

NO: R020

COUNCIL DATE: JANUARY 25, 2021

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **January 20, 2021**

FROM: **City Manager**

FILE: **7130-16**

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

RECOMMENDATION

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

INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since the last Corporate Report which was provided to Council at the January 11, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R005; 2021 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 R005; 2021 the EOC has completed the following actions:

- Continued advance planning scenarios to increase preparedness, and understand risks and impacts to the City during the second wave of COVID-19 (that regresses British Columbia back to Phase II or Phase I) through trends and experiences in other jurisdictions;
- Forecasted what is the likely trend of confirmed cases COVID-19 in the coming months and the likely restrictions during this period;
- Forecasted how existing programs and services at Parks, Recreation & Culture Facilities may be impacted if the situation (i.e. number of new cases) remains consistent, the situation improves and the situation deteriorates;
- Initiated preparations to establish which City facilities would be good locations to utilize for vaccinations if required by the
- Continued outreach by the COVID Compliance & Enforcement Team to ensure that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Health Officer;

- Continued the suspension of some programming at some facilities following the directions announced by the Provincial Health Officer that are currently extended to February 5, 2021;
- Continued screening of staff entering the workplace with a daily health check that they must complete remotely before arriving at the workplace, following the directions announced by the Provincial Health Officer on November 7, 2020 that requires all businesses and worksites to conduct active daily in-person screening of all onsite workers using a COVID-19 symptom check list;
- Continued an advanced review of available data in an effort to identify new actions that the City could undertake with the Fraser Health Authority to help reduce the spread of COVID-19 in the City; and
- Expanded our social media efforts to remind residents and business for the need adhere to public health measures and good practices in light of the resurgence and second wave.

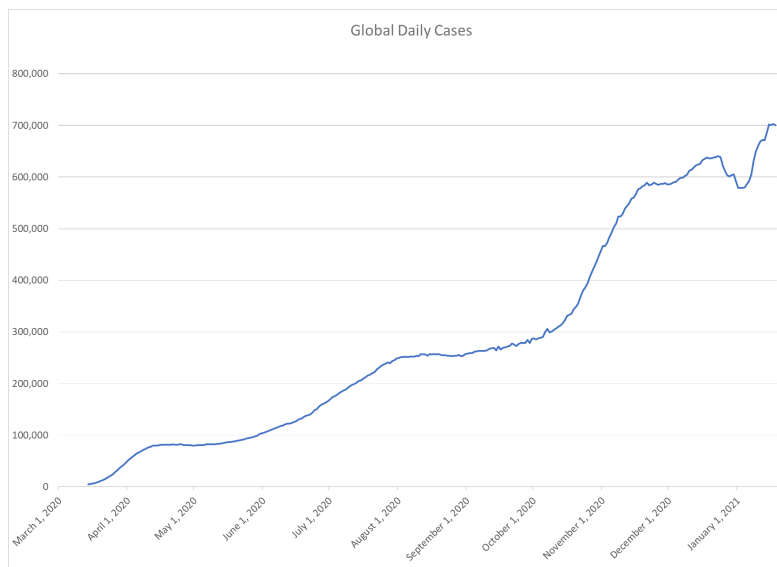
DISCUSSION

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

- Global COVID-19 cases continue to rise, with 96.1 million cases as of January 19, 2021. This represents a somber 11.0% increase (9.6 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 daily rate of global COVID-19 cases continues to rise as illustrated below;



- There is one country with over 20 million infections reported (United States), one country with over 10 million infections reported (India), one country with over 5 million infections reported (Brazil) and 15 countries with over 1 million infections reported (Russia, United Kingdom, France, Italy, Turkey, Spain, Germany, Columbia, Argentina, Mexico, Poland, South Africa, Iran, Ukraine and Peru). The infections in these 18 countries account for 77.6% of total infections reported;

United States

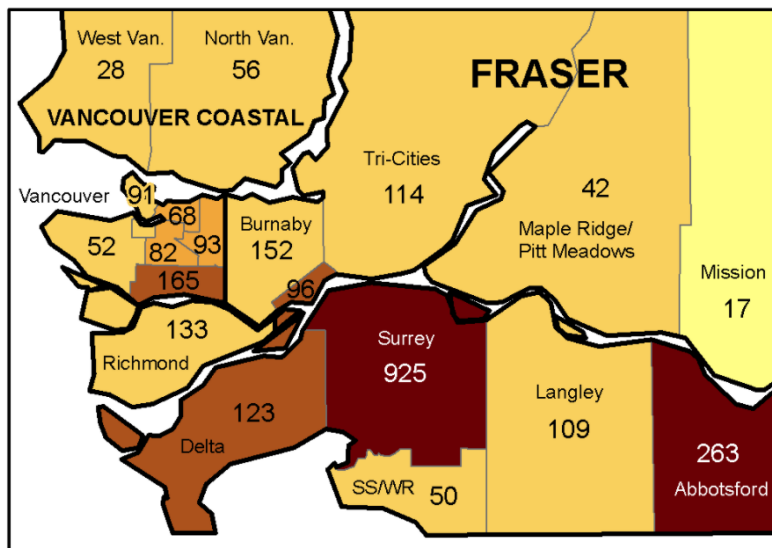
- Since the last update provided to Council, the United States has reported from 150,000 to 300,000 new infections each day. One state (California) is reporting over 3 million infections, one state (Texas) is reporting over 2 million infections and two states (New York and Illinois) are reporting over 1 million infections. Washington state has reported over 289,000 infections;

Canada

- As of January 19, 2021, Canada has had approximately 723,000 cases. This represents a 16.0% increase (100,000 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;

British Columbia, Fraser Health Authority and Surrey

- From January 3 to January 9, 2021, the latest date of information by community, there were 975 new confirmed cases in Surrey and White Rock. During this period, there were 2,662 confirmed cases in the lower mainland, meaning that Surrey and White Rock accounted for a disproportionate number of cases being reported (36.6%);



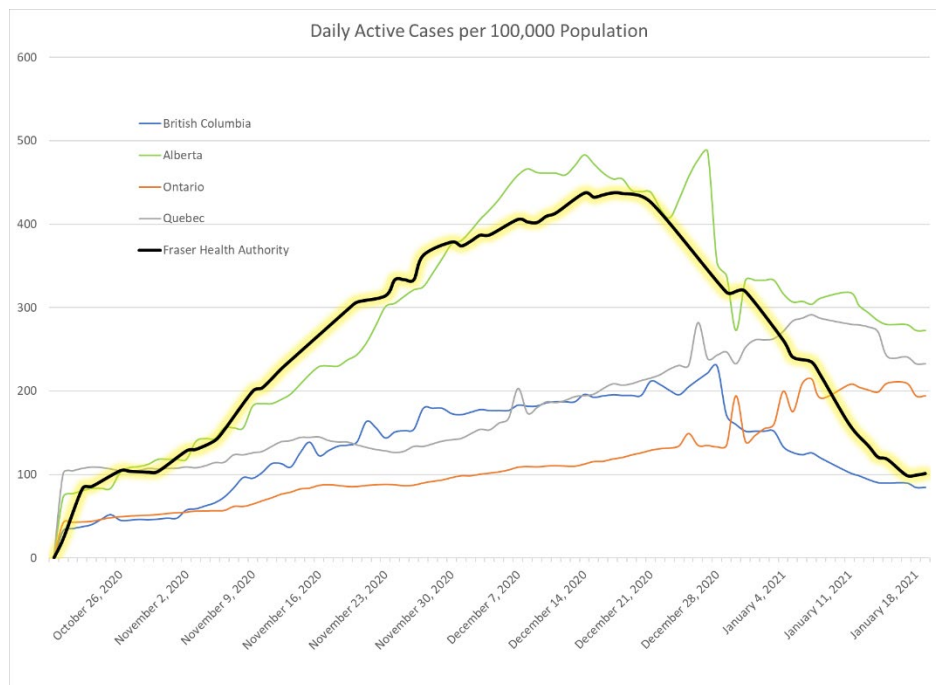
Source: http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/case-counts-press-statements/covid19_lha_20210103_20210109.png

- As of January 19, 2021, 30 schools in the Surrey School District and 3 independent schools in Surrey are reporting a recent COVID-19 exposure event;

- As of January 19, 2021, BC has had 61,912 confirmed cases. This represents a 13.3% increase (7,283 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- Of the 61,912 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (38,068 or 61.4%) and a disproportionate number of new cases being reported. Of the cases in the Fraser Health region, 188 are hospitalized, 34,454 have recovered and 611 have died; and
- The Province started vaccinations on December 15, 2020. As of January 19, 2021, the Province has received 133,475 doses (94,575 from Pfizer and 38,900 from Moderna). 92,369 doses have been administered, which is an increase of 64,160 doses being administered since the last COVID-19: Emergency Operations Centre Update. With 92,369 doses being administered, approximately 1.8% of British Columbian's have received a vaccine dosage.

Second Wave

A second wave of COVID-19 cases is currently being experienced in the Fraser Health Authority, throughout British Columbia, across Canada and in many countries in the world. Possible reasons for this second wave 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 one’s social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants) and expanding tourism opportunities.



In response to the increasing number of cases, the Provincial Health Officer on November 7, 2020 issued an order that:

- Limits social interactions to those only within the immediate household;
- Suspends various indoor activities including spin classes, yoga, group fitness, dance classes and any other indoor activity that increases respiratory rate;

- Suspends all indoor sports where physical distancing cannot be maintained such as boxing, martial arts, hockey and volleyball;
- Requires that all workplaces must ensure that all workers and customers maintain appropriate physical distance and wear masks when appropriate;
- Requires that all businesses and worksites must conduct active daily in-person screening of all onsite workers using the COVID-19 symptom check list; and
- Suspends the operation of Party-buses and group limousines.

The initial order encompassed the Fraser Health Authority and Vancouver Coastal Health Authority regions. On December 15, 2020 the Provincial Health Officer extended the order through to January 8, 2021. On January 7, 2021 the Provincial Health Officer extended the order through to February 5, 2021.

The EOC continues to monitor and respond to the 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.

Future Forecast

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.

Using this information, staff believe that the current downward trend of confirmed cases COVID-19 will continue its gradual decline and that existing restrictions will likely be extended, but further restrictions are not expected. Staff also believe that the existing Provincial State of Emergency will continue to be extended until at least 70% of British Columbians are vaccinated.

Epidemiology of COVID-19

As COVID-19 is a virus that follows similar behaviours to other respiratory diseases, staff expect that similar to last year, the Province will experience a decline in cases over the warmer summer months followed by a moderate resurgence in the Fall. The extent of the resurgence is expected to be lower than the current resurgence due to completed and planned vaccinations.

In 2020, the number of confirmed cases fell beginning in May 2020, which also marked the start of Phase 2 of BC Restart Plan. While the Province has remained at Phase 2 since May 2020, a number of targeted restrictions including on group size, businesses allowed to operate and a ban on

religious gatherings have been introduced. Staff expect that as cases gradually decrease alongside warmer temperature, these restrictions will ease in the next 4-6 months.

Variant Strains

COVID-19 like all other viruses mutate. While the recent UK, South African and Brazilian variants have been identified as having significant mutations, there had already been many mutations that were already being tracked throughout 2020. It has been reported that COVID-19's rate of mutation is much slower than other known viruses and thus the new vaccines are expected to provide protections for known mutations to date. Over the next six months, it is probable that further mutations will be identified despite ramped up vaccination efforts. The identification of new variants will remain as one of the most significant threats to ending this pandemic and scientists have predicted that there is a likely chance that while vaccination efforts will be able to control the spread of COVID-19 and provide a level of protection, COVID-19 may not be eradicated.

Vaccination Efforts

Canada has secured an additional 20 million doses of the Pfizer vaccine on top of the existing commitments from both Pfizer and Moderna. It is expected that additional vaccines from Oxford Astrazeneca and Johnson and Johnson will be available in the upcoming months as well. While the Government of Canada has indicated that every Canadian who wishes to get a vaccine will have the opportunity to do so before September, there is some optimism that as vaccine availability and production increases, more supply can be made available to Canadians sooner.

Personal Protective Equipment Supplies

Personal Protective Equipment ("PPE") supplies are readily available, and most government and health agencies are able to source these items on the open market. Many of Surrey's PPE producers have been able to use this unique opportunity to remain in business throughout the pandemic and have begun to return to their normal day to day business. It is expected that PPE demand will gradually return to pre-Pandemic levels over the next 12 months however our local businesses will be able to pivot to making PPE as necessary on short notice if required.

At Risk Communities and Businesses

The pandemic has magnified existing pre-pandemic socio-economic challenges within our communities. Lower income and multigenerational households will continue to be at the highest risk of COVID-19 and its economic impact. In recent survey of Surrey-based businesses, it has been reported that while most have seen significant revenue declines, federal assistance programs, and the avoidance of a full scale lockdown has allowed businesses to survive and massive closures in the short to mid-term are unlikely. The majority of businesses surveyed by staff have also indicated they have sufficient cash flow to continue operating until at least the end of 2021 if the pandemic continues to persist. Home-based businesses are also expected to increase as individuals identify entrepreneurial means to identify new sources of income while working from home.

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, facilities and services are continuing to remain open, but following the latest order by the Provincial Health Officer, some services have been temporarily postponed.

Parks, Recreation & Culture Facilities

The City initiated a phased reopening of parks, recreation and culture facilities across the City for pre-registered programs starting in May 2020. The following chart reflects the status of facilities reopened to date:

Facility Type	Number of Facilities Opened	Number of Facilities Closed	% of Regular Program Offering at Opened Facilities
<i>Recreation Centre</i>	10	3	20%
<i>Preschool</i>	20	6	20%
<i>Before & After School Care</i>	6	5	20%
<i>Arena (sheets of ice)</i>	8	1	20%
<i>Pools</i>	1	4	20%
<i>Culture</i>	3	2	50%

Program spaces and capacities are based on the required two-metre physical distancing for static activities and three to four metre distancing for more active programming. Schedules also consider enhanced cleaning and disinfecting requirements to ensure adequate cleaning between each session. Staff are working closely with Fraser Health and other authorities on additional approval processes to continue to resume services and reopen facilities in a safe manner. At this time, masks are expected to be worn in all Civic facilities, except when exercising.

The City continues to monitor changes in demand and facility usage to inform its decision on how to adjust level and type of services offered and to align with Public Health Orders ("PHO"). This continues the well-founded nature of the City's reopening strategy and highlights the need to closely monitor actual demand once facilities reopen.

Public Health Order Updates

On November 7, 2020, a PHO announced, group indoor physical activities such as spin, yoga aquatic, gymnasium sport play and other fitness classes, remain suspended until further notice to help reduce the spread of COVID-19.

On November 23, 2020, a PHO announced that sport games, competitions and practices can continue with no spectators and no travel for teams outside of their community. Travel to, from and between communities for team athletic activities is prohibited. Sport Associations must follow viaSport's Return to Sport Phase 3 guidance with the exception of no spectators or travel at this time. Revised guidance is expected to be released soon.

On December 2, 2020, a PHO announced that in addition to the suspensions included in the November 7, 2020 PHO update, all indoor and outdoor sports for people 19 years of age and older be suspended. All organized indoor and outdoor sports for people under 19 years of age must follow viaSport's Return to Sport Phase 2 guidance with respect to maintaining an expanded 3m physical distance for participants. This means games, tournaments and competitions are suspended for teams and no spectators are allowed at any sport activities. The only people allowed to attend sport activities are those that provide care to a participant or player (for example, providing first aid).

On Dec. 14, 2020, the Province released new Public Health Guidelines for Group Low Intensity Exercise. These guidelines have been used to update facility safety plans and ensure that programs can resume safely in January, meeting all PHO requirements.

On December 24, 2020, the Province released updates for the Gatherings and Events Order. These adjustments will inform further updating of facility safety plans and ensure that programs continue to meet all PHO requirements.

On January 7, 2021, the Province announced extension to the current PHO related to Gatherings and Events until at least February 5, 2021. This extension impacts the reintroduction of some programs and services due to event restrictions. This extension also updated the age for which all indoor and outdoor sports are suspended to 22 years and older.

Recreation Programs & Services

The program utilization for the period of December 27, 2020 to January 2, 2021 is summarized below:

Period	Fitness			Aquatics		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
January 10, 2021 to January 16, 2021	4,955	6,518	76%	861	936	92%
January 3, 2021 to January 9, 2020	4,282	5,699	75%	732	792	92%
Since Reopening	75,365	124,693	60%	11,012	13,500	82%

Period	Arenas					
	Skating Lessons			Drop-in Skate		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
January 10, 2021 to January 16, 2021	N/A	N/A	N/A	N/A	N/A	N/A
January 3, 2021 to January 9, 2020	N/A	N/A	N/A	N/A	N/A	N/A
Since Reopening	287	305	94%	363	540	67%

Period	Preschool & Before and Afterschool Care					
	Preschool			Before & After Care		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
January 10, 2021 to January 16, 2021	347	346	100%	N/A	N/A	N/A
January 3, 2021 to January 9, 2020	281	293	96%	N/A	N/A	N/A
Since Reopening	4,329	4,863	89%	11,738	21,387	55%

Arena Sport User Groups

The City currently has eight of its nine sheets of ice activated at the following facilities: North Surrey Sport & Ice Complex, South Surrey Arena, Cloverdale Arena and Surrey Sport & Ice Complex. Arena rentals resumed on November 1, 2020. Utilization summary is as follows:

Period	Total Booked Hours	Total Hours Available	Fill %
January 10, 2021 to January 16, 2021	332	354	94%
January 3, 2021 to January 9, 2020	263	286	92%
Since Reopening	3,025.50	3249	93%

Arena rental increase noticed for this period is due to re-start up of association events following the holiday break. Operations will continue until mid-March. Dry floor season will start in the first week of April at Cloverdale Arena and North Surrey Sport & Ice Complex 1,2,3 to accommodate dry floor sports (lacrosse and ball hockey).

Aquatic Sport User Groups

Surrey Sport and Leisure Complex Aquatics re-opened on October 13, 2020 with COVID-19 safety protocols in place to protect staff and users. Safety planning was completed with guidance from the BC & Yukon Lifesaving Society, Fraser Health and the British Columbia Recreation and Parks Association. The facility is serving a broad range of users including lane swimming, public swimming and aquatic sport rentals. Since opening, the facility has safely served more than 14,000 public users and provides a home for the City’s aquatic sport teams to continue with athlete development. It is anticipated that the Grandview Heights Aquatic Centre will open in February 2021, contingent on COVID-19 cases and any Public Health Orders.

Period	Hours Booked	Total Hours Available	Fill %
January 10, 2021 to January 16, 2021	686	797	86.1%
January 3, 2021 to January 9, 2020	629	722	87.1
Since Reopening	8,629	10,283	83.9%

A slight decrease in participation is due to an increase in total available hours during the period of January 10 until 16.

Future Facility Reopening

Staff continue to plan for the safe reopening of the Grandview Heights Aquatic Centre (“GHAC”) in February 2021. Planned reopening dates are contingent on the directions of the Provincial Health Officer and the emerging COVID-19 case counts in the community. The facility will have a staggered opening, initially opening for aquatic sport clubs and weight room use, with public aquatic programming beginning at a later date.

New Facility Opening

Staff continue to plan for a phased opening of the new, Clayton Community Centre starting in February 2021. This opening date is contingent on COVID-19 cases and any changes in PHO's. The Clayton Community Centre's recreation area will open with limited programming beginning with registered weight room reservations, followed by fitness classes and select gym sport activities. A limited Spring Break offering for children in March is being planned to support families in the Clayton Heights Community. Future phases of the facility opening include the introduction of Library services and Arts and Culture programming and are planned to be introduced in February and March.

Future Forecast

Should the conditions of the COVID-19 pandemic stay consistent, the City will continue to offer a conservative level of programs and services at the same level responsive to any new or change to PHO restrictions. Summarized below are the planned programs and services assuming that conditions stay consistent.

The City will continue to utilize the Park Ambassador Program to monitor and respond to individuals and groups in parks to ensure continued compliance of any COVID-19 restrictions in place.

The City will plan to open Darts Hill and the Glades Feature Gardens on a reduced capacity in accordance with any PHO restrictions. Park Partnerships programs including Park Play and activities such as Sounds of Summer will be placed on hold.

The City will host its first online tree sale in 2021 on March 14. A second online tree sale is planned for later in the spring (late April or early May).

The City will offer limited spring break day camps for preschoolers and children in select locations throughout the City to allow for ease of access for families. Camp participants will primarily spend their time outdoors but will have an indoor space to utilize in the event of inclement weather.

Summer Day camps for preschoolers and children will continue to be planned for July and August. Depending on a number of factors, camps will be offered at a level between 10-30% of the usual number of camps offered. Camps will be offered primarily outdoors but will have an indoor space to utilize in the event of inclement weather.

Weight Rooms will continue to offer registered drop-in fitness sessions throughout the spring and summer. Outdoor fitness programming is planned to be re-introduced as weather permits into the Spring and Summer compliant with current COVID-19 restrictions for low intensity fitness. Programs will ensure enhanced physical distancing with limited equipment needs.

In compliance with any PHO restrictions, the City will reintroduce Singles Badminton and Pickleball registered drop-in programs. The City may also explore the re-introduction of some family gym sports programs dependent on case number counts and compliance with current restrictions. Adult non-gym programs will continue to be suspended.

The City will continue ongoing development and expansion of online opportunities for youth, fitness, and seniors’ programs. Seniors services will continue with individualized telephone calls to seniors in response to issues of isolation.

The table below summarizes how programs and service may change should conditions improve or deteriorate:

Service	Situation Remains Consistent	Situation Improves	Situation Deteriorates
Park Ambassador Program	Maintain	Maintain	Maintain
Darts Hill and the Glades Feature Gardens	Reopen	Reopen	Does not open
Online Tree Sale (March 14, 2020 and late spring)	Maintain	Maintain	Maintain
Licensed Preschool	Reduced Offerings	Expanded Offerings	Reduced Offerings
Spring and Summer Day Camps	Reduced Offerings (10-30%)	Expanded Offerings (30 - 50%)	Limited Offerings (5 - 10%)
Weight Rooms	Registered drop-in fitness sessions	Registered drop-in fitness sessions	Limited to no Offerings
Low intensity Group Fitness Classes (indoor/outdoor)	No Offerings	Limited Offerings (30 to 50%)	No Offerings

Service	Situation Remains Consistent	Situation Improves	Situation Deteriorates
Gym Sports (Badminton, Pickleball, Family Sports)	No Offerings	Limited Offerings	No Offerings
Stewardship Events in Parks (e.g. Park Play and Sounds of Summer)	No Offerings	Limited Offerings	No Offerings
Seniors Outreach	Increase Outreach	Maintain Outreach	Increase Outreach
Online Programming	Maintain Offerings	Reduce Offerings	Expanded Offerings
Facilities	Maintain Facilities Opened	Potential for Re-opening Facilities	Potential for Re-closure of Facilities

What exactly the City may be able to offer at any given time will be subject to the PHOs in place at that time.

Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period of September 9 through December 31, 2020:

Service	Number of Facilities Opened	Number of Facilities Closed	% of Service offered at Opened Facilities	Daily Checkouts with Reduced Service Hours	Daily Checkouts as a Percentage of Pre-pandemic checkouts
Libraries	8	1 ¹	60%	6,909	73%

1. *The Port Kells branch is not open for public access but offers holds -pick up and takeout service.*

Service	Number of Facilities Opened	Number of Facilities Closed	% of Service offered at Opened Facilities	Daily Visits with Reduced Service Hours	Daily Visits as a Percentage of Pre-pandemic visits
Libraries	8	1 ¹	60%	2,409	33%

1. *The Port Kells branch is not open for public access but offers holds -pick up and takeout service.*

Preparations for introducing Library services at Clayton Community Centre are underway. 85% of library employees have been recalled (211 out of 248 staff). 37 staff, primarily auxiliaries, remain on temporary lay-off, and will be rehired as services are increased.

City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo, and Strawberry Hill branches continue to operate at 60% of the pre-pandemic service hours. Services available continue to include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance. Branches are employing safety measures including reduced occupancy limits to aid physical distancing, hand sanitizer for the public, directional arrows, plexiglass barriers on service desks, and increased cleaning of high-touch areas. Visitors are required to wear masks and to keep visits to less than 1 hour.

Creative Bug is a new online database now available on our website, with thousands of award-winning art & craft video classes taught by recognized design experts and artists.

Virtual programs have continued to do well, with 201 programs held for 3031 attendees, for the period September 1-January 15. Recent programs included English Conversation Circles, New Parents Meetup, virtual outreach sessions to Options, DIVERSEcity and Alex House, Facebook Live Storytime, Teen Library Council (TLC) meeting, Literature Club for Seniors, and Family History one-on-one orientation appointments at the Cloverdale branch. The library averages about 500 new views per week on YouTube programs.

Surrey Fire Service (“SFS”) Response

From December 20, 2020 to January 18, 2021, SFS responded to an average of 78 incidents per day, as illustrated in Appendix “IV”. Since September 15, 2020 BC Emergency Health Services have returned some additional medical incident types to pre-COVID dispatch protocols. As a result, SFS attendance at medical incidents has increased to 92% compared to the same period last year.

Since the return to additional medical incidents, the SFS response to overdose incidents has increased by 27%. This has equated to a 75% increase in the delivery of life saving Naloxone to overdose patients by fire first responders. This response change is having a positive impact on the priority population who experience opioid use disorder and overdose.

Surrey RCMP Response

As of January 18, 2021, the Surrey RCMP received an average of 511 calls for service per day and dispatched members to an average of 373 incidents per day over the past 30-days, as illustrated in Appendix “V”. Surrey RCMP calls for service remains fairly consistent (1.4% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (2.5% increase in average number of dispatched members). In terms of a dispatch rate, last year during this study period (November 1 to November 30) police dispatched members to 70% of total calls; this year members were dispatched to 73% of the total calls received.

Logistics

From the start, to ensure that the City, including the SFS, has adequate cleaning equipment and 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 January 20, 2021, and how this inventory has changed since January 6, 2021, is attached as Appendix “VI”.

With a pending delivery of 60,000 gloves, the City has a sufficient supply of all PPE to last for the next 180 days.

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 RTO plan was developed based on the following key principles:

- Compliance with all Provincial Health Orders;
- Health and Safety;
- Work efficiency;
- Promoting a gradual return to normal business operations; and
- Flexibility to make alternate work arrangements, as needed.

Following the directions announced by the Provincial Health Officer on November 7, 2020 the EOC introduced screening of all staff using a COVID-19 symptom check list. Staff are required to

complete a short online self-screening form prior to entering their workplace each day. Staff that answer yes to any of the questions on the self-screening form will be advised that they are not to enter their workplace and that they will be contacted by their Manager with further directions. While the original goal of the RTO Plan was to have approximately of 60% staff working on a rotating basis in their respective facility at any given time, given the increase in cases in the general population, the EOC has maintain a goal of approximately 40% since December 2020.

Current Staffing Levels

The EOC continues to monitor staffing levels at all civic facilities and is prepared to adjust staffing levels (i.e., the number of staff working at facility) if the need arises due to a COVID-19 outbreak in a facility or in the event of a public health order impacting civic facility operation. As of January 19, 2021, there are currently 4 active cases amongst staff. There has been a total 55 confirmed cases amongst the approximately 2,200 active City staff and 900 active Surrey RCMP staff since the start of the pandemic for a total infection rate of 1.8% which is slightly lower than the infection rate of 2.1% in the Fraser Health Authority as of January 19, 2021. The RTO plan and safe work protocols in place have been effective to date in preventing COVID-19 transmission between staff.

Support for Priority Populations (experiencing housing instability)

The EOC has worked with BC Housing and the Fraser Health Authority to open the North Surrey Recreation Centre (“NSRC”) as an Emergency Response Centre (“ERC”) to prevent the spread of COVID-19 among people experiencing housing instability during the pandemic. The EOC has also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently there are a total of 69 guests in the ERC. The services provided by Fraser Health at the ERC including COVID-19 testing and wrap-around health care services, opioid agonist treatment and a managed alcohol program. BC Housing will continue to fund Surrey Urban Mission to ensure the ERC can serve Surrey’s priority population.

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, the Canadian Inn at 6528 King George Boulevard. Over the past week, 45 individuals were being accommodated in the two motels.

COVID-19 Compliance and Enforcement Team

On March 26, 2020 the Surrey RCMP and the City of Surrey Bylaw Services Division established a joint COVID-19 Compliance & Enforcement Team (“CCET”). The CCET’s mandate is 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 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).

While compliance rates were beyond 90% during Phase II, when the BC government advanced to Phase III this past summer, compliance rates initially dropped to 74% in August. Through education and working with the community to gain voluntary compliance, there was a significant increase in compliance in September climbing back to 91%. However, compliance dropped down to 80% in October compared to September. In November compliance increased to 85%. Through the increased safety protocols imposed by the Public Health Officer in November and December 2020 and through continuous inspection and education provided by the CCET, compliance rates increased to 90% for the month of December 2020. So far for the month of January 2021, compliance amongst surrey businesses is 91%, while overall compliance across the City including open spaces and private residences is at 89%.

It is important to note that compliance inspections as reflected above relate to both the provincial PHO requirements as well as Worksafe BC and Fraser Health requirements. Only contraventions to a PHO may result in fines and, as per the province, only municipal police officers or health officers are permitted to issue fines. Municipal bylaw enforcement officers across the province are precluded from issuing fines.

When a business is found to be non-compliant, CCET members discuss the educational information and requirements (previously provided to these businesses) directly with the establishment owners and/or management to ensure the information is well understood. All businesses, residences and persons not complying to a PHO may be subject to fines. To this end, The CCET has issued approximately 34 fines since late August: 27 fines issued to businesses, 5 fines issued to private residences; and 2 fines issued to individuals.

Supporting and Informing Residents

The City's COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with approximately 204,000 pageviews as of January 4, 2021 since it was launched, with approximately 3,500 pageviews occurring over the last two weeks. The information on these webpages is updated frequently, and includes important news & updates, COVID-19 community safety tips, services status updates, facility closure and opening notices, online service opportunities, business resources and community resources.

The City's social media accounts including Facebook, Twitter and Instagram are also a valued source of information for residents and businesses. Over the past two weeks, the City has used these platforms as part of a renewed effort to encourage residents to follow current regulations and restrictions, report violations and get tested if they are feeling unwell. Through these platforms, the City reached approximately 215,000 users over the last week.

As of October 6, 2020 a website page (<https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>) has been added to advise the community of exposures events within Surrey's civic facilities which includes City Hall, arenas, recreation facilities, cultural facilities, aquatic centres and libraries. This information ensures transparency so that residents may take appropriate and timely action if necessary. While this information is being provided, Fraser Health will continue to contact residents that have tested positive or have been in close contact with a confirmed case. Residents are not required to take any action unless

they have been contacted by Fraser Health or have developed symptoms of COVID-19. Notifications are removed after the 14-day incubation period has passed from date of exposure and the risk of transmission has passed.

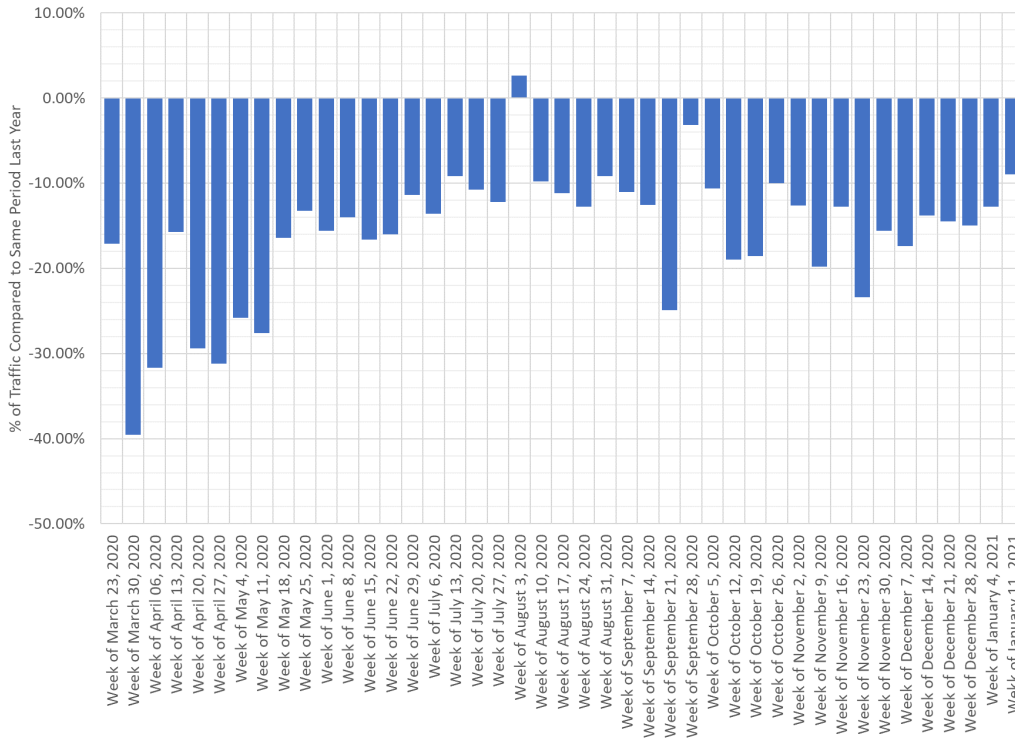
Supporting and Informing Businesses

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, 14 calls have taken place. The next scheduled call is Friday, January 29, 2021. 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.

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 "VII". As illustrated below, the average traffic volumes since mid-May is approximately 13.3% below traffic volumes over the same period last year.



Monitoring of pedestrian and cycling use in City Centre reveals that from January 2, 2021 to January 15, 2021, pedestrian activity travelling by foot was 83% below 2020 volumes, and the number of cyclists was 31% above 2020 volumes.

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

EOC Activity Plan

Surrey’s EOC engaged in mitigating the impacts of COVID-19 and forecasting what future impacts may be in alignment with the City’s 10-Point Action Plan. As a result of the second wave of COVID-19 the EOC is continuing to meet no less than two times per week.

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

The COVID-19 pandemic is experiencing a global resurgence and British Columbia is now experiencing a second wave. The EOC is applying and continuously updating Surrey's Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic and its resurgence.

The Plan is ensuring that the City stays as safe as possible from COVID-19 while minimizing its financial impacts, ensuring that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Health Officer, that a decision matrix is utilized to inform the reopening and operation of civic facilities and services, and that key data indicators help inform forecasting and the scaling up or down of services and programming to respond to changes in demand, changes to the COVID-19 pandemic, its resurgence and the Province's reopening plans.

Vincent Lalonde, ICD.D, P.Eng.
City Manager

JA/

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Appendix "I" – Corporate Report R005; 2021 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 16 – January 25, 2021

Appendix "III" – COVID-19 Global Monitor Report – Week of January 18, 2021

Appendix "IV" – Surrey Fire Service – Incident Responses – December 20, 2020 to January 18, 2021

Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –
December 20, 2020 to January 18, 2021

Appendix "VI" – EOC Critical Supplies Inventory – January 20, 2021

Appendix "VII" – Traffic volumes along major corridors – March 23, 2020 to January 15, 2021



CORPORATE REPORT

NO: R005

COUNCIL DATE: Jan 11 2021

REGULAR COUNCIL

TO: Mayor & Council

DATE: January 6, 2021

FROM: City Manager

FILE: 7130-16

SUBJECT: COVID-19: Emergency Operations Centre Update

RECOMMENDATION

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

INTENT

The purpose of this report is to provide Council a status update of various actions taken in response to COVID-19 since the last Corporate Report which was provided to Council at the December 21, 2020 Regular Council Public Hearing meeting (a copy of Corporate Report No. R192; 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 R176; 2020 the EOC has completed the following actions:

- Continued advance planning scenarios to increase preparedness, and understand risks and impacts to the City during the second wave of COVID-19 (that regresses British Columbia back to Phase II or Phase I) through trends and experiences in Ontario and Quebec;
- Continued outreach by the COVID Compliance & Enforcement Team to ensure that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Health Officer;
- Continued the suspension of some programming at some facilities following the directions announced by the Provincial Health Officer on December 2, 2020;
- Continued screening of staff entering the workplace with a daily health check that they must complete remotely before arriving at the workplace, following the directions announced by the Provincial Health Officer on November 7, 2020 that requires all businesses and worksites to conduct active daily in-person screening of all onsite workers using a COVID-19 symptom check list;

- Continued an advanced review of available data in an effort to identify new actions that the City could undertake with the Fraser Health Authority to help reduce the spread of COVID-19 in the City;
- Expanded our social media efforts to remind residents and business for the need adhere to public health measures and good practices in light of the resurgence and second wave; and
- Continued the second phase of the EOC After Action Review focusing on the establishment of essential and critical services (March 17, 2020 to mid-May 2020).

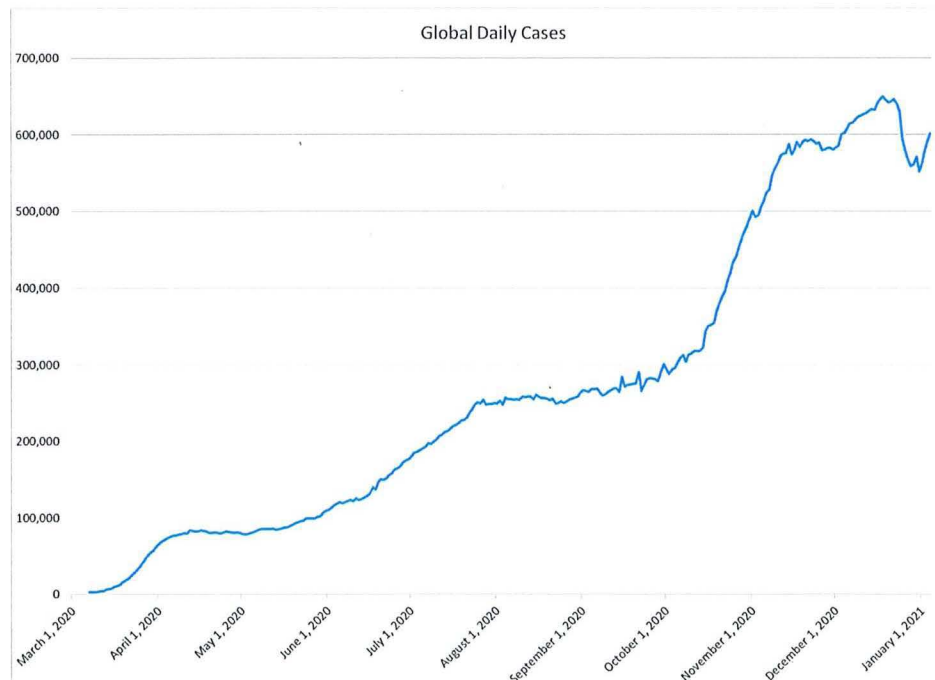
DISCUSSION

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

- Global COVID-19 cases continue to rise, with 86.5 million cases as of January 5, 2021. This represents a somber 12.9% increase (12.9 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 daily rate of global COVID-19 cases continues to rise as illustrated below;



- There is one country with over 20 million infections reported (United States), one country with over 10 million infections reported (India), one country with over 5 million infections reported (Brazil) and 15 countries with over 1 million infections reported (Russia, United Kingdom, France, Turkey, Italy, Spain, Germany, Columbia, Argentina, Mexico, Poland, Iran, South Africa, Ukraine and Peru). The infections in these 14 countries account for 77.4% of total infections reported;

United States

- Since the last update provided to Council, the United States has reported at least 200,000 new infections each day. One state (California) is now reporting over 2 million infections and three states (Texas, Florida and New York) are now reporting over 1 million infections. Washington state has reported over 258,000 96-infections and has reported over 1,000 new infections each day since November 4, 2020;

Canada

- As of January 5, 2021, Canada has had approximately 623,000 cases. This represents a 29.8% increase (143,000 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;

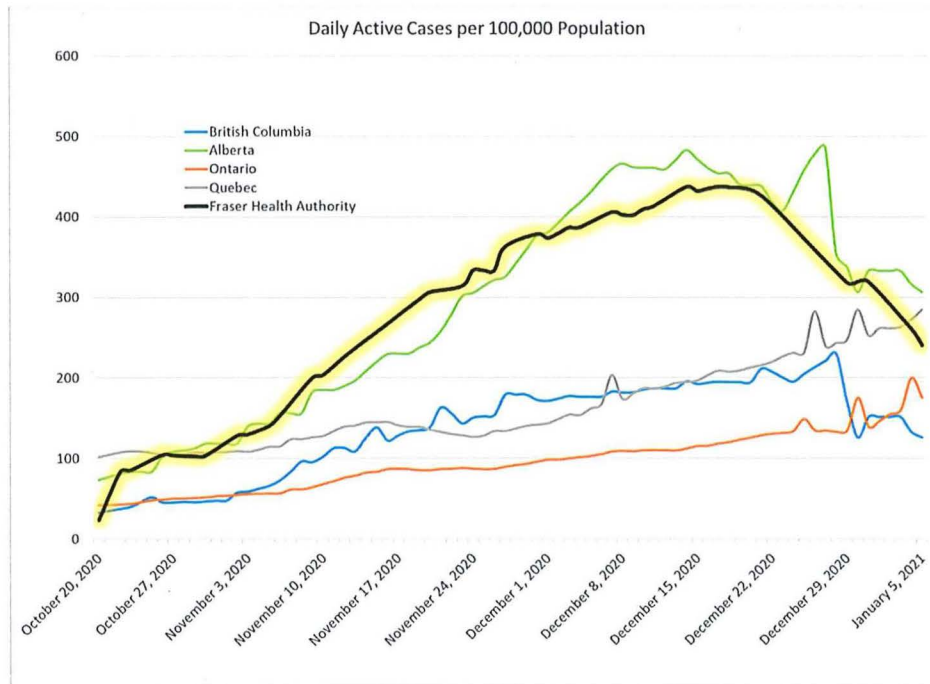
British Columbia, Fraser Health Authority and Surrey

- As of December 31, 2020, Surrey and White Rock, the latest date of information by community, there were 17,240 confirmed cases in Surrey and White Rock. As of December 31, 2020, there were 43,432 confirmed cases in the lower mainland, meaning that Surrey and White Rock account for a disproportionate number of cases being reported (39.7%);
- As of January 6, 2021, no school in Surrey is reporting a recent COVID-19 exposure event; As of January 5, 2021, BC has had 54,629 confirmed cases. This represents a 25.7% increase (11,166 cases) in infections reported as compared to the number of infections at the time of the last COVID-19: Emergency Operations Centre Update;
- Of the 54,629 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (34,442 or 63.0%) and a disproportionate number of new cases being reported. Of the cases in the Fraser Health region, 220 are hospitalized, 28,588 have recovered and 538 have died; and
- The Province started vaccinations on December 15, 2020. As of January 5, 2021, 28,209 people have received a COVID-19 vaccination in British Columbia.

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.

Second Wave

A second wave of COVID-19 cases is currently being experienced in the Fraser Health Authority, throughout British Columbia, across Canada and in many countries in the world. Possible reasons for this second wave 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 one’s social interactions with others (i.e., increasing their “bubble”), more discretionary trips (e.g., to bars and restaurants) and expanding tourism opportunities.



In response to the increasing number of cases, the Provincial Health Officer on November 7, 2020 issued an order that:

- Limits social interactions to those only within the immediate household;
- Suspends various indoor activities including spin classes, yoga, group fitness, dance classes and any other indoor activity that increases respiratory rate;
- Suspends all indoor sports where physical distancing cannot be maintained such as boxing, martial arts, hockey and volleyball;
- Requires that all workplaces must ensure that all workers and customers maintain appropriate physical distance and wear masks when appropriate;
- Requires that all businesses and worksites must conduct active daily in-person screening of all onsite workers using the COVID-19 symptom check list; and
- Suspends the operation of Party-buses and group limousines.

The initial order encompassed the Fraser Health Authority and Vancouver Coastal Health Authority regions. On December 15, 2020 the Provincial Health Officer extended the order through to January 8, 2021. On January 7, 2021 the Provincial Health Officer extended the order through to February 5, 2021.

On November 24, 2020, the Minister of Public Safety and Solicitor General issued a Ministerial Order requiring the use of face coverings in indoor public spaces (with some exemptions). Individuals who do not comply with the Ministerial Order may be subject to fines.

On December 2, 2020, the Provincial Health Officer issued an order that:

- Suspends all indoor and outdoor adult team sports including basketball, cheerleading, combat sports, floor hockey, floor ringette, road hockey, ice hockey, ringette, martial arts, netball, skating, soccer, curling, volleyball, indoor bowling, lawn bowling, lacrosse, hockey, ultimate, rugby, football, baseball and softball;
- Suspends games, tournaments and competitions for all youth indoor and outdoor sports; and
- Suspends various in-person events and community-based gatherings including galas, musical or theatre performances, seasonal activities (including indoor and outdoor holiday events), silent auctions, movie viewings in cinemas and outdoor skating events. Weddings, funerals, baptisms, support group meetings and business meetings may continue subject to the requirements outlined in the order.

On December 16, 2020 the Province expanded enforcement and workplace safety measures by authorizing investigators, conservation officers, community safety unit inspectors, and liquor and cannabis inspectors to actively support police and increase COVID-19 enforcement during their normal course of duties or when in public places.

The EOC continues to monitor and respond to the 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, facilities and services are continuing to remain open, but following the latest order by the Provincial Health Officer, some services have been temporarily postponed.

Parks, Recreation & Culture Facilities

The City initiated a phased reopening of parks, recreation and culture facilities across the City for pre-registered programs starting in May 2020. The following chart reflects the status of facilities reopened to date:

Facility Type	Number of Facilities Opened	Number of Facilities Closed	% of Regular Program Offering at Opened Facilities
<i>Recreation Centre</i>	10	3	20%
<i>Preschool</i>	20	6	20%
<i>Before & After School Care</i>	6	5	20%
<i>Arena (sheets of ice)</i>	8	9	20%
<i>Pools</i>	1	4	20%
<i>Culture</i>	3	2	50%

Program spaces and capacities are based on the required two-metre physical distancing for static activities and three to four metre distancing for more active programming. Schedules also consider enhanced cleaning and disinfecting requirements to ensure adequate cleaning between each session. Staff are working closely with Fraser Health and other authorities on additional approval processes to continue to resume services and reopen facilities in a safe manner. At this time, masks are expected to be worn in all Civic facilities, except when exercising.

The City continues to monitor changes in demand and facility usage to inform its decision on how to adjust level and type of services offered and to align with Public Health Orders (“PHO”). This continues the well-founded nature of the City’s reopening strategy and highlights the need to closely monitor actual demand once facilities reopen.

Public Health Order Updates

On November 7, 2020, a PHO announced, group indoor physical activities such as spin, yoga aquatic, gymnasium sport play and other fitness classes, remain suspended until further notice to help reduce the spread of COVID-19.

On November 23, 2020, a PHO announced that sport games, competitions and practices can continue with no spectators and no travel for teams outside of their community. Travel to, from and between communities for team athletic activities is prohibited. Sport Associations must follow viaSport’s Return to Sport Phase 3 guidance with the exception of no spectators or travel at this time. Revised guidance is expected to be released soon.

On December 2, 2020, a PHO announced that in addition to the suspensions included in the November 7, 2020 PHO update, all indoor and outdoor sports for people 19 years of age and older

be suspended. All organized indoor and outdoor sports for people under 19 years of age must follow viaSport's Return to Sport Phase 2 guidance with respect to maintaining an expanded 3m physical distance for participants. This means games, tournaments and competitions are suspended for teams and no spectators are allowed at any sport activities. The only people allowed to attend sport activities are those that provide care to a participant or player (for example, providing first aid).

On December 14, 2020, the Province released new Public Health Guidelines for Group Low Intensity Exercise. These guidelines have been used to update facility safety plans and ensure that programs can resume safely in January, meeting all PHO requirements.

On December 24, 2020, the Province released updates for the Gatherings and Events Order. These adjustments will inform further updating of facility safety plans and ensure that programs continue to meet all PHO requirements.

On January 7, 2021, the Province announced extension to the current PHO related to Gatherings and Events. This extension impacts the reintroduction of some programs and services due to do event restrictions.

Recreation Programs & Services

The program utilization for the period of December 27, 2020 to January 2, 2021 is summarized below:

Period	Fitness			Aquatics		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
December 27, 2020 to January 2, 2021	615	654	94%	141	144	98%
December 20, 2020 to December 26, 2020	1,987	2,316	86%	374	424	88%
Since Reopening	65,382	111,586	59%	9,064	11,414	79%

Period	Arenas					
	Skating Lessons			Drop-in Skate		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
December 27, 2020 to January 2, 2021	N/A	N/A	N/A	N/A	N/A	N/A
December 20, 2020 to December 26, 2020	N/A	N/A	N/A	143	150	95%
Since Reopening	287	305	94%	363	540	67%

Period	Preschool & Before and Afterschool Care					
	Preschool			Before & After Care		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
December 27, 2020 to January 2, 2021	N/A	N/A	N/A	N/A	N/A	N/A
December 20, 2020 to December 26, 2020	N/A	N/A	N/A	N/A	N/A	N/A
Since Reopening	3,694	4,220	88%	9,986	18,677	53%

Arena Sport User Groups

The City currently has eight of its nine sheets of ice activated at the following facilities: North Surrey Sport & Ice Complex, South Surrey Arena, Cloverdale Arena and Surrey Sport & Ice Complex. Arena rentals resumed on November 1, 2020. Utilization summary is as follows:

Period	Total Booked Hours	Total Hours Available	Fill %
December 27, 2020 to January 2, 2021	53	62	86%
December 20, 2020 to December 26, 2020	69	85	92%
Since Reopening	2,440	2,610	93.5%

Arena rental decline noticed for this period is due to reduced association demand during the holiday break. It is anticipated that rental hours will return to typical usage by mid-January.

Aquatic Sport User Groups

Surrey Sport and Leisure Complex Aquatics re-opened on October 13, 2020 with COVID-19 safety protocols in place to protect staff and users. Safety planning was completed with guidance from the BC & Yukon Lifesaving Society, Fraser Health and the British Columbia Recreation and Parks Association. The facility is serving a broad range of users including lane swimming, public swimming and aquatic sport rentals. Since opening, the facility has safely served more than 14,000 public users and provides a home for the City’s aquatic sport teams to continue with athlete development.

Period	Hours Booked	Total Hours Available	Fill %
December 27, 2020 to January 2, 2021	276	376	73.4%
December 20, 2020 to December 26, 2020	319	360	88.6%
Since Reopening	7,314	8,764	83.5%

Aquatic rental decline noticed for this period is due to reduced demand from swim clubs over the holiday break. It is anticipated that rental hours will return to typical usage by mid-January.

Future Facility Reopening

The City continues to plan for the safe reopening of the Grandview Heights Aquatic Centre (“GHAC”) in early February 2021. Planned reopening dates are contingent on the directions of the PHO and the emerging COVID-19 case counts in the community. Once a reopening date is confirmed, the pool will have a staggered opening, initially opening for aquatic sport clubs and weight room use, with public aquatic programming beginning at a later date.

New Facility Opening

The City continues to plan for a phased opening of the new, Clayton Community Centre starting on January 25, 2021. This opening date is contingent on COVID-19 cases and any changes in PHO’s. The Clayton Community Centre’s recreation area will open with limited programming beginning with registered weight room reservations, followed by gentle fitness classes and select gym sport activities. A limited Spring Break offering for children in March is being planned to support families in the Clayton Heights Community.

Future phases of the facility opening include the introduction of Library services and Arts and Culture programming and are planned to be introduced in February and March.

Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period of September 9 through December 31, 2020:

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Service offered at Opened Facilities</i>	<i>Daily Checkouts with Reduced Service Hours</i>	<i>Daily Checkouts as a Percentage of Pre-pandemic checkouts</i>
Libraries	8	1 ¹	60%	6,849	72%

1. *The Port Kells branch is not open for public access but offers holds -pick up and takeout service.*

<i>Service</i>	<i>Number of Facilities Opened</i>	<i>Number of Facilities Closed</i>	<i>% of Service offered at Opened Facilities</i>	<i>Daily Visits with Reduced Service Hours</i>	<i>Daily Visits as a Percentage of Pre-pandemic visits</i>
Libraries	8	1 ¹	60%	2,387	33%

1. *The Port Kells branch is not open for public access but offers holds -pick up and takeout service.*

Preparations for introducing Library services at Clayton Community Centre are underway. 92% of library employees have been recalled (234 out of 252 staff). 18 staff, primarily auxiliaries, remain on temporary lay-off, and will be rehired as services are increased.

City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo, and Strawberry Hill branches are operating at 60% of the pre-pandemic service hours. Services available include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance. Branches are reopened with safety measures including reduced occupancy limits to aid physical distancing, hand sanitizer for the public, directional arrows, plexiglass barriers on service desks, and increased cleaning of high-touch areas. Visitors are required to wear masks and to keep visits to less than 1 hour.

Virtual programs have continued to do well, with 181 programs held for 2,765 attendees, for the period September 1-December 31, 2020. Recent programs included an Online Teen Book Review session, a Holiday Virtual Storytime for families in partnership with Options and Camp Alexandra; and Literature Club for Seniors in partnership with the Seniors Come Share Society (over the phone); and Family History resources orientation appointments at the Cloverdale Library. The library averages about 500 new views per week on YouTube programs.

Surrey Fire Service (“SFS”) Response

From December 6, 2020 to January 4, 2021, SFS responded to an average of 82 incidents per day, as illustrated in Appendix “IV”. Since September 15, 2020 BC Emergency Health Services have returned some additional medical incident types to pre-COVID dispatch protocols. As a result, SFS attendance at medical incidents has increased to 94% compared to the same period last year.

Since the return to additional medical incidents, the SFS response to overdose incidents has increased by 25%. This has equated to a 75% increase in the delivery of life saving Naloxone to overdose patients by fire first responders. This response change is having a positive impact on the priority population who experience opioid use disorder and overdose.

Surrey RCMP Response

As of January 4, 2021, the Surrey RCMP received an average of 533 calls for service per day and dispatched members to an average of 378 incidents per day over the past 30-days, as illustrated in Appendix “V”. Surrey RCMP calls for service remains fairly consistent (4.9% decrease in average daily calls) as compared to the same period last year as does the number of calls the police dispatched members to (0.6% decrease in average number of dispatched members). In terms of a dispatch rate, last year during this study period (November 1 to November 30) police dispatched members to 71% 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 January 5, 2021, and how this inventory has changed since December 16, 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 RTO plan was developed based on the following key principles:

- Compliance with all Provincial Health Orders;
- Health and Safety;
- Work efficiency;
- Promoting a gradual return to normal business operations; and
- Flexibility to make alternate work arrangements, as needed.

Following the directions announced by the Provincial Health Officer on November 7, 2020 the EOC introduced screening of all staff using a COVID-19 symptom check list. Staff are required to complete a short online self-screening form prior to entering their workplace each day. Staff that answer yes to any of the questions on the self-screening form will be advised that they are not to enter their workplace and that they will be contacted by their Manager with further directions. While the original goal of the RTO Plan was to have approximately of 60% staff working on a rotating basis in their respective facility at any given time, given the increase in cases in the general population, the EOC has reduced the goal to approximately 40%.

Current Staffing Levels

The EOC continues to monitor staffing levels at all civic facilities and is prepared to adjust staffing levels (i.e., the number of staff working at facility) if the need arises due to a COVID-19 outbreak in a facility or in the event of a public health order impacting civic facility operation. As of January 5, 2021, there are currently 5 active cases amongst staff. There has been a total 51 confirmed cases amongst the approximately 2,200 active City staff and 900 active Surrey RCMP staff since the start of the pandemic for a total infection rate of 1.6% which is slightly higher than the infection rate of 1.5% in the Fraser Health Authority as of January 5, 2021. The RTO plan and safe work protocols in place have been effective to date in preventing COVID-19 transmission between staff.

Support for Priority Populations (experiencing housing instability)

The EOC has worked with BC Housing and the Fraser Health Authority to open the North Surrey Recreation Centre ("NSRC") as an Emergency Response Centre ("ERC") to prevent the spread of COVID-19 among people experiencing housing instability during the pandemic.

To provide more permanent shelter for people who had been served at the ERC, in the summer of 2020 the former site of the Surrey Food Bank located at 10732 - 135A Street was leased to provide 24/7 shelter spaces (the "Olive Branch Shelter"). Operated by Surrey Urban Mission, the 46 shelter beds at this location continue to be occupied. The services provided by Fraser Health at

the ERC including COVID-19 testing and wrap-around health care services, opioid agonist treatment and a managed alcohol program, are also being offered on-site to guests at the Olive Branch Shelter. To further support these services at the Olive Branch and the ERC, Fraser Health has added three additional positions (a nurse, a social worker and a coordinator).

Over the past month, the EOC has worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently there are a total of 62 guests in the ERC.

BC Housing will continue to fund Surrey Urban Mission to ensure the ERC can serve Surrey's priority population.

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, the Canadian Inn at 6528 King George Boulevard. Over the past week, approximately 46 individuals were being accommodated in the two motels.

COVID-19 Compliance and Enforcement Team

On March 26, 2020 the Surrey RCMP and the City of Surrey Bylaw Services Division established a joint COVID-19 Compliance & Enforcement Team ("CCET"). The CCET's mandate is 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 PHO.

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).

While compliance rates were beyond 90% during Phase II, when the BC government advanced to Phase III this past summer, compliance rates initially dropped to 74% in August 2020. Through education and working with the community to gain voluntary compliance, there was a significant increase in compliance in September 2020 climbing back to 91%. However, compliance dropped down to 80% in October 2020 compared to September 2020. In November 2020 compliance increased to 85%. Through the increased safety protocols imposed by the Public Health Officer in November 2020 and December 2020 and through continuous inspection and education provided by the CCET, compliance rates increased to 90% for the month of December. To ensure that compliance rates continue to improve, the CCET will be focusing on specific business types and geographic areas within the City where compliance levels have been low.

When a business is found to be non-compliant, CCET members discuss the educational information and requirements (previously provided to these businesses) directly with the establishment owners and/or management to ensure the information is well understood. Businesses, residences and persons not complying to the Public health Order may be subject to

fines. To this end, The CCET has issued approximately 31 fines since late August 2020: 24 fines issued to businesses, 5 fines issued to private residences; and 2 fines issued to individuals.

Supporting and Informing Residents

The City's COVID-19 webpage, www.surrey.ca/COVID-19, has been a valued source of information for residents and businesses with approximately 200,491 pageviews as of January 4, 2021 since it was launched, with approximately 5,000 pageviews occurring over the last two weeks. The information on these webpages is updated frequently, and includes important news & updates, COVID-19 community safety tips, services status updates, facility closure and opening notices, online service opportunities, business resources and community resources.

The City's social media accounts including Facebook, Twitter and Instagram are also a valued source of information for residents and businesses. Over the past three weeks, the City has used these platforms as part of a renewed effort to encourage residents to follow current regulations and restrictions, report violations and get tested if they are feeling unwell. Through these platforms, the City reached approximately 200,000 users over the last week.

As of October 6, 2020 a website page (<https://www.surrey.ca/about-surrey/coronavirus-covid-19-information/covid-19-exposures-civic-facilities>) has been added to advise the community of exposures events within Surrey's civic facilities which includes City Hall, arenas, recreation facilities, cultural facilities, aquatic centres and libraries. This information ensures transparency so that residents may take appropriate and timely action if necessary. While this information is being provided, Fraser Health will continue to contact residents that have tested positive or have been in close contact with a confirmed case. Residents are not required to take any action unless they have been contacted by Fraser Health or have developed symptoms of COVID-19. Notifications are removed after the 14-day incubation period has passed from date of exposure and the risk of transmission has passed.

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, 14 calls have taken place. The next scheduled call is Friday, January 29, 2021. 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.

Intergovernmental Support and Cooperation

On December 1, 2020 the Province announced it was accepting applications from local governments, indigenous communities and not-for-profit organizations for \$136 million in infrastructure grants to help communities develop resilience in response to COVID-19. The funds are being made available as part of the new COVID-19 Resilience Infrastructure Stream under the Investing in Canada Infrastructure Program. Grants will support projects that focus on retrofits,

rehabilitation and upgrades to existing local government and Indigenous community buildings, COVID-19 response infrastructure, active transportation, disaster mitigation and new parks and walking paths. City staff will be applying for this funding.

On December 11, 2020 the Prime Minister announced Canada's strengthened climate plan, *A Healthy Environment and a Healthy Economy*, to help achieve the Federal government's economic and environmental goals. The proposed plan is supported by an initial \$15 billion in investments, including \$1.5 billion over three years to help retrofit, upgrade and build new community buildings including libraries, swimming pools and arenas. Timeline and application criteria information is not yet available as the program is still under development. City staff will stay in contact with federal counterparts to ensure this information is received as soon as possible.

The EOC continues to seek the support and cooperation of the Provincial and Federal government on issues related to the COVID-19 pandemic, including:

- Support for citizens and businesses financially impacted;
- Support for the City's priority populations;
- Acquiring PPE for first responders and front-line staff; and
- Financial support to cities to offset impact of COVID-19

Financial Update on the Impact of COVID-19

Staff are continuing to monitor the financial impact of restrictions on indoor group fitness activities and adult and youth indoor and outdoor team sports. It is imperative to emphasize that the highest priority for civic facility operations has always been and will continue to be public safety.

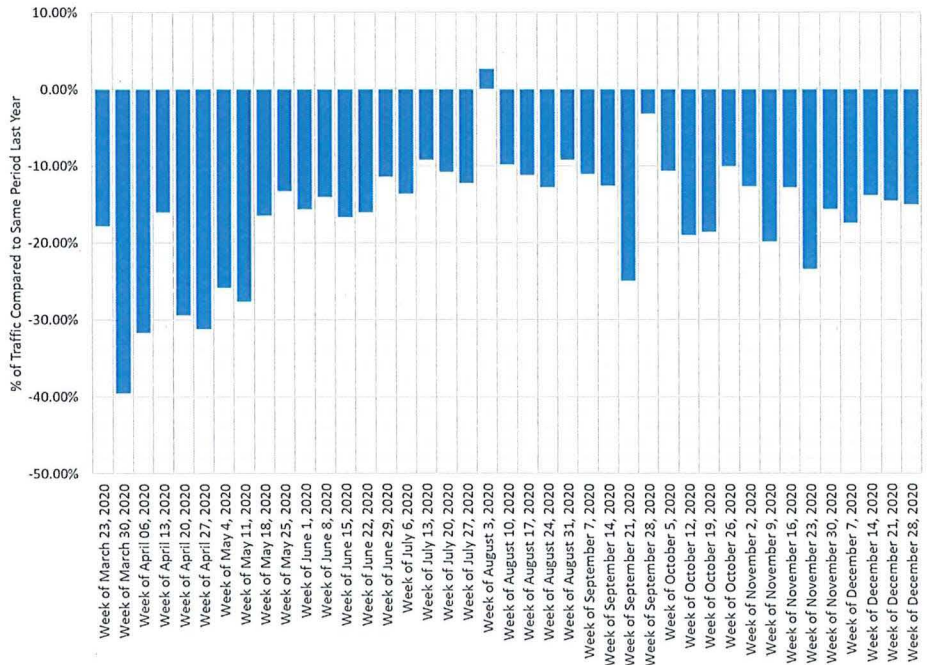
In November 2020, thanks to the joint funding from Provincial and Federal governments, the City received a Safe-Restart grant of \$14.7 Million. This grant will allow the City to off-set any unfavourable budgetary impacts of lower revenues and increased operating costs due to COVID-19.

Approved in May 2020, the Surrey Economic Action and Recovery Plan from the COVID-19 pandemic aimed to bring economic resiliency by supporting residents and encouraging business investments in the Community. This recovery plan granted financial incentives to the development community in the City to encourage and accelerate the implementation of larger scale projects that could generate jobs and important investments in the City that will be of benefit to Surrey's residents and businesses. As approved in that plan, the deadline for applying for building permit for the eligible projects was December 15, 2020. Staff are continuing to work with the eligible applicants to confirm their eligibility requirements under the plan. As a result of Mayor and Council supported economic stimulus initiatives for Surrey residents and businesses, slight economic recovery, and savings from cost avoidance and vacancy gapping, the City has avoided the need to introduce any further cost avoidance in the adopted 2021 - 2025 Financial Plan, which is subject to change based on the pandemic and the related recovery. The adopted Financial Plan also focusses on stimulating the local economy through its commitment to invest in short-term and long-term capital infrastructure projects. These projects will improve access to and quality of cultural, recreational and community spaces within the City for a long period of time.

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 “VII”. As illustrated below, the average traffic volumes since mid-May is approximately 13.5% below traffic volumes over the same period last year.



Monitoring of pedestrian and cycling use in City Centre reveals that from December 12, 2020 to January 1, 2021, pedestrian activity travelling by foot was 41% below 2019 volumes, and the number of cyclists was 14% above 2019 volumes.

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

EOC Activity Plan

Throughout the month of December, Surrey’s EOC engaged in mitigating the impacts of COVID-19 in alignment with the City’s 10-Point Action Plan. As a result of the second wave of COVID-19 the EOC is continuing to meet no less than two times per week.

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

The COVID-19 pandemic is experiencing a global resurgence and British Columbia is now experiencing a second wave. The EOC is applying and continuously updating Surrey's Proactive 10-Point Action Plan to mitigate impacts of the COVID-19 pandemic and its resurgence.

The Plan is ensuring that the City stays as safe as possible from COVID-19 while minimizing its financial impacts, ensuring that businesses across the City have the required operational safety measures in place that meet the directions of the Provincial Health Officer, that a decision matrix is utilized to inform the reopening and operation of civic facilities and services, and that key data indicators help inform forecasting and the scaling up or down of services and programming to respond to changes in demand, changes to the COVID-19 pandemic, its resurgence and the Province's reopening plans.



Vincent Lalonde, P.Eng.
City Manager

JA/

[https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate report no. 17.docx](https://surreybc.sharepoint.com/sites/cmcitymanageradmin/council/corporate%20report%20no.%2017.docx)
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Appendix "I" – Corporate Report R192; 2020 – COVID-19: Emergency Operations Centre Update

Appendix "II" – Surrey's Proactive 10-Point Action Plan – Version 15 – January 11, 2021

Appendix "III" – COVID-19 Global Monitor Report – Week of January 4, 2021

Appendix "IV" – Surrey Fire Service – Incident Responses – December 6, 2020 to January 4, 2021

Appendix "V" – Surrey RCMP – Calls for Service Received and Dispatched –

December 6, 2020 to January 4, 2021

Appendix "VI" – EOC Critical Supplies Inventory – January 5, 2021

Appendix "VII" – Traffic volumes along major corridors – March 23 to December 31, 2020

** Appendices available upon request*

CITY OF SURREY
PROACTIVE 10 POINT ACTION PLAN | COVID-19 PANDEMIC
VERSION 16 – JANUARY 25, 2021



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
18	Future Forecasting
19	Key Indicators
20	Planning For Reopening
22	Facility Reopening
26	Preparing for COVID-19 Resurgence and Second Wave
27	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 January 18, 2021, there are approximately 95,243,401 confirmed cases of COVID-19 and more than 2,000,000 people have perished worldwide. There are approximately 715,735 cases in Canada (18,074 deaths) and 60,117 confirmed cases in BC, the vast majority of which are in the Vancouver Coastal and Fraser Valley health regions. 1,047 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 3% of COVID-19 infected patients die, a significantly higher mortality rate than influenza at 0.1%. As such, countries are increasingly implementing a broad range of responses to buy time for scientists to hopefully deliver a new vaccine within 18 months. It is important to note that COVID-19 is in the same family of coronaviruses as the 2001 SARS and 2012 MERS, no vaccines suitable for humans have been successfully developed to date.

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

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

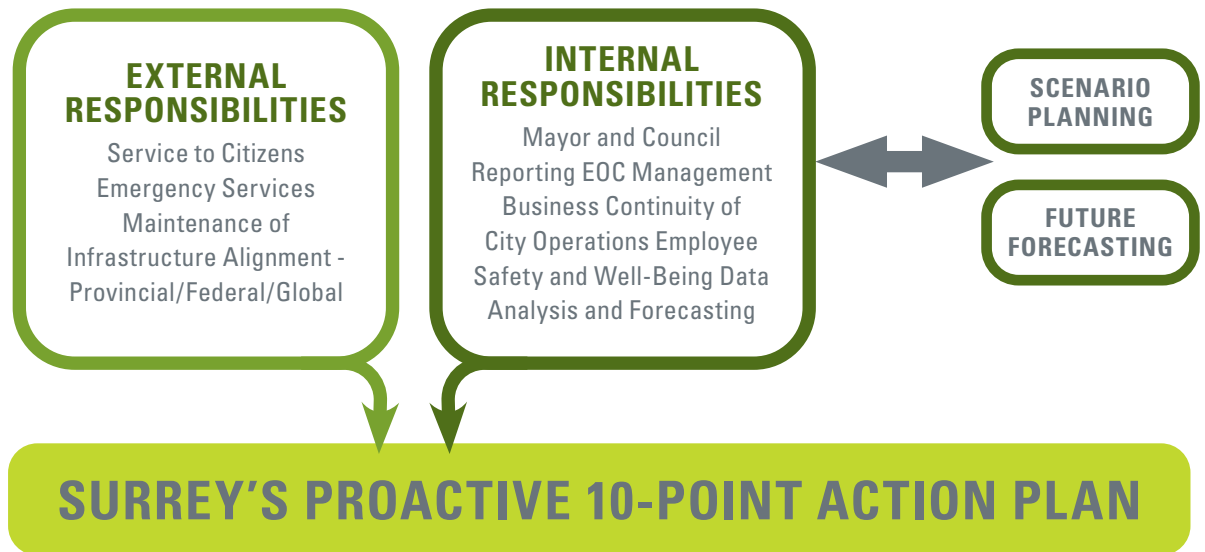
Proactive Responses to Challenges | This table itemizes noted challenges associated with pandemics in urban settings, along with suggested proactive responses to those challenges.

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



About the 10-Point Action Plan

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



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

Emergency Plan Framework

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

OUR
COMMITMENT

WHAT WE
WILL DO

HOW WILL
WE DO IT



SURREY’S PROACTIVE 10-POINT ACTION PLAN

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

Update of Key Actions (January 18)

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 January 18th update period.

POINT	ACTION ITEM	KEY ACTION AS OF JANUARY 18, 2021
1	Commit to Local Government Leadership	<p>In January, Surrey Emergency Program planning coordinators reviewed and updated the Corporate Pandemic Business Continuity plan.</p> <p>A Pandemic Planning Leadership group with five department heads was formed for twice weekly meetings to review the COVID-19 situation and start aligning communications and prevention strategies.</p> <p>Inter-Office Memorandum (IOM) were used to inform Mayor and Council on the COVID-19 pandemic status.</p> <p>Pandemic Response Committee was formed with a larger senior management group. Daily meetings were scheduled to align and prepare all departments of the pending pandemic.</p> <p>Provided the Elected Officials COVID Pandemic Emergency Management Guide to Mayor and Council.</p> <p>Presented regular Update IOM's to Mayor and Council on the Pandemic.</p> <p>To mitigate the anticipated negative impact by COVID-19, ongoing financial analysis and modelling to understand and consider methods for lessening the potential impact to the City have been undertaken.</p> <p>Developed a decision-making matrix for reviewing City facility re-opening plans aligned to BC restart phases.</p> <ul style="list-style-type: none"> • Ability to comply with new Provincial Health Order; • Reasonable public demand for services; • Financial viability; and • Public and employee safety measures are in place. <p>Monitor the Provincial Health Orders and ensure City compliance. Adjust the density of onsite workers to lower risk of transmission in the workplace.</p> <p>Collaborate with Fraser Health to support additional COVID-19 testing sites in Surrey.</p> <p>Ensure the safety of staff by implementing COVID safety strategies and provide constant monitoring for making adjustments as necessary.</p>
2	Activate Emergency Operations Centre (EOC)	<p>The EOC was activated on February 17, 2020. It supports a prescribed set of response goals set out in priority as follows:</p> <ul style="list-style-type: none"> • Provide for the safety and health of all responders • Save lives • Reduce suffering • Protect public health • Protect government infrastructure • Protect property • Protect the environment • Reduce economic and social losses.

		<p>The EOC has daily virtual meetings to share information and ensure management have updates on new issues or actions taken.</p> <p>Established a document sharing site to enable consistent and thorough documentation of the responses to the pandemic and future planning.</p> <p>The EOC developed a model for three levels of City operations to aid with resource management:</p> <ul style="list-style-type: none"> • Level 1 – Modified Business Services • Level 2 – Critical Business Services • Level 3 – Essential Services <p>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>Participate in regular weekly calls with Fraser Health leadership to ensure the City efforts are in support of the desired Public Health outcomes.</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. Monitoring of demand at re-opened facilities.</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> <p>Oversee the process for developing an ongoing After Action Report (AAR) for the different timings of the pandemic and City actions related to managing it.</p> <p>Participate with regional emergency managers to stay coordinated with COVID actions.</p>
3	<p>Ensure safety & well-being of our employees and citizens</p>	<p>Activated the Emergency Preparedness Program, including the Pandemic Leadership Committee.</p> <p>Implemented communication measures for hazard awareness and control to staff, residents, and patrons of facilities.</p> <p>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 & Enforcement Team to respond to complaints related to public health order violations and to actively provide education to residents and businesses regarding their responsibilities.</p>

<p>4</p>	<p>Implement/ monitor guidelines on non-essential gatherings & facility access</p>	<p>As per the guidelines of the Provincial Medical Officer, the City has modified business practices to ensure that most business units within the City can function in a remote or socially distanced fashion.</p> <p>Facilities that have limited access to the public have signage posted asking clients that have symptoms associated with COVID-19 or have travelled not to enter.</p> <p>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.</p> <p>An orientation and training manual has been developed for contractor orientation before they can enter a City worksite to ensure safe work procedures that include physical distancing and hand washing.</p> <p>Health and Safety staff have prepared a checklist for managers in preparation to bring part of the staff that are currently working remotely where possible.</p> <p>Implementation of City strategies to deal with the second wave of COVID-19.</p>
<p>5</p>	<p>Ready our local economy for recovery</p>	<p>Conduct a Business Impact Survey, direct outreach with local businesses to understand the magnitude of impact on them from COVID-19.</p> <p>Relaunched <i>Surrey Store to Door</i> campaign mid-October 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. Over 400 businesses are now featured on surreystoretodoor.ca.</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 25 local manufacturers that are retooling to produce essential health equipment for first responders and health workers. N95 masks will begin production in early October and will be made for sale shortly.</p> <p>Develop economic impact and recovery modelling in partnership with Simon Fraser University researchers and experts.</p>

		<p>Conduct further 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> <p>Prepare a Weekly Monitor for the EOC Directors to assist with measures and metrics related to the pandemic situation in BC and abroad.</p> <p>Working with Montreal-based Research in Investment (ROI) consultants to explore emerging economic opportunities for Surrey post-COVID-19.</p> <p>The City is partnering with SFU Beedie School of Business to host a series of online workshops aimed to help businesses strengthen and pivot their business models.</p>
6	Support regional and provincial public health needs	<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</p> <p>Fraser Health nurses that are currently working at the Emergency Response Centre have proceeded with testing of a large number of Surrey's vulnerable population at shelter locations in the City.</p> <p>Fraser Health nurses working at the Emergency Response Centre have continued to test Surrey's vulnerable population with no positive results for virus infection to date.</p> <p>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>
7	Implement a 3-level plan for critical & essential services	<p>Established three levels of service for activities in the City:</p> <ul style="list-style-type: none"> • Level One – Modified Business Services are taking place. • Level Two – Critical Business Services in place, such as issuance and processing of permits, infrastructure operations, continuing with active capital projects, supporting the efforts of essential service provision. • Level Three – Essential Services in place only, including: Police, Fire, Bylaws, waste collection, traffic management, water and sewer operations, etc. <p>Created comprehensive departmental plans for the implementation of the three levels of service.</p>

8

Communicate clearly & often to our employees, citizens & partners

For employees, implemented a dedicated Intranet site along with weekly and as needed 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.

Established a prominent devoted web presence and City information hub for COVID-19 that includes the latest news and updates, important health and travel info, and notices on event cancellations and facility closures.

COVID-19 Information webpage updated in January 2021 to include information about vaccines, including the types and roll out dates, with a link to the BC Centre for Disease Control for additional information.

Under the guidance of the EOC, and in response to elevated exposures and safety concerns in Surrey, new messaging and a new communication campaign was launched Dec 23, 2020. The campaign focuses on urging residents to champion the cause of safety, become ambassadors and leaders on COVID-19 safety in their circle or households. A COVID Champion is noted as someone who encourages everyone in their household to follow the rules to help the community avoid a lockdown. Information kits were provided offering the best tips and resources from the provincial and local health authorities along with key actions and principles supporting advocacy to help proactively spread the word daily. The campaign included street transit ad posters, digital billboards, and a series of social, web and video promotions.

With the new Provincial Health Order (PHO) issued on November 19, the City of Surrey's COVID public health safety messaging was updated to reflect the new measures on its online, digital signs and social media platforms. Mayor McCallum, further, informed the community about the new PHO measures through video messages distributed online and on social media.

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 January 12, there have been over 202,000 pageviews to the City's COVID-19 Information webpage.

Implemented a new COVID Exposures web page on surrey.ca on October 8th to openly report exposures, risks and required actions and support transparency and reporting of COVID exposures within civic facilities.

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. As of January 12, over 1,680 emails have been responded to. Key COVID-19 related items communicated to the public through news releases and social media:

2021 News Releases:

- January 13 – [Keep you home fitness equipment clean](#)
- January 11 – [Despite pandemic, Surrey's 2020 building permit value exceeds 10-year average](#)

2020 News Releases:

- December 17 – [Celebrating the holidays safely in Surrey](#)
- December 14 – [Fraser Health Nursing Managers Honoured with 2020 Community Leader Awards](#)
- December 11 – [Virtual 2020 Civic Distinction Awards Recognize Outstanding Community Leaders](#)
- December 10 – [Surrey Aims to Bring Joy to Seniors with Mobile Festive Light Display](#)

- December 1 – [Surrey Road Crews are Prepared for Winter Road Conditions \(Essential Services in Surrey Continue Throughout Pandemic\)](#)
- November 24 – [Light Where You Live Campaign Aims to Brighten Spirits this Holiday Season](#)
- November 23 – [Surrey Tree Lighting Festival Kicks off the Holiday Season, Virtually](#)
- November 19 – Bulletins and notices issued in response to public health orders requiring mandatory masks in indoor public spaces and suspension of public gatherings and events
- November 18 – [City Council Meetings to Temporarily Return to Virtual Meetings](#)
- November 16 – [Budget 2021 Pairs Fiscal Responsibility with Strong Community Investment](#)
- November 10 – Mayor’s Statement: Celebrate Diwali Safely This Year
- November 7 – [Group indoor physical activities and sports at City recreational facilities suspended until further notice](#)
- November 4 – [Surrey Holds Virtual Remembrance Day Ceremony to Honour our Veteran Heroes](#)
- November 4 – [Surrey welcomes \\$15 Million in Joint Federal and Provincial COVID-19 Relief Funding](#)
- November 4 – [Tree Lighting Festival Returns Virtually to Kick Off the Holiday Season](#)
- October 29 – [Mayor’s Statement: Do Your Part to Fight the Second Wave](#)
- October 29 – [City of Surrey Skating Programs Resume in November](#)
- October 28 – [City Hall Open By Appointment Only](#) October 27 – [Safety Tips for a Fun and Safe Halloween](#)
- October 26 – [Surrey Celebrates Multiculturalism with Virtual Surrey Fusion Festival and Cultural Video Series](#)
- October 16 – Semiahmoo First Nation Exhibit Comes to Museum of Surrey
- October 13 – [City Seeks Public Feedback to Help Form New Surrey Transportation Plan](#)
- October 14 – [Museum of Surrey Wins Two Awards for Punjabi Exhibition](#)
- October 13 – [City Seeks Public Feedback to Help Form New Surrey Transportation Plan](#)
- October 7 – [Council greenlights Cloverdale production set for new Superman TV series](#)
- October 6 – [96.5% collection rate for City of Surrey property taxes](#)
- October 2 – [Surrey Sport & Leisure Complex Indoor Pool opens October 13](#)
- September 30 – [City of Surrey Marks National Seniors Day with Free Online Webinar](#)
- September 23 – Modernization of permit process realizing dividends
- September 15 – Continued confidence in Surrey’s residential building sector
- September 14 – \$10M mark surpassed by Surrey Makes PEE manufacturers
- September 3 – City launches new website at [surrey.ca](#)
- 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
- 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
- May 28 – Surrey public and school playgrounds re-opens June 1
- May 26 – New initiatives to help local restauranteurs and retailers
- May 12 – Thank you Healthcare worker street banners installed around Surrey Memorial and Peace Arch hospitals
- May 5 – COVID-19 Surrey Economic Action and Recovery Plan – includes 90-day extension for residential and commercial property tax payments
- April 30 – City annual road work and repairs fast tracked during COVID-19 to take advantage of decreased traffic
- April 16 – 10 Point Action Plan
- April 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 2020 and January 2021 include:

- In January, the city added quick access info to our COVID web pages related to vaccine administering priorities locally and related anticipated start dates and locations for vaccination.
- In December, a new [online contact tracing form](#) was implemented by Fraser Health to provide quick access to information for those who test positive for COVID-19.
- November 20 – City’s COVID-19 Public Health Safety Campaign updated to reflect new PHO
- In November, a new ad campaign emphasizing the Do’s and Don’ts for COVID
- Implemented an online tool to provide dynamic reporting of COVID-19 exposures on [surrey.ca](#) within civic facilities to ensure transparency and timely communication of safety actions
- Regular Updates of the Proactive 10pt Action Plan on [surrey.ca](#)
- 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.

A communication plan was 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.

Surveys have been rolled out and currently a series of information bulletins are being rolled to all City Staff, to ensure that everyone is well informed on ways to prevent the spread of COVID-19, in preparation for the return of staff that are currently working remotely. Information includes ways to protect themselves and others from the virus.

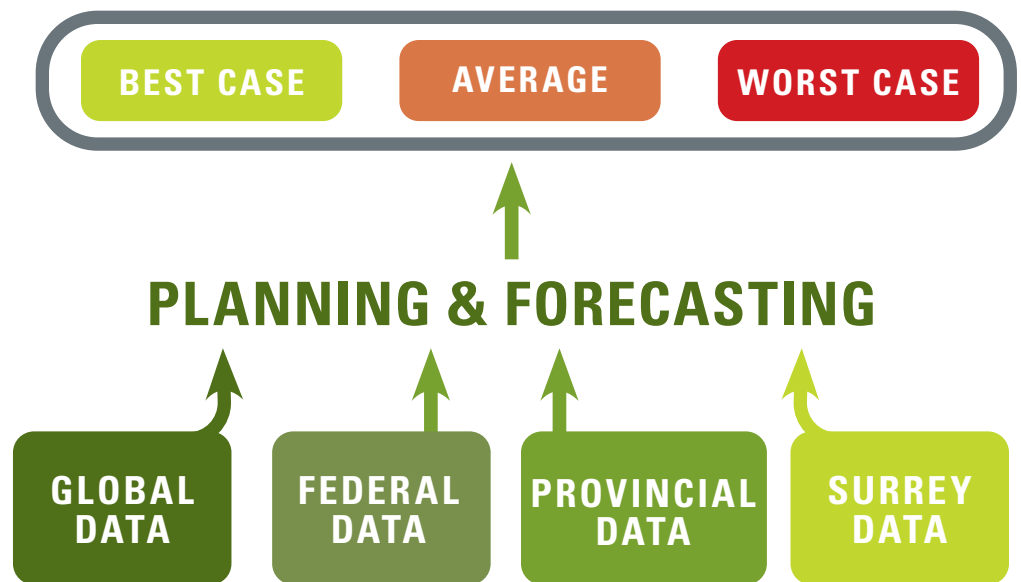
Weekly communication on the situation continues to be provided to all staff. In addition, most if not all City staff have participated in an online COVID-19 awareness training. This is done in preparation to start rotating office staff that are currently working remotely.

<p>9</p>	<p>Coordinate with other public agency partners across the City</p>	<p>The EOC has clear roles for section chiefs to ensure communications with partners and the public are in place and coordinated. 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 October 8, 2020, there were 40 guests in 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 October 8, 2020, 47 clients had been moved from Surrey shelters to these motels.</p> <p>Staff launched a survey of more than 6,500 clients with whom Engineering and Planning have done business with over the past two years to gage the level of service they are currently receiving along with suggestions and comments on potential improvements following the different way development related business is currently being conducted by City staff.</p> <p>Staff continue to work with partners in ensuring City services continue being provided to clients as well as supporting partners that are supporting members of the public, workers and businesses.</p>
<p>10</p>	<p>Forecast Future Scenarios to determine how to minimize impact and aid recovery</p>	<p>Conduct research and analysis to establish a working model to understand the impact of COVID-19 on City operations and our society including infection rate forecasts.</p> <p>Collaborate with Fraser Health Authority, and senior levels of government to coordinate and share data to allow for accurate representation of the current state.</p> <p>Use data collected from reliable sources to inform future forecasting and scenario planning during the pandemic and into the recovery and stabilization phases.</p> <p>Complete rigorous financial analysis and modelling based on current understanding, assumptions and actions of other municipalities in order to mitigate impacts.</p>



Future Forecasting

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



Key Indicators

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

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

PUBLIC HEALTH INDICATORS
New Cases in Previous 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. All facilities and activities will meet strict health and safety guidelines as set out by the Provincial Health Officer, Worksafe BC, Fraser Health and appropriate industry associations. Many additional safety measures have also been implemented in our facilities to ensure user safety. Following an evaluation of each facilities ability to comply with provincial health orders and meet the targets that have been put in place to ensure safety, public demand and financial viability, the City will move towards reopening other facilities and amenities. Reopening activities to date include:

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

Crescent Beach Operations	June 27	1	<ul style="list-style-type: none"> • Resumed lifeguard services for two swimming areas at Sullivan Point. • Hours of operation from 11:00 am to 7:00 pm.
Outdoor Aquatics	June 27 and July 4	2	<ul style="list-style-type: none"> • Public Swims at 20% Capacity. • Free family group swim instruction. • Morning swim club practice may resume if Via Sport permit guidelines are met. • Kwantlen Pool, Hjorth Road Pool, Bear Creek Pool, Greenaway Pool – June 27. • Unwin Pool, Holly Pool, Sunnyside Pool, Port Kells Pool – July 4.
Outdoor Fitness Classes	July 6	5	<ul style="list-style-type: none"> • Outdoor Fitness classes in Newton, Whalley, Cloverdale, South Surrey and Fraser Heights open for registration.
Summer Camps	July 6	9-10/ week	<ul style="list-style-type: none"> • Registration began on June 14 with camps starting on July 6 and July 13 until August 28, 2020. • Camps offered include, licensed preschool camps (ages 3-5) and children’s camps (school aged children 6-12). • 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. • Camps operating at 100% capacity week one/ 96% capacity in week two/ 97% capacity for week three.
Contactless Pick-Up for Registered Culture Programs	July 13	3	<ul style="list-style-type: none"> • Residents can pick up materials needed for registered art programs without entering City facilities.
Historic Stewart Farm	July 14	1	<ul style="list-style-type: none"> • Reopened for registered guided tours of the outside Farm campus.
BC Vintage Truck Museum	July 18	1	<ul style="list-style-type: none"> • Reopened for registered guided tours with signage, sanitization and social distancing protocols and procedures in place for volunteers and public. • Third Party Operation. • The BC Vintage Truck Museum operated by the Surrey Heritage Society made the decision to temporary suspend its operations effective November 18, 2020.

Recreation Facilities	September 8	14	<ul style="list-style-type: none"> • 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. • 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).
Museum of Surrey	September 9	1	<ul style="list-style-type: none"> • Reopened for registered exhibition tours and some registered programs. • COVID-19 signage, sanitization and social distancing protocols and procedures in place for staff and public.
Surrey Libraries	September 9	9	<ul style="list-style-type: none"> • 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.
Surrey Arts Centre / Surrey Art Gallery	September 19	1	<ul style="list-style-type: none"> • Reopened for registered exhibition tours, video recording for artists and some registered visual arts and performing arts classes.
Indoor Aquatic Centres	October 13	1	<ul style="list-style-type: none"> • The City has started the phased reopening of 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 users. • Plans are underway to reopen the remaining aquatic centres sequentially. • Grandview Aquatics is tentatively planned to reopen in 2021.
Arenas	August 17	4	<ul style="list-style-type: none"> • On August 17, two sheets of ice were activated at the North Surrey Sport & Ice Complex. • On September 8, one additional sheet of ice was activated at the North Surrey Sport & Ice Complex and one sheet at each of the following facilities: Surrey Sport & Leisure Complex, Cloverdale Arena and South Surrey Arena, for a total of six sheets of available ice. • On November 9, two additional sheets of ice were activated at the Surrey Sport & Leisure Complex, for a total of eight sheets of available ice. • One additional sheet of ice remains inactive at the Newton Arena, for a total of nine sheets of ice (i.e. all of the City's ice sheets).

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 initial wave of COVID-19 and the second wave of infection that we are currently experiencing. The second wave of infection has already surpassed numbers seen in the first and continues to grow daily. Compared to the first wave when the majority of outbreaks in BC were in long-term care homes, the second wave has seen a majority of new cases in people under 40 years old. As a result, the number of hospitalizations resulting from COVID-19 remains low.

However, the recent growth in cases is still cause for concern. As more people test positive for COVID-19 in Surrey and the wider BC population, the risk of rapid spread among vulnerable populations is increased.

As a municipality, we need to be prepared for both the immediate resurgence and the future waves of infection. To address the risk of the second and subsequent waves, 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



COVID-19 GLOBAL MONITOR

WEEK OF JANUARY 18, 2021

CITY OF SURREY | EOC ADVANCED PLANNING

PHASE 2 REGRESSION RISK

MODERATE

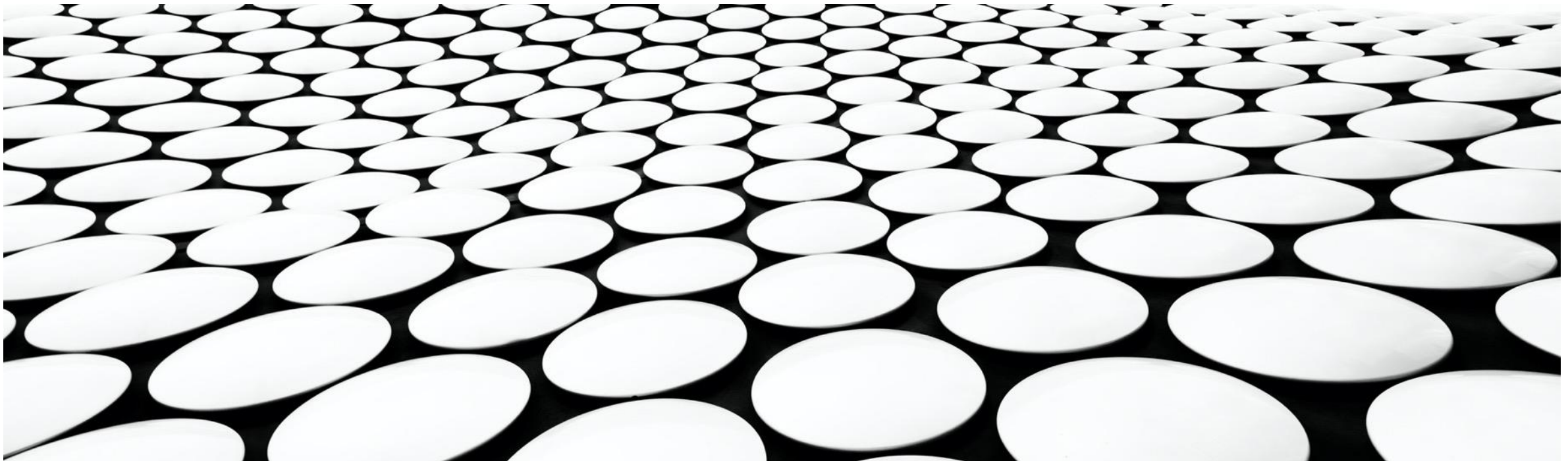


TABLE OF CONTENT

- Monitor Summaries
 - Global
 - Canada
 - British Columbia
 - Surrey
- Trend Analysis
 - COVID-19 Epidemiology Scan
 - Vaccine Progress
 - Test Positivity
 - External Travel Risk Exposure



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)



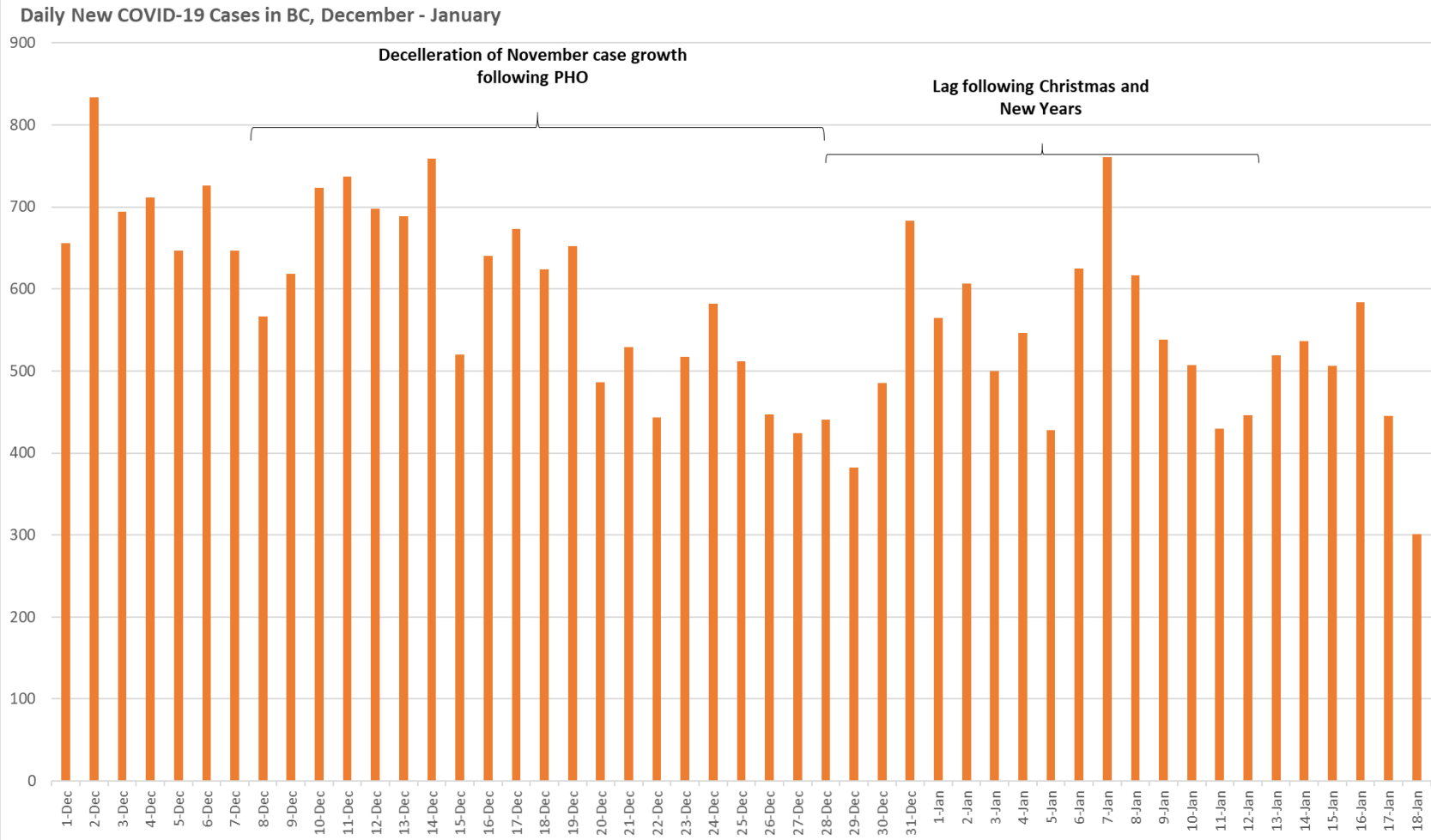
14 Day Incubation Period	Total COVID-19 Cases	New Outbreaks	What's Happening Elsewhere
Heightened exposure in previous 14 days, physical distancing	New weekly cases, Growth Rate (GR)	Number of outbreaks	Number of New Global Cases in previous week
LOW	MODERATE	MODERATE	HIGH

PHASE 2 REGRESSION RISK

MODERATE

14 – DAY INCUBATION PERIOD

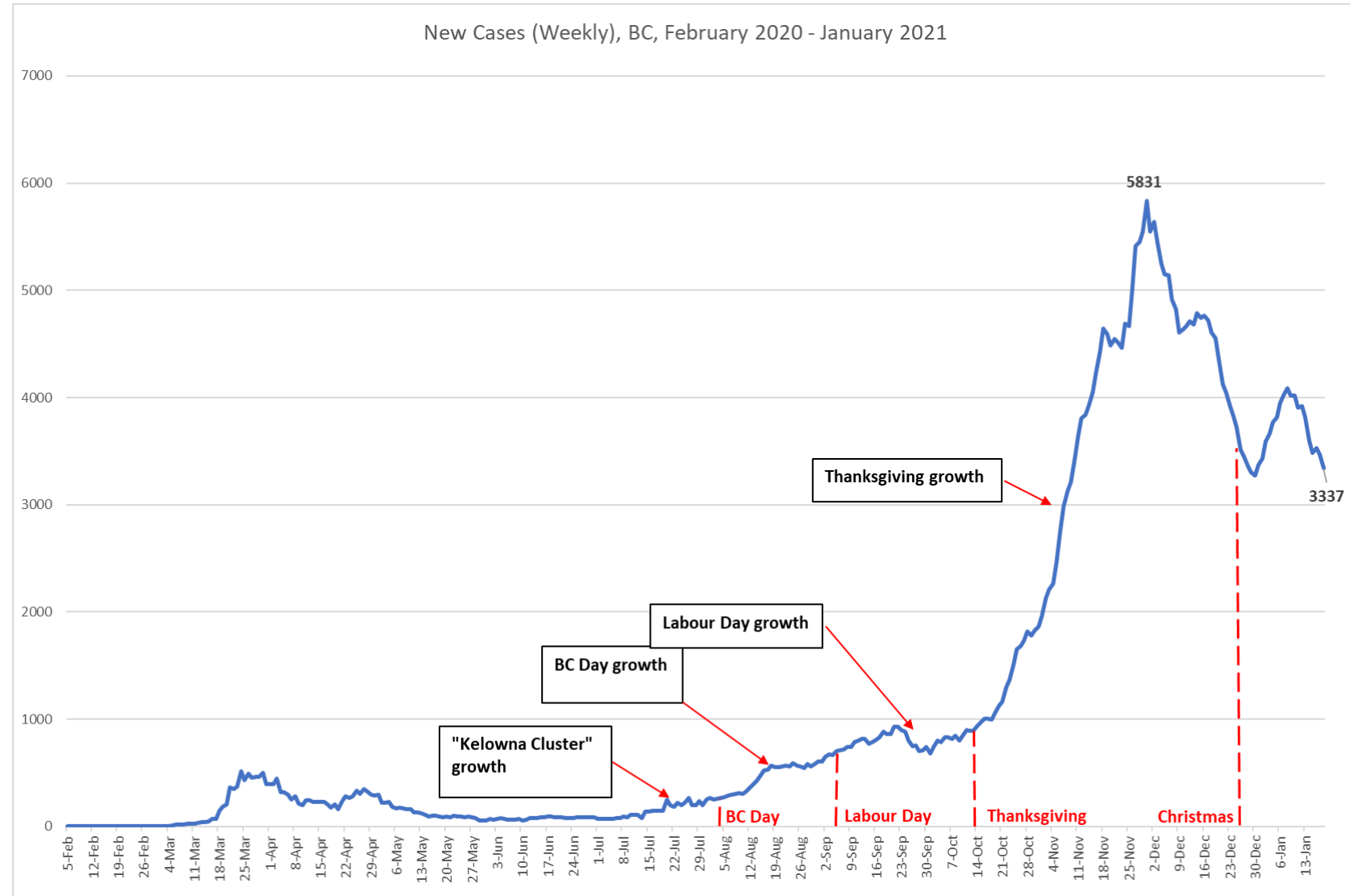
- Case growth in BC typically lags 7 – 14 days behind likely exposure dates
- Growth has begun to decelerate after more than a month of prolonged acceleration following Thanksgiving
- Deceleration suggests effectiveness of restrictions imposed on November 8
- Case growth has not increased since December holidays



Source: BCCBC, City of Surrey

NEW CASES

- Case growth has slowed significantly since the start of January
- From January 11- 18, BC reported 3,337 new cases
- BC's weekly growth rate in total cases has decreased greatly and is now 0.80% (a decrease of 0.20 from the previous week)

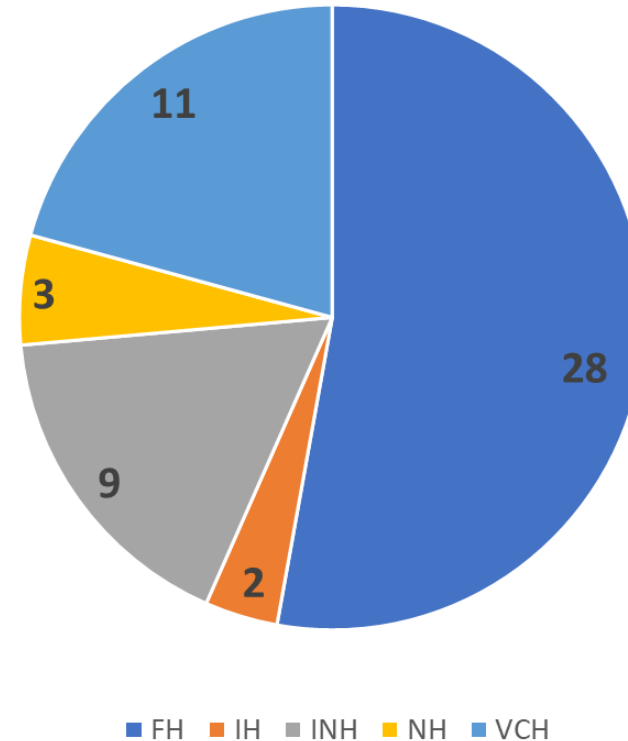


Source: BCCBC, City of Surrey

NEW OUTBREAKS

- There are currently 53 active outbreaks in the province
- Of the 53 active outbreaks in the province, 6 were declared in the previous week
- ~52.8% of active outbreaks and 33.3% of new outbreaks are in the Fraser Health Region

Number of Active Outbreaks in BC Health Regions



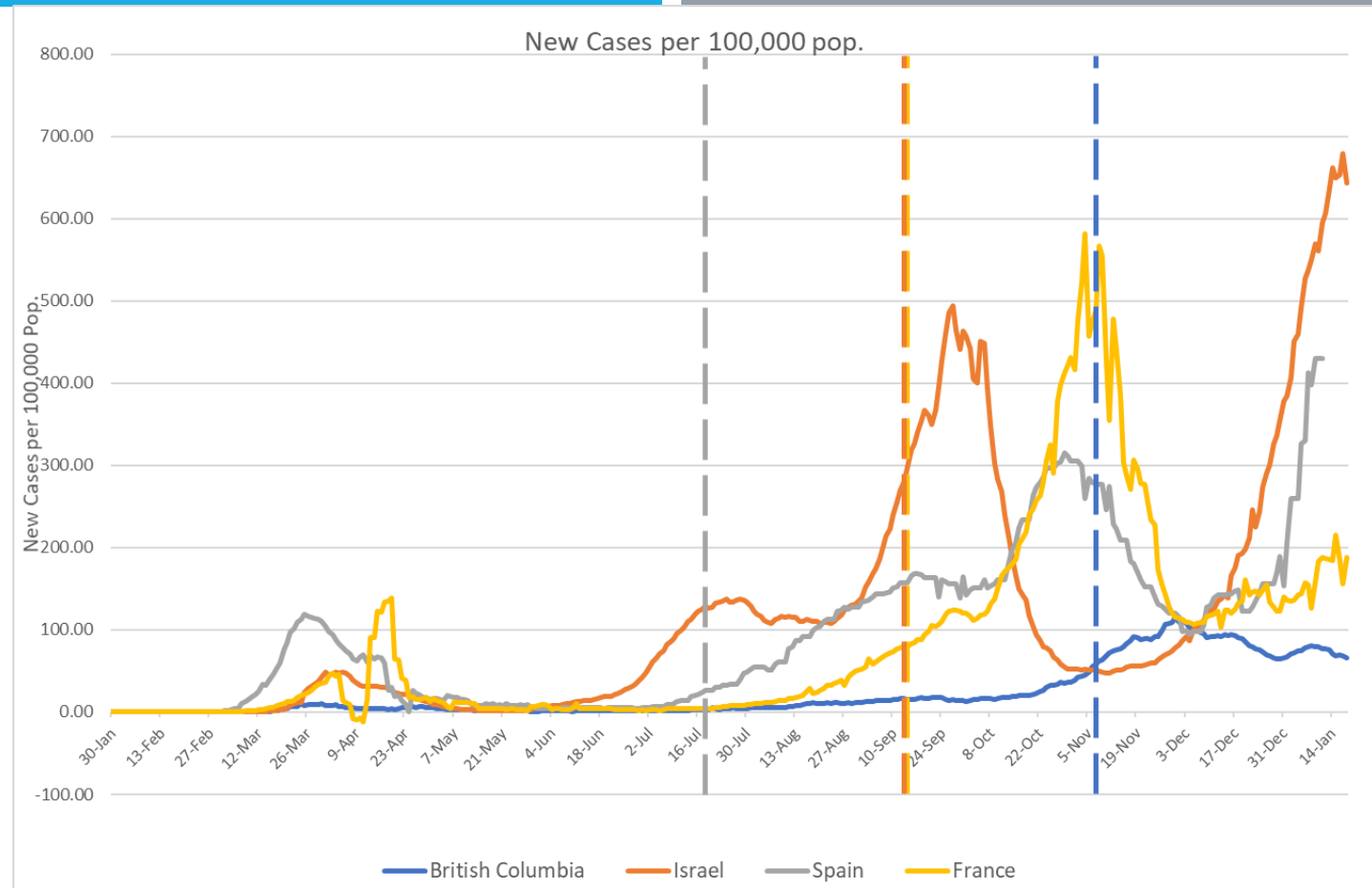
Source: BCCBC, City of Surrey

New Outbreaks in Previous Week

Health Authority	Number of Outbreaks
Vancouver Coastal	2
Fraser	2
Northern	0
Interior	1
Island	1

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.
- Israel entered a 2nd lockdown on September 14th and on October 29, France announced a national lockdown.



Jurisdiction	Date of Restriction Reimplementation (DRR)	Infection growth on DRR (new cases/100K pop.)	Current infection growth (new cases/100K pop.)
Israel	September 14	280.95	643.58
France	September 14	78.45	188.17
Spain	July 18	13.52	429.92
British Columbia	November 7	58.82	65.81

GLOBAL MONITOR

JURISDICTIONAL
SCAN SUMMARY

GLOBAL MONITOR – WEEK OF JANUARY 18, 2021

Active Monitored	Passive Monitored	Emerging Global Threats
United States China United Kingdom European Union (France, Spain, Italy, Germany) Mexico	Australia Japan South Korea Taiwan Singapore India Hong Kong	Russia Brazil

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.

GLOBAL MONITOR HIGHLIGHTS – WEEK OF JANUARY 18, 2021

- Global case growth continues to be driven by Europe and North America. In the US, more than 1.52 million new cases were reported this week while Mexico reported an additional 107K. Case growth in Canada has slowed, where 48K new cases were reported in the previous week.
- Many European countries that experienced a drop in cases in mid-December are now seeing continued growth, possibly due to the new UK variant. New weekly cases in Spain increased from 120K to 201K in the previous week. In France, new cases increased from 84KK to 126K. New weekly cases in the UK slowed to 323K (down 100K+ from prev. week)
- Global new cases remain around 5M in the previous week, primarily due to increased growth in North America and Europe. **At current rates, global total cases will surpass 100M by Sunday.**
- Many countries have begun the first rounds of widespread COVID-19 vaccinations, notably the UK and Canada where priority communities are being vaccinated currently



CANADIAN MONITOR HIGHLIGHTS – WEEK OF JANUARY 18, 2021

- Canadian case growth is being primarily driven by Quebec and Ontario, however, new weekly cases decelerated from 68K to 49K in the previous week
- On 12/9, Health Canada approved the Pfizer-BioNTech COVID-19 vaccine. Justin Trudeau has announced that the country will have 249,000 doses by year end 2020
- All provinces and territories are seeing growth in new cases





BRITISH COLUMBIA MONITOR HIGHLIGHTS – WEEK OF JANUARY 18, 2021

- Case growth has slowed significantly from mid-December highs
- BC reported over 1,535 cases over the 1/15 weekend, a slight increase of 45 compared to the previous week
- BC PHO has extended the restrictions implemented 11/7 until at least February 5, 2021
- The province announced on 12/9 that it plans to immunize 400,000 people by March 2021

SURREY MONITOR HIGHLIGHTS - WEEK OF JANUARY 18, 2020

- Exposure events continue to occur in Surrey, where the following outbreaks were declared
 - Baselines Pub (10/23)
 - Platinum Athletic Club (10/21-11/7)
- The 2nd outbreak at Surrey Memorial Hospital ended on 11/16, but a 3rd was declared on November 20th

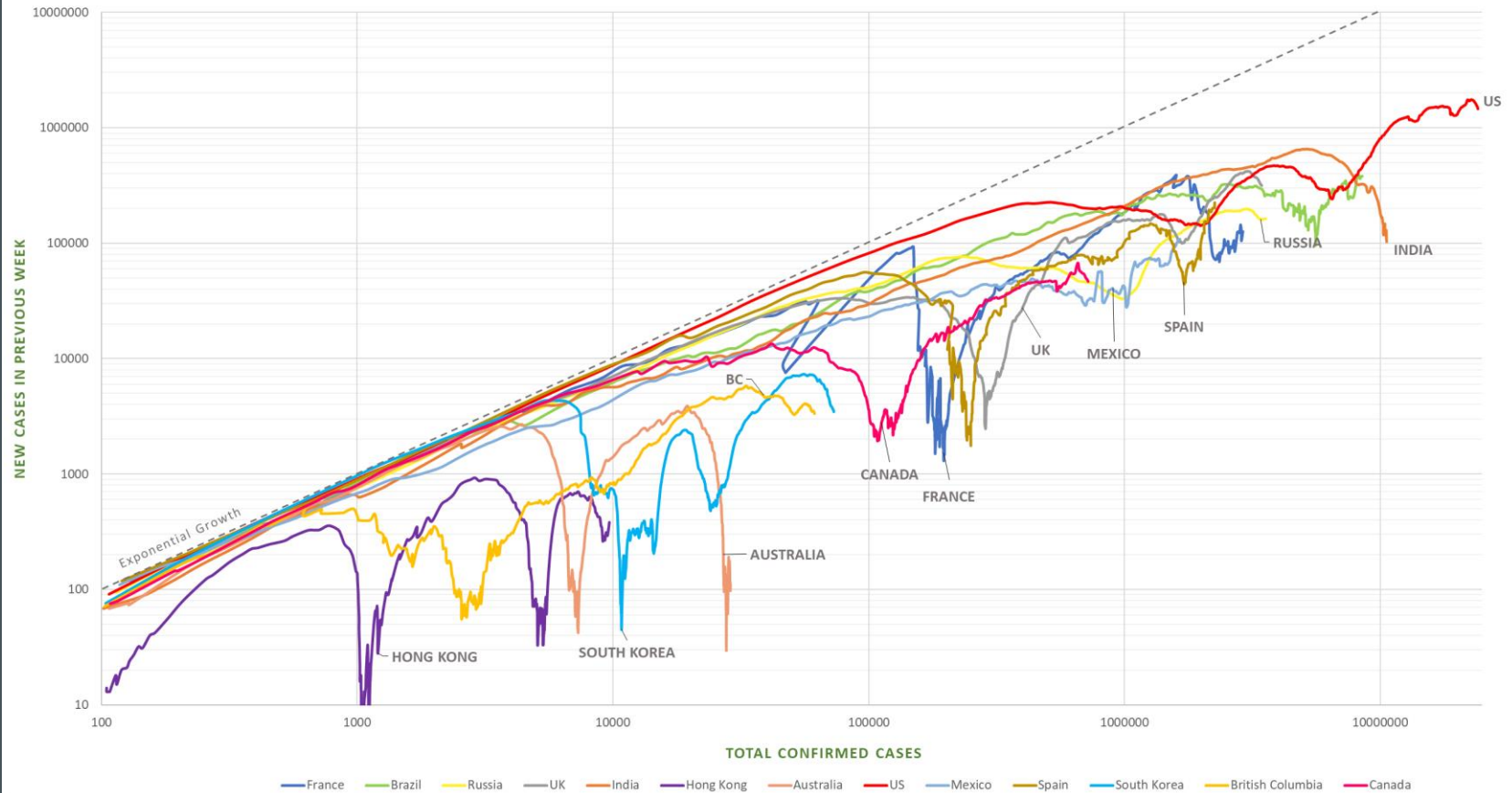


PART I: TREND ANALYSIS

COVID-19
EPIDEMIOLOGY SCAN

GLOBAL TRENDS- NEW CASES

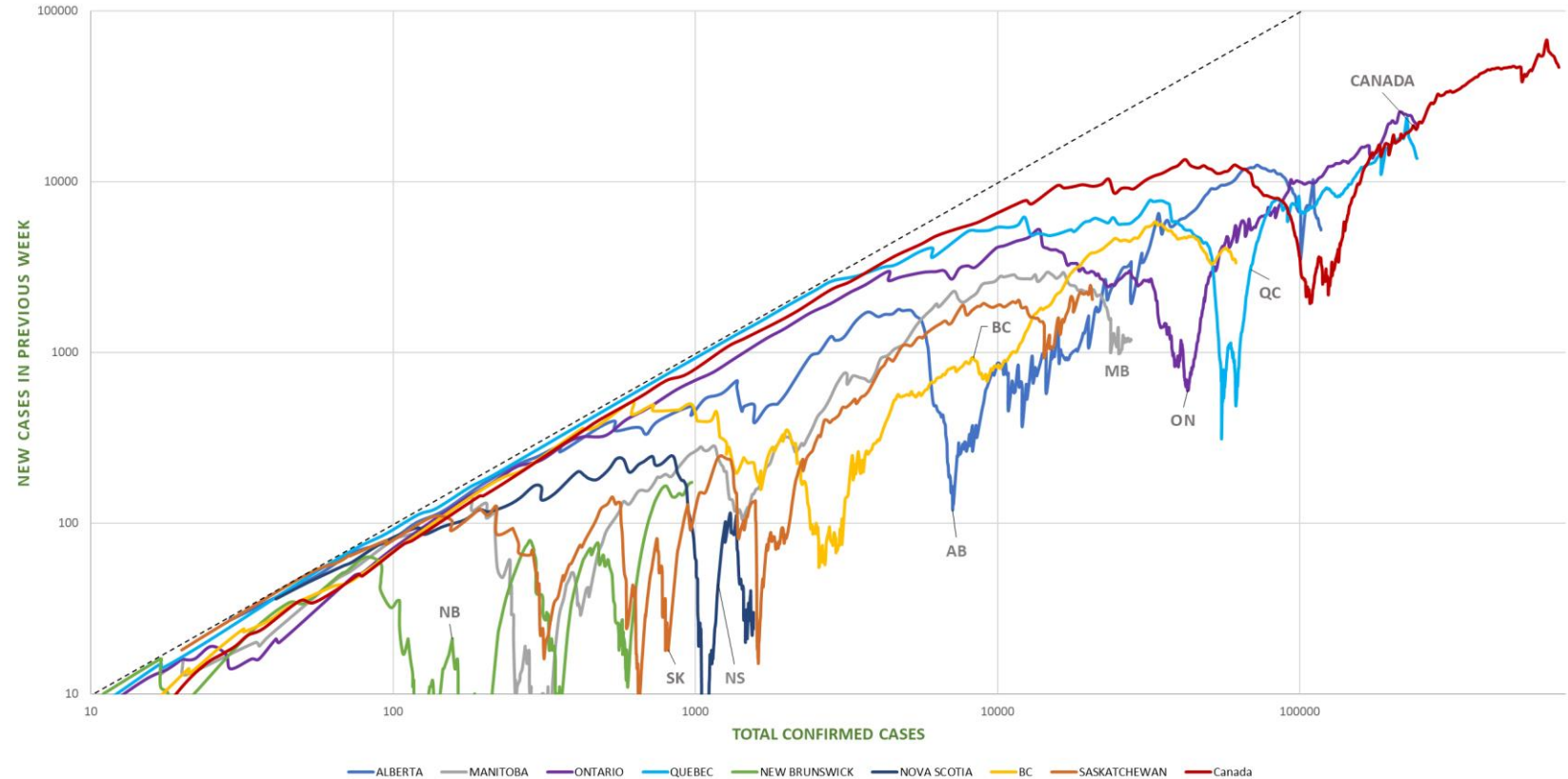
- Tracked major jurisdictions in Asia, North America, South America and Europe are seeing growth in cases
- Significant growth in South America is occurring, with Argentina, Brazil, and Columbia reporting new weekly cases of over 100K (382K in Brazil)
- UK Variant is leading to large surges in cases in Germany, Spain, the UK, Russia, and Italy
- Cases in North America continue to rise, with Mexico (106K), Canada (47K) and the US (1.5M) all reporting high case counts



Source: City of Surrey and John Hopkins University, 2020-21

CANADA TRENDS- NEW CASES

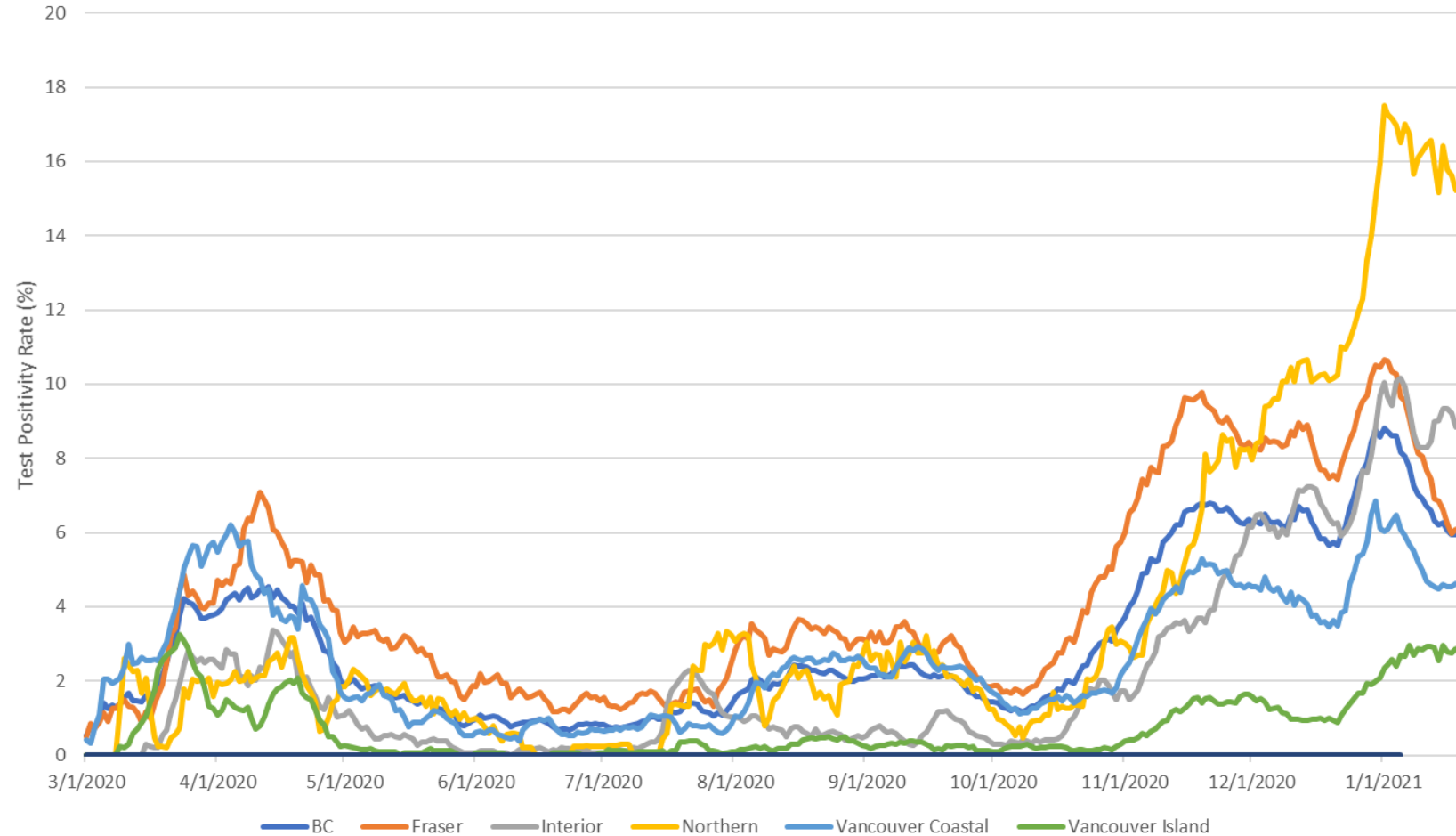
- Case growth has slowed slightly in Canada, new growth is primarily driven by Alberta, Quebec, and Ontario.
- Case growth in all provinces and territories except Nova Scotia and Newfoundland & Labrador have exceeded levels reached in the first wave
- Canada reported 46,670 new weekly cases, a decrease of 9,000+ compared to the previous week



Source: City of Surrey and John Hopkins University, 2020-21

BC TRENDS – TEST POSITIVITY

- Test positivity is declining across the province
- This suggests that declining COVID-19 case counts are not a result of decreased test rates rather than a decline of transmission events

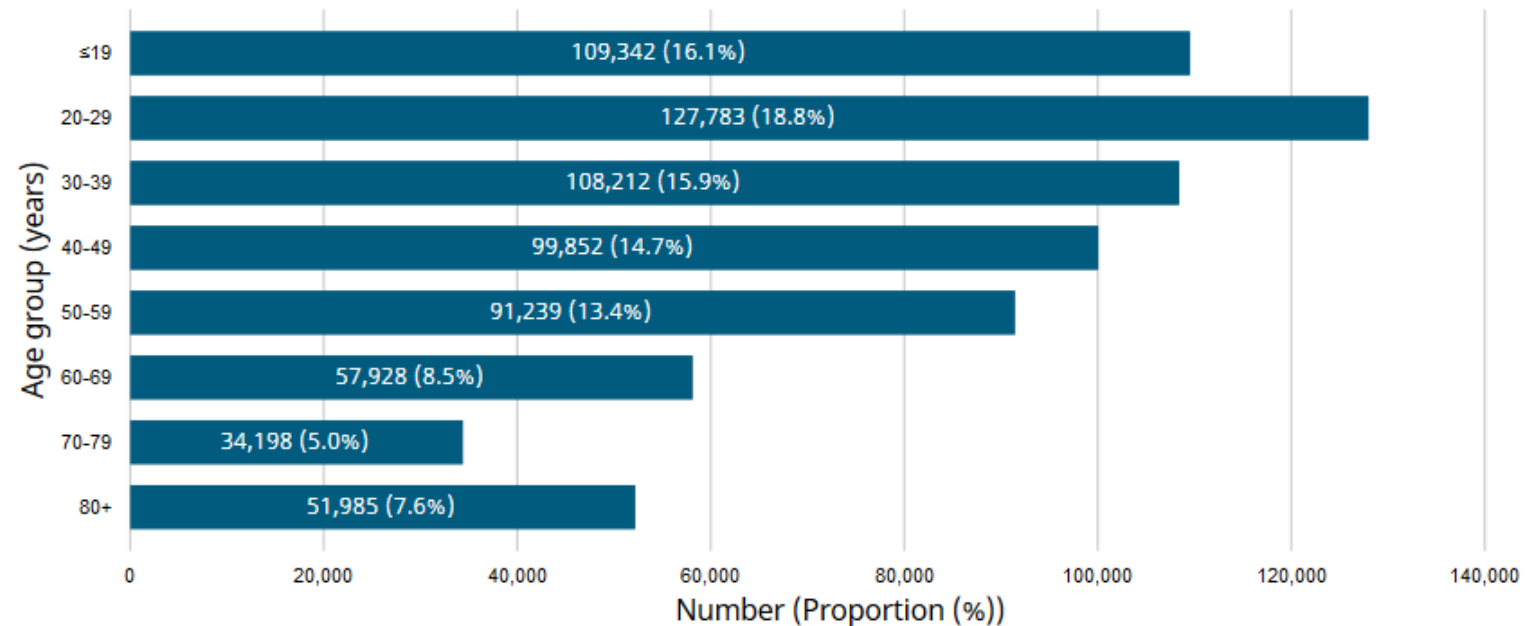


Source: City of Surrey and BCCDC, 2020-21

CANADA TRENDS- AGE GROUPS

- All age groups are affected by COVID-19.
- 20 to 29 age group has now surpassed 80+ as the age group with the greatest proportion of COVID-19 cases
- <19 age group has seen the largest growth in proportion of total cases for the 4th straight week, suggesting that transmission in schools may be increasing in prevalence

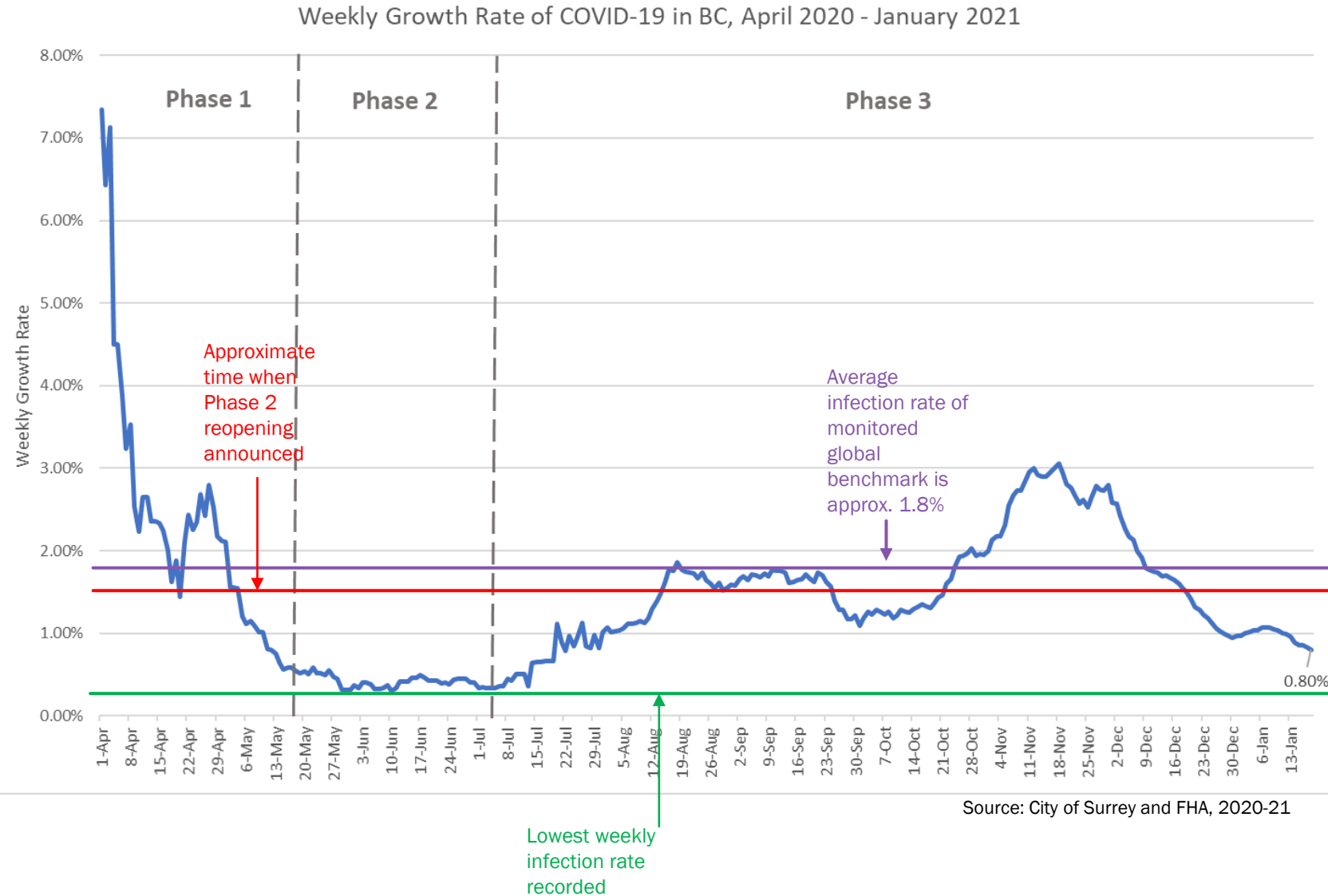
Figure 3. distribution of COVID-19 cases (n=680,539 ¹) in Canada as of January 15, 2021, 7 pm EST ³



Source: City of Surrey and PHAC, 2020-21

BC TRENDS - INFECTION RATES

- Growth in weekly infections are increasing at rates not seen since Phase 1.
- BC's weekly growth rate has decreased slightly from 1.00% to 0.80%
- A 1.25% weekly infection growth rate, monitored as a possible trigger for BC PHO phased regression order, has not been exceeded following additional restrictions announced 11/7.

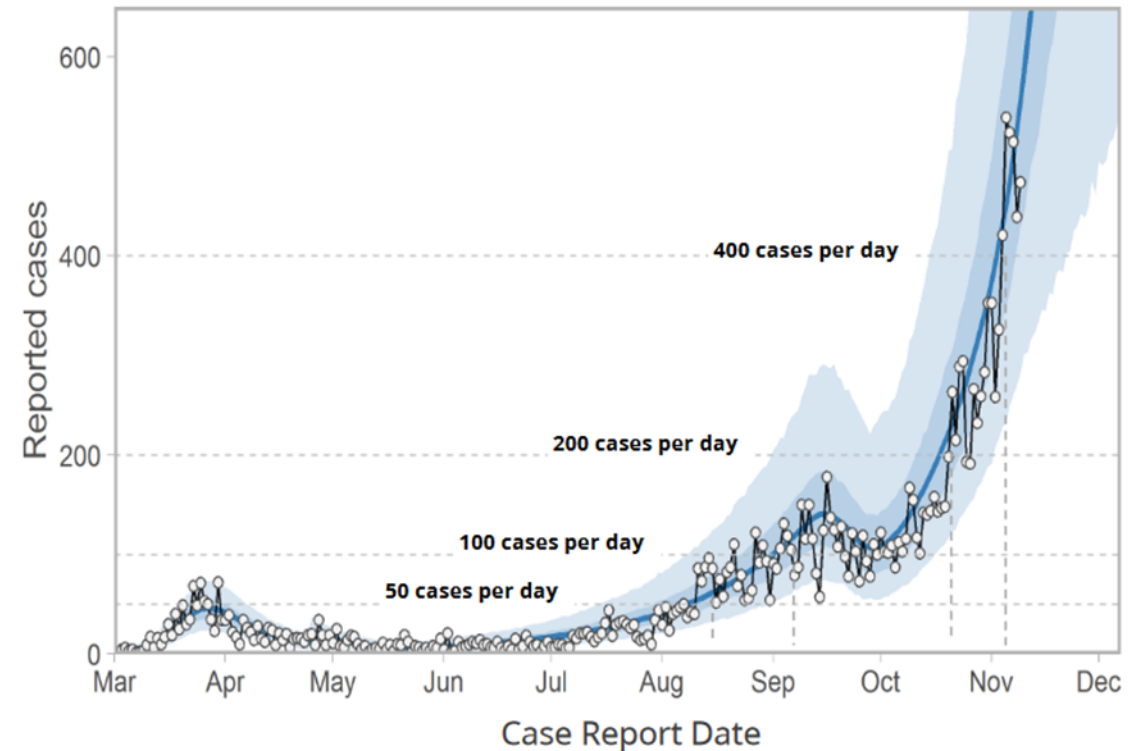


BC TRENDS - INFECTION SCENARIOS

- There have been 9,461 new cases of COVID-19 in the month of January (compared to 12,162 at this point in December)
- The province estimated on October 5th that the average rate of infections contacts is 45% of normal (At this rate, cases were expected to decelerate)
- This is primarily due to contact tracing and few new cases from unknown sources
- Recent case growth suggests that contacts have exceeded 45%

Dynamic Compartmental Modelling: Recent Trends

Current estimated
doubling time:
13 days



Solid blue line: median model fit; shaded bands: 50% and 90% credible intervals; Open circles: all reported cases, excluding reportable outbreaks, March 1 - Nov 9, 2020.

COVID-19 IN BC

Source: BC PHO, 2020-21

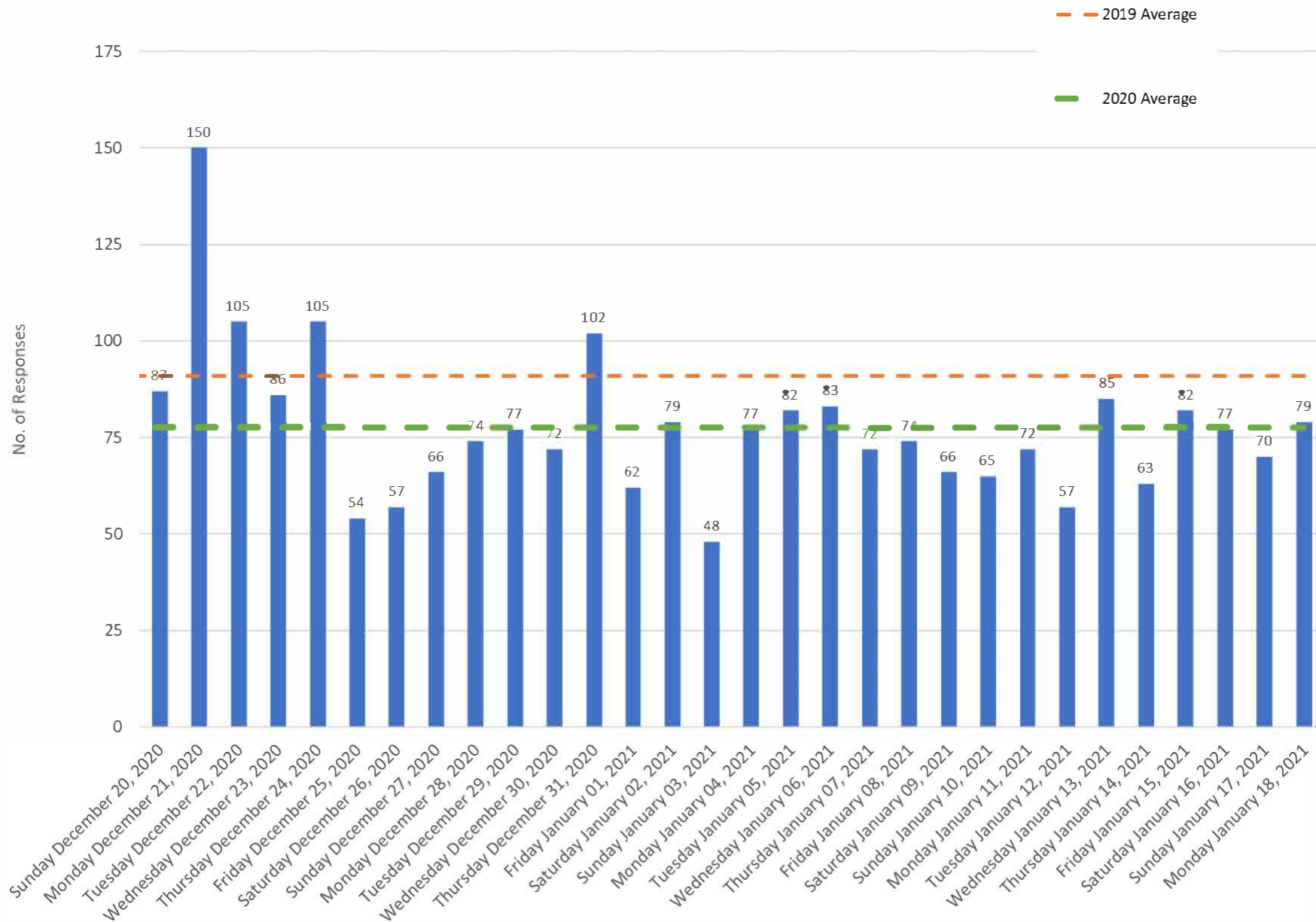


QUESTIONS?

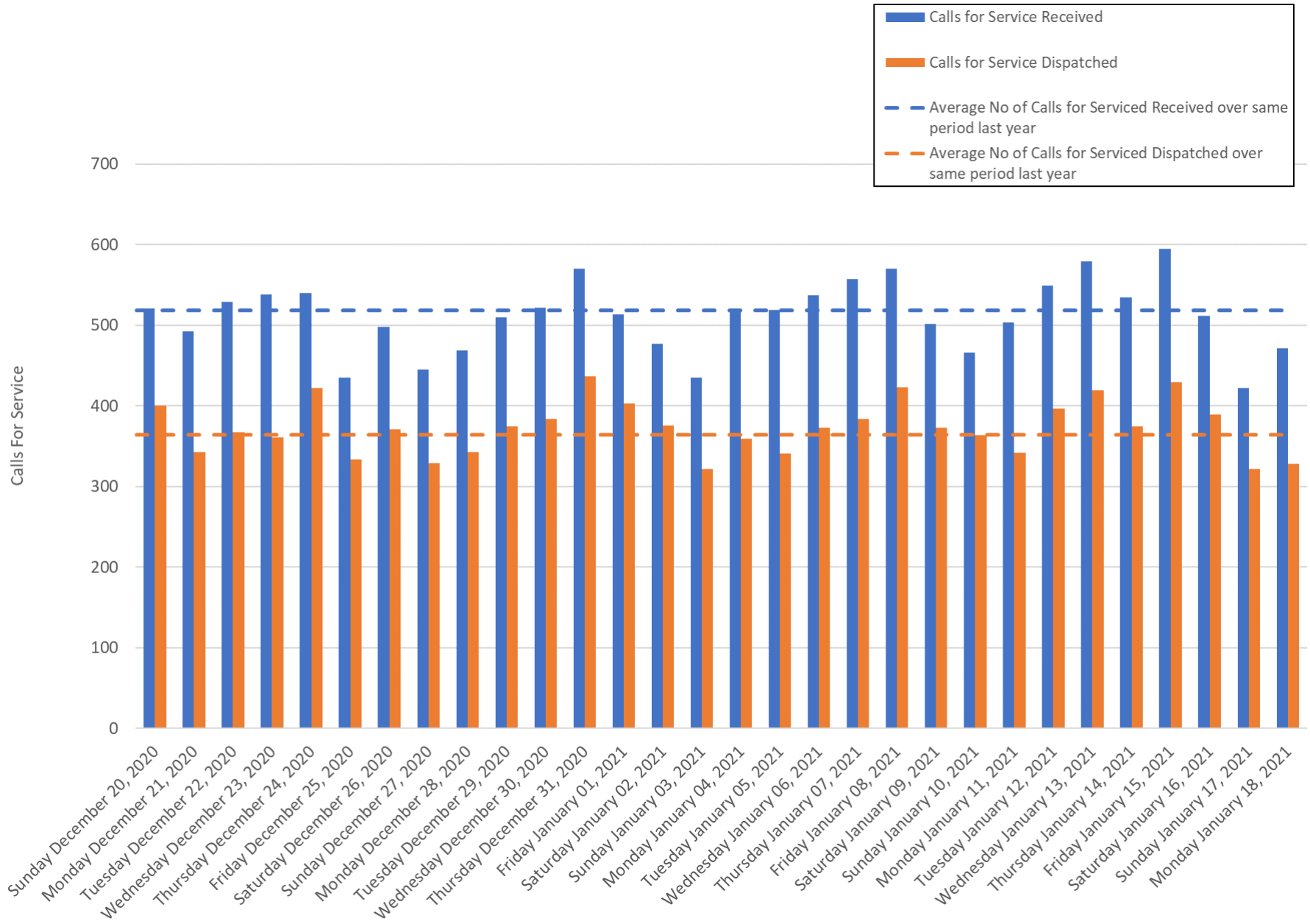
EMAIL: STEPHEN WU | SWU@SURREY.CA



Surrey Fire Service – Incident Responses – December 20, 2020 to January 18, 2021



Surrey RCMP – Calls for Service Received and Dispatched – December 20, 2020 to January 18, 2021



Appendix "VI"
EOC Critical Supplies Inventory as of January 20, 2021

Product	Current Inventory January 20, 2021	Inventory as of January 6, 2021	Change in Inventory over 14 past days	Average Usage per day	30 Day Deficit/Surplus	60 Day Deficit/Surplus	90 Day Deficit/Surplus	120 Day Deficit/Surplus	180 Day Deficit/Surplus
Cleaning Products									
Bleach 6%	76.00	76.00	0.00	0.00	76	76	76	76	76
Disinfectant	1,271.00	1,329.00	-58.00	2.65	1,192	1,112	1,033	953	794
Disinfectant Wipes	376,479.00	391,879.00	-15,400.00	311.90	367,122	357,765	348,408	339,051	320,337
Hand Sanitizer	4,679.00	4,956.00	-277.00	21.60	4,031	3,383	2,735	2,087	791
Industrial Cleaner	10.00	10.00	0.00	0.00	10	10	10	10	10
PPE									
Booties	3,008.00	3,408.00	-400.00	4.00	2,888	2,768	2,648	2,528	2,288
Cloth Masks	4,700.00	2,441.00	2,259.00	0.00	4,700	4,700	4,700	4,700	4,700
Face Shields	1,820.00	1,920.00	-100.00	0.00	1,820	1,820	1,820	1,820	1,820
Gloves (single)	190,600.00	214,800.00	-24,200.00	1,157.00	155,890	121,180	86,470	51,760	-17,660
Gowns	8,864.00	6,614.00	2,250.00	33.80	7,850	6,836	5,822	4,808	2,780
N95 Masks	11,844.00	16,499.00	-4,655.00	10.00	11,544	11,244	10,944	10,644	10,044
P100 Cartridges	1,650.00	1,360.00	290.00	0.00	1,650	1,650	1,650	1,650	1,650
Plexiglass		0.00	0.00	0.00	0	0	0	0	0
Procedure Masks	30,100.00	28,800.00	1,300.00	133.50	26,095	22,090	18,085	14,080	6,070

Traffic Summary – March 23,2020 to January 15, 2021

Traffic Along Major Corridors
 March 23,2020 through January 15, 2021
 (excluding weekends)

