

NO: R141

COUNCIL DATE: September 14, 2020

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 10, 2020**

FROM: **City Manager**

FILE: **7130-16**

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

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## RECOMMENDATION

The City Manager recommends that Council:

1. Receive this report for information; and
2. Authorize staff to extend Expanded Service Area endorsements provided through the Parking to Patios and Sidewalk Queuing Space program to coincide with the Temporary Authorizations provided by the Liquor Control and Regulation Branch.

## INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since the last Corporate Report which was provided to Council at the July 27, 2020 Regular Council Public Hearing meeting (a copy of Corporate Report No. R127; 2020 is attached as Appendix "I").

## 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 provided to Council as part of Corporate Report R127; 2020 the EOC has completed the following actions:

- Continued advance planning scenarios to increase preparedness, and understand risks and impacts to the City during a resurgence of the first wave or a second wave of COVID-19 (that regresses British Columbia back to Phase II or Phase I);
- Commenced phased reopening of arenas beginning on August 17, 2020 with two sheets of ice available for preseason minor sport organization rentals at the North Surrey Sport & Ice Complex and expanded the offering to six sheets on September 8, 2020 with the

opening of the Cloverdale Arena, the Surrey Sport and Leisure Complex, and the South Surrey Arena;

- Commenced phased reopening of multi-purpose recreation centres in each of the six town centres for preregistered programming;
- Continued implementation of the Return of Office (“RTO”) Plan for City staff including the introduction of a mandatory mask protocol in certain areas for all employees and visitors;
- 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;
- Continued preparations to support the reopening of various City facilities and services;
- Continued acquisition of personal protective equipment; and
- Continued working with Surrey’s Personal Protective Equipment (“PPE”) manufacturers to investigate and address concerns about potential supply chain stability with China.

## 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 term 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 (as outlined in Appendix “II”).

Key insights since the last update to the Plan include:

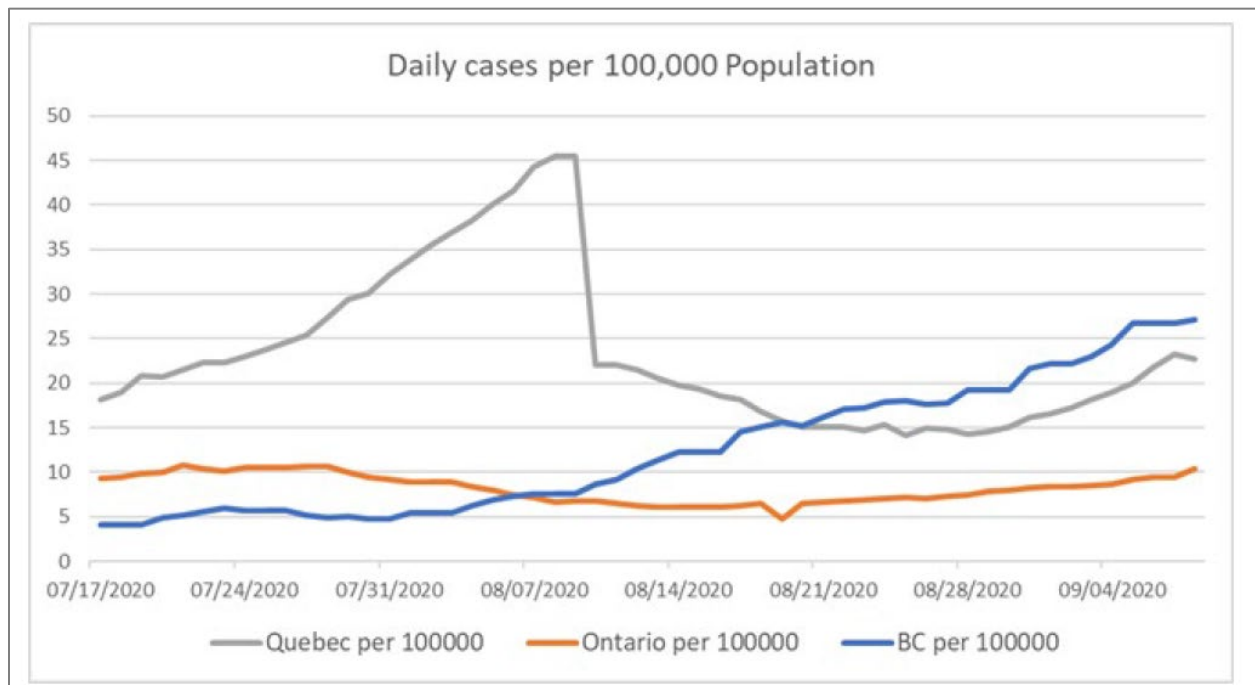
- Global COVID-19 cases continue to rise, with 27.5 million cases as of September 8, 2020. This represents a somber 83% increase (12.6 million cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- The United States, India, Brazil, and Russia continue to remain as the global epicentres, accounting for approximately 58% of total infections reported;
- As of September 8, 2020, Canada has had approximately 135,000 cases. This represents an 16% increase (18,500 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- As of September 8, 2020, BC has had 6,591 confirmed cases, which equates to approximately 129 infections per 100,000 people. This represents a 98% increase (3,263 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update. Of particular note, there has been an increase in the number of confirmed cases over the past two weeks in BC, with 744 cases confirmed for the week of September 3, 2020, which has resulted in the greatest number of active cases in BC at any point in time; and
- Of the 6,591 confirmed cases, the Fraser Health region accounts for the majority of confirmed cases (3,428 or 52%). Of the cases in the Fraser Health region, 20 are hospitalized, 2,720 have recovered and 95 have died.

The EOC’s COVID-19 Global Monitor Report (Appendix “III”) highlights global, national, provincial and City-level monitoring results as well as recent trend analyses for COVID-19 epidemiology scans, BC resident sentiment and behavioural analysis, and physical distancing efforts.

### Resurgence and Second Wave Potential

A resurgence of COVID-19 cases is currently being experienced British Columbia, across Canada and in many countries in the world. Possible reasons for this resurgence are COVID-19 “fatigue” (i.e., individuals not consistently following physical and social distancing measures, washing hands, et cetera due to the prolonged duration of the pandemic), increasing ones social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants), expanding tourism opportunities, and easing border restrictions.

There is a difference between the resurgence of COVID-19 and a forecasted second wave of infection estimated to hit in Fall 2020. Currently, BC is still in the first wave of infection and any new infections are seen as a resurgence within this initial phase.



At this time, it is not known with certainty if, or when, a resurgence or second wave may occur; and if it occurs what the magnitude of the impact may be.

The EOC continues to monitor and plan for a resurgence and/or second wave as part of the City’s advanced scenario planning. The following tactics are being employed as part of that effort:

- Tactic 1 – Monitor triggers for COVID-19 resurgence in other areas.
- Tactic 2 – Develop forecast scenarios to aid planning.
- Tactic 3 – Aid local businesses to be prepared (e.g., Surrey Makes PPE).

- Tactic 4 – Monitor/encourage compliance on local level.
- Tactic 5 – Revise public messaging to reflect situational need.

The City will continue to seek guidance and follow the direction of the Provincial Health Officer and adapt plans as needed to suit the situation.

### **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 continues to increase. The EOC's opening decision matrix, which is used to determine when each of the City's functional business areas are able to adjust their level of service and resume some form of operation, is based on the premise that all of the following four criteria are met:

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

Based on the EOC's opening decision matrix, additional facilities and services have recently been permitted to open or schedule their reopening, as discussed below. It is important to note that the reopening plans discussed below are subject to change in response to the dynamic COVID-19 pandemic situation (i.e., if a resurgence and / or second wave occurs). User groups will be proactively informed of the potential to re-close facilities should a resurgence in COVID-19 transmission meet the facility closure criteria.

The following reopening plans assume that the number of COVID-19 cases remain low and no further restrictions are imposed.

### ***Arena Operations***

The City commenced phased reopening of arenas with two sheets of ice available for preseason minor sport organization rentals at the North Surrey Sport & Ice Complex during August 17 to September 7, 2020 and expanded the offering to six sheets on September 8, 2020 with the opening of the Cloverdale Arena, the Surrey Sport and Leisure Complex, and the South Surrey Arena. A total of seven sheets will be available once the season is in full operation from October 2, 2020 to March 2021. The plan is flexible and can scale up by two sheets to a total of nine sheets of ice (i.e., all of the City's ice sheets) to respond to changes in demand and to satisfy the ice requirements of the ice user groups based on the previous year's allocation.

User groups have developed their own safety plans and all required procedures, policies, and documentation practices will be in place prior to ice use. A monitoring period will occur prior to scaling up additional sheets of ice to ensure all safety protocols are being satisfied.

### ***Recreation Facilities***

The City has initiated a phased reopening of multi-purpose recreation centres in each of the six town centres. On September 8, 2020, the Cloverdale Recreation, Don Christian Recreation Centre,



Fleetwood Community Centre, Surrey Sport and Leisure Complex (weight room), Guildford Recreation Centre (excluding pool), Fraser Heights Recreation Centre, and the Newton Recreation Centre (excluding pool) opened for preregistered programming including:

- Fitness Centres, including weight rooms and group fitness classes;
- Gymnasium sports including badminton, pickleball, tennis, table tennis and more;
- Licensed preschool; and
- A variety of visual and performing arts programs for adults, children and youth.

On September 14, 2020 both the Chuck Bailey Recreation Centre and Kensington Prairie Community Centre will be opening for preregistered programming.

Program spaces and capacities are based on the required two-metre physical distancing for static activities and five- to 10-metre distancing for more active programming. Schedules also consider new cleaning and disinfecting requirements that ensure adequate cleaning between each program. This results in the ability to provide approximately 20% of regular drop-in and registered fitness, sport and art programming and approximately 50% of licenced pre-school and after school programs. The City can safely offer up to 50% of programming as program ratios (typically 1:10 for preschool and 1:12 for school aged children) for licensed preschool and care programs have not changed due to COVID. The open configuration of these spaces as well as the program ratio allows the City to provide a higher percentage of programming for this age group than compared to other programs for all ages.

The plan is flexible, and programming can scale up or down to respond to changes in demand or to align with any changes to the Province's reopening plans.

### ***Aquatic Centres***

The City is planning for a phased reopening of the indoor aquatic facilities starting with the Surrey Sport & Leisure Complex. Plans include modified services offered at 20% of regular levels for public and swim club uses. Staff are working with the local aquatic sports groups to allocate times for use and coordinate scheduled start dates.

During the first phase, the Surrey Sport & Leisure Complex-Aquatics is planned to reopen in mid-October. Surrey Sport & Leisure Complex is in central proximity to all six town centres in Surrey and has an eight-lane, 50-metre swimming tank which is well suited to meet the needs of both swim clubs and the public. Surrey Sport & Leisure Complex also has a three-metre and one-metre diving board that can meet some of the demands of the diving club needs. Plans are underway to reopen the remaining aquatic centres, sequentially informed by the safe and successful operation of the Surrey Sport & Leisure Complex and the evolving resurgence.

### ***Surrey Libraries***

Surrey Libraries reopened physical branches on September 9, 2020 with limited services and reduced hours. City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo, and Strawberry Hill branches reopened at 60% of the pre-pandemic service hours. Port Kells branch is not open for public access but offers holds-pick and takeout service. Services available include limited browsing of shelves, computer access, holds-pick and takeout service and

technology assistance. Branches have reopened with safety measures including reduced occupancy limits to aid physical distancing, hand sanitizer for the public, directional arrows, plexiglass barriers on service desks, increased cleaning of high-touch areas, and quarantining materials for 72 hours. Visitors are encouraged to keep visits short and wear masks. The Library continues to offer digital services such as eBook lending and virtual programs.

### ***Cultural Facilities***

The Historic Stewart Farmhouse grounds and the BC Vintage Truck Museum (operated by a third party) are now open for pre-registered guided tours. COVID-19 signage, sanitization and social distancing procedures are in place.

On September 9, 2020, the Museum of Surrey opened, and the Surrey Art Gallery opens on September 19, 2020 for pre-booked exhibition tours and some registered arts and culture programs.

Programs for all ages will include Sketching in the Museum, ceramics, textile demonstrations, and various visual arts courses. Select age group courses will include performing arts courses for children (Hip Hop), youth (acting), and adults (intro to movement).

Surrey Civic Theatres are preparing to introduce a service that will result in digital recordings of performance of Surrey's performing arts organization and artists for online broadcast. This is a service many of the performing arts venues in the Vancouver region will be introducing in the fall.

The Semiahmoo Arts Society that operates within the South Surrey Recreation and Arts Centre is resumed programming on September 8, 2020. Visitors will be screened at reception and will receive their tour kit, activities, and one-way directions, including hygiene and physical distancing guidelines. Tour kit packages can also be pre-downloaded online.

### **Surrey Fire Service Responses**

As of September 8, 2020, the Surrey Fire Services ("SFS") responded to an average of 52 incidents per day over the past 30-days, as illustrated in Appendix "IV". The SFS responded to an average of 92 incidents per day over the same period in 2019, a reduction of 43%.

The overall reduction of 43% is comprised of two components:

- SFS attendance at medical incidents have decreased 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 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 III of BC's Restart Plan.

## **Surrey RCMP Response**

As of September 8, 2020, the Surrey RCMP received an average of 575 calls for service per day and dispatched members to an average of 413 incidents per day over the past 30-days, as illustrated in Appendix “V”. Surrey RCMP calls for service remains fairly consistent (4.6% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (1.7% decrease in average dispatched members). In terms of a dispatch rate, last year during this study period (August 9 to September 7) police dispatched members to 70% of total calls; this year members were dispatched to 72% 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 September 8, 2020, and how this inventory has changed since July 21, 2020, is attached as Appendix “VI”.

At present, the City has a sufficient supply of most critical supplies to last for the next 180-days. The EOC is continuing to increase its inventory of supplies as use is forecasted to increase as the City continues to reopen.

## ***Return to Office Plan***

To support BC’s Restart Plan and the reopening of City facilities and resumption of services, the EOC has enacted a Return of Office (“RTO”) plan that ensures the City can continue the process of reintegrating staff back into the workplace in a safe and responsible manner. The goal is to have approximately of 60% staff working on a rotating basis in their respective facility at any given time. To achieve this goal, each Department has enacted their RTO plans that were developed based on the following key principles:

- Compliance with all Provincial Health Orders - The health, safety and well-being of staff remains the City’s top priority. All office spaces were assessed to determine how many staff can work in the office at any given time, based on physical distancing requirements as set out by the Provincial Health Officer;
- Health and Safety – Many additional safety measures have also been implemented in the City’s facilities to ensure the safety of staff. The number of staff returning to the office will not be beyond a level that is safe. Equal opportunity to work in the office and remotely; for some areas, this has resulted in a rotation schedule where staff are taking turns to come into the office to work;
- Work efficiency - Remote work arrangements must support efficient / effective work delivery;
- Promoting a gradual return to normal business operations - As the situation continues to stabilize and improve, our goal is to return a greater number of staff to the office; and
- Flexibility to make alternate work arrangements, as needed - It is recognized that there are staff who are facing circumstances that would make it difficult to return to the office.

Every effort is considered to making alternate arrangements to ensure staff have the support they may require during this time.

The RTO plan is aligned with Phase III of BC's Restart Plan, which has allowed many businesses to reopen with enhanced safety measures and enabled us to gradually increase our social interactions, while limiting the spread of COVID-19.

As part of the RTO plan, and in response to the current rise of COVID-19 infections in BC and the start of the flu-season, the EOC as of September 8, 2020 has established a mandatory mask protocol for all employees. This protocol is as follows:

- Masks must be worn in areas where physical distancing is not possible, including elevators, stairwells and City vehicles.
- Masks must also be worn when:
  - Staff are front facing, working with the public and not separated by a physical barrier;
  - There is a fire drill; and
  - Staff visit other work areas.
- Masks are also expected to be worn when staff leave their immediate work areas and especially in common areas such as hallways, lunchrooms, coffee rooms, washrooms, and copier rooms.

***Current Staffing Levels***

On Tuesday September 8, 2020, approximately 13.4% of all staff are working from home which equates to approximately 26.5% of staff that may eligible to work at home (of course, this excludes field staff from Engineering – Operations, Fire, Planning & Development – Facilities, Parks Operations, and Parks, Recreation & Culture – Facilities).

Department	For September 8, 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	41.5%	41.5%	2.0%	15.0%
Engineering (Operations)	76.0%	0.3%	4.5%	19.2%
Engineering (all others)	55.4%	28.8%	2.7%	13.0%
Finance	58.9%	25.6%	3.3%	12.2%
Fire	85.5%	0.2%	4.2%	10.1%
Investment & Intergovernmental Relations	50.0%	25.0%	0.0%	25.0%
Library	76.5%	9.9%	0.0%	13.6%
P&D (Facilities)	71.8%	5.1%	2.6%	20.5%
P&D (all others)	57.6%	29.1%	0.6%	12.8%
PRC (Park Operations)	82.1%	3.8%	1.3%	12.8%

PRC (City Hall)	55.8%	32.7%	0.0%	11.5%
PRC (Facilities)	89.5%	3.9%	2.0%	4.6%
Public Safety	66.0%	18.5%	2.5%	13.0%
<b>TOTAL</b>	<b>71.0%</b>	<b>13.4%</b>	<b>2.7%</b>	<b>12.9%</b>

A summary of the level of staffing available from August 10 through September 4, 2020 (excluding holidays and weekends) is attached as Appendix “VII” and as illustrated in this summary, the activation of the RTO plan has resulted in average of 59% of inside staff working in their respective facility at any given time.

### **Support for Vulnerable Populations**

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 are in need of self isolation. Over the past week, the ERC has hosted approximately 45-persons on a daily basis that are staying in the NSRC ERC.

In an effort to reduce the number of people in some existing BC Housing funded shelters in Surrey, BC Housing has moved people 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. In the past week, a total of 47 vulnerable individuals were being accommodated in the two motels.

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

In addition to the health services being offered at the ERC, showers in an isolated portion of the facility have been made available to the City’s vulnerable population and are being utilized by upwards of 10 individuals per day.

### **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 continues to proactively reach 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, et cetera).

Under the previous Phase of the pandemic (Phase II), the CCET was consistently observing a very high percentage of compliance amongst establishments and within public spaces with regards to following public safety protocols.

However, under the current Phase III, the CCET are finding that, while most businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer, a growing number of establishments are challenged to ensure that appropriate physical distancing is actually occurring within their business space. When businesses are found to be non-compliant, Bylaws and RCMP provide information explaining guidelines and protocols with regards to signage, directing foot traffic to avoid two-metre distancing concerns, providing sanitation stations for patrons, and posting COVID-19 occupancy limits and safety plans on the wall for employees. Repeat offenders are referred to Fraser Health Authority (“FHA”) for further action, including issuance of tickets in the amount of \$2,300 for contravention of the Public Health Office Gathering and Events Order. In addition, locations which are consistently non-compliant receive notice from the City that their business license may be suspended / revoked if the continue to be non-compliant.

High compliance continues within the City’s parks, with the exception of Bear Creek Park, Newton Athletic Park, Crescent Beach, and Fleetwood Park. These parks attract large volumes of people, especially during warm sunny weather. In cases where compliance is blatantly disregarded, additional measures have been taken to ensure compliance.

### **Supporting and Informing Residents**

The City’s COVID-19 webpage, [www.surrey.ca/COVID-19](http://www.surrey.ca/COVID-19), has been a valued source of information for residents and businesses with over 152,000 pageviews since it was launched, with approximately 4,800 pageviews occurring over the last two weeks. Additionally, residents have followed the status of facility closures and openings, through the Closures & Openings page (<https://www.surrey.ca/city-government/30914.aspx>).

The information on these webpages is updated frequently, and shares information on News & Updates, Affected Services, Facility Closures, Online Services promotion, 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 and key News & Updates e-mail newsletters to share information. Within the last two weeks, the City has also updated its messaging to reinforce COVID-19 messaging, encouraging residents with the messaging “Keep Your Guard Up” and “Let’s Stay Strong, Surrey.”, in addition to sharing information on recreation facilities openings, the Surrey Museum opening, and launch of the new [surrey.ca](http://surrey.ca) website.

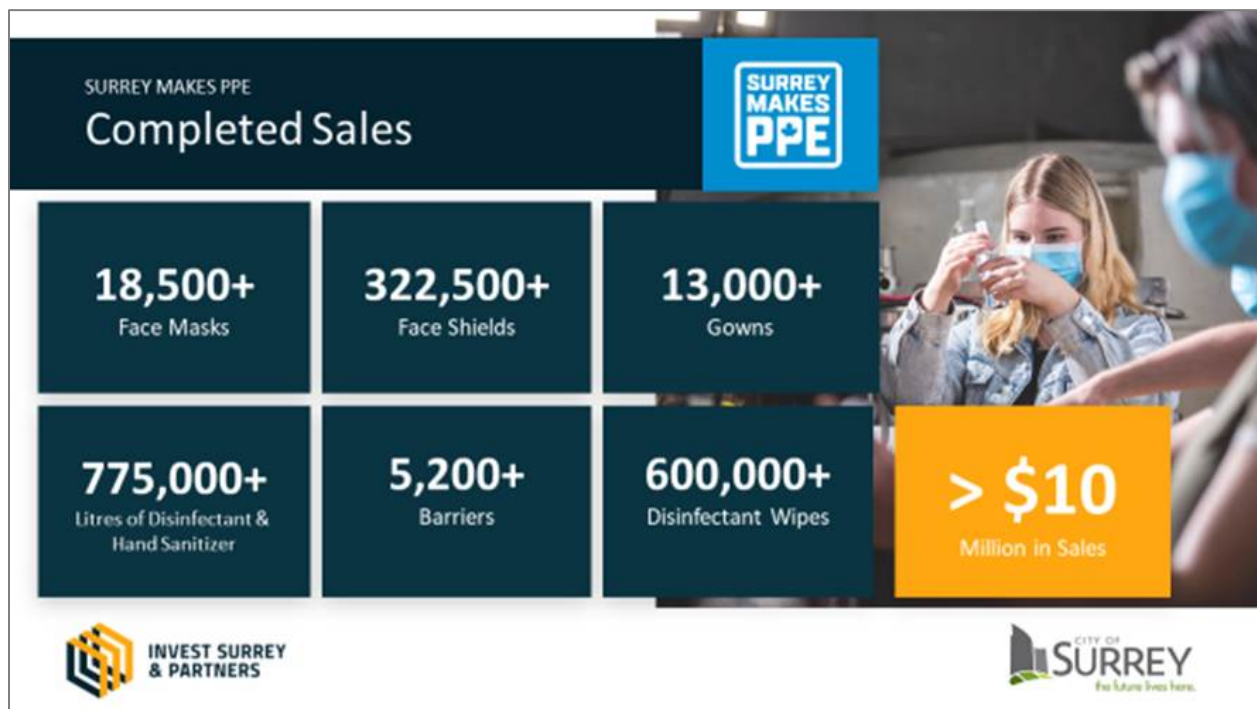
### **Supporting and Informing Businesses**

In addition to the information provided on the City’s COVID-19 webpage, staff have been participating in regular calls with the various business associations in Surrey to provide them updates and answer any questions that they may have. To date, 10 calls have taken place. The next scheduled call is Friday September 25, 2020. The associations in this call have included staff representatives from the Surrey Board of Trade, the South Asian Business Association of BC, the Downtown Surrey Business Improvement Association, the Cloverdale Chamber of Commerce, the

Cloverdale Business Improvement Association, the Fleetwood Business Improvement Association, the Newton Business Improvement Association, the South Surrey and White Rock Chamber of Commerce, the New Westminster & District Labour Council, and the White Rock Business Improvement Association.

### ***Surrey Makes PPE***

Surrey Makes PPE continues to be a local economic success with over \$9.1 million worth of locally manufactured PPE sold since April 2020. In total, local manufacturers have now produced over 18,000 face masks, 320,000 face shields, 750,000 litres of disinfectants and hand sanitizers, 13,000 units of gowns, and 600,000 units of disinfectant wipes. 25 manufacturers participating in the program offer a variety of PPE including face shields, reusable face masks, and gowns with three manufacturers gearing up to produce N95 masks. Staff continue to work with local manufacturers to assist them in gaining access to the correct EOC purchasers across Canada as well as coordinating group buy opportunities to help local manufacturers realize higher economies of scale while transferring savings to customers. Recently, the City also partnered with the National Research and Industrial Assistance Program (“NRC-IRAP”) as well as Health Canada to get local N95 manufacturers access to the new interim Health Canada standards for N95 respirators so that manufacturing of these devices can begin as soon as possible in Surrey.



### ***Parking to Patio Program***

At the May 25, 2020 Regular Council Public Hearing, as part of Corporate Report R086; 2020 (a copy is attached as Appendix “VIII”), Council authorized staff to initiate a Parking to Patios and Sidewalk Queuing Space program through a pilot program that will permit the use of temporary outdoor areas as expanded service areas until September 30, 2020. This program was consistent

with preliminary information received from B.C.'s Liquor Control and Regulation Branch ("LCRB").

Following consideration of the report, the City was notified of the LCRB's Policy Directive No: 20-13 which allows for the issuance of Temporary Expanded Service Area Authorization to food primary, liquor primary, and manufacturer licenses in response to the COVID-19 pandemic until October 31, 2020.

Since the inception of the program the City has received 12 applications for expanded service areas. Eleven sites have been endorsed: seven on private property on and four City property/road right of way. One application could not be endorsed as the expanded area extended into natural park land. Each endorsement is provided until September 30, 2020 in accordance with the original pilot program.

Staff recommend that these endorsements be extended to coincide with the Temporary Authorizations provided by the LCRB, which is currently set until October 31, 2020. Staff believe the Province may consider extending this in certain cases and it is recommended that these endorsements be further extended to coincide with any extension to the Temporary Authorizations provided by the LCRB.

More recently, the City was requested by the BC Restaurant and Foodservices Association, the Alliance of Beverage Licensees, and the BC Craft Brewers Guild requesting that the City consider applications for businesses to winterize the temporary spaces, and renew extended patio authorizations for 2021 now. The City has an existing process to allow more permanent outdoor seating areas which includes proper review by specific City Departments and ensuring the proposals are consistent with applicable Development Permits and constructed to the BC Building Code. In response to this request, City staff will approach operators of the 11 endorsed sites to discuss opportunities for more permanent or winterized expanded services areas.

### **Intergovernmental Support and Cooperation**

On July 16, 2020, Prime Minister Trudeau announced that the First Ministers had agreed to a Federal, Provincial, and Territorial Safe Restart Agreement, supported by \$19 billion in Federal funding to help Provinces and Territories restart the economy and increase Canada's resilience in the event of future waves of the COVID-19 virus. The Prime Minister indicated that the funding will be focussed on seven priority areas: testing and tracing, health care including mental health and addictions, supporting vulnerable people, procurement of PPE, early education and daycare, paid sick leave, municipal operations costs, and public transit.

The Province of British Columbia is expected to receive approximately \$2 billion. Under the agreement, the Federal and Provincial governments will 50/50 cost-share new operational funding for transit and for local governments. On July 23, 2020, the Federal government announced it will provide \$540 million to help keep transit operating in BC cities throughout the pandemic. The Province of BC has indicated that that amount of funding to be distributed to local governments is expected to be disclosed sometime in September. City staff are in regular contact with Provincial staff and will provide this information to Council as soon as it is released.



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

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

Advocacy efforts related to these projects are ongoing. They include the Mayor and City staff participating in conference calls with Provincial and Federal elected officials, as well Big City Mayors' Caucus and Federation of Canadian Municipalities 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**

At the July 27, 2020 Regular Council Public Hearing meeting, Council received Corporate Report No. R122; 2020, Quarterly Financial Report - Second Quarter – 2020. In this report, staff forecasted that based on stronger than originally forecasted revenues and departmental savings, cautious reopening of major civil facilities, vacancy gapping, and the elimination / deferral of a part of the 2020 Capital Program, the City will be able to manage the budgetary shortfall by continued sustained commitment to the proactive mitigating strategies for the remainder of the year. Staff are also keenly awaiting more details in relation to the Federal and Provincial government's recent announcements to financially assist municipalities in British Columbia to cover revenue shortfalls.

In relation to property taxes, as of September 8, 2020, staff have collected 75% of property tax levy; however, staff are expecting a significant increase to this during the last few weeks of September, given that the last day for payment of 2020 property taxes without penalty is September 30, 2020.

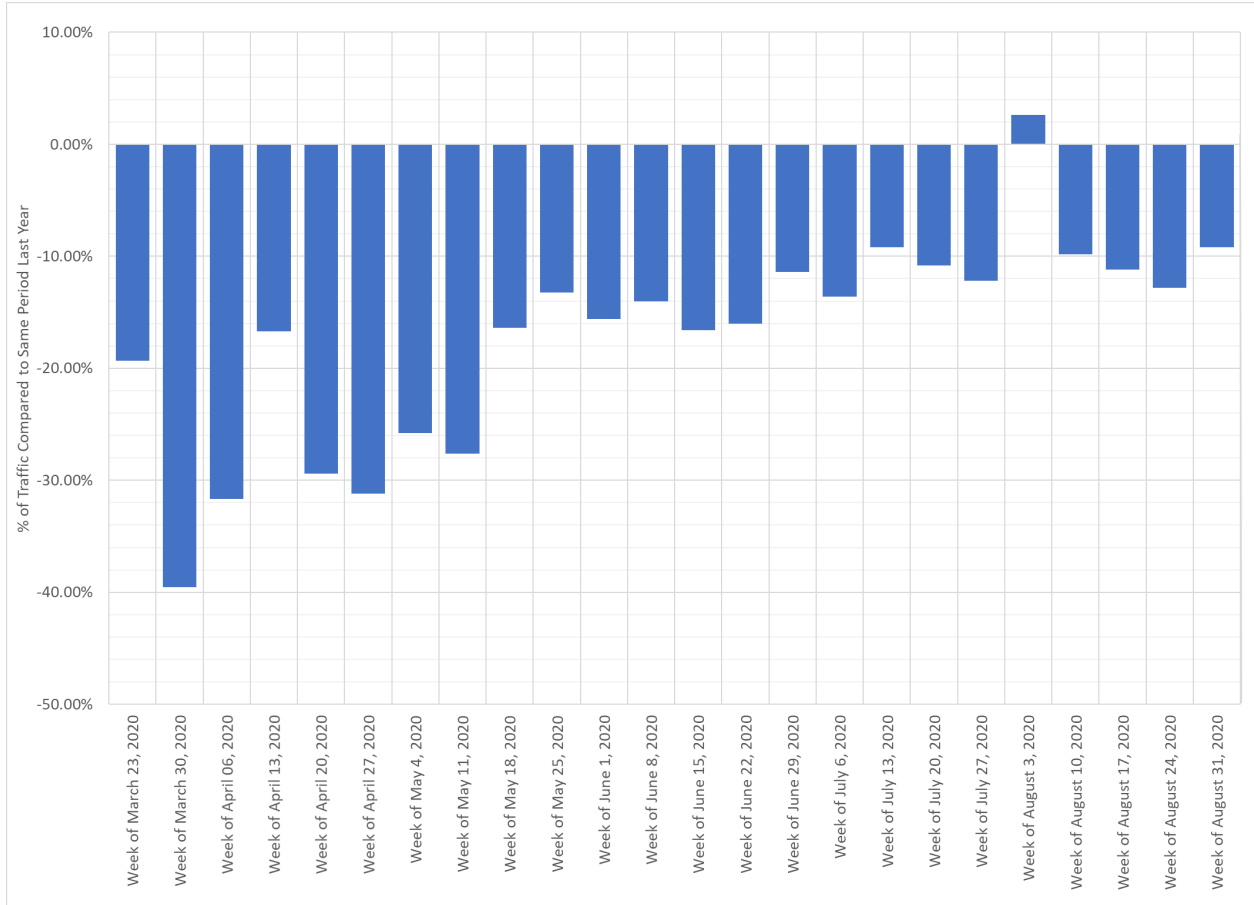
It is now certain that the fiscal hardship caused by the COVID-19 pandemic will continue to impact the City's financial position in 2021 and in future years; accordingly, staff are analyzing these future impacts, and will reflect them in the proposed 2021-2025 Financial Plan for Council consideration 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, six 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 “IX”; however, the weekly average traffic volumes, while remaining well below traffic volumes over the same period last year, are increasing week to week.



The largest change in weekly average (from 12% below the weekly average to 3% above the weekly average) aligns with the week of the BC Day holiday. The traffic volume data on August 7, 2020 was markedly higher than comparable days in 2019 and the rest of the month of August 2020. Other than the week of August 3, weekly average traffic volumes have remained consistent during the pandemic, with an overall reduction in traffic volumes during the pandemic 19% at below 2019 totals.

Monitoring of pedestrian and cycling use in City Centre reveals that for the month of August 2020, pedestrian activity travelling by foot was 32% below 2019 volumes, and the number of cyclists was 165% above 2019 volumes.

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

## EOC Activity Plan

Throughout the month of August, Surrey's EOC engaged in mitigating the impacts of COVID-19 in alignment with the City's 10-Point Action Plan. The EOC meet twice weekly utilizing trained alternates in the EOC to build further depth, in preparation for a potential resurgence and / or second wave of COVID-19 in the coming months. As a result of the ongoing resurgence and the potential for a second wave of COVID-19 in the coming months, the EOC is continuing to meet two times weekly, and/or more frequently if needed.

## 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 assists the City in evolving its EOC responses under the 10-Point Action Plan, enabling the return to normal operations as quickly as possible.

*Original signed by*  
Vincent Lalonde, P.Eng.  
City Manager

Appendix "I" – Corporate Report R127; 2020 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 8 – September 3, 2020

Appendix "III" – COVID-19 Global Monitor Report – Week of September 7, 2020

Appendix "IV" – Surrey Fire Service – Incident Responses – August 9 to September 7, 2020

Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –  
August 9 to September 7, 2020

Appendix "VI" – EOC Critical Supplies Inventory – September 9, 2020

Appendix "VII" – Staff Count Summary – August 10 to September 4, 2020

Appendix "VIII" – Corporate Report Ro86; 2020 - Parking to Patio Program and Sidewalk Queuing  
Space Program – Use of Outdoor Areas in Support of COVID-19 Physical  
Distancing Requirements

Appendix "IX" – Traffic volumes along major corridors – March 23 to September 4, 2020



# CORPORATE REPORT

NO: **R127**

COUNCIL DATE: **July 27, 2020**

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 23, 2020**

FROM: **City Manager**

FILE: **7130-16**

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

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## 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 the last Corporate Report which was provided to Council at the July 13, 2020 Regular Council Public Hearing meeting (a copy of Corporate Report No. R109; 2020 is attached as Appendix "I").

## 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 provided to Council at the July 13, 2020 Regular Council meeting, the EOC has completed the following actions:

- Continued advance planning scenarios to increase preparedness, and understand risks and impacts to the City during a resurgence of the first wave or a second wave of COVID-19 (that regresses British Columbia back to Phase II or Phase I);
- Reviewed and conditionally approved reopening plans for civic arenas, beginning with the Surrey Sport & Leisure Complex for the purpose of providing modified ice use by minor sport groups;
- Launched the "Enjoy Summer in Surrey" campaign to encourage residents to play local and stay local;
- Conducted an After-Action Review Workshop focused on the Pre-Pandemic phase;
- Continued implementation of the Return of Office ("RTO") Plan for City staff;

- 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;
- Continued preparations to support the reopening of various City facilities and services;
- Continued acquisition of personal protective equipment, including 1,200 cloth masks for City staff use and additional N95 masks from a previous outstanding order;
- Continued exploring Digital Main Street pilot program with regional partners to get businesses e-commerce online;
- Continued working with Surrey's Personal Protective Equipment ("PPE") manufacturers to investigate and address concerns about potential supply chain stability with China; 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 term 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 (as outlined in Appendix "II"). Staff have recently updated the Plan to include provisions and actions to support City preparedness for a resurgence of COVID-19, and/or a second wave of COVID-19 that will likely occur in the fall.

Key insights over the last two weeks include:

- Global COVID-19 cases continue to rise, with 15.0 million infections as of July 22, 2020. The World Health Organization reported the largest single-day increase in cases on July 18, 2020. The United States, Brazil, India and Russia are currently the global epicentres;
- Provinces across Canada are in various stages of enacting their reopening plans;
- As of July 22, 2020, BC has had 3,328 confirmed cases which equates to 65.3 infections per 100,000 people. This is an increase of 338 cases since July 8, 2020 which amounts to an average increase of 24.1 cases per day. Of particular note, there has been an increased rate in the number of confirmed cases over the past few days in BC, with 132 cases confirmed between July 17 and July 21, 2020; and
- Of the 3,328 confirmed cases, the Fraser Health region accounts for a significant portion of confirmed cases (1,731 or 52%). Of the cases in the Fraser Health region, only 9 are hospitalized, 1,542 have recovered and 79 have died.

The EOC's COVID-19 Global Monitor Report (attached as Appendix "III") highlights global, national, provincial and City-level monitoring results as well as recent trend analyses for COVID-19 epidemiology scans, BC resident sentiment and behavioural analysis, and physical distancing efforts.



## Resurgence and Second Wave Potential

A resurgence of COVID-19 cases is currently being experienced in many countries in the world. Possible reasons for this resurgence are COVID-19 “fatigue” (i.e., individuals not consistently following physical and social distancing measures, washing hands, etc. due to the prolonged duration of the pandemic), increasing ones social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants), expanding tourism opportunities, and easing border restrictions. BC is not immune to this resurgence potential, as demonstrated by the recent acceleration in the number of confirmed COVID-19 cases over the past week. The recent resurgence cases in BC appear to be predominantly amongst young adults.

There is a difference between the resurgence of COVID-19 and a forecasted second wave of infection estimated to hit in Fall 2020. Currently BC is still in the first wave of infection and any new infections are seen as a resurgence within this initial phase, with infection rates potentially climbing to pre-April 2020 numbers. An anticipated second wave of infection would see a rapid increase in infection that is estimated to surpass numbers seen in the first wave due to the virus already being prevalent within the population.

At this time, it is not known with certainty if, or when, a resurgence or second wave may occur; and if it occurs what the magnitude of the impact may be. In the last few days, BC has experienced increased numbers of confirmed COVID-19 cases and new restrictions have recently been imposed on bars and restaurants within Phase III of the Restart Plan.

The EOC continues to monitor and plan for a resurgence and/or second wave as part of the City's advanced scenario planning. The following tactics are being employed as part of that effort:

- Tactic 1 – Monitor triggers for COVID-19 resurgence in other areas
- Tactic 2 – Develop forecast scenarios to aid planning
- Tactic 3 – Aid local businesses to be prepared (e.g., Surrey Makes PPE)
- Tactic 4 – Monitor/encourage compliance on local level
- Tactic 5 – Revise public messaging to reflect situational need

The City will continue to seek guidance and follow the direction of the Provincial Health Officer and adapt plans as needed to suit the situation.

## After-Action Review

As the City transitions from response to recovery, staff recognize the need to document the City's experiences and lessons learned to date. The purpose of the After-Action Review (“AAR”) is to identify, consider, assess, and document the effectiveness of the actions that the City has taken in response to the COVID-19 pandemic. Applications of the AAR are three-fold:

1. Development and application of best practices in preparation for resurgence, future pandemic waves or events for the Emergency Operations Centre;
2. Continuous Improvement for the Surrey Emergency Program Response and Recovery Plan; and

3. Direction for senior management and division leads outlining opportunities for strengthening Business Continuity planning across the City.

Surrey's AAR has been modelled after an approach developed by Integrated Partnership for Regional Emergency Management ("IPREM"). IPREM is an intergovernmental partnership between the Province and Metro Vancouver (on behalf of the 23 local municipalities), whose mandate is to coordinate emergency management planning activities in the region.

Given the prolonged nature of the pandemic, staff have identified the following distinct AAR periods which are generally aligned with the Province's COVID-19 response phases:

- Pre-Pandemic: Situation Development, EOC Activation and Pandemic Planning (prior to the Province declaring a public health emergency on March 17)
- Phase 1: Essential & Critical Services (March through Mid-May)
- Phase 2: Resumption of Services that can maintain social distancing (Mid-May through June)
- Phase 3 (**Current Phase**): Staggered restart of industries that can accommodate gatherings of less than 50 people (June through September); this phase includes COVID-19 resurgence wave(s) if or when they occur
- Phase 4: Return to Business as Usual (TBD – based on treatment success and/or immunity conditions); this is not expected to be in the short or medium term.

For each phase, the AAR will assess and document the effectiveness of the City's actions within the context of three overarching themes:

- Communications & Information Flow;
- Planning & Preparedness; and
- Policies & Processes.

An opportunity assessment methodology will be utilized to explore key learnings under each theme. Learnings will be grouped as follows:

- Keep – We did or used this successfully in the region. Let's do/use this again.
- Get – It would have been good to have or do this regionally in the future. We did this but it needs to be amended or applied differently in the future.
- Lose – We did this. We don't want to do / use this again. It did not meet the City's needs.
- Avoid – Good thing we didn't do or use this.
- Luck – What happened by chance or went our way was by no means of our own doing. We could work towards making this a procedure / protocol in the future.

Staff have started preparing the AAR for the Pre-Pandemic phase and will develop AAR's for each subsequent phase over the coming months or as pandemic conditions permit.



## **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 continues to increase. The EOC's opening decision matrix, which is used to determine when each of the City's functional business areas are able to adjust their level of service and resume some form of operation, is based on the premise 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.

Based on the EOC's opening decision matrix, additional facilities and services have recently been permitted to open or schedule their reopening, as discussed below. It is important to note that the reopening plans discussed below are subject to change in response to the dynamic COVID-19 pandemic situation (i.e., if a resurgence and/or second wave occurs). User groups will be proactively informed of the potential to re-close facilities should a resurgence in COVID-19 transmission meet the facility closure criteria.

The following reopening plans assume that the number of COVID-19 cases remain low and no further restrictions are imposed.

### ***Cultural Facilities***

The Historic Stewart Farm House grounds and the BC Vintage Truck Museum (operated by a third party) are now open for pre-registered guided tours. COVID-19 signage, sanitization and social distancing procedures are in place.

On September 9, 2020, the Museum of Surrey and the Surrey Art Gallery will begin to offer pre-booked exhibition tours and some registered arts and culture programs.

Programs for all ages will include Sketching in the Museum; ceramics, textile demonstrations and various visual arts courses. Select age group courses will include performing arts courses for children (Hip Hop), youth (acting), and adults (intro to movement).

Visitors will be screened at reception and will receive their tour kit, activities, and one-way directions, including hygiene and physical distancing guidelines. Tour kit packages can also be pre-downloaded online.

### ***Bear Creek Miniature Train***

Bear Creek Park Miniature Train (operated by a third party) is resuming operation this summer and will offer train rides to park visitors with all necessary public health measures in place. The train is planned to operate seven days per week from 10:00 am until 5:00 pm. More information can be found by visiting the park or online at <https://www.bctrains.com/>.



### ***Arena Operations***

The City will begin its phased reopening of arenas with two sheets of ice available for preseason minor sport organization rentals between August 17 to September 7. A total of six sheets will be reopened for the beginning of the ice season from September 8 to October 1. A total of seven sheets will be available once the season is in full operation during October 2 to March 2021. The plan is flexible and can scale up by two sheets to a total of nine sheets of ice (i.e., all of the City's ice sheets) to respond to changes in demand and to satisfy the ice requirements of the ice user groups based on the previous year's allocation. All sheets would eventually reopen if the demand is sufficient and health objectives are met, bringing the total to nine sheets of ice.

User groups have developed their own safety plans and all required procedures, policies and documentation practices will be in place prior to ice use. A monitoring period will occur prior to scaling up additional sheets of ice to ensure all safety protocols are being satisfied.

### ***Recreation Facilities***

The City is planning for a phased reopening of multi-purpose recreation centres in each of the six town centres starting the fall. Finalization of reopening safety plans and documentation is underway. The recreation centres plan to offer programs including, fitness classes, pre-registered weight room times, and pre-registered gym sports such as pickleball and badminton along with some of the regular activities for children, youth and seniors. Program spaces and capacities are based on the required 2m physical distancing for static activities and 5-10m distancing for more active programming. Schedules also consider new cleaning and disinfecting requirements that ensure adequate cleaning between each program. This results in the ability to provide approx. 20% of regular drop-in and registered programming. Facilities include: Cloverdale Recreation Centre, Don Christian, Clayton Hall, Guildford Recreation Centre, Fraser Heights Recreation Centre, Newton Recreation Centre, South Surrey Recreation and Arts Centre, Elgin Centre, Kensington Prairie, Chuck Bailey, Surrey Sport & Leisure Complex (fitness), and North Surrey Sport & Ice Complex (fitness).

The City plans to offer up to 50% of licenced pre-school and after school programs in each of the six town centres starting September 8, 2020. The City can safely offer up to 50% of programming as program ratios (typically 1:10 for preschool and 1:12 for school aged children) for licensed preschool and care programs have not changed due to COVID. The open configuration of these spaces as well as the program ratio allows the City to provide a higher percentage of programming for this age group than compared to other programs for all ages. All programs will be available for registration online and more information about reopening will be shared on the City's website and social media in the coming weeks.

The plan is flexible and programming can scale up or down to respond to changes in demand or to align with any changes to the Province's reopening plans.

### ***Indoor Aquatic Centres***

The City is planning for a phased reopening of the indoor aquatic facilities starting with the Surrey Sport & Leisure Complex. Plans include modified services offered at 20% of regular levels for public and swim club uses. Staff are working with the local aquatic sports groups to allocate times for use and coordinate scheduled start dates.

During the first phase, the Surrey Sport & Leisure Complex-Aquatics is planned to reopen in mid-October. Surrey Sport & Leisure Complex is in central proximity to all six town centres in Surrey and has an 8-lane 50-metre swimming tank which is well suited to meet the needs of both swim clubs and the public. Surrey Sport & Leisure Complex also has a 3 metre and 1 metre diving board that can meet some of the demands of the diving club needs. Plans are underway to reopen the remaining aquatic centres, sequentially informed by the safe and successful operation of the Surrey Sport & Leisure Complex.

### ***Surrey Libraries***

Surrey Libraries will reopen physical branches on September 9, 2020 with limited services and reduced hours. City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo and Strawberry Hill branches will reopen at 60% of the pre-pandemic service hours. Port Kells branch will not reopen for public access but may offer holds-pick and takeout service.

The following services will be available:

- Holds pick-up and limited browsing of shelves
- Computer access, Wi-fi use with own devices, and printing
- Limited patron assistance and technology help
- Washroom access

Libraries continue to provide services to residents throughout the summer. Virtual programs and digital materials are available through the City's website, and physical materials can be borrowed through the takeout service.

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. Further updates on reopening plans for each facility will be provided in a future update to Council.

### **Surrey Fire Service Responses**

As of July 22, 2020, the Surrey Fire Services ("SFS") responded to an average of 44 incidents per day over the past 30-days, as illustrated in Appendix "IV". The SFS responded to an average of 90 incidents per day over the same period in 2019, a reduction of 51%.

The overall reduction of 51% is comprised of two components:

- SFS attendance at medical incidents have decreased by 79% 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 16% 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 III of BC's Restart Plan.

### **Surrey RCMP Response**

As of July 21, 2020, the Surrey RCMP received an average of 586 calls for service per day and dispatched members to an average of 431 incidents per day over the past 30-days, as illustrated in Appendix "V". Surrey RCMP calls for service remains fairly consistent (0.3% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (6.0% increase in average dispatched members). In terms of a dispatch rate, last year during this study period (June 22 to July 21) police dispatched members to 69% 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 July 21, 2020, and how this inventory has changed since July 7, 2020 is attached as Appendix "VI".

At present, the City has a sufficient supply of most critical supplies to last for the next 120-days. The City has recently acquired an additional 1,200 cloth masks for City staff use and received an outstanding order for N95 masks. The EOC is continuing to increase its inventory of supplies as use is forecasted to increase as the City continues to reopen.

### ***Return to Office Plan***

To support BC's Restart Plan and the reopening of City facilities and resumption of services, the EOC has developed a Return of Office ("RTO") plan that ensures the City can continue the process of reintegrating staff back into the workplace in a safe and responsible manner. The goal is to have a approximately of 60% staff working in their respective facility at any given time. It was determined that having this level of staff working in the office will not compromise the health and safety of staff provided they are all following the normal COVID-19 safety protocols. The RTO plan is aligned with Phase III of BC's Restart Plan, which has allowed many businesses to reopen with enhanced safety measures and enabled us to gradually increase our social interactions, while limiting the spread of COVID-19.

As part of the RTO preparations, a survey was sent to staff who are primarily working from home to gain insights. In total, close to 500 responses from staff across the organization was received. The feedback received was used to further inform the City's key principles for the RTO plan as described below.

## SURVEY HIGHLIGHTS

- The top reasons for staff working from home include: concern for their own health and the health of those in the same household; and, lack of options to physically distance at work.
- Continuing the Interim Flexible Workplace Program on a part—time basis; ensuring physical distancing practices are implemented; and, limiting the number of in person meetings or interactions would make staff feel more comfortable with increasing their attendance in the office.
- When asked how many days are needed to work from home to address their concerns and/or obligations, staff reported they need to work an average of 2.3 days from home. The current average is 3.5 days.

To achieve our target of approximately 60%, managers developed RTO plans for their respective division and/or section in accordance with the following key principles:

**Compliance with all Provincial Health Orders** - The health, safety and well-being of staff remains the City's top priority. All office spaces were assessed to determine how many staff can work in the office at any given time, based on physical distancing [requirements](#) as set out by the Provincial Health Officer.

- **Health and Safety** – Many additional [safety measures](#) have also been implemented in the City's facilities to ensure the safety of staff. The number of staff returning to the office will not be beyond a level that is safe and final numbers have been determined by the General Manager of each department, which may differ by department and by area/floor.
- **Equal opportunity to work in the office and remotely** - For some areas, this may result in a rotation schedule where staff are taking turns to come into the office to work.
- **Work efficiency.** Remote work arrangements must support efficient/effective work delivery.
- **Promoting a gradual return to normal business operations** - As the situation continues to stabilize and improve, our goal is to return a greater number of staff to the office.
- **Flexibility to make alternate work arrangements, as needed** - It is recognized that there are staff who are facing circumstances that would make it difficult to return to the office. Every effort is considered to making alternate arrangements to ensure staff have the support they may require during this time.

The RTO plan will be adjusted as may be required based on guidance from the Provincial Health Officer.

### *Current Staffing Levels*

In an effort to maintain staff and customer safety while still maintaining the current level of service, provide 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 July 21, 2020, approximately 15.7% of all staff are working from home which equates to approximately 31.2% of staff that may eligible to work at home (of course this excludes field staff from Engineering – Operations, Fire, Planning & Development – Facilities, Parks Operations and Parks, Recreation & Culture – Facilities).

Department	For July 21, 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	45.3%	48.6%	0.7%	5.4%
Engineering (Operations)	83.5%	0.6%	2.3%	13.7%
Engineering (all others)	61.3%	25.8%	2.2%	10.8%
Finance	69.9%	29.0%	0.0%	1.1%
Fire	88.4%	0.0%	3.2%	8.3%
Investment & Intergovernmental Relations	87.5%	12.5%	0.0%	0.0%
Library	69.0%	16.9%	4.2%	9.9%
P&D (Facilities)	89.7%	5.1%	0.0%	5.1%
P&D (all others)	57.2%	34.1%	2.3%	6.4%
PRC (Park Operations)	84.3%	4.4%	1.9%	9.4%
PRC (City Hall)	51.4%	40.0%	1.4%	7.1%
PRC (Facilities)	82.8%	7.0%	1.6%	8.6%
Public Safety	64.6%	25.8%	1.7%	7.9%
<b>TOTAL</b>	<b>73.5%</b>	<b>15.7%</b>	<b>2.1%</b>	<b>8.7%</b>

A summary of the level of staffing available from July 6 through July 21, 2020 (excluding holidays and weekends) is attached as Appendix “VII”.

### Support for Vulnerable Populations

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 47-persons on a daily basis that are staying in the NSRC ERC.

In an effort to reduce the number of people in some existing BC Housing funded shelters in Surrey, BC Housing has moved people 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. In the past week, a total of 47 vulnerable individuals were being accommodated in the two motels. BC Housing has 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.).

Under the previous Phase of the pandemic (Phase II), the CCET was consistently observing a very high percentage of compliance amongst establishments and within public spaces with regards to following public safety protocols.

However, under the current Phase III, the CCET are finding that, while most businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Medical Health Officer, a growing number of establishments are challenged to ensure that appropriate physical distancing is actually occurring within their business space. CCET is working closely with Fraser Health representatives to ensure that business owners are taking additional measures to limit the number of customers that enter their establishments at any given time and/or encouraging the wearing of face masks were appropriate.

High compliance continues within the City's parks with the exception of Bear Creek Park, Newton Athletic Park, Crescent Beach, and Fleetwood Park. These parks attract large volumes of people, especially during warm sunny weather. In cases where compliance is blatantly disregarded, additional measures have been taken to ensure compliance. For example, in Newton Athletic Park, there was no adherence to physical distancing requirements within the volleyball courts. As a result, fencing has been placed along the perimeter of the volleyball court with additional signage advising of the limit to the number of players permitted within the court at any given time and the need to physically distance. If compliance is not met, PRC staff will temporarily close the volleyball court. So far, this type of strategy has worked well towards ensuring that the physical distancing requirement is adhered to. Similar strategies will be considered in other areas where compliance measures are being ignored by the public.

### **Supporting and Informing Residents**

The City's COVID-19 webpage, [www.surrey.ca/COVID-19](http://www.surrey.ca/COVID-19), has been a valued source of information for residents and businesses with over 124,000 pageviews since it was launched, with



approximately 6,200 pageviews occurring over the last two weeks. Additionally, residents have followed the status of facility closures and openings, through the Closures & Openings page (<https://www.surrey.ca/city-government/30914.aspx>), which has had over 10,000 pageviews since March.

The information on these webpages is updated frequently, and shares information on News & Updates, Affected Services, Facility Closures, Online Services promotion, 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 and key News & Updates e-mail newsletters to share information. Within the last two weeks, the City has also updated its messaging to reinforce COVID-19 messaging, encouraging residents with messaging “Keep Your Guard Up” and “Let’s Stay Strong, Surrey.”

On July 20, 2020, the City launched a new campaign encouraging residents and visitors to consider a summer holiday close to home and enjoy outdoor opportunities in Surrey. Residents can explore a list of free and low-cost activities and share their summer fun on social media using the hashtag #mycityofsurrey. Further information on the campaign and activity recommendations have been posted on the City’s website (<https://www.surrey.ca/culture-recreation/31572.aspx>).

### **Supporting and Informing Businesses**

In addition to the information provided on the City’s COVID-19 webpage, staff have been participating in regular calls with the various business associations in Surrey to provide them updates and answer any questions that they may have. To date, 10 calls have taken place. The associations in this call have included staff representatives from the Surrey Board of Trade, the South Asian Business Association of BC, the Downtown Surrey Business Improvement Association, the Cloverdale Chamber of Commerce, the Cloverdale Business Improvement Association, the Fleetwood Business Improvement Association, the Newton Business Improvement Association, the South Surrey and White Rock Chamber of Commerce, the New Westminster & District Labour Council and the White Rock Business Improvement Association. These calls have recently transitioned from weekly calls 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 July 16, 2020, Prime Minister Trudeau announced that the First Ministers had agreed to a Federal, Provincial and Territorial **Safe Restart Agreement**, supported by \$19 Billion in Federal funding to help Provinces and Territories restart the economy and increase Canada’s resilience in the event of future waves of the COVID-19 virus. The Prime Minister indicated that the funding will be focussed on seven priority areas: testing and tracing, health care including mental health and addictions, supporting vulnerable people, procurement of PPE, early education and daycare, paid sick leave, municipal operations costs and public transit.

The Province of British Columbia is expected to receive approximately \$2 Billion. Under the agreement, the Federal government and the Provincial government will 50/50 cost-share new operational funding for transit and for local governments. The amount of funding that will be distributed to local governments has not been disclosed. Surrey staff are in regular contact with Provincial staff and will provide this information to Council as soon as it is released.

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 City staff participating in conference calls with Provincial and Federal elected officials, as well Big City Mayors' Caucus and Federation of Canadian Municipalities 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**

In response to the financial impacts of COVID-19 on the City, its businesses, and residents, in May 2020, City Council approved the Surrey Economic Action and Recovery Plan (the "SEAR Plan"). The objective of the SEAR Plan was to help facilitate Surrey's economic recovery from COVID-19 through a series of initiatives centered on encouraging and supporting residents, businesses, investments, and job creation opportunities in the City. Some of the key areas included in the SEAR Plan were:

- 50% reduction of many fees relating to the development for new and in-stream projects with a construction value of greater than \$25 million;
- 90-day extension on late payment penalties for all property tax payments;
- 90-day extension on annual flat water and sewer payments;
- deferral of business license late payment penalties to provide relief to businesses that are late in paying their business license fees due to the financial impact of COVID-19; and
- process improvements to help the development and construction sectors citywide by expediting and streamlining the permitting process. This collaborative approach will



allow qualifying projects to move quickly through the application and approvals process, thus ensuring these important investments can move towards the construction phase rapidly and help the economic recovery.

Furthermore, Council supported the implementation of the Parking to Patios program in order to facilitate the safe economic recovery for the restaurant and bar sector. This program allows seating establishments within the City to easily add or expand outdoor seating areas and creates a simple and flexible process allowing eating establishments to provide increased physical distancing opportunities in outdoor spaces adjacent to their businesses, while maintaining a minimum level of safety and regulatory approval through a streamlined municipal process.

To proactively stimulate the local economy and create local jobs, Council has placed a priority on private sector projects that are advanced in the development approval process. Council is also moving ahead with Engineering Capital projects that upgrade or improve water, drainage, and sewage services. Not only are these services of an essential nature to the City, their approval will positively impact the local economy in the short-term and will create jobs at a time when many people are looking for meaningful work.

City residents and business owners have also contributed to the financial recovery of the City by paying their taxes earlier than necessary to avoid penalty. As of July 15, 2020, 66% of the annual Tax Levy has been collected, even though penalties will not apply until October 1, 2020.

As a result of the economic stimulus initiatives supported by Mayor and Council to Surrey residents and businesses, the City has seen some economic recovery in the second quarter of 2020, especially in the development industry. Furthermore, Council's support of staff recommendations that included difficult but important decisions to mitigate the Quarter 1 forecasted shortfall of \$40.0M have proven successful in Quarter 2. Based on stronger than previously forecasted revenues and departmental savings, cautious reopening of major civil facilities, vacancy gapping, and the elimination/deferral of part of the 2020 Capital Program, staff are cautiously optimistic that the City will be able to manage the budgetary shortfall without utilizing any non-statutory reserves funding as was previously proposed and approved by Council.

It is important to note that in the event a significant resurgence of COVID-19 occurs requiring Phase II or even Phase I protocols, the outlook would be different. Staff will re-evaluate the financial impacts and report back to Council with updated information.

### **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 "VIII". However, the weekly

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

- Late March, 2020 – 40% to 46% below 2019 weekly average;
- Early April, 2020 – 32% below 2019 weekly average;
- Late April, 2020 – 29% to 31% below 2019 weekly average;
- Early May, 2020 – 26% to 28% below 2019 weekly average;
- Late May, 2020 – 13% to 17% below 2019 weekly average;
- Early June, 2020 – 14% to 16% below 2019 weekly average;
- Late June, 2020 – 11% to 17% below 2019 weekly average; and
- Early July, 2020 – 9% to 13% 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 II of BC's Restart Plan. May 19, 2020, the day Phase II 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 July 13, 2020, the weekly average for the 5 days to July 17, 2020 was 9% 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 28% lower and the PM peak period (3:00pm to 6:00pm) was 12% 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. This may also be indicative of more discretionary trips occurring later in the day as more businesses and services open to the public as part of Phase III of BC's Restart Plan.

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

### **EOC Activity Plan**

Throughout the month of August, Surrey's EOC will engage in mitigating the impacts of COVID-19 in alignment with the City's 10-Point Action Plan. The EOC will continue to meet twice weekly or as needed, utilizing trained alternates in the EOC to build further depth in preparation for a potential resurgence and/or second wave of COVID-19 in the coming months.

The EOC will continue to monitor local, regional, and national data as well as direction from the Provincial Health Officer, watching for outbreaks and clusters in Fraser Health and the City. The EOC Chiefs will continue to monitor facilities and programs that have reopened and will provide information and responses to the changing environment as required. The Deputy Director will continue to provide updates to Council via Interoffice Memorandums but will be at a reduced frequency unless otherwise warranted.

### **Fraser River Freshet**

The Freshet EOC Control Group has been following closely for any potential Fraser River flood conditions. A significant warm period at the end of May, followed by heavy rain in the Interior in



June led to Flood Watches and Flood Warnings in several regions. Several rivers reached their highest flows for the year in late June.

The peak flood levels experienced this year are similar to the events that happened in 2018; however, this year the peak occurred later in the year due to unseasonably cooler temperatures and a wetter than usual June. The cooler temperatures and wetter conditions that occurred through June and first two weeks of July caused the freshet period to extend into mid-July (Appendix "IX").

The risk of flooding from a Freshet event on the Fraser River continues to decline and staff are not anticipating a flood event this year. As such, the Freshet EOC Control Group has now been closed.

## 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 assists 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 R109; 2020 - COVID-19: Emergency Operations Centre Update
- Appendix "II" - Surrey's Proactive 10-Point Action Plan - Version 7 - July 21, 2020
- Appendix "III" - COVID-19 Global Monitor Report - Week of July 20, 2020
- Appendix "IV" - Surrey Fire Service - Incident Responses - June 22 to July 21, 2020
- Appendix "V" - Surrey RCMP - Calls for Service Received and Dispatched - June 22 to July 21, 2020
- Appendix "VI" - EOC Critical Supplies Inventory - July 21, 2020
- Appendix "VII" - Staff Count Summary - July 6 to July 21, 2020
- Appendix "VIII" - Traffic volumes along major corridors - March 23 to July 17, 2020
- Appendix "IX" - Fraser River Freshet - Flow Comparison

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CITY OF SURREY  
**PROACTIVE 10 POINT ACTION PLAN** | COVID-19 PANDEMIC  
VERSION 8 – SEPTEMBER 3, 2020





# Table of Contents

3	Message from Mayor & Council
4	EOC Director Update
5	Global Mitigation and Suppression
6	Proactive Responses to Challenges
7	About the 10-Point Action Plan
8	Emergency Plan Framework
9	Update of Key Actions
16	Future Forecasting
17	Key Indicators
18	Planning For Reopening
20	Facility Reopening
23	Preparing for COVID-19 Resurgence and Second Wave
24	Partner Agencies & Authorities

# 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 September 3, 2020, there are approximately 26,102,099 confirmed cases of COVID-19 and more than 864,000 people have perished worldwide. There are approximately 132,164 cases in Canada (9,186 deaths) and 5,952 confirmed cases in BC, the vast majority of which are in the Vancouver Coastal and Fraser Valley health regions. 209 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.



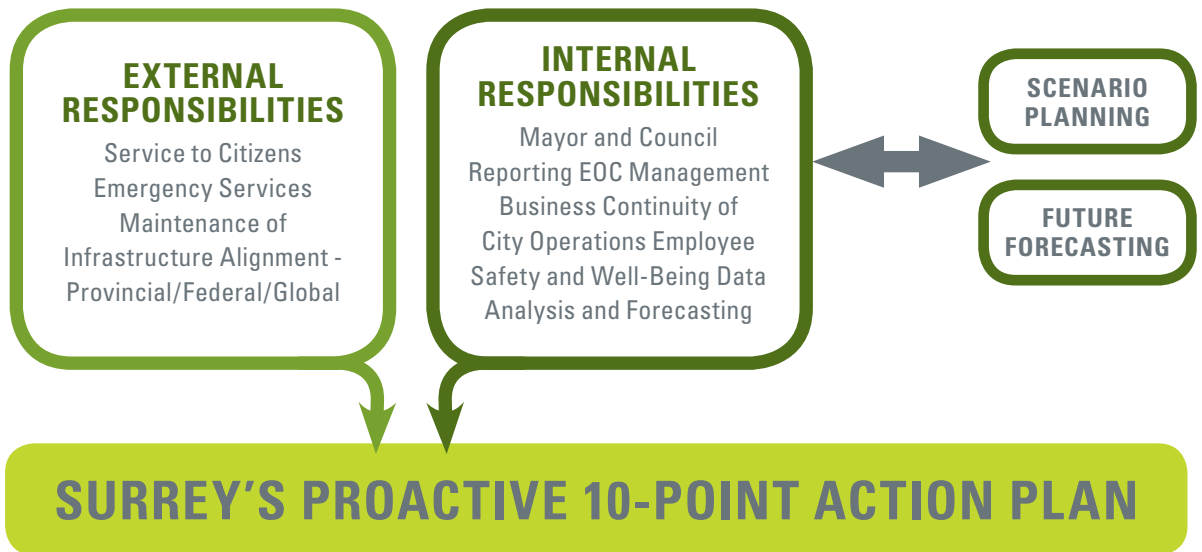
# Proactive Responses to Challenges | This table itemizes noted challenges associated with pandemics in urban settings, along with suggested proactive responses to those challenges.

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.



HOW WILL WE DO IT

## SURREY'S PROACTIVE 10-POINT ACTION PLAN

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

# Update of Key Actions (September 3)

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 September 3rd update period.

POINT	ACTION ITEM	KEY ACTION   AS OF SEPTEMBER 3, 2020
1	<b>Commit to Local Government Leadership</b>	<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"> <li>• Ability to comply with new Provincial Health Order;</li> <li>• Reasonable public demand for services;</li> <li>• Financial viability; and</li> <li>• Public and employee safety measures are in place.</li> </ul>
2	<b>Activate Emergency Operations Centre (EOC)</b>	<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"> <li>• Provide for the safety and health of all responders</li> <li>• Save lives</li> <li>• Reduce suffering</li> <li>• Protect public health</li> <li>• Protect government infrastructure</li> <li>• Protect property</li> <li>• Protect the environment</li> <li>• Reduce economic and social losses.</li> </ul>

		<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"> <li>• Level 1 – Modified Business Services</li> <li>• Level 2 – Critical Business Services</li> <li>• Level 3 – Essential Services</li> </ul> <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>A Fraser Health representative has joined the Surrey EOC organization and participates in scheduled EOC meetings 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>Provide ongoing situational reporting on the pandemic through key information indicators, to enable recovery planning based on potential changes 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. COVID resurgence planning is being incorporated into the re-opening plans.</p> <p>Modification of messaging to target behaviours which do not reduce personal risk reduction practices. This is to maintain lessened restriction activities while not letting our collective guard down. The COVID risk is still present and the re-opening bounce in new cases must still be managed to prevent unchecked community transmission.</p>
3	<p><b>Ensure safety &amp; well-being of our employees and citizens</b></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>Prepared <i>Surrey's Proactive 10-Point Action Plan</i> as a mechanism for the coordination and documentation of the totality of the City's response to the pandemic.</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 &amp; 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><b>4</b></p>	<p><b>Implement/ monitor guidelines on non-essential gatherings &amp; facility access</b></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>Prepared <i>Surrey's Proactive 10-Point Action Plan</i> as a mechanism for the coordination and documentation of the totality of the City's response to the pandemic.</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. 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>Developing scenario models to assist in the planning of second wave of infection City response.</p>
<p><b>5</b></p>	<p><b>Ready our local economy for recovery</b></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>Hosted an industry roundtable with local N95 respirator manufacturers alongside representatives of Emergency Management BC as well as Provincial Health Services Authority procurement officials to accelerate the manufacturing of these critical PPE items.</p>
<b>6</b>	<b>Support regional and provincial public health needs</b>	<p>Closed City facilities (libraries, recreation and cultural centres) 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 physical 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 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>A shower program for the vulnerable population has been put in place at the Emergency Response Centre at the request of Fraser Health Public Health Officer to help minimize the risk of COVID-19 through proper hygiene.</p>
<b>7</b>	<b>Implement a 3-level plan for critical &amp; essential services</b>	<p>Established three levels of service for activities in the City:</p> <ul style="list-style-type: none"> <li>• Level One – Modified Business Services are taking place.</li> <li>• 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.</li> <li>• Level Three – Essential Services in place only, including: Police, Fire, Bylaws, waste collection, traffic management, water and sewer operations, etc.</li> </ul> <p>Created comprehensive departmental plans for the implementation of the three levels of service.</p>

8

**Communicate  
clearly &  
often to our  
employees,  
citizens &  
partners**

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.

On September 2, a new and redesigned surrey.ca website was launched which features a site-wide alert, linking residents to COVID-19 related information from every page of surrey.ca. It also features a redesigned Online Services area, which is also linked on every page of surrey.ca through the website header, improving usability with online services that are emphasized during COVID-19. Direct links included for staff contacts and in-person Services. As of September 2, there have been over 148,000 pageviews to the City's COVID-19 Information webpage.

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.

- September 2 – Surrey Libraries re-opening all branches with limited services
- September 1 – Surrey re-opens select Recreation and Cultural Centres this fall with new safety measures
- August 27 – Museum of Surrey to re-open September 9
- August 12 – City of Surrey to host virtual Surrey Festival livestream and interactive cultural video series
- August 1 – Get fit with outdoor fitness equipment in Surrey Parks
- July 31 – Seeds of Change partnership addresses COVID-19 food security challenges
- July 29 – Surrey Homelessness and Housing Society launching second round of COVID-19 grant funding
- July 20 – Enjoy Summer in Surrey campaign launched
- July 13 – Culture takeout registered courses launches at Surrey Art Gallery
- July 10 – Safe re-openings of recreational facilities during COVID-19
- July 6 – Stewart Farm to offer guided outdoor tours
- July 6 – Outdoor Summer preschool and children camps
- July 6 – Outdoor fitness options available in Surrey this summer
- July 2 – Surrey celebrates first ever Virtual Canada Day
- 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 restaurateurs and retailers



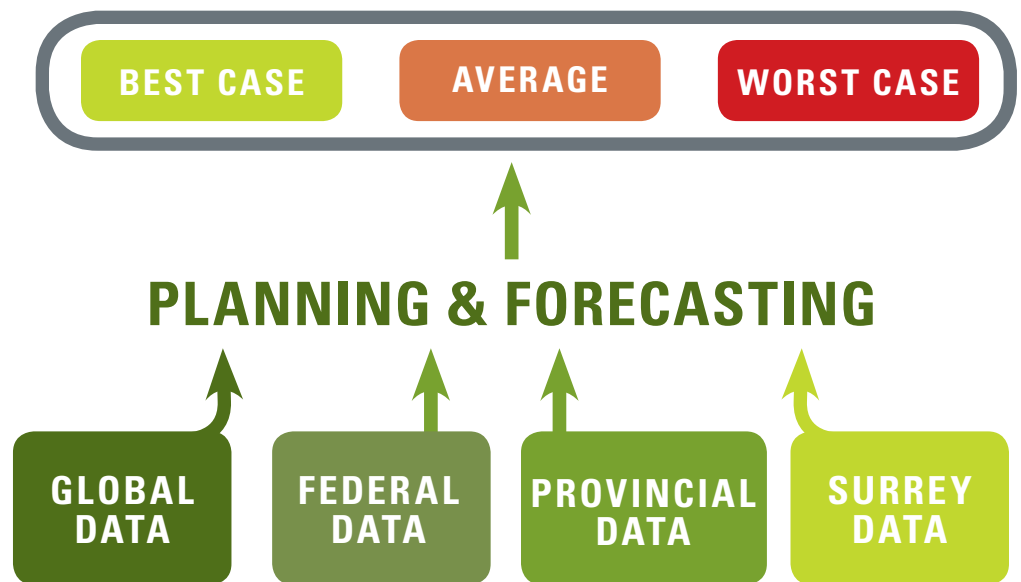
- May 12 – Thank you Healthcare worker street banners installed around Surrey Memorial and Peace Arch hospitals
  - May 5 – COVID-19 Surrey Economic Action and Recovery Plan – includes 90-day extension for residential and commercial property tax payments
  - April 30 – City annual road work and repairs 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
- Other COVID-19 communications highlights between July and September 2020 include:
- Mayor videos reminding residents to keep their guard up and to stay strong
  - Regular weekly sharing of social media content including Keep Your Guard Up and Stay Strong messages
  - Rollout of the Enjoy Summer in Surrey campaign including a total of 14 video, five community influencer posts on Instagram and a 604 now article. The goal of the campaign was to encourage residents to stay close to home.
  - Recreation and cultural facility opening updates
  - Promotion of stewardship teacher resources to promote outdoor learning on website, social media and e-news
  - PPE campaign from Invest Surrey across all digital channels
  - Park Ambassador video creation and posting on social channels
- 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 (for detailed information see the news releases listed above).
- Clearer social distancing and regulatory signage 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.

		<p>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> <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.</p> <p>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	<b>Coordinate with other public agency partners across the City</b>	<p>The EOC has clear roles for section chiefs to ensure communications with partners and the public are in place and coordinated. 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. 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 July 20, 2020, there were 45 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 July 20, 2020, 46 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	<b>Forecast Future Scenarios to determine how to minimize impact and aid recovery</b>	<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.

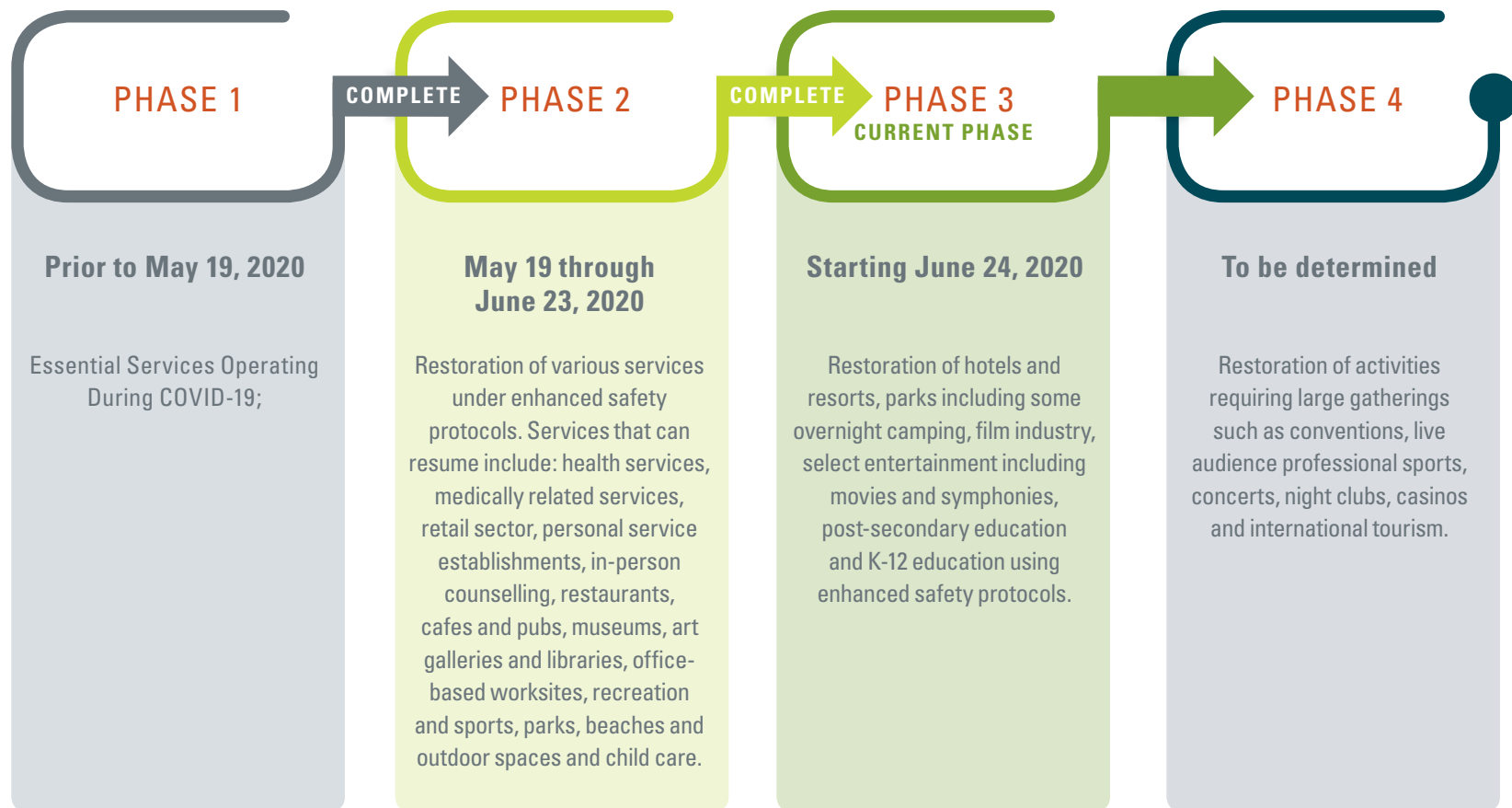
CITY OPERATIONS INDICATORS
Direct costs to city operations related to COVID-19 (e.g., purchase of new personal protective equipment, staff overtime for EOC duties etc.)
Percentage of employees on sick leave or in quarantine and unable to work due to COVID-19 exposure
Percentage of Critical Infrastructure (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 Week
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. Based on the reopening plans developed to date, we have begun opening outdoor park facilities, skate parks, spray parks, playgrounds, and sport courts. Adult outdoor fitness, outdoor pools, and a limited number of summer child and youth day camps programming have resumed normal operations, following the COVID-19’s sanitation and physical distancing protocols.

FACILITY TYPE	PLANNED REOPENING DATE	NO. OF FACILITIES	ADDITIONAL INFORMATION
<b>Skate Parks</b>	<b>May 30</b>	<b>8</b>	<ul style="list-style-type: none"> <li>• Signage was posted at each skate park to remind the public of gathering size and physical distancing requirements</li> <li>• Requirements enforced by the COVID-19 Compliance and Enforcement Team</li> <li>• Regular/repeated non-compliance may force re-closing of skate parks in violation of COVID-19 guidelines</li> </ul>
<b>Playgrounds</b>	<b>June 1</b>	<b>125</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements</li> <li>• COVID-19 Compliance and Enforcement Team will respond to reported concerns</li> </ul>
<b>Darts Hill Garden Park</b>	<b>June 4</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• Open for limited-entry, pre-registered public visits weekly on Thursdays, Fridays and Saturdays</li> <li>• The number of visitors in the garden will be limited to 45 people at any one time through pre-registration</li> <li>• 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</li> </ul>
<b>Sport Courts</b>	<b>June 8</b>	<b>63</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements</li> <li>• COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns</li> </ul>
<b>Spray Parks</b>	<b>June 15</b>	<b>11</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements</li> <li>• The COVID-19 Compliance and Enforcement Team will respond to reported concerns and provide education to visitors to seek voluntary compliance</li> <li>• Should non-compliance become problematic, a specific spray park may be temporarily closed</li> </ul>

<b>Outdoor Sport Facilities</b>	<b>June 17</b>	<b>225</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Sport organizations must have COVID-19 safety plans in place that have been approved by their applicable governing body</li> <li>• Signage was posted to remind visitors of health requirements</li> <li>• COVID-19 Compliance and Enforcement Team (CCET) will respond to reported concerns</li> </ul>
<b>Outdoor Fitness Equipment</b>	<b>June 26</b>	<b>5</b>	<ul style="list-style-type: none"> <li>• Signage was posted to remind visitors of health requirements</li> <li>• COVID-19 Compliance and Enforcement Team will respond to reported concerns</li> </ul>
<b>Crescent Beach Operations</b>	<b>June 27</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• Lifeguard services for two swimming areas at Sullivan Point</li> <li>• Hours of operation from 11:00 am to 7:00 pm</li> </ul>
<b>Outdoor Pools</b>	<b>June 27 and July 4; continuing to keep Bear Creek and Hjorth Road Outdoor Pool open until October 9</b>	<b>2</b>	<ul style="list-style-type: none"> <li>• Public Swims at 20% Capacity</li> <li>• Free family group swim instruction</li> <li>• Morning swim club practice may resume if Via Sport permit guidelines are met</li> <li>• Kwantlen Pool – June 27</li> <li>• Hjorth Road Pool – June 27</li> <li>• Bear Creek Pool – June 27</li> <li>• Greenaway Pool – June 27</li> <li>• Unwin Pool – July 4</li> <li>• Holly Pool – July 4</li> <li>• Sunnyside Pool – July 4</li> <li>• Port Kells Pool – July 4</li> </ul>
<b>Summer Camps</b>	<b>July 6</b>	<b>9-10/ week</b>	<ul style="list-style-type: none"> <li>• Registration began on June 14 with camps starting on July 6 and July 13 until August 28, 2020</li> <li>• Camps offered include, licensed preschool camps (ages 3-5) and children’s camps (school aged children 6-12)</li> <li>• Camps 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</li> <li>• Camps operating at 100% capacity week one/ 96% capacity in week two/ 97% capacity for week three</li> </ul>
<b>Outdoor Fitness Classes</b>	<b>July 6</b>	<b>5</b>	<ul style="list-style-type: none"> <li>• Outdoor Fitness classes in Newton, Whalley, Cloverdale, South Surrey and Fraser Heights open for registration</li> </ul>
<b>Contactless Pick-Up for Registered Culture Programs</b>	<b>July 13</b>	<b>3</b>	<ul style="list-style-type: none"> <li>• Residents can pick up materials needed for registered art programs without entering City facilities</li> </ul>
<b>Historic Stewart Farm</b>	<b>July 14</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• Reopens for registered guided tours of the outside Farm campus</li> </ul>

<b>BC Vintage Truck Museum</b>	<b>July 18</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• Reopens for registered guided tours with signage, sanitization and social distancing protocols and procedures in place for volunteers and public</li> <li>• Third Party Operation</li> </ul>
<b>Arenas</b>	<b>August 17 &amp; September 8</b>	<b>4</b>	<ul style="list-style-type: none"> <li>• North Surrey Sport and Ice Complex opened last August 17 with two sheets of ice; on September 9 all 3 sheets of ice will open</li> <li>• September 8 – October 1 will include six sheets of ice among Surrey Sport &amp; Leisure Centre, North Surrey Sport &amp; Ice Complex and South Surrey Arena</li> <li>• October 2-December 31 will be a total of seven sheets of ice among Surrey Sport &amp; Leisure Centre, North Surrey Sport &amp; Ice Complex, South Surrey Arena and Cloverdale Arena</li> <li>• Facility Safety Plans developed in accordance with all governing bodies. Individual user groups will be responsible for having their own safety plans in place as well</li> </ul>
<b>Museum of Surrey</b>	<b>September 9</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• Reopens for registered exhibition tours</li> <li>• Registered programs</li> <li>• COVID-19 signage, sanitization and social distancing protocols and procedures in place for staff and public</li> </ul>
<b>Surrey Libraries</b>	<b>September 9</b>	<b>9</b>	<ul style="list-style-type: none"> <li>• Surrey Libraries reopened with enhanced safety protocols, limited services, and reduced hours. City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo and Strawberry Hill branches opened at 60% of the pre-pandemic service hours. Port Kells branch is not open for public access but offers holds-pick and take-out book program</li> </ul>
<b>Surrey Arts Centre / Surrey Art Gallery</b>	<b>September 19</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• Reopens for registered exhibition tours</li> <li>• Registered visual arts and performing arts classes begin</li> <li>• COVID-19 signage, sanitization and social distancing protocols and procedures in place for staff and public</li> </ul>
<b>Recreation Facilities</b>	<b>September 8</b>	<b>14</b>	<ul style="list-style-type: none"> <li>• The recreation centres plan to offer 20% of regular programming including, fitness classes, weight room times, pre-registered gym sports such as pickleball and badminton along with some of the regular activities for children, youth and seniors.</li> <li>• Facilities include: Cloverdale Recreation Centre, Don Christian, Clayton Hall, Guildford Recreation Centre, Fraser Heights Recreation Centre, Newton Recreation Centre, South Surrey Recreation and Arts Centre, Elgin Centre, Kensington Prairie, Chuck Bailey, Surrey Sport &amp; Leisure Complex (fitness),and North Surrey Sport &amp; Ice Complex (fitness)</li> </ul>
<b>Indoor Aquatic Centres</b>	<b>October 13</b>	<b>1</b>	<ul style="list-style-type: none"> <li>• The City is planning for a phased reopening of indoor aquatic facilities starting with the Surrey Sport &amp; Leisure Complex. Plans include modified services offered at 20% of regular levels for public and swim club users</li> <li>• Reopening is planned to start in mid-October, plans are underway to reopen the remaining aquatic centres sequentially</li> </ul>

# Preparing for COVID-19 Resurgence and Second Wave

In April 2020, jurisdictions around the world including British Columbia began evaluating how to safely reopen the economy, assuming that COVID-19 would follow the path of other respiratory illnesses such as influenza and would have a regression in the warmer months. COVID-19 has proven to be more resilient than other respiratory illnesses with its ability to spread even during summer, sparking concerns of a resurgence of infections around the world and here in BC.

There is a difference between the resurgence of COVID-19 and a forecasted second wave of infection estimated to hit in Fall 2020. Currently we are still in the first wave of infection and any new infections are seen as a resurgence within this initial phase with infection rates potentially climbing to pre-April numbers.

An anticipated second wave of infection would see a rapid increase in infection that is estimated to surpass numbers seen in the first wave due to the virus already being prevalent within the population.

As a municipality, we need to be prepared for both the more immediate resurgence and the second wave of infection. To address the risk of resurgence and second wave, the EOC will continue monitoring the global and local situation and will continue to plan for three situations:

- COVID-19 resurgence in phase 3 of BC's Restart Plan (Current)
- Anticipated Regress to Phase 2 of BC's Restart Plan
- Anticipated Regress to Phase 1 of BC's Restart Plan

Accordingly, the following five tactics will be employed as part of our resurgence planning:

**TACTIC 1**



MONITOR TRIGGERS FOR COVID-19 RESURGENCE IN OTHER AREAS

**TACTIC 2**



DEVELOP FORECAST SCENARIOS TO AID PLANNING

**TACTIC 3**



AID LOCAL BUSINESSES TO BE PREPARED – SURREY MAKES PPE

**TACTIC 4**



MONITOR COMPLIANCE ON LOCAL LEVEL

**TACTIC 5**



REVISE PUBLIC MESSAGING TO REFLECT SITUATIONAL NEED

# 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](https://surrey.ca/covid19)



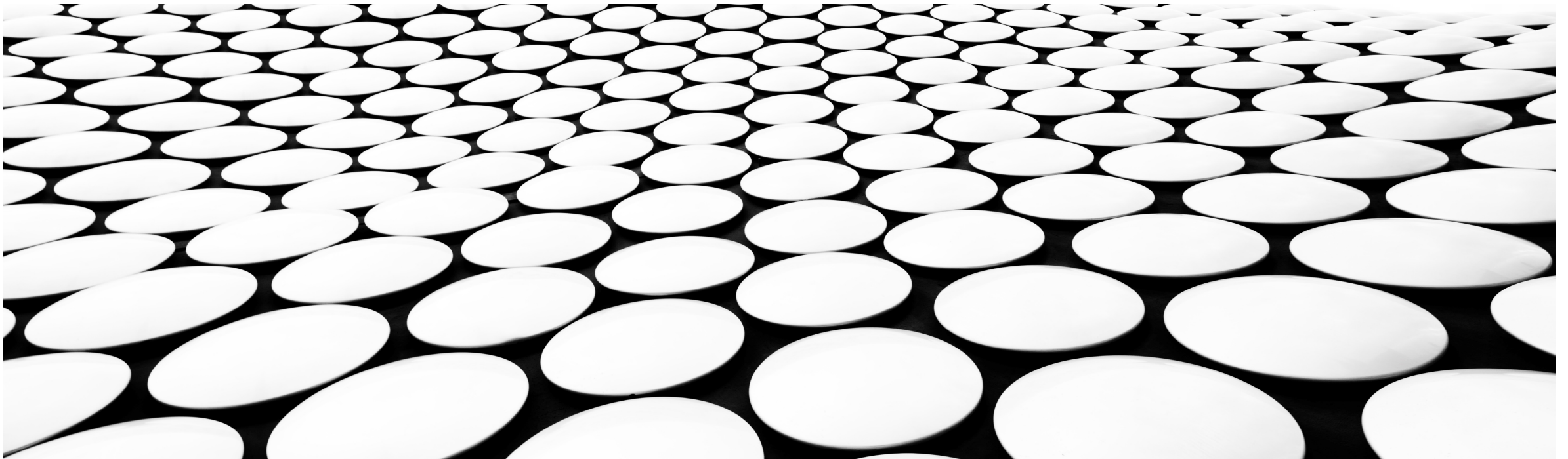
# COVID-19 GLOBAL MONITOR

WEEK OF SEPTEMBER 7, 2020

CITY OF SURREY | EOC ADVANCED PLANNING

PHASE 2 REGRESSION RISK

LOW





# TABLE OF CONTENT

- Monitor Summaries
  - Global
  - Canada
  - British Columbia
  - Surrey
- Trend Analysis
  - COVID-19 Epidemiology Scan
  - Special Report: External Travel Risk Exposure
  - Surrey Physical Distancing





# MONITORING RESURGENCE

- This report analyzes available data in an attempt to monitor factors impacting BC PHO’s decisions to increase or ease restrictions.
- BC PHO has indicated a desire to prevent phase 1 –type restrictions as long as possible.

## Four Triggers for Resurgence (BC Restart Plan)



14 Day Incubation Period	Total COVID-19 Cases	New Outbreaks	What’s Happening Elsewhere
Heightened exposure in previous 14 days, physical distancing	New weekly cases, Growth Rate (GR)	Number of outbreaks	Number of New Global Cases in previous week
MODERATE	MODERATE	LOW	MODERATE

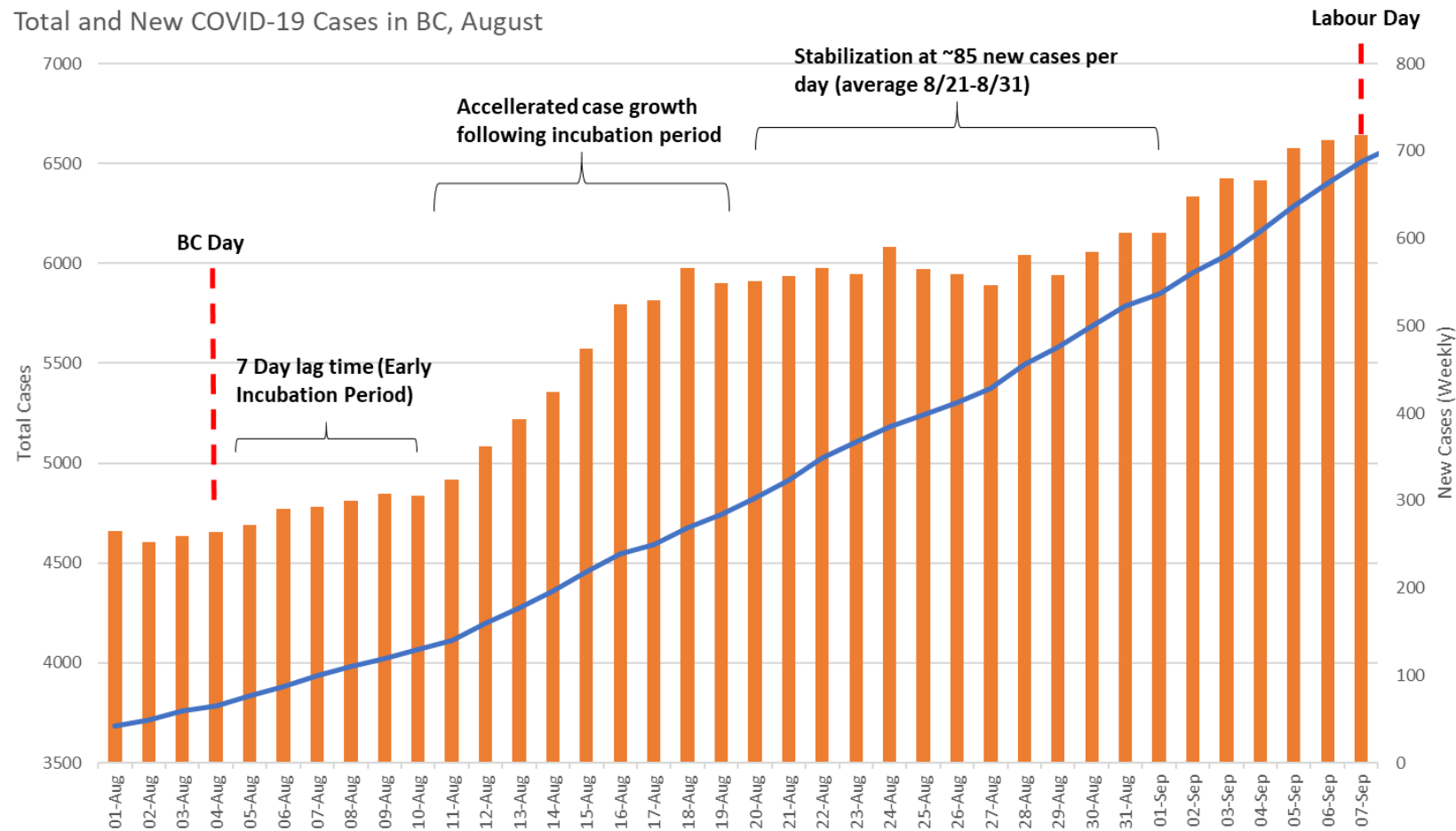
### PHASE 2 REGRESSION RISK

LOW

# 14 – DAY INCUBATION PERIOD

- Case growth in BC typically lags 7 – 14 days behind likely exposure dates
- Growth is primarily attributed to spread that occurred over the BC Day long weekend that may be slowing (124 cases announced August 28)
- Increased risk of new cases probable following Labour Day long weekend

Total and New COVID-19 Cases in BC, August

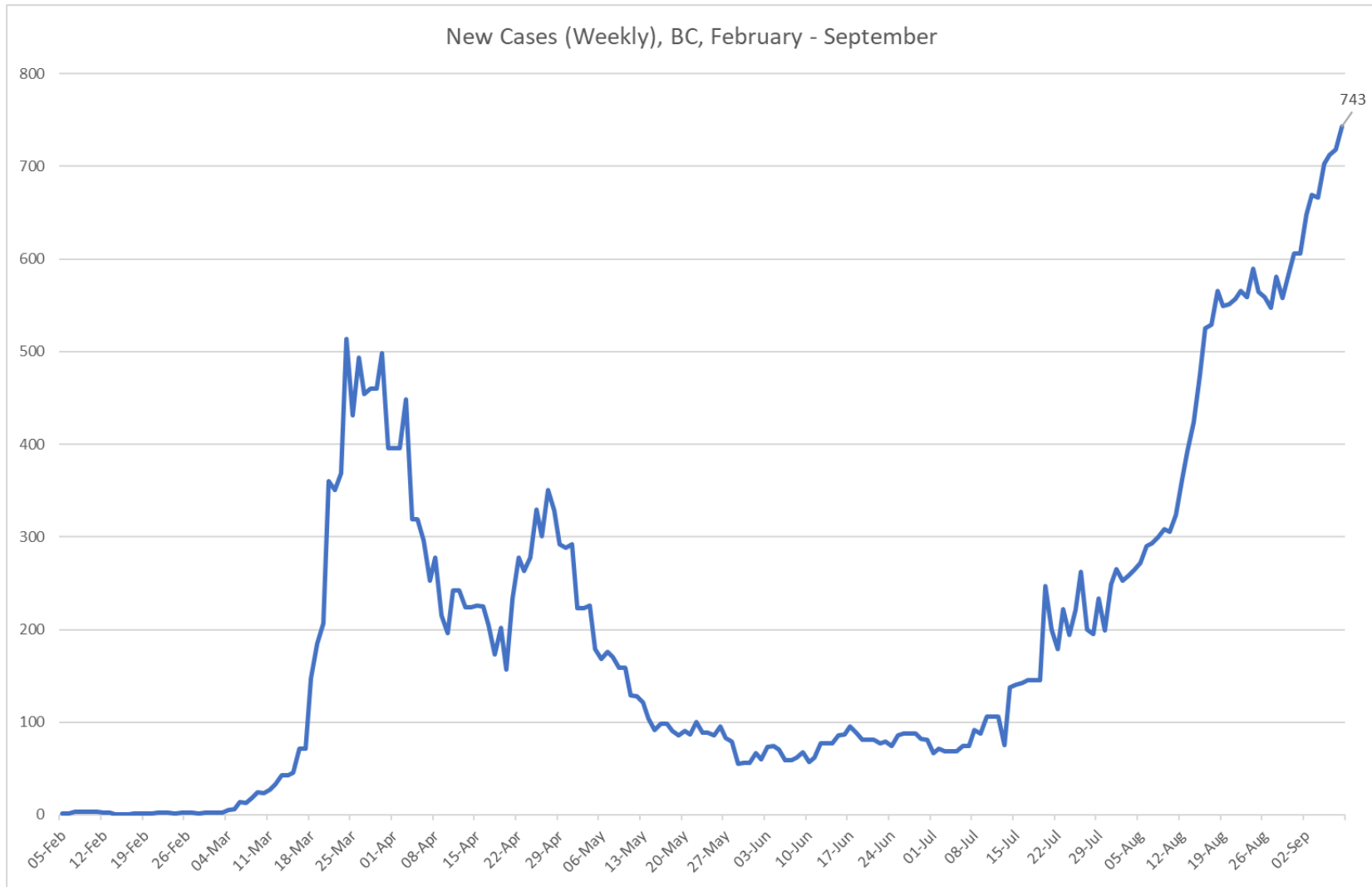






# NEW CASES

- Cases in BC continue to increase at rates not seen since the start of the pandemic
- From September 1-8, BC reported 743 new cases, a new record for the province
- Third consecutive week of maximum new weekly cases increase
- BC's weekly growth rate in total cases has increased by 5x since June 1



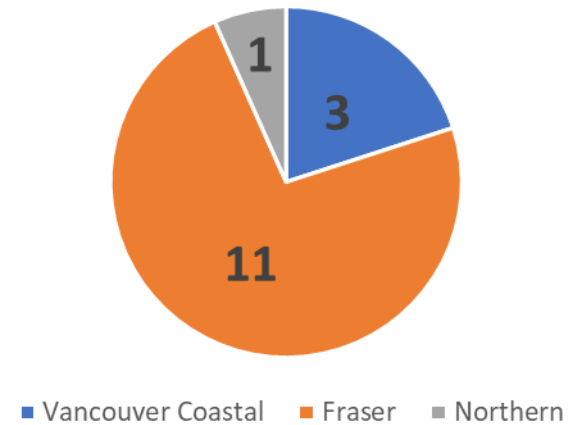
Source: BCCBC, City of Surrey



# NEW OUTBREAKS

- There are currently 15 active outbreaks in the province
- Of the 15 active outbreaks in the province, 8 were declared in the week of August 17
- 86 total outbreaks have been declared since January 15<sup>th</sup>, of which **17.5% are currently active**

### Number of Active Outbreaks in BC Health Regions

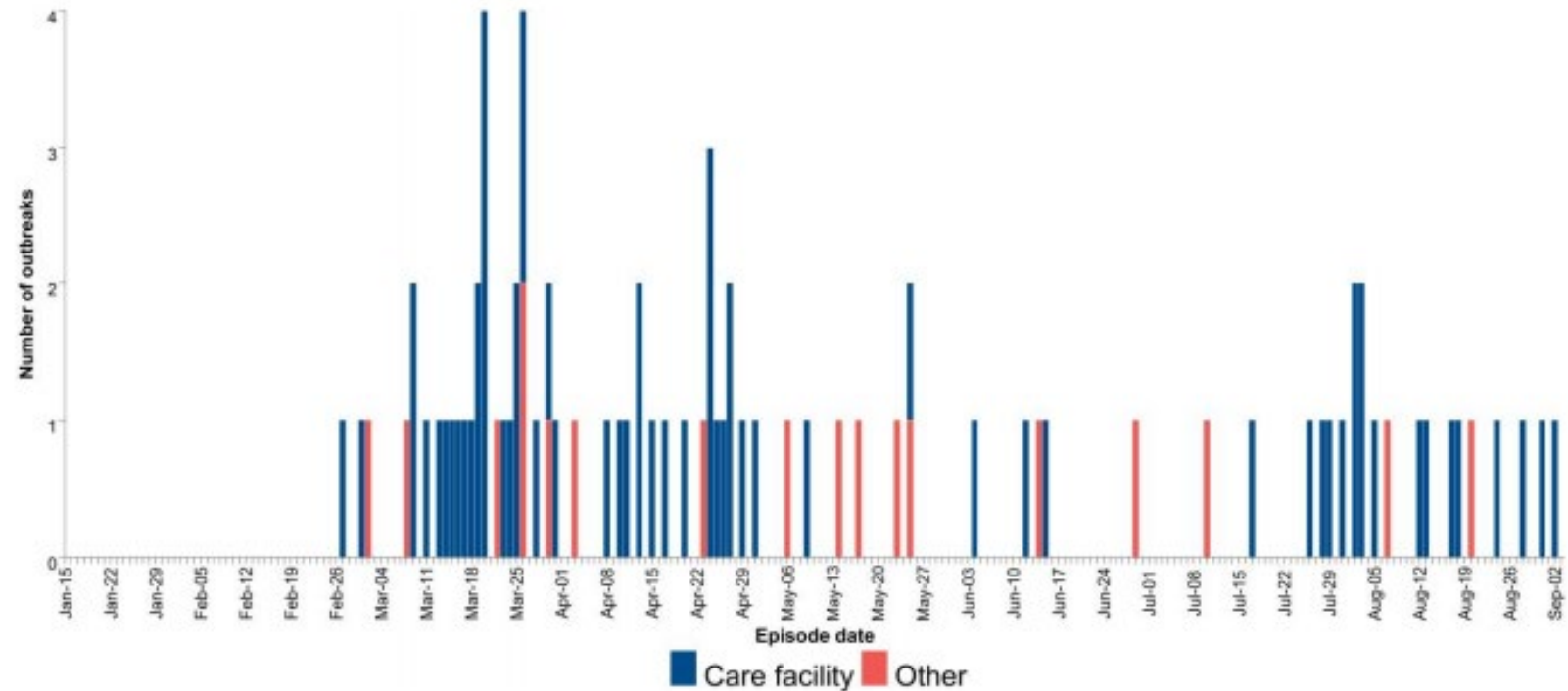


Health Authority	Location/ Facility	Outbreak Declared
FH	Burnaby Hospital	06-Sep
FH	Residence at KinVillage	03-Sep
FH	Cherington Place	02-Sep
FH	Surrey Memorial Hospital	01-Sep
FH	Normanna Rest Home	31-Aug
FH	Langley Memorial Hospital	25-Aug
FH	Bear Creek Villa	24-Aug
FH	MSA Manor	21-Aug
FH	Czorny Alzheimer Centre	15-Aug
FH	New Vista Care Society	08-Aug
FH	George Derby Centre	07-Aug
NH	Haida Gwaii	24-Jul
VCH	Point Grey Private Hospital	02-Sep
VCH	Holy Family Hospital	02-Sep
VCH	Royal Arch Masonic Home	05-Sep

## NEW OUTBREAKS (CONT.)

- The number of provincial outbreaks remain low compared to Phase 1
- Many of the outbreaks are related to health facilities which have a lower threshold for being defined as an outbreak.

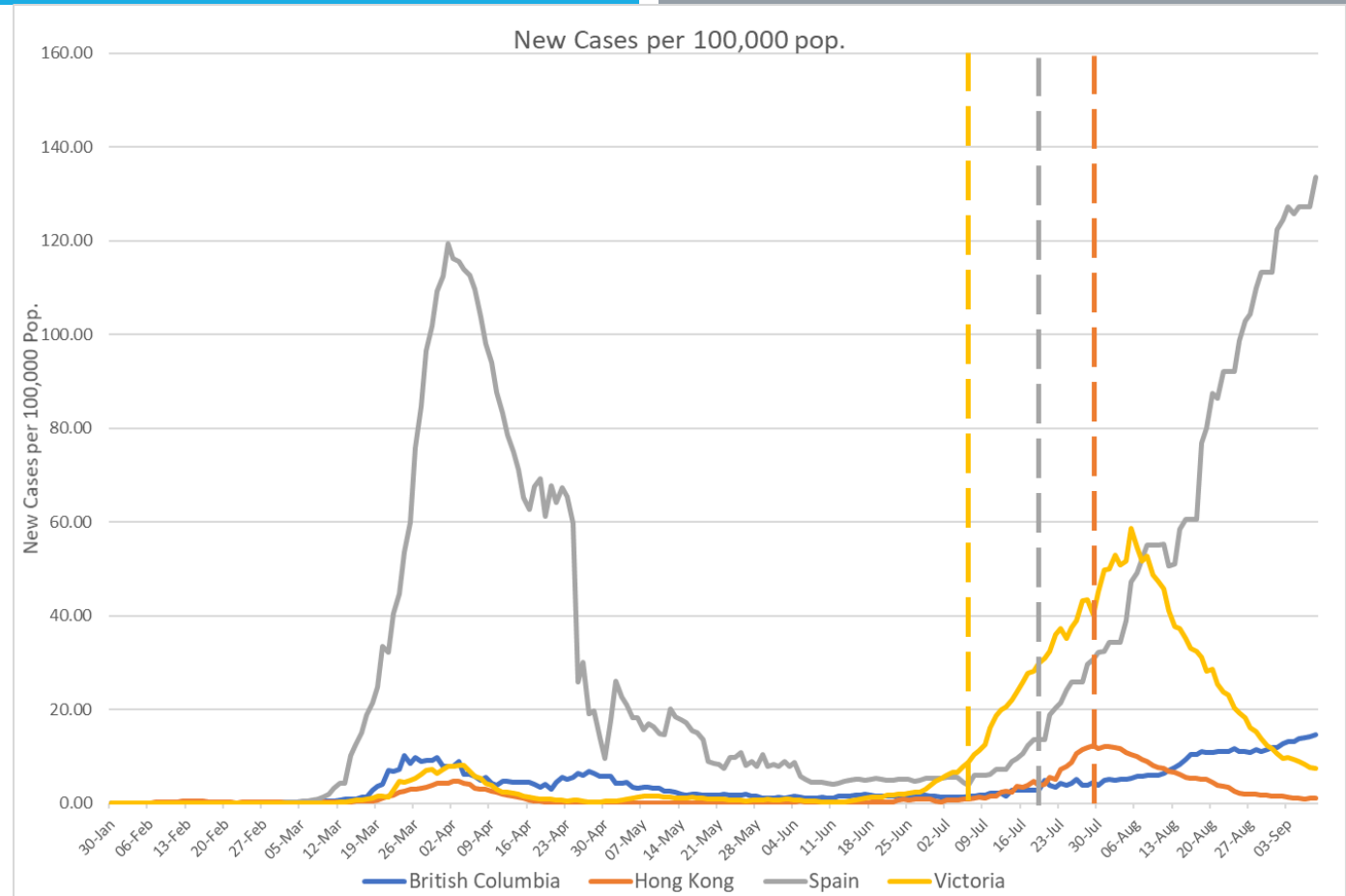
**Figure 10: COVID-19 outbreaks\* by earliest date\*\*, BC, January 15 – September 3, 2020 (N=84)**



Restart Phase	Date Range	Number of Outbreaks
Phase 1	3/16 – 5/19	51
Phase 2	5/19 - 6/25	11
Phase 3	6/25 - Current	25

## WHAT'S HAPPENING ELSEWHERE

- The infection threshold for government restrictions being re-introduced has increased since March 2020.
- BC has not approached the levels requiring re-introduction of restrictions compared to our benchmarked jurisdictions.
- Population density is also another factor that is considered beyond infection growth.



Jurisdiction	Date of Restriction Reimplementation (DRR)	Infection growth on DRR (new cases/100K pop.)	Current infection growth (new cases/100K pop.)
Hong Kong	July 29	12.43	1.05
Victoria (AUS)	July 7	10.46	7.50
Spain	July 18	13.52	133.56
British Columbia	N/a	N/a	14.65



# GLOBAL MONITOR

JURISDICTIONAL  
SCAN SUMMARY

# GLOBAL MONITOR – WEEK OF SEPTEMBER 7, 2020

## Active Monitored

United States  
China  
Hong Kong  
United Kingdom  
European Union  
(France, Spain,  
Italy, Germany)  
Mexico

## Passive Monitored

Australia  
Japan  
South Korea  
Taiwan  
Singapore  
India

## Emerging Global Threats

Russia  
Brazil  
South Africa

EOC Advanced Planning uses three classification to monitor global COVID-19 trends. Jurisdictions are added or removed based on perceived threats.

**Active Monitored-** Countries with flights, and direct transportation linkages with YVR.

**Passive Monitored-** Countries with strategic interest to the City's response to COVID-19.

**Emerging Global Threats-** Countries with rising number of cases that potentially could have an impact on Canada.

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## GLOBAL MONITOR HIGHLIGHTS – WEEK OF SEPTEMBER 7, 2020

- Global case growth has accelerated after two weeks of decelerated growth, primarily driven by growth in India, Europe, and South America
- India is currently growing at the fastest pace of any country in the world, however, total cases per 100,000 population in the country remains well below the United States, Brazil, and South Africa
- Europe is currently experiencing a high resurgence, with weekly case growth counts more than tripling since July in Spain, France and the UK; this is of high concern to BC as there are numerous daily flights between Europe and BC





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## CANADIAN MONITOR HIGHLIGHTS – WEEK OF SEPTEMBER 7, 2020

- Canada enters September with Case growth levels not seen since early June, 2020.
- Smaller municipalities continue to have difficulty sourcing PPE supplies, especially gowns and gloves.
- All provinces outside of the Maritimes are seeing growth in new cases







## **BRITISH COLUMBIA MONITOR HIGHLIGHTS – WEEK OF SEPTEMBER 7, 2020**

- Cases in BC continue to grow more rapidly than at any point during the Pandemic, almost entirely in Fraser and Vancouver Coastal Health regions
- Numerous public health exposures have been reported over the past week, especially in the lower mainland
- Out of province visitors were especially high during the Labour Day long weekend (96% greater than 2019)



# SURREY MONITOR HIGHLIGHTS - WEEK OF AUGUST 31, 2020

- Physical distancing levels approached pre-COVID levels, however the long-weekend showed lower congregation than previous years.
- TransLink, including SkyTrain and Buses, now mandate masks
- A new outbreak was declared at Surrey Memorial Hospital after a staff member tested positive

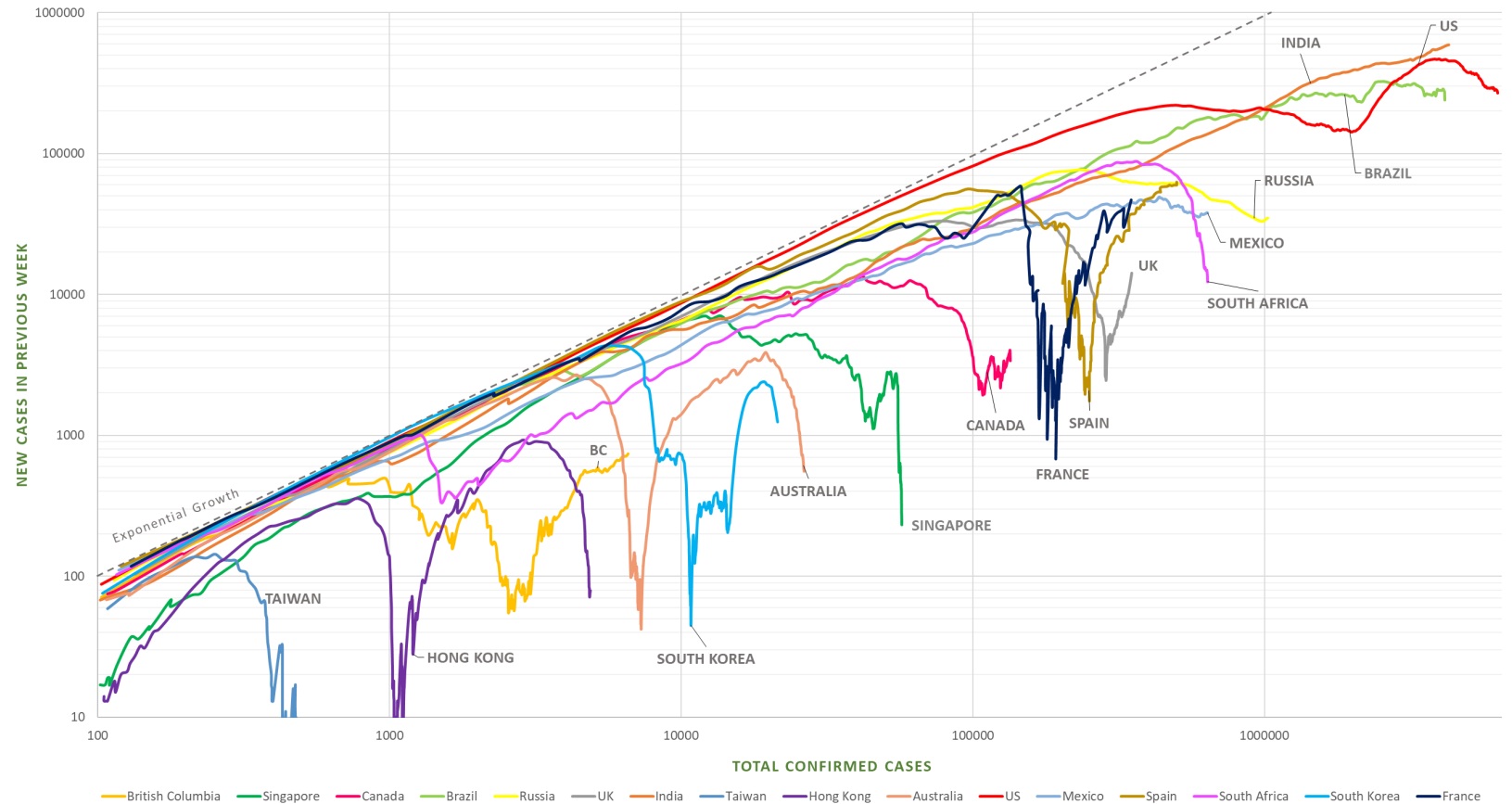


# PART I: TREND ANALYSIS

COVID-19  
EPIDEMIOLOGY SCAN

# GLOBAL TRENDS- NEW CASES

- Most major jurisdictions being tracked are seeing a decrease in case growth rates
- Some of the largest summer outbreaks, including Australia, Hong Kong, and South Africa, are seeing a large decrease in new cases
- New cases are rising across Europe, likely as a result of increased summer travel to hotspots like Spain

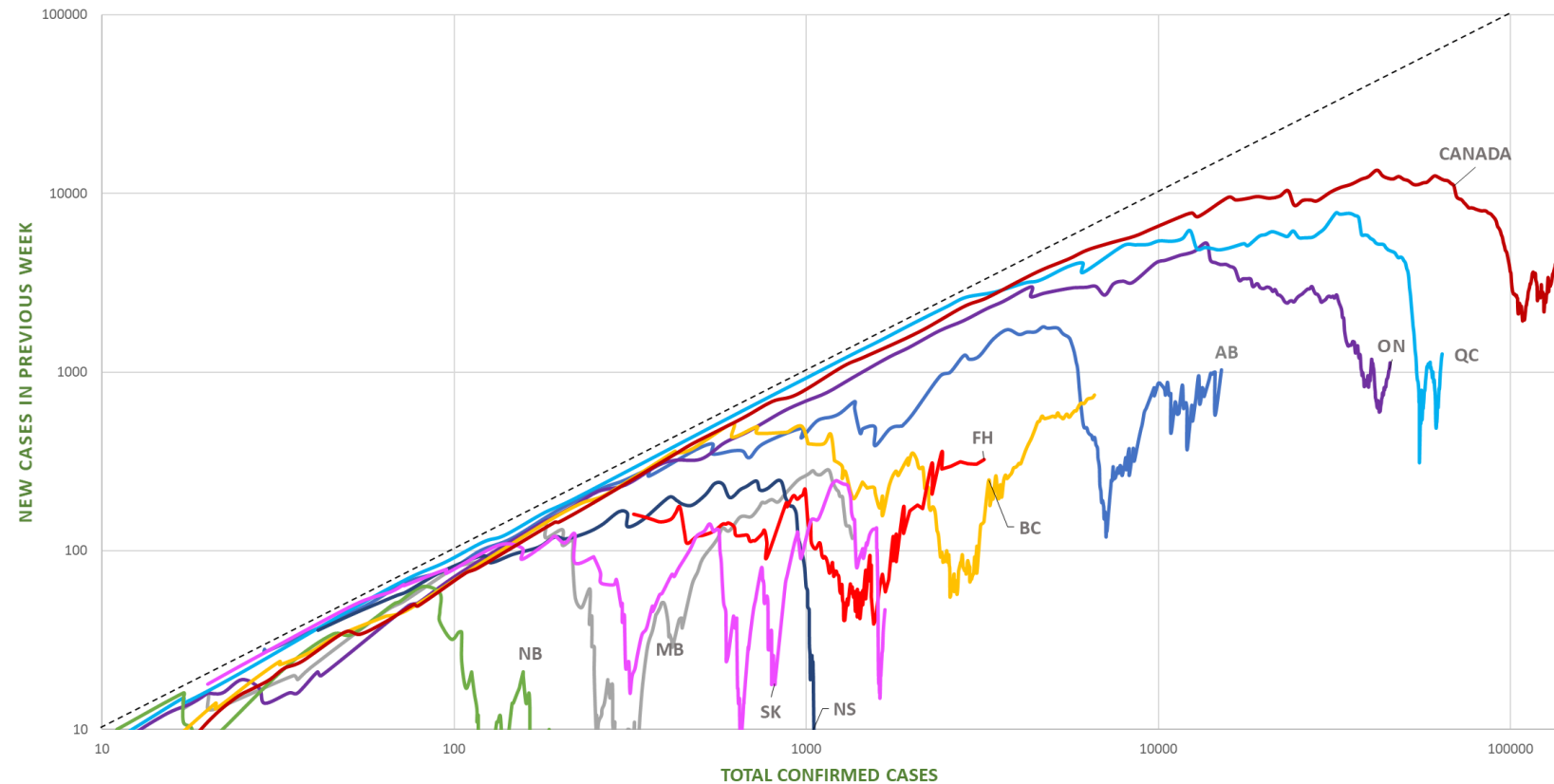


Source: City of Surrey and John Hopkins University, 2020



# CANADA TRENDS- NEW CASES

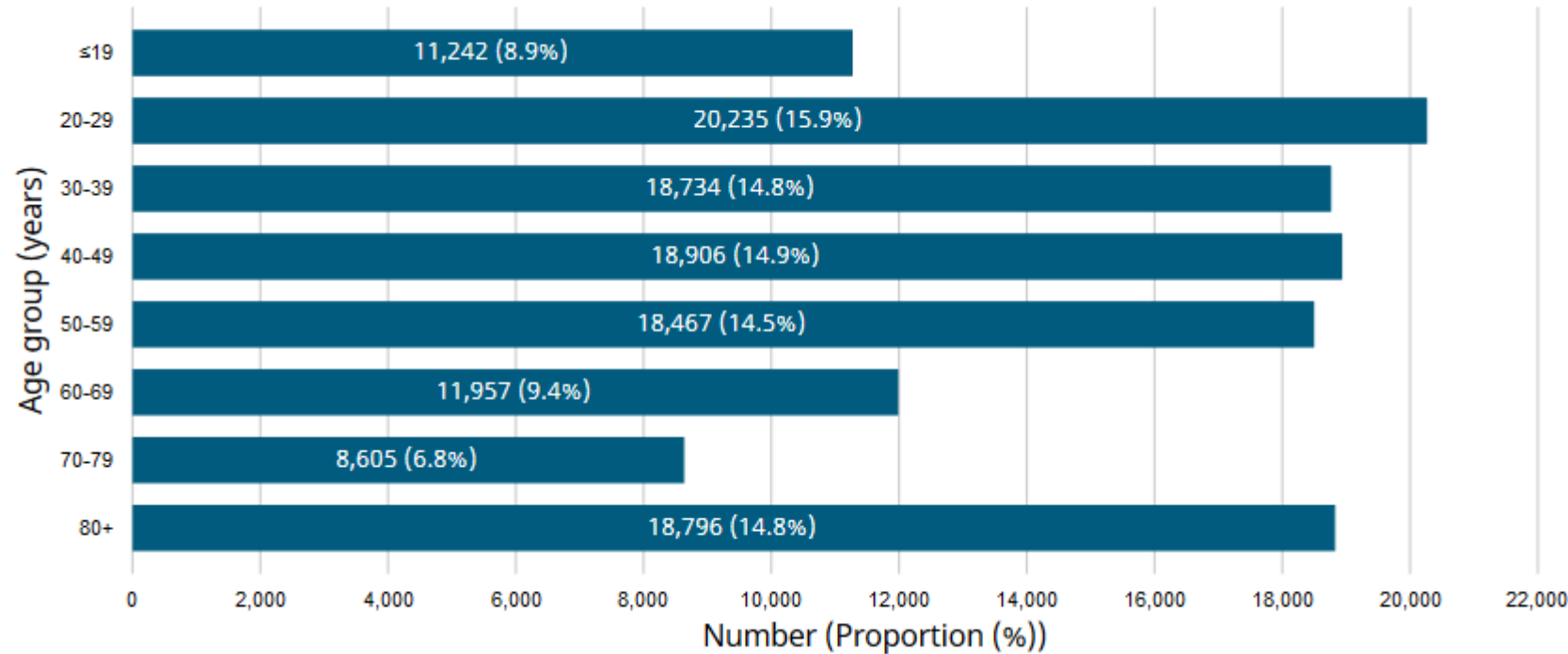
- All provinces outside of the Maritimes are seeing an increase in COVID-19 cases
- BC new cases have continued to increase, and have accelerated in growth rate (1.72% on 9/9)
- Case growth in Ontario, Alberta, and Quebec is now outpacing BC
- Canada reported >4,000 new weekly cases for the first time since June 11



Source: City of Surrey and John Hopkins University, 2020

# CANADA TRENDS- AGE GROUPS

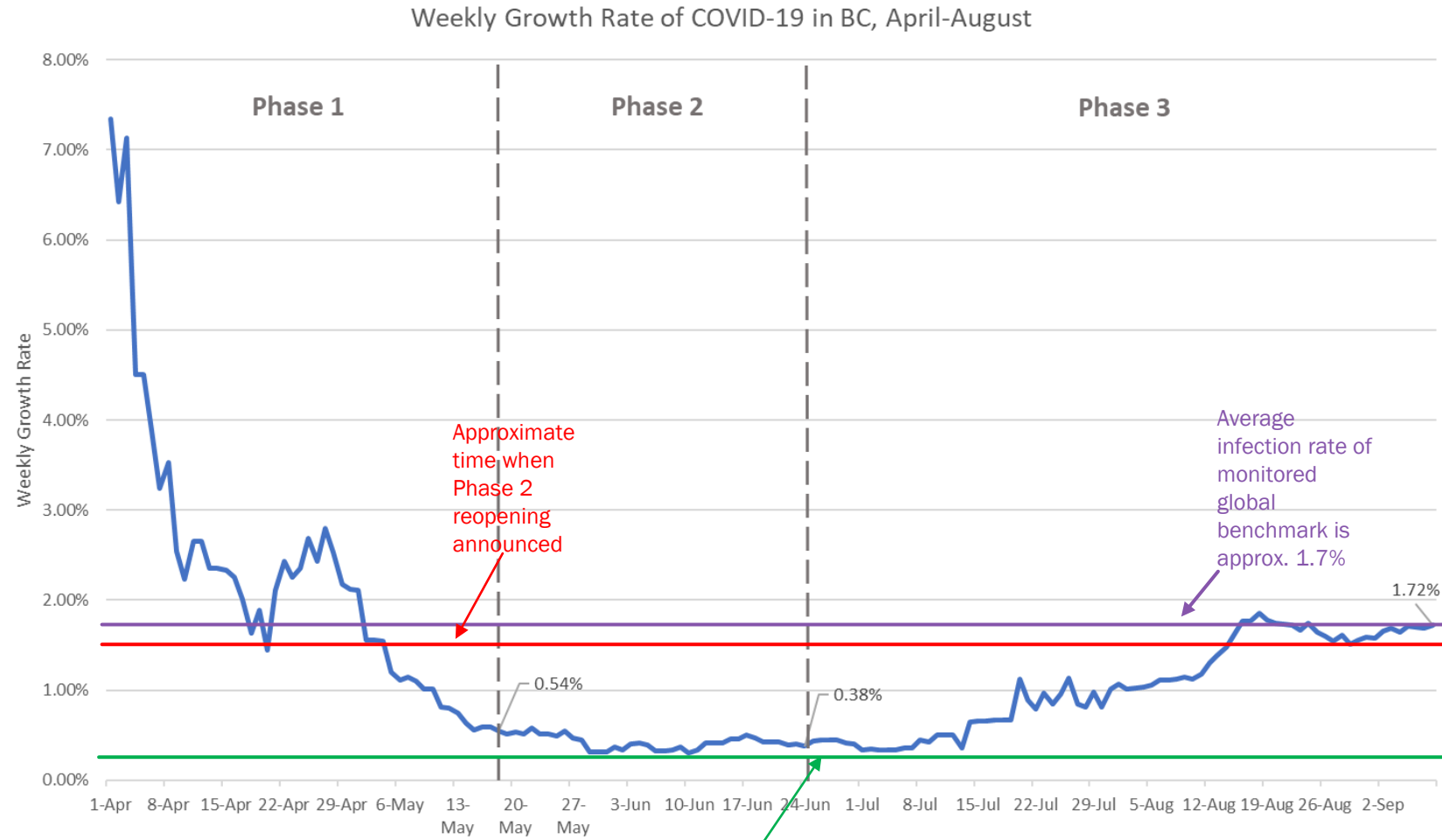
- All age groups are affected by COVID-19.
- Increasing number of young people are contracting COVID-19.
- 20 to 29 age group has now surpassed 80+ as the age group with the greatest proportion of COVID-19 cases



Source: City of Surrey and PHAC, 2020

# BC TRENDS- INFECTION RATES

- Growth in weekly infections are increasing at rates not seen since Phase 1.
- BC's weekly growth rate has increased to 1.72% after remaining stable at approximately 1.60%
- A 1.25% weekly infection growth rate, monitored as a possible trigger for BC PHO phased regression order, has been exceeded



Source: City of Surrey and FHA, 2020

Lowest weekly  
infection rate  
recorded

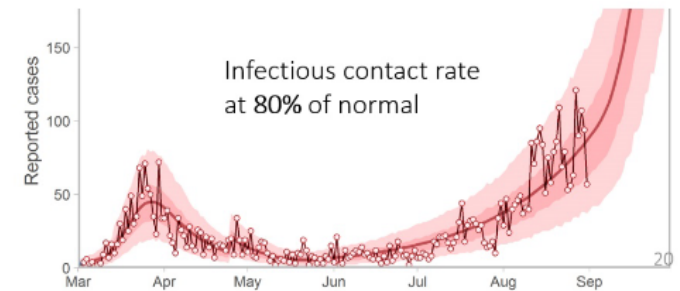
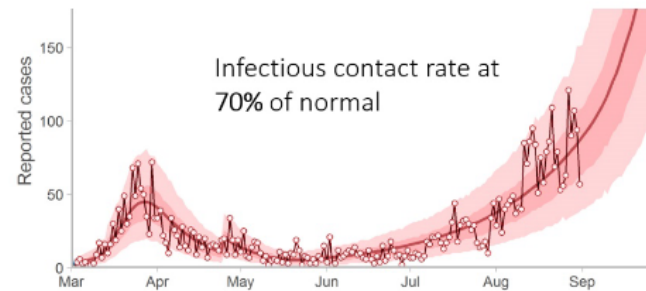
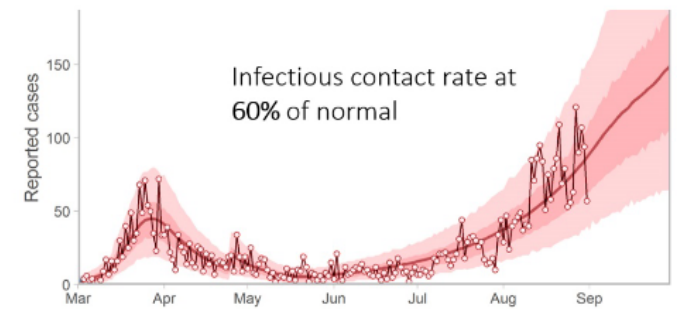
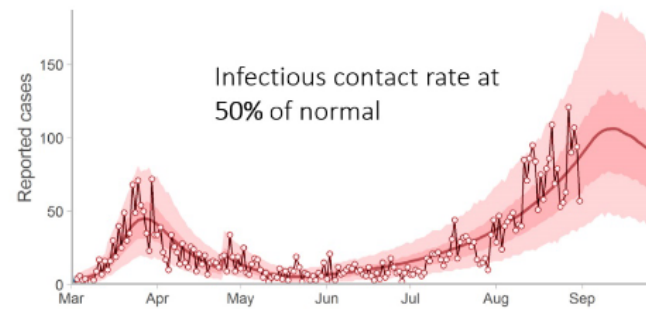
# BC TRENDS- INFECTION SCENARIOS

- There were 2,149 new cases of COVID-19 in the month of August (37% of total)
- Physical distancing in BC is closer to 80% of normal (pre-COVID-19)
- At this rate, moderate- to accelerated growth in infection rate is expected.

Source: BC Government and Telus Insights Data for Good, 2020

## Dynamic Compartmental Modeling: Scenarios

Our model scenarios illustrate that reducing rates of infectious contact can restore epidemic control.



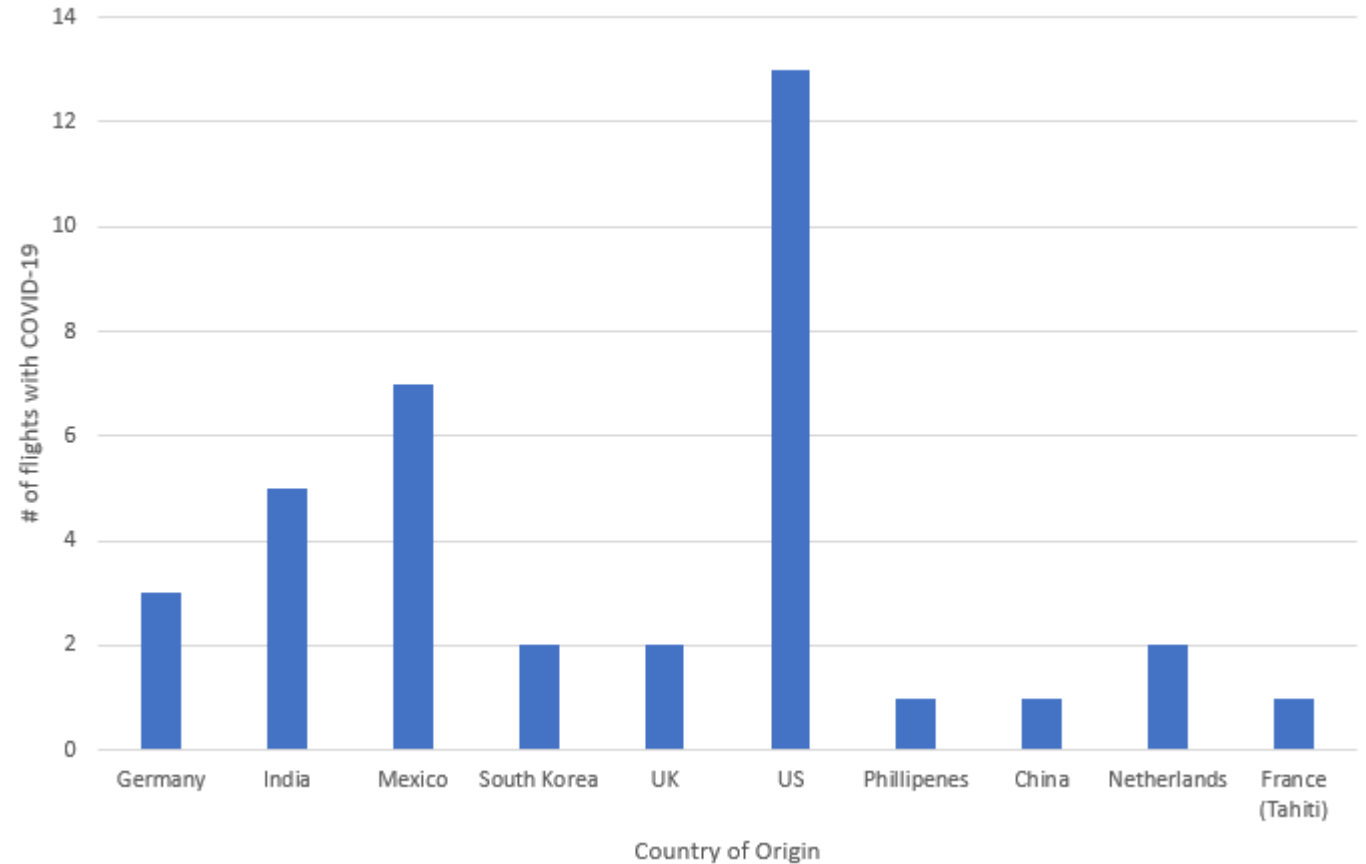


# **PART II: TREND ANALYSIS**

EXTERNAL TRAVEL  
RISK EXPOSURE

## BRITISH COLUMBIA INT'L TRAVEL RISK: JULY-SEPT 2020

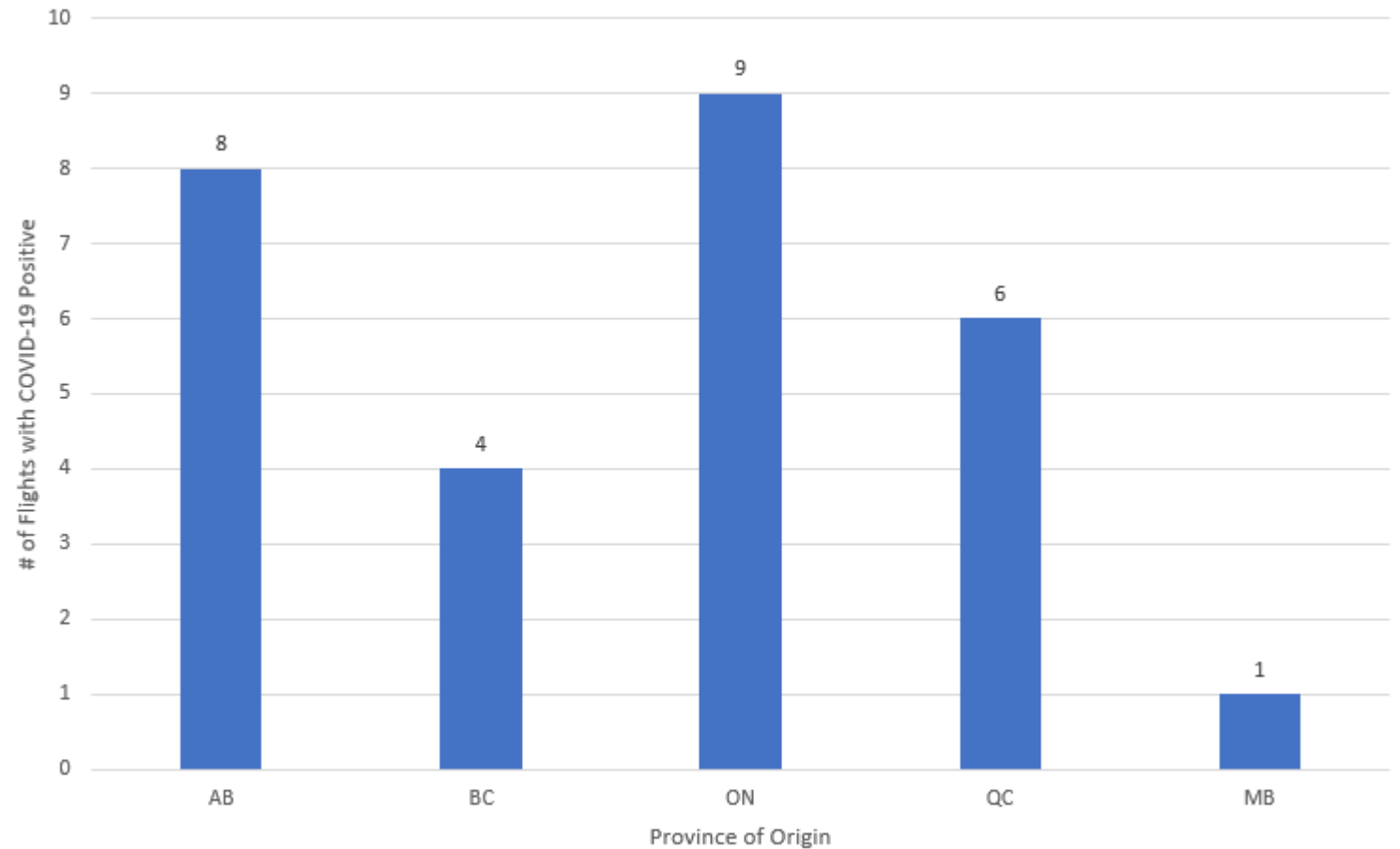
- Flights remain the main route for international passenger travel into Canada.
- COVID-19 positive flights from India are increasing
- Mexico and USA continue to have the most flights with infected passengers arriving at YVR Airport, but increasingly COVID-19 positive flights from Europe and India are arriving in BC



Source: City of Surrey and BC CDC, 2020

## BRITISH COLUMBIA DOMESTIC TRAVEL RISK: JULY– SEPT 24

- Ontario has surpassed Alberta and Quebec as the province exporting the most COVID-19 flights to BC
- Flights originating from BC have more case counts than those arriving from other provinces.
- This suggests BC is a net “exporter” of COVID-19 through commercial flights.
- This does not account for vehicular travel which has increased.



Source: City of Surrey and BC CDC, 2020



# QUESTIONS?

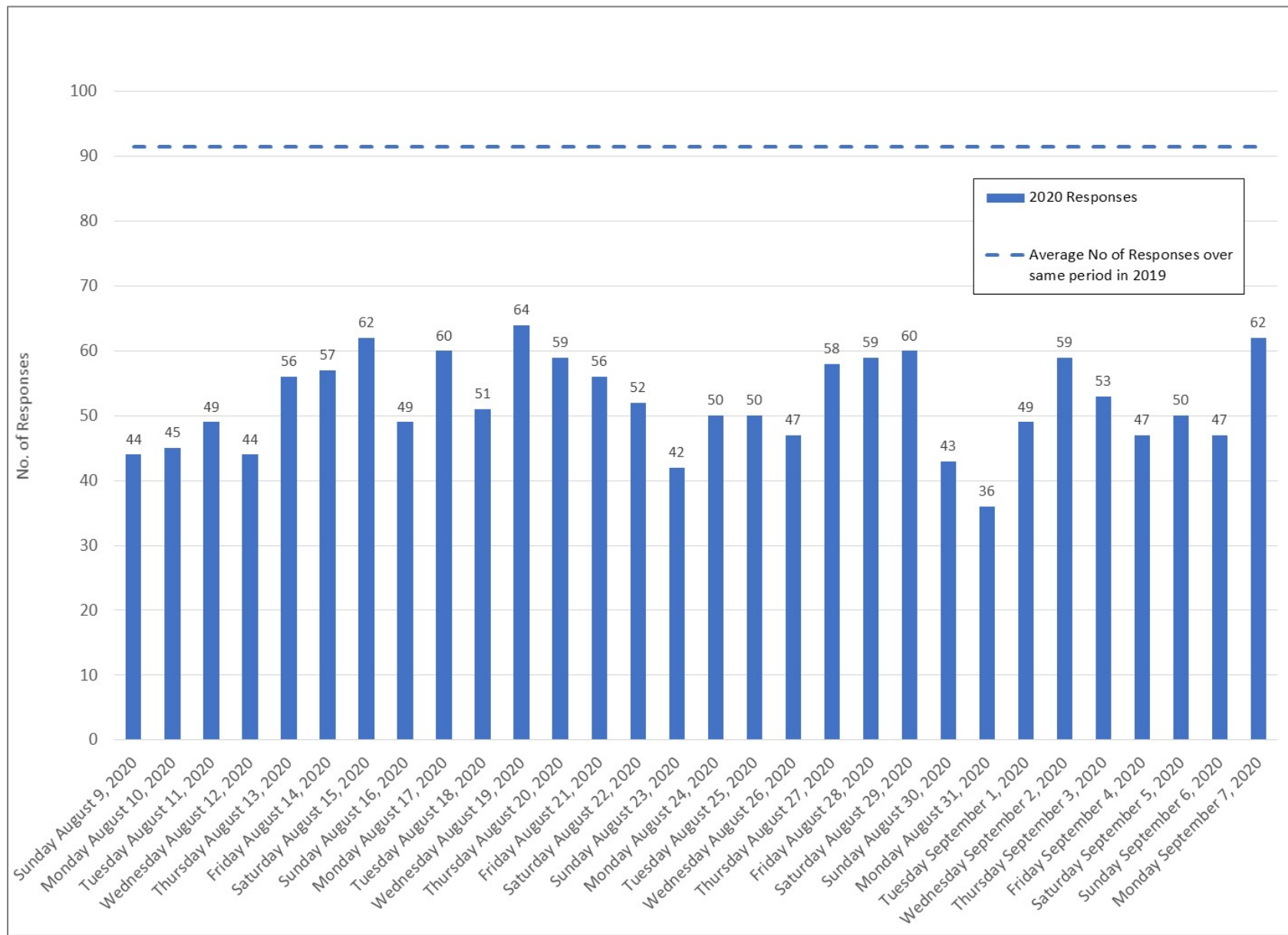
EMAIL: [STEPHEN WU | SWU@SURREY.CA](mailto:STEPHEN WU | SWU@SURREY.CA)



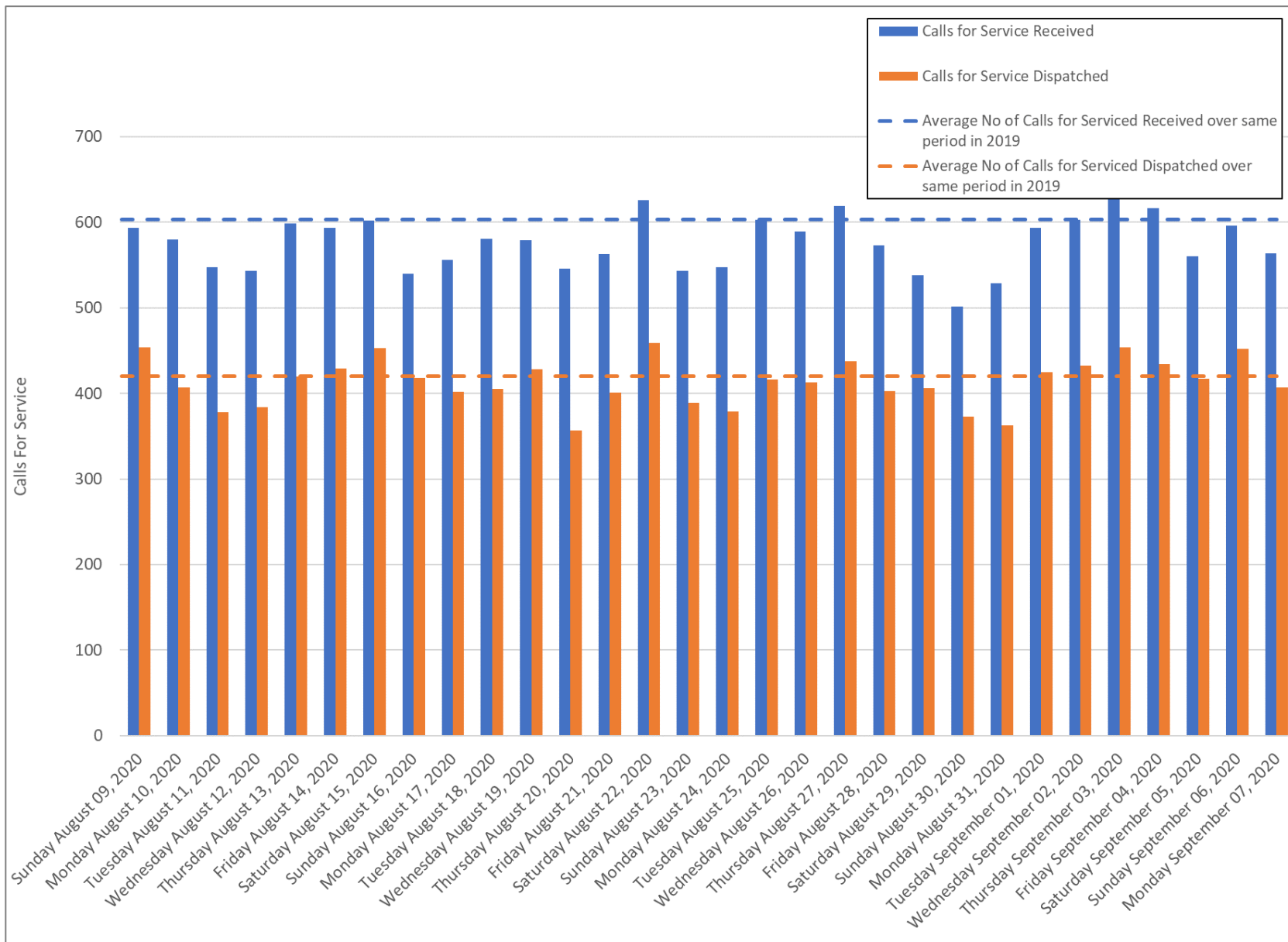


# Appendix “IV”

## Surrey Fire Service – Incident Responses – August 9 to September 7, 2020



Surrey RCMP – Calls for Service Received and Dispatched – August 9 to September 7, 2020



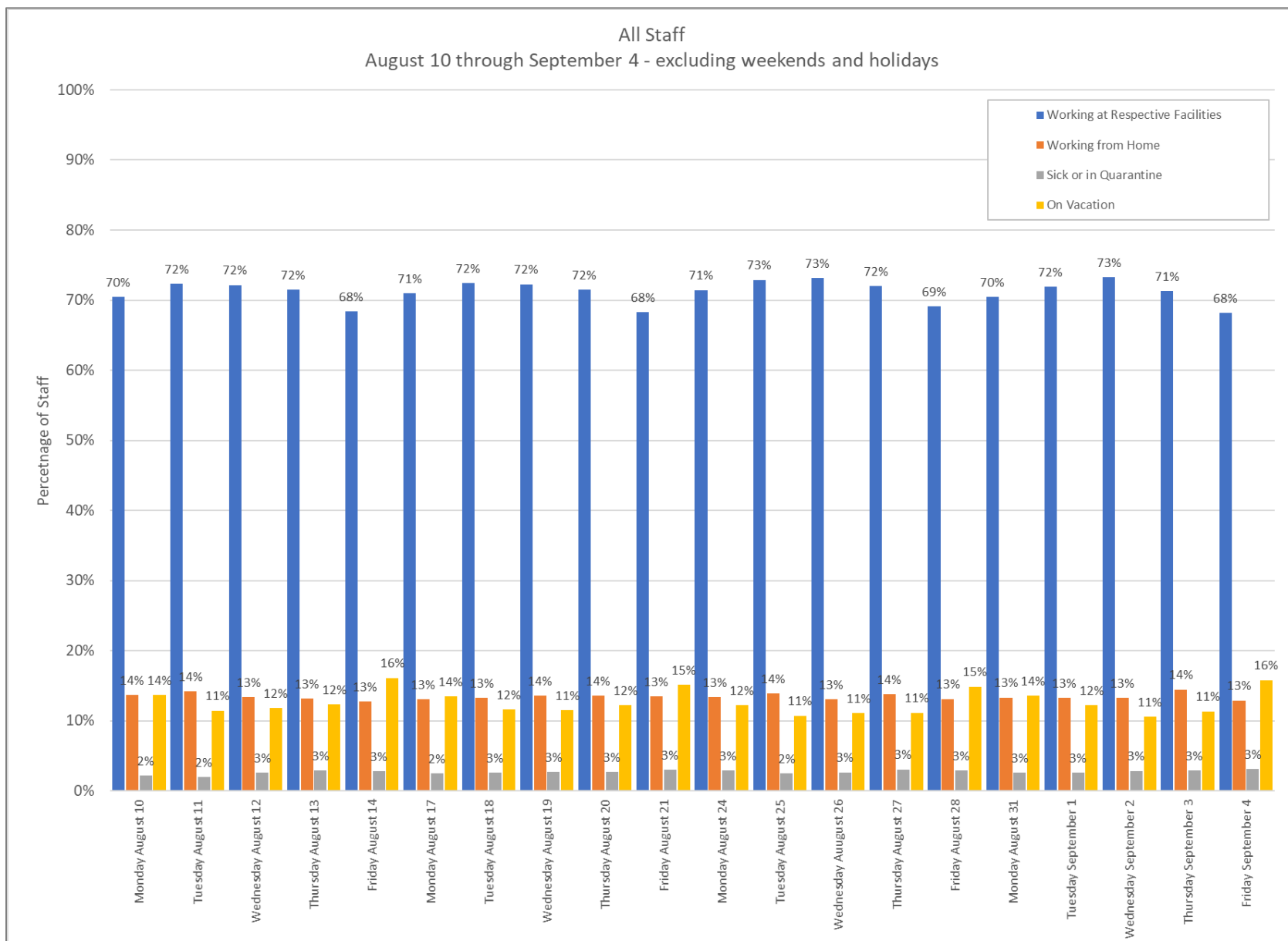
# Appendix "VI"

## EOC Critical Supplies Inventory as of September 9, 2020

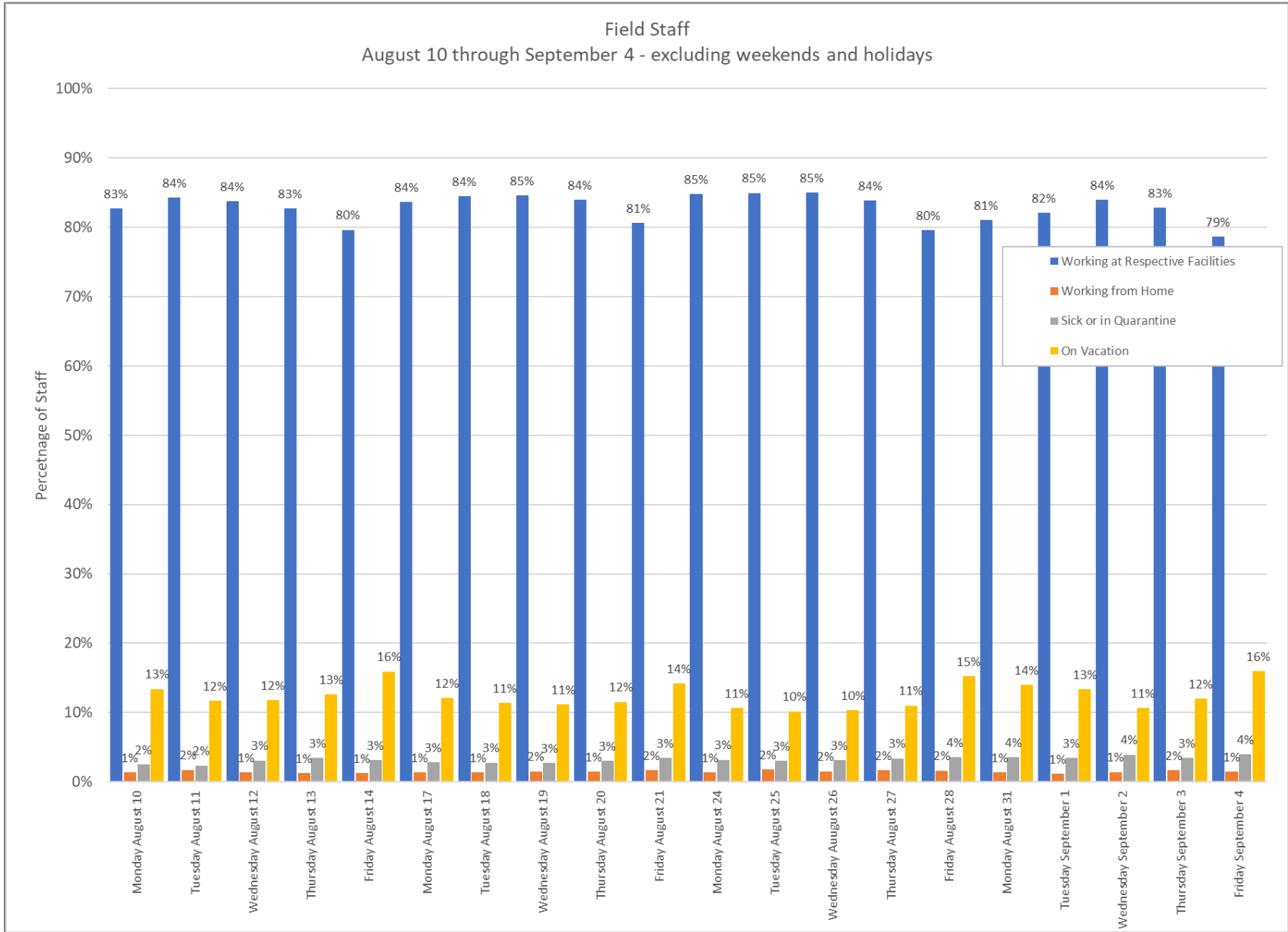
EOC Supplies					Supplies based on Current Inventory				
Product	Current Inventory September 9, 2020	Inventory as of July 21, 2020	Change in Inventory over 50 past days	Average Usage per day	30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus	120 Day Deficit/Surplus
<b>Cleaning Products</b>									
Bleach 6%	104.00	104.00	0.00	0.00	104	104	104	104	104
Disinfectant	1,073.00	1,232.00	-159.00	5.65	904	734	565	395	56
Disinfectant Wipes	92,008.00	197,740.00	-105,732.00	620.00	73,408	54,808	36,208	17,608	-19,592
Hand Sanitizer	5,496.00	3,412.00	2,084.00	19.25	4,919	4,341	3,764	3,186	2,031
Industrial Cleaner	10.00	10.00	0.00	0.00	10	10	10	10	10
Spray Nine	41,384.00	22,426.00	18,958.00	0.00	41,384	41,384	41,384	41,384	41,384
<b>PPE</b>									
Booties	2,808.00	2,888.00	-80.00	10.00	2,508	2,208	1,908	1,608	1,008
Cloth Masks	3,351.00	4,972.00	-1,621.00	0.00	3,351	3,351	3,351	3,351	3,351
Face Shields	2,117.00	2,142.00	-25.00	0.00	2,117	2,117	2,117	2,117	2,117
Gloves (single)	282,900.00	285,700.00	-2,800.00	1,454.00	239,280	195,660	152,040	108,420	21,180
Gowns	2,668.00	3,178.00	-510.00	22.00	2,008	1,348	688	28	-1,292
N95 Masks	16,953.00	11,125.00	5,828.00	43.50	15,648	14,343	13,038	11,733	9,123
P100 Cartridges	1,772.00	765.00	1,007.00	0.00	1,772	1,772	1,772	1,772	1,772
Plexiglass	30.00	0.00	30.00	0.00	30	30	30	30	30
Procedure Masks	50,665.00	57,640.00	-6,975.00	30.00	49,765	48,865	47,965	47,065	45,265

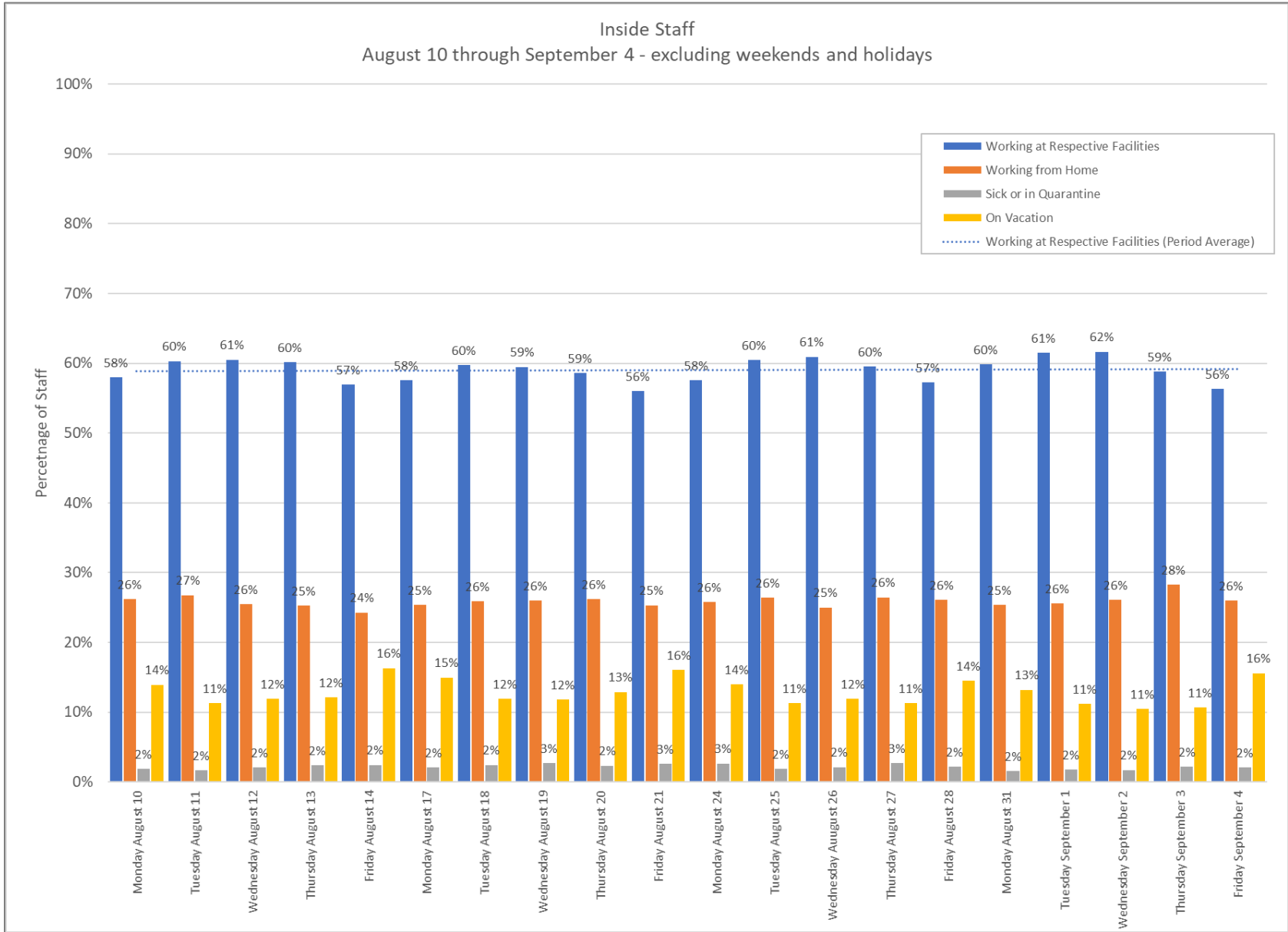
# Appendix "VII"

## Staff Count Summary – August 10 to September 4, 2020











CORPORATE REPORT

NO: R086

COUNCIL DATE: May 25, 2020

IN

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**REGULAR COUNCIL**

TO: Mayor & Council

DATE: May 21, 2020

FROM: General Manager, Engineering  
General Manager, Planning & Development

FILE: 5480-01

SUBJECT: Parking to Patio Program and Sidewalk Queuing Space Program – Use of  
Outdoor Areas in Support of COVID-19 Physical Distancing Requirements

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**RECOMMENDATION**

The Engineering and Planning & Development Departments recommend that Council:

1. Receive this report for information; and
2. Authorize staff to initiate the Parking to Patios and Sidewalk Queuing Space program through a pilot program that will permit the use of temporary outdoor areas, as generally outlined in this report.

**INTENT**

The purpose of this report is to authorize staff to initiate a Parking to Patios and Sidewalk Queuing Space program in order to support local businesses complying with physical distancing and reduced occupancy requirements required due to COVID-19.

**BACKGROUND**

Businesses are emerging from COVID-19 quarantine restrictions in response to the Provincial Government's "BC's Restart Plan" Phase 2. Under the Phase 2 plan, highly impacted sectors including retail, hair salons, barbers, personal service establishments, restaurants, cafes, and pubs are now permitted to operate under enhanced protocols which include increased physical distancing and reduced occupancy loading (currently at 50% of maximum occupancy).

Restaurateurs, the Surrey Board of Trade ("SBOT"), Surrey Downtown Business Improvement Association and members of the Food and Beverage Association have approached the City to request that the City support flexible, innovative, and expanded outdoor seating areas. This could include permitting businesses to expand their operations onto privately-owned parking lots and City Road Right-of-Way ("RoW"), including sidewalks, boulevards and on-street parking, in order to help local businesses recover from the COVID-19 quarantine while still maintaining physical distancing requirements.

## DISCUSSION

The general use of sidewalks and Road RoW to support businesses complying with physical distancing requirements can be generally grouped into business categories as follows:

General Business Category	Anticipated Use of Road RoW
Essential Services (e.g., groceries, pharmacies)	Customer Queuing
Non-Essential Retail Services (e.g., retail, personal services)	Customer Queueing
Eating Establishment – No Alcohol (e.g., fast food chains)	Outdoor Seating Area
Eating Establishment – Food Primary (e.g., restaurants)	Outdoor Seating Area
Liquor Primary (e.g., breweries, pubs, etc.)	Outdoor Seating Area

### Customer Queuing

As local businesses return to operations through BC's Restart Plan, they may request and/or be required to have customers queue outside their business to maintain mandated reduced occupancy requirements. For businesses with their primary access onto the street, this may result in customers queuing on sidewalks as they wait to enter the business.

Should line-ups and queues extend onto the sidewalk, the customer queue will have to be implemented in a safe manner that does not impede or obstruct other pedestrians from safely passing at the two-metre recommended width.

### Outdoor Seating Areas

The food and beverage industry, including restaurants, bars and tasting lounges (the "hospitality industry"), has seen some of the most significant negative economic impacts as a result of COVID-19 physical distancing requirements. Job losses for the restaurant industry are estimated at over 121,500 (out of the total 192,000 food service employees in BC). Expanding areas for outdoor seating allows businesses to replace seats reduced through mandated 50% occupancy requirements. Outdoor seating can also enhance the customer experience and increase public confidence in returning to the hospitality industry.

#### *Current Outdoor Seating Process*

The licensing and permitting of food and beverage service outdoors is a carefully controlled process. Typically, these applications include the construction of a physical patio, and are therefore addressed through a Building Permit. The Building Permit and plan submissions clearly outline the area of food service and guarantee compliance with building and fire codes (including number of washrooms and location of emergency exits). The Planning & Development Department has an existing guide for Outdoor Seating for an Eating or Licensed Beverage Establishment, a copy of which is attached as Appendix "I".

When liquor is involved, the process becomes more complicated and currently involves the Liquor & Cannabis Regulation Branch ("LCRB") which requires that:

- Licensed premises have a defined area for liquor service;
- Licensed patios need an occupant load and a red-line area with the number of occupants;
- and



- Liquor primary's license includes a notification process which is staff-delegated and does not require Council's endorsement.

These requirements are currently the same regardless of whether the patio space is in private property or on sidewalks/City Road RoW. The number of eating establishments in the City that do not have a liquor license versus those that have a Food Primary or Liquor Primary license are shown below:

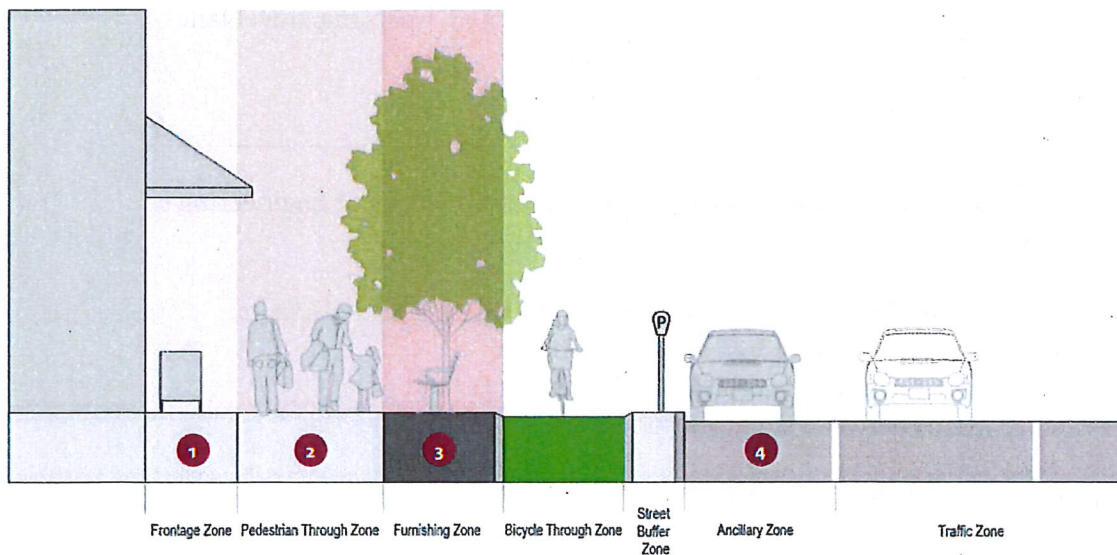
Eating Establishment Type	Totals
Restaurant – No Alcohol	799
Liquor License - Liquor Primary (Class A & D)	38
Liquor License - Food Primary (Class B)	284
<b>TOTAL</b>	<b>1,121</b>

The Province has committed to ensuring that eating establishments requesting patios will not face unreasonable delays. It is anticipated that the exact details of the expedited processing will be announced shortly and may include direction to local municipalities.

### Consideration for Use of City Road Right-of-Way

The boulevard in urban areas can be described as four zones, as illustrated below:

1. Frontage Zone (Setback);
2. Pedestrian Through Zone (Sidewalk);
3. Furnishing Zone (Boulevard/Utility Strip); and
4. Reallocated road space (On-street Parking and potentially cycling lanes).



Principles have been established to consider the potential Road RoW space that can be reallocated. The first principle will be accessibility and pedestrian safety, ensuring a minimum 2.0 metre clearance and accessibility throughway width. The second principle is patron safety and vehicle mobility, including emergency access being maintained in travel lanes. The third principle is business support and mitigating impacts on adjacent business.

### Road Space Reallocation

Reallocating Road RoW to accommodate increased physical distancing requirements for pedestrians is occurring in cities across the world. To support customer queuing areas and outdoor seating areas, the City will consider reallocating road space under the following recommended conditions, following the aforementioned principles:

- Safe pedestrian and traffic movements can be maintained;
- On all classifications of roads (Local, Collector and Arterial), ensuring emergency access and existing two-way traffic movements; and
- Reallocation of road space is limited to parking and potentially cycling lanes.

A general criterion of minimum widths for the various zones are as follows:

	<b>Sidewalk Pedestrian Through Zone</b>	<b>Furnishing Zone</b>	<b>Reallocated Space</b>
<b>Customer Queuing Area</b>	2.0m width (unobstructed)	<ul style="list-style-type: none"><li>• No use of landscaped areas</li><li>• Bus stops and benches to remain accessible</li></ul>	1.5m width for patrons. 0.5m buffer from travel lane
<b>Outdoor Seating Area</b>	2.0m width (unobstructed)	<ul style="list-style-type: none"><li>• No use of landscaped areas</li><li>• Bus stops and benches to remain accessible</li></ul>	2.5m width for patrons. 0.9m buffer from parking/travel lane

To streamline the review process, the following items will be the focus of Engineering's site-specific reviews:

- Avoiding or obstructing access to driveways and business entrances/exits;
- Maintaining sightlines for motorists and pedestrians;
- Providing reasonable access to utilities or fire hydrants; and
- Accessibility ramps between sidewalk and street.

### Consideration of use of Private Parking

The *Surrey Zoning By-law, 1993, No. 12000, as amended*, establishes minimum parking requirements for all buildings based on the uses permitted by the applicable zone. Compliance with minimum parking requirements is confirmed as part of the Development Application and business licensing processes. When a relaxation to the minimum parking requirements is requested, typically a Development Variance Permit ("DVP") is required, which must be reviewed by staff and approved by Council.

As a result of COVID-19, there has been an observed and measurable reduction in vehicle traffic and business occupancy. This has resulted in temporary reduction in on-site parking demands, which could potentially be temporarily repurposed for outdoor seating. A DVP would not be considered a requirement for this temporary use of stalls.

A general criteria for the use of private parking would be to maintain designated accessible stalls, to provide a minimum level of protection of customers from vehicles through the use of curb stops, and that no more than 50% of the stalls on-site could be utilized for customer queuing areas and outdoor seating. This would be consistent with current Provincial mandated maximum occupancy loads.

### **Parking to Patios Program**

Staff recommend Council support the implementation of the Parking to Patios program to allow eating establishments to easily add or expand outdoor seating areas. This program will create a simple and flexible process that will allow eating establishment to provide increased physical distancing opportunities in outdoor spaces adjacent to their businesses, while maintaining a minimum level of safety and regulatory approval through a streamlined municipal process.

#### *General Conditions*

- Use of on-street parking and/or boulevards will be considered for:
  - Restaurants with no liquor licenses; and
  - Class A, B and D licenses (food primary and liquor primary);
- Extent of outdoor seating areas cannot extend beyond immediate business frontages unless approved by the City;
- A minimum 2.0 metre pedestrian corridor must be maintained;
- Streamlined Traffic Obstruction Permit for all roads;
- Completion of the Parking to Patio Application Form is required; and
- Proposals must be in compliance with Provincial Fraser Health and the LCRB requirements.

#### *Off-Street Parking Removal Considerations*

- Removal of accessible parking spaces is not permitted;
- A curb stop is required for parking spaces backing onto active drive aisles to maintain a minimum level of safety;
- Sides of parking spaces or entire parking areas may be blocked off with pylons and/or sawhorse barriers; and
- A maximum of 50% of on-site parking stalls may be converted to outdoor seating areas.

#### *On-Street Parking Removal Considerations*

- Use of parking space fronting businesses will be eligible, whereas the use of cycling lanes will require assessment on a case by case basis;
- Proposals will be reviewed and accepted by Engineering staff for impacts to site lines, driveway access and other engineering issues;
- Arterial roads and higher travelled roads will require a greater level of protection, including jersey barriers and signage along the entire use area due to higher operating speeds and traffic volumes; and



- Provision of accessible access is encouraged (e.g., ramps).

#### *What is Required?*

To ensure a commitment to legitimate use and to maintain minimal regulatory oversight, business owners will be required to complete a digital application form for submission to the City's Building Division for review, referrals and approval. The application form will be provided in a short, fillable format that can be submitted electronically to avoid the need for business to come to City Hall. The following minimum submission requirements are anticipated:

- Business name and verification of business license;
- Simple sketch plan of proposed outdoor space to be converted to seating;
- Landowner approval for the reallocation of parking stalls for outdoor seating;
- Proof of Insurance as part of the application; and
- Indemnification Waiver in regard to indemnities and liabilities.

#### *What is Permitted?*

To maintain simplicity and to allow for expedited approvals, businesses applying to the Parking to Patios program will be permitted to install the following:

- Tables and chairs;
- Temporary fencing (to a maximum 1.2 metres in height and not affixed to the ground);
- Temporary landscaping;
- Patio umbrellas, canopies, and bases (without obstructing 2.0 metre wide clear zone);
- Propane patio heaters; and
- Ramps to allow accessible access from sidewalk to street level.

Business owners will not be permitted to install structures requiring a Building Permit, wash stations, outdoor kitchens, portable generators, electrical connections, or large tents under this accelerated Parking to Patios program. They will be required to follow the standard submission requirements outlined through Outdoor Seating Guidelines.

#### *What does it Cost?*

To minimize the financial burden already faced by businesses, staff are recommending:

- A \$200 application fee for the Parking to Patios program applications;
- Waiving the City Road & Right of Way Use Permit and associated fees; and
- Waiving Traffic Obstruction Permit fees.

The direct costs to business owners would result from a one-time application fee and the installation of permitted street furniture (i.e., tables and chairs) and accessibility ramps.



For local and low-volume Collector roads, businesses would require a minimum level of off-street and on-street traffic control devices, such as traffic cones, tall pylons and temporary signage, at an estimated cost of \$500. For Arterial and high-volume Collector roads, enhanced safety measures for public protection are required. This would include the installation of jersey barriers at a cost of approximately \$1,400 per parking stall, which the City would equally share the costs (50/50) installing and removing the works.

To confirm legitimate interest and participation by business owners, a nominal \$500 refundable deposit per application is recommended. This will ensure businesses remove all street furniture and parking stall protection at the end of the Parking to Patios program (removal is the responsibility of the business owners who, upon satisfactory completion, will have their deposits returned).

#### *How Long is this Permitted?*

Use of parking stalls under the Parking to Patios program would be available until September 30, 2020. Business owners are then to remove installed furniture on-site/off site, after which Engineering Operations will notify business owners, remove the jersey barriers and refund any deposits.

#### **Sidewalk Queuing Space Program**

This program would have the primary purpose of allowing all other retail businesses to meet increased physical distancing requirements and reduced occupancy requirements and would accommodate regular customer line-ups in outdoor spaces adjacent to businesses. Similar to the objective of the Parking to Patios program, the Sidewalk Queuing Space program is to maintain a minimum level of safety and regulatory approval while providing a streamlined application, approval and monitoring process.

#### *Conditions*

Most of the general conditions for this program would be similar to the Parking to Patios program, with the following exceptions:

- All businesses are eligible to apply;
- No street furniture is permitted as the area is for customers standing and waiting in line;
- Pavement markings, including tape, spray paint or equivalent, are acceptable to mark out physical distancing requirements; and
- Signage indicating the business that the line-up is for is permitted.

#### *How will Staff Support the Parking to Patio and Sidewalk Queuing Space Programs?*

A commitment to make the City review process streamlined is needed to make these programs viable. Staff are committed to providing a three-day approval process for valid Parking to Patio and Sidewalk Queuing Space applications. The general actions and functions of staff review will include, but not be limited to, the following:

- Planning & Development:
  - Reviewing parking lot circulation; and
  - Confirming maximum occupancy load for business is not exceeded.
  
- Surrey Fire Services - Fire Prevention:
  - Maintaining access for emergency traffic on all roads;
  - Maintaining BC Building Code and BC Fire Code requirements for Fire Department access; and
  - Ensuring fire hydrants, Fire Department connections and means of egress are maintained and free of obstructions.
  
- Engineering Department:
  - Reviewing proposed on-street parking stall locations;
  - Developing the necessary traffic control plans; and
  - Installing traffic control barriers on a “next day service”, as available.
  
- Bylaw Services:
  - Review of business licenses and tracking;
  - Monitoring of compliance, as required; and
  - Enforcement of non-compliance, as required.

## **Implementation**

To ensure the success of these programs, it is recommended that the initial intake process be focused on the initial 10 applicants/businesses requesting off-street parking and five requesting on-street parking reallocation. After such time, staff evaluate the process and seek opportunities for further streamlining and improvements as more businesses apply.

This approach would enable staff to retain flexibility and review the proposed general guidelines and criteria as it is applied for each business. Revisions and modifications to improve the program would then be applied.

## **FUNDING**

The typical use of Road RoW for private use comes with fees and charges, as outlined in the City's *Highway and Traffic By-law, 1997, No. 13007, as amended*. For an average, business owners utilizing two parking stalls for four tables, the City's standard Road RoW fees would equate to \$1,100 to \$1,500 over a three-month duration. Additionally, if there is paid on-street parking that is impacted, revenue that is lost is recovered through user fees, calculated on average utilization and observed revenues.

Expenses to the City will be incurred by not requiring a cost-recovery application fee to cover staff nor the standard road fees, and will also include the 50% cost-share for installation of jersey barriers on Arterial and major routes. This is estimated to vary per business, but could range from \$1,000 to \$3,000 per location. To support this initiative and local businesses in their re-emergence from COVID-19, these fees could be waived, as appropriate, for the duration up to September 30, 2020.

## SUSTAINABILITY CONSIDERATIONS

The Parking to Patio and Sidewalk Queuing Space programs supports the objectives of the City's Sustainability Charter 2.0. In particular, the programs relate to the Sustainability Charter 2.0 theme of Economic Prosperity and Livelihoods. Specifically, these programs support the following Desired Outcomes ("DO"):

- Economy DO5: Locally owned companies are thriving, creating a robust local economy and retaining wealth and jobs in the community; and
- Economy DO9: Surrey's economy is able to adapt and thrive in response to external forces, such as the changing climate.

## CONCLUSION

The Parking to Patio and Sidewalk Queuing Space programs will create a simple and flexible process that allow businesses to provide increased physical distancing opportunities in outdoor spaces to meet Provincially mandated maximum occupancy reductions as part of the Provincial Government's "BC's Restart Plan" Phase 2. The programs will ensure that a minimum level of safety is maintained while providing for a regulatory approval through a streamlined process.



Scott Neuman, P.Eng.  
General Manager,  
Engineering



Jean Lamontagne  
General Manager,  
Planning & Development

DM/cc

Appendix "I" -- Guide for Outdoor Seating for an Eating or Licensed Beverage Establishment

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**\*Appendices available upon request**

Traffic Summary – March 23 to September 4, 2020

