

NO: R096

COUNCIL DATE: May 10, 2021

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **May 5, 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 April 26, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R085; 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 the EOC has completed the following actions:

- 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 to support the Fraser Health Authority with their operation of mass vaccination centres at the Cloverdale Recreation Centre, Guildford Recreation Centre, South Surrey Recreation and Arts Centre and the Chuck Bailey Recreation Centre, including the deployment of Surrey Fire Service members to help administer vaccines;
- Continued the suspension of some programming at some facilities following the orders announced by the Provincial Health Officer;
- 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; and

- Continued our social media efforts to remind residents and business for the need adhere to public health measures and good practices in light of the recent resurgence and to advise residents of vaccine eligibility.

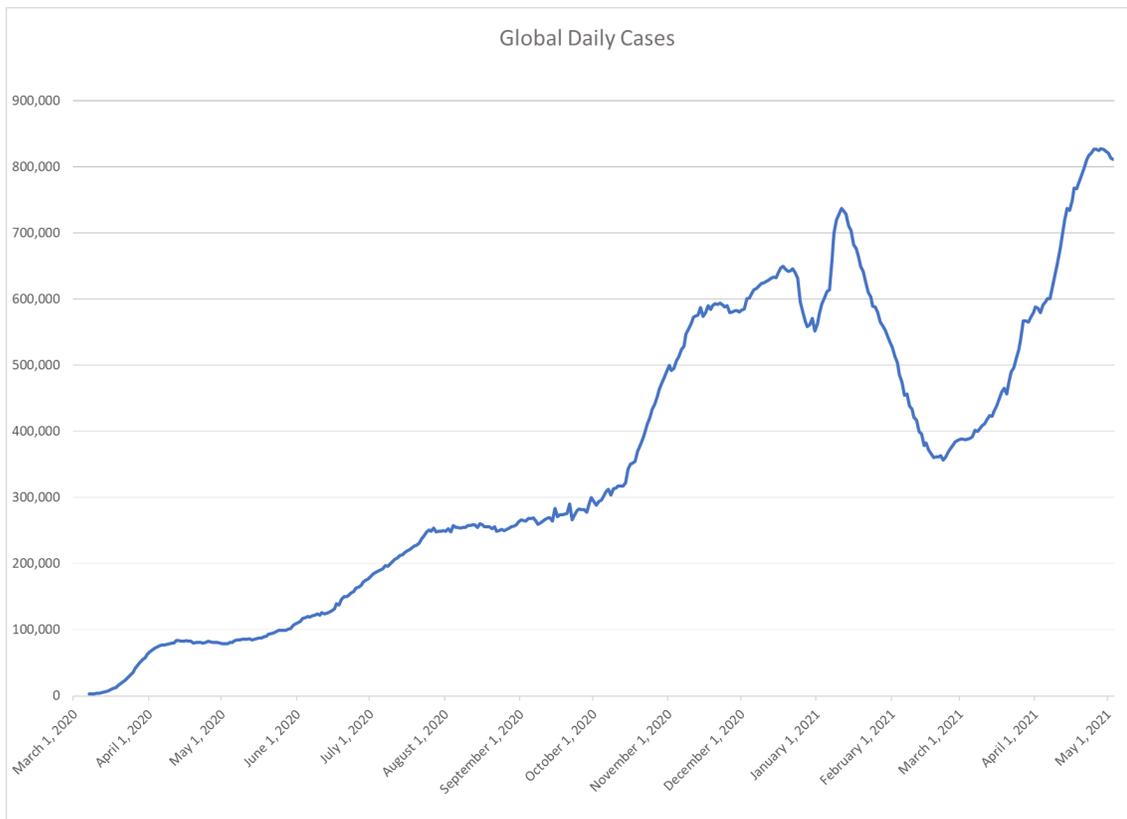
DISCUSSION

The EOC has clear responsibilities outlined and actions underway to respond to the immediate impacts of the COVID-19 pandemic. The EOC is continuing to utilize Surrey’s Proactive 10-Point Action 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.

Key insights since the last COVID-19: Emergency Operations Centre Update include:

Global

- Global COVID-19 cases continue to rise, with 154.5 million cases as of May 4, 2021. This represents a somber 8.0% increase (11.5 million cases) in infections reported. After a brief period of decline, the total number of cases is once again increasing as illustrated below;



- There is one country with over 30 million infections reported (United States), one country with over 20 million infections reported (India), one country with over 10 million

infections reported (Brazil), and 23 countries with over 1 million infections reported (France, Turkey, Russia, United Kingdom, Italy, Spain, Germany, Argentina, Columbia, Poland, Iran, Mexico, Ukraine, Peru, Indonesia, Czechia, South Africa, Netherlands, Canada, Chile, Iraq, Philippines and Romania). The infections in these 26 countries account for 83.4% of total infections reported;

United States

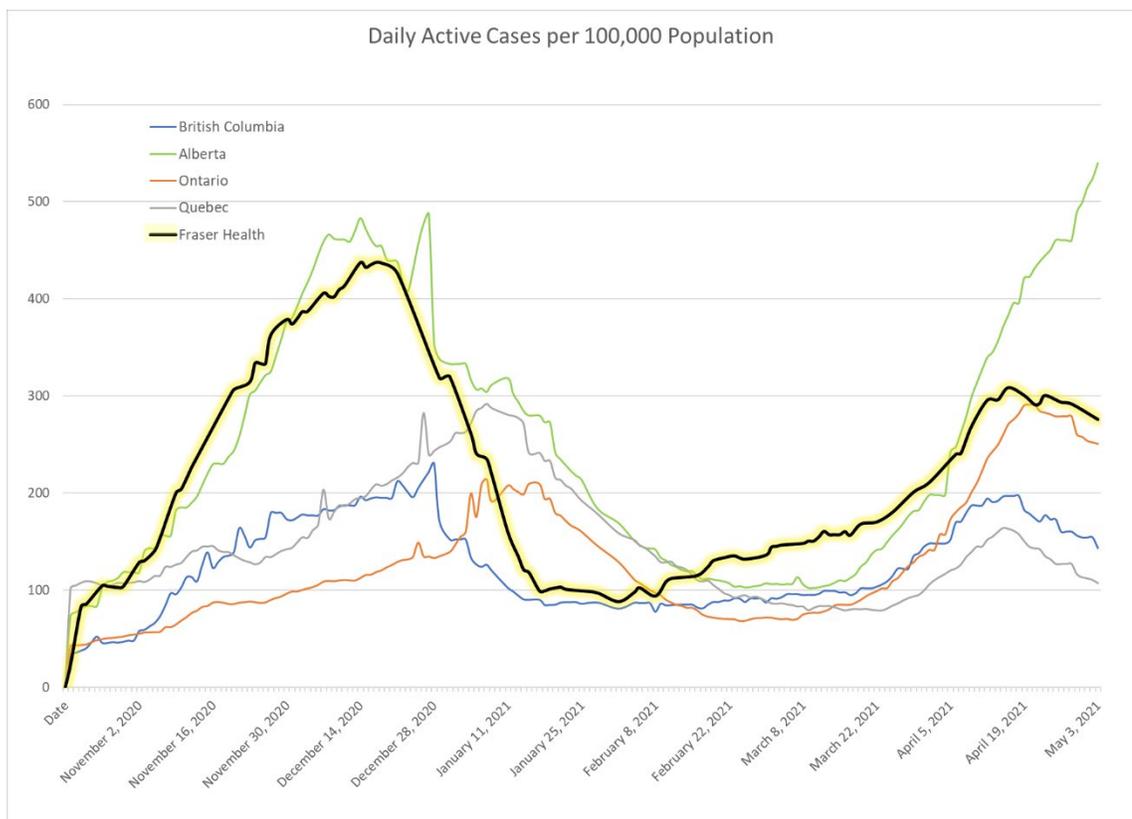
- The United States has reported 45,000 to 58,000 infections each day. One state (California) is reporting over 3 million infections, three states (Texas, Florida and New York) are reporting over 2 million infections, and five states (Illinois, Pennsylvania, Georgia, Ohio and New Jersey) are reporting over 1 million infections. Washington state has reported over 408,000 infections;

Canada

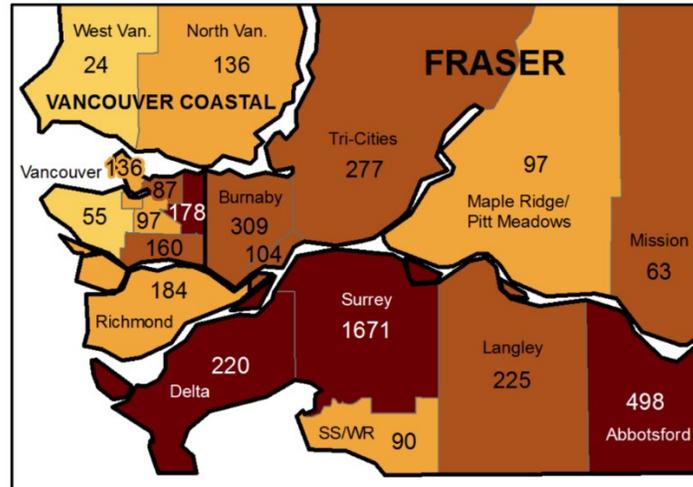
- As of May 4, 2021, Canada has had approximately 1,258,000 cases. This represents a 9.8% increase (112,000 cases) in infections reported;

British Columbia, Fraser Health Authority and Surrey

- As of May 4, 2021, BC has had 132,353 confirmed cases. This represents a 9.4% increase (11,464 cases) in infections reported;
- Of the 132,353 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (76,593 or 57.8%). Of the cases in the Fraser Health region 70,911 have recovered, 297 are currently hospitalized (95 in critical care) and 847 have died;



- From April 25, 2021 to May 1, 2021, the latest date of infection information by community, there were 1,761 new confirmed cases in Surrey and White Rock. During this period, there were 4,611 confirmed cases in the lower mainland, meaning that Surrey and White Rock accounted for a disproportionate number of cases being reported during this period (38.0%);



Source: http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/case-counts-press-statements/covid19_lha_20210425_20210501.png

- From January 3 to May 1, 2021, there were 18,325 cases reported in Surrey and White Rock. A summary of the number of confirmed cases each week in Surrey and White Rock, as well as the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “II”. A comparison of the number of confirmed cases communities of the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “III”. As illustrated, Surrey and White Rock continues to report the highest number of new cases per capita in the lower mainland;
- As of May 5, 2021, 72 schools in the Surrey School District and 18 independent schools in Surrey are reporting a recent COVID-19 exposure event;
- The Province started vaccinations on December 15, 2020. As of May 4, 2021, 1,817,918 first doses have been administered, which is an increase of 403,274 doses being administered. With 1,817,918 doses being administered, approximately 35.6% of British Columbian’s have received a vaccine dosage. 92,244 second doses have also been administered, meaning that approximately 1.8% of British Columbian’s have received their complete vaccination.

Resurgence

A resurgence of COVID-19 cases (third wave) 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 resurgence are more infectious COVID-19 variants of concern, 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 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 interact actions 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, material 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.

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 February 5, 2021 the Provincial Health Officer has further extended the order for a then unspecified period of time. On March 29, 2021, the Provincial Health Officer released updates for the Gatherings and Events Order, being referred to as a “circuit breaker” in response to increasing COVID numbers across the Province. These new restrictions included the suspension of indoor dining, the pausing of indoor, adult group fitness activities, the closing of the Whistler-Blackcomb ski resort and the suspension of planned limited indoor worship services.

The Provincial Health Officer also issued a specific order for the Surrey School District to mandate face coverings for all Grade 4-12 students while indoors and with their learning groups.

On March 29, 2021, the Provincial Health Officer:

- extended the suspension of indoor dining and the pausing of indoor group fitness activities through to May 24, 2021;
- indicated that new orders will be put in place later this week under the *Emergency Program Act* to restrict vacation and recreation travel outside of any persons’ health authority; and
- advised that the Province in conjunction local health authorities will be establishing specific AstraZeneca vaccine clinics in the 13 communities in British Columbia with the highest identified transmission. People 40 and older who reside in these communities will be eligible for vaccination. Targeted communities in Surrey include East Newton, West Newton, Fleetwood, North Surrey, Panorama, and Whalley. Other communities in the Fraser Health Authority include North Delta, Port Coquitlam, South Langley Township and West Abbotsford, those in Vancouver Coastal Health include Kensington and Squamish and Dawson Creek in the Northern Health.

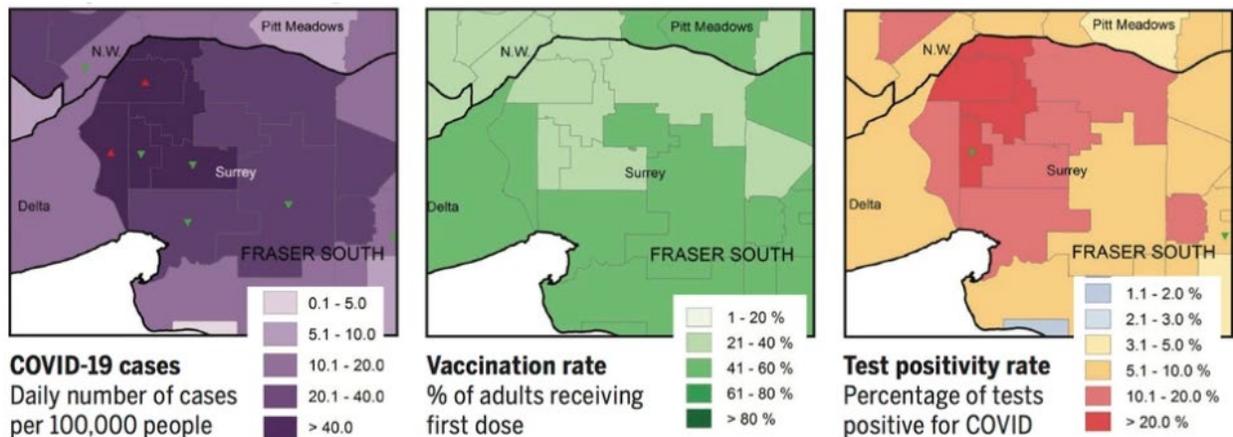
As existing restrictions have been extended, further restrictions have been introduced to limit travel and as vaccinations British Columbians are increasing including a targeted focus on several communities in Surrey, the EOC is undertaking a comprehensive review of both the 10-Point Action Plan and the Global Monitor Report that focuses on recovery and return to business-as-usual operations over time.

Vaccination Efforts

Fraser Health continues to distribute vaccinations at both the Cloverdale Recreation Centre and the South Surrey Recreation and Arts Centre. The Guildford Recreation Centre's immunization clinic opened on April 26, 2021 to support the expansion of the Province's immunization program.

Fraser Health in Partnership with First Nations Health Authority, Métis Nation British Columbia, Friendship Centres and other community organizations, are currently operating an Indigenous Immunization Clinic at the Chuck Bailey Recreation Centre. The clinic is expected to continue to operate three days a week until mid-May 2021.

While the measures implemented by the Provincial Health Officer are intended to minimize the spread of COVID-19 while vaccinations are being administered throughout the Province, as illustrated in Appendix II and III and as illustrated below, Surrey continues to have a high number of new daily cases, a high level of positive test results and the same areas in Surrey have low vaccination rate.



Source: <https://vancouversun.com/news/covid-19-parts-of-surrey-grapple-with-high-rates-of-infection-low-rates-of-vaccination>

As a result, staff will continue to request that the Fraser Health Authority put greater emphasis on providing vaccinations in Surrey in a more targeted and flexible manner, especially in the communities that are experiencing a high number of cases, high positivity rates and low vaccination rates (“hot spot communities”). The City is strongly advocating vaccines in hot spot communities be offered to individuals 18 and older and that vaccination strategies be revised to bring vaccinations to the population faster by allowing neighbourhood based walk-in vaccination capacity in addition to the Provincial registration system. This emphasis should include clear communication to the people living in these hot spot communities that they are priority for public health and include vaccination accessibility for individuals 18 and older. The emphasis should also include, increasing transparency on the efficiency of vaccination efforts to give confidence to the public and potentially highlight the areas of improvement over time.

To support these efforts, staff will continue to offer other Surrey civic facilities to serve as mass vaccination centres, offer the deployment of additional staff to assist in administering vaccines and the sharing of vaccination messaging through the City's social media accounts.

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) (“PHOs”);
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 of 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>	12	2	20%
<i>Arena</i>	5	1	20%
<i>Indoor Pool</i>	2	3	20%
<i>Cultural Centre</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 required in all Civic facilities.

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 PHOs. 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 March 29, 2021, the Provincial Health Officer released updates for the Gatherings and Events Order in response to increasing COVID numbers across the province. The restrictions were to be in place until at least April 19, 2021. The restrictions include the suspension of all indoor adult group fitness programs. Under the current order, the City will continue to provide individual weight room reservations, adult sports for singles play and will introduce outdoor program opportunities for adults beginning April 12, 2021 in compliance with the new order.

The Provincial Health Officer also issued a specific order for the Surrey School District to mandate face coverings for all Grade 4-12 students while indoors and with their learning groups. The City currently operates licensed before and after school programs at five school locations. City staff have adjusted operating protocols to align with the mandatory face coverings for these school-based programs.

On March 31, 2021, the Provincial Health Officer released updates to the Guidelines for Group, Low Intensity Exercise to include mandatory mask use during individual exercise. To ensure that patrons remain safe while exercising in City of Surrey fitness centres, the City now requires people to wear a mask at all times for indoor exercise and adult sport activities. People who are unable to wear a mask due to a health condition or a physical or mental impairment are encouraged to exercise outdoors at this time. For all other activities, people who are unable to wear a mask must always maintain at least a 3-metre distance from others when in the facility. Notifications to patrons have been posted and this requirement has been implemented for all indoor individual exercise and adult sport activities at recreation facilities.

On April 19, 2021, the Provincial Health Officer extended the restrictions within the current Gatherings and Events Order until May 24, 2021 at midnight. The restrictions include the suspension of all indoor group fitness and mandatory mask wearing during exercise.

Recreation Programs & Services

The program utilization for the period of April 18, 2021 through May 1, 2021 is summarized below:

	Drop-In Programs (single event bookings)								
	Aquatics			Arenas			Indoor Fitness		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
April 25-May 1, 2021	2,510	2,846	88%	518	608	85%	6,116	9,140	67%
April 18-24, 2021	2,356	2,669	88%	489	604	81%	5,654	9,050	62%
Since Reopening	37,733	43,720	87%	5,501	6,327	87%	163,753	252,147	65%

	Registered Programs								
	Aquatics			Arenas			Indoor Fitness		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
April 25 - May 1, 2021 *	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
April 18 - 24, 2021 *	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Since Reopening	606	720	84%	967	1,136	85%	47	90	52%

* No new registered Aquatic or Arenas programs were introduced during this period.

	Preschool			Before & After Care		
	Total Reg	Max Reg	Fill %	Total Reg Spaces	Max Spaces Reg	Fill %
April 25 - May 1, 2021	604	635	95%	1,139	1,920	59%
April 18 - 24, 2021	615	637	97%	1,135	1,920	59%

Aquatics

Two of the City's aquatic facilities are open, the Surrey Sport and Leisure Complex and the Grandview Heights Aquatic Centre. Both facilities are operating with COVID-19 safety protocols in place to protect staff and users. Safety planning has been completed with guidance from the BC & Yukon Lifesaving Society, Fraser Health and the British Columbia Recreation and Parks Association. The facilities are serving a broad range of users including lane swimming, public swimming, learn to swim lessons and aquatic sport rentals. Since opening, the facilities have safely served more than 38,000 public users and provide homes for the City's aquatic sport teams to continue with athlete development. Sport User Group utilization for the period of April 18, 2021 through May 1, 2021 is summarized below:

Surrey Sport & Leisure Complex			
Period	Hours Booked	Total Hours Available	Fill %
April 25 - May 1, 2021	498.00	695.75	71.6%
April 18 - 24, 2021	498.00	695.75	71.6%
Since Reopening	16,193.25	21,265.00	76.1%

Grandview Heights Aquatic Centre			
Period	Hours Booked	Total Hours Available	Fill %
April 25 - May 1, 2021	440.00	602.50	73%
April 18 - 24, 2021	436.50	602.50	72.4
Since Reopening	4,434.50	6,951.50	64%

Arenas

The City has reopened the following facilities: North Surrey Sport & Ice Complex, South Surrey Arena, Cloverdale Arena and Surrey Sport & Ice Complex. Four sheets of ice have transitioned to dry floor and are hosting registered ball hockey and lacrosse sport user groups. Four sheets of ice remain and continue to host minor sport groups such as hockey (including Junior A), figure skating and public programming.

Arena Sport User Group utilization for the period of April 18, 2021 through May 1, 2021 is summarized below:

	Arena User Groups					
	Ice			Dry Floor		
	Total Booked Hours	Total Hours Available	Fill %	Total Booked Hours	Total Hours Available	Fill %
April 25 - May 1, 2021	136	185	74%	91	128	71%
April 18 - 24, 2021	139	181	77%	77	119	65%
Total Usage	6,394.50*	7,267.60*	88%	187**	340**	55%

* Since September 7, 2020

**Since April 1, 2021

Dry floor use is trending upwards as new programs start (Lacrosse started on April 11 and Ball Hockey started on April 22).

Park Ambassador Program

The Park Ambassador Program was first introduced in March of 2020 to help keep Surrey’s parks safe. Park Ambassadors are the friendly faces in Surrey’s destination and sport parks, working closely with Surrey Bylaws to act as liaison for delivering key messaging to park visitors.

The program is focused on the City’s busiest destination and sport parks where Park Ambassadors can remind park visitors and sporting groups of current restrictions in place to ensure safe activities and gatherings. The Park Ambassador Program will expand as the weather warms up, ramping up the number of staff present in Surrey parks. Park Ambassador’s visit Surrey’s busiest parks including the following:

- Crescent Beach;
- Blackie Spit Park;
- Bear Creek Park;
- Newton Athletic Park;
- Elgin Heritage Park;
- South Surrey Athletic Park;
- Cloverdale Athletic Park;
- Holland Park;
- Mud Bay Park;
- Goldstone Park;

- Green Timbers Urban Forest; and
- Many other community parks.

Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period of September 9, 2020 through April 30, 2021:

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	9	1 ¹	60%	7,555	80%

1. *The Port Kells reopened on May 5, 2021.*

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	9	1 ¹	60%	2,596	36%

1. *The Port Kells reopened on May 5, 2021.*

On May 3, 2021 Surrey Libraries returned to 7 day a week service, adding back 1-5pm openings on Sundays and Mondays at 9 locations. On May 5, 2021 the Port Kells branch also changed from takeout holds pickup service to allow the limited in branch services currently available at all other locations. These two changes bring Surrey Libraries to 82% of pre-pandemic hours of service, as compared with 60% from September 2020 through April 2021. Safety measures continue and no changes to the pandemic limited services have been made. Services available include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance.

Online resources continue to be well-subscribed as more residents borrow ebooks, emagazines, eaudio and digital learning resources to improve their skills. Surrey residents and any City of Surrey staff member can use these resources at www.surreylibraries.ca free with a library card.

Virtual programs having been doing well with 545 programs held for 9,584 attendees, for the period September 9, 2020 to May 2, 2021. Recent programs included English Conversation Circles, New Parents Meetup, Facebook Live Storytime, Authors Among Us, Library Champions, Reading Buddies, Teen Read Woke Challenge, Literature Club for Seniors by phone, Family History, Online Book Club, and virtual outreach to Options, NewtoBC, and Surrey Schools for the Reading Link Challenge. In-person outreach continues at the Surrey Food Bank. The library averages almost 700 new views per week on its YouTube programs in 2021.

Surrey Fire Service (“SFS”) Response

The Surrey Fire Service responded to a similar number of calls in the first three months of 2020 (pre-pandemic) as compared to the same period in 2019 (pre-pandemic) but from April through to September 15, 2020, the Surrey Fire Service responded to a significantly lower number of calls due to changes in dispatch protocols established by BC Emergency Health Services. After September 15, 2020 and resumption of pre-pandemic dispatch protocols, response was slightly lower for the rest of the year as compared to 2019.

The Surrey Fire Service has responded to a similar number of events in the first four months of 2021 as compared to the same period in 2019 (pre-pandemic).

Appendix “IV” provides a comparison of incident responses by the Surrey Fire Service each month in 2019, 2020 and 2021.

Surrey RCMP Response

The Surrey RCMP received more calls for service in the first four months of 2020 as compared to the same period in 2019 (pre-pandemic) and that as the pandemic continued, calls for service were slightly below the monthly totals for the rest of the year resulting in 2020 experiencing 0.2% (433) fewer calls than 2019.

The Surrey RMCP has received approximately 1,250 more calls for service in the first four months of 2021 as compared to the same period in 2019 (pre-pandemic) but approximately 1,800 fewer calls as compared to the same period in 2020.

Appendix “V” provides a comparison of calls for service to the RCMP each month in 2019, 2020 and 2021.

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 May 5, 2021, and how this inventory has changed since April 21, 2021, is attached as Appendix “VI”.

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 PHOs;
- 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 in the fall of 2020 the EOC revised the goal to approximately 40% for the period of December 2020 until the end of March 2021, and the EOC has further revised this to goal to approximately 20% given the recent increase in cases and cases involving variants of concern and at the request of the Provincial Health Officer.

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 PHO impacting civic facility operation. As of May 4, 2021, there are currently 16 active cases amongst staff. There have been a total 106 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 3.4% which is lower than the infection rate of 4.3% in the Fraser Health Authority as of May 4, 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 one arena at 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. Currently there are a total of 48 guests in the ERC in the first arena. 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 48 guests in the emergency shelter in the second area.

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 and the emergency shelter can serve Surrey’s priority population.

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 are 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. In November compliance increased to 85%. Through the increased safety protocols imposed by the Public Health Officer in November and December and through continuous inspection and education provided by the CCET, compliance rates increased to 90% for the month of December. While compliance remained at 90% in January 2021, it increased to 93% in February, to 94% in March and April.

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 the 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 the Public Health Order may be subject to fines. To this end, The CCET has issued 162 fines since late August 2020 including 34 fines issued to businesses, 42 fines issued to private residences; and 86 fines issued to individuals. In response to the recent March 29, 2021 PDO, which imposed temporary restrictions on in-person dining, the CCET has encountered only nominal contraventions to this requirement amongst the Surrey restaurants it has inspected so far. Additionally, compliance in public spaces continues to remain high despite the increase in case counts across the Fraser Health region.

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 240,500 pageviews as of May 3, 2021, with 7,000 pageviews occurring over the last week. 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 week, the City has used these platforms as part of a renewed effort to encourage residents to follow current regulations and restrictions, information on vaccination registration information and advise on recreation safety and cleaning protocols. Through these platforms, the City reached approximately 294,000 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. As of May 5, 2021, there were no recent exposure events at Surrey's civic facilities.

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, 18 calls have taken place. The next scheduled call is Friday, May 28, 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 corridors (King George Boulevard, 120 Street, 128 Street, 168 Street, 152 Street, 32 Avenue, 64 Avenue, 72 Avenue, 88 Avenue, and 104 Avenue) in 2020 and 2021 as compared to traffic volumes over the same period in 2019 (pre-pandemic), as illustrated in Appendix "VII". However, while traffic in 2021 is generally below the same period in 2019, the level of traffic along Surrey's major corridors is nearing pre-pandemic levels, and for two weeks (weeks 11 and 12 which coincided with spring break from March 16th through 29th) exceeded pre-pandemic levels.

Fraser River Freshet

The Fraser River freshet refers to the spring thaw resulting from melting snowpack and subsequent rainfall impacting the river volume with the possibility of flooding in the Province. Planning for the 2021 freshet season is now underway. The EOC has established a sub-EOC to monitor the Fraser River Freshet.

The Fraser River freshet flood risk is considered low. The Province experienced an average snowpack levels and less than average precipitation this past winter. Recent warmer than average temperatures have begun to melt lower snowpack levels, with a slight increase in river volumes. As the freshet season continues, many variables with precipitation and temperatures will contribute to change flood risks.

Since the 2018 Fraser River Freshet, the City has invested approximately \$4 million in dyke improvements to improve flood protection to industrial, commercial and residential properties within the South Westminster and Bridgeview area.

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 resurgence in infections. 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/ki

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Appendix "I" – Corporate Report R085; 2021 – COVID-19: Emergency Operations Centre Update
Appendix "II" – Confirmed Cases in the Lower Mainland
Appendix "III" – New Cases Per Week in the Local Health Authorities
Appendix "IV" – Surrey Fire Service – Incident Responses
Appendix "V" – Surrey RCMP – Calls for Service
Appendix "VI" – EOC Critical Supplies Inventory
Appendix "VII" – Traffic volumes along major corridors



CORPORATE REPORT

NO: R085

COUNCIL DATE: Apr 26, 2021

REGULAR COUNCIL

TO: Mayor & Council

DATE: April 21, 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 April 12, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R076; 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 the EOC has completed the following actions:

- 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;
- Expanded the Park Ambassador Program at various parks in response to increasing usage;
- Continued the suspension of some programming at some facilities following the orders announced by the Provincial Health Officer;
- 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; and
- Continued our social media efforts to remind residents and business for the need adhere to public health measures and good practices in light of the recent resurgence and to advise residents of vaccine eligibility.

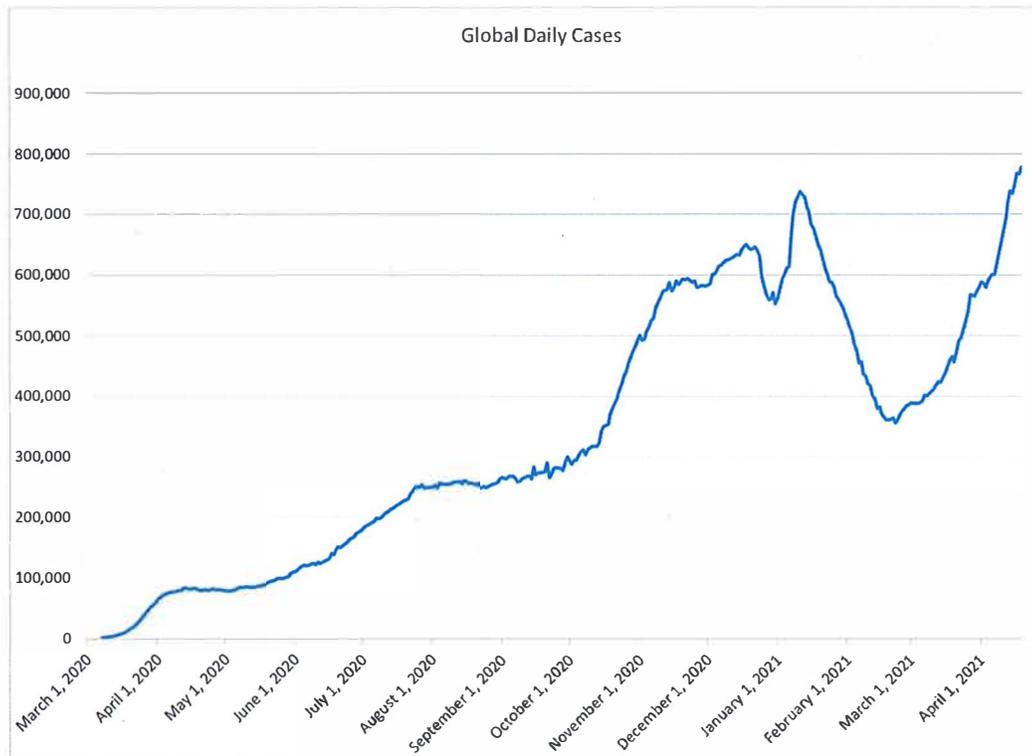
DISCUSSION

The EOC has clear responsibilities outlined and actions underway to respond to the immediate impacts of the COVID-19 pandemic. The EOC is continuing to utilize Surrey's Proactive 10-Point Action 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.

Key insights since the last COVID-19: Emergency Operations Centre Update include:

Global

- Global COVID-19 cases continue to rise, with 143.0 million cases as of April 20, 2021. This represents a somber 7.8% increase (10.4 million cases) in infections reported. After a brief period of decline, the total number of cases is once again increasing as illustrated below;



- There is one country with over 30 million infections reported (United States), two countries with over 10 million infections reported (Brazil and India), and 21 countries with over 1 million infections reported (France, Russia, United Kingdom, Italy, Turkey, Spain, Germany, Argentina, Poland, Columbia, Mexico, Iran, Ukraine, Peru, Indonesia, Czechia, South Africa, Netherlands, Canada, Chile and Romania). The infections in these 24 countries account for 81.7% of total infections reported;

United States

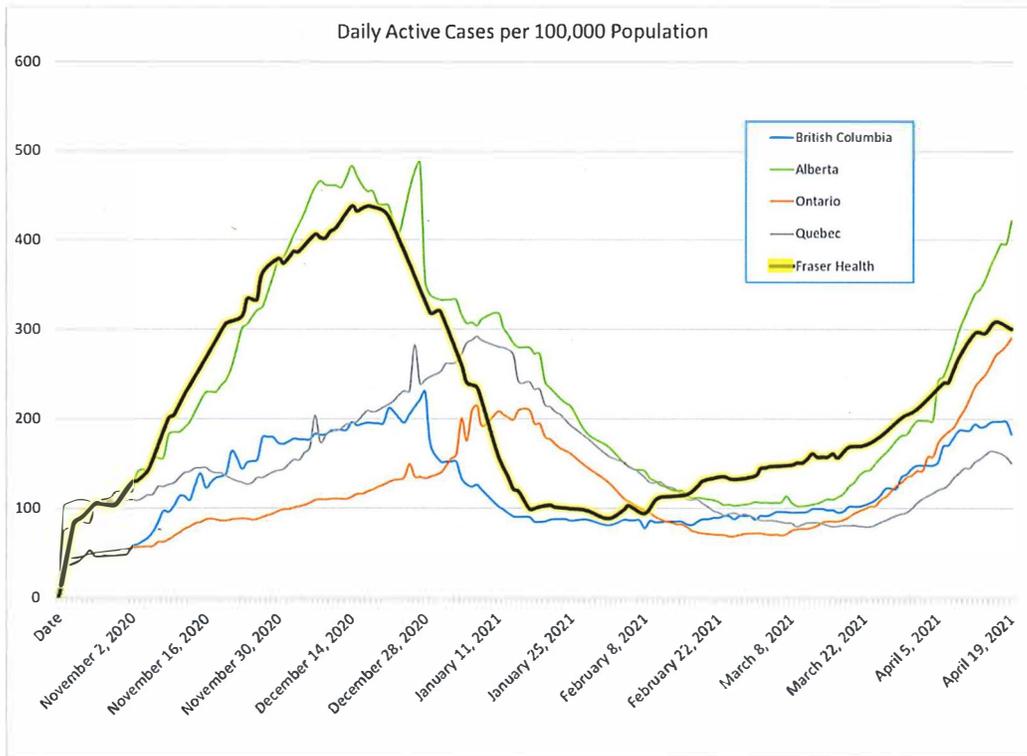
- The United States has reported 41,000 to 82,000 infections each day. One state (California) is reporting over 3 million infections, three states (Texas, Florida and New York) are reporting over 2 million infections, and four states (Illinois, Pennsylvania, Georgia, and Ohio) are reporting over 1 million infections. Washington state has reported over 388,000 infections;

Canada

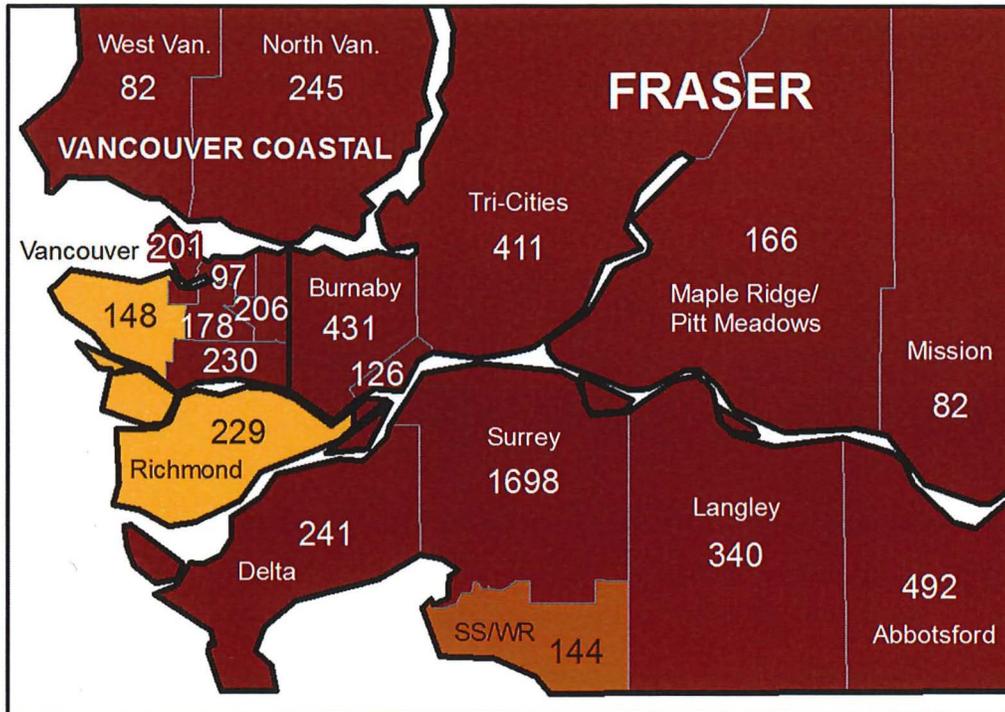
- As of April 20, 2021, Canada has had approximately 1,146,000 cases. This represents a 11.6% increase (119,000 cases) in infections reported;

British Columbia, Fraser Health Authority and Surrey

- As of April 20, 2021, BC has had 120,889 confirmed cases. This represents a 14.1% increase (14,901 cases) in infections reported;
- Of the 120,889 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (69,133 or 57.2%). Of the cases in the Fraser Health region 63,063 have recovered, 236 are currently hospitalized (80 in critical care) and 820 have died;



- From April 10 to April 17, 2021, the latest date of infection information by community, there were 1,842 new confirmed cases in Surrey and White Rock. During this period, there were 5,747 confirmed cases in the lower mainland, meaning that Surrey and White Rock accounted for a disproportionate number of cases being reported during this period (32.1%);



Source: http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/case-counts-press-statements/covid19_lha_20210411_20210417.png

- From January 3 to April 17, 2021, there were 14,707 cases reported in Surrey and White Rock. A summary of the number of confirmed cases each week in Surrey and White Rock, as well as the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix "II". A comparison of the number of confirmed cases communities of the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix "III". As illustrated, Surrey and White Rock continues to report the highest number of new cases per capita in the lower mainland;
- As of April 21, 2021, 68 schools in the Surrey School District and 10 independent schools in Surrey are reporting a recent COVID-19 exposure event;
- The Province started vaccinations on December 15, 2020. As of April 20, 2021, 1,414,644 first doses have been administered, which is an increase of 590,062 doses being administered. With 1,414,644 doses being administered, approximately 27.7% of British Columbia's have received a vaccine dosage. 88,263 second doses have also been administered, meaning that approximately 1.7% of British Columbia's have received their complete vaccination.

Resurgence

A resurgence of COVID-19 cases (third wave) 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 resurgence are more infectious COVID-19 variants of concern, 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 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.

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 February 5, 2021 the Provincial Health Officer has further extended the order for a then unspecified period of time. On March 29, 2021, the Provincial Health Officer released updates for the Gatherings and Events Order, being referred to as a “circuit breaker” in response to increasing COVID numbers across the Province. These new restrictions included the suspension of indoor dining, the pausing of indoor, adult group fitness activities, the closing of the Whistler-Blackcomb ski resort and the suspension of planned limited indoor worship services.

The Provincial Health Officer also issued a specific order for the Surrey School District to mandate face coverings for all Grade 4-12 students while indoors and with their learning groups.

On March 29, 2021, the Provincial Health Officer:

- extended the suspension of indoor dining and the pausing of indoor group fitness activities through to May 24, 2021;
- indicated that new orders will be put in place later this week under the *Emergency Program Act* to restrict vacation and recreation travel outside of any persons' health authority; and
- advised that the Province in conjunction local health authorities will be establishing specific AstraZeneca vaccine clinics in the 13 communities in British Columbia with the highest identified transmission. People 40 and older who reside in these communities will be eligible for vaccination. Targeted communities in Surrey include East Newton, West Newton, Fleetwood, North Surrey, Panorama, and Whalley. Other communities in the Fraser Health Authority include North Delta, Port Coquitlam, South Langley Township and West Abbotsford, those in Vancouver Coastal Health include Kensington and Squamish and Dawson Creek in the Northern Health.

As existing restrictions have been extended, further restrictions have been introduced to limit travel and as vaccinations British Columbians are increasing including a targeted focus on several communities in Surrey, the EOC is undertaking a comprehensive review of both the 10-Point Action Plan and the Global Monitor Report that focuses on recovery and return to business-as-usual operations over time.

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) ("PHOs");
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 of 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>	12	2	20%
<i>Arena</i>	8	1	20%
<i>Indoor Pool</i>	2	3	20%
<i>Cultural Centre</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 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 March 29, 2021, the Provincial Health Officer released updates for the Gatherings and Events Order in response to increasing COVID numbers across the province. The restrictions will be in place until at least April 19, 2021. The restrictions include the suspension of all indoor adult group fitness programs. Under the current order, the City will continue to provide individual weight room reservations, adult sports for singles play and will introduce outdoor program opportunities for adults beginning April 12, 2021 in compliance with the new order.

The Provincial Health Officer also issued a specific order for the Surrey School District to mandate face coverings for all Grade 4-12 students while indoors and with their learning groups. The City currently operates licensed before and after school programs at five school locations. City staff have adjusted operating protocols to align with the mandatory face coverings for these school-based programs.

On March 31, 2021, the Provincial Health Officer released updates to the Guidelines for Group, Low Intensity Exercise to include mandatory mask use during individual exercise. To ensure that patrons remain safe while exercising in City of Surrey fitness centres, the City now requires people to wear a mask at all times for indoor exercise and adult sport activities. People who are unable to wear a mask due to a health condition or a physical or mental impairment are encouraged to exercise outdoors at this time. For all other activities, people who are unable to wear a mask must always maintain at least a 3-metre distance from others when in the facility. Notifications to patrons have been posted and this requirement has been implemented for all indoor individual exercise and adult sport activities at recreation facilities.

On April 19, 2021, the Provincial Health Officer extended the restrictions within the current Gatherings and Events Order until May 24, 2021 at midnight. The restrictions include the suspension of all indoor group fitness and mandatory mask wearing during exercise.

Recreation Programs & Services

The program utilization for the period of March 21, 2021 to April 3, 2021 is summarized below:

	Drop-In Programs (single event bookings)								
	Aquatics			Arenas			Indoor Fitness		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
April 11 - 17, 2021	2,284	2,655	86%	584	696	84%	5,851	9,110	64%
April 4 - 10, 2021	2,316	2,630	88%	536	602	89%	6115	8,562	71%
Since Reopening	33,083	38,195	87%	4,473	5,093	88%	151,984	233,957	65%

	Registered Programs								
	Aquatics			Arenas			Indoor Fitness		
	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %	Total Reg	Max Reg	Fill %
April 11 - 17, 2021 *	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Programs suspended
April 4 - 10, 2021	94	104	90%	154	182	94	N/A	N/A	Programs suspended
Since Reopening	641	750	85%	894	1,058	84%	48	90	53%

* No new registered Aquatic or Arenas programs were introduced during this period.

	Preschool			Before & After Care		
	Total Reg	Max Reg	Fill %	Total Reg Spaces	Max Spaces Reg	Fill %
April 11 - 17, 2021	618	638	97%	1,158	1,920	60%
April 4 - 10, 2021	618	639	97%	921	1,536	60%

Aquatics

Two of the City's aquatic facilities are open, the Surrey Sport and Leisure Complex and the Grandview Heights Aquatic Centre. Both facilities are operating with COVID-19 safety protocols in place to protect staff and users. Safety planning has been completed with guidance from the BC & Yukon Lifesaving Society, Fraser Health and the British Columbia Recreation and Parks Association. The facilities are serving a broad range of users including lane swimming, public swimming, learn to swim lessons and aquatic sport rentals. Since opening, the facilities have safely served more than 33,000 public users and provide homes for the City's aquatic sport teams to continue with athlete development. Sport User Group utilization for the period of April 4 - April 17, 2021 is summarized below:

Surrey Sport & Leisure Complex			
Period	Hours Booked	Total Hours Available	Fill %
April 11 - 17, 2021	502.00	695.75	72.2%
April 4 - 10, 2021	495.00	695.75	71.1%
Since Reopening	15,197.25	19,873.50	76.5%

Grandview Heights Aquatic Centre			
Period	Hours Booked	Total Hours Available	Fill %
April 11 - 17, 2021	436.5	602.5	72.4
April 4 - 10, 2021	358	602.5	59%
Since Reopening	3557.5	5746.5	62%

Arenas

The City has reopened the following facilities: North Surrey Sport & Ice Complex, South Surrey Arena, Cloverdale Arena and Surrey Sport & Ice Complex. Four sheets of ice have transitioned to dry floor and will host registered ball hockey and lacrosse sport user groups. Four sheets of ice remain to host minor sport groups such as hockey (including Junior A), figure skating and public programming.

Arena Sport User Group utilization for the period of April 4 - 17 is summarized below:

	Arena User Groups					
	Ice			Dry Floor		
	Total Booked Hours	Total Hours Available	Fill %	Total Booked Hours	Total Hours Available	Fill %
April 11 - 17, 2021	134	183	73%	19	93	20%
April 4 - 10, 2021	120	174	70%	0	76	0%
Since Reopening	6,119.50	6,901.60	89%	19	169	11%

Fill percentages are lower this reporting period due to the transition to dry floor use as well as ice hockey programs completing their season. Usage is anticipated to increase later in April with the start of lacrosse and ball hockey.

Vaccination Clinics

Fraser Health continues to distribute vaccinations at both the Cloverdale Recreation Centre and the South Surrey Recreation and Arts Centre. Fraser Health is preparing to distribute vaccinations next at the Guildford Recreation Centre as the Province’s immunization program expands.

Fraser Health in Partnership with First Nations Health Authority, Métis Nation British Columbia, Friendship Centres and other community organizations, are currently operating an Indigenous Immunization Clinic at the Chuck Bailey Recreation Centre. The clinic is expected to continue to operate three days a week until mid-May 2021.

The City continues to work with Fraser Health to support the ongoing effort to distribute vaccinations to residents of Surrey. More information regarding vaccination clinics in Surrey visit: <https://www.fraserhealth.ca>.

Park Ambassador Program

The Park Ambassador Program was first introduced in March of 2020 to help keep Surrey’s parks safe. Park Ambassadors are the friendly faces in Surrey’s destination and sport parks, working closely with Surrey Bylaws to act as liaison for delivering key messaging to park visitors.

The program is focused on the City's busiest destination and sport parks where Park Ambassadors can remind park visitors and sporting groups of current restrictions in place to ensure safe activities and gatherings. The Park Ambassador Program will expand as the weather warms up, ramping up the number of staff present in Surrey parks. Park Ambassador's visit Surrey's busiest parks including the following:

- Crescent Beach;
- Blackie Spit Park;
- Bear Creek Park;
- Newton Athletic Park;
- Elgin Heritage Park;
- South Surrey Athletic Park;
- Cloverdale Athletic Park;
- Holland Park;
- Mud Bay Park;
- Goldstone Park;
- Green Timbers Urban Forest; and
- Many other community parks.

Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period of September 9, 2020 through April 1, 2021:

<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	9	1 ¹	60%	7,527	79%

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	9	1 ¹	60%	2,587	35%

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

The Library at the Clayton Community Centre opened on February 10 and is busier with each week open, with many new residents registering to become library members. Other branches continue to operate at 60% of the pre-pandemic service hours with safety measures in place. Services available include limited browsing of shelves, computer and Wi-Fi access, holds pick-up, takeout service and technology/information assistance.

Online resources continue to be well-subscribed as more residents borrow ebooks, emagazines, eaudio and digital learning resources to improve their skills. Two new online resources are now being offered:

- O'Reilly Learning Platform – Over 60,000 items including eBooks, audio books and videos on technology, and
- ProQuest Historical Newspaper Archive – Retrospective to 2010 collection of Vancouver Sun, Province and Times-Colonist including layout/images.

Surrey residents and any City of Surrey staff member can use these resources at www.surreylibraries.ca free with a library card.

Virtual programs have been doing well with 490 programs held for 8973 attendees, for the period September 9-April 18. Recent programs included English Conversation Circles, New Parents Meetup, Facebook Live Storytime, Authors Among Us, Library Champions, Kids STEM Club (plus one just for teens), Literature Club for Seniors by phone, Teen Library Council meetings, Audio/Visual Club, Family History, Author Visit for teens, and virtual outreach to Options, SUCCESS, NewtoBC, Seniors Come Share Society, as well as to Surrey Schools for the Reading Link Challenge. In-person outreach continues at the Surrey Food Bank. The library averages about 600 new views per week on its YouTube programs.

Surrey Fire Service (“SFS”) Response

The Surrey Fire Service responded to a similar number of calls in the first three months of 2020 (pre-pandemic) as compared to the same period in 2019 (pre-pandemic) but from April through to September 15, 2020, the Surrey Fire Service responded to a significantly lower number of calls due to changes in dispatch protocols established by BC Emergency Health Services. After September 15, 2020 and resumption of pre-pandemic dispatch protocols, response was slightly lower for the rest of the year as compared to 2019.

The Surrey Fire Service has responded to approximately 500 fewer calls in the first three months of 2021 as compared to the same period in 2019 (pre-pandemic) and 2020 (pre-pandemic)

Appendix “IV” provides a comparison of incident responses by the Surrey Fire Service each month in 2019, 2020 and 2021.

Surrey RCMP Response

The Surrey RCMP received more calls for service in the first four months of 2020 as compared to the same period in 2019 (pre-pandemic) and that as the pandemic continued, calls for service were slightly below the monthly totals for the rest of the year resulting in 2020 experiencing 0.2% (433) fewer calls than 2019.

The Surrey RCMP has received more calls for service in the first three months of 2021 as compared to the same period in 2019 (pre-pandemic) but slight fewer calls as compared to the same period in 2020 (pre-pandemic).

Appendix “V” provides a comparison of calls for service to the RCMP each month in 2019, 2020 and 2021.

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 April 21, 2021, and how this inventory has changed since April 7, 2021, is attached as Appendix "VI".

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 PHOs;
- 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 in the fall of 2020 the EOC revised the goal to approximately 40% for the period of December 2020 until the end of March 2021, and the EOC has further revised this to goal to approximately 20% given the recent increase in cases and cases involving variants of concern and at the request of the Provincial Health Officer.

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 PHO impacting civic facility operation. As of April 20, 2021, there are currently 16 active cases amongst staff. There have been a total 98 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 3.2% which is lower than the infection rate of 3.8% in the Fraser Health Authority as of April 20, 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 one arena at 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.

Currently there are a total of 46 guests in the ERC in the first arena. 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 48 guests in the emergency shelter in the second area.

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 and the emergency shelter can serve Surrey's priority population.

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 49 individuals are being accommodated in the two motels.

Intergovernmental Support and Cooperation

Post-COVID recovery was the focus of both the 2021 Federal Budget and the 2021 Provincial Budget.

Federal Budget Highlights

- *Support for Western communities:* \$1.9 billion through the National Trade Corridors Fund to boost resource exports and create jobs, and \$560 million for regional development agencies to help support economic development in BC and Prairie communities.
- *Job-creating infrastructure:* doubling of the federal Gas Tax fund transfer—to be renamed the Canada Community Building Fund—to empower cities to move forward on local infrastructure projects crucial to Canada's recovery.
- *Public transit:* \$14.9 billion over 8 years to build public transit, electrify existing systems and connect rural communities. A new permanent transit fund will help create jobs and support economic growth.
- *Affordable housing:* an additional \$2.5 billion over 7 years to help cities deliver affordable and supportive housing to more Canadians.
- *Substance use:* an additional \$116 million over 2 years, starting in 2021-22 for the Substance Use and Addictions Program to support a range of innovative approaches to harm reduction, treatment, and prevention at the community level.
- *Climate resilience:* the budget reinvests in the Disaster Mitigation and Adaptation Fund by \$1.5 billion over 12 years to unlock job-creating local projects, and a new \$200 million over 3 years Natural Infrastructure Fund.
- *Childcare:* support for \$10 per day daycare through \$27.2 billion investment over the next 5 years.
- *Domestic vaccine manufacturing:* \$3 billion investment vaccine development and production.

Provincial Budget Highlights

Business support:

- \$806 million for ongoing supports for businesses in 2021-22.
- Small and Medium Sized Business Recovery Grant in 2021-22 of \$195 million.
- \$100 million in support for the tourism sector in 2021-22.

Health

- New Surrey Hospital and Cancer Centre (\$1.66B) estimated completion in 2026
- \$900 million in new funding for testing, contact tracing, PPE and vaccine rollout.
- More mental health supports in schools, more Foundry centres, quadrupling the number of integrated child and youth support teams, and expanding the response to the overdose crisis.
- \$585 million over 3 years to hire new health care workers to build capacity.
- \$500 million over 3 years to expand and improve mental health and addictions services and respond to overdose crisis.
- \$748 million over 3 years to expand urgent and primary care centres and reduce wait times for surgeries and diagnostic services.

Affordable housing

- \$2 billion over the next 3-5 years to expand the HousingHub program to help build 9,000 units of rental housing and homeownership options

Education

- New Tatalu Elementary School in Surrey – 655 spaces
- \$3.5 billion over the next 3 years to renovate or expand schools across BC.
- Skills and training to improve employment
- \$96 million over 3 years for skills training to build health sector capacity.
- \$32 million in 2021-22 for other targeted training to help people recover including skills training programs for Indigenous peoples, micro-credentials, and work experience placement.
- \$36 million in 2021-22 for student and youth employment initiatives.
- \$500 million over 3 years in financing for InBC, a strategic investment fund designed to deliver economic, environmental and social returns.

Transportation

- Replacing the Pattullo Bridge with a new four lane bridge (expandable to 6 lanes)
- Completing planning for the Surrey-Langley SkyTrain
- Obtaining final decision on the scope, budget, delivery and schedule for the George Massey Crossing
- Widening Highway 1 from Langley to Whatcom Road in Abbotsford.
- Free transit for youth aged 12 and under.
- Childcare support:
 - \$233 million in additional funding over the fiscal plan to create more childcare spaces and make it more affordable, bringing to total childcare budget to \$2.3 billion.
 - \$111 million over the fiscal plan to expand low-cost to no-cost child care

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 and through continuous inspection and education provided by the CCET, compliance rates increased to 90% for the month of December. While compliance remained at 90% in January 2021, it increased to 93% in February and to 94% in March.

It is important to note that compliance inspections as reflected above relate to both the provincial Public Health Order requirements as well as Worksafe BC and Fraser Health requirements. Only contraventions to the Public Health Order 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 the Public Health Order may be subject to fines. To this end, The CCET has issued 137 fines since late August 2020 including 33 fines issued to businesses, 33 fines issued to private residences; and 71 fines issued to individuals. In response to the recent March 29, 2021 Public Health Order, which imposed temporary restrictions on in-person dining, the CCET has not encountered and contraventions to this requirement citing 100% compliance amongst the Surrey restaurants it has inspected so far. Additionally, compliance in public spaces continues to remain high despite the increase in case counts across the Fraser Health region.

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 229,000 pageviews as of March 1, 2021, with almost 3,000 pageviews occurring over the last week. 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 week, the City has used these platforms as part of a renewed effort to encourage residents to follow current regulations and restrictions, celebrate Easter safely, information on vaccination registration information and advise on recreation safety and cleaning protocols. Through these platforms, the City reached approximately 230,000 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, 17 calls have taken place. The next scheduled call is Friday, April 30, 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 corridors (King George Boulevard, 120 Street, 128 Street, 168 Street, 152 Street, 32 Avenue, 64 Avenue, 72 Avenue, 88 Avenue, and 104 Avenue) in 2020 and 2021 as compared to traffic volumes over the same period in 2019 (pre-pandemic), as illustrated in Appendix "VII". However, while traffic in 2021 is generally below the same period in 2019, the level of traffic along Surrey's major corridors is nearing pre-pandemic levels, and for two weeks (weeks 11 and 12 which coincided with spring break from March 16th through 29th) exceeded pre-pandemic levels.

Fraser River Freshet

The Fraser River freshet refers to the spring thaw resulting from melting snowpack and subsequent rainfall impacting the river volume with the possibility of flooding in the Province. Planning for the 2021 freshet season is now underway. The EOC is establishing a sub-EOC to monitor the Fraser River Freshet.

The Fraser River freshet flood risk is considered low. The Province experienced an average snowpack levels and less than average precipitation this past winter. Recent warmer than average temperatures have begun to melt lower snowpack levels, with a slight increase in river volumes. As the freshet season continues, many variables with precipitation and temperatures will contribute to change flood risks.

Since the 2018 Fraser River Freshet, the City has invested approximately \$4 million in dyke improvements to improve flood protection to industrial, commercial and residential properties within the South Westminster and Bridgeview area.

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 resurgence in infections. 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

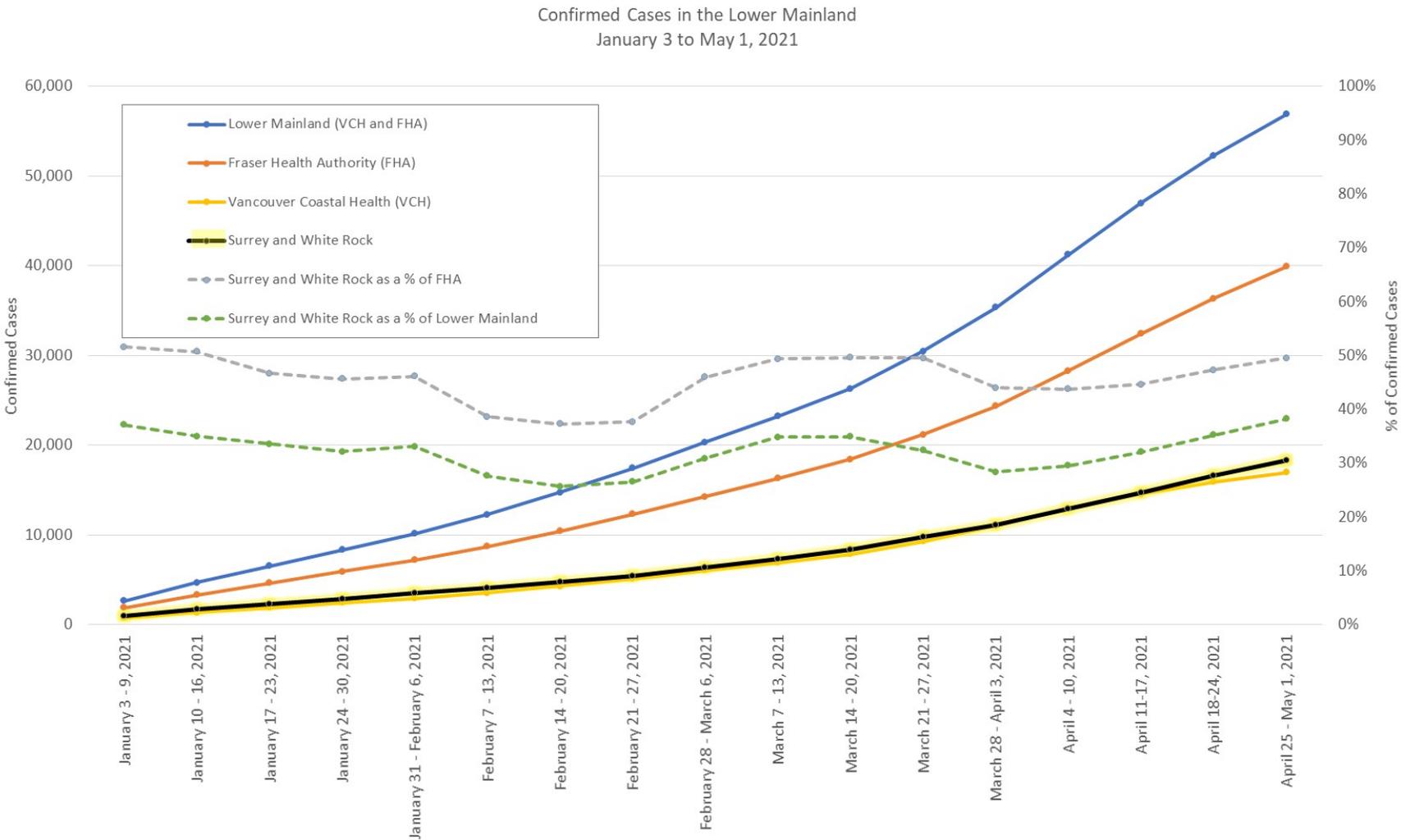
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- Appendix "I" – Corporate Report R076; 2021 – COVID-19: Emergency Operations Centre Update
- Appendix "II" – Confirmed Cases in the Lower Mainland
- Appendix "III" – New Cases Per Week in the Local Health Authorities
- Appendix "IV" – Surrey Fire Service – Incident Responses
- Appendix "V" – Surrey RCMP – Calls for Service
- Appendix "VI" – EOC Critical Supplies Inventory
- Appendix "VII" – Traffic volumes along major corridors

**Appendices available upon request*

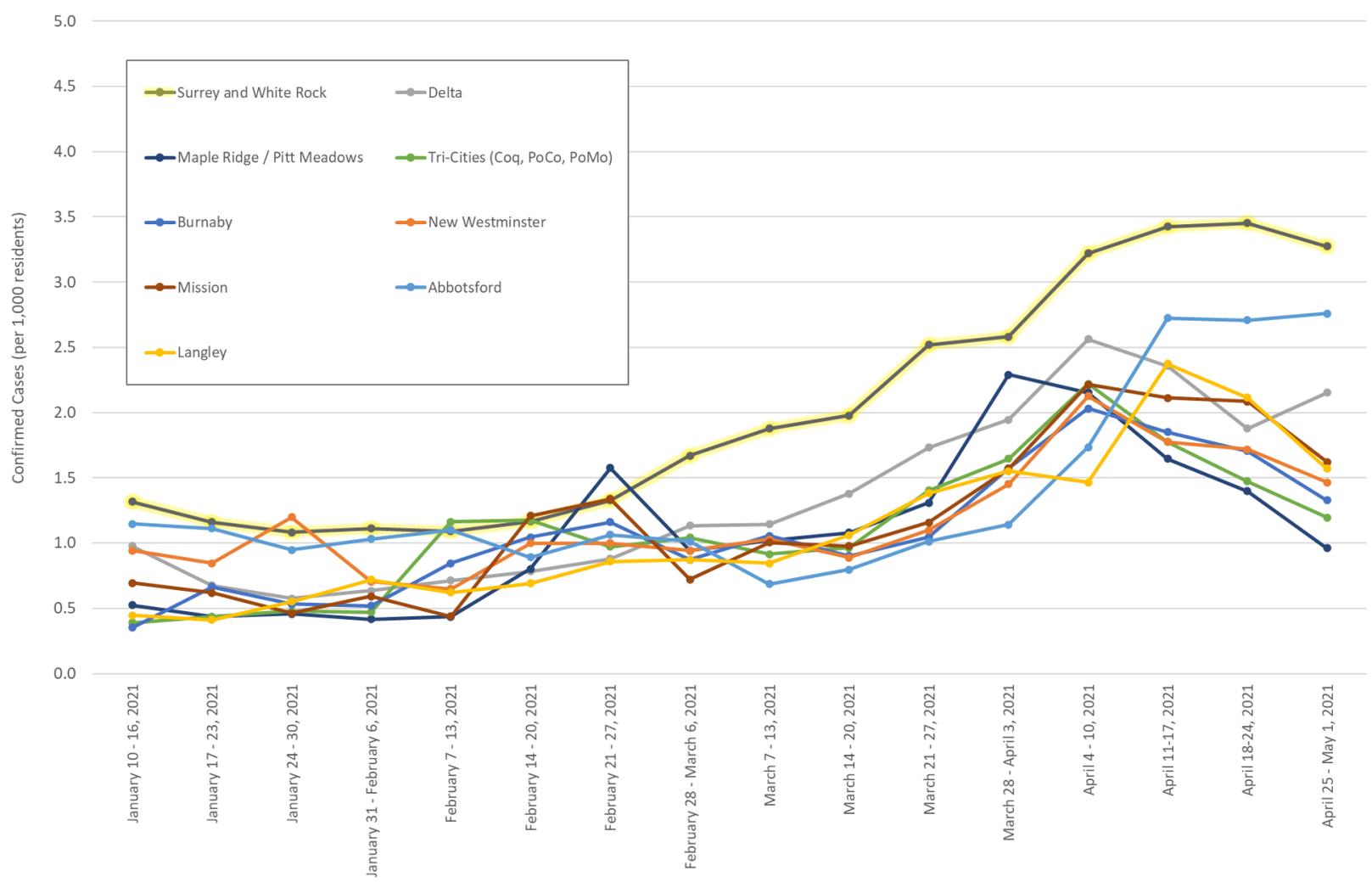
Appendix "II"
Confirmed Cases in the Lower Mainland



Notes:
- Vancouver Coastal Health includes North Vancouver, West Vancouver, Vancouver and Richmond.
- Fraser Health Authority includes Surrey, White Rock, Burnaby, New Westminster, Delta, Langley, Abbotsford, Maple Ridge, Pitt Meadows, Mission, Coquitlam, Port Coquitlam, and Port Moody. Excludes Chilliwack, Agassiz, Harrison Hot Springs and Hope.

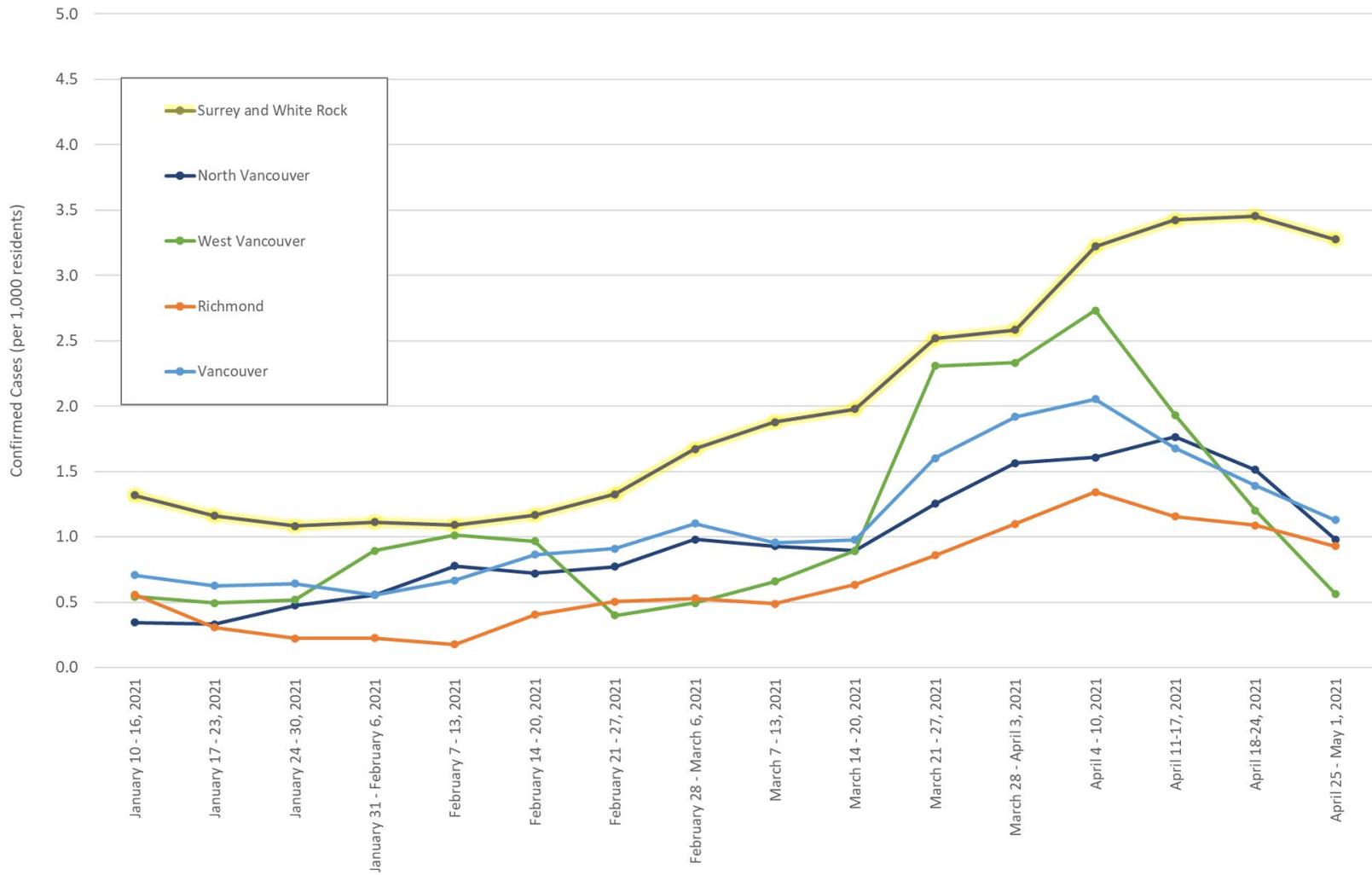
New Cases Per Week in the Local Health Authorities

New Cases per Week per Capita in Communities in the Fraser Health Authority
January 10 to May 1, 2021



Notes:
- Based on 2016 census population.

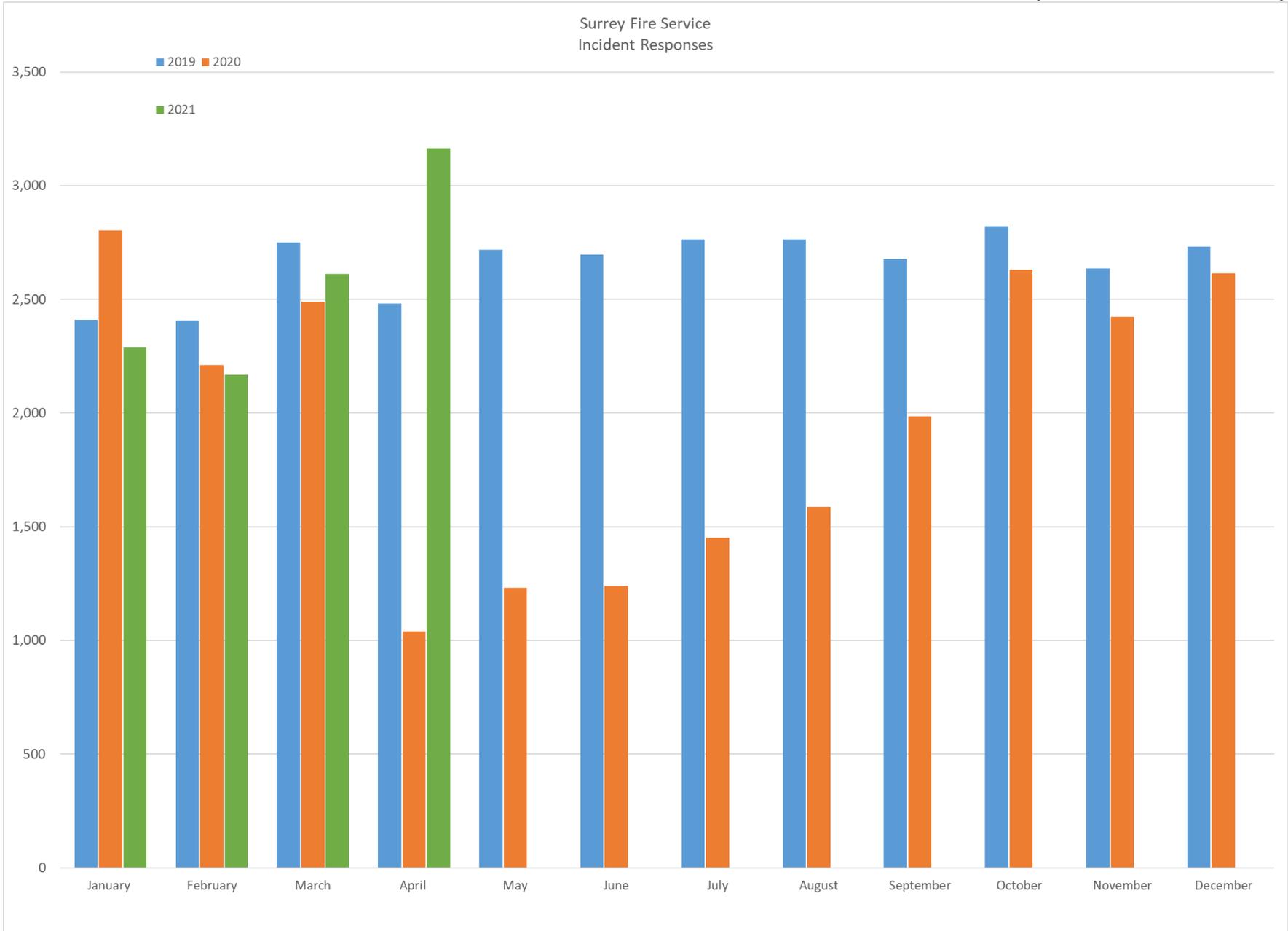
New Cases per Week per Capita in Communities in Vancouver Coastal Health
January 10 to May 1, 2021



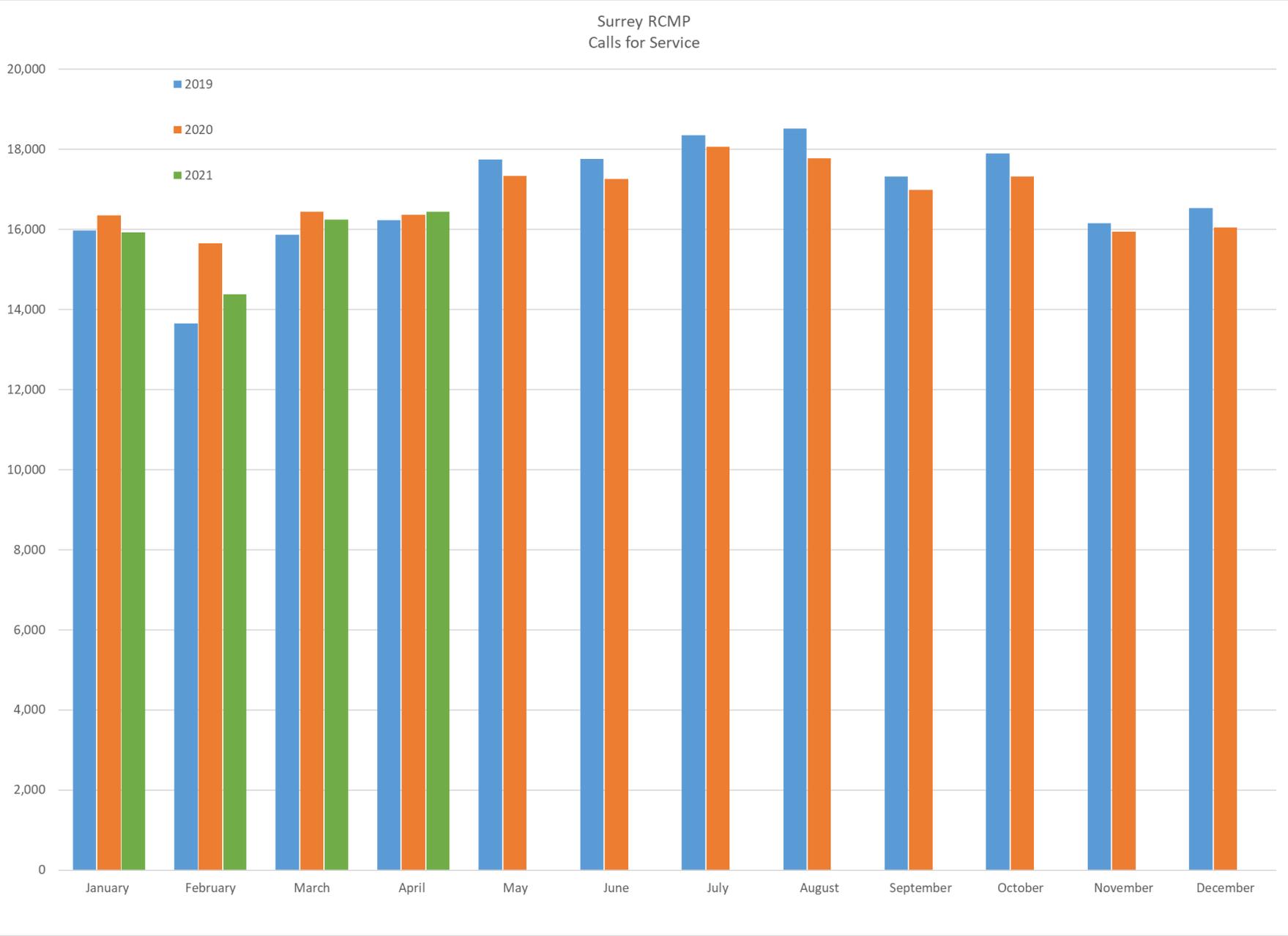
Notes:

- Based on 2016 census population.

Surrey Fire Service – Incident Responses



Appendix "V"
Surrey RCMP – Calls for Service



Appendix "VI"
EOC Critical Supplies Inventory

Product	Current Inventory May 5, 2021	Inventory as of April 21, 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%	64.00	63.00	1.00	0.20	58	52	46	40	28
Disinfectant	929.00	944.00	-15.00	1.77	876	823	770	717	610
Disinfectant Wipes	268,762.00	269,080.00	-318.00	121.95	265,104	261,445	257,787	254,128	246,811
Hand Sanitizer	3,496.00	3,496.00	0.00	8.37	3,245	2,994	2,743	2,492	1,989
Industrial Cleaner	9.00	9.00	0.00	0.00	9	9	9	9	9
PPE									
Booties	2,763.00	3,008.00	-245.00	2.00	2,703	2,643	2,583	2,523	2,403
Cloth Masks	2,000.00	4,165.00	-2,165.00	1.80	1,946	1,892	1,838	1,784	1,676
Face Shields	1,743.00	1,731.00	12.00	0.55	1,727	1,710	1,694	1,677	1,644
Gloves (single)	219,750.00	213,350.00	6,400.00	1,534.70	173,709	127,668	81,627	35,586	-56,496
Gowns	6,889.00	6,049.00	840.00	27.00	6,079	5,269	4,459	3,649	2,029
N95 Masks	13,314.00	14,239.00	-925.00	19.10	12,741	12,168	11,595	11,022	9,876
P100 Cartridges	2,107.00	2,387.00	-280.00	0.00	2,107	2,107	2,107	2,107	2,107
Plexiglass	0.00	0.00	0.00	0.00	0	0	0	0	0
Procedure Masks	23,400.00	25,650.00	-2,250.00	95.20	20,544	17,688	14,832	11,976	6,264

Appendix "VII"
Traffic Along Major Corridors

