

Present:

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

Absent:**Staff:**

R. Costanzo, General Manager, Corporate Services
T. Waterhouse, General Manager, Policing Transition
Y. Yohannes, Manager, Utilities
M. Brown, Roads & Drainage Central Manager
B. Aasebo, Community Safety Program Manager
A. Murphy, Senior Social Planner
L. Blake, Legislative Services

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 November 24, 2021, be adopted.
Carried

2. Adoption of the Minutes

It was Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee
meeting minutes of October 27, 2021, be adopted as presented.
Carried

B. INFORMATION ITEMS**1. SAFE Program Tri-Annual Report**

In response to questions from the Committee, Brian Aasebo, Community Safety Program Manager, provided the following information:

- Compared to the first quarter of 2020, the SAFE Program saw an increase in new clients. Program partners have been creative and agile to address the challenges of COVID-19 and support clients, such as utilizing virtual platforms.
- At the end of December 2021, the SAFE Program will be approximately 60% through its five-year committed funding. It could be beneficial to start considering future funding sources.

C. PRESENTATIONS/NEW BUSINESS**1. Update on Extreme Weather Response**

Aileen Murphy, Senior Social Planner, provided the following update regarding the Extreme Weather Response (EWR):

- The EWR program typically runs from November 1 – March 31; however, earlier this fall, BC Housing announced that this year, it could start in October if the need arose due to weather conditions and shelters were ready to open. An EWR shelter is a temporary shelter that opens overnight during extreme weather alerts and provides a mat, bedding and snack to guests. EWR shelters do not provide connections to services. The official Surrey/White Rock EWR Plan identifies the criteria for when an EWR alert will be called. The alert may vary from area to area, as it is based on the local weather forecast and conditions.
- Funding for the EWR program is provided by BC Housing to communities where the number of unhoused residents exceeds the number of shelter spaces available. The Homelessness Services Association of British Columbia (HSABC) is contracted to manage the EWR program in Vancouver and Surrey. The EWR program funding covers the program coordinator, overnight shelter staff, a snack for clients, cleaning, first aid supplies and transportation to the shelters, as needed. Funding is not provided for rent, so shelter spaces are sought for free from community organizations.
- Surrey currently has 61 EWR mats in five locations, with 49 co-ed mats, six female-only mats and six youth-only mats. The HSABC continues to seek shelter space, specifically in City Centre and Newton. It is common for occupancy to be low at the start of the EWR season. Occupancy rates generally increase as the weather becomes more extreme and residents become more aware of the shelters.
 - Pacific Community Church in Cloverdale is operated by Options and provides 15 co-ed mats. It has been open for 12 nights to date and had between 7 to 16 guests on those dates.
 - Mount Olive Lutheran Church in South Surrey is operated by Options and provides 20 co-ed mats. It has been open for 17 nights to date and had between 1 to 12 guests on those dates. The Church has also offered its foyer as an overflow if needed.
 - Fleetwood Christian Reform Church in Fleetwood is operated by Lookout and provides 14 co-ed mats. It has been open for 11 nights to date and had between 8 to 15 guests on those dates. Most of the guests are individuals who had been transported from City Centre.
 - Atira Shamai House in Whalley is operated by Atira and provides six female-only mats. This location has been open for 20 nights since mid-October and had between zero and six guest each night, with the six-person maximum being met seven times.

- PCRS Youth Hub in Whalley is operated by Pacific Community Resource Society and provides six youth mats. This location has been open for 12 night with one mat used two times. This EWR location has been in operation for a few years and generally does not receive many guests.

In response to questions from the Commission, Ms. Murphy provided the following information:

- The HSABC EWR Coordinator has indicated that the low occupancy rates are likely due to it being early in the EWR season.
- The Peace Portal Alliance Church is not available this year. The faith community in South Surrey is generally quite involved in the EWR program.

2. City of Surrey – Snow and Ice Control Operations

Matt Brown, Roads & Drainage Central Manager, provided a PowerPoint presentation regarding the City's snow and ice control operations. The following information was highlighted:

- Surrey not only takes the basic steps to address snow and ice, such as brining, salting and plowing, but has innovated and expanded its winter maintenance program to include education, communication and technology to provide excellent service to residents.
- The City has developed proactive steps that better educate customers, such as local advertisements, participation in school programs through tours and contests and providing handouts to local businesses outlining their responsibilities after a snowfall.
- Staff have simplified information available the City's website to make it easier to navigate. Staff also developed a widget to allow residents to identify the snow clearing priority of streets. The widget allows a resident to input an address for information regarding the snow clearing priority of that particular road.
- The City utilizes its social media to provide residents with updates, information and educational tips, as well as interactive videos. Staff receive a lot of positive feedback regarding social media posts and residents liking and sharing posts helps to distribute information even further.
- Surrey has the most extensive Road Weather Information System (RWIS) of any city in BC. Staff worked with a meteorologist to identify seven microclimates throughout Surrey. There are 10 systems located throughout the city that provide information to a dashboard for staff to use, including surface and air temperature, surface state, road grip and an alarm system for various conditions. This information allows staff to allocate resources as needed.

- All Surrey fleet vehicles have been equipped with an Automated Vehicle Locator (AVL) system. This allows for better distribution of resources and faster response times to issues as they arise. The AVL system also provides a route completion report. The Surrey Plow Tracker is built from the AVL system and allows residents to see where trucks are, with a half hour delay for the safety of the truck drivers. This helps residents better plan their routes during snow events.
- The City has implemented turn by turn route navigation for drivers. These pre-defined routes help integrate staff as needed, for example if a driver needs to refuel or gather more supplies, another driver can more easily take over the route. This also helps ensure no roads are missed and is an easier navigation system for drivers.
- Epoke salt spreaders have been integrated into the City's fleet. Epoke is a technologically advanced system that controls salt spreading based on GPS information, taking into account road size changes. This automated system ensures consistency in material spreading, allows drivers to focus on the roads and increases efficiency.
- The City piloted Willie tractors to clear key sidewalks linkages that require winter maintenance, such as near transit and hospitals in City Centre. Willie tractors are multi-purpose machines and can also be used for pressure washing and sweeping. Feedback has been positive and staff are looking to expand the use of Willie tractors to other city centres.
- The City's updated Snow & Ice Policy clearly identifies arterial and main roads as the first priorities for winter maintenance operations. After clearing priority roads, typical weather patterns in the Metro Vancouver area usually change to rain and remaining streets do not require snow removal.

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

- The RWIS reads the grip (friction co-efficient) for each microclimate within the city.
- Dispatch and maintenance supervisors meet frequently to discuss what went well and what can be improved during winter weather events.
- Brining the roads prior to snowfall prevents ice from bonding to the asphalt and results in less products being used.

3. City of Surrey – Review of Drainage Effectiveness throughout Surrey during November Rain

Yonatan Yohannes, Manager, Utilities, reviewed drainage effectiveness in Surrey during the November rain storms. The following information was highlighted:

- The City's Drainage Policy is centered on four key objectives:
 - Convey Minor System Flows (Five-Year event): addresses infrequent run off cause by a five-year weather event.
 - Convey Major System Flows (100-Year event): infrastructure such as storm sewers and ditches that provide safe water flow to protect safety and property.
 - Provide stormwater detention: underground tanks and ponds that control downstream flows.
 - Follow Agricultural and Rural Subsidiary Development Agreement (ARDSA) criteria for lowlands as established by the Ministry of Agriculture. These standards ensure proper drainage for crops.
 - During the dormant period from November 1 – February 28, runoff should be removed from a 10-year, five-day storm within five days;
 - During the growing period from March 1 – October 31, runoff should be removed from a 10-year, two-day storm within two-days; and
 - Between storm events, a base flow in channels should be maintained at 1.2 metres below field elevation.
- An atmospheric is a narrow band of concentrated moisture in the atmosphere that condenses into precipitation when it hits land. These events tend to result in higher rainfall and cause massive rain events .
- During the rain event from November 13 – 15, 2021, North Surrey experienced a 25-year, 24 hour event, while Central and South Surrey exceeded a 100-year, 24 hour event. In addition, the rain event was preceded by an additional 20 millimeters of rain on November 11 and 12. This event exceeded ARSDA criteria and the five-day post-storm removal was exceeded due to the amount of rain received.
- In upland areas, the event resulted in 800 drainage related service requests, with 160 of those related to City drainage or infrastructure. There were road closures for up to 36 hours, detention ponds were activated, there was private property flooding and two landslides reported. Most flooding in the uplands was due to sediment accumulation or drainage pond plugs.
- In lowland areas, some pump stations were unable to keep up with water levels, but were able to drain once the Fraser River level lowered. The Serpentine and Nicomekl Rivers experienced very high, prolonged water levels. High ocean tides provided little relief from flood box reliefs, but this issue resolved once river levels retreated. Pump stations required supplemental pumps in order to reduce water levels. There were minor dyke breaches along the Serpentine River between 88 Avenue and Highway 15.

- Overall, the City's drainage systems performed fairly well in response to the storm event and there were no catastrophic floods in Surrey. It served as a reminder for the need to continuously invest in and improve drainage and flood control, as these will be critical areas moving forward.
- Overall challenges to consider include addressing runoff volume. In lowland areas in particular, there was a dyke breach, reliance on pump stations due to high ocean tides and Fraser River levels, insufficient pumping capacity at some stations and issues related to prolonged high river levels in the Serpentine and Nicomekl.
- Staff are already inspecting dykes and lowland bridges as needed. Some of these structures require repair. Staff are reviewing opportunities to increase pumping capacity at underperforming pump stations, replace lowland bridges and advance discussions with the City and Township of Langley regarding the Upper Nicomekl catchment. The City is also continuing to raise dykes and spillways throughout the lowlands. Most of the potential upgrades are not currently funded by the Drainage Utility, so additional external and/or internal funding would be required to make Surrey more resilient to future floods and storm events.

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

- There were no landslides reported on the north bluff of the BNSF railway; however, BNSF has advised that they will monitor the site, as landslides can occur a few days following a storm.
- There have been no reports of loss of livestock. A more fulsome report will be provided at the December 8, 2021 Agriculture, Environment and Investment Committee meeting.
- Crescent Beach was not heavily impacted by the storm, as there was very little tidal effect and minimal winds.
- Staff are currently looking into mitigating future flooding on Highland Road between 142 Street and 144 Street, as water was coming in over the culvert in this area.
- There is potential to increase the scale of existing infrastructure, replace low-performing pumps with higher capacity pumps and replace and add pumps to sea dams. Staff are reviewing rain fall data and considering climate change impacts to update how the City sizes its infrastructure. While there are a lot of upgrades the City can undertake, new infrastructure will also be required.

4. Pandemic Response Program

Terry Waterhouse, General Manager, Policing Transition, provided a PowerPoint presentation regarding the pandemic response program and highlighted the following information:

- In March 2021, the City created a Pandemic Response Package with six programs design to support vulnerable populations. With Council feedback and endorsement, staff worked with BC Housing and Fraser Health on a grant application for a Union of British Columbian Municipalities (UBCM) grant program. In July, it was announced that the City would receive a grant of \$14 million for its Pandemic Response Package and staff began working with BC Housing, Fraser Health and key service providers to implement the programs.
- Ideaspace has been hired as a professional facilitator for the Safety and Community Services Network. Planning for the Network is underway in partnership with BC Housing and Fraser Health for the Network operation and staff are finalizing a Terms of Reference for effectiveness and efficiency. The Network is being developed to ensure the table is for stakeholders as well as people with lived experience.
- Residents have been moved from the former Steve Cobon location and staff are in the process of refurbishing the site. Fraser Health will be implement an Integrated Response Team to work with residents at the site. It is anticipated that the site will be ready for occupancy by early 2022 and provide 60 beds.
- Site selection is underway for Nourish Surrey, which will provide food and refreshment, as well as popup health services. A 3,000 square facility is needed, ideally with an existing kitchen and washrooms. BC Housing will provide additional supports at the site.
- Staff are in the procurement phase of mobile washrooms and shower trailers and site identification for the Healthy Living program.
- Planning is underway with Bylaws regarding the service delivery model for the SMART Cart, which will make Bylaw Officers a more proactive force and help get more people connected to services. Staff are being sought to support this program and new vehicles and equipment will be purchased. Staff are also liaising with the Vulnerable Women and Girls Group for allocation of budget to existing mobile outreach for women, as women are particularly vulnerable when they are experiencing homelessness.
- Engineering staff are currently working on budget and staffing needs for the Clean Team program and considering a peer employment model for litter pick up and needle disposal.
- Staff are working on details for the Mayor's Summit on Homelessness, scheduled for early 2022.

Councillor Elford experienced technical difficulties and left the meeting. Councillor Guerra assumed the role of Chair at 6:35 p.m.

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

- Staff are aware of concerns raised by Fraser Health regarding the need for washroom facilities near Surrey Memorial Hospital. A partnership to implement mobile Healthy Living facilities in that area could be considered to address these concerns.

Councillor Elford rejoined the meeting at 6:39 p.m. and assumed the role of the Chair.

The Committee suggested looking at international models for the Mayor's Summit on Homelessness, specifically how San Francisco was able to address their priority populations.

D. OUTSTANDING BUSINESS

This section had no items.

E. ITEMS REFERRED BY COUNCIL

This section had no items.

F. CORRESPONDENCE

This section had no items.

G. OTHER BUSINESS

1. Proposed 2022 Community Services Committee Meeting Schedule

Meetings are proposed to be held at 5:00 p.m. on the last Wednesday of each month, excluding August. A December meeting can be held at the call of the Chair.

It was
Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee
adopt the proposed 2022 meeting schedule as presented.
Carried

H. NEXT MEETING

The next meeting of the Community Services Committee is scheduled for Wednesday, January 26, 2022.

I. ADJOURNMENT

It was

meeting do now adjourn.

Moved by Councillor Guerra
Seconded by Councillor Annis
That the Community Services Committee

Carried

The Community Services Committee meeting adjourned at 6:53 p.m.

Jennifer Ficocelli, City Clerk

Councillor Elford, Chairperson