

NO: R089

COUNCIL DATE: June 15, 2020

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **June 10, 2020**

FROM: **City Manager**

FILE:

SUBJECT: **COVID-19: Emergency Operations Centre Update**

RECOMMENDATION

The City Manager recommends that Council receive this report for information.

INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since Corporate Report No. R080;2020, a copy of which is attached as Appendix "I", which was provided to Council at the May 25, 2020 Regular Council Public Hearing meeting.

BACKGROUND

The City's Emergency Operations Centre ("EOC") is the command and communications hub for any large emergency or disaster including the current global COVID-19 pandemic. The EOC was activated by the City on February 17, 2020 prior to the World Health Organization ("WHO") declaring a global pandemic.

Since the last update provide to Council as part of Corporate Report R080;2020 the EOC has completed the following actions:

- Continued tracking of key data indicators that will assist with forecasting and preparing for recovery and return to business as usual operations over time;
- Continued development of reopening plans for all City facilities;
- Continued acquisition of personal protective equipment, including 8,000 procedure masks and over 90,000 disinfectant wipes;
- Commenced distribution of cloth masks to City staff;
- Commenced construction of plexiglass barriers in facilities that are scheduled to reopen;
- Continued to seek reimbursement from Emergency Management BC for COVID-19 related response costs. Approximately \$280,000 has been reimbursed to the City to date;

- Supported implementation of the “Parking to Patios” program to allow existing restaurants to use their parking stalls and/or the sidewalk and curb lane fronting their restaurant for patio purposes;
- Received \$85,000 from the Canadian Medical Association Foundation (“CMAF”) COVID-19 Community Response Fund to help cover some of the costs related to the operation of the North Surrey Recreation Centre Emergency Resource Centre;
- Approved the installation of pods (bed, privacy screen and nightstand) in the North Surrey Recreation – Emergency Response Centre;
- Supported the “Love Where You Live” beautification initiative; and
- Supported operation of the sub-EOC to monitor the Fraser River Freshet.

DISCUSSION

The EOC has clear responsibilities outlined and actions underway to respond to the immediate impacts of the COVID-19 pandemic. The EOC is utilizing *Surrey’s Proactive 10-Point Action Plan* (the “Plan”) to mitigate impacts of the COVID-19 pandemic that moves the EOC beyond immediate response to consider the medium and longer terms impacts of the pandemic on City operations, and enables tracking of key data indicators that will assist with forecasting and preparing for recovery and return to business as usual operations over time (Appendix “II”).

Key insights over the last two weeks include:

- Global COVID-19 cases continue to rise, with 7.4 million infections as of June 10, 2020. The United States, Central America, South America and India are currently the global epicentres;
- Social distancing measures in Canada are showing continued signs of success, as the growth rate in new infections is continuing to drop even in the hardest hit provinces of Ontario and Quebec;
- Provinces across Canada are enacting their reopening plans; and
- As of June 10, 2020, BC has had 2,680 confirmed cases which equates to 52.5 infections per 100,000 people. This is an increase of 213 cases since May 20, 2020 which amounts to an average increase of 10.1 cases per day. Of the 2,680 confirmed cases, the Fraser Health region accounts for a significant portion of confirmed cases (1,378 or 51%). Of the cases in the Fraser Health region, only 5 are hospitalized, 1,191 have recovered and 74 have died.

Level of Service Provisions / Reopening Plans

The City is continuing to offer a majority of services at Level 1- Modified Business Service. There are a limited number of services, such pools, recreation centres, arenas and libraries that remain closed and as such they are at a Level 3 - Essential Services.

Level of service for Services and facilities were adjusted following the EOC's closure decision matrix which required that a service, amenity, or facility close if any of the following three criteria were met:

1. By order of the Provincial Health Officer under the Public Health Act; or
2. Surrey EOC assessment indicates a significant risk to health and safety or where compliance with physical distancing requirements can not be reasonably achieved; or
3. When direction is received from Mayor & Council.

On May 6, 2020, the Province announced its restart plan ("BC's Restart Plan") in order to support a step by step reopening of services and activities in the Province following BC's Go Forward.

To support BC's Restart Plan, and the reopening of City facilities and resumption of services, the EOC has prepared an opening decision matrix to determine when each of City's functional business areas are able to adjust their level of service and resume some form of operation provided that all of the following four criteria are met:

1. Ability to comply with new Provincial Health Order;
2. Reasonable public demand for services;
3. Financial viability; and
4. Public and employee safety measures are in place.

The EOC is actively applying this decision matrix to each of the City's functional business areas to resume operations in steps:

Step 1: Critical Business Functions (current state);

Step 2: Modified Operations – Services that can operate in compliance with Provincial Health Order and facilities remain closed (late June 2020);

Step 3: Partial Facility Re-opening - Select low risk/high impact programs with social distancing, enhanced cleaning protocols and group gathering limits

Step 4: Substantial Facility Re-opening – Select low risk/high impact and specialty programs with modified social distancing, enhanced cleaning protocols and group gathering limits (e.g. Aquatic Facilities); and

Step 5: Full Facility Re-Opening - With any new Health Authority and/or legislated sector changes.

Using this decision matrix the following facilities have been or are scheduled to be reopened on the listed dates:

- Skate Parks as of May 30, 2020;
- Playgrounds as of June 1, 2020;
- Darts Hill Garden as of June 5, 2020;
- Sport Courts (basketball, ball hockey, lacrosse, volleyball) as of June 8, 2020;
- Spray Parks as of June 15, 2020;

- Outdoor pools at Kwantlen Park, Bear Creek Park, Hjorth Road Park and Greenway Park as of June 27, 2020;
- Lifeguarding at Crescent Beach as of June 27, 2020;
- Outdoor pools at Sunnyside park, Unwin Park, Port Kells Park and Holly Park as of July 4, 2020; and
- Summer preschool and children's camps as of July 6, 2020.

Staff are working with staff in each municipality in Metro Vancouver to coordinate re-opening dates, whenever possible, in an attempt to simplify and lessen confusion for residents in the region. The next services expected to resume include selected library services. Further updates on reopening plans for each facility will be provided in a future update to Council.

Surrey Fire Service Responses

As of June 9, 2020, the Surrey Fire Services ("SFS") responded to an average of 40 incidents per day over the past 30-days, as illustrated in Appendix "III". The SFS responded to an average of 87 incidents per day over the same period in 2019, a reduction of 54%.

The overall reduction of 54% is comprised of two components:

- SFS attendance at medical incidents have decreased by 81% as compared to the same period last year as a result of the changes in first responder attendance at medical incidents as recommended by BC Emergency Health Services in an effort to reduce the exposure risk for fire fighters. However, since April 21, 2020 the SFS has resumed responding to calls involving confirmed overdoses following instructions by the BC Emergency Health Services as SFS staff are trained in delivering Naloxone, which clinically supports improved patient outcomes; and
- SFS attendance at non-medical incidents have decreased by 14.5% as compared the same period last year as a result of the stay at home recommendations and less people movement. This is a slight increase as compared to the previous reporting period likely due to the increased movement of people resulting from Phase 2 of BC's Restart Plan.

Surrey RCMP Response

As of June 9, 2020, the Surrey RCMP received an average of 556 calls for service per day and dispatched members to an average of 415 incidents per day over the past 30-days, as illustrated in Appendix "IV". Surrey RCMP calls for service remains fairly consistent (3.5% decrease in average daily calls) as compared to the same period last year. However, the number of calls the police dispatched members to increased slightly (2%). In terms of a dispatch rate, last year during this study period (May 20 to June 9) police dispatched members to 70% of total calls; this year members were dispatched to 75% of the total calls received.

Logistics

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and personal protective equipment ("PPE") for staff, the EOC has centralized its inventory of these supplies and is monitoring daily consumption rates. A copy of the City's inventory of critical

supplies as of June 9, 2020, and how this inventory has changed since May 20, 2020 is attached as Appendix “V”.

At present, the City has a sufficient supply of most critical supplies to last for the next 120-days. The City has used all of its plexiglass in inventory to create barriers needed to support all of the planned facility re-openings. The EOC is continuing to increase its inventory of its supplies, including plexiglass, as use is forecasted to increase as the City begins to reopen.

Current Staffing Levels

In an effort to maintain staff and customer safety while still maintaining the current level of service, providing flexibility and to prepare in the event of a mandated shut down, the EOC has continued to work with each Department to facilitate opportunities for staff to work at home.

As of Tuesday June 9, 2020, approximately 26.8% of all staff are working from home which equates to approximately 48.6% of staff that may eligible to work at home (of course this excludes field staff from Engineering – Operations, Fire, Planning & Development – Facilities and Parks, Recreation & Culture – Operations).

Department	For June 9, 2020			
	% of staff working at their respective facility	% of staff working from home	% of staff who are sick or in quarantine and unable to work	% of staff who are on vacation
Corporate Services	33.1%	64.6%	1.1%	1.1%
Engineering (Operations)	93.3%	0.8%	2.0%	3.9%
Engineering (all others)	57.2%	39.4%	0.6%	2.8%
Finance	56.3%	41.7%	1.0%	1.0%
Fire	88.8%	0.0%	2.8%	8.4%
Investment & Intergovernmental Relations	77.8%	22.2%	0.0%	0.0%
Library	0.0%	93.2%	0.0%	6.8%
P&D (Facilities)	89.7%	7.7%	0.0%	2.6%
P&D (all others)	28.9%	69.1%	0.7%	1.3%
PRC (Operations)	87.0%	11.0%	1.4%	0.7%
PRC (all others)	57.6%	40.6%	1.4%	0.5%
Public Safety	61.8%	31.8%	3.7%	2.8%
TOTAL	67.9%	26.8%	1.8%	3.5%

A summary of the level of staffing available from May 20 through June 9, 2020 (excluding holidays and weekends) is attached as Appendix “VI”.

Support for Vulnerable Populations

On May 13, 2020 the Peace Portal Church at 15128 27B Avenue opened as an emergency overnight shelter. The shelter is open from 8pm to 7am and can accommodate 14 vulnerable individuals. Over the past week, the shelter has been full each night.

The EOC has worked with BC Housing and the Fraser Health Authority to open the North Surrey Recreation Centre (“NSRC”) as Emergency Response Centre (“ERC”) to enable isolation of the City’s vulnerable population should they have symptoms of or have been diagnosed with COVID-19 and in need of self isolation. Over the past week, the ERC has hosted approximately 35- persons on a daily basis that are staying in the NSRC ERC. No one at the NSRC ERC centre has tested positive with COVID-19.

In an effort to reduce the number of people in existing BC Housing funded shelters in Surrey, BC Housing has moved approximately 46 vulnerable individuals as of May 21, 2020 from shelters to individual motel rooms at The Linda Vista Motel at 6498 King George Boulevard and the Canadian Inn at 6528 King George Boulevard.

NSRC ERC nursing staff are continuing to offer testing and wrap around health services to vulnerable individuals at the Emergency Response Centre and to date no one has tested positive with COVID-19 infection.

COVID-19 Compliance and Enforcement Team

On March 26, 2020 the Surrey RCMP established a joint COVID-19 Compliance & Enforcement Team (“CCET”), in partnership with the City Bylaws Division to conduct proactive checks to ensure local residents and businesses understand their personal obligations regarding social distancing and self-isolation requirements to stop the spread of COVID-19. The Team’s primary mandate is proactive education and gaining voluntary compliance with the directions of the Provincial Medical Health Officer.

CCET has been proactively reaching out to Surrey businesses, faith-based locations, banquet halls and recovery homes to inform, educate and prevent contraventions of the public health safety orders. They have also conducted patrols in areas where people continue to congregate, such as parks and playgrounds. To complement the proactive activities carried out by CCET, the Surrey RCMP Frontline (E Watch) has been conducting proactive patrols in key business complex locations to mitigate any potential criminal activity associated to the pandemic (e.g., due to business closures, reduced hours, etc.).

Between May 20 and June 9, 2020, CCET partners and E Watch members have completed 15,112 checks (proactive visits and/or patrols).

Location	Number of Checks	Number of Non-Compliance
Banquet Halls	223	0
Commercial Businesses (ie. Retail, personal services, etc)	3,813	24
Construction Sites	318	0
Essential Business Services (i.e. Grocery stores, banks)	2,588	2
Faith Based Institutions	691	1
Food Services (i.e. Restaurants/Bars)	2,277	1
Industrial	645	16
Parks	2,762	182
Private Residences	573	3
Recovery Homes	21	0
School Grounds	1,201	1
Total	15,112	230

The COVID-19 Compliance and Enforcement Team has found that there continues to be strong (98%) compliance with the directions of the Provincial Medical Health Officer. Of note, despite very few incidents of non-compliance, the majority non-compliant events occurred at City parks.

Supporting and Informing Residents

The City's COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with over 100,000 pageviews since it was launched, with approximately 15,000 pageviews occurring over the last three weeks.

The information on this webpage is updated daily in working with EOC, and shares information on News & Updates, Affected Services, Facility Closures, Online Services promotion, Health Information, Business Content (e.g., Surrey Makes PPE, Surrey Store to Door, Business Resources) and Community Resources. The City is continuing to use its social media platforms to share information.

To further support and inform residents, the City has established a centralized email address, COVID-19@surrey.ca, in which residents and businesses can submit comments, questions and concerns. The City as of June 9, 2020 has received approximately 1,650 emails, of which approximately 1,250 or 76% required and have received a response.

Supporting and Informing Businesses

In addition to the information provided on the City's COVID-19 webpage, staff have been participating in weekly calls with the various business associations in Surrey to provide them updates and answer any questions that they may have. These calls will be transitioning to bi-weekly calls as the business associations are continuing to focus more of their efforts to support their membership.

Intergovernmental Support and Cooperation

On June 1, 2020, the Federal government announced that Gas Tax Fund transfers for communities would be accelerated and delivered in one full payment in June rather than two payments in 2021. This modest preliminary measure may help some municipalities with immediate liquidity issues, but it is important to note that this is not new money but rather funds that have already been accounted for in municipal budgets. The Minister of Infrastructure and Communities stated that this is just a start and acknowledged that more help is needed for cities.

On June 5, 2020, the Prime Minister announced \$14 Billion to Provinces to face the second wave of COVID-19 and to support opening the economy. The Prime Minister worked with Premiers to create a safe re-start plan which includes providing:

- More PPE for healthcare workers
- PPE for businesses
- Childcare
- Assistance to vulnerable people
- Sick pay of up to 10 days for those that do not have paid sick leave
- Support for cities – focussed on:
 - Public transit
 - Community Programs

Support will be different in each Province and City, based on needs. Details will be rolled out over the next few weeks.

The EOC continues to seek the support and cooperation of the Provincial and/or Federal government on many issues related to the COVID-19 crisis. Ongoing issues include:

Provincial & Federal (both)

- Support for citizens and businesses financially impacted by COVID-19;
- Support for vulnerable populations;
- Acquiring PPE for first responders and front-line staff;
- Financial support to cities to offset impact of COVID-19;

Provincial

- Recovery homes - requesting health supports or plans for responding to potential outbreaks when self-isolation/quarantine is not possible.

Federal

- Assistance with ensuring that the Department of Fisheries and Oceans permits and approvals related to important infrastructure projects are not delayed due to COVID-19 related issues;
- Creation of a Federal economic stimulus package - the City has created a list of shovel ready, Surrey-based infrastructure projects for Federal funding consideration.

Advocacy efforts related to these projects are ongoing. They include the Mayor and staff participating in conference calls with Provincial and Federal elected officials, as well Big City Mayors' Caucus ("BCMC") and Federation of Canadian Municipalities ("FCM") conference calls with the Premier's Office and the Deputy Prime Minister. City staff that are part of the EOC structure are also connecting directly with appropriate Ministry staff in order to ensure Surrey's needs are fully understood and amplified.

Financial Update on the Impact of COVID-19

Staff have reviewed the Provincial Restart Plan, with emphasis on its financial implications to the City and have incorporated this information into our 2020 forecasting model. At this time, staff are still forecasting a budget shortfall in the range of \$37-\$42 million, noting that the actual amount may be slightly lower or higher depending on actual results relative to our forecast. For the purposes of financial modelling staff are utilizing an amount of \$40.0M for the forecasted budget shortfall.

It is now certain the fiscal hardship caused by the COVID-19 pandemic will impact the City's financial health not only in fiscal 2020 but certainly in 2021 and maybe future years. Accordingly, staff will need to incorporate these impacts as we develop the 2021-2025 Financial Plan for Council consideration later this year.

The City has taken a philosophy that a series of short term and temporary actions to mitigate the budgeted shortfall is more beneficial to the long term economic health of the City than a prolonged series of actions in future years to repay shortfalls from 2020. Furthermore, given that the COVID-19 pandemic will likely impact the City's budgets in fiscal 2021 this would compound the problem. At this time, staff are taking several significant proactive measures to mitigate the budgeted shortfall of \$40.0 for fiscal 2020 as described below:

Temporary Cost Savings (\$19M)

Other Departmental Savings (\$8.0M)

Collectively, General Managers have been tasked with reducing their current expenditures relative to budget and contribute a minimum of \$8.0M toward mitigating the budgeted shortfall. These savings will be driven by each General Manager and will be prioritized to have minimal public impact and no significant service level reductions. Savings will be generated by critically analyzing all discretionary spending relative to budget, including the timing of the purchase of supplies, use of consulting services, travel & training budgets, and utilization of overtime.

Cautious Reopening of Major Civic Facilities (\$6.0M)

Most major civic facilities including Parks, Recreation & Culture and Library facilities remain closed until early September and possibly longer dependant on staff's assessment of three key factors: public safety, demand for service by the public in light of COVID-19 and the related fiscal implications. During this general closure, reduced or alternative services may be provided that will increase safety and minimize fiscal impacts, these services will be at the discretion of each respective General Manager.

Deferral of Opening of the Clayton Community Center to 2021 Quarter 1 (\$2.5M)

Staff are deferring the opening of Clayton Community Center until the first quarter of 2021. This facility will provide net new services to our residents and as such does not reduce current service levels. Furthermore, there is significant concern that given the COVID-19 pandemic there will be significantly reduced demand by the public for remainder of the year. In addition, staffing of the facility will result in hiring challenges given that some staff from other facilities are currently laid off.

Vacancy Gapping/Delay in Hiring (\$2.0M)

Vacant positions across all departments will remain unfilled until 2021 with the only exception being critical roles required to deliver essential services as determined by each respective General Manager and approved by the City Manager. Although, this will put additional workload on current staff, service levels to the public will be moderately impacted in the short term; however, this will not be sustainable in the longer term.

Reduction in Services Related to Provincial/Federal Mandated Responsibilities (\$0.5M)

Staff will advocate the Province through BC Housing, that BC Housing, rather than the City, assume the responsibility of annual property lease payments, property taxes, and any construction-related renovation costs in respect to supportive housing, transitional housing, or shelters within the City. Furthermore, staff are exploring possible redundancies in environmental approving processes that may result in savings.

2020 Capital Program Elimination/Deferral (\$12.3M)*YMCA (\$8.3M)*

Staff are eliminating the general funding associated with the downtown YMCA project, and utilizing these funds as a mitigating measure to minimize the forecasted budget shortfall following the joint decision by the City, YMCA of Greater Vancouver and Simon Fraser University to cancel the project due to escalating construction costs. The City has \$20.0M allocated in the adopted budget as a contribution toward the YMCA in downtown, however of this amount, \$11.7M was to be funded from borrowing, thus leaving \$8.3M available for reallocation.

Newton Athletic Fieldhouse (\$2.0M)

Staff are differing the Newton Athletic Fieldhouse project to a future year and thereby diverting the \$2.0M funding allocated to this project to mitigate the budgeted shortfall. This project can be reconsidered as part of the 2021-2025 Capital Budgeting process.

Newton Urban Park (\$1.0M)

Staff are eliminating of the budgeted Newton Urban Park and diverting the \$1.0M funding allocated to this project to mitigate the budgeted shortfall. This project can be reconsidered as part of the 2021-2025 Capital Budgeting process.

On-Going Capital (\$1.0M)

Staff are reducing expenditures related to On-Going Capital for 2020 by \$1.0M relative to budget. Although this budget is important for the maintenance and enhancement of city assets, the proposed one-time reduction will result in modest impairment of said city assets, this is not a sustainable option on a long term basis and should be considered a one time usage.

Reduction of Non-Statutory Reserves

The City maintains various reserves that are utilized to predominantly fund current and future capital requirements, some of these reserves are restricted by legislation (for example, Development Cost Charges) and others are not restricted. Reserve levels for the City have been maintained, however not necessarily at ideal levels due to fiscal limitations we now face. Staff may have to resort to utilize a portion of the following non statutory reserves on a strictly one-time basis to mitigate the forecasted budget shortfall in 2020:

- i. Green City;
- ii. Corporate Contingency;
- iii. Revenue Stabilization;
- iv. Snow Removal; and
- v. Equipment Replacement Reserve.

The value utilized from each non-statutory reserve will be reported to Council in the future, once the actual shortfall is quantified.

The actions outlined in this report will mitigate the \$40.0M forecasted budget shortfall.

It is important to emphasize that the actions outlined in this report are based on financial modelling that staff have conducted, this modelling requires several key assumptions that are very difficult, if not impossible, to predict with certainty; in particular the duration of the COVID-19 fiscal impact and the time required for full economic recovery.

Observations on the Effectiveness of Social Isolation and Distancing Measures

The City is continuing to actively monitor traffic volumes and traffic speed through its inventory of 350 signalized intersections equipped with vehicle counting technology, 6 mobile traffic data collection sensors and 50 Bluetooth sensors as well as through additional data sources on the Port Mann and Pattullo Bridges and at each border crossing.

Using this data, staff have determined that the travel restrictions, school closures, businesses closures and the rise in telecommuting has resulted in an average weekday reduction in traffic volumes on Surrey's major roads (King George Boulevard, 120 Street, 128 Street, 168 Street, 152 Street, 32 Avenue, 64 Avenue, 72 Avenue, 88 Avenue and 104 Avenue) by approximately 30% since March 23, 2020 as compared to traffic volumes over the same period last year, as illustrated in Appendix "VII".

However, in reviewing the weekly average, traffic volumes while remaining well below traffic volumes over the same period last year, are increasing week to week:

- Week of March 23, 2020- 46% below 2019 weekly average;
- Week of March 30, 2020 – 40% below 2019 weekly average;
- Week of April 6, 2020 – 32% below 2019 weekly average;
- Week of April 13, 2020 – 32% below 2019 weekly average;
- Week of April 20, 2020 – 29% below 2019 weekly average;
- Week of April 27, 2020 – 31% below 2019 weekly average;
- Week of May 4, 2020 – 26% below 2019 weekly average;
- Week of May 11, 2020 – 28% below 2019 weekly average;
- Week of May 18, 2020 – 17% below 2019 weekly average;
- Week of May 25, 2020 – 13% below 2019 weekly average; and
- Week of June 1, 2020 – 16% below 2019 weekly average.

The largest change in weekly average (17% from 28%) occurred during the week of May 18, 2020 which aligns with the start of Phase 2 of BC’s Restart Plan. May 19, 2020, the day Phase 2 commenced, had the greatest amount of traffic as compared to last year since the start of the pandemic (7% below last year).

Staff will continue to monitor traffic to observe changes in traffic volumes.

As noted above, the COVID-19 Compliance and Enforcement Team has found that the vast majority of places checked, and complaints responded found that people are complying with the directions of the Provincial Medical Health Officer and the few that were not in compliance voluntarily elected to do so after a short conversation by team members on the importance in needing to comply with these directions.

Fraser River Freshet

The Freshet EOC Control Group has been meeting regularly to coordinate preparations for potential Fraser River flood conditions. Although the snowpack levels were 20% higher than average, due to mild temperatures combined with limited rainfall, the water levels in the Fraser River have peaked well below initial response levels and the levels continue to recede. It is very unlikely that any flooding will occur.

SUSTAINABILITY CONSIDERATIONS

The City of Surrey Emergency Program, the EOC and the level of service provisions supports the objectives of the City’s Sustainability Charter 2.0. This work relates to Sustainability Charter 2.0 themes of Public Safety. Specifically, the following Desired Outcome (“DO”):

- Emergency Preparedness and Prevention DO6: Surrey has proactive and coordinated emergency prevention measures in place and can effectively deal with emergencies that arise.

CONCLUSION

Surrey's Proactive 10-Point Action Plan has been developed to help mitigate impacts of the COVID-19 pandemic. This Plan is continuously updated to assist with, and document decision making by the EOC and uses data to forecast possible scenarios that will impact Surrey in the medium and longer term. This data forecasting is helping the City to anticipate changing conditions and assist the City in evolving its EOC responses under the 10-Point Action Plan, enabling the return to normal operations as quickly as possible.

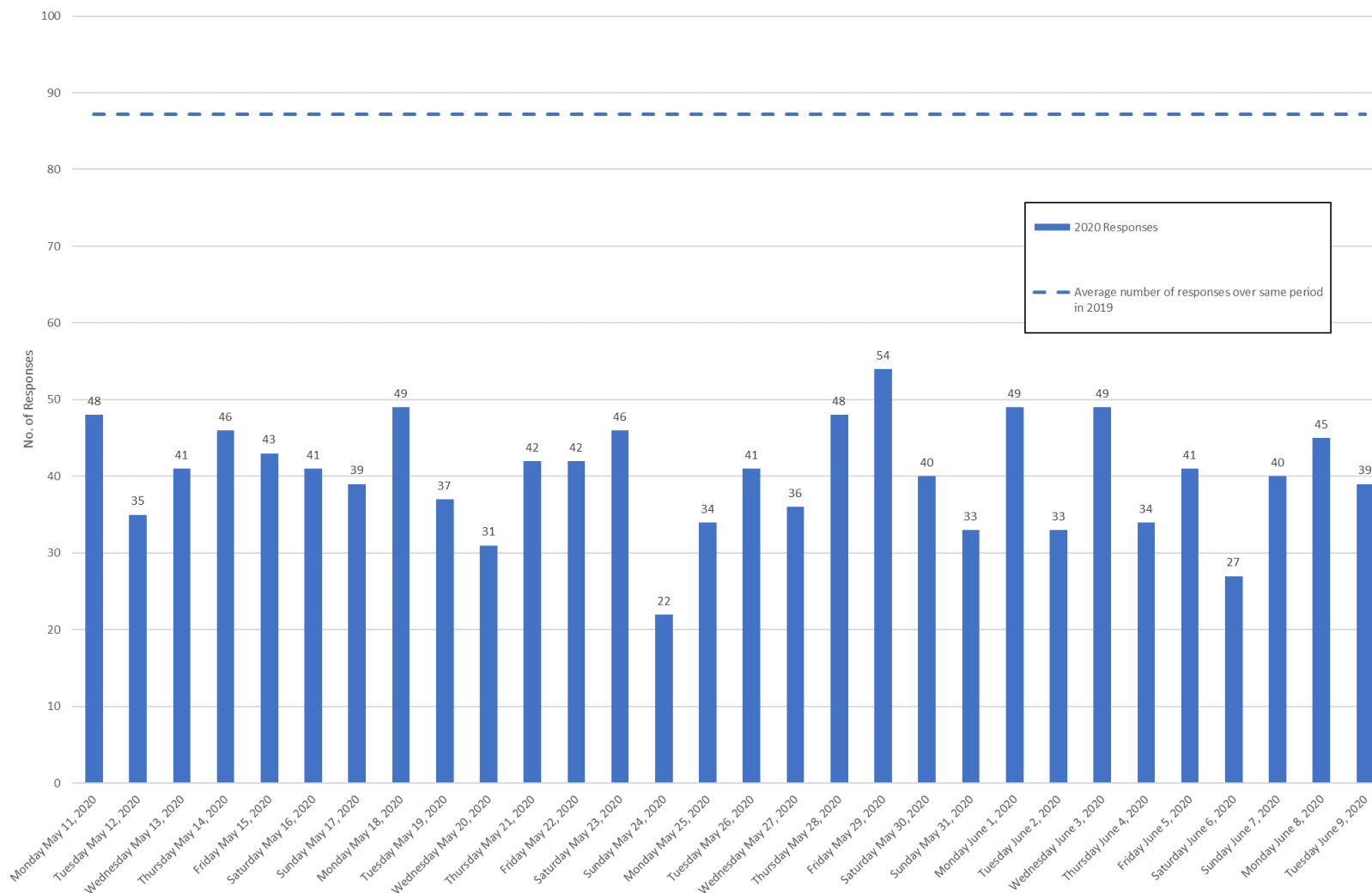
Vincent Lalonde, P.Eng.
City Manager

Appendix "I" – Corporate Report Ro80;2020 – COVID-19: Emergency Centre Update
Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 3 – June 11, 2020
Appendix "III" – Surrey Fire Service – Incident Responses – May 11 to June 9, 2020
Appendix "IV" – Surrey RCMP – Calls for Service Received and Dispatched – May 11 to June 9, 2020
Appendix "V" – EOC Critical Supplies Inventory – June 9, 2020
Appendix "VI" – Staff Count Summary – May 20 to June 9, 2020
Appendix "VII" – Traffic volumes along major corridors – March 23 to June 5, 2020

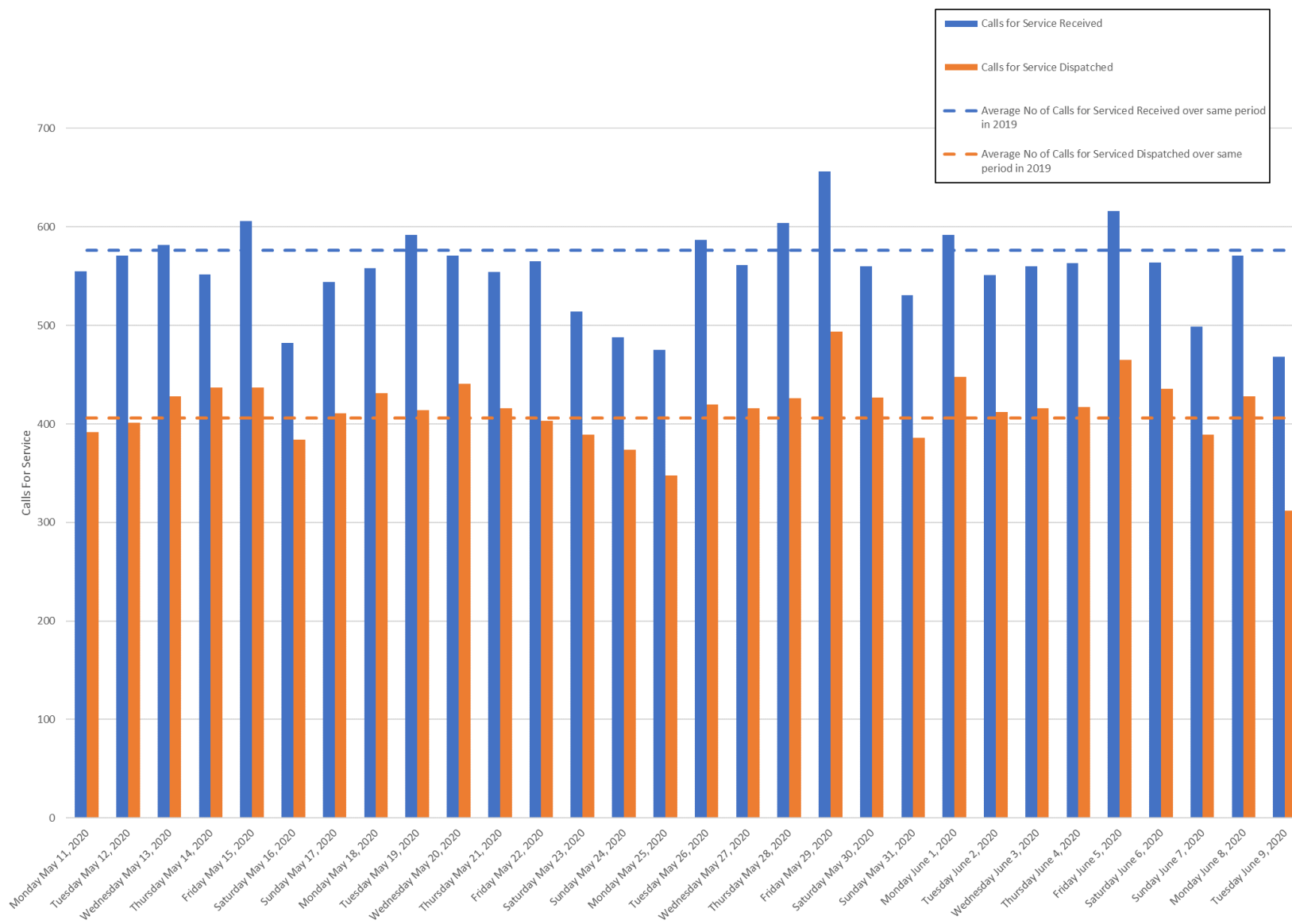
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Appendix “III”
Surrey Fire Service – Incident Responses – May 11 to June 9, 2020

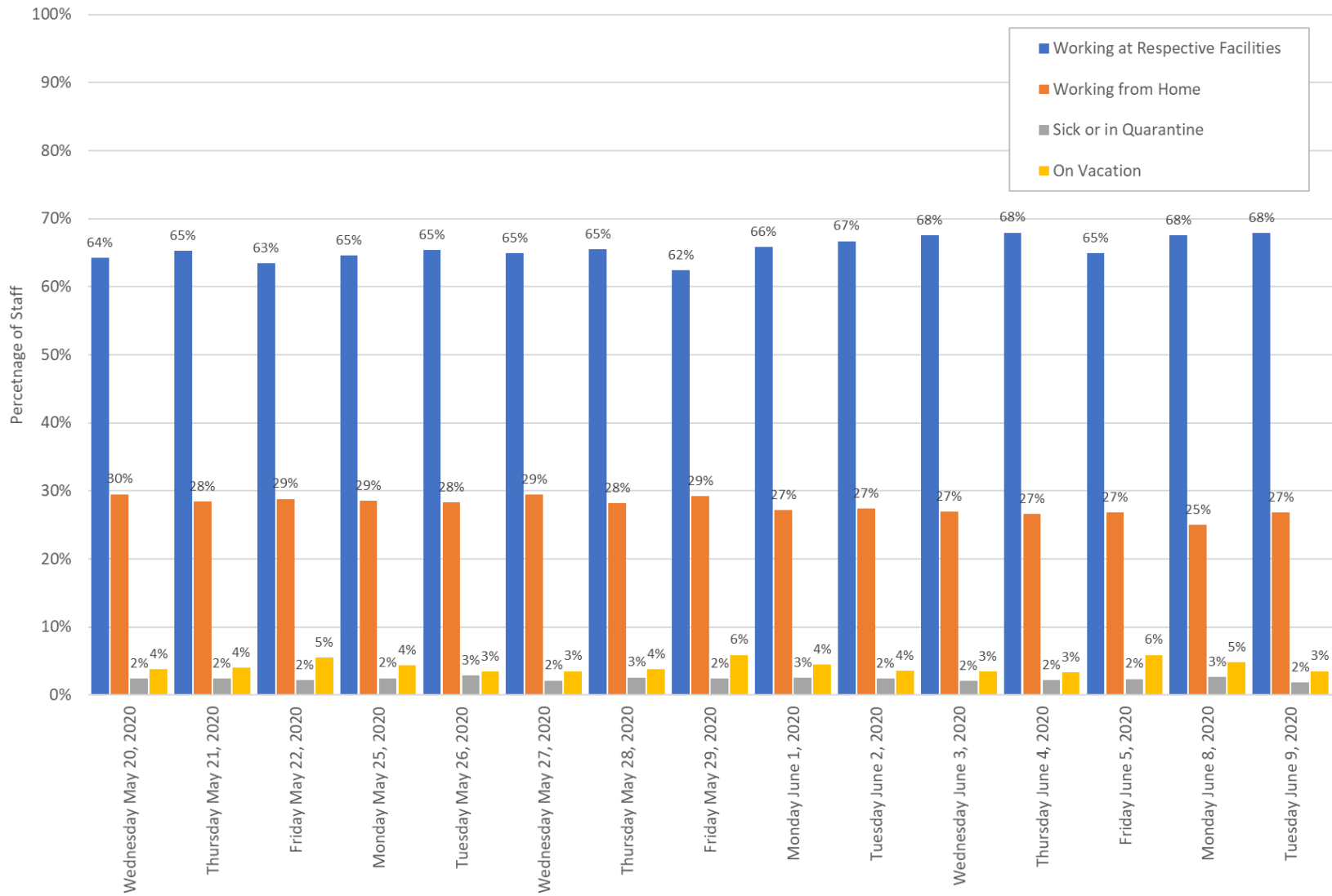


Surrey RCMP – Calls for Service Received and Dispatched – May 11 to June 9, 2020



Appendix "V"
EOC Critical Supplies Inventory as of June 9, 2020

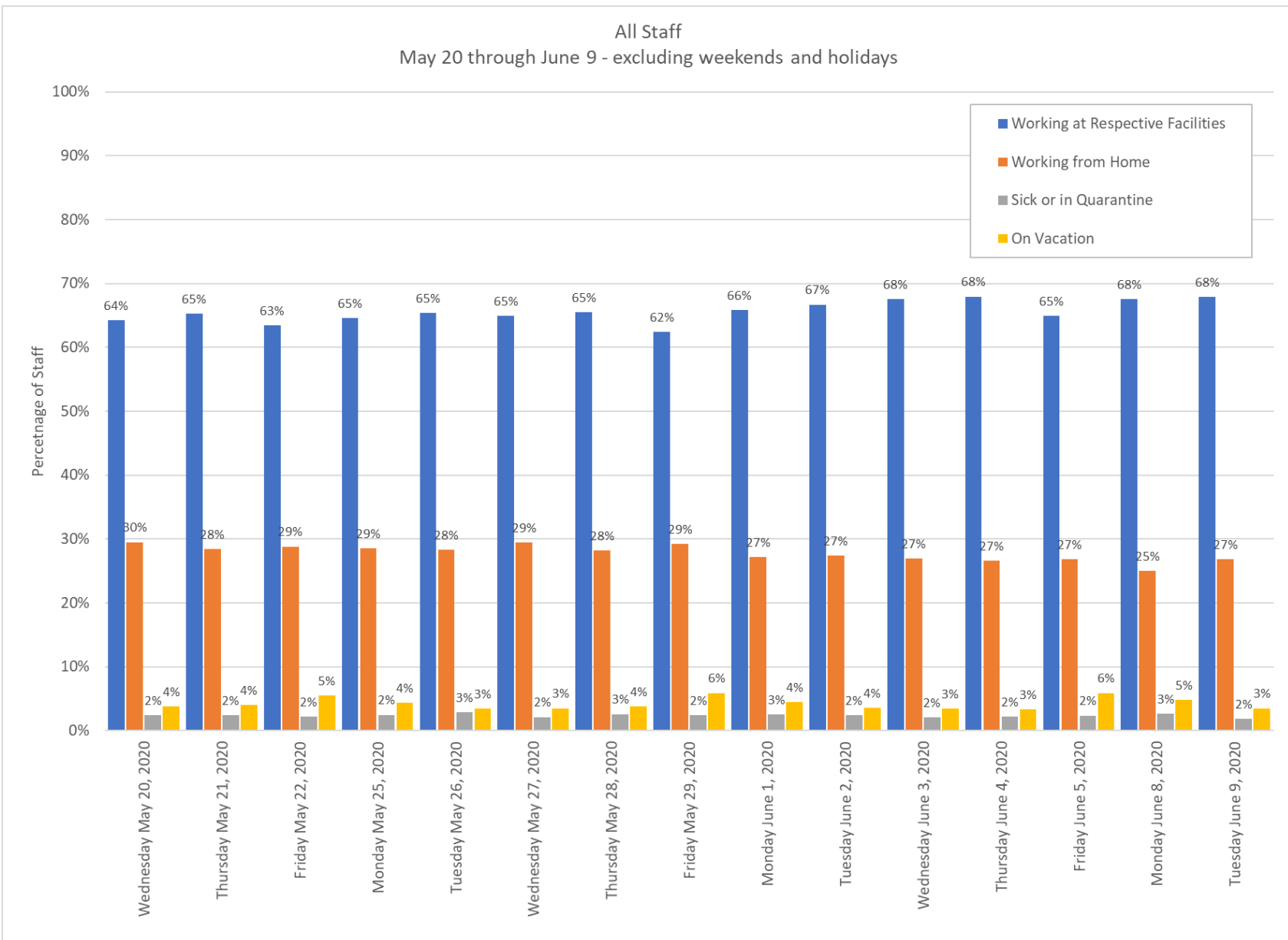
All Staff
 May 20 through June 9 - excluding weekends and holidays



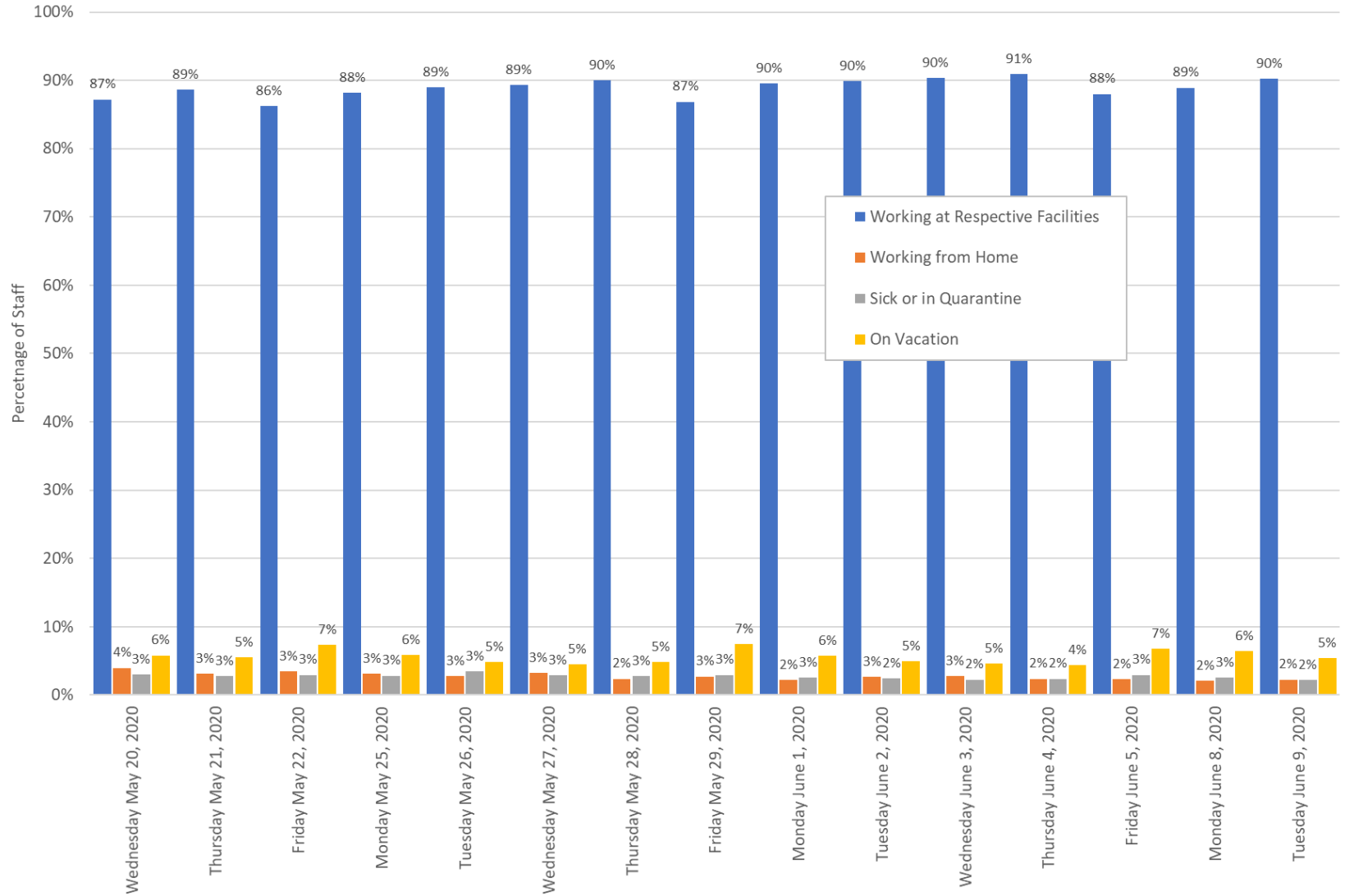
EOC Supplies

Product	Current Inventory June 9, 2020	Inventory as of May 20, 2020	Change in Inventory over past 3-weeks	Average Usage per day	Supplies based on Current Inventory			
					30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus
Cleaning Products								
Bleach 6%	105.00	105.00	0.00	0.00	105	105	105	105
Disinfectant	1,062.00	1,245.00	-183.00	5.65	893	723	554	384
Disinfectant Spray Bottles	559.00	34.00	525.00	0.50	544	529	514	499
Disinfectant Wipes	195,145.00	102,725.00	92,420.00	620.00	176,545	157,945	139,345	120,745
Hand Sanitizer	3,446.96	3,167.50	279.46	19.25	2,869	2,292	1,714	1,137
Industrial Cleaner	10.00	10.00	0.00	0.00	10	10	10	10
Spray Nine	446.76	147.76	299.00	0.00	447	447	447	447
PPE								
Booties	2,888.00	3,038.00	-150.00	16.00	2,408	1,928	1,448	968
Cloth Masks	1,021.00	1,871.00	-850.00	0.00	1,021	1,021	1,021	1,021
Face Shields	2,095.00	2,450.00	-355.00	0.00	2,095	2,095	2,095	2,095
Gloves (single)	293,800.00	316,900.00	-23,100.00	1,454.00	250,180	206,560	162,940	119,320
Gowns	2,234.00	1,666.00	568.00	17.00	1,724	1,214	704	194
N95 Masks	12,290.00	13,840.00	-1,550.00	93.50	9,485	6,680	3,875	1,070
Plexiglass	0.00	70.00	-70.00	0.00	0	0	0	0
Procedure Masks	48,950.00	40,450.00	8,500.00	30.00	48,050	47,150	46,250	45,350

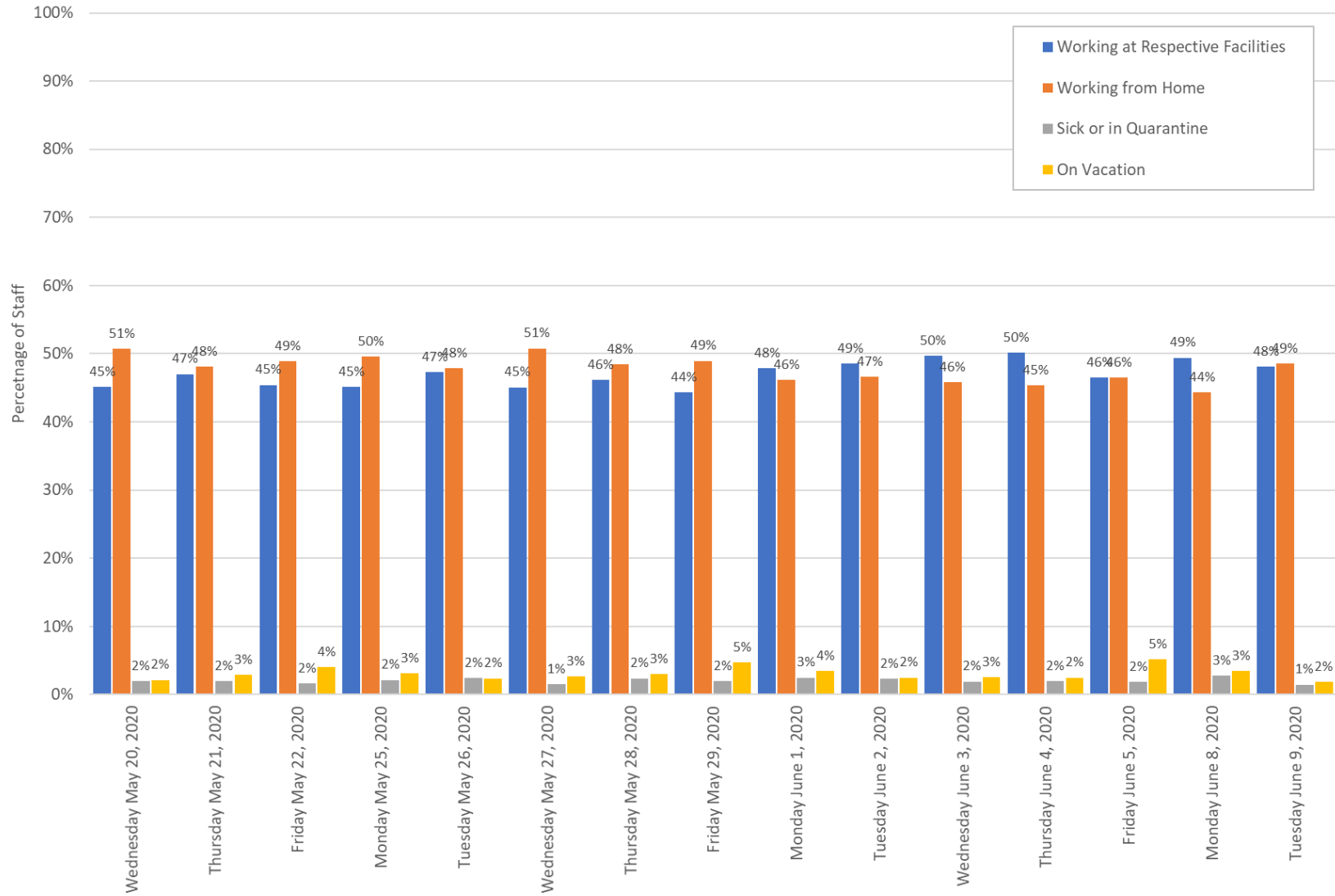
**Appendix “VI”
Staff Count Summary – May 20 to June 9, 2020**



Field Staff
 May 20 through June 9 - excluding weekends and holidays



Inside Staff
 May 20 through June 9 - excluding weekends and holidays



Appendix "VII"
Traffic Summary – March 23 to June 5, 2020

