

NO: R236

COUNCIL DATE: December 6, 2021

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **December 2, 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 November 8, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R218; 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, BC remains in a "forth wave" of COVID-19, and as such the EOC has undertaken the following actions:

- Continued Step 3 of the Surrey Restart Plan and commenced preparations to introduce further changes to facilities and services as part of Step 4 of the Surrey Restart Plan (which has since been put on hold);
- Continued enforcing vaccine passport entrance requirements at all recreation facilities;
- 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;
- Prepared a proof of vaccination and rapid test submission system to support the City's Employee, Contractor and Volunteer COVID-19 Vaccination Policy;

- In response to the emergence of a new variant of concern, Omicron, a review of the level of service/reopening/closing decision matrix has been initiated to ensure that the key considerations of the decision matrix are still valid; and
- Continued social media efforts to remind residents and business for the need adhere to public health measures and good practices, to advise residents of vaccine eligibility and opportunities and to advise of facility and service updates enacted as part of Step 3 of the Surrey Restart Plan.

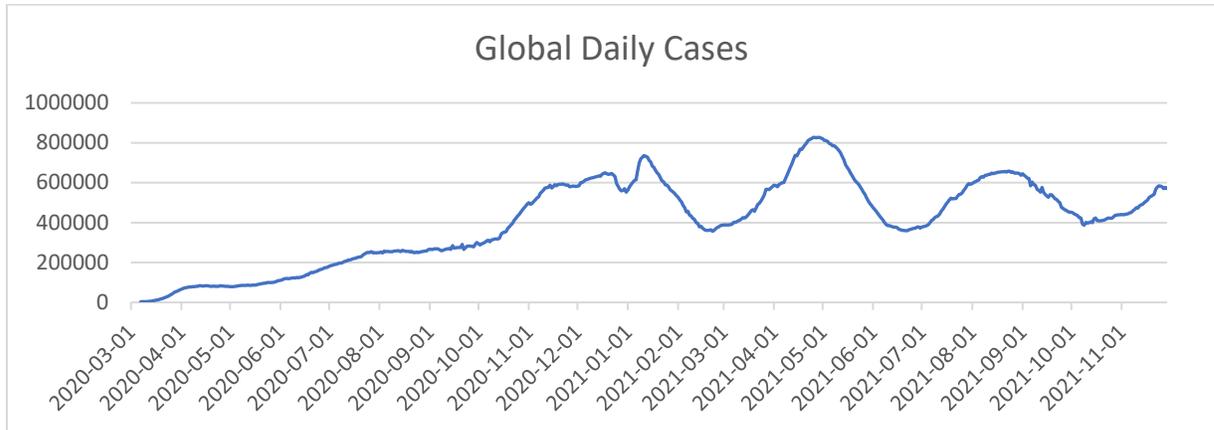
DISCUSSION

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 261.9 million cases as of November 30, 2021. This represents a 6.07% increase (15.05 million cases) in infections reported;



- There are two countries with over 30 million infections reported (United States and India), one country with over 20 million infections reported (Brazil), and 37 countries with over 1 million infections reported (United Kingdom, Russia, France, Turkey, Argentina, Iran, Columbia, Spain, Italy, Indonesia, Germany, Mexico, Poland, South Africa, Ukraine, Peru, Philippines, Netherlands, Iraq, Malaysia, Czechia, Chile, Japan, Canada, Bangladesh, Thailand, Belgium, Pakistan, Sweden, Israel, Romania, Portugal, Kazakhstan, Colombia, Serbia, Vietnam, Slovakia, Austria, and Hungary). The infections in these 40 countries account for 87.3% of total infections reported;

United States

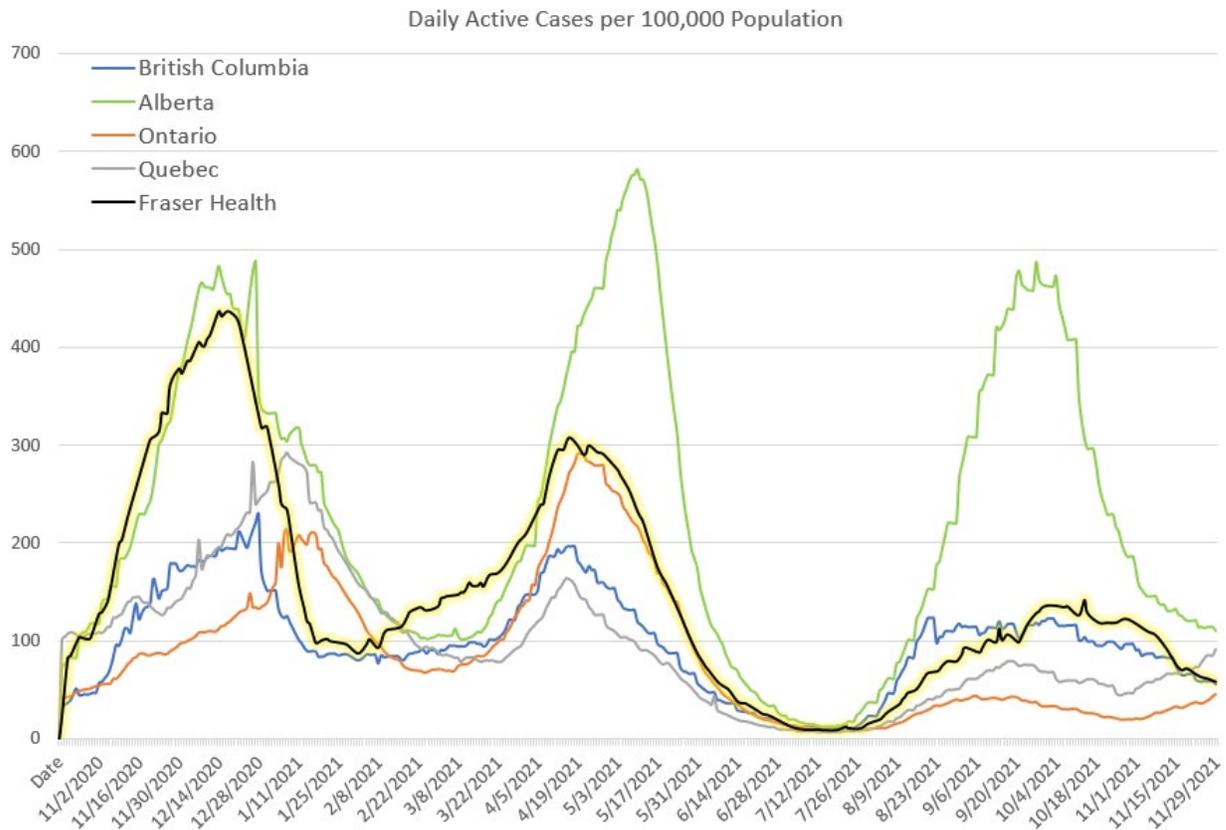
- As of November 30, 2021 the United States has had approximately 48,230,146 cases. This represents a 4.4% increase (2,053,100 cases) in infections reported since November 3, 2021;
- One state (California) is reporting over 5 million infections, one state (Texas) is reporting over 4 million infections, two states (Florida, New York) are reporting over 2 million infections, and ten states (Illinois, Georgia, Pennsylvania, Ohio, North Carolina, Tennessee, New Jersey, Michigan, Indiana, and Arizona) are reporting over 1 million infections. Washington state has reported over 760,000 infections;

Canada

- As of November 30, 2021, Canada has had approximately 1,794,974 cases. This represents a 4.2% increase (72,179 cases) in infections reported since November 1, 2021;

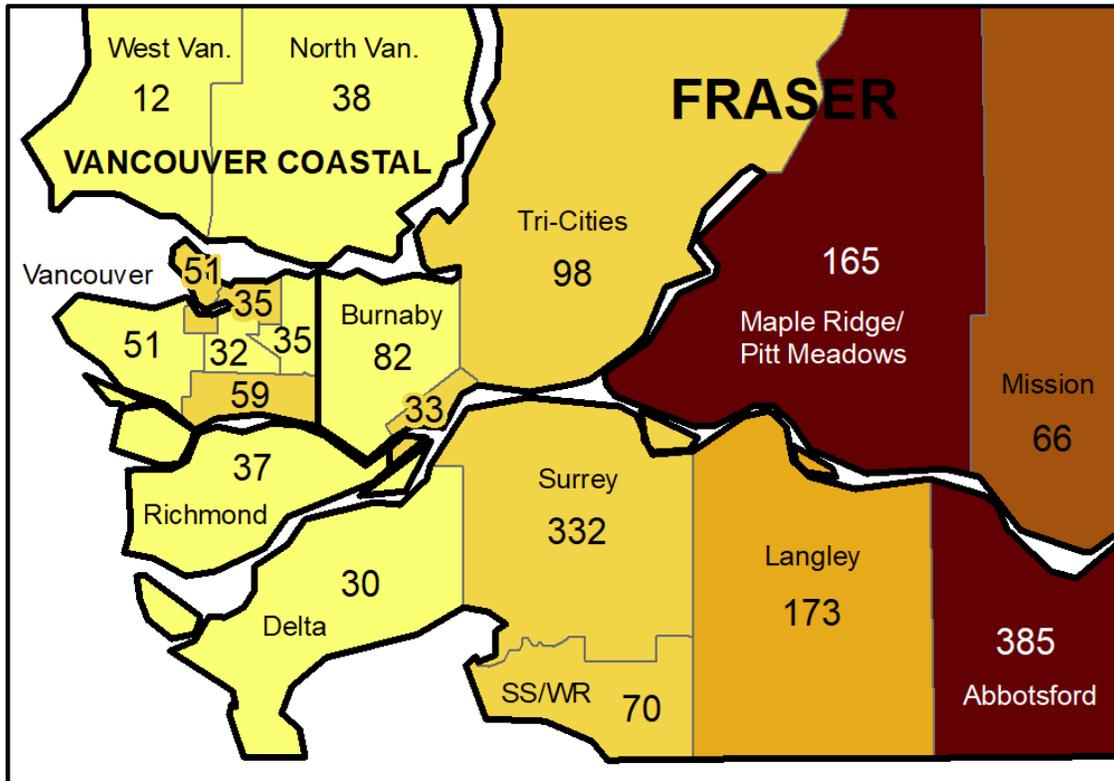
British Columbia, Fraser Health Authority and Surrey

- As of December 1, 2021, BC has had 218,812 confirmed cases. This represents a 9.28% increase (18,592 cases) in infections reported since November 1;
- Of the 218,812 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (109,437 or 50.0%). Of the cases in the Fraser Health region 107,283 have recovered, 99 are currently hospitalized (30 in critical care) and 1,100 have died;



Source: BCCDC, Johns Hopkins University Coronavirus Research Center, 2021

- From November 21, 2021 to November 27, 2021, the latest date of infection information by community, there were 961 confirmed cases in the lower mainland, and of those, 184 (19%) confirmed cases in Surrey and White Rock;



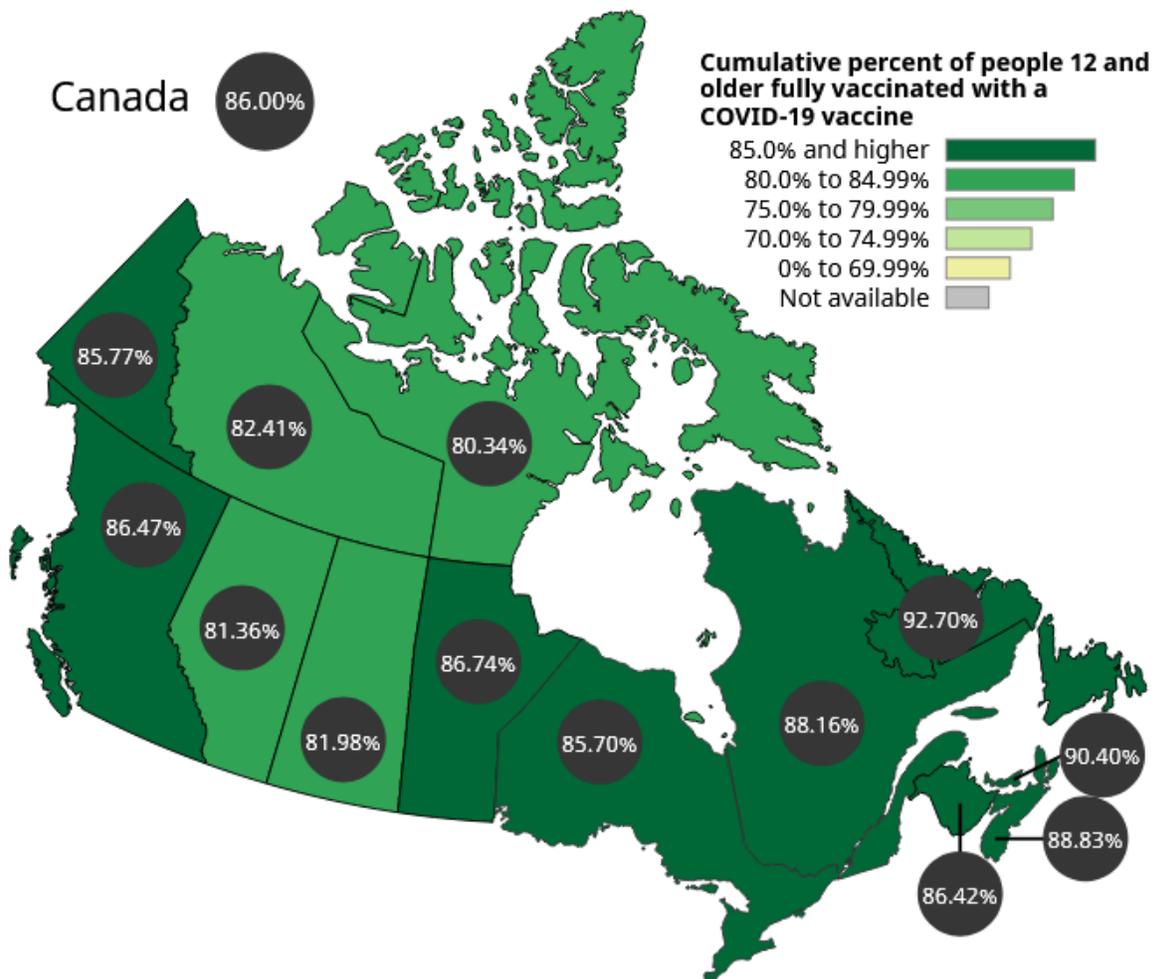
Source: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data>

- From January 3 to November 27, 2021, there were 28,485 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 per capita in communities of the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix “III”. As illustrated, the number of new cases per week in Surrey and White Rock has slightly decreased, but Surrey’s and White Rock’s number of new cases per capita is remains lower than many communities in the Fraser Health Authority; and
- The Province started vaccinations on December 15, 2020. As of December 1, 2021, 4,215,768 first doses have been administered, which is an increase of 36,978 doses being administered. In addition, 4,058,944 second doses have also been administered, which is an increase of 93,494 second doses being administered.
- As of December 1, 2021, 25 schools in the Surrey School District and 3 independent schools in Surrey are reporting a recent COVID-19 exposure event;

COVID-19 Vaccination Rates

According to the latest data from the BCCDC, the COVID-19 vaccines have been proven to significantly reduce rates of infection, hospitalization, and death caused by COVID-19 including the delta variant. As of December 1, 2021, more than 8 billion doses of vaccine have been administered in more than 160 countries. Canada has the 24th highest per capita vaccination rate in the world and over 60 million doses have been administered across the country since vaccinations began in December of 2020. In British Columbia, 8,709,802 doses have been administered, and approximately 80% of the province has received at least one dose.

At the municipal level, Surrey has very high vaccination coverage rates with 91% of the population aged 12+ being fully vaccinated. This is slightly higher than the national and provincial coverage rates of 86.47% and 86.00%, respectively as shown in the following diagram.



Source: <https://health-infobase.canada.ca/covid-19/vaccination-coverage/>

In October, 2021, the Federal and Provincial governments have also implemented mandatory vaccine policies affecting federally regulated industries and BC public service employees. Provincial crown corporations and other government-related entities have also been encouraged

to implement mandatory vaccine policies. The Province began vaccinating children between the ages of 5-11 on November 29, 2021 following approval from Health Canada.

COVID-19 Fourth Wave Resurgence and Variants of Concern (“VOC”s)

The resurgence of COVID-19 cases (fourth wave) experienced in the Fraser Health Authority and British Columbia has continued to subside over the previous month. However, outside of British Columbia, cases have begun to rise again elsewhere in Canada, the United States, and around the world. Case growth in British Columbia has decreased through the month of November, with an average of 2,100 new infections per week.

There is also concern for future growth in cases due to additional infectious COVID-19 variants of concern (Delta and mu), 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, more discretionary trips and expanding tourism opportunities. Growth in infections remains primarily among those that are unvaccinated. Evidence has shown that those fully vaccinated are less likely to develop serious illness and become hospitalized.

In mid- November, South Africa reported the detection of a new variant of concern, Omicron, which has resulted in many governments re-imposing travel restrictions or re-evaluating their COVID-19 response. Canada has instituted travel bans for countries in Africa and has asked the National Advisory Committee on Vaccination (“NACI”) to provide new recommendations on the need for booster shots. In British Columbia, the first confirmed case of the Omicron variant of COVID-19 was detected in British Columbia on November 30, 2021 in the Fraser Health Authority.

BC’s Restart Plan

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan.

On July 1, 2021 as there was at least 70% of the provincial adult population with dose 1, cases declining and hospitalizations declining, the Province enacted Step 3 of the BC Restart Plan. This Step 3 permitted:

- Provincial state of emergency and public health emergency lifted;
- Returning to usual for indoor and outdoor personal gatherings;
- Increased capacity for indoor and outdoor organized gatherings, with safety plans;
- Nightclubs and casinos reopened with capacity limits and safety plans; and
- New public health and workplace guidance around personal protective equipment, physical distancing and business protocols.

Step 4: Future (Implementation date has yet to be determined; Eligibility Requirements: more than 70% of adult population with Dose 1, cases low and stable (contained clusters) and hospitalizations low):

- Returning to normal social contact;
- Increased capacity at larger organized gatherings;
- No limits on indoor and outdoor spectators at sports; and
- Businesses operating with new safety plans.

The Province has yet to indicate a date for the implementation of Step 4.

Surrey Restart Plan

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.

In response to the four-step BC Restart Plan, the EOC has used the opening decision matrix to prepare the Surrey Restart Plan which outlines what changes will be made to facilities and services with Step 2, 3 and 4 of the BC Restart Plan.

In response to the new variant, Omicron, the EOC is currently reviewing the City’s level of service/reopening/closing decision matrix to ensure that the key considerations of the decision matrix are still valid/appropriate in the event that the Omicron variant results in an increase in confirmed cases and a renewed application of the decision matrix to determine if a reduction in level of service and/or the closure of facilities is warranted.

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> | 13 | 0 | 40-60% |
| <i>Arena</i> | 5 | 0 | 40-60% |
| <i>Indoor Pool</i> | 3 | 2 | 40-60% |
| <i>Cultural Centres</i> | 5 | 0 | 50-60% |

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 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 June 14, 2021, the Provincial Health Officer announced the Province is moving into Step 2 of the BC Restart Plan as of June 15, 2021. Step two allows for competition and game play for outdoor and indoor sports to resume with no distancing requirements on the field of play. Spectators are allowed for outdoor sport events up to a maximum of 50. Masks are not required while playing sports. Games and tournaments can resume. Recreational travel, including for sport is now allowed within B.C.

On June 29, 2021, the Provincial Health Officer announced the Province is moving into Step 3 of the BC Restart Plan as of July 1, 2021. Step 3 includes the lessening of restrictions within the Gatherings and Events PHO. This change replaces many public health orders with targeted restrictions and guidelines. The new guidelines allow for increased occupancies and removal of directional signage and contact tracing requirements. Spectators are allowed to gradually return.

On July 7, 2021, the Provincial Health Officer implemented an updated PHO on Gatherings and Events. The changes eased restrictions for events allowing indoor events to take place with a seated capacity of 50 people or 50% of capacity, whichever is greater. Outdoor event restrictions have also eased to a seated capacity of 5000 people or 50% of capacity, whichever is greater. Indoor high intensity and low intensity group fitness is allowed with normal capacity. Gyms, pools, and recreation facilities are also able to operate at normal capacity. Spectators are allowed to return for outdoor activities at 5000 spectators or 50% of capacity, whichever is greater. Indoor capacities for sport spectators is now allowed at 50 spectators or 50% seated capacity, whichever is greater. Travel for sport is now also allowed.

On August 23, 2021, the Provincial Health Officer announced a new order requiring proof of vaccination to access some events, service, and businesses. Starting September 13, 2021, all people 12 and over will be required to show proof of at least one dose of vaccine in order to attend weight room and fitness programs as well as spectator events and private rentals with over 50 attendees. Visitors are required to show proof of vaccination and valid government ID. Effective October 24, 2021 visitors will be required to show proof of two vaccine doses prior to attending. Exemptions are in place for children under the age of 12, and music, art, dance, recreation, sport, exercise, social activity and before and after school programs for children and youth. The order will be in place until January 31, 2022 and is subject to extension.

On August 24, 2021, the Provincial Health Officer announced the Province re-introduced a PHO requiring masks to be worn in all public indoor settings except while exercising. The PHO took effect on August 25, 2021.

The City implemented the Vaccine Passport program throughout all recreation facilities on September 13, 2021. To improve customer experience, the Parks, Recreation and Culture Department are utilizing the Department's registration system to house the vaccine information for patrons that have completed a consent form. This has helped to improve customer service by alleviating unnecessary congestion and waiting times for participants.

On September 28, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces, school spaces and post secondary spaces for all visitors born in 2012 (9+ years) or earlier.

The Province also updated the Face Coverings order to require students kindergarten through grade 12 to wear a mask in indoor school settings. This change was effective October 4, 2021. Effective October 5, 2021, the City expanded its mask protocols for indoor programs for children 5 - 12 years of age to align with the school district requirements. Masks are not required for children's programs while exercising.

On October 12, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces for all visitors born in 2016 (5+) or earlier. The City has expanded its mask protocols and updated public communication to reflect this change.

On October 25, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- Proof of vaccination ("PoV") requirements for all adults (specific to volunteers) who support children and youth programs;
- PoV required for all spectators regardless of size; and
- Public skates for over 50 people now require PoV.

The City implemented these changes across the department November 1, 2021.

October 30, 2021 the Provincial Health Order for Face Coverings was updated to include exemption for those under 5 years of age. The Order also no longer refers to sitting while eating, allowing visitors to stand, sit or transition through indoor public spaces while eating without wearing a mask.

November 17, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- PoV is required for all activities and events at aquatic centres that are not in-pool activities including all spectators. All in-pool activities continue to be exempt from PoV.
- All spectators 12+ require PoV for all activities in recreation centres regardless of numbers.
- Arena public skates are no longer exempt under the PHO and require PoV as per the PHO for those 12+.
- All adults / parent volunteers involved in programs/sports for children and youth must be full vaccinated and require PoV. The PHO clarified that people employed to supervise, lead or assist child and youth programs continue to be exempt from PoV.
- School led activities at PRC facilities are exempt from PoV.

The City implemented these changes across the department November 20, 2021.

Recreation Programs & Services

The program utilization for the period of November 14 – November 27, 2021, is summarized below:

| | POS Drop-in and Membership Scans (Visits Represented Through Scan and Point Of Sale Data) | |
|-----------------------------|--|--------------------|
| | Aquatics and Fitness | Arenas |
| | # Of Visits | # Of Visits |
| Nov 21 – Nov 27, 2021 | 21,898 | 813 |
| Nov 14 – Nov 20, 2021 | 21,068 | 565 |
| Since Restart (Aug 3, 2021) | 312,571 | 7,013 |

| | Registered Programs and Early Registered Drop-in | | | | | | | | |
|-----------------------|---|--|---------------|-----------------------------|--|---------------|-----------------------------|--|---------------|
| | Aquatics | | | Arenas | | | Indoor Fitness | | |
| | # Of New Registrants | # Of New Registration Opportunities Available | Fill % | # Of New Registrants | # Of New Registration Opportunities Available | Fill % | # Of New Registrants | # Of New Registration Opportunities Available | Fill % |
| Nov 21 – Nov 27, 2021 | 770 | 980 | 79% | 911 | 1757 | 52% | 1921 | 3777 | 51% |
| Nov 14 – Nov 20, 2021 | 1079 | 1486 | 73% | 429 | 1212 | 35% | 1805 | 3642 | 50% |
| Since Reopening | 98,457 | 119,328 | 83% | 22,662 | 34,203 | 64% | 269,454 | 412,740 | 65% |

| | Registered Programs | | | | | |
|-----------------------|---------------------------------|--|---------------|---------------------------------|--|---------------|
| | Preschool | | | Before & After Care | | |
| | # Of Current Registrants | # Of Registered Spots Available | Fill % | # Of Current Registrants | # Of Registered Spots Available | Fill % |
| Nov 21 – Nov 27, 2021 | 1095 | 1257 | 87% | 1618 | 2349 | 69% |
| Nov 14 – Nov 20, 2021 | N/A | N/A | N/A | 1637 | 2409 | 68% |

| | Outdoor and Virtual Fitness | | | | |
|-----------------------|------------------------------------|----------------|---------------|------------------------|----------------------|
| | Outdoor Fitness | | | Virtual Fitness | |
| | Total Reg | Max Reg | Fill % | Total Reg | # of programs |
| Nov 21 – Nov 27, 2021 | N/A | N/A | N/A | 0 | 1 |
| Nov 14 – Nov 20, 2021 | N/A | N/A | N/A | 0 | 1 |
| Since Reopening | 4678 | 7659 | 61% | 483 | 68 |

Aquatics

Three of the City’s aquatic facilities are open, the Surrey Sport and Leisure Complex, the Grandview Heights Aquatic Centre, and Guildford Recreation Centre Aquatics. All 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, these facilities have safely served more than 312,571 public users (including fitness) and provide homes for the City’s aquatic sport teams to continue with athlete development. Active recruitment and training is underway to ensure sufficient aquatic staff levels to enable additional aquatic facilities to be reopened.

Sport User Group utilization for the period of November 14 – November 27, 2021 is summarized below:

| Aquatics User Group Stats | | | |
|---|--------------------|-----------------------|--------|
| Date | Total Hours Booked | Total Hours Available | Fill % |
| Surrey Sport & Leisure Complex | | | |
| Nov 21-27, 2021 | 326.75 | 346.75 | 94% |
| Nov 14-20, 2021 | 327.75 | 346.75 | 94% |
| Since Reopening | 27,176.5 | 37,516.75 | 72% |
| Grandview Heights Aquatic Centre | | | |
| Nov 21-27, 2021 | 457.75 | 477.74 | 96% |
| Nov 14-20, 2021 | 442 | 477.5 | 93% |
| Since Reopening | 13849 | 19647.5 | 70% |
| Guildford Aquatic Centre | | | |
| Nov 21-27, 2021 | 235.5 | 303.5 | 77% |
| Nov 14-20, 2021 | 284.5 | 303.5 | 93% |
| Since Reopening | 2,996.5 | 3,642 | 82% |

Arenas

The arenas have opened all locations including South Surrey Arena, Surrey Sport and Leisure Complex, Cloverdale Arena, Newton and North Surrey Sport and Ice Complex. Effective November 20, 2021. Arena public skates now require proof of vaccination for those 5+ under the updated PHO for Gatherings and Events.

Arena Sport User Group utilization for the period of November 14 – November 27, 2021 is summarized below:

| Date | Ice | | |
|--|-------------------|----------------------|--------|
| | Total Booked Hrs. | Total Available Hrs. | Fill % |
| Oct. 24 – Oct.30, 2021 | 590 | 643 | 92% |
| Oct. 17 – Oct 23, 2021 | 597.5 | 672.5 | 89% |
| * Since September 7 **Since April 1, 2021 | 12,850.5* | 16,509.1 | 78% |

Culture Venues & Events

Surrey Civic Theatres reopened in September for live, in-person performances beginning at 50% capacity, and increased for rentals and winter ticketed events to 100% in accordance with the October PHO updates. In alignment with other regional theatres, vaccine verification is required for all ticketed performances. Also following PHO guidelines, the City hosted its first large special event, with the Tree Lighting Festival on November 20.

COVID-19 Vaccination Clinics

Fraser Health’s Mobile Outreach Team are hosting weekly immunization clinics planned at least until the end of the year. Current clinics are hosted at the Clayton Community Centre, South Surrey Recreation and Arts Centre, and the Guildford Recreation Centres. Fraser Health will adjust clinic dates and locations according to community needs.

For 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 continue to be 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 has been operating at a much-reduced level since the Province moved to Step 3 as there are no restrictions in place for park spaces. Once the Province moves into Step 4, the Park Ambassador program first established in response to COVID-19 will be concluded. Pending necessary budget approvals, the Park Ambassador program is envisioned to restart in 2022 with significantly different job responsibilities as compared to duties during response to COVID-19. It is envisioned that the future Park Ambassadors will have a wide range of job duties including litter picking, greeting, wayfinding, washroom cleaning, and some bylaw enforcement capabilities, etc.

Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period Sept. 9, 2020-November 19, 2021.

| <i>Service</i> | <i>Number of Facilities Opened</i> | <i>Number of Facilities Closed</i> | <i>% of Service hours offered at Opened Facilities</i> | <i>Daily Checkouts</i> | <i>Daily Checkouts as a % of Pre-pandemic checkouts</i> | <i>Daily Visits</i> | <i>Daily Visits as a % of Pre-pandemic visits</i> |
|----------------|------------------------------------|------------------------------------|--|------------------------|---|---------------------|---|
| Libraries | 10 | 0 | 100% | 7,536 | 77% | 2,829 | 39% |

- Online programs:
 - October 2021: 141 programs, 2999 participants
 - September 9, 2020-November 19, 2021: 1252 programs, 22,223 attendees
 - Recent programs include Special Halloween programs, Reading Buddies, Coding-CoSpaces, Coding-Intro Python, Coding-Scratch, Authors Among Us, English Conversation Circles, Facebook Live Storytimes, Literature Club for Seniors by phone, Baby & Toddler Storytimes, Kids STEM Club, Online Book Club, Armchair Traveller, Library Champions, Teen Library Council’s Kahoot Trivia, Tea & Talk, Legal Information series, Author reading with Michael Bains, Audiobook Club Pre-Teen English Conversation Circle, Pre-Teen Book Club, Teen Drawing Workshop, Reading Link Challenge, and virtual outreach to Options, SUCCESS and WorkBC.
- In-person programs:
 - Restarted gradually in September, with the bulk of programs held in October and November 2021: 100 programs, 2338 attendees
 - Recent programs include indoor and outdoor story times, Teen Library Council’s Escape Room, Kids, Teen and Adult Book Clubs, Family History Programs, and Writers’ Groups. In-person outreach includes the Surrey Food Bank and FRAFCA.
 - Starting November 8, proof of vaccine is being checked for participants of all in-person indoor programs.
 - Starting November 8, select branch meeting rooms are available for public bookings.

Surrey Fire Service (“SFS”) Response

In 2021 Surrey Fire Service workloads are consistently higher than the period before BC Emergency Health Services COVID changes to medical incident dispatch protocols. The increased growth in 2021 service demands is related to a general increase in the number medical incidents being assigned by BCEHS for a fire service response.

The SFS response to overdose incidents over 2021 has averaged 6.8/day, a doubling of the 2020 average rate of 3.4/day. This equated to 400% of the delivery of life saving Naloxone to overdose patients by Fire First Responders.

Appendix “IV” provides a comparison of incident responses by the SFS 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. Based on the number of calls from the beginning of the year to the end of November, 2021, the Surrey RCMP will have received approximately 2,750 fewer calls as compared to the same period in 2020 and approximately 2,700 fewer calls as compared to the same period in 2019 (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 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 November 3, 2021 is attached as Appendix “VI”.

Return to Office Plan

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 are advised that they are not to enter their workplace and that they will be contacted by their manager with further directions.

As noted above, the RTO Plan has been updated as part of the Surrey Restart Plan so that its aligns with the BC Restart Plan.

| Step | % of staff working at their respective facility |
|--------------------------------|--|
| Step 2 - current | 60% |
| Step 3 - July 1- earliest date | 60-80% |
| Step 4 - To Be Determined | 80% gradually increasing to 100% |

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 November 29, 2021, there are currently 2 active cases amongst staff. Since the start of the pandemic, there have been a total of 150 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 4.8% which is lower than the infection rate of 6.2% in the Fraser Health Authority as of November 29, 2021. The RTO plan and safe work protocols in place have been effective to date in minimizing 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 the ERC in the first arena operates at or close to the full capacity of 48 guests. Last winter the EOC also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently this second arena operates at close to or full capacity of 48 guests in the emergency shelter.

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.

It is expected that as the risk for COVID-19 subsides, BC Housing will seek to relocate those sheltered at the Linda Vista Motel and the Canadian Inn to available housing where available, or back to an existing shelter as capacity in these facilities is increased to pre-pandemic occupancy rates. In addition, staff are continuing work with BC Housing and the Province to identify alternate housing options for the guests at the NSRC ERC.

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.

Over the course of the pandemic, the average compliance percentage has varied from a low of 74% during the month of August 2020 to a consistent high of over 95% in recent months. 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

Since the September 13, 2021 Provincial requirement for proof of vaccination, the City has received a nominal number of complaints from the public regarding certain businesses that are not -19- requesting proof of vaccination from their patrons. To date, the CCET’s role has been limited to providing education to these businesses. In early October, CCET announced that it would start fining businesses found to be in non-compliance where businesses may face fines of up to \$2,300 per instance for not requesting proof of vaccination. In addition, patrons refusing to provide proof of vaccination and refusing to leave a business premise may face fines and expulsion from the premise by attending RCMP officers. So far, no issues have been encountered where a business has refused to comply with the PHO requirements and no fines have been issued.

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 PHOs may be subject to fines. The CCET has issued a total of 166 fines since late August 2020 including 34 fines issued to businesses, 44 fines issued to private residences; and 88 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 294,020 pageviews as of November 29, with 1,942 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 continue to be 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. Through these platforms, the City reached approximately 179,711 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, 23 calls have taken place.

The associations in this call have included staff representatives from the Surrey Board of Trade, the South Asian Business Association of BC, the Downtown Surrey Business Improvement Association, the Cloverdale Chamber of Commerce, the Cloverdale Business Improvement Association, the Fleetwood Business Improvement Association, the Newton Business Improvement Association, the South Surrey and White Rock Chamber of Commerce, the New Westminster & District Labour Council, and the White Rock Business Improvement Association.

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". Traffic in 2021 along Surrey's major corridors was generally below the same period in 2019, except for a 2-week period in late August.

Initiation of a Sub-EOC in response to local flood events

Due to the on-going provincial state of emergency related to the atmospheric river related flooding events, a sub-EOC was established to monitor the impacts of the rainfall on the City's drainage system and low lying properties, similar to the sub-EOC that was established earlier this year to monitor the Fraser River Freshet. A comprehensive overview of the City's response to the atmospheric river events is being provided in the Corporate Report entitled November 2021 Rainfall Event Summary also being presented to Council on December 6, 2021.

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 (fourth wave) in cases including in British Columbia.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan. As the Province enacts Steps 4 of the BC Restart Plan, the City will enact Step 4 of the Surrey Restart Plan accordingly.

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

SW/JA/ki

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Appendix "I" – Corporate Report R218; 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: R218

COUNCIL DATE: November 8, 2021

REGULAR COUNCIL

TO: Mayor & Council

DATE: November 4, 2021

FROM: City Manager

FILE: 7130-16

SUBJECT: COVID-19: Emergency Operations Centre Update

RECOMMENDATION

The City Manager recommends that Council:

1. receive this report for information; and
2. Council consider its position for vaccination requirements for elected officials.

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 October 18, 2021 Regular Council Public Hearing meeting (a copy of Corporate Report No. R204; 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, BC remains in a "forth wave" of COVID-19, and as such the EOC has undertaken the following actions:

- Enacted Step 3 of the Surrey Restart Plan and commenced preparations to introduce further changes to facilities and services as part of Step 4 of the Surrey Restart Plan (which has since been put on hold);
- Introduced an Employee, Volunteer and Contractor COVID-19 Vaccination Policy;
- Continued enforcing vaccine passport entrance requirements at all recreation facilities;
- 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 social media efforts to remind residents and business for the need adhere to public health measures and good practices, to advise residents of vaccine eligibility and opportunities and to advise of facility and service updates enacted as part of Step 3 of the Surrey Restart Plan.

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 246.9 million cases as of November 1, 2021. This represents a 3.35% increase (8.01 million cases) in infections reported;



- There are two countries with over 30 million infections reported (United States and India), one country with over 20 million infections reported (Brazil), and 33 countries with over 1 million infections reported (United Kingdom, Russia, France, Turkey, Argentina, Iran, Columbia, Spain, Italy, Indonesia, Germany, Mexico, Poland, South Africa, Ukraine, Peru, Philippines, Netherlands, Iraq, Malaysia, Czechia, Chile, Japan, Canada, Bangladesh, Thailand, Belgium, Pakistan, Sweden, Israel, Romania, Portugal, Kazakhstan, Columbia, and Serbia). The infections in these 36 countries account for 86.1% of total infections reported;

United States

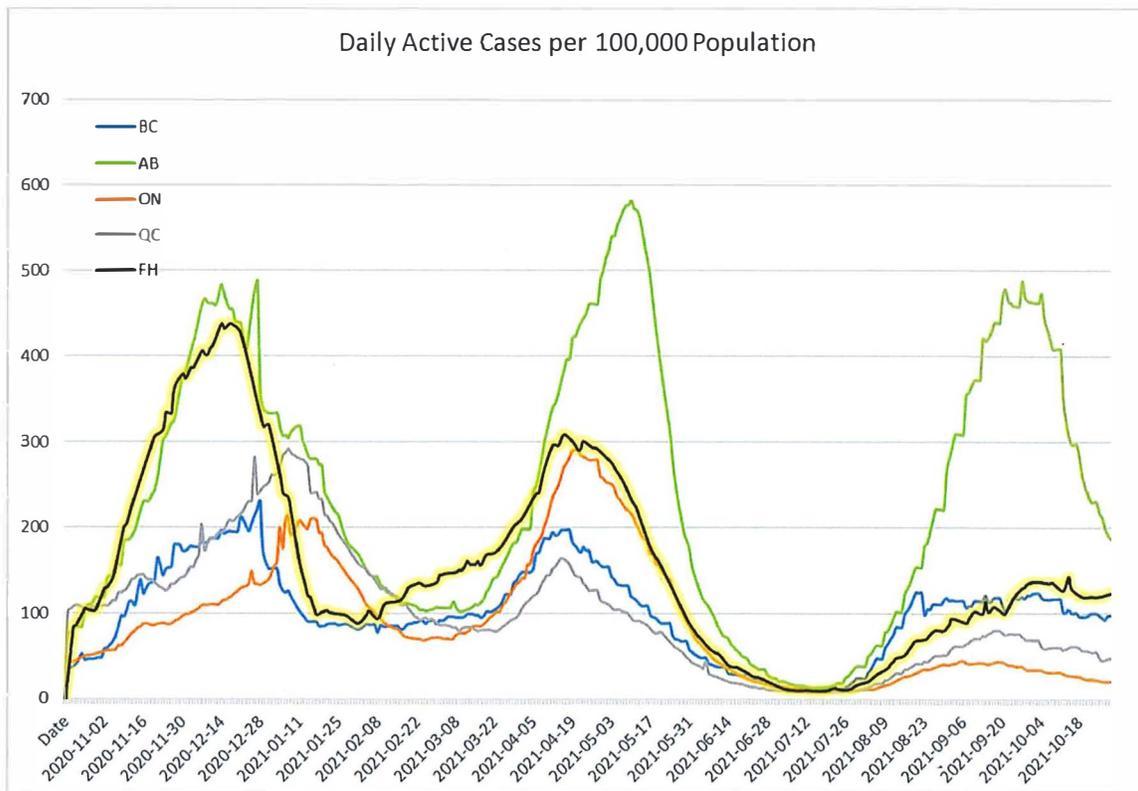
- As of November 3, 2021 the United States has had approximately 46,230,146 cases. This represents a 2.0% increase (898,542 cases) in infections reported since October 18, 2021;
- Two states (California, Texas) are reporting over 4 million infections, one state (Florida) is reporting over 3 million infections, one state (New York) is reporting over 2 million infections, and nine states (Illinois, Georgia, Pennsylvania, Ohio, North Carolina, Tennessee, New Jersey, Michigan and Arizona) are reporting over 1 million infections. Washington state has reported over 725,000 infections;

Canada

- As of November 1, 2021, Canada has had approximately 1,722,795 cases. This represents a 1.71% increase (29,104 cases) in infections reported since October 18, 2021;

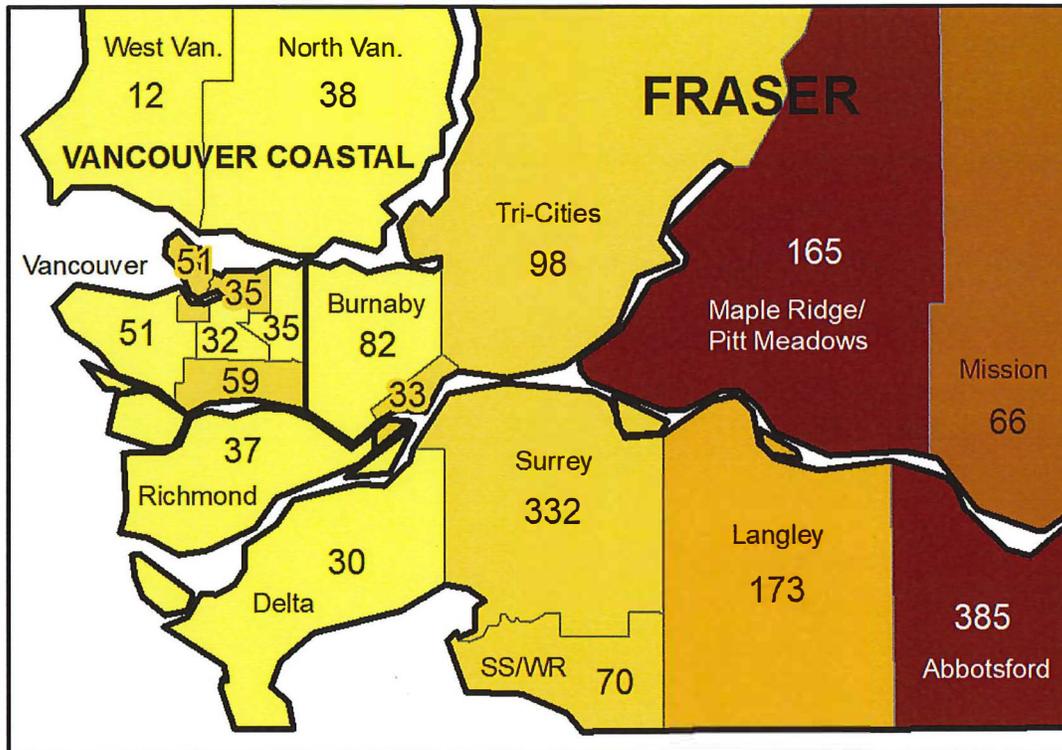
British Columbia, Fraser Health Authority and Surrey

- As of November 3, 2021, BC has had 200,220 confirmed cases. This represents a 2.9% increase (5,639 cases) in infections reported;
- Of the 200,220 confirmed cases in BC, the Fraser Health Authority continues to account for the majority of confirmed cases (104,567 or 52.2%). Of the cases in the Fraser Health region 101,204 have recovered, 161 are currently hospitalized (42 in critical care) and 1,042 have died;



Source: BCCDC, Johns Hopkins University Coronavirus Research Center, 2021

- From October 24, 2021 to October 30, 2021, the latest date of infection information by community, there were 1,784 confirmed cases in the lower mainland, and of those, 402 (23%) confirmed cases in Surrey and White Rock;



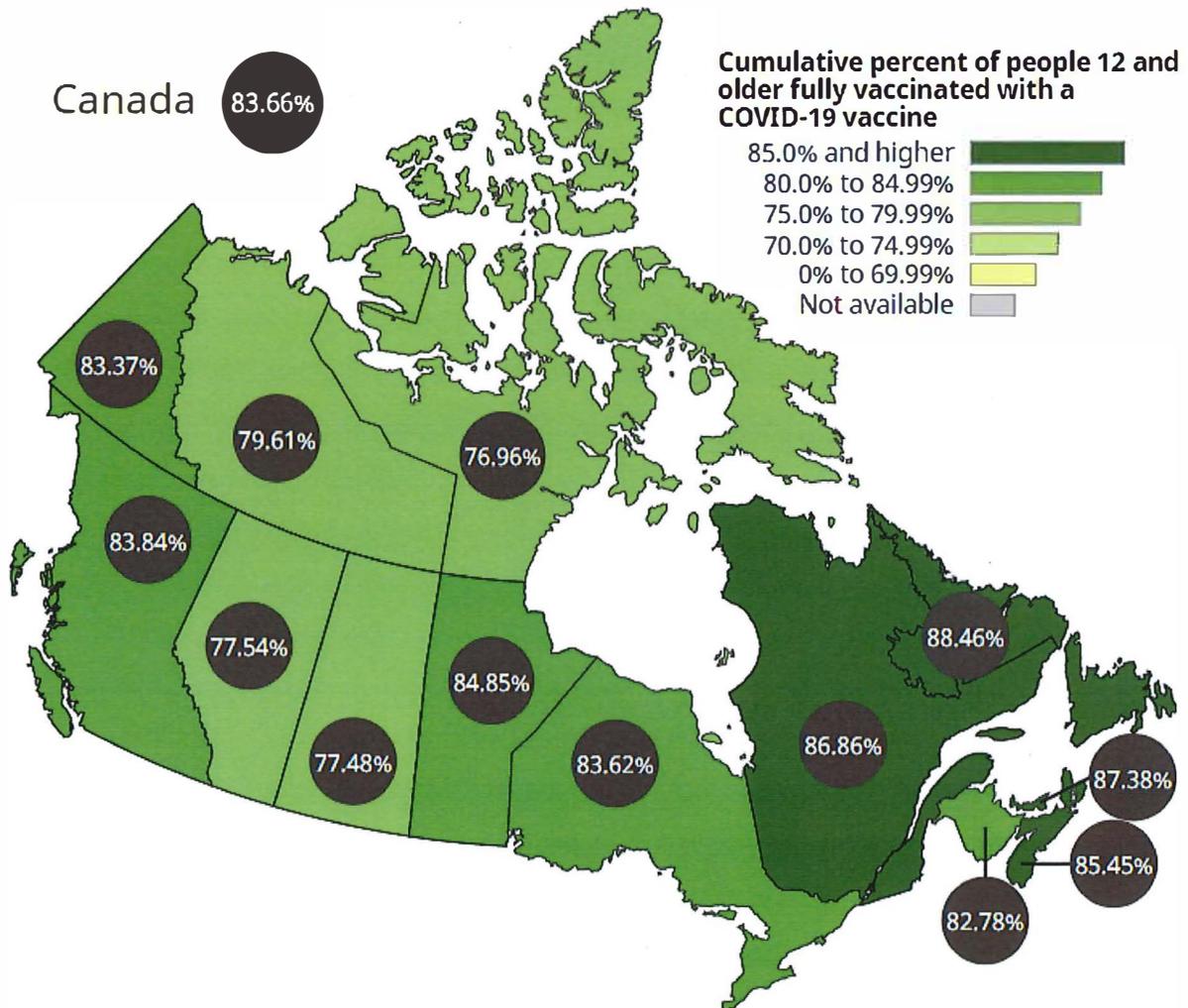
Source: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/data>

- From January 3 to October 30, 2021, there were 27,149 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 per capita in communities of the Fraser Health Authority and Vancouver Coastal Health is provided in Appendix "III". As illustrated, the number of new cases per week in Surrey and White Rock has slightly decreased, but Surrey's and White Rock's number of new cases per capita is remains lower than many communities in the Fraser Health Authority; and
- The Province started vaccinations on December 15, 2020. As of November 3, 2021, 4,178,790 first doses have been administered, which is an increase of 56,569 doses being administered. In addition, 3,965,450 second doses have also been administered, which is an increase of 133,045 second doses being administered.
- As of November 3, 2021, 34 schools in the Surrey School District and 5 independent schools in Surrey are reporting a recent COVID-19 exposure event;

COVID-19 Vaccination Rates

According to the latest data from the BCCDC, the COVID-19 vaccines have been proven to significantly reduce rates of infection, hospitalization, and death caused by COVID-19 including the delta variant. As of November 1, 2021, more than 7 billion doses of vaccine have been administered in more than 160 countries. Canada has the 17th highest per capita vaccination rate in the world and over 58 million doses have been administered across the country since vaccinations began in December of 2020. In British Columbia, 8,218,844 doses have been administered, and approximately 80% of the province has received at least one dose. The Province has recently also begun booking children between the ages of 5-12 for vaccinations pending approval from Health Canada which is expected soon.

At the municipal level, Surrey has very high vaccination coverage rates with 88% of the population aged 12+ being fully vaccinated. This is slightly higher than the national and provincial coverage rates of 83.84% and 83.66%, respectively as shown in the following diagram.



Source: <https://health-infobase.canada.ca/covid-19/vaccination-coverage/>

Over the past few weeks, the Federal and Provincial governments have also implemented mandatory vaccine policies affecting federally regulated industries and BC public service employees. Provincial crown corporations and other government-related entities have also been encouraged to implement mandatory vaccine policies.

In September 2021, the City of Surrey also issued a voluntary survey to all employees across eight facilities to determine employee vaccination rates to support our understanding of occupational health and safety. Based on a total of 1,438 responses, 95% of City staff have indicated they are fully vaccinated or have one dose which suggests a higher vaccination rate compared to the Fraser Health and Provincial averages.

COVID-19 Fourth Wave Resurgence

The resurgence of COVID-19 cases (fourth wave) experienced in the Fraser Health Authority, British Columbia, and Canada has continued to subside over the previous month. This decrease is consistent with trends experienced throughout the United States and other countries. Case growth in British Columbia has remained consistent throughout the month of October with an average of 4,500 new infections per week. Future growth in cases is still a concern due to more infectious COVID-19 variants of concern (Delta and mu), 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, more discretionary trips and expanding tourism opportunities. Growth in infections remains primarily among those that are unvaccinated. Evidence has shown that those fully vaccinated are less likely to develop serious illness and become hospitalized.

BC’s Restart Plan

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan.

On July 1, 2021 as there was at least 70% of the provincial adult population with dose 1, cases declining and hospitalizations declining, the Province enacted Step 3 of the BC Restart Plan. This Step 3 permitted:

- Provincial state of emergency and public health emergency lifted;
- Returning to usual for indoor and outdoor personal gatherings;
- Increased capacity for indoor and outdoor organized gatherings, with safety plans;
- Nightclubs and casinos reopened with capacity limits and safety plans; and
- New public health and workplace guidance around personal protective equipment, physical distancing and business protocols.

Step 4: Early September (Implementation date has yet to be determined; Eligibility Requirements: more than 70% of adult population with Dose 1, cases low and stable (contained clusters) and hospitalizations low):

- Returning to normal social contact;
- Increased capacity at larger organized gatherings;
- No limits on indoor and outdoor spectators at sports; and
- Businesses operating with new safety plans.

The Province has yet to indicate a date for the implementation of Step 4.

Surrey Restart Plan

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.

In response to the four-step BC Restart Plan, the EOC has used the opening decision matrix to prepare the Surrey Restart Plan which outlines what changes will be made to facilities and services with Step 2, 3 and 4 of the BC Restart Plan.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan.

| Workplace | Organized Gathering | Sports and Activities |
|---|---|---|
| <ul style="list-style-type: none"> • At 60% occupancy moving to 80% occupancy. • July Closed & Regular Council Meetings were conducted virtually for Council and staff. • Council meetings as of October 18, 2021 are exclusively in person, including exclusive in person participation in public hearings. • City Hall open by appointment and drop-in. | <ul style="list-style-type: none"> • Considered FEST applications for large gatherings and events indoor and outdoor including fairs and festivals with roving participation. • Introduced outdoor live programming series with audience capacity in line with PHO guidelines. • Consider producing virtual and in-person City Signature Events, modified to comply with current PHO guidelines. | <ul style="list-style-type: none"> • Continue with some pre-registered bookings and reintroduce drop-in opportunities. • Advanced to target 50% - 100% occupancies in civic facilities in line with PHO restrictions and OHS review. • Reintroduced indoor sport: Basketball, Volleyball, Soccer and Hockey. • Further increased capacity of indoor aquatic users per single lane and open passive spray water features. • Reintroduced in-person aquatic leadership, training and first aid courses |

| | | |
|---|--|--|
| <ul style="list-style-type: none">• Property tax drop-off services available. | | <ul style="list-style-type: none">• Reopened Guildford Aquatics Centre.• Reopened arena and pool showers.• Reopened Newton Seniors Centre for limited times.• Reintroduced spectators for indoor and outdoor sports. 100% occupancies where proof of vaccination is in place.• Reintroduce limited volunteer opportunities.• Park Changerooms available for team use.• Reopened drinking fountains in parks.• Reopen drinking fountains in facilities.• Resume food services and concessions at civic facilities.• Reintroduced recreational hockey and adult league sports in arenas.• Reopen Newton Arena, Newton Wave Pool (2022) and Community Rooms with modified capacity.• Transition to passive screening for visitors.• Reintroduce facility bookings in line with PHO.• Increased occupancy limits and visit lengths in Libraries.• Increased time limits on computer access in Libraries.• Introduced seating for individual and group study in Libraries. |
|---|--|--|

Step 4: Future (Implementation date has yet to be determined; Eligibility Requirements: more than 70% of adult population with Dose 1, cases low and stable (contained clusters) and hospitalizations low)

| Workplace | Organized Gathering | Sports and Activities |
|--|---|--|
| <ul style="list-style-type: none"> Staffing levels remain at 80% with gradual increase to 100%. City Hall open by appointment and drop-in. | <ul style="list-style-type: none"> FEST receives and reviews event requests and makes recommendation to EOC. Reopen Library meetings rooms for public bookings. | <ul style="list-style-type: none"> Resume full occupancies for all indoor and outdoor sport. Reopen aquatic sauna and stream rooms. Revert to pre-pandemic service hours in Libraries. Resume in-person programming with Safety Plan in Libraries. Increase Library deliveries to seniors home and homebound patrons. |

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> | 13 | 0 | 40-60% |
| <i>Arena</i> | 5 | 0 | 40-60% |
| <i>Indoor Pool</i> | 3 | 2 | 40-60% |
| <i>Cultural Centres</i> | 5 | 0 | 50-60% |

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 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 June 14, 2021, the Provincial Health Officer announced the Province is moving into Step 2 of the BC Restart Plan as of June 15, 2021. Step two allows for competition and game play for outdoor and indoor sports to resume with no distancing requirements on the field of play. Spectators are allowed for outdoor sport events up to a maximum of 50. Masks are not required while playing sports. Games and tournaments can resume. Recreational travel, including for sport is now allowed within B.C.

On June 29, 2021, the Provincial Health Officer announced the Province is moving into Step 3 of the BC Restart Plan as of July 1, 2021. Step 3 includes the lessening of restrictions within the Gatherings and Events PHO. This change replaces many public health orders with targeted restrictions and guidelines. The new guidelines allow for increased occupancies and removal of directional signage and contact tracing requirements. Spectators are allowed to gradually return.

On July 7, 2021, the Provincial Health Officer implemented an updated PHO on Gatherings and Events. The changes eased restrictions for events allowing indoor events to take place with a seated capacity of 50 people or 50% of capacity, whichever is greater. Outdoor event restrictions have also eased to a seated capacity of 5000 people or 50% of capacity, whichever is greater. Indoor high intensity and low intensity group fitness is allowed with normal capacity. Gyms, pools, and recreation facilities are also able to operate at normal capacity. Spectators are allowed to return for outdoor activities at 5000 spectators or 50% of capacity, whichever is greater. Indoor capacities for sport spectators is now allowed at 50 spectators or 50% seated capacity, whichever is greater. Travel for sport is now also allowed.

On August 23, 2021, the Provincial Health Officer announced a new order requiring proof of vaccination to access some events, service, and businesses. Starting September 13, 2021, all people 12 and over will be required to show proof of at least one dose of vaccine in order to attend weight room and fitness programs as well as spectator events and private rentals with over 50 attendees. Visitors are required to show proof of vaccination and valid government ID. Effective October 24, 2021 visitors will be required to show proof of two vaccine doses prior to attending. Exemptions are in place for children under the age of 12, and music, art, dance, recreation, sport, exercise, social activity and before and after school programs for children and youth. The order will be in place until January 31, 2022 and is subject to extension.

On August 24, 2021, the Provincial Health Officer announced the Province re-introduced a PHO requiring masks to be worn in all public indoor settings except while exercising. The PHO took effect on August 25, 2021.

The City implemented the Vaccine Passport program throughout all recreation facilities on September 13, 2021. To improve customer experience, the Parks, Recreation and Culture Department are utilizing the Department's registration system to house the vaccine information for patrons that have completed a consent form. This has helped to improve customer service by alleviating unnecessary congestion and waiting times for participants.

On September 28, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces, school spaces and post secondary spaces for all visitors born in 2012 (9+ years) or earlier.

The Province also updated the Face Coverings order to require students kindergarten through grade 12 to wear a mask in indoor school settings. This change was effective October 4, 2021. Effective October 5, 2021, the City expanded its mask protocols for indoor programs for children 5 - 12 years of age to align with the school district requirements. Masks are not required for children's programs while exercising.

On October 12, 2021 the Province updated the Face Coverings PHO to require face coverings in all indoor public spaces for all visitors born in 2016 (5+) or earlier. The City has expanded its mask protocols and updated public communication to reflect this change.

On October 25, 2021 the Provincial Health Order for Gatherings and Events was updated to include the following changes:

- Proof of vaccination ("PoV") requirements for all adults (specific to volunteers) who support children and youth programs;
- PoV required for all spectators regardless of size; and
- Public skates for over 50 people now require PoV.

The City implemented these changes across the department November 1, 2021.

October 30, 2021 the Provincial Health Order for Face Coverings was updated to include exemption for those under 5 years of age. The Order also no longer refers to sitting while eating, allowing visitors to stand, sit or transition through indoor public spaces while eating without wearing a mask.

Recreation Programs & Services

The program utilization for the period of October 17 – October 30, 2021, is summarized below:

| | POS Drop-in and Membership Scans (Visits Represented Through Scan and Point Of Sale Data) | |
|-----------------------------|--|--------------------|
| | Aquatics and Fitness | Arenas |
| | # Of Visits | # Of Visits |
| Oct 24 – Oct 30, 2021 | 19,124 | 500 |
| Oct 17 – Oct 23, 2021 | 20,264 | 559 |
| Since Restart (Aug 3, 2021) | 227,121 | 4,314 |

| | Registered Programs and Early Registered Drop-in | | | | | | | | |
|-----------------------|--|---|--------|----------------------|---|--------|----------------------|---|--------|
| | Aquatics | | | Arenas | | | Indoor Fitness | | |
| | # Of New Registrants | # Of New Registration Opportunities Available | Fill % | # Of New Registrants | # Of New Registration Opportunities Available | Fill % | # Of New Registrants | # Of New Registration Opportunities Available | Fill % |
| Oct 24 – Oct 30, 2021 | 549 | 680 | 81% | 961 | 1858 | 52% | 1,661 | 2931 | 57% |
| Oct 17 – Oct 23, 2021 | 825 | 990 | 83% | 436 | 1289 | 34% | 1,402 | 2398 | 58% |
| Since Reopening | 90,560 | 110,065 | 83% | 19,570 | 27,802 | 68% | 247,751 | 376,897 | 66% |

| | Registered Programs | | | | | |
|-----------------------|--------------------------|---------------------------------|--------|--------------------------|---------------------------------|--------|
| | Preschool | | | Before & After Care | | |
| | # Of Current Registrants | # Of Registered Spots Available | Fill % | # Of Current Registrants | # Of Registered Spots Available | Fill % |
| Oct 24 – Oct 30, 2021 | 1,097 | 1,263 | 87% | 1,521 | 2,171 | 70% |
| Oct 17 – Oct 23, 2021 | N/A | N/A | N/A | 1,234 | 1,737 | 71% |

| | Outdoor and Virtual Fitness | | | | |
|-----------------------|-----------------------------|---------|--------|-----------------|---------------|
| | Outdoor Fitness | | | Virtual Fitness | |
| | Total Reg | Max Reg | Fill % | Total Reg | # of programs |
| Oct 24 – Oct 30, 2021 | 12 | 12 | 100% | 0 | 0 |
| Oct 17 – Oct 23, 2021 | 103 | 147 | 70% | 0 | 0 |
| Since Reopening | 4,537 | 7,428 | 61% | 444 | 63 |

Aquatics

Three of the City’s aquatic facilities are open, the Surrey Sport and Leisure Complex, the Grandview Heights Aquatic Centre, and Guildford Recreation Centre Aquatics. All 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, these facilities have safely served more than 227,579 public users (including fitness) and provide homes for the City’s aquatic sport teams to continue with athlete development. Active recruitment and training is underway to ensure sufficient aquatic staff levels to enable additional aquatic facilities to be reopened.

Sport User Group utilization for the period of October 17 – October 30, 2021 is summarized below:

| Aquatics User Group Stats | | | |
|---|--------------------|-----------------------|--------|
| Date | Total Hours Booked | Total Hours Available | Fill % |
| Surrey Sport & Leisure Complex | | | |
| Oct 24-30, 2021 | 346.75 | 346.75 | 100% |
| Oct 17-23, 2021 | 342.25 | 346.75 | 98% |
| Since Reopening | 25,828.5 | 36,129.75 | 71% |
| Grandview Heights Aquatic Centre | | | |
| Oct 24-30, 2021 | 479.25 | 477.75 | 100% |
| Oct 17-23, 2021 | 468.25 | 477.75 | 98% |
| Since Reopening | 12,072.5 | 17,737 | 68% |
| Guildford Aquatic Centre | | | |
| Oct 24-30, 2021 | 293.5 | 303.5 | 96% |
| Oct 17-23, 2021 | 258.5 | 303.5 | 85% |
| Since Reopening | 1,913.25 | 2,428 | 78% |

Arenas

The arenas have opened all locations including South Surrey Arena, Surrey Sport and Leisure Complex, Cloverdale Arena, Newton and North Surrey Sport and Ice Complex. Effective October 25, 2021 arena public skates now require proof of vaccination for those 12+ under the updated PHO for Gatherings and Events.

Arena Sport User Group utilization for the period of October 17 – October 30, 2021 is summarized below:

| Date | Ice | | |
|--|-------------------|----------------------|--------|
| | Total Booked Hrs. | Total Available Hrs. | Fill % |
| Oct. 24 – Oct.30, 2021 | 590 | 643 | 92% |
| Oct. 17 – Oct 23, 2021 | 597.5 | 672.5 | 89% |
| * Since September 7 **Since April 1, 2021 | 12,850.5* | 16,509.1 | 78% |

Culture Venues

Surrey Civic Theatres reopened in September for live, in-person performances beginning at 50% capacity, and will increase for rentals and future ticketed events to 100% in accordance with the October PHO updates. In alignment with other regional theatres, vaccine verification is required for all ticketed performances.

COVID-19 Vaccination Clinics

Fraser Health’s Mobile Outreach Team are hosting weekly immunization clinics planned at least until the end of the year. Current clinics are hosted at the South Surrey and Guildford Recreation Centres. Fraser Health will adjust clinic dates and locations according to community needs.

More information regarding vaccination clinics in Surrey is available at <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 continue to be 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 has been operating at a much-reduced level since the Province moved to Step 3 as there are no restrictions in place for park spaces. Once the Province moves into Step 4, the Park Ambassador program first established in response to COVID-19 will be concluded. Pending necessary budget approvals, the Park Ambassador program is envisioned to restart in 2022 with significantly different job responsibilities as compared to duties during response to COVID-19. It is envisioned that the future Park Ambassadors will have a wide range of job duties including litter picking, greeting, wayfinding, washroom cleaning, and some bylaw enforcement capabilities, etc.

Surrey Libraries

Surrey Libraries phased reopening of its libraries is summarized below for the period Sept. 9, 2020-October 22, 2021 (331 open days).

| <i>Service</i> | <i>Number of Facilities Opened</i> | <i>Number of Facilities Closed</i> | <i>% of Service hours offered at Opened Facilities</i> | <i>Daily Checkouts</i> | <i>Daily Checkouts as a % of Pre-pandemic checkouts</i> | <i>Daily Visits</i> | <i>Daily Visits as a % of Pre-pandemic visits</i> |
|----------------|------------------------------------|------------------------------------|--|------------------------|---|---------------------|---|
| Libraries | 10 | 0 | 100% | 7,403 | 78% | 2,781 | 38% |

- Beginning September 12, 2021 library opening hours expanded further to almost pre-pandemic level service hours. Longer Sunday hours (compared to pre-pandemic hours) are being enjoyed at the largest and busiest branches - City Centre, Guildford, Newton and Semiahmoo. Staff are assisting the public with obtaining, printing and laminating vaccine passports.
- Online programs: 1077 programs held for 18,666 attendees, for the period September 9, 2020-October 15, 2021. Recent programs included SFU’s Let’s Talk Science – Mars Exploration, Coding-CoSpaces, Coding-Intro Python, Authors Among Us, English Conversation Circles, Facebook Live Storytimes, Literature Club for Seniors by phone, Baby Storytime, Kids STEM Club, Toddlers Storytime, Online Book Club, Armchair Traveller, Science Literacy Week, Library Champions, Vancouver’s Punjabi Market on Musqueam Land with artists Debra

Sparrow and Jag Nagra, and virtual outreach to Options and Seniors Come Share Society (Family History topic).

- In-person programs: Held outdoors over summer and started indoors in October. There were 9 in-person programs with 165 participants, including story times, book clubs, and the Youth Writing Contest Gala.
- Outreach: Staff continued outreach in the community, including visits to Surrey Food Bank, Centre for Child Development, Alexandra Neighbourhood House, and Johnston Heights Secondary School.
- The library averages over 500 new views per week on its YouTube programs in 2021.

Surrey Fire Service (“SFS”) Response

In 2021 Surrey Fire Service workloads are consistently higher than the period before BC Emergency Health Services COVID changes to medical incident dispatch protocols. The increased growth in 2021 service demands is related to a general increase in the number medical incidents being assigned by BCEHS for a fire service response.

The SFS response to overdose incidents over 2021 has averaged 6.6/day, a doubling of the 2020 average rate of 3.4/day. This equated to 400% of the delivery of life saving Naloxone to overdose patients by Fire First Responders.

Appendix “IV” provides a comparison of incident responses by the SFS 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. Based on the number of calls from the beginning of the year to the end of October, 2021, the Surrey RCMP will have received approximately 2,400 fewer calls as compared to the same period in 2020 and approximately 2,006 fewer calls as compared to the same period in 2019 (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 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 November 3, 2021 is attached as Appendix “VI”.

Return to Office Plan

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 are advised that they are not to enter their workplace and that they will be contacted by their manager with further directions.

As noted above, the RTO Plan has been updated as part of the Surrey Restart Plan so that its aligns with the BC Restart Plan.

| Step | % of staff working at their respective facility |
|--------------------------------|--|
| Step 2 – current | 60% |
| Step 3 – July 1- earliest date | 60-80% |
| Step 4 – To Be Determined | 80% gradually increasing to 100% |

Employee, Volunteer and Contractor Proof of Vaccination

The EOC completed a vaccination survey of staff in September and learned that 94% of staff are fully vaccinated, 1% of staff have received one dose of vaccine, and 5% of staff have yet to receive a vaccination.

To date, 144 staff (including members of the Surrey RCMP) have contracted COVID-19. Of these cases, only three of these cases came about as a result of a transmission in the workplace, and only one of these transmissions occurred since vaccines have been available.

To further enhance employee safety, employers across Canada including several local governments in the lower mainland such as the City of Vancouver, City of Richmond, City of Burnaby and the City of West Vancouver have introduced vaccination requirements for staff.

Following a comprehensive review of the vaccination requirement policies that have been introduced by employers across Canada, City staff vaccination rates, the limited transmission of COVID-19 that has occurred between staff, and that staff have limited contacted with individuals that have yet to be vaccinated, the EOC on November 4, 2021 has established a Employee, Volunteer and Contractor COVID-19 Vaccination Policy (the “Policy”), a copy of which is attached as Appendix “VII”.

As indicated in the Policy, all employees, volunteers and all existing and future contracted service providers who are performing work/services inside existing City facilities where there is the potential for them to be in close contact with either employees or the general public and all existing and future hired equipment for work/services that takes place outdoors that will likely result in them being in close contact with employees must be vaccinated on or before January 4, 2022.

Employees who fail to provide Proof of Vaccination to the City on or before January 4, 2022 will be given a further opportunity to comply from January 5, 2022 to January 31, 2022, inclusive, during which time they will be required to:

- Attend a mandatory online education program about the efficacy and safety of COVID-19 vaccinations; and
- Participate in the City's Rapid Testing Program beginning January 5, 2022.

Employees in the Rapid Testing Program who fail to provide a proof of vaccination before February 1, 2022 will be required to continue to participate in the City's Rapid Testing Program at their own expense. The cost of an antigen test is \$10.00 to \$15.00 each.

Employees in the Rapid Testing Program are to regularly complete a City authorized antigen test or Polymerase Chain Reaction ("PCR") test. Employees are required to have a negative test result before the start of each shift. Negative test results are considered valid for 72 hours from the time that the test is completed.

Volunteers or contractors that fail to provide proof of vaccination before January 4, 2022 will not be permitted to enter any City Facility or work alongside City staff as of January 5, 2022.

An update on the number of staff in enrolled in the City's Rapid Testing Program will be provided as part of a future edition of this report.

In response to Employee, Volunteer and Contractor Proof of Vaccination, it is recommended that Council consider its own position of vaccination requirements for elected officials. This position could include continuing to maintain vaccination as a personal choice for elected officials, adopting the staff vaccination requirements for elected officials or establishing alternate vaccination requirements.

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 November 2, 2021, there are currently 3 active cases amongst staff. Since the start of the pandemic, there have been a total 142 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 4.6% which is lower than the infection rate of 6.1% in the Fraser Health Authority as of November 2, 2021. The RTO plan and safe work protocols in place have been effective to date in minimizing 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 the ERC in the first arena operates at or close to the full capacity of 48 guests. Last winter the EOC also worked with BC Housing to open the second arena at the NSRC as an emergency winter shelter with COVID-19 prevention services. Currently this second arena operates at close to or full capacity of 48 guests in the emergency shelter.

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.

It is expected that as the risk for COVID-19 subsides, BC Housing will seek to relocate those sheltered at the Linda Vista Motel and the Canadian Inn to available housing where available, or back to an existing shelter as capacity in these facilities is increased to pre-pandemic occupancy rates. In addition, staff are continuing work with BC Housing and the Province to identify alternate housing options for the guests at the NSRC ERC.

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.

Over the course of the pandemic, the average compliance percentage has varied from a low of 74% during the month of August 2020 to a consistent high of over 95% in recent months. 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.

Since the September 13, 2021 Provincial requirement for proof of vaccination, the City has received a nominal number of complaints from the public regarding certain businesses that are not

requesting proof of vaccination from their patrons. To date, the CCET's role has been limited to providing education to these businesses. In early October, CCET announced that it would start fining businesses found to be in non-compliance where businesses may face fines of up to \$2,300 per instance for not requesting proof of vaccination. In addition, patrons refusing to provide proof of vaccination and refusing to leave a business premise may face fines and expulsion from the premise by attending RCMP officers. So far, no issues have been encountered where a business has refused to comply with the PHO requirements and no fines have been issued.

While businesses are generally adhering to the PHO requirements, certain banquet halls across Surrey were found to be non-compliant with the PHO requirements. To this end, on October 7th, 2021, CCET members met with Fraser Health representatives alongside BC Liquor License inspectors and 9 Surrey banquet hall owners regarding these concerns. It was determined that a concentrated efforts towards educating these businesses was required and there was consensus amongst the banquet hall owners in attendance of the October 7th meeting to ensure compliance. On October 29th the CCET alongside Fraser Health and representatives from the Liquor Board visited 14 banquet halls to investigate levels of compliance to the PHO. While all of the banquet halls that were investigated were appropriately requesting vaccination passports from its patrons, 5 of these banquet halls were found to be non-compliant to other requirements of the PHO. In most cases they were allowing customers to move freely in the banquet hall without masks. While no fines were issued Fraser Health and Liquor Board representatives advised banquet hall owners that they would be following up with education ensuring compliance. Banquet hall owners have been advised that subsequent non-compliance will result in fines. CCET will continue to monitor this situation accordingly.

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 PHOs may be subject to fines. The CCET has issued a total of 166 fines since late August 2020 including 34 fines issued to businesses, 44 fines issued to private residences; and 88 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 289,643 pageviews as of November 1, with 1,223 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 continue to be 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. Through these platforms, the City reached approximately 188,202 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, 22 calls have taken place. The next scheduled call is Friday, November 26.

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 "VIII". Traffic in 2021 along Surrey's major corridors was generally below the same period in 2019, except for a 2-week period in late August.

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 (fourth wave) in cases including in British Columbia.

On May 25, 2021, following a continued reduction in the number of new cases combined with an increased number of British Columbians being vaccinated, the Province outlined their four-step reopening plan. In response to the four-step BC Restart Plan, the EOC prepared the Surrey Restart Plan which outlines what changes will be made to facilities and services with each step of the BC Restart Plan. This plan will ensure that the City stays as safe as possible from COVID-19 while reopening its facilities and reintroducing services in alignment with each step of the Provincial reopening.

The City as of July 1, 2021 is currently offering its services in line with Step 3 of the BC Restart Plan. As the Province enacts Steps 4 of the BC Restart Plan, the City will enact Step 4 of the Surrey Restart Plan accordingly.



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

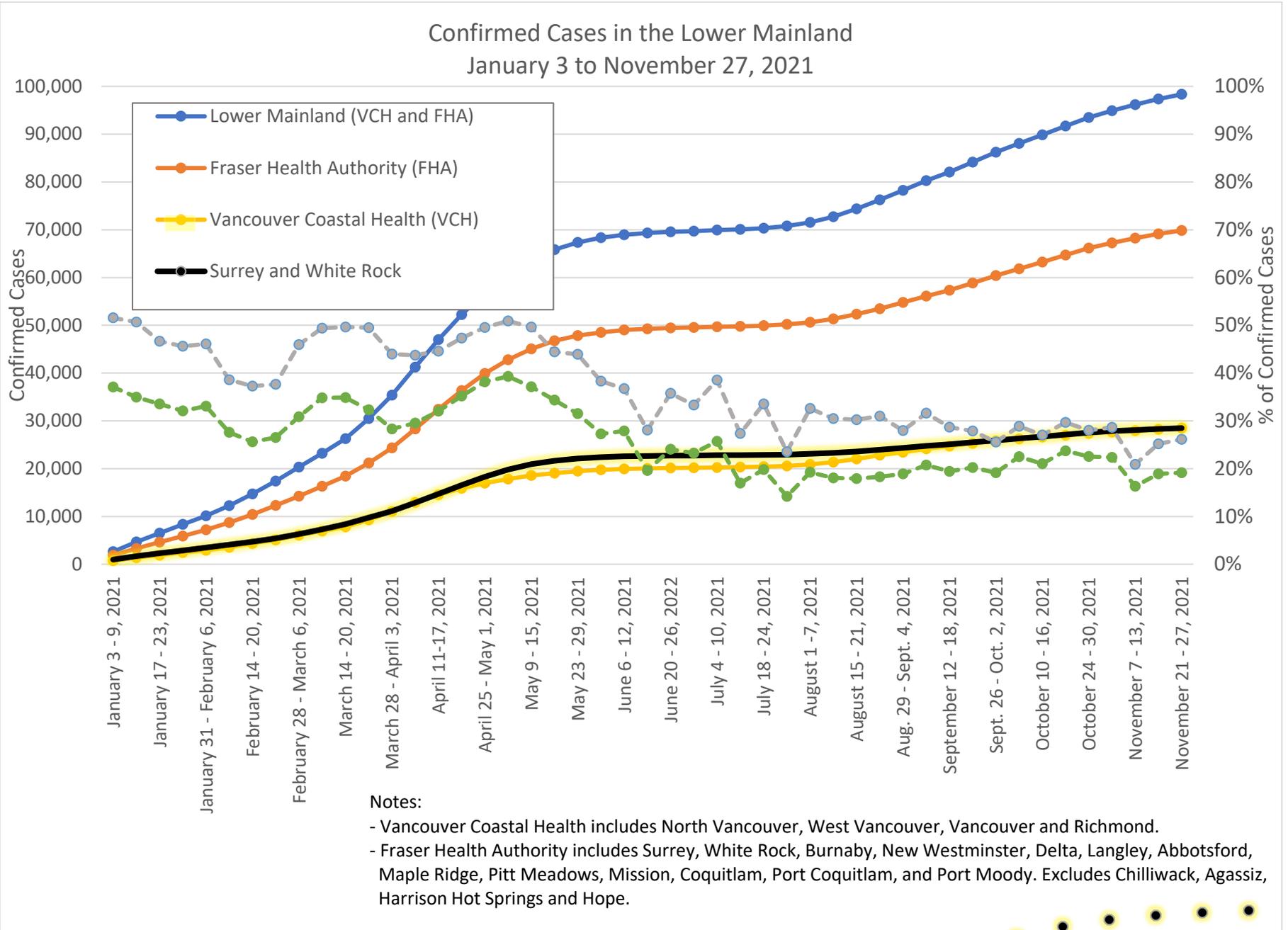
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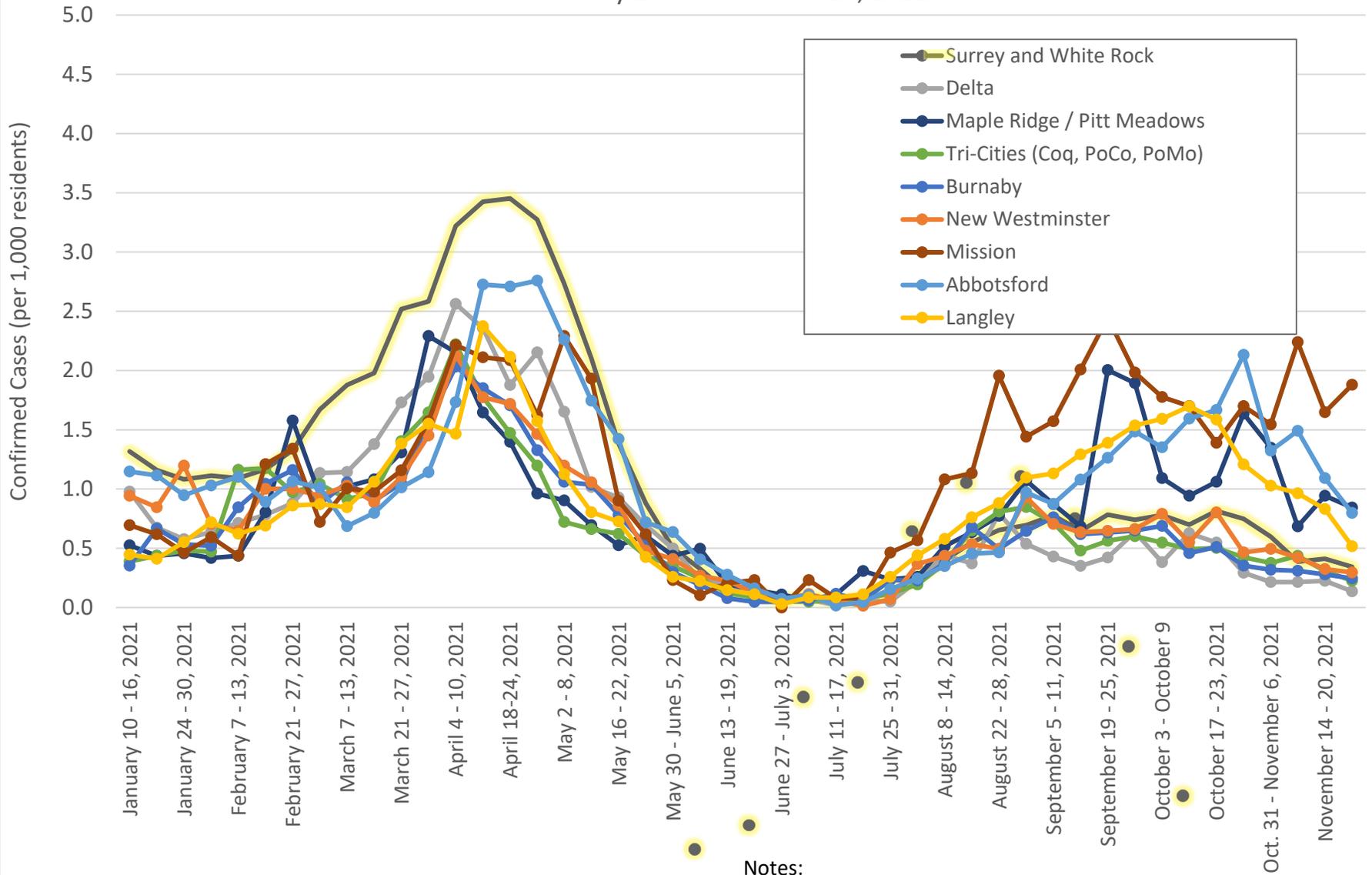
Appendix "I" – Corporate Report R204; 2021 – COVID-19: Emergency Operations Centre Update
Appendix "II" – Confirmed Cases in the Lower Mainland
Appendix "III" – New Cases Per Week in the Local Health Authorities
Appendix "IV" – Surrey Fire Service – Incident Responses
Appendix "V" – Surrey RCMP – Calls for Service
Appendix "VI" – EOC Critical Supplies Inventory
Appendix "VII" – Employee, Volunteer, and Contractor Vaccination Policy
Appendix "VIII" – Traffic volumes along major corridors

**Appendices available upon request*

Appendix "II"
Confirmed Cases in the Lower Mainland



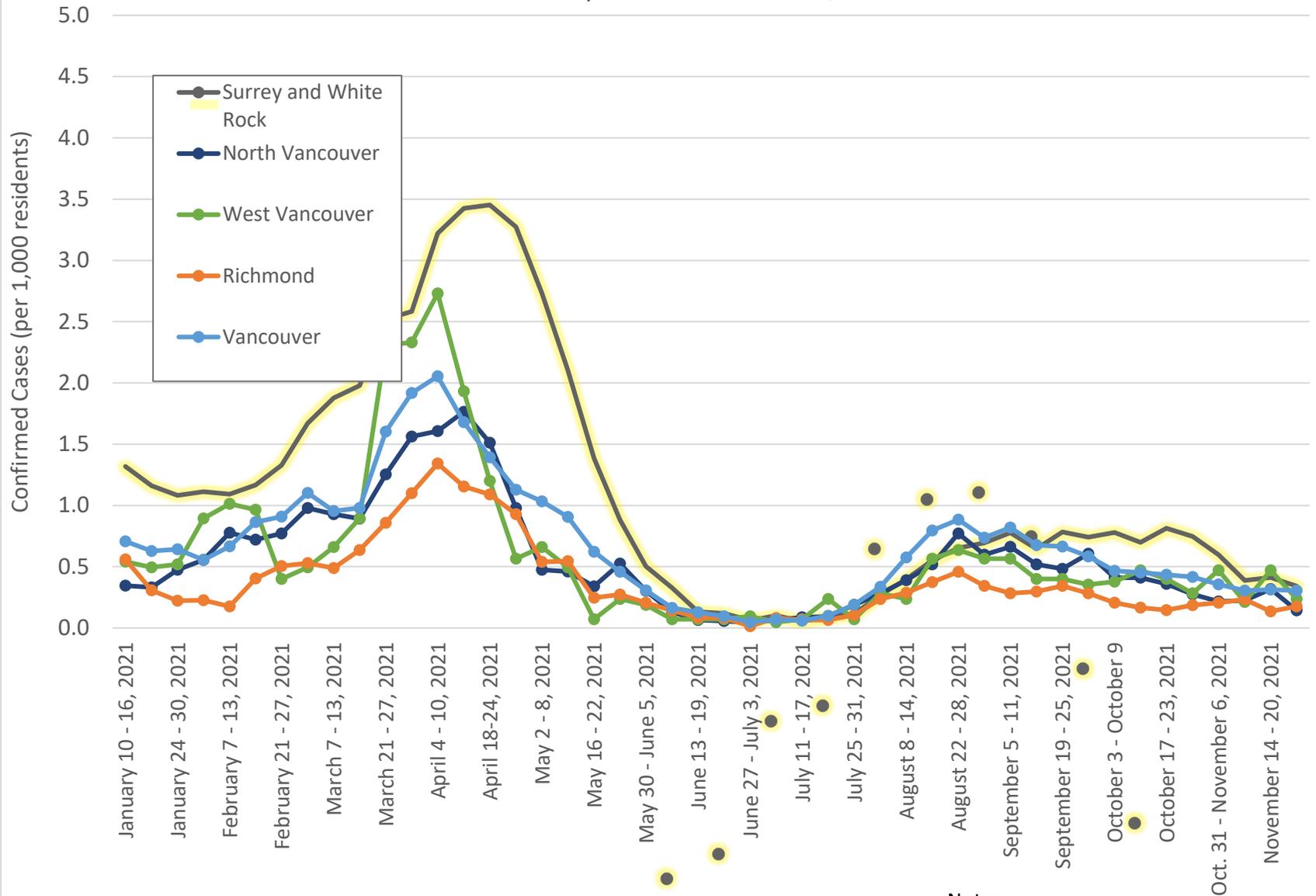
New Cases per Week per Capita in Communities in the Fraser Health Authority
January 10 to November 27, 2021



Notes:

- Based on 2016 census population.

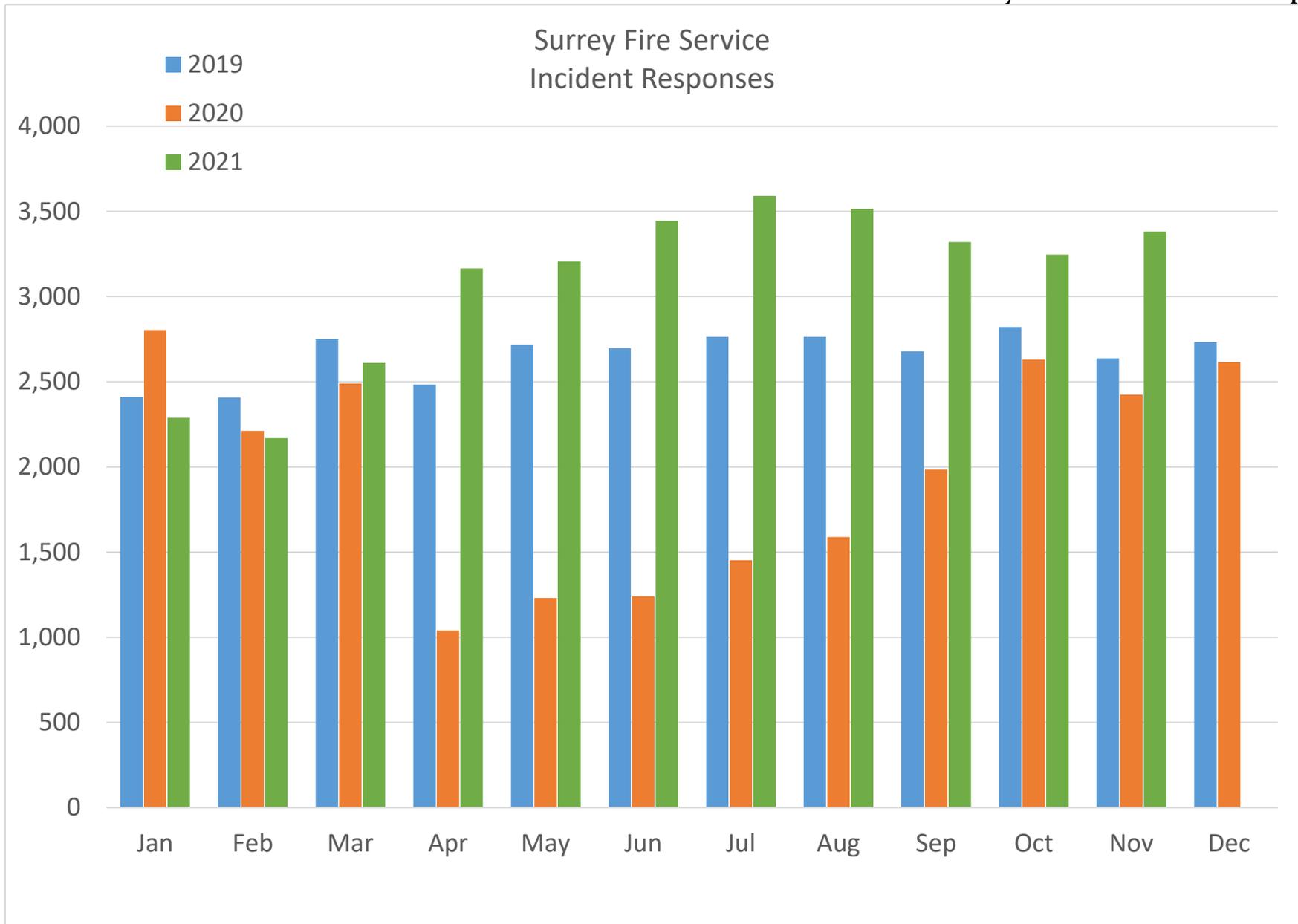
New Cases per Week per Capita in Communities in Vancouver Coastal Health January 10 to November 27, 2021



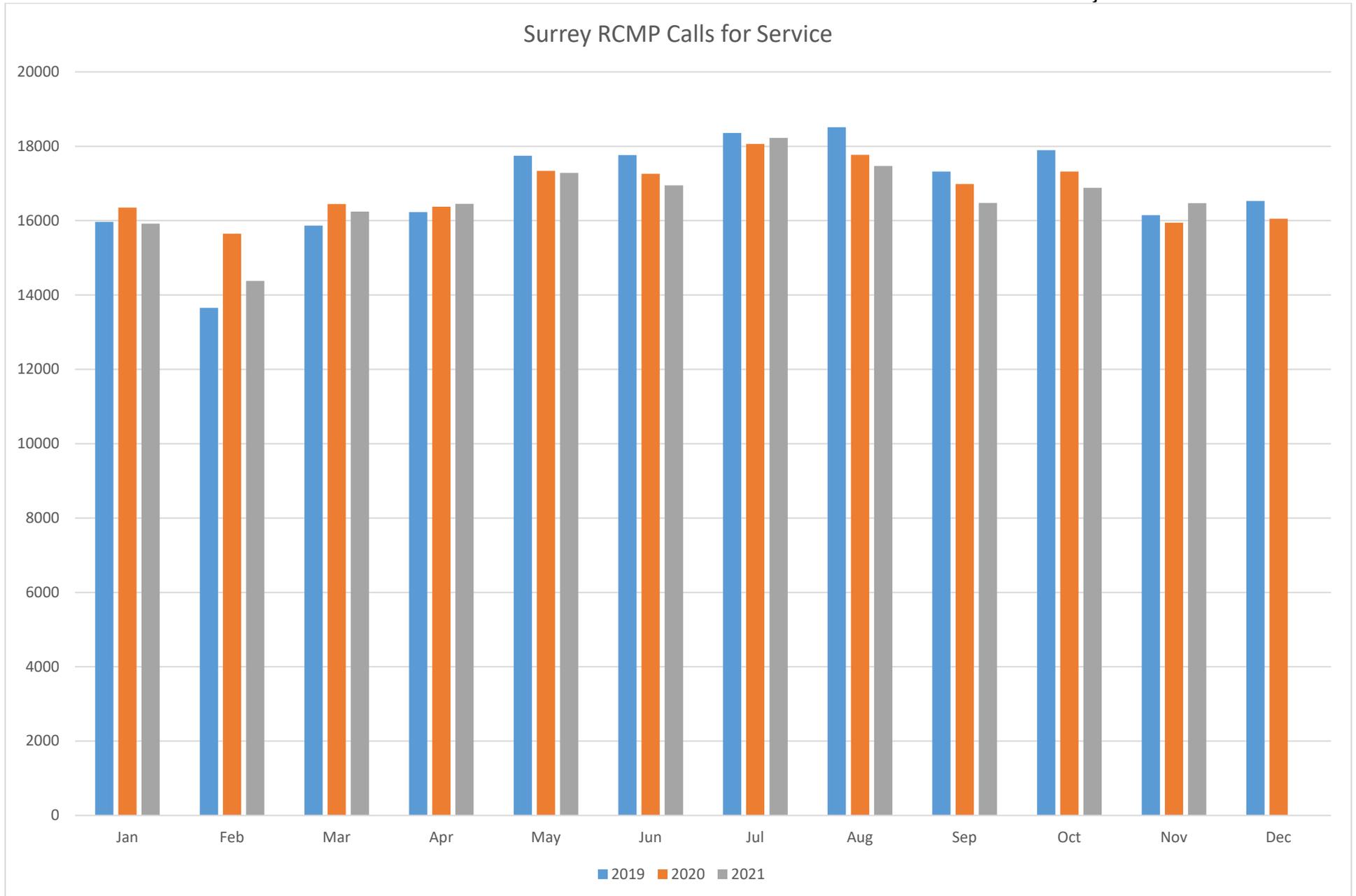
Notes:

- Based on 2016 census population.

Appendix "IV"
Surrey Fire Service – Incident Responses



Surrey RCMP Calls for Service

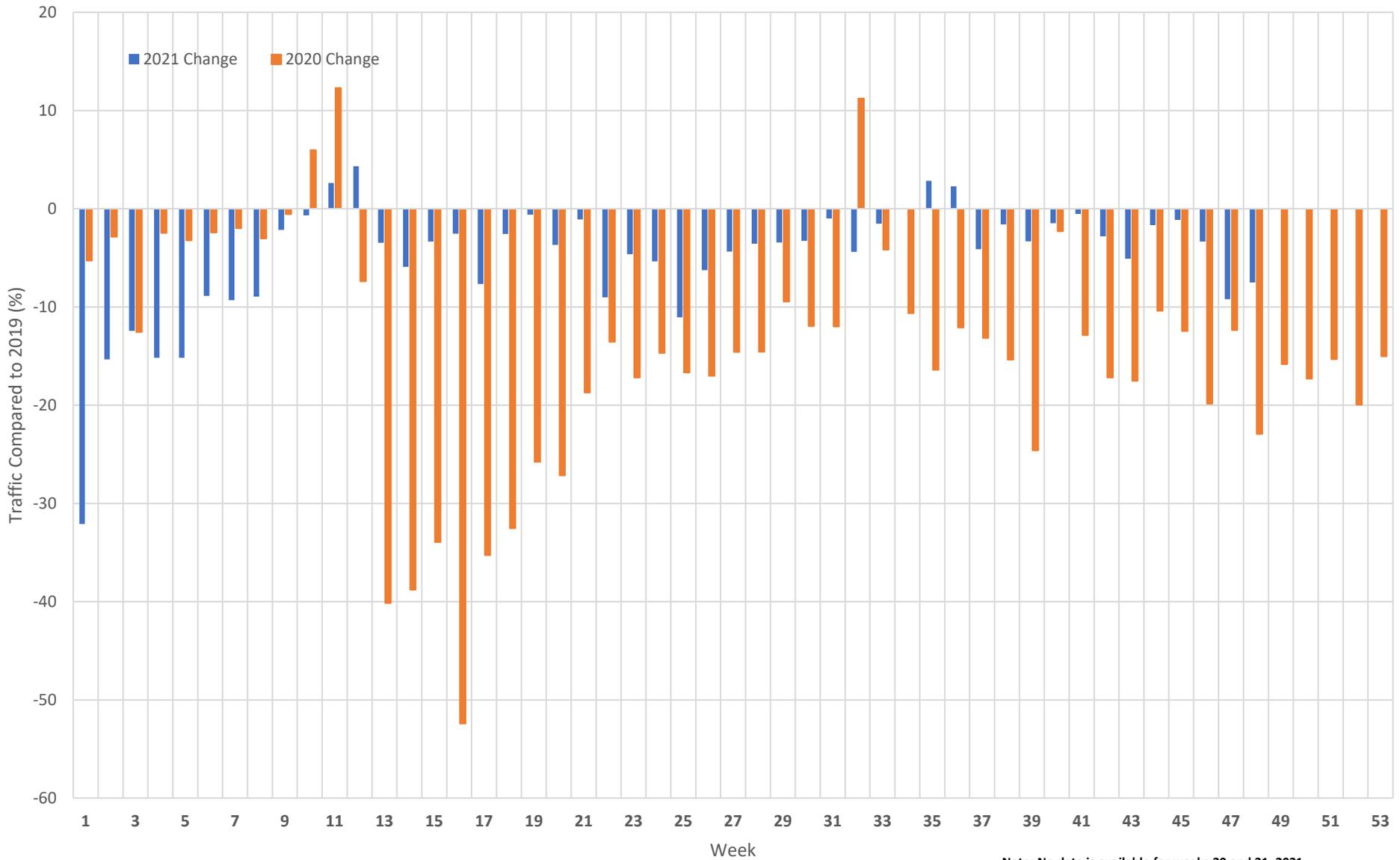


**Appendix “VI”
EOC Critical Supplies Inventory**

| Category | Current Inventory | 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 | | | | | | | |
| Bleach 6% | 85 | 0.18 | 80 | 74 | 69 | 63 | 53 |
| Disinfectant | 635 | 1.30 | 596 | 557 | 518 | 479 | 401 |
| Disinfectant Wipes | 186,498 | 87.40 | 183,876 | 181,254 | 178,632 | 176,010 | 170,766 |
| Hand Sanitizer | 1,176 | 18.48 | 621 | 67 | -488 | -1,042 | -2,151 |
| Industrial Cleaner | 8 | 0.00 | 8 | 8 | 8 | 8 | 8 |
| PPE | | | | | | | |
| Booties | 4,068 | 0.00 | 4,068 | 4,068 | 4,068 | 4,068 | 4,068 |
| Cloth Masks | 1,892 | 1.40 | 1,850 | 1,808 | 1,766 | 1,724 | 1,640 |
| Face Shields | 1,525 | 0.25 | 1,518 | 1,510 | 1,503 | 1,495 | 1,480 |
| Gloves (Single Gloves) | 171,800 | 1,658.00 | 122,060 | 72,320 | 22,580 | -27,160 | -126,640 |
| Gowns | 4,072 | 10.70 | 3,751 | 3,430 | 3,109 | 2,788 | 2,146 |
| N95 Masks | 46,359 | 61.00 | 44,529 | 42,699 | 40,869 | 39,039 | 35,379 |
| P100 Cartridges | 1,482 | 0.00 | 1,482 | 1,482 | 1,482 | 1,482 | 1,482 |
| Plexiglass | 0 | 0.00 | 0 | 0 | 0 | 0 | 0 |
| Procedure Masks | 67,240 | 350.30 | 56,731 | 46,222 | 35,713 | 25,204 | 4,186 |

Appendix "VII"
Traffic Along Major Corridors

Traffic Along Major Corridors



Note: No data is available for weeks 30 and 31, 2021