

MINUTES

Development Advisory Committee

File: 360-20 (DAC)
Date: March 23, 2017
Time: 2:30 p.m.
Location: 3W Meeting Room
A, Surrey City Hall

Members:

Mark Belling
Michelle Des Rosiers
Jeff Fisher
Dwight Heintz
Adrien Herberts
Nathan Hildebrand
Marc MacCaull
Phil Magistrale
Daniel Romey

City Staff:

Suzanne Fillion
Jean Lamontagne
Sam Lau
Mehran Nazeman
Karandeep Pandher
Judith Robertson
Fraser Smith
Terry Waterhouse
Fay Keng Wong

Regrets:

Greg Sewell

1. Previous Minutes

The notes of the January 26, 2017 meeting were accepted as distributed.

2. Surrey's Public Safety Strategy and the Surrey RCMP Launch City Centre Response Plan (Terry Waterhouse, Director, Public Safety Strategies)

- Terry Waterhouse provided an update on Surrey's Public Safety Strategy and the City Centre Response Plan. Information from his presentation is available on the City website. Terry Waterhouse distributed handouts to the DAC members.
- Building on a 10 year legacy to create a crime prevention strategy, the City has made a commitment to being proactive to address issues related to crime and social dynamics. In December 2015, the role of Director of Public Safety Strategies was created. The Public Safety Strategy is both an external and internal process. Internally, the City is working with a lot of partners. Phillipa Sanderson (Project Manager, Public Safety) is another City staffer who will be working on the Public Safety Strategy.
- The City's approach is comprehensive, collaborative, and measurable.
- Our priorities include:
 - Prevent and Reduce Crime
 - Ensure Safe Places
 - Build Community Capacity
 - Support Vulnerable People
- Over 100 ideas and programs were considered for the strategic initiatives. These ideas came from City departments, community organizations, partner agencies, and members of the public that attended the consultations. The ideas were distilled to 35 strategic initiatives, grouped in terms of the priority area they most directly address:
 - Prevent and Reduce Crime:
 - Community Safety Centre
 - Cyber Security Program
 - End Gang Life Program
 - Clayton Heights Activity Team
 - Critical Hours Programming
 - Age Friendly Strategy for Seniors

- Code Blue
- Business Safety Audits
- YoBro, YoGirl Initiative
- Substance Use Awareness Team
- Ensure Safe Places:
 - Distressed Properties Program
 - Project IRIS
 - Data Driven Approaches to Crime and Traffic Safety
 - Safe Mobility Plan
 - Community Safety Patrols
 - Community Enhancement Program
 - Block Watch Program
 - Safe and Active Schools Program
 - Traffic Safety Campaigns
- Build Community Capacity:
 - Emergency Planning
 - Home Safe
 - Volunteering: Building Community
 - Early Years – Avenues of Change – Guildford West
 - Surrey Safe Schools Partnerships
 - Diversity Outreach Program
 - Surrey Libraries Access and Literacy Support
 - Youth Mentorship Programs
 - Girls Got Game
- Support Vulnerable People:
 - Integrated Services Network (ISN)
 - Community Services Web Portal
 - Surrey Mobilization and Resiliency Table (SMART)
 - Newton Safety Unit
 - Inter-Agency Case Assessment Team (ICAT)
 - Network to Eliminate Violence in Relationships (NEVR)
- Proactively addressing the social causation issues help creates safety for all.
- Reach out to different communities (e.g. youth, seniors), led by different players (schools, libraries, etc.).
- Build an approach towards a resilient city, and a more engaged and active community.
- All coordinated by the City's Public Safety Committee.
- Working towards developing Surrey's version of a downtown community court (Integrated Services Network). Some deal with youth, issues of domestic violence, and more.
- The Initiative 35 – City Centre Response Plan will respond to increasing challenges related to homelessness, mental health, and substance use/overdose. There has been an increase in emergency calls to the City Centre. For example, last year, over 2000 emergency calls were responded to. A 3 Part Response plan was launched in December 2016.
- City Centre Response Plan
 - Phase 1: Emergency Housing First
 - Permanent shelter beds in Surrey
 - Capacity increased (temporary shelter beds at Boulevard Shelter, Guildford Shelter)

- Mats at some Extreme Weather Shelters including in City Centre
- Phase 2: Increased Service Presence
 - Surrey Outreach Team: Purpose and Mission
 - Seek support for community members in need;
 - Continue to enforce all applicable laws (with discretion);
 - To focus enforcement activities on those that prey on the vulnerable population;
 - Provide a consistent and visible police, Bylaws and social services presence working collaboratively; and
 - Increase public safety and social well-being of residents, clients and those in the business community.
 - Approach – What is different?
 - On site location for collaboration.
 - Specially selected and trained team.
 - Primary focus: build relationships, mental health, addictions.
 - Support and alignment from partners and key stakeholders.
 - Expand partnerships.
 - Bylaw Enforcement Activities Snapshot
 - Daily clean-ups are being conducted and individuals are encouraged to keep the area clean
 - Business engagement is ongoing and initial feedback is positive.
 - Staff conduct daily displacement patrols to minimize any displacements in the area.
 - RCMP Snapshot
 - Missing people located
 - Reduced fatal overdoses
 - Reduction in Crimes Against Persons (compared to January 2016)
 - Ongoing business contacts
 - Fraser Health Snapshot: Success to Date
 - Opioid Antagonist Therapy through Fraser Health (to transition off street drugs)
 - Decrease in visits to Surrey Memorial Hospital for overdose treatment
- Phase 3: Planning for Transition
 - Next Steps
 - New temporary site office on 135A St – Surrey Outreach Team (March 27, 2017) and Fraser Health (April 2017 – to be determined)
 - Establish Housing Tracking Table
 - Mechanisms to identify transient population on 135A St to understand needs and track as they move into housing, treatment etc.
 - Housing Tracking Table
 - Bring together service providers with City, RCMP, BC Housing
 - Track transient population on 135A St – in order to escalate their access to temporary shelter and permanent housing
 - Daily joint briefings on site to coordinate action – Lookout outreach workers, RCMP, Bylaws, Fraser Health
 - Provide weekly updates to Management Team
- Moving Forward.
 - Health and Safety Concerns (installing portable toilets, regular clean up)
 - Establishing mechanisms to ensure no new influx of tents

- Process to ensure monitoring and outreach to other areas of city
- Terry Waterhouse will send material to Jean Lamontagne who will forward to the DAC.

Comments:

- Daniel Romey asked if no displacement means integrating this vulnerable population into the City of Surrey community. Terry Waterhouse responded that we want to help them so that they can, but not necessarily for them to stay in Surrey if the services they need are offered in other communities.
- Daniel Romey asked how many vulnerable people use the services on 135A St. Terry Waterhouse responded about 35-60 people are in residence, but there are usually around 50 people.
- Jeff Fisher asked about the Distressed Properties Program. Terry Waterhouse responded that the Distressed Properties Program is designed to identify residential and/or commercial properties tipping towards distress. The City will take action early to reduce risk of these properties becoming locations for illegal or nuisance activities. Led by By-laws. Five stages of decline. Shows where enforcement may be needed. This process is in development now.
- Dwight Heintz commented that distressed properties are not just in City Centre. For example, he dealt with one in Newton.
- Nathan Hildebrand commented that criminal activity (drugs, etc.) can occur on a site within a few hours.
- Jeff Fisher asked if transit and police work together. There is a difference between protecting the station and the precinct around it. Terry Waterhouse responded that in the busiest stations, there is a joint team of police and transit.
- Jeff Fisher asked if Fraser Health services are permanent. Terry Waterhouse responded that everything in this program is temporary. This is a pilot program. Right now, trailer services are embedded there as a solution but people needing longer term services are sent to established community services.
- Jeff Fisher commented that if you have permanent services, you do not want permanent issues. Terry Waterhouse responded that, yes, you do not want the permanency of crime problems. We do not want to displace the vulnerable population, but to support them.

3. Credit Card Fees (Karandeep Pandher, Finance Cash Manager)

- Karandeep Pandher provided an update on Credit Card Fees.
- The City is currently undertaking a lot of online customer support services through MySurrey Portal (online self service). Building permits are an example of a popular online customer service experience.
- The City incurs the processing fees of credit card transactions (online and in-person transactions). The average credit card fee is around 2% per transaction (loyalty credit card fees can be up to 2.7%). The City may introduce a service fee for credit card payments. Would like input from the DAC. Would a service fee for credit card payments be a deterrent or a convenience?
- Customers at the front counter have asked why credit card payments have not been extended to all types of transactions. For example, credit cards are not accepted for payment of property taxes.

Comments:

- Marc MacCaull commented that it would be nice for applicants to know the fees before coming to the counter. Karandeep Pandher responded that it would expand customer convenience. The City would strive to have a fixed, transparent fee, and wants the customer to be well aware that there is a fee.
- Dwight Heintz commented that the building permit fee is the largest fee. What would its fee be? Karandeep Pandher responded that it would be a percentage (e.g. 2%) of the permit fee. Each credit card is different. Not sure at this time which card mix will be accepted. For example, loyalty cards charge more.
- Nathan Hildebrand commented that it would be good to have the option.
- Daniel Romey commented that the Township of Langley accepts credit cards. Karandeep Pandher responded that the City is currently absorbing the fees because the credit card transactions that are currently permitted are for small value transactions which have small fees. The City does not accept credit card transactions for more expensive transactions, such as for building permit applications, DCCs, etc. It could, but applicants must be prepared to pay the significantly higher processing fees associated with more expensive transactions. Would be user pay. The City does not want to incur these significant extra credit card processing fees.
- Jeff Fisher commented that introducing a service fee for credit card payments seems reasonable because one can choose whether or not one wants to pay by credit card.

4. Real Estate Development Marketing/Wayfinding Signage (Mark Belling, Fifth Avenue Real Estate Marketing; Michelle Des Rosiers, Fifth Avenue Real Estate Marketing)

- Mark Belling and Michelle Des Rosiers presented on the issue of real estate marketing/wayfinding signage.
- Fifth Avenue Real Estate Marketing met with City By-laws staff about 8 years ago to address the placement of real estate marketing/wayfinding signage. Fines for by-law infractions are complaint driven. Real estate marketing/wayfinding signage are disappearing because By-laws pick them up when the City's by-laws are not being followed.
- Fifth Avenue Real Estate Marketing would like to have a clearer understanding of the sign by-law and its requirements for real estate signs. Signage is the number one generator to get people to their sales centres. There are roads that are not visible on search engines, yet. Signage includes signs in front of sales centres, wayfinding signs, stick signs, etc. Sign by-laws are not conducive to promoting developments in more isolated areas. Different areas seem to be monitored differently, which is a challenge.
- Fifth Avenue Real Estate Marketing would like to form a committee to discuss this issue.

Comments:

- Jean Lamontagne commented that, similar to elections and third party signs, the challenge with real estate marketing/wayfinding signage is abuse. Signs have to be brought in at night. Michelle Des Rosiers responded that it works well except in some locations the sign having to be within 1.6 km of the lot is a challenge.
- Jean Lamontagne commented that safety and visibility on roads are factors. An informal process, case by case (because each area is different), could be looked at. City staff can

have a meeting with Fifth Avenue Real Estate Marketing to discuss. Jeff Fisher will invite Urban Development Institute (UDI) members. When we get complaints, have to address them.

- Nathan Hildebrand commented that some companies move other companies' signs.
- Fraser Smith commented that sometimes when signs are out of place, City staff relocate them to safer places (e.g. during snowfall, to allow for ploughing) rather than simply removing them.
- Fifth Ave Real Estate Marketing will coordinate a meeting with UDI and will invite City By-laws.

5. Nexus Pilot Program (Sam Lau, Manager, Land Development)

- Sam Lau provided an update on the NEXUS Pilot Program and distributed a memo and Corporate Report to each DAC Member.
- On December 19, 2016, Council received Corporate Report No. R271;2016 regarding the NEXUS Program for Development Process Improvements.
- NEXUS is a partnership between the developer/consultants team and City staff. The Pilot Program has been established to:
 - expedite 6-8 development projects in 2017 (depending on complexity) that align with Council priorities, are consistent with the City's plans and strategies, and provide a significant economic benefit to the City; and
 - seek continuous improvements such as promoting the use of project schedules with expedited but realistic timelines on NEXUS and key projects, and piloting the use of surety bond as an alternate form of security for Servicing Agreements.
- The following criteria will be used to evaluate if a development qualifies as a NEXUS project:
 - consistent with the City's plans and strategies;
 - located adjacent to the proposed LRT corridors or within employment land areas;
 - provides enhancements within the City Centre area; and/or
 - generates significant economic and/or employment incentives.
- If you have a project you believe qualifies, please discuss at the pre-application meeting with the City planner, who will then bring it to City staff for consideration.
- Implementing project schedules. From time to time, the developer/consultants team and City staff are not always on the same page regarding what date the developers want final adoptions. The NEXUS Pilot Program will establish a project schedule right from the start that is realistic and that can even be expedited. The City may consider skipping some of the steps in the process, at the very least on the engineering side. Pre-application meetings with the applicant, their consultants, and key City staff will highlight early on in the planning phase the requirements that would be attached to an application, along with a proposed schedule that includes realistic milestones and deliverables required to meet those milestones.
- Council also approved a pilot program, for up to five land development projects on a first-in-first-selected basis, for the use of a surety bond, from acceptable surety companies with a minimum of A level from A.M. Best Rating Services, in a form acceptable to the City. This would be an alternate form of security to cash or Letter of Credit for Servicing Agreements in which the developers have been qualified by an acceptable surety bond insurer. There are currently 2 developments doing this right now that will be finalized in the next couple of weeks.

Comments:

- Marc MacCaull asked if there will be a dedicated City team for the NEXUS Pilot Program. Fraser Smith and Sam Lau responded no, but as soon as a project is listed as a NEXUS, it will receive more focus to make sure that it is advancing according to schedule. For example, there will be weekly meetings regarding the project.
- Dwight Heintz commented that a checklist is a good way to make sure that targets are being met. It is mainly an issue of communication between the Planning and Engineering Departments. Fraser Smith responded that the Departments are being more accountable to each other.
- Jeff Fisher asked how one's project can become a NEXUS. Sam Lau responded that the applicant should bring it up at their pre-application meeting and then the planner will bring it to the General Managers of Planning and Engineering.
- Jeff Fisher asked if a NEXUS project will be more expensive. Jean Lamontagne responded no.
- Jeff Fisher suggested that some who are going through the NEXUS process could present to the DAC on how the program has worked for them. Jean Lamontagne responded maybe SFU.
- Daniel Romey commented that smaller developers may lose out. Jean Lamontagne responded that larger projects bring more jobs for Surrey, but the City has its own preferred house designers for single family development. Plan checkers already know that applicants using these preferred house designers will meet City requirements. About 50 lots have been done using these preferred house designers. Fraser Smith responded that the City supports transit oriented development and does not want to hold them up. Pilot programs are more manageable than starting new by-laws which are more involved.
- Marc MacCaull commented that the challenge with preferred house designers is that the product can look "cookie-cutter". Mehran Nazeman responded that may be so only for new subdivisions but not infill. The City does spot checks. If the designer is sloppy, then that designer will not be on the preferred house designers list.

6. Comments on the Market

- Jeff Fisher. No comments on the market.
- Daniel Romey. No comments on the market.
- Phil Magistrale. Traffic is back to what it was last year. Good. Multi-family doing well.
- Adrien Herberts. Sales are at the same pace as last year.
- Dwight Heintz. Building the purpose built rental project in Cloverdale (176 St). Land prices did not moderate at all. Townhouses are going back up.
- Marc MacCaull. Picked up 2 sites in Langley around 80 Ave. Townhouse sites. Rowhome site in South Surrey selling well. Apartment units that will come up, too, in Orchard Park. Project in Langley at 82 Ave and 204 St (spec single family and strata combo). It was a challenge selling the single family first, but okay now.
- Mark Belling. The market is doing very well. Went through a lot of provincial regulations that caused a 4 month hiccup in the market. Land prices – there are people who are driving the prices up because they do not know costs. Wood frame condo development doing incredibly well. Langley in particular. Virtual selling with 100% presales in short periods of time. Quadra homes had sellouts. On the supply side: Polygon has 600 units coming up

shortly. Langley is a real hotbed. Other than South Surrey, Surrey is an alternative market for consumers to Langley. Based on recent developer experience, Langley development approvals are faster. Condo values have taken a leap frog with strong value based demand as they are not being approved fast enough so those that come on the market are selling really fast. Townhouse sector is going through more of a challenge because they are more expensive so the market is more restricted in terms of who can afford them. Affordability is driving buyers to places like Abbotsford, which pushes those in Abbotsford to Chilliwack, and those in Chilliwack to Hope. It is like a tidal sweep of affordability starting in Vancouver and moving east. For one project in Port Coquitlam, 800 people attended their soft open house. On Langley versus Surrey, competitors for consumer housing options: there is a perception that Langley is a safer community. Langley actually has similar crime problems as Surrey but they are not as publicized. South Surrey seems to be an exception. There is a marketing strategy where, for one development located in White Rock, the sales centre is in South Surrey. Restriction of land is also a factor in the market.

7. Other Business

- Jeff Fisher would like an update from SCDC when they are ready.
- Dwight Heintz asked about the status of sanitary sewer for West Clayton. Fraser Smith responded that it is taking time. Sam Lau will follow up with Realty to see and will get back to Dwight Heintz.

8. Next Scheduled Meeting – April 27, 2017

- The meeting adjourned at approximately 4:15 p.m.