

Present:

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

Absent:

K. Macdonald

Staff Present:

R. Costanzo, General Manager, Corporate Services
T. Waterhouse, General Manager, Policing Transition
P. Sanderson, Manager, Strategic Planning & Responses
J. Brand, Manager, Police Support Services
B. Aasebo, Community Safety Manager
A. Murphy, Manager, Housing and Social Development
M. Blais, Manager, Bylaw Services
L. Blake, Legislative Services

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

It was Moved by Councillor Guerra
Seconded by A. Heinrichs
That the Community Services Committee
meeting agenda of April 27, 2022, be adopted.
Carried

2. Adoption of the Minutes

It was Moved by Councillor Guerra
Seconded by R. Prasad
That the Community Services Committee
meeting minutes of March 30, 2022, be adopted.
Carried

B. NEW BUSINESS/PRESENTATIONS**1. New Community Services Department**

Terry Waterhouse, General Manager, Policing Services, Phillipa Sanderson, Assistant Manager, Strategic Planning & Responses, Johan Brand, Manager, Police Support Services, B. Aasebo, Community Safety Manager, and Aileen Murphy, Assistant Manager, Housing and Social Development, provided an overview of the new Community Services (CS) department and highlighted the following information:

- The Policing Transition department was established in 2018 to support the transition from Surrey RCMP to a municipal police service. To ensure that staff can deliver on Council's strategic priorities, a new Community Services department has been created and is comprised of four divisions focused on the safety and well-being of Surrey residents:

Police Support Services

Police Support Services will be divided into Police Support Services and Community Services.

Police Support Services will consist of operations, information management, corporate services, finance and the Office of Improvement and Strategic Management (OCISM).

Community Services will consist of community programs, intervention programs and the Family and Youth Resource Support Team (FYRST). FYRST is an early intervention program that was initiated through a provincial grant and is in its third year of operation.

Community Safety

The Community Safety Division will develop and deliver best practice programming for crime and gang prevention among at-risk populations through proactive, data-driven, multi-sectorial approaches to support the needs of children, youth and families, as well as vulnerable adults.

Community Safety will continue the City's existing gang prevention programs: the Surrey Anti-Gang Family Empowerment (SAFE) Program, Surrey Mobilization and Resiliency Table (SMART), empowersurrey.ca, Empower Surrey Parent Workshops and Blueprint Pathways.

Housing and Social Development

The Housing and Social Development Division will:

- Facilitate the development of social/non-profit housing including emergency shelters, supportive housing, and non-market affordable social housing.
- Develop, implement and monitor processes, policies and regulations that support and facilitate affordable housing.
- Address current and emerging social issues by increasing understanding and awareness of priority social issues impacting Surrey, facilitating internal and external collaborations, and increasing investment in Surrey from other levels of government, private foundations and other funders.

Strategic Planning and Responses

The Strategic Planning and Responses Division catalyzes and drives the co-creation of forward-thinking solutions that enhance the design and delivery of community services through consistent and coherent approaches that support internal and external partners.

Strategic planning will include policy and strategic analysis, data and research development, and metrics and strategic planning.

Responses will include project response management, ensuring targeted program investments, facilitation of cross-departmental collaboration, and program design and enhancement to support positive change management.

- The draft purpose and mandate for the CS department is "the Community Services Department supports the development of community well-being and Surrey's social infrastructure through collaboration the ensures connection and equitable access to services for all of our citizens."
- To build out the department, staff will meet with stakeholders across the community, confirm purposes and mandates, seek additional external funding, create the Community Services Strategic Plan, enhance prevention programming, increase supportive housing stock, and strengthen Surrey's social infrastructure.

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

- SMART is a referral-based program and provides an opportunity for partner agencies to discuss client needs and coordinate services.
- Operators have been selected for SMART Cart, SAFE Sleep, and the Healthy Living programs. It is anticipated that the operators for each program will be publicly announced over the next few weeks.
- Co-op housing is an issue that is on the federal government's radar. CS staff will work with Planning staff to identify opportunities for displaced tenants, as needed. BC Housing has indicated that funding is not currently available to purchase co-op housing site land.
- The mandates, roles and responsibilities have not been confirmed. Staff can review what information can be shared at this point.
- The RCMP Citizen and Youth Police Academy Program was a regional mentorship program. It is not clear if the program is still active due to the pandemic. The Surrey Police Services (SPS) will consider youth outreach programs.

The Committee noted the following comments:

- Concerns were expressed regarding co-op developments on land owned by pension funds, as many pension funds are no longer interested in that type of land ownership. It was suggested that the City could consider acquiring the land and work with BC Housing or Metro Vancouver Housing so tenants can stay or work with them to find new housing.
- It was suggested that a youth mentorship program for the SPS be considered.

2. Update on Public Safety Actions within City Centre

Rob Costanzo, General Manager, Corporate Services, and Martin Blais, Manager, Bylaw Services, provided the following update on public safety actions within City Centre. The following information was highlighted:

- Over the course of the 2021/2022 winter season, Bylaw Services staff observed a general increase in nuisance events and criminal activities with City Centre. To address these issues, Bylaw staff:
 - Implemented earlier start times in City Centre, beginning shifts at 5:30 a.m. instead of 7:00 a.m., and extending hours to 11:00 p.m. year-round in order to ensure timely responses to late evening issues.
 - Implemented Bylaw staff foot patrols in City Centre seven days per week.
 - Worked with the Engineering department and private contractors to remove garbage and discarded litter on City property.
 - Worked with community partners, including Metro Vancouver Transit Police, Transit Security, and Surrey RCMP, to reduce unwanted nuisance activities. These partnerships have increased uniformed and enforcement presence in the area.
 - Bylaw Officers regularly provide outreach to vulnerable populations, including referrals to shelters or medical clinics. Officers also attend weekly meetings with outreach services to identify specific people and areas of concern.

- The changes implemented have had a positive impact in City Centre, resulting in an 80% reduction in called to Bylaw Officers in the area. The earlier start for clean-up and enforcement have disrupted loitering, homeless camps, unwanted congregation on sidewalks and public/private spaces by almost 70%, while garage removal has been reduced from an average of 2 tonnes to 0.75 tonnes per day. Patrolling Bylaw Officers have also noted a reduction in the open consumption of alcohol and controlled substances near transit and civic facilities. However, some of these efforts have resulted in homeless populations migrating to other areas of the city. Bylaw staff are proactively monitoring all town centres and taking enforcement action and outreach assistance as needed with partnering agencies.

- As there is generally an increase in the visibility of vulnerable populations in City Centre during the spring and summer months, staff will continue to focus efforts in the area. In addition, the Smart Cart initiative is anticipated to provide further enhancements in the area.

The Committee commended staff for their work and noted that residents have commented on the significant positive in the area.

C. OUTSTANDING BUSINESS

This section had no items.

D. ITEMS REFERRED BY COUNCIL

This section had no items.

E. CORRESPONDENCE

This section had no items.

F. INFORMATION ITEMS

This section had no items.

G. OTHER BUSINESS

1. Surrey Memorial Hospital Foundation Delegation Request

Terry Waterhouse, General Manager, Community Services, advised that a delegation request has been received from the Surrey Memorial Hospital Foundation.

The Committee expressed interest in receiving the delegation.

H. NEXT MEETING

The next meeting of the Community Services Committee is scheduled for May 25, 2022.

I. ADJOURNMENT

It was

meeting do now adjourn.

Moved by Councillor Guerra
Seconded by A. Heinrichs
That the Community Services Committee

Carried

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

Jennifer Ficocelli, City Clerk

Councillor Elford, Chairperson