

NO: R105

COUNCIL DATE: June 29, 2020

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **June 24, 2020**

FROM: **City Manager**

FILE:

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

RECOMMENDATION

The City Manager recommends that:

1. Council receive this report for information;
2. Council continue to hold all Council meetings virtually – because the City is not currently able to provide a meeting that combines in person and virtual options for public participation while also ensuring compliance with provincial social distancing orders – while ensuring to meet the principles of openness, transparency and accessibility in the following ways:
 - The City’s website includes updated Council meeting information and procedures for participation at a meeting
 - Council meetings are livestreamed on the City’s website and videos are archived and accessible for future reference
 - The City’s Notice Board, Council agenda packages and Public Hearing documents are available on the City’s website
 - Council meeting minutes are available on the City’s website
 - Members of the community have the ability to email or send a letter with comments regarding an agenda item for distribution to Council
 - Members of the public may email or write a letter with comments regarding Public Hearing items, they may register in advance to speak to a Public Hearing item during the meeting or call the phone number displayed on the screen during the Public Hearing in order to provide verbal comments to Council regarding a Public Hearing item;
3. Staff continue to utilize technology to ensure that all functionality of an in person meeting has been included in the virtual meeting including procedures and opportunities to participate during the meeting;

4. Council continues to provide all members of the public with the same manner and level of access to Council meetings given that there continues to be a limitation for holding an event with more than 50 people in attendance and it is common to have more than 50 people in attendance at a meeting; and
5. Council meetings continue to be held virtually, while staff continue to explore opportunities for public presence at meetings that includes both in person and virtual participation and tracks social distancing recommendations by the Provincial Medical Health Officer in order to return to normal once appropriate.

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. R089;2020, a copy of which is attached as Appendix "I", which was provided to Council at the June 15, 2020 Regular Council Public Hearing meeting and for Council to provide direction to staff following Emergency Program Act – Ministerial Order No. M192.

BACKGROUND

The City's 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 R089;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 with a focus on Phase III;
- Initiated preparations to support the reopening of various City facilities and services;
- Continued acquisition of personal protective equipment, including over 8,000 procedure masks and over 15,000 disinfectant wipes;
- Commenced distribution of cloth masks to City staff;
- Working with Surrey's Personal Protective Equipment ("PPE") manufactures to investigate and address concerns about potential supply chain stability with China;
- Continued supporting the "Love Where You Live" beautification initiative;
- Permitted the Fraser Regional Aboriginal Friendship Centre Association ("FRAFCA") to temporarily deliver their childcare program at the Bridgeview Community Centre from August 4, 2020 to January 29, 2020 while their current use in another City owned facility undergoes renovations; 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 9.3 million infections as of June 24, 2020. The World Health Organization reported the largest single-day increase cases on June 21, 2020. The United States, Russia, Brazil, and India are currently the global epicentres;
- Provinces across Canada are in various stages of enacting their reopening plans; and
- As of June 23, 2020, BC has had 2,835 confirmed cases which equates to 55.6 infections per 100,000 people. This is an increase of 155 cases since June 10, 2020 which amounts to an average increase of 11.1 cases per day. Of the 2,835 confirmed cases, the Fraser Health region accounts for a significant portion of confirmed cases (1,480 or 52%). Of the cases in the Fraser Health region, only 9 are hospitalized, 1,322 have recovered and 75 have died.

Level of Service Provisions / Reopening Plans

The City is continuing to offer a majority of services at Level 1- Modified Business Services and the number of services and facilities operating at this level is increasing with skate parks, spray parks, sport courts, outdoor fitness classes and outdoor pools commencing over the past month. There remains a limited number of services, such pools, recreation centres, and 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 recently been permitted to open or schedule their reopening on the listed dates:

- Curbside (takeout) services of library materials from six branches servicing Surrey's town centres: City Centre, Cloverdale, Fleetwood, Guildford, Newton and Semihamoo starting June 26, 2020
- Ward's Marina Boat Repair Building & Washdown Pad as of July 1, 2020;
- Summer preschool and children's camps as of July 6, 2020; and
- Curbside (takeout) services of program materials for classes from the Museum of Surrey, Surrey Art Gallery and Historic Stewart Farm as of July 13, 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 23, 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 90 incidents per day over the same period in 2019, a reduction of 55%.

The overall reduction of 55% 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 23, 2020, the Surrey RCMP received an average of 565 calls for service per day and dispatched members to an average of 416 incidents per day over the past 30-days, as illustrated in Appendix “IV”. Surrey RCMP calls for service remains fairly consistent (5.0% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (0.2% decrease in average dispatched members). In terms of a dispatch rate, last year during this study period (May 25 to June 23) police dispatched members to 70% of total calls; this year members were dispatched to 74% 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 23, 2020, and how this inventory has changed since June 9, 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 had continued success in acquiring disinfectant wipes, procedure masks and cloth masks and the City has had recent success in acquiring over 500 P100-filter cartridges which is a high efficient mask filter as rated by the National Institute for Occupational Safety and Health (“NIOSH”).

The EOC is continuing to increase its inventory of its supplies 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 23, 2020, approximately 25.3% of all staff are working from home which equates to approximately 46.6% 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 23, 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	34.3%	64.1%	1.1%	0.6%
Engineering (Operations)	89.2%	0.8%	3.4%	6.5%
Engineering (all others)	50.3%	43.6%	0.6%	5.5%
Finance	58.9%	38.9%	2.1%	0.0%
Fire	89.1%	0.0%	3.2%	7.6%
Investment & Intergovernmental Relations	66.7%	22.2%	0.0%	11.1%
Library	2.3%	88.6%	0.0%	9.1%
P&D (Facilities)	89.7%	5.1%	2.6%	2.6%
P&D (all others)	31.6%	66.9%	1.5%	0.0%
PRC (Operations)	91.2%	6.6%	0.7%	1.5%
PRC (all others)	56.3%	37.5%	1.6%	4.7%
Public Safety	67.6%	27.8%	0.8%	3.7%
TOTAL	68.2%	25.3%	2.0%	4.6%

A summary of the level of staffing available from June 8 through June 23, 2020 (excluding holidays and weekends) is attached as Appendix “VI”.

To support BC's Restart Plan and the reopening of City facilities and resumption of services, the EOC has prepared a return to work decision matrix and associated guidelines to increase the number of staff working at their respective facility. Over the coming weeks, the number of staff working at their respective facility is scheduled to increase, but to not more than 60% of estimated capacity for each facility.

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 43- 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 47 vulnerable individuals as of June 22, 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. BC Housing has recently extended the lease of the Canadian Inn until September 14, 2020 and the Linda Vista Motel until October 6, 2020.

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 June 10 and June 23, 2020, CCET partners and E Watch members have completed 6,109 checks (proactive visits and/or patrols).

Location	Number of Checks	Number of Non-Compliance
Banquet Halls	113	0
Commercial Businesses (ie. Retail, personal services, etc)	1,550	10
Construction Sites	108	0
Essential Business Services (i.e. Grocery stores, banks)	1,095	0
Faith Based Institutions	259	0
Food Services (i.e. Restaurants/Bars)	1,012	0
Industrial	335	0
Parks	930	53
Private Residences	168	0
Recovery Homes	15	0
School Grounds	524	0
Total	6,109	63

The COVID-19 Compliance and Enforcement Team has found that there continues to be strong (99%) 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

Emergency Program Act – Ministerial Order No. M192

With the declaration of the a state of emergency throughout the Province of British Columbia, the Minister of Public Safety and Solicitor General acknowledged the need for public bodies to conduct their business in accordance with the public health advisories in order to reduce the threat of COVID-19. Ministerial orders were enacted to support local governments by allowing for limitations on public participation at Council meetings. On June 17, 2020, Ministerial Order 192 (M192) was put in force and repealed and replaced the previous Order 139. M192 moves local governments toward normal operations while still adhering to the public health advisories in order to reduce the threat of COVID-19.

Well before the state of emergency was declared, the City adhered principles of openness, transparency and accessibility for Council meetings in the following ways:

- The City's website includes updated Council meeting information and procedures for participation at a meeting
- Council meetings are livestreamed on the City's website and videos are archived and accessible for future reference
- The City's Notice Board, Council agenda packages and Public Hearing documents are available on the City's website

- Council meeting minutes are available on the City's website
- Members of the community have the ability to email or send a letter with comments regarding an agenda item or Public Hearing item for distribution to Council
- Members of the public may speak in person to a Public Hearing item during the Public Hearing

On April 6, 2020, Council meetings transitioned to a virtual format in order for the City to continue to conduct business while adhering to the public health advisory. Careful consideration was taken to ensure that the virtual meeting procedures and opportunities for public participation at the meeting mirrored the procedures and opportunities for public participation at an in person meeting. Members of the public were able to watch the livestreamed Council meeting and participate and provide verbal comments directly to Council during the livestreamed Public Hearing meeting. Staff conducted a survey of participants who agreed to provide feedback regarding their experience participating in the virtual meeting and provided further support to members of the public where requested.

Staff continue to support the Council meeting process and procedures during the state of emergency by monitoring the pandemic situation and ensuring public presence at meetings, as appropriate. There continues to be a limitation for holding an event with more than 50 people in attendance and it is common to have more than 50 people in attendance at a meeting. Technology has been utilized to ensure that all functionality of an in person meeting has been included in the virtual meeting; however, there are technical limitations for providing a meeting that includes both virtual and in person options for participation. Staff continues to explore opportunities for holding a meeting that allows for full participation for both in person and virtual options at the same time. Staff has not received any concerns regarding access to technology for the purpose of livestreaming the Council meeting and continues to solicit feedback from members of the public. The livestreamed virtual Council meetings provide all members of the public with the same manner and level of access to Council meetings

Social Media and Communication

The City's COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with over 110,000 pageviews since it was launched, with approximately 10,000 pageviews occurring over the last two 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 22, 2020 has received approximately 1,700 emails, of which approximately 1,285 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 have transitioned to bi-weekly calls as the business associations are continuing to focus more of their efforts to support their membership.

Intergovernmental Support and Cooperation

Canada's Minister of Finance, Bill Morneau, recently participated in a call with the Mayors of the Big City Mayors Caucus ("BCMC") to discuss the announcement made by the Prime Minister in early June that the Federal government would provide the Provinces with \$14 Billion to help them face the second wave of COVID-19 and support the re-start of the economy. The Prime Minister indicated that a portion of the \$14 Billion would be earmarked to provide financial support to cities. During the call Minister Morneau acknowledged the significant challenges faced by the cities in terms of serious budget shortfalls, but he did not share any information regarding the amount of funding for cities or when the funding would be distributed.

Minister Morneau indicated that the Federal government is willing to provide funding to help address a number of issues including business recovery, provision of sick leave, testing & tracing and support to vulnerable populations, on the condition that the Province also comes to the table with funding. The Minister asked the BCMC Mayors to encourage the Provinces to come to the table and work in partnership with the Federal government.

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 the 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.

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. As such, staff are taking several significant proactive measures to mitigate the budgeted shortfall of \$40.0 for fiscal 2020 as detailed in Corporate Report R089;2020 and as summarized as follows:

Actions	Cost Savings
Temporary Cost Savings	\$19.0M
2020 Capital Program Elimination/Deferral	\$12.3M
Reduction of Non-Statutory Reserves (if required)	\$8.7M
Total	\$40.0M

It is likely that the COVID-19 pandemic will impact the City's budgets in fiscal 2021. Staff are now working on the forecasting model to determine the extent of any budget shortfall in 2021 as part of their development of the 2021-2025 Financial Plan for Council consideration later this year.

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) as compared to traffic volumes over the same period last year, as illustrated in Appendix "VII". However, 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;
- Week of June 1, 2020 – 16% below 2019 weekly average;
- Week of June 8, 2020 – 14% below 2019 weekly average; and
- Week of June 15, 2020 – 17% 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).

While the weekly average as compared to traffic volumes over the same period last year continues to remain lower than the same period last year, the difference in traffic volumes during the course of the day varies. For the week of June 15, 2020 the weekly average was 17% lower than the weekly average as compared to traffic volumes over the same period last year. However, the AM peak period (6:00am to 9:00am) was 31% lower and the PM peak period (3:00pm to 6:00pm) was 11% lower than the weekly average as compared to traffic volumes over the same period last year. Therefore, it appears that more commuters are staggering their start time as compared to last year but keeping the end time similar to 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; however, there is a second peak forecasted to occur in the next week. There is no flooding expected to occur as a result of this second peak.

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 R089;2020 – COVID-19: Emergency Centre Update

Appendix "II" - Surrey's Proactive 10-Point Action Plan – Version 4 – June 25, 2020

Appendix "III" - Surrey Fire Service – Incident Responses – May 25 to June 23, 2020

Appendix "IV" - Surrey RCMP – Calls for Service Received and Dispatched –
May 25 to June 23, 2020

Appendix "V" - EOC Critical Supplies Inventory – June 23, 2020

Appendix "VI" – Staff Count Summary – June 8 to June 23, 2020

Appendix "VII" – Traffic volumes along major corridors – March 23 to June 19, 2020

JA/ki

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CORPORATE REPORT

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 R080;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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Appendices available upon request

CITY OF SURREY
PROACTIVE 10 POINT ACTION PLAN | COVID-19 PANDEMIC
VERSION 5 – JUNE 25, 2020



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Message from Mayor & Council



Mayor Doug McCallum

In response to the ongoing and rapidly evolving Coronavirus (COVID-19) situation, the City's Emergency Operations Centre (EOC) is in constant dialogue with public health authorities, including Fraser Health and the BC Centre for Disease Control.

The Emergency Operations Centre has been activated since mid-February to ensure essential City services, such as water, sewers, police, and fire are maintained for the well-being and safety of our community, with measures put in place to keep our staff and front-line responders safe. The EOC plan in place is a proactive and measured response and will be regularly updated as needed.

With the uncertainties of COVID-19, the City of Surrey is also doing its part to stimulate the local economy and create local jobs. Recently new measures were introduced to help provide opportunities for new work including advancing essential engineering projects across the City.

Along the way, I am heartened that our residents have not let down their guard and maintained the practice of physical distancing to fight the spread of COVID-19. The message is clear: stay the course as we battle to flatten the curve.

On behalf of Mayor and Council, I want to thank and commend Surrey residents for doing their part to curb the spread of the virus. We also ask that people stay home and avoid gatherings whenever possible and frequently wash their hands.

Over time, I know that we come out of this pandemic stronger and more resilient as a community. We will keep you informed as our plan is updated in the weeks ahead.

Sincerely, Mayor Doug McCallum



Councillor Annis



Councillor Elford



Councillor Guerra



Councillor Hundial



Councillor Locke



Councillor Patton



Councillor Pettigrew



Councillor Nagra



EOC Director Update

OUR EMERGENCY OPERATIONS CENTRE (EOC) IS THE COMMAND AND COMMUNICATIONS HUB FOR ANY LARGE EMERGENCY OR DISASTER THAT IMPACTS THE CITY, INCLUDING THE CURRENT COVID-19 PANDEMIC.

The City of Surrey first commenced planning work on the pandemic in late January in response to the first reported US case and initiation of the quarantine in Wuhan, China. The City's EOC was activated February 17, 2020 prior to the World Health Organization declaring a worldwide pandemic. This was done to ensure essential City services, such as water and other utilities, police, and fire, were maintained and to work toward phased planning and concise actions. The City's leadership team is following the BC Emergency Management System model and Incident Command Structure (ICS); the latter is considered the gold standard of emergency response. It defines clear roles and actions and has proven effective during our emergency response.

Protecting our citizens' and employees' health during the COVID-19 pandemic is our first priority. As such we have been following the advice of both the Federal and Provincial Medical Health Officers and monitoring the global response. We have taken swift and effective measures to slow the spread of COVID-19 in Surrey and we're playing our part within Metro Vancouver at large.

The ramifications of the pandemic are far-reaching and as we work to protect the health of our citizens and employees, we must also protect the City's

economic interests and operations. This will require leadership and innovative thinking now and into the future. Forecasting various scenarios our City may face is essential. We are already working on this.

Last but not least, we are carefully documenting our actions and outcomes to help us learn during these unprecedented times. This medical crisis will pass, but regrettably, not without more heartache and loss. But we will recover, and we will ensure that we use this experience to bolster our capacity to manage future challenges.

This report provides the public with an overview of our status, concerns, mitigations and our intent is to update the report weekly as new information arises.

I wish to thank you for your support, community contributions and perseverance especially for those who are working on the frontlines. The City of Surrey and its people are strong and resilient. Together we will get through these trying times.

Vincent Lalonde | EOC Director



Global Mitigation & Suppression

The worldwide outbreak of coronavirus COVID-19 is a medical crisis unmatched in modern times.

There is broad recognition that a coordinated response at the global, national, provincial and municipal level is required and like so many parts of the world, a state of emergency has been declared in British Columbia.

As of June 24, 2020, there are approximately 9,295,365 confirmed cases of COVID-19 and more than 479,215 people have perished worldwide. There are approximately 103,926 cases in Canada (8,532 deaths) and 2,835 confirmed cases in BC, the vast majority of which are in the Vancouver Coastal and Fraser Valley health regions. 170 British Columbians have died.

The global impact of COVID-19 has been profound, and the public health threat it represents is the most serious seen in a respiratory virus since the 1918 influenza pandemic. According to the World Health Organization, over 5% of COVID-19 infected patients die, a significantly higher mortality rate than influenza at 0.1%. As such, countries are increasingly implementing a broad range of responses to buy time for scientists to hopefully deliver a new vaccine within 18 months. It is important to note that COVID-19 is in the same family of coronaviruses as the 2001 SARS and 2012 MERS, no vaccines suitable for humans have been successfully developed to date.

In the absence of a COVID-19 vaccine, a recent article by the Imperial College COVID-19 Response Team in London assessed the potential role of several public health measures aimed at reducing contact rates in the population and reducing transmission of the virus. Public health officials currently predict that these measures will be in place for a long time in order to prevent future waves of infection. At the broadest level, two measures are possible:

1. Mitigation, which focuses on slowing but not necessarily stopping epidemic spread – reducing peak healthcare demand while protecting those most at risk of severe disease from infection. However, mitigation is unlikely to be feasible without emergency surge capacity limits of the healthcare systems being exceeded many times over and has not been widely adopted by any country.
2. Suppression, which aims to reverse epidemic growth, reducing case numbers to low levels and maintaining that situation indefinitely and is the current dominant public health strategy in BC and across Canada.
 - a. Suppression activities such as population-wide physical distancing applied to the population as a whole is likely to have the largest impact; and in combination with other interventions – notably home isolation of cases and school and university closure – has the potential to suppress transmission below the threshold required to rapidly reduce case incidence.
 - b. If intensive suppression activities are not maintained transmission will rapidly rebound, potentially producing an epidemic comparable in scale to what would have been seen had no interventions been adopted.

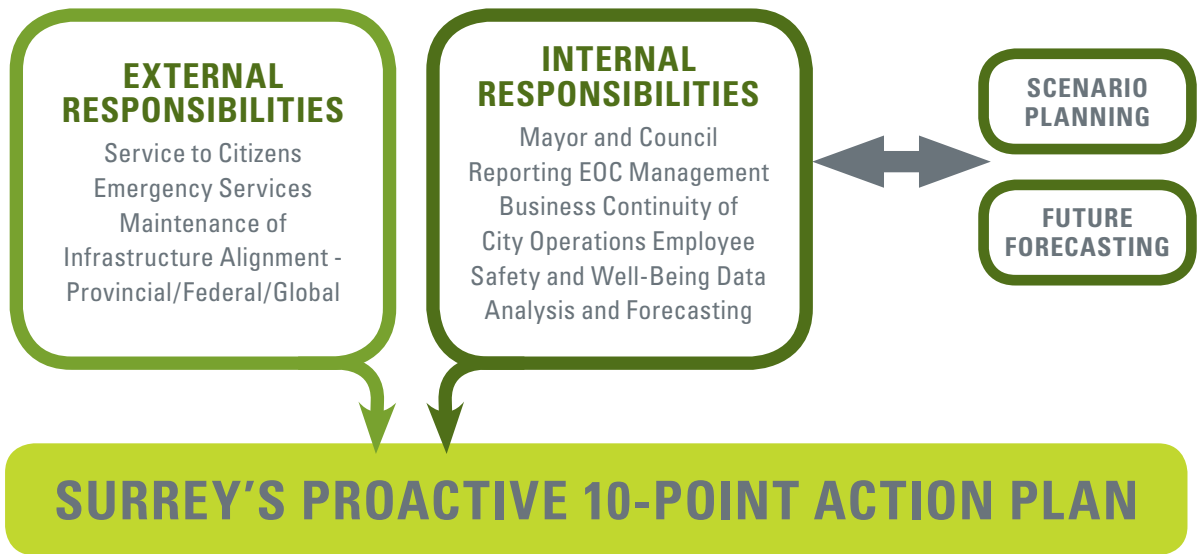
Proactive Responses to Challenges | This table itemizes noted challenges associated with pandemics in urban settings, along with suggested proactive responses to those challenges.

CHALLENGE	PROACTIVE RESPONSE
High population density and high volume of public transportation can accelerate spread of disease through casual contact in public areas and a lack of contact tracing.	Proactively consider epidemic preparedness in planning and development; support enhanced ability for effective contact tracing.
Governance by local authorities means cities have great responsibility but have finite budgets and limited options for enhanced resources.	Advocate provincially and federally for local resourcing and localized solutions and collaborative approaches with local agencies and government including consolidated local surveillance data to aid policy decisions at all levels of government.
Diverse and heterogeneous communities make contact with some vulnerable groups difficult.	Mobilize community leaders to develop targeted approaches to preparedness and response.
High connectivity to other urban centres (domestic and international) means high likelihood of importation and spread of viruses.	Evidence-based points of entry measures and exit screening measures can be implemented; trust can be built through strong diplomatic relations to ensure strong collaboration.
Unconventional communications and interactions lead to misinformation spreading quickly.	Determine and utilize unconventional but reliable information channels and social media for risk communication.
Unprecedented economic challenges for businesses and residents due to public health restrictions across BC and Canada.	Proactively reach out to local businesses to understand their needs and continually connect with them to improve access to available government support programs.



About the 10-Point Action Plan

The city has adopted a 10-Point Action Plan toward proactively mitigating and suppressing the impacts of the COVID-19 pandemic and guide the day-to-day emergency response during the pandemic. The planning model uses data from multiple sources to aid future forecasting. The 10-Point Action Plan addresses both internal responsibilities and external responsibilities both short and long term to guide its day-to-day actions.



The plan will be responsive to changing conditions and enable the city to continue to monitor the situation in real time and adapt to government and health organization recommendations. This plan will be updated on a weekly basis and key actions adjusted as new information arises and forecasts are revised. Ultimately the goal is to ensure the greatest possible protection for citizens' and employees' individual health and the stability and economic well-being of businesses and the community during and after the COVID-19 pandemic.

Emergency Plan Framework

The main objective of the City’s pandemic emergency response Plan is to ensure the safety and well-being of our citizens and employees. The City will focus on its responsibilities, responses and recovery, and relationships with the public and other agencies will be particularly important.

OUR
COMMITMENT

WHAT WE
WILL DO

HOW WILL
WE DO IT



SURREY’S PROACTIVE 10-POINT ACTION PLAN

- | | | | |
|---|---|--|--|
| 1 Commit to Local Government Leadership | 4 Implement/monitor guidelines on non-essential gatherings & facility access | 7 Implement a 3-level plan for critical & essential services | 9 Coordinate with other public agency partners across the City |
| 2 Activate Emergency Operations Centre | 5 Ready our local economy for recovery | 8 Communicate clearly & often to our employees, citizens & partners | 10 Forecast future Scenarios to determine how to minimize impact and aid recovery |
| 3 Ensure safety & well-being of our employees and citizens | 6 Support regional and provincial public health needs | | |

Update of Key Actions (June 25)

The below table shows a high-level overview of key actions that relate to each aspect of the City's Ten Point plan response to the COVID-19 global pandemic as of the June 9th update period.

POINT	ACTION ITEM	KEY ACTION AS OF 2020-06-25
1	Commit to Local Government Leadership	<p>In January, Surrey Emergency Program planning coordinators reviewed and updated the Corporate Pandemic Business Continuity plan.</p> <p>A Pandemic Planning Leadership group with five department heads was formed for twice weekly meetings to review the COVID-19 situation and start aligning communications and prevention strategies.</p> <p>Inter-Office Memorandum (IOM) were used to inform Mayor and Council on the COVID-19 pandemic status.</p> <p>Pandemic Response Committee was formed with a larger senior management group. Daily meetings were scheduled to align and prepare all departments of the pending pandemic.</p> <p>Provided the Elected Officials COVID Pandemic Emergency Management Guide to Mayor and Council.</p> <p>Presented regular Update IOM's to Mayor and Council on the Pandemic.</p> <p>To mitigate the anticipated negative impact by COVID-19, ongoing financial analysis and modelling to understand and consider methods for lessening the potential impact to the City have been undertaken.</p> <p>Developed a decision-making matrix for reviewing City facility re-opening plans aligned to BC restart phases.</p> <ul style="list-style-type: none"> • Ability to comply with new Provincial Health Order; • Reasonable public demand for services; • Financial viability; and • Public and employee safety measures are in place.

<p>2</p>	<p>Activate Emergency Operations Centre (EOC)</p>	<p>The EOC was activated on February 17, 2020. It supports a prescribed set of response goals set out in priority as follows:</p> <ul style="list-style-type: none"> • Provide for the safety and health of all responders • Save lives • Reduce suffering • Protect public health • Protect government infrastructure • Protect property • Protect the environment • Reduce economic and social losses. <p>The EOC has daily virtual meetings to share information and ensure management have updates on new issues or actions taken.</p> <p>Established a document sharing site to enable consistent and thorough documentation of the responses to the pandemic and future planning.</p> <p>The EOC developed a model for three levels of City operations to aid with resource management:</p> <ul style="list-style-type: none"> • Level 1 – Modified Business Services • Level 2 – Critical Business Services • Level 3 – Essential Services <p>Division Managers started a process to validate their essential lines of business and identify staffing needs at each level. The City is currently at level 1 – Modified Business Services.</p> <p>Prepared Surrey’s Proactive 10-Point Action Plan as a mechanism for the coordination and documentation of the totality of the City’s response to the pandemic.</p> <p>A Fraser Health representative has joined the Surrey EOC organization and participates in the daily updates as a Fraser Health Liaison.</p> <p>Planning for a potential 2020 Freshet (seasonal snow melt/flooding) has been completed. The process to operate two EOC’s for the two distinct emergencies was in place, but the flood risk has dissipated.</p> <p>Identifying different scenarios of reduced restrictions, to enable recovery planning based on potential triggers changed by the Provincial Health Officer or Federal government.</p> <p>A decision-making matrix has been developed for safely re-opening services which were closed. A measured approach following WorkSafe BC guidance and industry best practice will be adhered to as facilities start to operate once again.</p> <p>Re-opening plans are being reviewed and recommended to the EOC for approval.</p>
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<p>3</p>	<p>Ensure safety & well-being of our employees and citizens</p>	<p>Activated the Emergency Preparedness Program, including the Pandemic Leadership Committee.</p> <p>Implemented communication measures for hazard awareness and control to staff, residents, and patrons of facilities.</p> <p>To prevent the spread of COVID-19 throughout civic facilities, implemented a Hazard Management program, which included physical distancing measures, providing mobile and stationary hand sanitizing stations throughout City facilities and worksites and frequent disinfecting of areas and other preventative measures.</p> <p>Developed COVID-19 protocols for: managing workplace exposures; cleaning and disinfection; and travel.</p> <p>Deployment of the COVID-19 Compliance & Enforcement Team to respond to complaints related to public health order violations and to actively provide education to residents and businesses regarding their responsibilities.</p>
<p>4</p>	<p>Implement/ monitor guidelines on non-essential gatherings & facility access</p>	<p>As per the guidelines of the Provincial Medical Officer, the City has modified business practices to ensure that most business units within the City can function in a remote or socially distanced fashion.</p> <p>Facilities that have limited access to the public have signage posted asking clients that have symptoms associated with COVID-19 or have travelled not to enter.</p> <p>Facilities that have limited access to the public have greeters screening clients and will turn away clients that meet COVID-19 criteria of isolation. In addition, clients are being asked to set up appointments that can be run remotely so they are not required to come to City Facility.</p> <p>Health and Safety staff have developed procedures of disinfection along with sanitizers for city vehicles and staff that do not have access to water to wash their hands (outside workers).</p> <p>City Hall open to the public by appointment only - access points into City Hall have been restricted and are monitored throughout the business day and staff is required to greet scheduled visitors in the atrium and at P1 entrance. Drop off boxes have been installed on P1 level to allow customers that need to provide documents related to City business are able to do so without coming in the building. Staff are in the process of finalizing a solution for customer that need to pick up documents from City Hall.</p> <p>Health and Safety staff have developed safe work procedures and training for outside workers and are working with Fraser Health staff in preparing safe work guidelines for building maintenance staff performing tasks within the Emergency Response Centre.</p> <p>Additional training and guides have been prepared for outside staff to remind them about safe working procedures.</p> <p>An orientation and training manual has been developed for contractor orientation before they can enter a City worksite to ensure safe work procedures that include physical distancing and hand washing.</p> <p>Health and Safety staff have prepared a checklist for managers in preparation to bring part of the staff that are currently working remotely where possible.</p>

<p>5</p>	<p>Ready our local economy for recovery</p>	<p>Conduct a Business Impact Survey, direct outreach with local businesses to understand the magnitude of impact on them from COVID-19.</p> <p>Initiate Surrey Store to Door campaign by promoting opportunities for Surrey residents to buy locally sold goods online – include expediting restaurants to register on UberEats and DoorDash online food delivery platforms.</p> <p>Establish and curate a COVID-19 business resource page to allow businesses to easily gain access to federal and provincial business support programs.</p> <p>Identify emergency government procurement opportunities for local manufacturers and suppliers.</p> <p>Initiate Surrey Makes PPE initiative to jointly promote over 20 local manufacturers that are retooling to produce essential health equipment for first responders and health workers.</p> <p>Develop economic impact and recovery modelling in partnership with Simon Fraser University researchers and experts.</p> <p>Complete a second business impact survey of Surrey businesses and incorporate information as part of the on-going recovery planning exercise.</p> <p>Prepare our businesses for a potential second wave of COVID-19 infection through capacity building programming.</p>
<p>6</p>	<p>Support regional and provincial public health needs</p>	<p>Closed City facilities (recreation centres, civic ice arenas, culture facilities, museums, public pools, and libraries) as per direction of Public Health Officer and executed deep cleaning of closed facilities.</p> <p>Developed clear guidelines for staff as they deal with colleagues and members of the public to ensure social distancing.</p> <p>Rolled out remote work opportunities where possible with full or almost full access to required applications to continue provide services.</p> <p>Implemented call centres and digital portals allowing clients access to staff and city services remotely, including credit card payments over the phone.</p> <p>Developed guidelines to mitigate water shut offs to ensure no disruption of water to residents and businesses.</p> <p>Fraser Health EOC is now working with other Cities to develop Emergency Response Centres to help their vulnerable populations, this based on Surrey’s model that was done in collaboration with Fraser Health and BC Housing</p> <p>Fraser Health nurses that are currently working at the Emergency Response Centre have proceeded with testing of a large number of Surrey’s vulnerable population at shelter locations in the City.</p> <p>Fraser Health nurses working at the Emergency Response Centre have continued to test Surrey’s vulnerable population with no positive results for virus infection to date.</p>

<p>7</p>	<p>Implement a 3-level plan for critical & essential services</p>	<p>Established three levels of service for activities in the City:</p> <ul style="list-style-type: none"> • Level One – Modified Business Services are taking place. • Level Two – Critical Business Services in place, such as issuance and processing of permits, infrastructure operations, continuing with active capital projects, supporting the efforts of essential service provision. • Level Three – Essential Services in place only, including: Police, Fire, Bylaws, waste collection, traffic management, water and sewer operations, etc. <p>Created comprehensive departmental plans for the implementation of the three levels of service.</p>
<p>8</p>	<p>Communicate clearly & often to our employees, citizens & partners</p>	<p>For employees, implemented a dedicate Intranet site along with daily updates through bulletins, team sites and satellite employee and manager websites devoted to COVID-19 and communicated a clear and concise workforce adjustment planning agreement to staff.</p> <p>Established a prominent devoted web presence and City information hub for COVID-19 that includes the latest news and updates, important health and travel info, and notices on event cancellations and facility closures.</p> <p>A digital first approach channelling customers to the City website and social channels for the latest City related information on COVID-19. Our online platforms are updated multiple times daily as new info arises. Digital billboards and transit shelter ads are used to display important COVID-19 related information and messaging info at street level. An information email is available for inquiries with most inquiries responded to within the same day.</p> <ul style="list-style-type: none"> • June 23 – Surrey Libraries launches takeout service • June 17 – City resumes issuing of permits for Outdoor Sport Facilities • June 11 – Limited selection of Summer Day Camps starting July 6 • June 10 – Outdoor pools, spray parks and beach services opening dates • June 2 – Darts Hill Garden Park re-opens • May 28 – Surrey public and school playgrounds re-opens June 1 • May 26 – New initiatives to help local restauranteurs and retailers • May 12 – Thank you Healthcare worker street banners installed around Surrey Memorial and Peace Arch hospitals • May 5 – COVID-19 Surrey Economic Action and Recovery Plan – includes 90 day extension for residential and commercial property tax payments • April 30 – City annual road work and repairs fast tracked during COVID-19 to take advantage of decreased traffic

- April 16 – 10 Point Action Plan
- April 15 – City of Surrey weathering financial impact of COVID-19
- April 14 – City recreational, cultural, and library activities and classes go virtual
- April 7 – Emergency response centre opens at former North Surrey Rec Centre to support those experiencing homelessness
- April 7 – Helping truck drivers – complete list of City of Surrey public washrooms available for use
- April 2 – #SurreyFlattensTheCurve social media campaign launched
- March 30 – COVID-19 Compliance and Enforcement Team
- March 25 – 90-day extension for annual water and sewer payment
- March 15 – City of Surrey Recreational Facilities closed due to COVID-19
- March 12 – City of Surrey public events cancelled due to COVID-19

Established phone lines for appointment only at city hall, elevated online services and implemented signage, posters and flyers at sites and facilities impacted by closures or in need of public safety messaging.

Launched social media campaign under the banner #SurreyFlattensTheCurve.

Surrey Libraries regularly update their Covid-19 Information and Programs on their website to ensure timely and accurate information for their patrons.

Redesigned the [Online Services](#) area of [surrey.ca](#) to facilitate new online service processes established dynamically during COVID. This included filters and a design that aligns with MySurrey Account that enables greater usability with mobile stacking. To improve web user experience, the [Affected Services](#) page was also redesigned to better highlight services impacted (eg, cancelled, reduced, changed) during COVID-19. Direct links included for staff contacts and in-person Services.

New online events and virtual programming was implemented including a series of online fitness videos, yoga classes and other recreation from the home as well as outdoor and online library programming and new online cultural activities.

Clearer social distancing and regulatory signage (600+ signs and notices in the past 2 weeks) was implemented across parks and digital billboards, traffic signage and other on-street messaging was maintained to support health messaging and services updates.

Human Resources has launched a series of web based apps to help staff stay healthy including a fitness equipment loan program where they have made bar bells and yoga mats available to staff working from home.

In addition regular communication is being provided to staff including a reminder on actions to take at a personal level to remain healthy and stay safe.

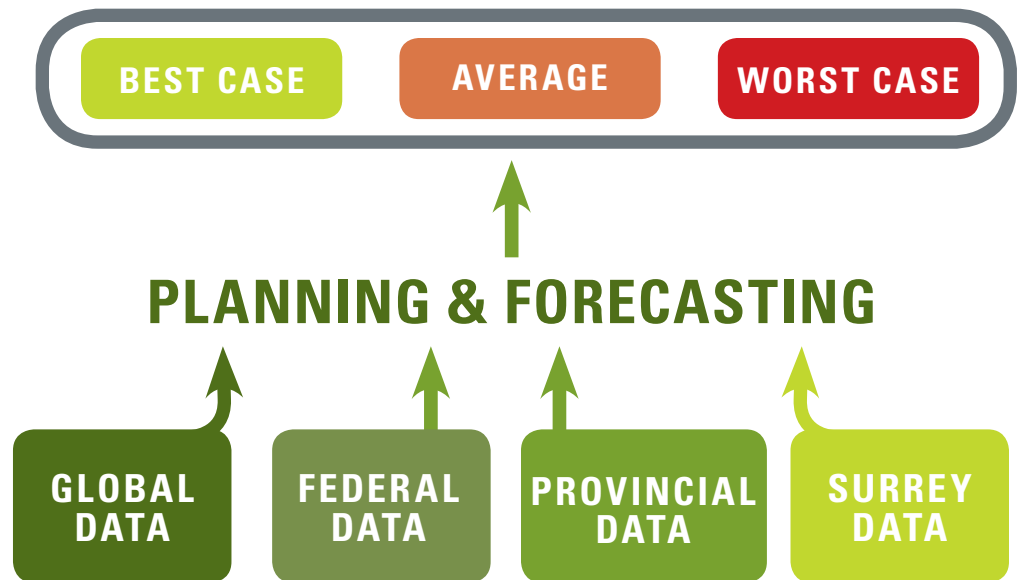
A communication plan is being developed to allow direct communication with employee that are temporary laid off as part of the workforce adjustments process. This will ensure they have access to the health and wellness programs currently offered on-line and get up to date information on their employment status.

		<p>Surveys have been rolled out and currently a series of information bulletins are being rolled to all City Staff, to ensure that everyone is well informed on ways to prevent the spread of COVID-19, in preparation for the return of staff that are currently working remotely. Information includes ways to protect themselves and others from the virus. Weekly communication on the situation continues to be provided to all staff. In addition, most if not all City staff have participated in an online COVID-19 awareness training. This is done in preparation to start rotating office staff that are currently working remotely.</p>
9	<p>Coordinate with other public agency partners across the City</p>	<p>The EOC has clear roles for section chiefs to ensure communications with partners and the public are in place and coordinated.</p> <p>Close collaboration with FHA and BC Housing and their service providers on ensuring proper process to deal with homeless population.</p> <p>Direct contact with the Provincial Regional Emergency Operations Centre (PREOC) and sharing of information between PREOC and City's EOC.</p> <p>Connection with Surrey business community and non-profit service providers through web and phone communications.</p> <p>In collaboration with Fraser Health Authority and BC Housing, the Emergency Response Centre opened in City Centre (Former North Surrey Recreation Centre) to help quarantine vulnerable population in Surrey. Admissions are managed by Fraser Health Staff and the facility is run by Surrey Urban Mission staff. As of June 8, 2020, there were 40 clients admitted to the facility.</p> <p>BC Housing has booked 56 rooms in two motels in Newton to help relocate patrons currently housed in Surrey shelters. This helps shelter operators in providing safer spaces to their clients with better social distancing within those facilities. As of June 8, 2020, 47 clients had been moved from Surrey shelters to these motels.</p> <p>Staff launched a survey of more than 6,500 clients with whom Engineering and Planning have done business with over the past two years to gage the level of service they are currently receiving along with suggestions and comments on potential improvements following the different way development related business is currently being conducted by City staff.</p> <p>Staff continue to work with partners in ensuring City services continue being provided to clients as well as supporting partners that are supporting members of the public, workers and businesses.</p>
10	<p>Forecast Future Scenarios to determine how to minimize impact and aid recovery</p>	<p>Conduct research and analysis to establish a working model to understand the impact of COVID-19 on City operations and our society including infection rate forecasts.</p> <p>Collaborate with Fraser Health Authority, and senior levels of government to coordinate and share data to allow for accurate representation of the current state.</p> <p>Use data collected from reliable sources to inform future forecasting and scenario planning during the pandemic and into the recovery and stabilization phases.</p> <p>Complete rigorous financial analysis and modelling based on current understanding, assumptions and actions of other municipalities in order to mitigate impacts.</p>



Future Forecasting

As part of the 10 Point Planning model, data from global, federal, provincial and local sources is continually gathered and analyzed to inform the action plan. Key indicators are assessed continually both within the City's operations and public health authorities to support decisions and planning. This insight supports modeling and future forecasting for the periods during and after crisis as well into the recovery and stabilization phases. Emergency planning includes scenario forecasting (best case, average, and worst case) to understand the range of impacts and responses that are likely required. Plans are adapted continually as new data emerges.



Key Indicators

The City has determined key indicators to help guide key decisions and aid the EOC in identifying when additional actions or responses are needed. Data is drawn from WHO and Canadian public health and government sources as well as the City’s own tracking regarding its operations.

CITY OPERATIONS INDICATORS
Direct costs to city operations related to COVID-19 (e.g., purchase of new personal protective equipment, staff overtime for EOC duties etc.)
Percentage of employees on sick leave or in quarantine and unable to work due to COVID-19 exposure
Percentage of Critical Infrastructure (Engineering Facilities) open
Percentage of Fire Halls operating with limited public access
City facilities with no public access (by type)

PUBLIC HEALTH INDICATORS
New Cases in Previous Day
New Cases in Previous Week
Percentage of New Cases in Previous Day
Percentage of New Cases in Previous Week
Percentage Currently Hospitalized
Percentage Currently in ICU
Percentage Mortality

Planning For Reopening

The City has begun planning for the reopening of businesses, facilities, and operational centers. 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 Strategy.

THIS PLAN IS COMPRISED OF 4 PHASES:





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.

Facility Reopening

The EOC is actively applying this decision matrix to each of the City’s functional business areas in order to resume operations. At present, based on the reopening plans developed to date, we have begun opening outdoor park facilities, skate parks, playgrounds, and sport courts. In the near future, adult outdoor fitness, outdoor pools, spray parks, and a limited number of summer child and youth day camps programming will resume normal operations.

FACILITY TYPE	PLANNED REOPENING DATE	NO. OF FACILITIES	ADDITIONAL INFORMATION
Skate Parks	May 30	8	<ul style="list-style-type: none"> • Signage will be posted at each skate park to remind the public of gathering size and physical distance requirements • Requirements enforced by the COVID-19 Compliance and Enforcement Team • Regular/repeated non-compliance may force re-closing of skate parks in violation of COVID-19 guidelines
Playgrounds	June 1	125	<ul style="list-style-type: none"> • Signage will be posted to remind visitors of health requirements • COVID Compliance and Enforcement Team will respond to reported concerns.
Darts Hill Garden Park	June 4	1	<ul style="list-style-type: none"> • Open for limited-entry, pre-registered public visits weekly on Thursdays, Fridays and Saturdays • The number of visitors in the garden will be limited to 45 people at any one time through pre-registration • Signage, including a one-way walking route, will guide people to ensure that physical distancing requirements are maintained, and on-site staff will provide monitoring and education to visitors
Sport Courts	June 8	63	<ul style="list-style-type: none"> • Signage will be posted to remind visitors of health requirements • COVID Compliance and Enforcement Team (CCET) will respond to reported concerns
Spray Parks	June 15	11	<ul style="list-style-type: none"> • Signage will be posted to remind visitors of health requirements • The COVID Compliance and Enforcement Team will respond to reported concerns and provide education to visitors to seek voluntary compliance • Should non-compliance become problematic, a specific spray park may be temporarily closed
Outdoor Sport Facilities	June 17	225	<ul style="list-style-type: none"> • Resumed issuing permits for outdoor sport facility bookings at 15 artificial turf fields, 101 sports fields, 95 ball diamonds, 3 running tracks, 6 volleyball courts and 5 lacrosse boxes • Sport organizations must have COVID-19 safety plans in place that have been approved by their applicable governing body • Signage will be posted to remind visitors of health requirements • COVID Compliance and Enforcement Team (CCET) will respond to reported concerns

Outdoor Fitness Equipment	June 26	5	<ul style="list-style-type: none"> • Signage will be posted to remind visitors of health requirements • COVID Compliance and Enforcement Team will respond to reported concerns
Libraries	June 26	6	<ul style="list-style-type: none"> • Takeout service for library materials and summer reading club support initiated in libraries in 6 town centres: <ul style="list-style-type: none"> • City Centre • Guildford • Newton • Semiahmoo • Cloverdale • Fleetwood • No public access into facility. Materials delivered by entrance in contactless exchange
Crescent Beach Operations	June 27	1	<ul style="list-style-type: none"> • Lifeguard services for two swimming areas at Sullivan Point • Hours of operation from 11:00 am to 7:00 pm
Outdoor Pools	June 27 and July 4	8	<ul style="list-style-type: none"> • Public Swims at 20% Capacity • Free family group swim instruction • Morning swim club practice may resume if Via Sport permit guidelines are met • Kwantlen Pool – June 27 • Hjorth Road Pool – June 27 • Bear Creek Pool – June 27 • Greenaway Pool – June 27 • Unwin Pool – July 4 • Holly Pool – July 4 • Sunnyside Pool – July 4 • Port Kells Pool – July 4
Summer Camps	July 6	9-10/week	<ul style="list-style-type: none"> • Registration will begin on June 14 with camps starting on July 6 and July 13 until August 28, 2020 • Camps offered will include, licensed preschool camps (ages 3-5) and children's camps (school aged children 6-12) • The camps will operate with smaller ratios between children and staff to ensure the proposed camp offerings/model allow for high quality and safe environments that can be responsive to evolving health orders
Outdoor Fitness Classes	July 6	6	<ul style="list-style-type: none"> • Small group fitness classes such as yoga, Pilates, boot camp and Zumba will be held outdoors in parks.
Contactless Pick-Up for Registered Culture Programs	July 13	3	<ul style="list-style-type: none"> • Residents can pick up materials needed for registered art programs without entering City facilities.

Partner Agencies & Authorities

THE GLOBAL RESPONSE – THE WORLD HEALTH ORGANIZATION

The World Health Organization (WHO), is an agency of the United Nations. Its mission is to promote health and control communicable diseases. Its primary role is to direct international health and to lead partners in global health responses.

On March 11, 2020 the WHO declared COVID-19 a pandemic given the number of cases reported at that point and the sustained risk of further global spread. A pandemic is defined as a global spread of a new disease. The term is most often applied to new influenza strains, it's used when viruses are able to infect people easily and spread from person to person in an efficient and sustained way in multiple regions, according to the US Centre for Disease Control. The declaration of a pandemic refers to the spread of a disease, rather than the severity of the illness it causes.

The WHO does not dictate responses in each country. All countries are responsible to have their own plans in place at all levels of the government.



THE CANADIAN FEDERAL RESPONSE

About COVID-19

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

Outbreak Update

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

Canada's response

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/canadas-reponse.html>

Economic response

<https://www.canada.ca/en/department-finance/economic-response-plan.html>

BC PROVINCIAL RESPONSE

BC Centre for Disease Control

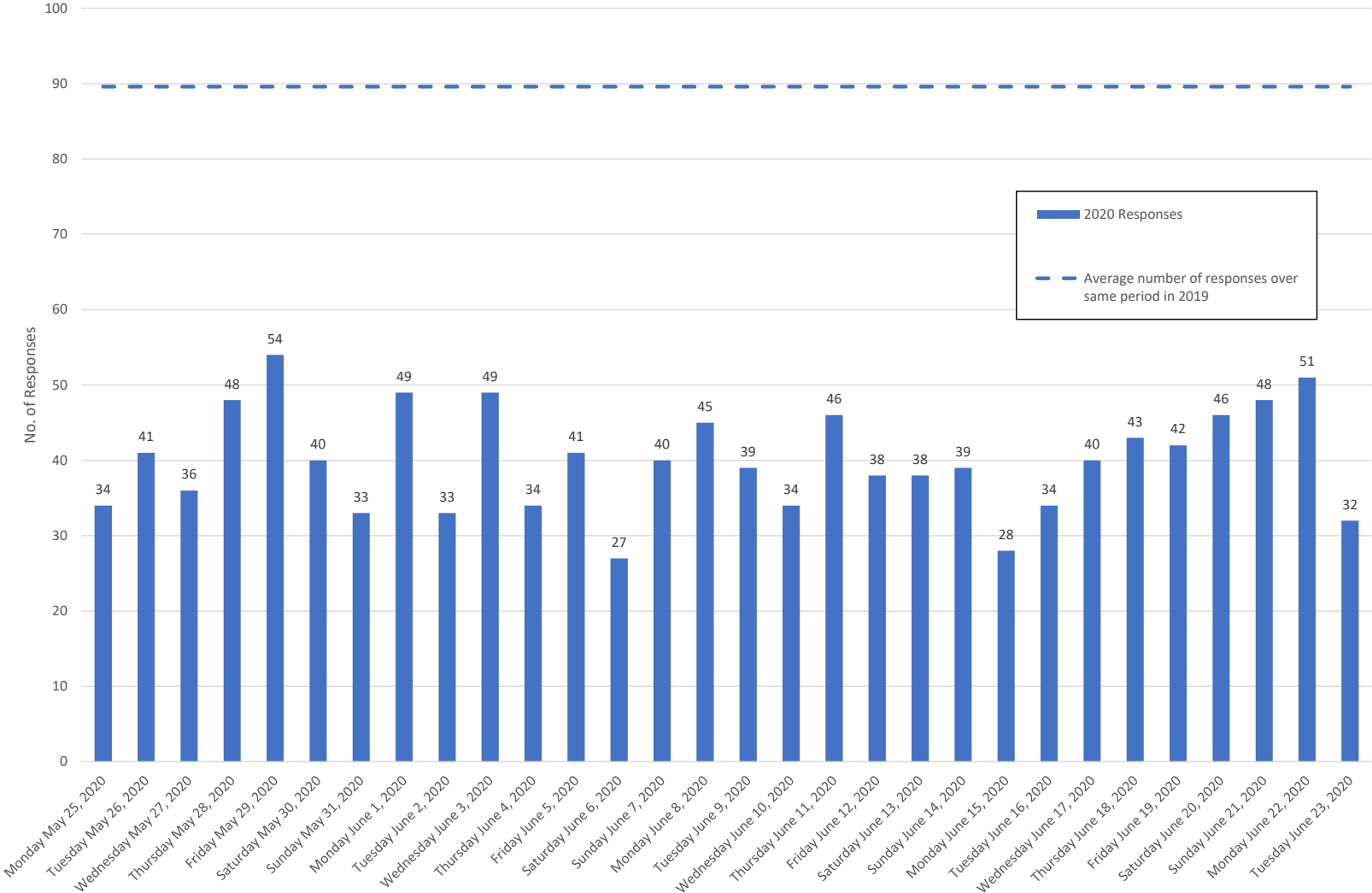
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

Provincial support and information

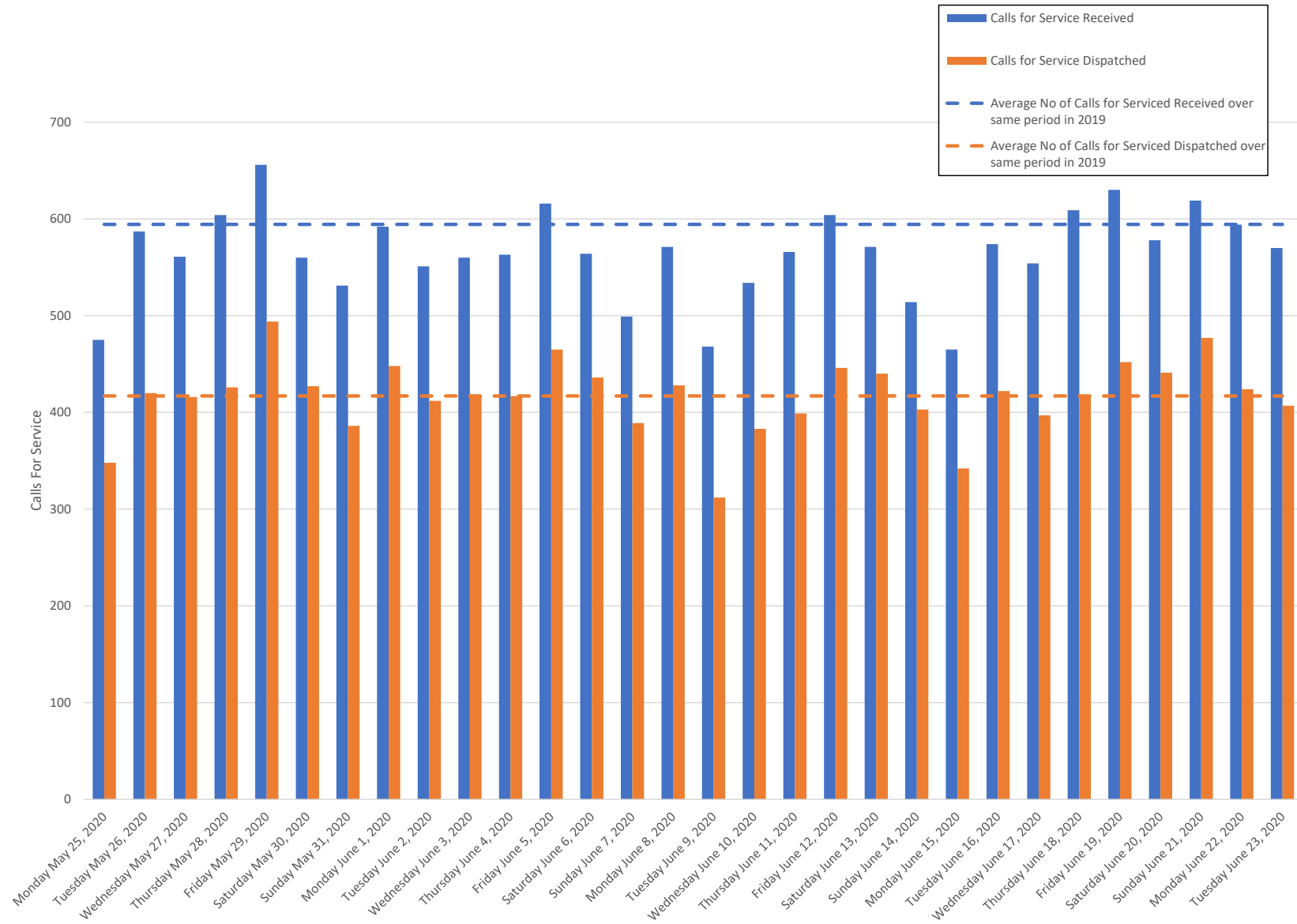
<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

To stay informed on the City's Emergency
Response on the COVID-19 Pandemic,
please visit surrey.ca/covid19

Appendix “III”
Surrey Fire Service – Incident Responses – May 25 to June 23, 2020



Surrey RCMP – Calls for Service Received and Dispatched – May 25 to June 23, 2020

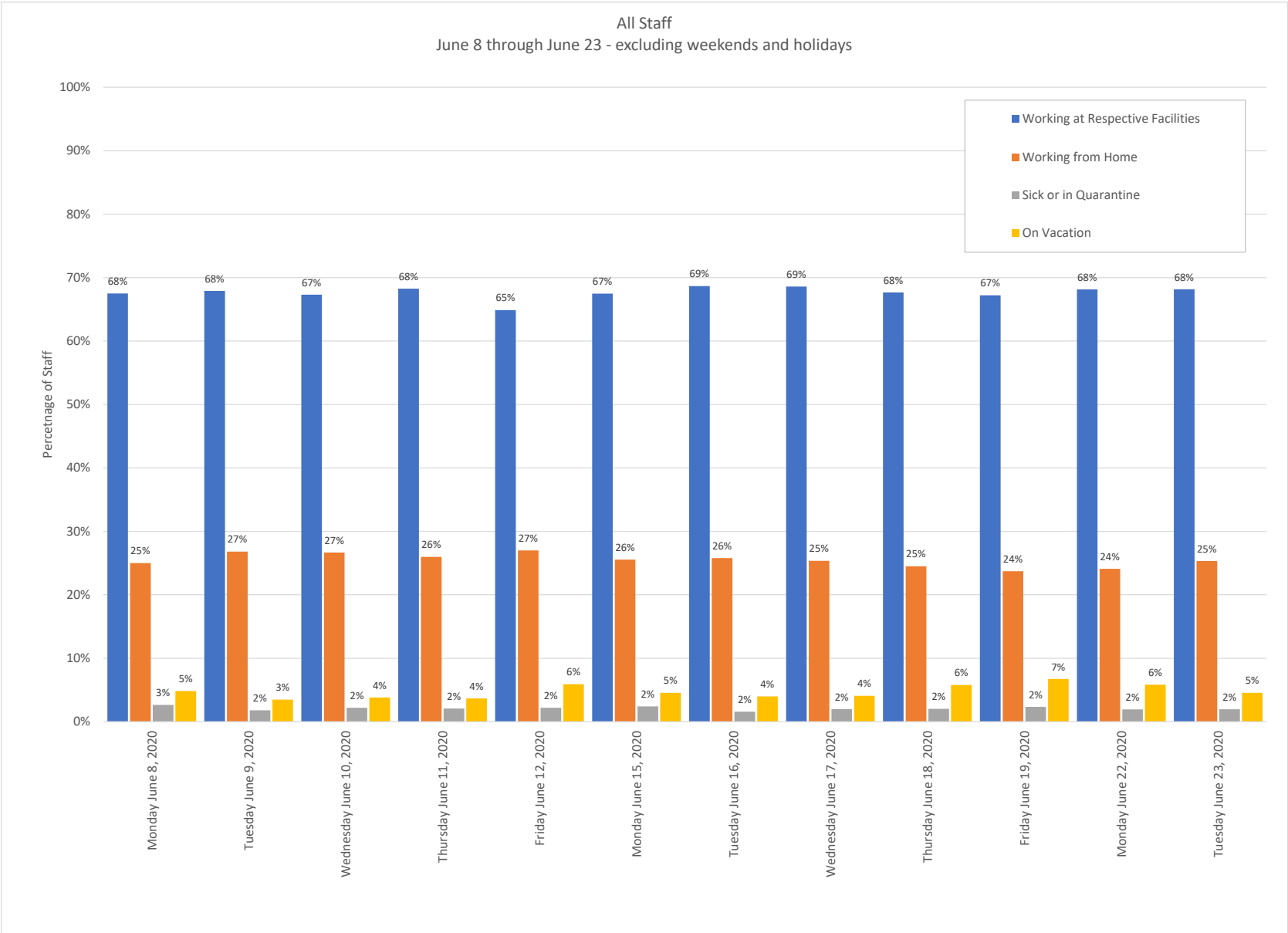


Appendix “V”
EOC Critical Supplies Inventory as of June 9, 2020

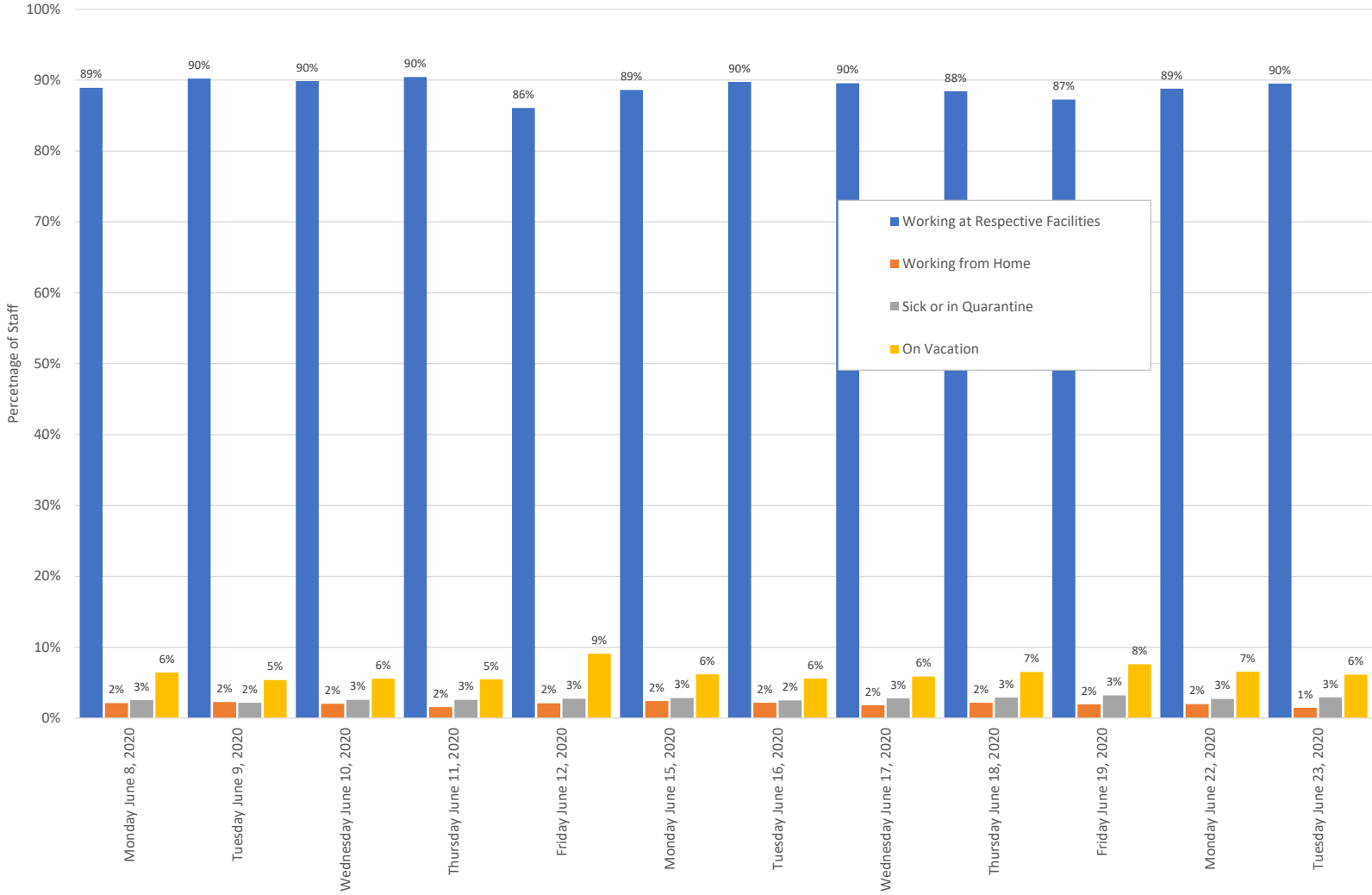
EOC Supplies

Product	Current Inventory June 23, 2020	Inventory as of June 9, 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	987.00	1,062.00	-75.00	5.65	818	648	479	309
Disinfectant Spray Bottles	31.00	559.00	-528.00	0.50	16	1	-14	-29
Disinfectant Wipes	209,620.00	195,145.00	14,475.00	620.00	191,020	172,420	153,820	135,220
Hand Sanitizer	3,521.69	3,446.96	74.73	19.25	2,944	2,367	1,789	1,212
Industrial Cleaner	10.00	10.00	0.00	0.00	10	10	10	10
Spray Nine	22,421.35	446.76	21,974.59	0.00	22,421	22,421	22,421	22,421
PPE								
Booties	2,888.00	2,888.00	0.00	16.00	2,408	1,928	1,448	968
Cloth Masks	3,770.00	1,021.00	2,749.00	0.00	3,770	3,770	3,770	3,770
Face Shields	2,095.00	2,095.00	0.00	0.00	2,095	2,095	2,095	2,095
Gloves (single)	291,800.00	293,800.00	-2,000.00	1,454.00	248,180	204,560	160,940	117,320
Gowns	3,178.00	2,234.00	944.00	17.00	2,668	2,158	1,648	1,138
N95 Masks	11,947.00	12,290.00	-343.00	93.50	9,142	6,337	3,532	727
P100 Cartridges	505.00	0.00	505.00	0.00	505	505	505	505
Plexiglass	0.00	0.00	0.00	0.00	0	0	0	0
Procedure Masks	57,640.00	48,950.00	8,690.00	30.00	56,740	55,840	54,940	54,040

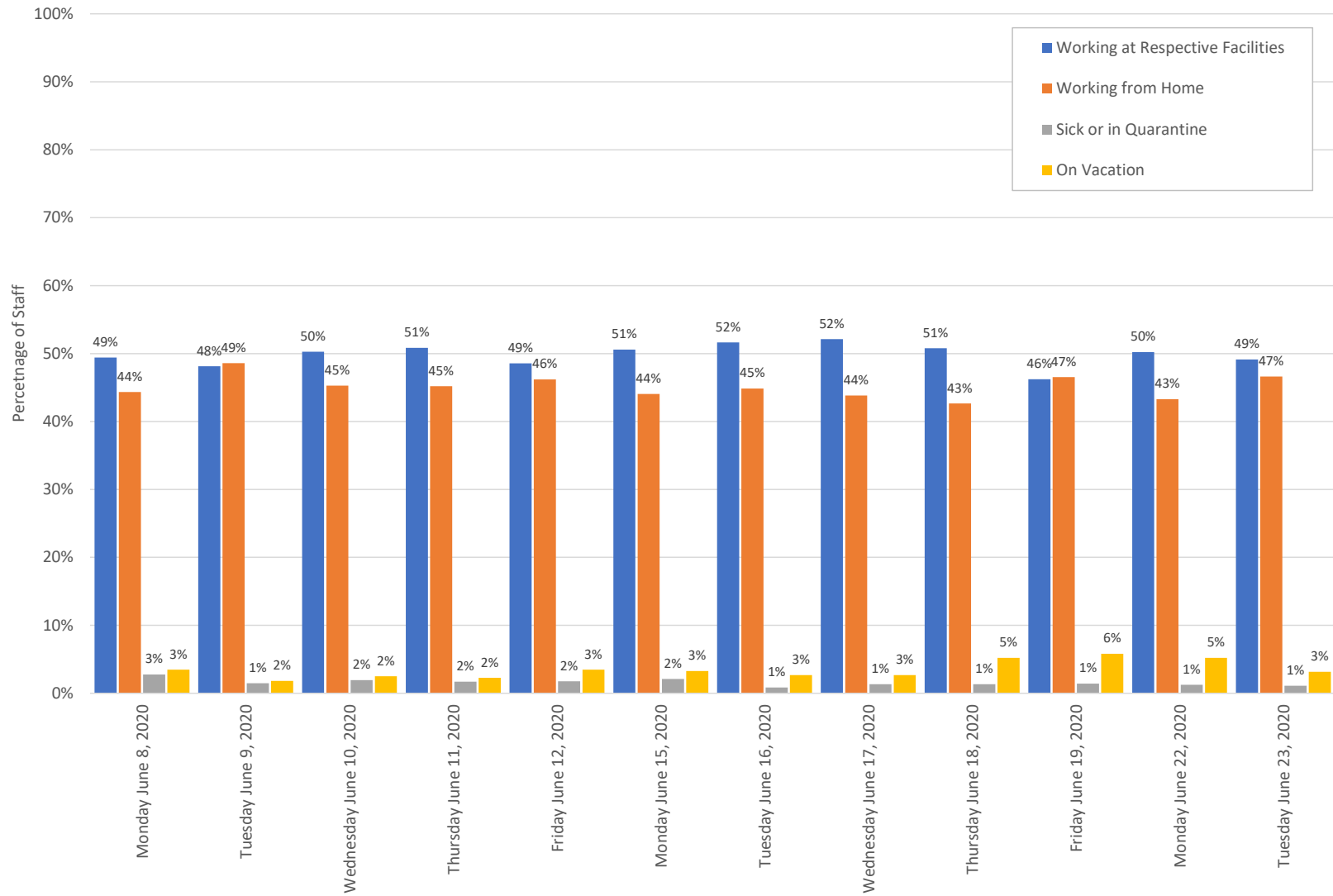
Appendix "VI"
Staff Count Summary – June 8 to June 23, 2020



Field Staff
 June 8 through June 23 - excluding weekends and holidays



Inside Staff
June 8 through June 23 - excluding weekends and holidays



Appendix "VII"
 Traffic Summary – March 23 to June 19, 2020

