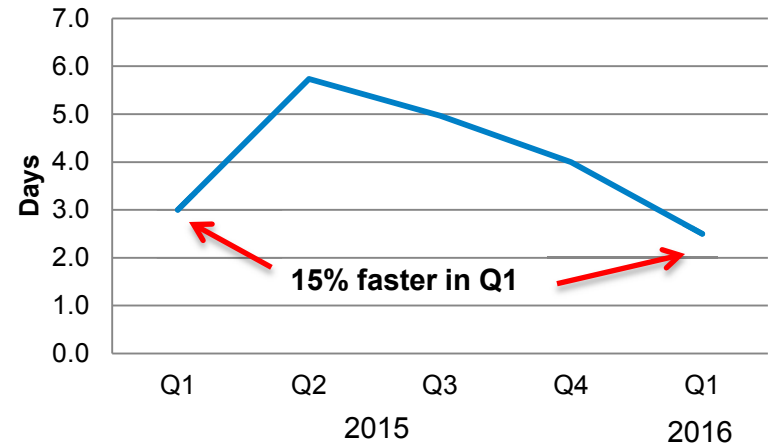
Photo credit: Lani Brunn



Number of Calls



Average Response Time



- Call demand increasing again for 2016
- 15% increase in the amount (tonnage) of material collected by street cleaning crews compared to Q1 last year
- Now establishing more robust metrics and dashboard for monitoring areas of concern and progress
- Currently responding faster than last year (more resources added)

- Higher level of service
- Increased littercan numbers/capacity
- Increased anti-litter communications
- Expanded grant program
- Expanded enforcement – early successes
- Various pilot programs
- Monitoring of hot spots with quick response
- Weekly review of metrics and monthly review with senior management
- Summary review to Council in Fall



THANK YOU