

Present:

Mayor McCallum – Chair
Councillor Nagra
Councillor Patton
M. Heeney, President & CEO, SCDC

Regrets:**Staff Present:**

D. Jones, General Manager, Investment &
Intergovernmental Relations
V. Lalonde, City Manager
S. Simpson, Director, Information Technology
S. Wu, Manager, Economic Development
L. Anderson, Legislative Services

Guests:

A. Huberman, Surrey Board of Trade
E. Model, Downtown Surrey BIA

A. ADOPTION OF MINUTES

It was

Moved by Councillor Nagra
Seconded by Councillor Patton
That the minutes of the Investment &
Innovation Impact Committee meeting of February 19, 2020, be adopted.
Carried

B. DELEGATIONS**C. OUTSTANDING BUSINESS****D. NEW BUSINESS****1. COVID-19 Related Projects**

Stephen Wu, Manager, Economic Development, provided a PowerPoint presentation pertaining to COVID-19 related projects, community data and proactive programming to support Surrey's business community.

Comments were as follows:

1. Economic Impact and Recovery Planning

- Two surveys, one conducted by the City and the other a Stats Canada survey, established that:
 - Over 95% of Surrey businesses indicated they were impacted by COVID-19, however approximately 71% remained in operation in some capacity during this crisis.
 - 52.6% of Surrey businesses remained fully staffed with no layoffs during the pandemic.
 - Less than 13% of businesses reported being prepared for the economic impact when the Provincial state of emergency was put in place.
 - 69% of surveyed businesses reported decreases in revenue, but the majority will be able to remain operational.
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- While the long-term economic impacts of COVID-19 are yet to be determined, the economic damage has been more profound in some sectors over others.
- Surrey's economic diversity has helped to avoid catastrophic outcomes experienced in other jurisdictions; many businesses were able to transition or mitigate effects.
- The City's research indicates that while 16.3% of businesses are listed as negatively impacted, 22% of Surrey's workforce belonged to those sectors. This shows that because of Surrey's economic diversity, the negative impact of COVID-19 has impacted some sectors more than others; in general most sectors were either neutrally/mixed impacted or positively impacted.
- While the negatively impacted sectors were primarily clustered in the commercial areas of City Centre, Guildford, Newton and South Surrey, many of those areas saw continuing economic activity through COVID-19 - Surrey's economy did not shut down.
- Economic recovery began on day one of the pandemic. With the philosophy of reducing business loss and impact of the crisis, Surrey was the fastest and only municipality in Metro Vancouver with comprehensive economic development programming, much of which has been replicated in other municipalities.
- Within days of when the pandemic hit, comprehensive resources for Surrey businesses were underway with the focus in three areas:
 - Engage:
 - Staff called over 325 businesses in the first two weeks to offer help and to understand their businesses.
 - Conducted a business impact survey (lay-offs, work from home, etc.) with over 600 local businesses; follow-up survey out this week.
 - Provided a weekly e-newsletter summarizing City programs as well as support from the federal and provincial government to over 10,000 businesses in Surrey.
 - Programs:
 - Surrey was the first City to launch a municipal online COVID-19 Business Resource page, daily summarizing up to date information on COVID-19 globally and any resources available.
 - Launched a job board curating companies that are still hiring.
 - Store to Door – buy local online. Over 200 businesses participating and many residents wanting to buy from this platform as well.
 - Opportunities:
 - Taking an entrepreneurial look at very tactical opportunities to support rapid investment attraction and business expansion in Surrey to support job creation and growth. This has been very successful (e.g. Surrey makes PPE) where most other municipalities stopped economic development activities altogether.
- Reopening and recovery – it is important to recognize that reopening is not recovery, it is a phase.

- Focus is on long-term recovery - understand how to position the City for economic stimulus and growth opportunities emerging from the COVID-19 crisis; positioning to investors, demonstrating how the City was able to ride the crisis in a more resilient manner than other jurisdictions, with economic growth in some targeted areas.
- There will be a new economic paradigm. Over the next few weeks staff will be consolidating an economic recovery plan, outlining priorities for support for business and Surrey's economy emerging from the crisis.

II. Business Retention - Surrey Store to Door Update

- A Surrey Store to Door campaign to encourage Surrey residents to shop local online and support their business community, was rolled out within a week, building a sense of civic pride as many Surrey residents support their local businesses, leaving positive reviews and sharing information about the businesses they like in their community. Most shoppers are spending time visiting more than one business.
- Tactical messaging, such as understanding food security and encouraging residents to buy seeds and grow gardens, provided the opportunity for many keen to share their own videos as examples.
- Businesses were also asked to provide videos to share. It was noted that many are giving back to charities such as supplying meals to frontline workers and Surrey Fire.
- With the registration of 200+ businesses and growing daily, the next priority is supporting businesses to get onto e-commerce platforms.

Discussion ensued with respect to Surrey's farm industry, recognizing the added challenges for local farmers as result of the pandemic. Staff reported on discussions with many local farmers, the emphasis on buying local and encouraging residents to support the smaller stores that carry local produce, as well as online sales. Currently there are two farmers markets, Clayton and Surrey Urban Markets, looking at opportunities to market online but face the major problem of having drivers to deliver to residents.

The Committee noted recent discussions with local farmers expressing interest in offering seasonal fruit stands at local farms. However, the process has been reported as taking up to six months, by which time the season would be over. Staff advised they would review temporary fruit stand requirements and opportunities to accelerate the permitting process.

III. Surrey Makes PPE Update

- Anticipating the growing need and shortage of PPE, a number of Surrey businesses identified opportunities where they could produce PPE and took the necessary steps to begin production as quick as possible.
- Other municipalities became aware of local production and availability of PPE in Surrey and demand grew. Recognizing that businesses were already positioning to expand to produce PPE, it was an opportunity to build the sector and establish Surrey Makes PPE.

- To date, 24 manufacturers have joined Surrey Makes PPE, 12 of which are producing PPE and other medical supplies and 12 that are retooling to produce PPE and medical supplies. Two companies have also recently been certified to produce gowns and will begin production soon.
- Current monthly PPE production capacity includes 32,000 face shields, 40,000 reusable fabric face masks and over 200,000 litres of hand sanitizer.
- Initial orders are tracked but reorders will be conducted directly with the manufacturer and tracked separately.
- Quotes received from other EOCs inform Surrey's EOC on regional demand and trends; identifying where there is surge in demand and advise Surrey's EOC to hedge supplies.
- Currently there are 40 confirmed quotes, representing a potential of over \$250,000 worth of opportunities facilitated in under two weeks. These include face shields, reusable masks, hand sanitizer and disinfectant and protective barriers. There are also pre-orders for N95 and medical masks and gowns.
- Surrey Makes PPE has been quite a successful initiative which will continue to see growth in the coming weeks.

2. Smart Cities Opportunities

Sean Simpson, Director of Information Technology, provided a PowerPoint presentation pertaining to Smart City opportunities.

Comments were as follows:

- To guide common understanding, a smart city leverages data and connected technology to improve the quality of life for their citizens.
- The City is constantly researching emerging technologies and trends in areas that can be implemented in the short, medium and long-term in Surrey's context, such as:
 - Connected and Automated Vehicles (CAV)
 - Internet of Things (IoT)
 - Data Warehousing and Analytics, Crowd-Sourced traffic data, Big Data and Open Data
 - Artificial Intelligence (AI) and Machine Learning
 - Communication systems, including Fibre Optics and 5G
- *COVID-19 digital transformation*
 - The City has been digitizing for many years; success predicated by investment decisions made early on to move documents into a Cloud base and begin staff training early 2019. The City adapted very successfully to a somewhat forced change; staff are seeing the benefits and are excited to continue to work digitally.

- External customers are having to engage with the City digitally as face to face is limited, i.e. submitting applications externally. Took the opportunity to showcase online services available by providing a web page specifically pertaining to COVID-19. Reports indicate an increased uptake in online services:
 - Business License renewal -8% increase;
 - Business License new - 12% increase;
 - Electrical Permits - 4% increase for year over year March/April;
 - Plumbing Permit - 38% increase for year over year March/April; and
 - Building Inspection Request - 3% increase for year over year March/April.

People are getting comfortable with online use; Planning & Development would like to continue momentum/transformation into the "new normal" post COVID-19.

- *Traffic Management Emerging Technologies*
 - For most Cities, the most innovations are coming rapidly in the transportation sector:
 - Dynamic roadway information, warning and guidance;
 - Connected vehicle traffic signal systems;
 - Transit signal priority;
 - Automated conflict analysis and detection;
 - Curve speed warning;
 - Intersection collision warning and avoidance; and
 - Emergency vehicle pre-emption.
 - The Advanced Traveller Information System (ATIS) detects anonymized Bluetooth-enabled devices on the roads, encrypts the data and routes it to the Traffic Management Centre (TMC), where a computer tracks the speed and travel time of the detected devices as they move through the city.
 - Surrey is unique using ATIS in urban areas (not just highways) and first to use a colour display information, providing better clarity, ease of use and quicker viewing.
 - Surrey is a leader in the province in terms of analyzing data to alert the public. A comparison of real-time speeds to historical speeds alerts staff when road links are travelling slower than normal, traffic signals are then adjusted, alerting the public to changing traffic conditions. The City intends to build further on this innovation progress with future advancements in connected vehicles (V2X and 5G).
- The City gets approached by many companies essentially wanting the City to buy something from them. Opportunities vary in terms of proprietary considerations, different funding opportunities (e.g. incentives) and sandbox area, or well-developed frameworks. With all that in mind, the City has decided to go forward with a partnership opportunity with a major telecom and a third party:
 - Proof of Concept supports the City's development of its ITS strategy and Vision Zero;

- Intersection safety through video analysis; according to ICBC, the City's data is more sophisticated than any other city in the province;
- Next generation cameras and sensors, analytics/mL;
- Workshop scheduled; and
- Over \$1 million incentive is available with this opportunity; all that is being sought is staff – labour in kind.

There is so much data from different areas (fleet, district energy, traffic, etc.) all managed separately. An open (not proprietary) Smart City Platform provides the ability to take all the data and store in a cloud. There are many capabilities once the data is available, most importantly one dashboard - one single pane of glass instead of single windows. That is essentially what the City is seeking from the partnership, realizing a platform that gives the City the ability to support traffic management.

E. INFORMATION ITEMS

F. OTHER BUSINESS

G. NEXT MEETING

The next meeting of the Investment & Innovation Impact Committee is at the call of the Chair.

H. MOTION TO HOLD A MEETING IN A CLOSED SESSION

It was Moved by Mayor McCallum
Seconded by Councillor Patton
That the Investment & Innovation Impact
Committee close the meeting to the public pursuant to Section 90 (1) (j) and (k), and
Section 90 (2) (b) of the *Community Charter*, which states:

- "(90) (1) A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:
- (j) information that is prohibited, or information that if it were presented in a document would be prohibited, from disclosure under section 21 of the Freedom of Information and Protection of Privacy Act; and
 - (k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

- (2) A part of a council meeting must be closed to the public if the subject matter being considered relates to one or more of the following:
 - (b) the consideration of information received and held in confidence relating to negotiations between the municipality and a provincial government or the federal government or both, or between a provincial government or the federal government or both and a third party."

Carried

I. ADJOURNMENT

It was

Moved by Councillor Patton
Seconded by Councillor Nagra
That the Investment & Innovation Impact

Committee adjourn.

Carried

The Investment & Innovation Impact Committee adjourned at 10:48 a.m.

Jennifer Ficocelli, City Clerk

Mayor McCallum, Chair
Investment & Innovation Impact Committee