

Present:

Mayor McCallum – Chair
Councillor Guerra
Councillor Patton

Regrets:

Councillor Nagra

Staff Present:

V. Lalonde, City Manager
D. Jones, General Manager,
Investment & Intergovernmental
Relations
K. Grewal, General Manager,
Finance
S. Simpson, Director, IT
S. Wu, Manager, Economic
Development
L. Blake, Legislative Services

Guests:

A. Huberman, Surrey Board of
Trade
E. Model, Surrey Chamber of
Commerce

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

It was Moved by Councillor Guerra
Seconded by Councillor Patton
That the agenda of the October 28, 2021
Investment & Innovation Impact Committee meeting be adopted.
Carried

2. Adoption of the Minutes

It was Moved by Councillor Guerra
Seconded by Councillor Patton
That the minutes of the Investment & Innovation
Impact Committee meeting of September 16, 2021, be adopted.
Carried

B. DELEGATIONS

This section had no items to consider.

C. OUTSTANDING BUSINESS

This section had no items to consider.

D. NEW BUSINESS**1. IT Activities Update**

Sean Simpson, Director, Information Technology, provided a PowerPoint presentation update regarding IT activities. The following information was highlighted:

- In June 2019, the City's printer fleet implemented "follow me print", which allows staff to tap their personal ID badge to release a print job. If a job is not released in 24 hours, it is automatically cancelled. This feature has resulted in overall savings in paper, ink and energy use, equivalent to \$6,800, 22 trees and two metric tonnes of CO₂ emissions. In addition, through the Green4good program, the City has earned a carbon offset credit of over 600 tones due to the proper removal and donation of computers and laptops. As the City's computer fleet creates 300 tonnes of CO₂ per year, the City is now carbon negative in this area.
- The COVID-19 pandemic has accelerated many digital transformations. For example, the MySurrey account provides residents with a one-stop shopping experience for City services such as paying bills, applying for permit and registering for classes. The City is also able to collect data from the account to leverage and improve services. Staff are currently working on integrating Tempest into the MySurrey account platform. There are currently over 103,000 MySurrey Accounts, with over 37,000 accounts created during 2021. While the pandemic reduced the total number of transactions completed, the percentage of transactions completed online increased to 69%. It should be noted that the homeowners grant application process was also taken over by the province, which was previously a major online service of the City. This information indicates that the City is enhancing services by making it easier for those who prefer to complete business online. There is an overall savings in time and carbon emissions. Research indicates that the cost to assist a resident in person is approximately \$7-10 per transaction, while the cost for an online transaction is less than \$1.
- As part of the Mayor's 2021 initiative, the City sought to increase the frequency of its tree sales from one to four trees. Approximately 1,000 trees were sold at each of the four tree sale events. To achieve this, a new online tree sale service was implemented using the Shopify platform, making it easier and more convenient to purchase trees online.
- A City Grants Service has been implemented to improve the grant program by helping applicants find the correct funding program, submit applications and supporting documents online and helping staff better manage applications.

- The City continues to expand its District Energy fibre program, adding seven new locations with City-owned fibre infrastructure: Lark City Centre 2, Energy Centre 2, Concord Phase 3, PCI Phase B, Rize Libea and Lark City Centre 3. The locations allow for the remote management of district energy and future fibre optic capability. The City also added 1,500 metres of fibre to the City Centre backbone and there are opportunities to add more during the SkyTrain extension, which will increase competition and leasing opportunities.
- The City's Antenna System Siting Policy is a comprehensive approach created in collaboration with Telus, Rogers, Freedom and ISED that addresses telecommunication antenna preferences, locations and design. Feedback from staff indicate that the policy is working well. At the June 14, 2021 Regular Council – Public Hearing, Council approved Rogers to build out their fibre network for enhanced wireless connectivity. This will provide better coverage and connection for small cells and is an example of how the updated Antenna System Siting Policy support collaborations between service providers and the City.
- Surrey was one of the first locations where Telus deployed 5G throughout their entire wireless network. Telus is expected to continue to make investments in 5G densification and work with City staff to create a premier wireless network. While there are some areas in Surrey that are a connection challenge, they should improve with 5G densification.
- Rogers has implemented highspeed internet in 59 sites throughout Surrey and the city will be 100% covered through an additional 18 sites by the end of the year.
- The City has gone to market to update its WiFi assets. Shaw Wifi is provided in City Centre Library and City Hall to provide access to commercial-grade free WiFi. In addition, staff are working on a partnership with BCNET, CANARIE, post-secondary institutions and libraries to provide access to Eduroam, a virtual campus experience that allows students, researchers and facilities to receive connectivity directly. Eduroam will be piloted at two library locations.
- The City partners with various groups to close gaps related to seniors accessing services, IT materials and training and raise awareness for cybersecurity.

In response to a comment from the Committee, Mr. Simpson recommended directly contacting a service provider when experiencing poor reception or dropped calls, as service providers use this information to improve small cells.

2. Economic Development Update

Stephen Wu, Manager, Economic Development, provided an update and brief PowerPoint presentation highlighting the following information:

COP26 Global Innovation Hub

- Mayor McCallum was invited to virtually speak at the COP26 Global Innovation Hub. Mayor McCallum will be highlighting Surrey's biofuel facilities, District Energy, urban testing programs and economic opportunities to a global audience.

Made in Surrey Showcase

- The Mayor's lobby will be redesigned to showcase products made in Surrey.

Future of Work

- During the pandemic, residents indicated they wanted larger spaces and more outdoor space. Staff wanted to better understand who these people are and the potential opportunities there may be to attract them to Surrey.
- Insight West was hired to conduct a poll to test two key hypotheses:
 1. COVID-19 has accelerated population migration from higher density Metro Vancouver communities into Surrey; and
 2. There will be significant changes in the workplace and how people work as a result of COVID-19. The survey had over 519 residents and 142 business leaders participate.
- Key findings from the survey include:
 - Respondents wanted to move south of the Fraser for affordability, more space and more balance for career opportunities with options to live closer to where they work.
 - A high percentage of people who have or want to move to Surrey are married couples with kids. The average family size is two to four people and the average income is between \$100,000 - \$150,000. These are generally people who are established in their careers and are likely capped out in their salary range.
 - The number of people looking to move to Surrey significantly lowers as the income bracket increases.
 - People choose to move to Surrey for the opportunity to own property. Residents are willing to take risks to get into the housing market.
 - Business owners indicated 90% of their employees live south of the Fraser and are noticing worker migration, reporting that 84% of their workforce are moving around the region.

- Most employers feel like working in an office setting is important, as it sparks innovation and helps socialization. 80% of employers plan on implementing a hybrid work from home model.
- Many businesses reported growth during the pandemic and expressed a need for more space, including satellite offices and co-worker spaces.
- The City has opportunities to help residents move up in income brackets and bring in residents who are driving business growth.

In response to questions from the Committee, Mr. Wu and Vince Lalonde, City Manager, provided the following information:

- Staff are in contact with major co-worker space providers and have provided information from the survey to help better understand the demand. Many new office developments require pre-leasing and office space is not being built fast enough, especially in City Centre.
- Staff are currently working on the Housing Needs Assessment Report, which will include key strategies to get more stock of all types of housing. Overall, the City is doing well with housing supply, but it seems additional support will likely be needed for the middle of the housing continuum.

Canada's Biomanufacturing Strategy

- Canada's 2021 budget will provide \$2.2 billion towards implementing a biomanufacturing and life sciences strategy in light of Canada's inability to manufacture COVID-19 vaccines. Biomanufacturing opportunities require talent and supply chain, and most will likely be established in Eastern Canada. Staff are evaluating opportunities to create these supply chains and talent development.
- An emerging supply chain opportunity includes psychedelics and functional mushrooms, which are a loosely grouped class of drugs that are able to induce altered thoughts and sensory perceptions. In addition to the economic value of attracting these companies to Surrey, they will also bring employees with translatable skills to biomanufacturing.
- There is increasing demand for alternative medicine for Post-Traumatic Stress Disorder, depression and other mental illness. By 2027, it is anticipated that there will be \$10.75 billion in the psychedelic market. There are currently four companies legally producing medicinal psychedelics, including one company located in Surrey.

Investment Attraction

- Investment opportunities in Surrey have quadrupled in 2021 compared to 2020 and have surpassed 2018 and 2019. The leading industries include food processing, agri-tech, EV fuel cell manufacturing, chip manufacturing, high technology, breweries, wineries and distilleries, clean technology, pharmaceutical production, film production, data centres & IXP, PPE manufacturing, miscellaneous manufacturing and commercial/retail office space. There are also more opportunities for US companies seeking to establish a presence in Surrey because of the re-opening of the border.
- Due to the City's membership with the Consider Canada City Alliance (CCCA), Surrey has partner status with the federal government and access to its data collection programs, which helps staff identify potential project opportunities. A recent example is Foxconn, a contract manufacturing company. During a tour through City Centre, Foxconn representatives expressed interest in the City's vision for 5G and collaborations with post-secondary institutions.

List of Ongoing Projects

- Investment Prospectus & Launch
- Communications Strategy Review
- Future of Work
- Surrey EconomIQ Data Framework
- Urban Technology Test Zone Pilot
- Supply Chain Resiliency Project
- SparkBIZ Program – Business Engagement
- Investment Attraction Outreach
- Economic Recovery Roadmap
- Urban Tech Zones
- Surrey Economic Intelligence Briefings
- I3C Annual Report 2021

E. INFORMATION ITEMS

This section had no items to consider.

F. OTHER BUSINESS

This section had no items to consider.

G. NEXT MEETING

The next meeting of the Investment & Innovation Impact Committee is to be determined.

H. ADJOURNMENT

It was

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

Committee adjourn.

Carried

The Investment & Innovation Impact Committee adjourned at 12:26 p.m.

Jennifer Ficocelli, City Clerk

Mayor McCallum, Chair
Investment & Innovation Impact Committee