

NO: R204

COUNCIL DATE: November 20, 2023

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **November 20, 2023**

FROM: **Acting City Manager**

FILE: **2730-01**

SUBJECT: **City of Surrey Major Accomplishments for 2023**

RECOMMENDATION

The Acting City Manager recommends that Council receive this report for information.

INTENT

The purpose of this report is to provide Council with an overview of the major accomplishments achieved by the City of Surrey in 2023 to date.

BACKGROUND

Under Council's direction and leadership, City staff completed numerous major projects and initiatives spanning various strategic themes with measurable impact in the community. Many of these initiatives have resulted in Surrey receiving national and international accolades.

DISCUSSION

The major accomplishments highlighted in this report are a reflection of Council's priorities for the City.

Notable Awards & Recognitions

Many of the highlighted projects above have been recognized nationally and internationally with the City receiving a total of 15 awards in 2023 including:

- The Certificate of Recognition from WorkSafe BC
- The 2023 Esprit award for Best Diversity, Equity, and Inclusion Initiative by the International Live Events Association for Surrey Fusion Fest
- The BC Recreation and Parks Association "Parks Excellency Award" for Edgewood Park
- Named one Canada's Greenest Employers (4th year in a row)
- Surrey recognized as "Tree City of the World" (4th time)
- Surrey recognized as one of Canada's Top Employers for Young People (12th year in a row)
- Government Finance Officers Association's Distinguished Budget Presentation Award
- Government Finance Officers Association's Award for Outstanding Achievement in Popular Annual Financial Reporting
- Government Finance Officers Association's Canadian Award for Financial Reporting

- UBCM Community Excellence Award for the SAFE Program
- Economic Recovery and Resiliency Award from the BC Economic Development Association for the City's Supply Chain Resiliency Program
- Excellence in Economic Development Gold Award from the International Economic Development Council the City's Supply Chain Resiliency Program
- Three gold and one platinum MarCom Awards honouring excellence in marketing and communication as well as an honourable mention
- 2023 Facilities of Merit Winner: Clayton Community Centre
- NAFA National Clean Air Award for the Surrey Operations Centre

The above are just a sample of the major accomplishments in 2023, a more fulsome list is attached as Appendix "I".

The major accomplishments can be categorized under strategic themes aimed at:

- Improving livability,
- Enhancing public safety,
- Building infrastructure,
- Delivering community services, and
- Preparing the City for future growth.

Attached as Appendix "II" is the 2023 Funding that the City of Surrey has applied for and received to date.

CONCLUSION

2023 marked a year with significant accomplishments by the City of Surrey through Council's direction and leadership. With the numerous major projects, the City was able to deliver positive outcomes for the community.

Robert Costanzo
Acting City Manager

Appendix "I": City of Surrey Major Accomplishments
Appendix "II": 2023 Funding Received

City of Surrey Major Accomplishments

Improving Livability

- Adoption of the City’s Climate Change Action Strategy;
- Increasing housing and community outreach:
 - Received funding for a 60-unit supportive housing project in City Centre;
 - Received funding for the Surrey Youth Resiliency Program;
 - Surrey Youth Resiliency Program’s first semi-annual activity report was submitted and in total, over 340 youth and families were supported in this first of six semi-annual reporting periods;
 - The City and its seven partners collaboratively developed eight new programs related to addressing identified gaps of mentorship, after school programming, trauma counselling, and culturally sensitive programming for priority populations; and
 - The establishment of two outdoor washroom facilities in City Centre.
- The City has secured Federal and Provincial funding to expand childcare at 11 locations adding a total of 370 new spaces in Surrey by the end of 2025. In 2023, the City of Surrey opened 50 of those spaces at Kensington Prairie Community Centre in June and opened an additional 20 spaces at Elgin Centre in September. The 50 new spaces at Kensington Prairie are funded under the Province’s \$10 a day program;
- Council’s commitment to economic growth has seen major companies like McKesson, MEC Mountain Equipment Company Ltd, Ishida Canada, and CTK Bio Canada establish in Surrey, with approximately 9,000 jobs created in 2023 alone. This is in addition to the 60 new major investment leads generated by the City with a potential of creating over 2,000 jobs this year;
- The City will have completed three neighbourhood parks in 2023 including Whippletree Park and Edmund Park in Newton and Salmonberry Park in Cloverdale. In total, these parks will add approximately 10 acres of greenspace to enhance the communities;
- Approved design for Nicomekl Riverfront Park;
- The City was successful in securing over \$208,000 in grant funding through Canada’s 2 Billion Trees program to plant 35,000 new native trees in Surrey. To date, City staff have planted more than 24,700 trees (13,400 of which were seedlings) in parks and along streets;
- Council’s decision to support the inclusion of 89 acres of active farmland to the agricultural land reserve;
- The City has made significant strides in enhancing public engagement and transparency in 2023. For example, the City launched the Focus Newton initiative which brought together residents in Newton to solicit feedback on strategies to enhance and beautify the community;

- The “Our City” campaign to empower the community to take an active role in enhancing neighbourhoods inspired over 80 small neighbourhood-led improvement projects;
- To increase the level of transparency, the City hired an Ethics Commissioner and removed the \$10 Freedom of Information (“FOI”) fee to increase citizen access to civic information;
- In undertaking its 2024 budget process, the City also completed a budget engagement process in the fall prior to the preparation of the draft 2024-2028 Five Year Financial Plan. This process followed a similar framework to the 2023 budget engagement process conducted earlier this year;
- Established a Healthy Living Complex of Care to support the well-being of community members experiencing homelessness and other complex challenges;
- Re-positioned Surrey Homelessness and Housing Society and appointed a number of directors from the public in advance of the Annual General Meeting; and
- Development and implementation of a Surrey Homelessness Prevention and Response Plan, three committees have been convened to guide and inform the planning process: a non-profit project advisory committee, inter-governmental partnership committee and an inter-departmental staff committee.

Enhancing Public Safety

- The City re-established the Public Safety Committee comprising of Council and citizen representatives, supported by City staff, and the Surrey RCMP;
- Commitment has also been made to fund an additional 25 RCMP officers, 20 Fire Services personnel, and 10 Bylaw Officers in 2023. To enhance Fire Services in Southeast Newton, additional fire apparatus was also deployed to the community;
- A new Bylaw/RCMP Bike patrol program was implemented;
- amendments to the Scrap Metal Dealer Regulation Bylaw to curb the theft of catalytic converters;
- The seizure of \$360,000 in illegal fireworks;
- The Surrey RCMP developed and implemented a Retail Theft Strategy that focuses on stakeholder/public engagement and targeted enforcement;
- Successful legal action against six illegal construction projects;
- To sustain the Opioid Overdose Second Responder program in partnership with Fraser Health and Health Canada, staff have achieved an extension of funding from Health Canada through to March 31, 2024. Staff are working with Fraser Health to apply for

sustainable program funding from the BC Ministry of Mental Health and Addiction to reach beyond March 31, 2024; and

- The City of Surrey is increasing the number of Fire Halls, therefore, staff have prepared upgrade plans for existing Fire Halls that require capacity to be expanded. Half of the land acquisitions required for the relocation of Fire Hall #6 in Fleetwood are now complete.

Building Infrastructure

- Improving transportation infrastructure was a key priority for Council in 2023 resulting in over \$100 million in transportation including projects such as:
 - corridor improvements on 80 Avenue in Newton;
 - 152 Street connecting Sullivan to South Surrey, upcoming investments along 132 Street;
 - Design for the widening of 32 Avenue from 184 Street to 188 Street is complete; and
 - evaluating the potential to extend 72 Avenue east of 152 Street.
- To facilitate strategic developments in Surrey, Council also reinstated the independent Surrey City Development Corporation (“SCDC”), an arms length development agency, to facilitate transformative projects in Surrey City Centre, Newton, and Campbell Heights;
- Zoning has been secured in support of the Cloverdale Hospital construction, and site preparation is underway in expectation of the commencement of construction;
- To support the local trucking industry, Council also elected to establish five City-owned truck park sites;
- Several new community facilities began construction including the Cloverdale Sport & Ice Complex and the Strawberry Hill Community Hall;
- In June 2023, the City applied for CMHC’s Housing Accelerator Fund. The City has been provided with a provisional award of the full \$95 Million grant amount and awaits further information around advancement of the funds from CMHC. Actions have already been undertaken to prepare for receipt of funds;
- Added a third ice sheet at Cloverdale Ice Arena;
- The City has worked closely with Metro Vancouver to permit construction of a recycling depot at 9810 192 Street;
- Partnership Agreements for the Surrey Langley Skytrain to support SkyTrain construction have been executed, Procurement has commenced by the Province for guideway and station contracts, by way of Requests for Proposals;
- Permitting and property requirements are now complete for the 20 Avenue overpass over the Highway 99 Corridor, City staff are currently working to finalize the Croydon Drive property and design requirements; and

- City Staff held a workshop with cannabis retail industry members to gain insights and feedback on a revised cannabis retail policy and application process.

Delivering Community Services

- The grand opening of the Totest Aleng: Indigenous Learning House, a unique venue with a dedicated artist studio space and covered pavilion to support Indigenous cultural practices and programming within the Elgin Heritage Park;
- The City developed two new strategies: the Age Friendly for Seniors, which involved extensive public and partner consultation, and the Accessibility in Action Plan, which will undergo community engagement prior to its adoption later in 2024;
- The City also launched its Surrey Music Strategy: a cross-departmental and industry tool that provides recommendations on how best to develop a growing music economy across all Surrey town centres;
- Re-instated resident stakeholder committees (seven committees created);
- Several major contracts and agreements were secured to ensure consistent quality city services in Surrey. This included a 10-year towing contract issued as well as the start of a new Residential Curbside Waste Collection Service Contract;
- Council also approved the Surrey International Association of Fire Fighters Collective Agreement;
- Surrey Libraries:
 - Hired an Indigenous Services Coordinator;
 - Created a new Strategic Plan;
 - Offered new English Language Support program for refugee children from Ukraine; and
 - First international library to join the Sustainable Libraries Initiative Certification process.
- Launched the Free Digital Technology Hub;
- Created the South Fraser Mayor's Caucus to address common priorities;
- Tree Lighting Festival expanded to two days;
- Raised the Pride Flag for the first time in Surrey's history; and
- Expanded and enhanced the City's online service capabilities, including launching a new Water Meter Special Read Request service, and a new technology platform that ensured the timely delivery of Festival websites including Canada Day, Fusion Festival, Party for the Planet and Tree Lighting. In addition, launched new online ticketing services for Historic Stewart Farms, Bear Creek Park Lighting and Santa booking. There has been a

30% increase in online transactions in 2023, resulting in a total of 69% of transactions conducted online.

Preparing the City for Future Growth

- Staff are preparing to commence work with TransLink on Bus Rapid Transit (“BRT”) on King George Boulevard from City Centre to South Surrey. Funding for design has been approved by the Mayors’ Council;
- The City collaborated with TransLink and Delta to deliver the Scott Road Rapid Bus, construction is nearing completion with an anticipated start of service in early 2024;
- Council also successfully advocated to TransLink to improve transit for Surrey resulting in a 10% increase in bus service hours across the City and improved transit to Campbell Heights;
- 2023 was another record setting year for development in Surrey with 9,471 units permitted through rezoning including 2,119 building permits issued creating 4,697 new housing units which has a construction value of \$1.673 Billion;
- The City released the Building Inspection Online Portal, a new portal for Engineering Cross Connection Control Permit Management, and the Plumbing Inspections Request feature, along with completing a proof of concept for a generative AI chatbot and initiating a purchasing process to select a digital compliance system;
- The City and the Ministry of Transportation and Infrastructure completed a new \$22.5 million four-lane Nicomekl River crossing improving safety for drivers, cyclists, and pedestrians;
- Council directed the development of a new five-year Economic Strategy for the City which will launch in Q1 2024;
- Council also provided direction for staff to pursue major investment attraction efforts which saw the City receive \$106,000 in the Government of Canada’s 2023 CanExport Community Initiatives Funding to grow the Invest Surrey program. This grant also helped fund the City’s participation in the Federal Investment Roadshow in Europe;
- City staff are continuing to advance Skytrain related Neighbourhood Concept Plans.
 - Council endorsed the Fleetwood Stage 1 Plan updates, with a Final (Stage 2) Additional updates will also be considered in light of recent Provincial draft legislation; and
 - Work continues on the Clayton Corridor Plan (Stage 1), with additional planning considerations and community engagement anticipated as a result of recent Provincial draft legislation.
- The City is working to Develop a growth strategy for the City’s District Energy Utility including capacity upgrades to the West Village Plant to support growth within City Centre. Council approved the award of a contract for a new boiler plant to support a

series of developments, and the supply and installation of two new boilers for the West Village Plant; and

- Council have supported a land exchange to accommodate a new residential development and a new bus layover that will replace the layover capacity at the existing Surrey Central Bus Exchange. The new layover will allow for the decommissioning of the existing Exchange and the construction of the second phase of Centre Block.

APPENDIX "II"

2023 Funding Received

Funding Authority	Name of Fund	Project	Funds Received
BC Arts Council	Arts Infrastructure Program	Accessibility upgrades to the Museum of Surrey washrooms	\$39,897
BC Arts Council	BC Arts Council Operating and Resiliency Programs	Gallery operating and resiliency	\$252,895
BC Arts Council	BC Arts Council Arts Infrastructure	Gallery project - access initiative	\$70,300
BC Healthy Communities Society	Age-Friendly Communities	Age Friendly Action Plan	\$25,000
BC Hydro	Regreening Grant	Bose Forest Park Restoration Planting	\$7,500
BC Museums Association	BC Family Day Grants	Activities for families at Historic Stewart Farm for BC Family Day	\$1,000
British Columbia Arts Council	Operating Grant	Operating funding	\$42,000
British Columbia Arts Council	Arts and Culture Sector Resilience Supplement	Museum of Surrey	\$227,725
Canada Council for the Arts	Canada Council for the Arts Operating	Gallery Operating	\$100,000
Canadian Archives Association	Young Canada Works Internship	Two YCW interns to support programs and digitization at Surrey Archives	\$28,000
Canadian Museums Association	Young Canada Works Internship - Building Careers in Heritage	YCW Intern to support projects for the Heritage Artifact Collection	\$13,089
Coast Mountain Bus Company	Transit Related Road Infrastructure Program	Construct and/or adjust pull out bays at bus stops along 76 Avenue and 138 Street	\$483,000
Community Action Initiative	Community Action Team Overdose Emergency Response Centre grants	Annual coordination for community NPO serving the population impacted by the opioid crisis	\$98,000
Equitas	Equitas CAP Funds	Speaking Rights	\$750
Federal Government	Active Transportation Fund	Project to install safety measures between 96 Avenue and 108 Avenue to support walking and cycling within City Centre	\$6,500,000
Federal Government	New Horizons for Seniors	Gallery Project - older adults programming	\$25,000
Federal Government	2 Billion Trees Program	Surrey Parks Forest Restoration Planting	\$69,335

Federal Government	Small Projects Component under the Enabling Accessibility Fund	Enabling Accessibility	\$97,200
Federal Government – Canada Mortgage and Housing Corporation	Rapid Housing Initiative Round 3	60-unit supportive housing project in City Centre	\$28,940,648
Federal Government – Department of Canadian Heritage	Canada Arts and Culture Recovery Program for Professional Arts Presentation Organizations	Surrey Civic Theatres	\$50,000
Federal Government – Department of Canadian Heritage	Canada Arts Presentation Fund	Surrey Civic Theatres Presentation Series	\$160,000
Federal Government – Department of Canadian Heritage	Celebrate Canada	Surrey Canada Day & Surrey National Indigenous People's Day	\$100,000
Federal Government – Department of Canadian Heritage	Community Support, Multiculturalism, and Anti-Racism Initiatives Program - Events	Surrey Fusion Festival	\$30,000
Federal Government – Department of Canadian Heritage	Digital Access to Heritage	Memory Map Online Heritage Tool	\$64,000
Federal Government – Employment Services	New Horizons for Seniors	Yarn Around for Seniors (Civic Theatres SPARK Stages and Age Friendly Strategy)	\$25,000
Federal Government – Global Affairs Canada	CanExport Community Initiatives	Increasing foreign direct capacity in Surrey	\$105,592
Federal Government – Indigenous Services Canada	Indigenous Services Canada – ongoing funding	Core SUILC operations and innovative community engagement	\$120,000

Federal Government – Pacific Economic Development Canada	Canada Community Revitalization Fund	Gallery Urban Screen - Surrey Civic Plaza	\$750,000
Federal Government – Public Safety Canada	Building Safer Communities Fund	Surrey Youth Resiliency Program	\$188,149.74
Federal Government – Veterans Affairs	Community War Memorial Funding	Kneeling in Remembrance - Public Art Restoration	\$7,700
Federal Government – Young Canada Works	Young Canada Works (Building Careers in Heritage and Summer Student Programs)	Gallery Project - youth internships	\$21,809
Greater Vancouver Community Assistance Foundation	Van City Community Partnership Fund	Development of a Surrey Urban Indigenous Leadership Committee (SUILC) housing research to action working group	\$30,000
ICBC	Road Improvement Program	Installation of pedestrian signals at 97A Avenue & King George Boulevard and 111 Avenue & 128 Street	\$18,000
ICBC	Road Improvement Program	Installation of 3 Speed Reader Boards at 2 sites: 144 Street & 80 Avenue - 81A Avenue and 88 Avenue & 19000 Block - 19100 Block	\$9,000
ICBC	Road Improvement Program	Corridor and intersection improvements to facilitate rapid bus lanes & shoulder bike lanes & sidewalk improvements along King George Boulevard: 72 Avenue - 74 Avenue	\$97,000
ICBC	Road Improvement Program	Installation of a new traffic signal & UPS & Ped Countdown Timers at 64 Avenue & 138 Street	\$51,500
ICBC	Road Improvement Program	Installation of a new traffic signal & UPS & Ped Countdown Timers at 88 Avenue & Nordel Way	\$91,500
ICBC	Road Improvement Program	Installation of a new traffic signal & UPS Ped Countdown Timers at 68 Avenue & 196 Street	\$62,500
ICBC	Road Improvement Program	Installation of cycle tracks & O/H Ped Activated Flashing Crosswalk at Old Yale Road: King George Boulevard to University Drive	\$14,500
ICBC	Road Improvement Program	Installation of 103 Summer Schools tabs attached to existing 30/km/hr school speed zones	\$11,000

National Trust of Canada	Young Canada Works Summer Students	Two summer students to support programs at Historic Stewart Farm	\$13,500
Participaction	Park Partnerships Community Picnic Program	Community Picnics - promoting sport and activity	\$5,000
Plan H	Plan H Community Connectedness Grant	Seeds of Change BAC	\$5,000
Provincial Government	Growing Communities Fund	A one-time grant allocated based off a population size and growth formula for community infrastructure, amenities, etc.	\$89,928,000
Provincial Government	FFE-124 BC Fairs, Festivals and Events (BCFFE) Funding	National Indigenous Peoples Day	\$29,200
Provincial Government	BC Fairs, Festivals & Events	Surrey Canada Day	\$116,500
Provincial Government	BC Fairs, Festivals & Events	Surrey Fusion Festival	\$146,200
Provincial Government	Childcare BC New Spaces Fund	Bridgeview New Childcare Spaces Project	\$3,271,800
Provincial Government	Childcare BC New Spaces Fund	Elgin Centre – additional funding for fire system and washer/dryer installation	\$78,878.61
Provincial Government	Childcare BC New Spaces Fund	O'Siem New Childcare Spaces Project	\$3,486,600
Provincial Government – Ministry of Child and Family Development	Ministry of Child and Family Development – directed program funding	Indigenous community engagement through the Skookum Surrey Guide Groups	\$50,000
Provincial Government – Ministry of Education	Childcare BC New Spaces Fund	Bridgeview Community Centre reno with Metis Family Services, Hawthorne Park/O'Siem renovation to City owned building with FRAFCA	\$6,900,000
Provincial Government – Ministry of Indigenous Relations and Reconciliation	Ministry of Indigenous Relations and Reconciliation – directed program funding	SUILC research and community engagement	\$40,000

Provincial Government – Ministry of Indigenous Relations and Reconciliation	Ministry of Indigenous Relations and Reconciliation – directed program funding	SUILC research and community engagement	\$75,000
Provincial Government – Ministry of Mental Health and Addiction	Overdose Emergency Response Centre	Community support for associations and people with lived or living experience with the opioid crisis.	\$52,688
Provincial Government – Ministry of Tourism, Arts, Culture and Sport	Destination Development Fund	Cloverdale Agriplex Rejuvenation	\$1,000,000
Public Health Agency of Canada	Health Canada Substance Use and Addictions Program	Opioid risk reduction initiative with FHA and PHAC	\$102,000
Surrey Fire Fighters Charitable Society	Surrey Fire Fighters Charitable Society	Children & Youth Programs	\$25,000
Sustainable Forestry Initiative	SFI Community Grants	Suitability Analysis for SFI Urban and Community Forest Sustainability Standard Application	\$15,000
TD Friends of the Environment Foundation	TD Tree Days	Maple Green Park tree planting project	\$6,670
TransLink	Walking Infrastructure to Transit	Rerouting of Bus 531 from 32 Avenue to 36 Avenue with the construction of 8 bus stops	\$430,000
TransLink	Bicycle Infrastructure Capital Cost Share	105 Avenue Cycling Project	\$785,500
TransLink	Bicycle Infrastructure Capital Cost Share	144 Street: 100 Avenue - 105 Avenue Cycling Project	\$1,303,500
TransLink	Major Road Network & Bike Cost Share	152 Street Road upgrades and raising	\$4,434,000
TransLink	Major Road Network & Bike Cost Share	Seismic upgrades to the existing bridge at 152 Street and Nicomekl River	\$2,000,000

TransLink	Major Road Network Structures Program	96 Avenue and Quibble Creek bridge improvements	\$1,400,000
TransLink	Major Road Network Structures Program	This project includes design and construction work of improvements to the existing retaining wall.	\$373,212
TransLink	Major Road Network Structures Program	Culvert replacement at 32 Avenue	\$1,450,000
TransLink	Major Road Network Structures Program	16 Avenue 18600 Block culvert replacement	\$212,658
TransLink	Walking Infrastructure to Transit	This project will install pedestrian facilities on the north side of 96 Avenue from Queens Place to 120 Street (Scott Road).	\$763,000
TransLink	Walking Infrastructure to Transit	84 Avenue sidewalk improvements	\$400,000
TransLink	Bus Speed and Reliability Program	Surrey City Centre Transportation Analysis - Bus Priority Component	\$100,000
TransLink	Bus Speed and Reliability Program	King George Boulevard / 92 Avenue Bus Queue Jumps	\$375,665
TransLink	Operations and Maintenance	Operation and maintenance of MRN roads	\$7,949,000
Tree Canada	Tree Canada	Sullivan Park tree planting project	\$3,500
UBCM	Public Notification and Evacuation Route Planning	Deploying the Alert Ready emergency Notification system	\$23,595
UBCM	Next Generation 911	Updating dispatch systems to meet the CRTC requirements	\$1,772,500
UBCM	Urban Communities Partnering for Reconciliation	Indigenous Storytelling at the Clayton Community Centre	\$10,000
United Way	United Way Surrey Guildford Whalley Regional Community Food Hub 2023-2024	Access to food, food literacy and wellness programming, together with wrap around service support in their neighborhood	\$15,000
Vancouver City Savings Credit Union	Shared Success	Indigenous housing in Surrey – asset analysis of housing opportunities in Surrey, development of a short term and long-term housing development strategy	\$30,000
Zenterra Developments	Zenterra	Orchard Grove Park Forest restoration tree planting project	\$10,000
TOTAL			\$168,216,756.35