
Present:

Councillor Elford – Chairperson
Councillor Annis
Councillor Guerra
A. Heinrich
K. Macdonald
R. Prasad

Absent:**Also Present:**

R. Costanzo, General Manager, Corporate Services
K. Marosevich, Bylaw Services Manager
P. Sanderson, Manager, Policing Transition
L. Thomas, Fire Chief
T. Waterhouse, General Manager, Policing Transition
J. Ficocelli, City Clerk
L. Anderson, Legislative Services

Guests:

B. Burnside, Downtown Surrey BIA
A. Huberman, Surrey Board of Trade

Prior to the start of the meeting, Jennifer Ficocelli, City Clerk, read the meeting procedures for Committee members and observers.

A round table of introductions was conducted.

A. ADOPTIONS**1. Adoption of the Agenda**

It was

Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee
meeting Agenda of March 31, 2021, be adopted.
Carried

2. Adoption of the Minutes

This section had no items to consider.

B. DELEGATIONS

This section has no items to consider.

C. STAFF PRESENTATIONS**1. Rob Costanzo, GM Corporate Services and Terry Waterhouse, GM Police Transition****(a) Review of Community Services Committee Terms of Reference**

Rob Costanzo, GM Corporate Services and Terry Waterhouse, GM Police Transition, provided a PowerPoint presentation regarding the Community Services Committee (CSC) Terms of Reference. The following information was highlighted:

- The Committee is mandated to advise Council on strategic and policy issues pertaining to the City's community services relative to the public safety goals, including:
 1. Increasing feelings of safety;
 2. Improving quality of life;
 3. Increasing opportunities for civic participation; and
 4. Preventing and reducing crime.
- These public safety goals are topics the City can influence and it is important to note that preventing and reducing crime is not solely a policing issue.
- The Committee is expected to fulfill multiple roles, including:
 - Consider opportunities to advance three public safety priorities for the City:
 - Ensuring safe places;
 - Building community capacity; and
 - Supporting priority populations.
 - Receive updates on efforts to prevent and reduce crime;
 - Liaise with public and private agencies to advocate for the provision of services;
 - Advocate for comprehensive approaches to persistent social challenges that impact priority populations; and
 - Advocate for and support comprehensive prevention programs in Surrey enhance well-being.
- The 2021 Work Plan has been based on the Committee's role and mandate and can be edited by the Committee. Council may direct delegations or items of business to the Committee as appropriate.

In response to a question from the Committee, Mr. Costanzo advised that the Surrey Police Chief can be requested to provide a presentation at a future meeting.

2. Chief Larry Thomas, Surrey Fire Service**(a) Overview of Opioid Crisis**

Chief Larry Thomas, Surrey Fire Service provided a PowerPoint presentation overview of the opioid crisis as it pertains to Surrey. The following information was highlighted:

- In 2016, the Province declared a Public Health Emergency related to the overdose crisis. Surrey has the second largest number of overdoses and overdose related fatalities in BC and has been identified as a priority community by the Ministry of Mental Health and Addictions.
- There have been continual increases in overdose fatalities in Surrey from 2010 to 2020, except for a 50% decrease in 2019. The downtown area of Surrey experiences the highest number of overdose incidents in the city.
- Over 80% of the overdose deaths in Surrey occur in residences where it is suspected people are using alone. 56% of overdoses occur in private residences across the City.
- First responders have played a key role in BC's overdose crisis as they are typically the first to arrive on the scene of a suspected overdose and are trained to deliver naloxone.
- BC Coroner's data demonstrates that the frequency of fentanyl found in illicit drug toxicity overdoses and deaths is continuing to rise by approximately 80%.
- Surrey has initiated numerous actions in response to the opioid crisis, including:
 - Fire Services developed a business intelligence tool, based on fire incident data in near real-time, to identify the time, location, and summary details of overdose incidents occurring in clusters within the city. The Overdose Cluster App assists first responders and or public health officials to better control the spread of an overdose outbreak in emerging new hotspots based on live operational data.
 - Hosted the City of Surrey Opioid Summit: Data to Action, featuring doctors, research scientists, mental health and addiction specialists and Statistics Canada. Several recommendations were developed and provided to the Ministry of Mental Health and Addictions as an output from the Opioid Summit.
 - Established the Surrey Outreach Team to support the unhoused population. The Surrey Outreach Team was successful with assisting the move of over 150 unhoused persons into supportive housing.

- Piloting a Post-Overdose Response program which offers support to those with substance use disorder. The Second Responder pilot views the period of time immediately after someone's life has been saved with naloxone as a unique "window of opportunity", in that the person may be more receptive to learning about and/or engaging in treatment for opioid use disorder. Surrey Fire Services has led a partnership with Fraser Health and are taking advantage of this "window of opportunity" and offering further supports or connection to services to those who have overdosed. The Second Responder team utilizes a firefighter to make the initial post-overdose follow up contact and introduces a health substance use service clinician and a peer with lived experience to offer care and support.
- Firefighter Harm reduction education and Home Naloxone Kit program. At a residential overdose incident, the fire crews will leave behind an educational brochure about harm reduction services and a "Take Home Naloxone Kit" to assist family or friends to be prepared for any future overdoses in their residence.
- The City has also initiated numerous actions through collaboration with different organizations:
 - Partnered with Fraser Health to create a Community Action Team (CAT). CAT is made up of people with lived and living experience, local non-profit aid groups and service organizations, communicates, coordinates and delivers local projects in order to provide a robust strategic response to the needs of those most at risk of overdose.
 - Established "SafePoint" in partnership with Fraser Health supervised consumption services in City Centre.
 - Partnered with BC Housing and leased locations to be used as temporary shelters with the goal to move the unhoused populations into transitional housing locations. Transitional housing is opening this year in City Centre, Guildford, Newton, and Green Timbers.
 - Host a weekly "Homeless Stakeholder Group" meeting with BC Housing, Fraser Health and not-for-profit service providers for planning and coordinating services being delivered.
- Fraser Health has also initiated numerous programs and actions, including the opening of a Mental Health and Addiction primary care clinic on the Surrey Memorial Hospital campus grounds.

In response to questions from the Committee, Chief Thomas provided the following information:

- The BC Centre for Disease Control (CDC) provides some interpretation regarding overdose data; however, it is not clear why there was an overdose death spike in May 2020. First responders have indicated that individuals can require four to five doses of naloxone per incident.
- There is an opportunity for higher levels of government to respond to the overdose crisis. Current models are designed for individuals to seek out on their own, instead of bringing programs to them. One of the biggest challenges with respect to the overdose crisis is individuals using alone.
- The BC Coroner's Office publishes information regarding the ages of overdose fatalities. This information can be distributed to the Committee.

The Committee expressed their appreciation for the high-level overview. It was noted that despite the number of overdoses, significant inroads have been made to address the opioid crises.

3. Kim Marosevich, Bylaw Services Manager and Rob Costanzo, GM Corporate Services

(a) Overview of Bylaw Services

Kim Marosevich, Bylaw Services Manager and Rob Costanzo, GM Corporate Services, provided a PowerPoint presentation overview of Bylaw Services. The following work of Bylaw Services was highlighted:

- Regulatory property and bylaw enforcement relating to properties that impact community livability within the City of Surrey. Bylaw Services is in operation with respect to property regulations seven days a week from 7:30 a.m. to 6:00 p.m., with extended hours to 9:30 p.m. between May and September, responding to citizen complaints, requests for assistance from other departments and proactive identification of contraventions. Approximately 90% of issues are resolved with voluntary compliance. Remaining issues may require direct enforcement, ticketing or prosecution to resolve.
- Regulation of businesses and their operations in Surrey, to ensure businesses operate in appropriate zoning and follow regulatory requirements.

- Parking enforcement, commercial vehicle enforcement, towing and enforcement of the Highway & Traffic Bylaw as it relates to on street parking and commercial vehicle usage of roadways. Bylaw services are in operation with respect to vehicular regulations seven days a week from 7:30 a.m. to 6:00 p.m. with extended hours to 9:30 p.m. between May and September. Bylaw Services responds to an annual average of approximately 11,000 parking complaints and 250 commercial vehicle enforcement issues raised by citizens.
- Enforcement of Animal Responsibility Bylaw and operation of Surrey Animal Resource Centre. Bylaw Services is in operation with respect to animal control seven days a week from 7:30 a.m. to 6:00 p.m. with extended hours to 8:00 p.m. between May and September. A complaint response and proactive approach is utilized with respect to animal issues such as stray animals, dog bites and nuisance behaviour. The Surrey Animal Resource Centre is open seven days a week from 7:30 a.m. to 6:00 p.m. and provides intake and care for animals, adoption of animals and educational programs relating to animal ownership and care.
- Administration and information:
 - The Adjudication & Appeals Centre processes all parking, commercial vehicle and municipal tickets, and also facilitates the screening and review of all ticket disputes for adjudication and Provincial court. On average, 43,000 tickets and 2,100 appeals are processed annually.
 - The Bylaw Call-Centre operates from 7:30 a.m. to 6:00 p.m., 7 days a week (barring statutory holidays), averaging 42,000 calls/complaints received annually via phone, email and My Surrey request app.
- Outreach and response. In partnership with the Engineering department, RCMP, BC Housing, Fraser Health and local service providers, Bylaw Services identifies and responds to issues focused in City Centre. Outreach services are provided seven days a week from 7:30 a.m. to 6:00 p.m., with extended hours to 9:30 p.m. between May and September. Specifically, Bylaw Services Officers:
 - Work with Engineering for street clean-up of illegal dumping, litter and removal of tents on City sidewalks/public spaces.
 - Work with RCMP on public disorder issues such as petty crime, panhandling, open drug and alcohol use.
 - Work with Parks and Fire Services on tents and structures in parks/green spaces.

- The Covid Community Enforcement Team is mandated to conduct proactive checks ensuring people and businesses understand their obligations and requirements to stop the spread of COVID-19 and provide proactive education for the purpose of gaining voluntary compliance with the directions of the Provincial Health Officer. Activities such as:
 - Daily checks conducted on businesses, faith-based locations, banquet halls, recovery homes and in public places where people generally congregate, such as parks and playgrounds.
 - Have conducted 22,575 proactive inspections and responded to 1800 complaints regarding alleged violations to date.
 - All businesses, private residences and persons not complying to the Public Health Officer (PHO) may be subject to fines. In total, the Team has issued 93 fines since late August.

In response to questions from the Committee, Ms. Marosevich provided the following information:

- Environmental bylaw violations are addressed through collaboration. Bylaw Services functions as the enforcement experts, dispatching an officer to investigate potential violations and then connect with additional staff to determine the most appropriate course of action.
- Bylaw Services hosts weekly stakeholder meetings to discuss what is occurring in the field. These meetings have been very beneficial and help to distribute information and provide solutions to issues.
- Housing remains an issue throughout the City. The transitional housing projects should provide some relief once they are completed, as a key point is having housing available to those in need.

D. OUTSTANDING BUSINESS

This section had no items.

E. NEW BUSINESS

1. Review of the Community Services Committee 2021 Workplan

Rob Costanzo, GM Corporate Services and Terry Waterhouse, GM Police Transition provided a PowerPoint presentation overview of the 2021 Workplan. The first area of focus will be City Centre, as there are clear gaps between the City and service providers.

2. Introduction on the City's Approach to Diversity and Inclusion

Rob Costanzo, GM Corporate Services, provided the following report regarding the City's approach to diversity and inclusion:

- For two years running, the City was named one of Canada's Best Diversity Employers. This national annual award recognizes employers who have exceptional workplace diversity and inclusiveness programs. Surrey is also one of Canada's most diverse cities and its Diversity and Inclusion Strategy specifically addresses reconciliatory, diversity and anti-racism.
- There are numerous projects the City is working on with respect to crime prevention, including working with youth on gang-related issues.
- Diversity and inclusion have been included as areas of focus on the Committee's 2021 Work Plan. The Committee will be able to provide feedback on these topics.

In response to questions from the Committee, Mr. Costanzo provided the following information:

- The outreach conducted in City Centre is expected to provide a blueprint that can be applied throughout the city.
- The Committee's Terms of References outlines that regular updates from and regarding Surrey Police Services (SPS) will be provided. Much of the work of the SPS will dovetail with the work of the Committee.

The Committee noted that additional outreach outside of City Centre should also be considered. There is a lot of hidden homelessness throughout the city.

F. ITEMS REFERRED BY COUNCIL

This section had no items.

G. CORRESPONDENCE

This section had no items.

H. INFORMATION ITEMS

1. 2021 Community Services Committee Meeting Schedule

File: 7130-16

It was

Moved by Councillor Guerra

Seconded by Councillor Annis

That the 2021 Community Services

Committee meeting Schedule, be adopted.

Carried

I. OTHER BUSINESS

This section had no items.

J. NEXT MEETING

The next meeting of the Community Services Committee is scheduled for Wednesday, April 28, 2021.

K. ADJOURNMENT

It was

Moved by Councillor Guerra

Seconded by Councillor Annis

That the Community Services Committee

meeting do now adjourn.

Carried

The Community Services Committee meeting adjourned at 6:26 p.m.

Jennifer Ficocelli, City Clerk

Councillor Elford, Chairperson