

Present:

Mayor McCallum – Chair
Councillor Guerra
Councillor Patton

Regrets:

Councillor Nagra

Guests:

E. Model, Surrey Chamber of Commerce
J. Gopal, Surrey Board of Trade
R. Coates, Transport Canada

Staff Present:

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

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

It was Moved by Councillor Guerra
Seconded by Councillor Patton
That the agenda of the May 16, 2022,
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 February 16, 2022, be adopted.
Carried

B. DELEGATIONS**1. Drone Innovation & Policy in Canada**

Ryan Coats, Director, Remotely Piloted Aircraft Systems Task Force, Transport Canada, provided a presentation regarding drone innovation and policy in Canada. The following information was highlighted:

- Since the introduction of drone policy in 2019, there has been over 67,000 drones registered and over 76,000 drone pilots certified. Drones contribute \$745 million in annual market revenue and there are about 1,000 companies operating within this space. There are many strengths related to the drone industry in Canada, including a strong and mature aerospace industry, innovation, and a regulatory regime that promotes growth. Industries with the highest growth potential for drone use include film & media, defense & security, oil & gas, construction, and mapping & surveying. Drones are currently being used throughout Canada for law enforcement, environmental monitoring, infrastructure inspection and, resource extraction.

- The Remotely Piloted Aircraft Systems (RPAS) Task Force is a multi-disciplinary team of 50 employees with a variety of expertise founded in 2017 to modernize Canada's approach to recreational and commercial drones. The Task Force was created to facilitate innovation and economic growth in the drone industry while ensuring the safety of Canada's aviation system.
- Currently, there are regulations for small registered RPAS (less than 25kg) that can be flown near and over people by a properly certified pilot. Future regulations will address medium RPAS (up to 150 kg) that can be flown in remote areas at low altitudes. These drones will require higher licensing, operational and, manufacturing requirements. After medium RPAS, Transport Canada will address next-generation RPAS operations that can enter into more densely populated areas.
- Transport Canada (TC) launched its first Drone Strategy in 2021. TC's vision is for drone operations to be securely and safely integrated into Canadian skies as part of a modern national civil aviation system. To do this, TC will develop safety regulations that support innovation, RPAS traffic in Canadian airspace, a national Drone Security Strategy, innovation stimulating economic growth, and increasing public trust in drones.
- Drones create opportunities and impacts for municipalities that require a collaborative approach between TC and stakeholders. Drones can be implemented in municipalities through the lens of potential uses, sustainability, social acceptance, economic development, and advanced air mobility.
- Moving forward, TC is anticipating that a new set of draft regulations will be ready for public consultation by the end of 2022. Advanced stakeholder engagement will continue, as will CanaDAC social acceptance, AAM and research and development work. TC will leverage expertise to enable increasingly complex drone operations.

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

- One of the biggest concerns to address with drone use is to ensure the operator is in compliance with all applicable regulations, and that drone use does not encroach on residents' privacy. Within a municipal environment, there will be visualization and noise concerns to be addressed, as well as how drones can fit into existing transportation infrastructure.
- Drones fall under federal responsibility for aviation and are defined as aircrafts. There are opportunities to make the aviation industry more inclusive as there are fewer barriers for drone use compared to traditional aircraft operations.

In addition, Vince Lalonde, City Manager, advised that the City currently uses drones mostly for visual purposes. As drone usage increases over time, the City could consider building more in-house capacity

The Committee noted the following comments:

- Drones have been a high priority for the City and have been considered a potential solution for issues related to transportation, infrastructure inspection and maintenance, and public safety.
- Public safety could be a good first use for drones in Surrey, especially Fire Services in City Centre due to the concentration of high-rise buildings. Drones are less expensive and have better maneuverability compared to traditional aircrafts.

C. OUTSTANDING BUSINESS

This section had no items to consider.

D. NEW BUSINESS

1. Digital Services Update

Jason Boyes, Digital Services Manager, provided an update regarding digital services and highlighted the following information:

MySurrey Experience

- The MySurrey account is a single, digital account for residents and businesses to access online City services, including registering for programs, Report a Problem, eNews subscriptions, invoice payments, large-item pickup, fire information and traffic camera requests, and Single Family Building Permit.
- When MySurrey launched in September 2018, there were 2000 accounts registered. Currently, there are 124,900 accounts registered. As more services are offered online, including tax payments, it is anticipated that there will be about 175,000 registered accounts.
- MySurrey also offers value-added features, such as functionality. A MySurrey account provides a history of online service interactions, and allows the user to see the current status of online requests.
- Staff will be implementing a project to improve the logged-in experience of MySurrey account users. Feedback that has been received will be integrated into feature improvements.

Online Transactions

- Statistics have been collected for 25 online services since 2018. In 2018, 51% of services were conducted online. In 2020 and 2021, there were large increases in online services due to COVID-19, despite fewer services being available during that time, such as Parks, Recreation & Culture programming. The percentage of online services continues to grow in 2022. Residents want the ability to complete transactions online, and online services require less staff time compared to in-person or phone transactions.
- New online services that have recently been added include tree sales, fire psychometric testing, Glades Woodland Garden and Mayor's Address ticketing, Parks, Recreation & Culture Registration focused search, and Erosion and Sediment Control.

Service Request Digital Transformation

- Service requests are a key channel and intake method for a range of requests. In 2014, the City launched a service request app, and in 2018, the City launched Report a Problem, which can be connected to a MySurrey account, which allows a user to track their request. These tools have led to more online requests: in 2012, 87% of service requests were received by phone, with a total volume of 54,000. In 2021, 63% of service requests were received online, with a total volume of 88,000.

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

- The City is aiming to have every Surrey folio registered for online tax services.
- Surrey is a leader with respect to online services. When implementing online services, the City created a dedicated group to help make the digital experience more usable. Digital services are central to the City's growth and the City aims to have all services provided online.

2. **Emerging Need for Industrial Land to Accommodate Biomanufacturing, Agri-Innovation and Robotics**

This item was deferred to a future meeting

3. Economic Development Update

Stephen Wu, Manager, Economic Development, provided the following economic development update:

Brewery Opportunities

- Prior to the pandemic, staff had a roundtable discussion with brewery owners to discuss challenges related to expanding operations outside of Vancouver and Port Moody.
- At the April 25, 2022, Regular Council – Public Hearing meeting, Council approved the recommendations outlined in Corporate Report R087 regarding proposed Zoning By-law updates for liquor manufacturing and liquor tasting lounges.
- Staff will reconnect with brewery owners to provide information on the recent bylaw amendments and opportunities for breweries in Surrey.

Consider Canada City Alliance Investment Attraction Roadshow

- Consider Canada City Alliance (CCCA) will be hosting a virtual investment attraction roadshow. Surrey will highlight its opportunities related to hydrogen, Electric Vehicles, advanced manufacturing, agribusiness, clean technology and, life sciences. A physical trade mission will also be arranged in the future.

Agri-tech Roundtable

- Staff hosted an agri-tech roundtable meeting to share ideas and discuss emerging trends. A highlight from the discussion was the unique challenges related to the workspace for agri-tech companies, which usually require a combination of industrial, agricultural and commercial office space.

Business Innovation and Career Night

- Many companies that have relocated to Surrey are committed to hiring local; however, there are industry-wide challenges related to hiring and talent. Staff will work with large local companies to host a Career Night in June in Cloverdale. Depending on the turnout, additional Career Nights can be arranged throughout the city.

In response to a question from the Committee, Mr. Wu advised that the Career Night event will be marketed to families through social media. Staff will also conduct a survey at the event to compile information regarding the workers who are moving to and currently live in Surrey.

The Committee suggested that the event should be marketed in different languages, as there could be newcomers with needed skills but may not be proficient in English.

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 confirmed.

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 10:59 a.m.

Jennifer Ficocelli, City Clerk

Mayor McCallum, Chair
Investment & Innovation Impact Committee