

**10 YEARS OF DOWNTOWN EASTSIDE REVITALIZATION:
A BACKGROUNDER**

Planning Department
Community Services Group
March 1, 2008

DTESDirectionsOverviewMar1.doc

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INTRODUCTION

Intent of the Backgrounder

The City of Vancouver has been actively working to improve the quality of life in the Downtown Eastside (DTES) for many years, but the past 10 years have seen more intensive efforts. Many policies, plans, programs and projects have been undertaken in partnership with residents, businesses, non-profit groups and other levels of government. These often focus on a specific topic—housing, substance use, economic revitalization—although they have significant overlap in their recommendations or directions.

There has been no single, brief document that summarizes the philosophy and directions which the City has been pursuing. This document is intended to meet that need, acting as a handy backgrounder for the information of staff, Council and the broader public. It will also be useful in future planning in the Downtown Eastside.

It contains:

- A sketch portrait of the DTES
- The overall philosophy the City has in the DTES
- The 10 directions being followed together with selected accomplishments or actions, and the continuing challenges.

The philosophy and directions are derived from the adopted plans and decisions of City Council, listed below. The Backgrounder takes a high level perspective in an attempt to get the big picture, and does not replace the full, formally adopted versions of these documents. The accomplishments and actions are not intended as a complete list, but rather the highlights. The challenges are those which staff of the Community Services Group sees as important to the particular direction, noting that others may have other perspectives.

Major Plans, Policies and Programs

Downtown Eastside Community Development Project (1999 to 2004)

Framework for Action: A Four Pillar Approach to Vancouver's Drug Problems (May 2001)

Gastown Heritage Management Plan (2002)

Chinatown Vision Directions (July 2002)

Heritage Building Rehabilitation Program (July 2003)

Downtown Eastside Economic Revitalization Plan (Vancouver Agreement: February 2005)

Homeless Action Plan (June 2005)

Housing Plan for the Downtown Eastside (October 2005)

Victory Square Policy Plan (2006)

DTES Public Realm Program Plan (July 2006)

Project Civil City (starting December 2006)

Vancouver Homelessness Funding Model (March 2007)

Arts and Culture Strategic Framework and Investment Plan (March 2007)

Supportive Housing Strategy (June 2007)

Collaboration for Change (starting 2008)

The City's Role and Partnerships

Many of the aspects of the DTES that need attention are within the jurisdiction of senior governments. Nevertheless, Vancouver residents feel the impacts at the local level. They want their civic government to take action, and to press the senior governments to take action, as well.

One of the main steps taken to address this situation was the formation in March 2000 of the Vancouver Agreement (VA), collaboration with the Federal and Provincial governments directed at improving conditions in the inner city, in which the City is a leader and active participant. The VA was renewed for a second term, and expires in March 2010. The VA has supported many of the initiatives referenced in this Backgrounder.

The increased intergovernmental cooperation that was "kick started" by the VA, has been essential to many of the achievements listed, particularly in the areas of housing, substance abuse ("Four-Pillars"), and social and health services.

Responding to needs in the DTES would be impossible without the involvement of the many local residents and non-governmental organizations that are active in the area. The 2005/06 Downtown Eastside Community Monitoring Report listed over 50 non-government social, health, food, or other service providers. There are many other community organizations involved in arts and culture, and other areas, as well.

A SKETCH PORTRAIT OF THE DTES

Geography

For the purposes of revitalization efforts, the City considers the DTES to be quite a large geographic area. It comprises a number of individual neighbourhoods including Victory Square, Gastown, Chinatown, Thornton Park, Oppenheimer, Strathcona, Hastings Corridor and the Industrial area.

While each neighbourhood has its own characteristics, they have some similarities in their history, and are all affected to a greater or lesser degree by the social and economic challenges in the area.



Urban History

The DTES was the site of the first Vancouver downtown, including the early retail core, City Hall and main library. Low-income and working class residential neighbourhoods developed around the commercial core. Strathcona had low income families, particularly Chinese and other immigrant groups, with the rest of the DTES dominated by low-income singles, primarily men, living in residential hotels. Many were resource workers who lived in the DTES between stints in the woods, mines or fishing. From an early date, the DTES was the primary low-income neighbourhood in the city and region.

The commercial centre of gravity of Vancouver began moving from the DTES to the Georgia and Granville area early in the 20th century. However, it was not until the 90's those structural changes in the region and the retail industry, as well as the

demographic change in the community, culminated in the closing of Woodward's department store and high vacancy levels in storefronts in the area generally.

Meanwhile, the downtown peninsula outside of the DTES has been the focus of major residential development with 18,000 units completed between 2001 and 2006. Some of this has occurred within the DTES (e.g. Gastown, Chinatown, Victory Square) through renovation of older buildings, and some in new neighbourhoods nearby (e.g. International Village, CityGate). There has been a mix of market and non-market housing, with most being market units.

Demographics

The area is home to about 18,000 residents, almost 70% of whom live in the Oppenheimer and Strathcona sub-areas. Population growth (1996 - 2006) was just over 12%, about the same as for Vancouver overall. Most of the growth was in the Oppenheimer, Chinatown, and Gastown sub-areas. Strathcona experienced a 6% decrease.

As historically, there are more males (60%) than females. Of the sub-areas, only Strathcona has a similar 50/50 mix as Vancouver.

In the DTES, 46% of people in private households live alone. This type of household accounts for 70% of the households. The figures for Vancouver as a whole are 17% and 39%. The Strathcona subarea is more similar to Vancouver than the other subareas.

For those 15 years of age and older, unemployment in DTES declined from 28% in 1996 to 12% in 2006, but unemployment remains significantly higher than the rate for Vancouver overall, which declined from 10% to 6%. The DTES has a large low income population, as defined by Statistics Canada. In 2006 the figure was 64%, compared to 27% in Vancouver overall. This has not changed significantly since 1996.

Overall, 59% of the DTES population is Canadian-born, compared with 51% Vancouver-wide. The proportion of Canadian-born is lower in Chinatown and Strathcona sub-areas (less than 47%) than in the others. For just over 64% of DTES residents, English is the home language. Chinese (Mandarin and Cantonese) is next, and with these residents focused in Chinatown and Strathcona. About 10% of the DTES population identify themselves as Aboriginal, compared with 2% for Vancouver as a whole. Approximately 15% of the total Aboriginal-identified population of Vancouver lives in the DTES.

Housing

In terms of low income housing, contrary to what many believe, the number of low income units in the DTES has not changed significantly. However, the type of low income units has changed. In 1971 there were 9200 SRO units and 500 non-market units, while by 2006 the figures were 4600 SROs and 5200 non-market units.

Another important change has been that the DTES has become a more significant low income area relative to the City and region. Whereas in 1971 there were a significant number of low income units in other areas of the city and region, this is no longer the case.

Issues

Some aspects of the DTES have been a public concern since WWI. Community health was an issue prior to WWII, urban renewal in the 60s, and fire and building safety in the 70s.

However, the challenges now facing the area have their origins in some significant more recent changes affecting the country, the province and the region as a whole:

- the deinstitutionalization of the mentally ill in the 80s;
- the change in the drug situation in the late 80s, with a switch from injection heroin to crack cocaine, and development of a large open drug market in the DTES;
- The loss of inexpensive housing in other neighbourhoods in the City and region, and increasing costs of housing in the City, generally.

The approximately 5000 DTES residents living in social housing generally live stable lives, are proud of their community, and have a great volunteer ethic. However, the DTES also has a high number of residents who are socially and economically marginalized. Often these residents are mentally ill, or addicted to alcohol or drugs, and/or homeless. Some are collecting, or would be eligible for, social assistance. Some supplement their income through binning, pan handling, drug dealing, involvement in the sex trade, and various forms of acquisitive crime. These residents are the most vulnerable and easily victimized, and are also the source of much of the street disorder and illegal activity that affect other residents and businesses.

THE CITY'S PHILOSOPHY IN THE DTES: "REVITALIZATION WITHOUT DISPLACEMENT"

The City's overall philosophy in the DTES is "Revitalization without Displacement". This means:

- The future community will include people with diverse social and economic backgrounds, with the same number of low income residents as now joined by new moderate income residents, businesses and workers.
- The residents will have access to the health, social service, and economic development supports that they need, which will be provided through partnerships among the community, existing service providers, the private sector, and the relevant levels of government.
- There will be a good level of safety and security for all, including less street disorder and a much reduced drug trade.
- The new residents and workers will provide a base to support existing and new businesses and retail outlets, resulting in tenancing of vacant storefronts and buildings. At the same time, the low income residents will have access to the inexpensive goods and services that they need.
- Civic facilities and services such as parks, community centres, libraries etc., in or near the area will meet the needs of the diverse population.
- The individual neighbourhoods within the DTES will retain their different identities.
- The diverse elements of the community will enjoy mutual acceptance and respect, with less internal conflict than in the past.

THE 10 KEY DIRECTIONS

The following 10 key directions have been distilled from the reports, plans, policies and programs of the last 10 years. They all work toward the overall philosophy of “revitalization without displacement”.

The following pages address each direction in turn, elaborating each with a few key specifics. A partial list of accomplishments and actions related to the direction is provided. Lastly some of the current challenges are mentioned.

It is important to note that the directions are closely-related. While many of the accomplishments and actions contribute toward more than one direction, for the sake of brevity they are only listed under the one or two that are most relevant.

1. Ensure that the future DTES provides the same number of low income singles housing units as 2005—about 10,000—with particular efforts to house the homeless; and develop more social housing outside the DTES.
2. Encourage new market housing, including housing that is affordable for moderate-income households.
3. Address the crisis in public order and public health caused by problematic substance use through the “Four-Pillar Approach”: prevention, treatment, harm reduction and enforcement
4. Improve conditions on the street to provide safety, livability and amenity for all.
5. Work with the community and other levels of government to ensure the health, social service, and economic supports needed by the community are available.
6. Preserve and enhance the heritage and cultural legacy of the neighbourhoods.
7. Support business and employment development in the area and its neighbourhoods.
8. Ensure that the retail goods and services needed by all sectors of the community, including low income residents, are available.
9. Provide access to the civic facilities and services (e.g. parks, community centres, library, childcare) needed by all the community residents.
10. Work with all sectors of the community in revitalization, encouraging acceptance and mutual respect, and building community capacity.

1. Ensure that the future DTES provides the same number of low income singles housing units as 2005—about 10,000—with particular efforts to house the homeless; and develop more social housing outside the DTES.

- Maintain 10,000 low income singles housing units in the DTES, through “1 for 1” replacement of SRO units with better quality non-profit housing.
- In the intervening period, develop programs for improved SRO maintenance and management, looking both at education and enforcement.
- Recognize securing housing as part of efforts to address a person’s mental illness and/or addiction.
- In the City overall, develop supportive housing to address the needs of mentally ill and/or addicted residents. The target for the City as a whole is 3800 units of supportive and transitional housing for the 10 years 2005 to 2015.
- Advocate to senior governments regarding fulfilling their role in the above, particularly funding for replacement housing, and for the shelter allowance to be raised to appropriate levels.
- Encourage provision of affordable housing elsewhere in the city, region and province.

Accomplishments/Actions

- *The City has taken the lead in developing policy for housing and homelessness: Homeless Action Plan (June 2005), Housing Plan for the Downtown Eastside (October 2005), Vancouver Homelessness Funding Model (March 2007) and the Supportive Housing Strategy (June 2007).*
- *Between 2003 and early 2008, the 1 for 1 SRO replacement goal is very close to being achieved, and looking forward to the end of 2010 will be more than met.*
- *The City is providing sites at no cost, and expediting approvals, for 15 supportive housing projects (1500 units) to be built by the Province and operated by non-profit housing organizations. The projects will house low income singles with mental illness and/or addiction issues. Four of the projects are in DTES, one immediately adjacent, and the other 10 providing housing options elsewhere in the City.*
- *The City is meeting its target of acquiring at least 1 affordable housing site per year.*
- *The City is contributing \$5 million to the Province to assist with the upgrading of 10 SRO hotels. Since 2007 the Province has purchased 17 SRO hotels and the City has purchased 2 hotels, securing close to 1,100 units. Renovations are underway.*
- *The SRA Bylaw was adopted in 2003 to control the rate of loss of SRO rooms.*
- *The City has prioritized enforcement of standards for SROs including more frequent inspections.*
- *The City, with the Vancouver Agreement, has established an SRO Management Course, and is developing a plan for further efforts to stabilize the private SRO hotel stock.*
- *The StreetoHome Foundation has been established to engage the community and private sector philanthropists in supporting initiatives to address homelessness.*
- *The Province is building over 1,250 housing units and 250 homeless shelter and care beds in other Metro Vancouver municipalities. The Province has signed MOUs to develop social and supportive housing with Surrey, Maple Ridge, Victoria, Kelowna, Nanaimo and Abbotsford as well as Vancouver.*

Challenges

- *The number of homeless has increased, with many having mental illness and/or addictions. This means a greater need for housing and services in the city and region.*
- *Throughout Vancouver, increased housing demand, rising land costs and high construction prices are making it difficult to provide affordable housing.*

- *Rising land prices are making it more difficult to acquire future housing sites, while unpredictable future senior government participation makes it important for the City to be ready with sites when “opportunity knocks”.*
- *Shelter rates, while improved, remain at a level which does not allow private SRO operators to upgrade, maintain and operate appropriately. Small SRO hotels with fewer than 50 units are particularly challenged.*
- *The “soft conversion” of SRO hotels occurs through increases in rental rates and changes in market focus, e.g. to student housing.*
- *Some parts of the DTES Housing Plan have not yet been implemented: the investigation of a mechanism to manager the pace of development; updating of estimated housing capacity; and review of the DEOD/M-1 zoning areas.*

2. Encourage new market housing, including housing that is affordable for moderate-income households.
 - Encourage market residential in heritage buildings through heritage incentives.
 - Look at incentives for secure market rental housing such as parking relaxations, allowing smaller suites, density, and height relaxations.
 - Ensure that zoning for market housing does not compromise the ability to achieve 1 for 1 replacement for SRO units.

Accomplishments/Actions

- *The City developed and adopted the Housing Plan for the Downtown Eastside (October 2005)*
- *From 2003 to beginning of 2008, 813 market housing units were added to the DTES, with 1180 market units anticipated by 2010.*
- *The City actively supported the redevelopment of the Woodward's site, with a significant component of market housing which sold very well.*
- *The Heritage Building Rehabilitation Program has assisted with new housing, with 22 major heritage renovation projects approved, mainly for market residential.*
- *Market condo units in the DTES are more affordable than similar units elsewhere.*

Challenges

- *Notwithstanding the note above regarding the relative price of market condo units in the DTES, they are not affordable to moderate or middle income households. (In 2008, one recent project was selling for \$300,000+ for 1 bedroom, and \$450,000+ for 2 bedroom plus den. A \$300,000 unit requires a household income of \$78,000 to \$82,000.)*
- *Market rental units have generally not been built because the development economics do not allow it. However, an estimated 40% of new downtown units are rented.*
- *The DTES Housing Plan forecast that 100 - 120 units per year of market housing would be built, but no policy on controlling pace was adopted. The pace of market development has been faster than predicted. There is concern about the impact on land prices, and hence on the ability to acquire necessary social housing sites.*
- *The DTES Housing Plan did not propose a particular mix of population for the area. There is concern among existing residents about what the "ultimate" mix will be, from various perspectives. Some worry that higher income residents will be intolerant of the lower income community; others that there will be too high a proportion of low income residents. It is also difficult to plan what types of services and facilities will be needed without a better idea of the ultimate mix of population.*

3. Address the crisis in public order and public health caused by problematic substance use through the “Four-Pillar Approach”: prevention, treatment, harm reduction and enforcement

- Take a comprehensive approach, pursuing all four pillars together.
- Pursue a coordinated approach with other levels of government and regional health authority
- Focus on the most marginalized populations with the most serious issues of mental health, addictions and limited access to primary care services both in the DTES and citywide.

Accomplishments/Actions

Many of the following are achievements of Vancouver Coastal Health, the Vancouver Police Department, the Province, and/or the Federal Government with advocacy and support of the City of Vancouver and active involvement of various non-profit service providers.

- *The City developed of the Four Pillars Drug Strategy, and led ongoing dialogue on the complexity of mental health and addictions.*
- *Harm reduction through expansion of low threshold services for mental health and addictions problems: Health Contact Centre, LifeSkills Centre, InSite, (supervised injection site), OnSite, (detox/transition beds above InSite); expansion of Downtown Community Health Clinic and Pender Community Clinic.*
- *Improved addiction treatment services: Access 1 dedicated phone line for intake into the system; Burnaby Centre for Mental Health and Addictions (100 beds); residential youth treatment centre outside of Vancouver; the Community Transition Care Team; the North American Opiate Medication Initiative clinical trials of heroin assisted treatment;*
- *Expansion/reorganization of existing addiction treatment services: increased access to methadone; withdrawal management programs; implementation of Decentralization of Addictions Services; transfer of mental health, addictions and HIV services to regional health authorities; decentralized needle exchange; decentralization of addictions services and integration with primary services throughout Vancouver*
- *Development of a provincial mental health and addictions plan.*
- *Expanded prevention initiatives: the City’s prevention strategy: Preventing Harm from Psychoactive Substance Use; the School Aged Child and Youth Prevention Program; the Vancouver Prevention Network partnership between VSB, VCH, City of Vancouver and community serving organizations; and the City’s Four Pillars Supported Employment Program*
- *Enforcement initiatives: implementation of the Beat Enforcement Team; strategic projects targeting the infrastructure of the drug market including: Project Raven and Project Haven; and Implementation of the Downtown Community Court*

Challenges

- *The number of residents with mental illness and/or addictions has increased, along with related implications for public health and public order.*
- *There is still a significant shortage of: mental health services and beds for those with concurrent disorders; mental health and addictions services for women and aboriginal women; services for sex workers*
- *There remains a need for better integration and coordination of mental health and addiction services, and systemic reorganization to better address individuals with multiple diagnoses*

- *There is extremely limited access to primary care services and methadone maintenance treatment in the DTES.*
- *Need for development of appropriate services in surrounding municipalities*
- *There is still a major open drug market, and few alternatives other than moving it from one place to another.*
- *Ongoing coordination and dialogue continues to be required among agencies about what enforcement actions to pursue.*

4. Improve conditions on the street to provide safety, livability, and amenity for all.

- Improve levels of cleaning of streets and lanes.
- Undertake public realm improvements on key streets for both amenity and social/behavioural results.
- Address issues associated with vacant storefronts and premises.
- Support community safety and crime prevention programs.

Accomplishments/Actions

- *The City has supported United We Can, including regular lane cleaning programs employing local low income residents.*
- *The City Initiated the DTES Clean Streets Project in March 2008 as a one year project involving multiple civic agencies, as well as United We Can, focussed on the blocks around Hastings and Columbia.*
- *Lighting improvements have been completed in Gastown, Chinatown and Strathcona.*
- *The City has approved the Carrall Street Greenway design and construction is underway.*
- *A new site and facility has been achieved for WISH, a safe drop-in facility for sex workers.*
- *The Safety for All initiative has been started as part of relocation of WISH facility*
- *The Open Windows project in Oppenheimer area improves appearance and security of vacant storefronts.*
- *The DTES Public Realm Program Plan was completed by the Park Board and City, working with community members to introduce arts and culture programming into 10 public places in the DTES.*

Challenges

- *The number of people with mental illness and/or addictions has increased, which has resulted in more difficult street behaviour, and which means a greater need for services in Vancouver and the region.*
- *There is still too small a market for retail, resulting in continuing high levels of vacant storefronts.*

5. Work with the community and other levels of government to ensure the health, social service, and economic supports needed by the community are available.

- Continue to provide Community Services Grants to support community capacity building not funded by senior levels of government.
- Continue to support the role of the Carnegie Centre and Evelyne Saller Centre in providing services to DTES residents.
- Facilitate development, relocation or expansion of key health and social services needed by DTES residents, while ensuring that there is not an undue concentration of them.
- Assist people who are eligible to gain access to Income Assistance, and advocate that rates be adjusted to keep pace with increases in the cost of living.

Accomplishments/Actions

- *The City has assisted in site acquisition, and/or in approving relocation for: WISH, Phil Bouvier Child Development Centre, Lifeskills Centre, Contact Centre, Pender Community Health Clinic, Downtown Community Health Clinic, and Sheway. (For additional items related to substance abuse, see Direction 3 above.)*
- *The City and Ministry of Employment and Income Assistance (now Ministry of Housing and Social Development) started the Vancouver Homeless Outreach Pilot Project directly linking homeless individuals with welfare (and housing). This has now become an ongoing Provincial program with one of the outreach teams based at the Carnegie Centre and another provided through Raincity.*
- *In 2008, the City provided \$1 million in grants to organizations delivering services in the DTES. This is about 20% of the total annual grants administered by the Social Development Department. Grants were allocated from the Community Services, Childcare, and Social Responsibility Fund programs. Every dollar provided generates \$10 to \$12 in funding from other sources and volunteer time.*
- *The Province significantly raised Income Assistance (and shelter allowance) rates in 2007, although not to the level that would have covered inflation since the rates were introduced in 1991.*
- *The Vancouver Agreement funded various projects: WISH drop-in centre operational funding; Mobile Access Project (MAP); a van providing services to street-based sex workers; Living-in-Community (LIC), a coalition of business, sex workers, social services, residents, and VPD to address the issue of how to live together in the same community.*
- *Scoping for a Social Infrastructure Plan for the City has been completed, and work is being undertaken to provide an overview of services in the DTES.*

Challenges

- *Until a Social Infrastructure Plan and an overview of services for the DTES is completed it is difficult to address which facilities should be approved where.*
- *There are conflicting opinions about the appropriate range, location and number of support services for residents who have health and social challenges.*
- *As yet there is no mechanism for regular inflationary adjustments in Income Assistance rates or for the minimum wage.*
- *Many residents, particularly the more marginalized, and those with concurrent mental health and addiction problems, do not have access to adequate health care including a range of primary care services, mental health and addiction treatment, HIV treatment, and treatment for other serious acute and chronic medical conditions.*
- *Access to nutritious food, a basic need, is a challenge for low income people generally and particularly for those whose health is already compromised.*

6. Preserve and enhance the heritage and cultural legacy of the neighbourhoods.

- Emphasize the reuse and rehabilitation of heritage building stock, and optimize heritage character of neighbourhoods, as a critical and unique asset.
- Ensure the area fulfills its role as the historical and cultural focus for the Aboriginal, Chinese, and Japanese communities of the City.

Accomplishments/Actions

- *The Gastown Heritage Management Plan completed in 2002.*
- *The Heritage Building Rehabilitation Program (HBRP) was approved in 2003 as a 5 year program. It introduced additional incentives including a higher level of density bonusing, façade grants, and property tax relief.*
- *Through the HBRP 22 major heritage projects, and 6 additional façade improvements, have been approved. This represents \$513 million direct investment in the area, of which \$427 million is private investment and \$104 million is the value of HBRP incentives.*
- *Chinatown Vision Directions were adopted in 2002 leading to initiation of the Chinatown Revitalization Plan (underway).*
- *Chinatown Millennium Gate, and Chinatown Memorial commemorating role of Chinese Canadians in building the CPR and two World Wars, have been installed.*
- *Major research and community development work related to the Chinatown Society Buildings has been completed, culminating in adoption of Chinatown Society Buildings Feasibility Grant Program (correct title). Five societies are currently preparing rehabilitation plans for their buildings.*
- *Victory Square Policy Plan (2006), and related zoning changes, were completed.*

Challenges

- *The HBRP was approved as a 5 year program, and is currently under review. One of the challenges is the amount of bonus density that is being placed in the Transfer of Density "bank".*
- *The Chinatown Revitalization Plan remains to be completed.*
- *The Historic Precinct Height Study, investigating what maximum heights might be considered for developments, remains to be completed.*
- *The Strathcona neighbourhood has not had local planning attention since the early 90's.*

7. Support business and employment development in the area and its neighbourhoods.

- Increase demand for DTES products and services through taking advantage of economic drivers, and improving the area's appeal to potential customers and investors through dealing with street disorder.
- Strengthen the capabilities of local suppliers by reducing barriers to business expansion, attracting new businesses, and improving business readiness of suppliers.
- Assist in improvement of training and employment opportunities for the low income community (noting this is primarily a Provincial and Federal area of responsibility.)
- Understand and optimize the role that the arts and culture sector plays and could play in the economic revitalization of the area.

Accomplishments/Actions

- *Agreements have been reached to include DTES employment (with associated training) and procurement from major projects (Edgewater Casino; Woodward's; SEFC/Olympic Village).*
- *The City has undertaken the Drug Policy Supportive Employment Pilot Project*
- *Support has been provided for completing and implementing business and marketing plans for Chinatown, Gastown, and Strathcona BIAs, to assist with business development and "branding" their areas.*
- *The Woodward's project will redevelop and occupy a full block of formerly vacant frontages, acting as an anchor for Hastings Street revitalization.*
- *The Woodward's project will provide space for SFU contemporary arts program, reinforcing the role of the arts in the area.*
- *Approved development projects will improve many building frontages and result in an upgraded street front. The HBRP review has estimated that for heritage projects along, 42 building frontages totalling 2300 linear feet will be improved.*
- *Street front retail rental rates on Water Street are now comparable to Hamilton Street in Yaletown (2007).*
- *EMBERS - Microenterprise Development Program, Entrepreneur Training-was established.*
- *BOB (Building Opportunities for Business Inner City Society) was established in 2005 to identify investment opportunities, increase capacity of local businesses, and maximize job opportunities for local residents. BOB's core operations are: Business clusters in Tourism and Hospitality, Creative Industries, and Construction; Social Purchasing Portal linking businesses with inner City suppliers; Management of Community Benefit Agreement on behalf of the City; Business mentoring and loan program*
- *An Arts and Culture Strategic Framework and Investment Plan, commissioned by the City, was approved in March 2007*

Challenges

- *The Hastings Corridor business and marketing plan is still to be completed.*
- *There are still many vacant storefront spaces along Hastings, Powell and some other streets. There may be too much retail capacity for the projected demand in some areas.*
- *Continuing street disorder problems stand in the way of businesses wishing to remain, expand, and/or locate in the area.*

8. Ensure that the retail goods and services needed by all sectors of the community, including low income residents, are available.

Accomplishment/Actions

- *The Woodward's project actively sought and successfully recruited a grocery store and drug store as anchor tenants.*
- *Various studies have been commissioned related to the retail capacity and demand in the area.*
- *Development projects in Gastown and elsewhere are seeing new types of retail tenancies.*

Challenges

- *The types of retail locating in the new and renovated buildings will not provide the low cost retail and services needed by the low income residents.*

9. Provide access to the civic facilities and services (e.g. parks, community centres, library, child care) needed by all the community residents.

Accomplishments/Actions

- *Rehabilitation of Victory Square was completed with major community involvement.*
- *A community atrium space and non-profit group space has been included in the Woodward's project through floor space bonusing.*
- *The Park Board has completed design and committed funding for a major rehabilitation of Oppenheimer Park and its field house which houses many programs, including arts and education programming provided by the Carnegie Centre for seniors, children, single adults and the homeless. Construction will start in 2009.*
- *The City has provided support for child care centres at Woodward's and Phil Bouvier Child Development Centre*
- *The City has provided funding toward the DTES Neighbourhood House through City Community Services Grants.*
- *The Vancouver Public Library is committed to ensuring a new branch library. The City has purchased a possible site, and VPL remains in discussion with community groups, the Province, and the school board regarding other possible locations.*

Challenges

- *There has been a lot of attention to affordable housing and heritage—two categories of public benefit that are priorities in the DTES. However, no comprehensive facilities and services assessment and strategy has been developed for the DTES.*
- *Conventional approaches to providing recreation and other services do not meet the needs of low income families and residents who are marginalized.*

10. Work with all sectors of the community in revitalization, encouraging acceptance and mutual respect, and building community capacity.

- Inform, consult and/or partner with all relevant sectors of the community in development of plans and policies, and in the review of development proposals.
- Facilitate respectful communication among those holding differing points of view.
- Continue to incorporate community capacity-building within city work being done in the DTES.

Accomplishments/Actions

- *Extensive consultation programs have been integral to all the major plans and policies prepared for the DTES; as well as the major projects like Woodward's and the Carrall Street Greenway.*
- *The City actively assisted in the creation of the Chinatown Revitalization Committee, bringing groups together to work on the common future for the area, as well as undertaking capacity-building with the Chinese Societies related to rehabilitation of their buildings.*
- *Rezoning and development permit applications in the DTES customarily include a broader notification of community groups than is the case elsewhere.*
- *With respect to projects that are controversial, City staff undertakes numerous open houses and meetings with individual groups.*
- *City staff working in the DTES maintains ongoing contact with various DTES groups to a much higher degree than in other areas of the City.*

Challenges

- *Continuing differences of perspective between segments of the community, and between them and the City, on approaches key issues such as "soft conversion" of SROs, role and pace of market housing, development of low income housing, and provision of services for low income residents.*