

Report to Council



Date: July 15, 2019
To: Council
From: City Manager
Subject: Managed Washroom Facilities at Queensway
Department: Community Safety

Recommendation:

THAT Council receive for information the report of the acting Community Safety Director, dated July 15, 2019 regarding the Pop-Up Toilet Pilot in downtown Kelowna;

AND THAT Council amend the 2019 Financial Plan \$206,023 to procure, operate and manage a Pop-Up toilet, to be funded from the Public Initiatives Reserve.

Purpose:

To propose to Council a community safety, social inclusion and increased level of service initiative to operate a pilot program for a staffed washroom facility in downtown Kelowna.

Background:

Staff propose a semi-permanent fully-functioning washroom be added downtown in the Queensway area as a 3-month pilot that can be repeated or extended. This washroom will be staffed to operate under the supervision of attendants from 5 am until 9 pm daily providing improved washroom access in the early morning and into the evening.

The City has previously identified a need for increased washroom availability in the Queensway area and has considered a permanent facility in this location previously. Currently City staff expect to bring a proposal forward for permanent structure that would include new washrooms for this area in the next 3 – 5 years. This pilot will serve as an opportunity to study and understand the needs of the Queensway area and will provide valuable information in advance of designing a permanent facility.

A key recommendation of the Nov. 26, 2018, Public Safety Report was to increase access and availability of public washrooms within the downtown core.

The proposed initiative is intended to provide increased access to inviting, clean washrooms for all visitors to the Queensway area that will be operated by attendants through a social enterprise staffed by PEOPLE Employment Services (Paid Employment for People with Lived Experiences). PEOPLE is a social enterprise that provides training and creates contracts with employers that lead to paid employment opportunities for people with lived experience in homelessness or substance use. PEOPLE has been established to create a future where people with lived experience have opportunities to meaningfully contribute to increased inclusion in both community and business settings. PEOPLE will fulfill the following roles:

- Ambassadors: responsible for interacting with people, monitoring the use of the toilets, calling the cleaning crew should additional cleanings be required past scheduled times, and animating the space (by putting out tables, chairs, umbrellas, etc).
- Cleaning Crews: responsible for ensuring the area is kept clean.

Site Planning: The Queensway site would be designed to consider the flow of users, site lines, appropriate space animation, and safety of use. It has been imagined to be enhanced with tables, chairs and umbrellas (that can be put away in the kiosk when the washrooms are closed), planters, a piano, and pavement treatment to tie the space together. Parks Alive has indicated that this type of use would make an excellent location for a public use piano and will provide one for the site. This will brighten the space and provide additional programming opportunities.

The proposed structure will consist of:

- a 10-foot container that includes two washrooms (fully plumbed with connections to water, sewer and electrical), a ramp for accessibility, and full insulation
- a 10-foot kiosk container for the social enterprise component and to help animate the space.

Budget: The budget for the purchase of the pop-up toilet and kiosk space along with a 3-month pilot of its operation is as follows:

- Operations and Maintenance: \$41,050
- Project Management, Planning and Social Enterprise Development: \$30,500
- Capital Costs: \$42,920
- Servicing: \$42,500
- Contingency (25% of total budget): \$39,243
- GST: \$9,811
- TOTAL: \$206,023**

Due to the custom nature of the units being ordered rental is not an option, the modules will be purchased and available for repurposing on another site, disposal & cost recovery or continued operation. Due to the unique nature of this project a large contingency has been included that will only be used if required. As the social enterprise develops, should the pilot be extended, it is expected revenue will be generated that can be used to off-set operations and maintenance. Part of the pilot cost includes developing the social enterprise business plan and identifying opportunities to generate revenue to support the service.

Internal Circulation:

Deputy City Manager
Human Resources & Community Safety Divisional Director
Infrastructure Divisional Director
Financial Services Divisional Director
Partnership & Investments Divisional Director
Social Development Manager

Considerations applicable to this report:

External Agency/Public Comments:

- Down town Kelowna Association and Central Okanagan Journey Home Society have both been consulted regarding this proposal and provided letters of support

Considerations not applicable to this report:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

Financial/Budgetary Considerations:

Communications Comments:

Submitted by:

Lance Kayfish, acting Community Safety Director

Approved for inclusion:

