



# 2018 REPORT TO THE COMMUNITY

HUB OF THE FRASER VALLEY

## Our Mission

We strive to continually improve the quality of life within our community by delivering key services for current and future generations.

## MESSAGE FROM THE MAYOR

It is a pleasure for me to present this report to our community which shares a quick snapshot of some of the highlights that took place in the City of Abbotsford in 2018.

Each of these highlights is part of a larger story — the story of how we are moving forward to accomplish Council’s vision of building Abbotsford as the Hub of the Fraser Valley. As you read through this document, you will see that each achievement is connected to one of the cornerstones in Council’s Strategic Plan: Vibrant Economy, Complete Community, Fiscal Discipline and Organizational Alignment. In some ways, these achievements are signposts which reflect that we are making progress and moving in the right direction.

As City Council, we look forward to continuing to build on this vision in 2019.

To read more about Council’s new priorities for 2019, you can view the refreshed 2019-2022 Strategic Plan on the City’s website at [abbotsford.ca/strategic](http://abbotsford.ca/strategic). The Strategic Plan is the City’s road map for service and program delivery as we purposely move forward as one organization.

The driving force behind all of these achievements and priorities is you — the residents and businesses of our community. As your City Council, we are committed to continuing to improve the quality of life for all members of our community and to building an inclusive, prosperous and sustainable Abbotsford for current and future generations.

On behalf of Council, it is a privilege to serve our diverse and vibrant community — a city filled with opportunity, hope and expectation.



MAYOR HENRY BRAUN

## ABBOTSFORD AT A GLANCE



**Population:** 141,500

**Area:** 39,043 Hectares

Largest municipality in BC by land area and **5th** largest by population

**3rd** highest porportion of visible minorities in the province

**Construction Value 2017:**

\$481,989,233

**Construction Value 2018:**

\$553,149,229

**That’s a 14.76% increase in construction value!**



**Key Economic Drivers:**

Education, aerospace, agriculture, healthcare, manufacturing, technology and construction

See more economic stats at [caed.abbotsford.ca](http://caed.abbotsford.ca)



## 2018 KEY ACCOMPLISHMENTS

- Received international recognition as **Smart21 Community**, reflecting our community vision to be connected, engaged, inclusive and sustainable.
- Completed and adopted **9 City Master Plans and 1 Neighbourhood Plan** in 2018.
- Received a **Canadian Institute of Transportation Engineers’ award** for our Transportation and Transit Master Plan.
- Broke ground on the **new Provincial/Supreme Courthouse**.
- Began the **redevelopment of Jubilee Park**.
- Welcomed more than **1.2 million guests to our recreation centres**.
- Welcomed **840,000 passengers** through our International Airport - another record breaking year!
- Completed the **Salton Road Pedestrian/Cycling Bridge** project to improve mobility and safety for pedestrians and cyclists and enhance our active transportation networks.
- Supported approximately **160 community outdoor events** with an estimated **economic impact of \$18.1 million in the community**.
- Earned a coveted ‘5 Blooms’** in the provincial Communities in Bloom program.
- Responded to **8,700 fire rescue incidents** as well as deployed firefighters to the Burns Lake area to fight wildfires.
- Implemented a new customer focused **Water Wise Portal** providing residents with detailed information on their water use.

## ABBOTSFORD CITY COUNCIL 2019 - 2022



COUNCILLOR BRUCE BANMAN



COUNCILLOR LES BARKMAN



COUNCILLOR SANDY BLUE



COUNCILLOR KELLY CHAHAL



COUNCILLOR BRENDA FALK



COUNCILLOR DAVE LOEWEN



COUNCILLOR PATRICIA ROSS



COUNCILLOR ROSS SIEMENS





# COMPLETE COMMUNITY

The City of Abbotsford is a community of inclusive, safe and green neighbourhoods, connected to convenient and affordable transportation and vibrant commercial centres, built on the foundation of our cultural heritage and natural beauty.

## WE VALUE OUR COMMUNITY'S CONNECTION TO THE ENVIRONMENT

Issued **480 toilet rebates, 83 washing machine rebates, installed 40 indoor and 80 outdoor water savings kits and sold 25 rain barrels** to help support water conservation in our community. [ourwatermatters.ca](http://ourwatermatters.ca)



Conducted **over 100 water workshops** for the 2017/2018 school year to support **water conservation awareness of all ages.**

**Diverted over 12,000 tonnes** of compostable waste and **4,800 tonnes** of recyclables through the City's curbside collection program.

Planted approximately **800 trees** in parks and boulevards. Replanted **over 37,000 bulbs, renovated four boulevards** and the bed at Old Yale and Maclure to enhance our community's natural beauty.



Installed **4 new electric vehicle charging** stations at City Hall.

## WE EMBRACE OUR CULTURAL DIVERSITY AS ONE OF OUR GREATEST STRENGTHS

The historic **Turner House** was relocated to Clayburn Park. [abbotsford.ca/turner](http://abbotsford.ca/turner)



Implemented the **Canada 150 Mural Mosaic** web page to provide the community with online access to the mural. [abbotsford.ca/muralmosaic](http://abbotsford.ca/muralmosaic)

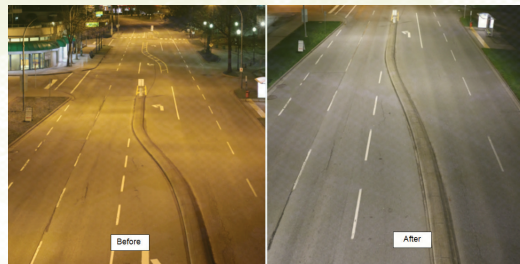
Launched a **Community Street Banner contest for local artists**, where chosen designs will be installed on street light posts throughout the city centre in 2019.

## WE SUPPORT A MULTI-DISCIPLINARY APPROACH TO PUBLIC SAFETY

Added **6 additional Firefighters** and provided live fire training to AFRS staff to ensure our community remains well protected in the event of an emergency.



Completed a pilot program to test **LED lights on 120 city street lights** which will enhance visibility on city roads. [abbotsford.ca/LED](http://abbotsford.ca/LED)



Participated in a large scale cross border **emergency exercise** to ensure our staff are trained in community emergency scenarios.

Partnered with ICBC on numerous **road safety projects** across the City to ensure our residents remain safe.



Installed **overhead pedestrian activated flashing lights** at 5 crosswalks, and completed **traffic calming initiatives** at 4 locations.

Delivered the **Be Seen Be Smart Be Safe** - youth oriented pedestrian safety program to **30 elementary schools and 9000 students.**

## WE CAPITALIZE ON OPPORTUNITIES AROUND TRANSPORTATION IN AND THROUGH THE CITY

Reconstructed the intersection at Mt. Lehman Road and Downes Road and installed a **new traffic signal to improve traffic flow and safety.**

Installed bike lanes and **improved pedestrian crossings on McKee Road.**

Broke ground on the **four laning of Mt. Lehman Road, improving access** in our community to regional transportation networks, including YXX.

## WE VALUE RECREATION AND SUPPORT FACILITIES AND ACTIVITIES THAT CONNECT US

Abbotsford was announced as the host community for the **2022 55+ BC Games.**

**Installed a new washroom at Mill Lake Park and expanded the parking lot at Willband Park** to enhance customer experience at our Parks.

Installed new public art on the **Salton Pedestrian/Cycling Bridge** [abbotsford.ca/salton](http://abbotsford.ca/salton)

Upgraded Jubilee Park to **enhance safety, improve visibility and increase parking.** As part of the project, the lawn bowling facility was relocated to Mill Lake Park. [abbotsford.ca/jubilee](http://abbotsford.ca/jubilee)



Awarded Neighbourhood Spirit Grants which supported a total of **20 projects, with 3900 residents** participating in a neighbourhood event in 2018! [abbotsford.ca/neighbourhoods](http://abbotsford.ca/neighbourhoods)

## WE FACILITATE ACTION TO MITIGATE SOCIAL ISSUES THAT IMPACT OUR COMMUNITY

Launched the **Abbotsford Stories Project**, a series of videos that tell the stories of various individuals experiencing homelessness in our community. [abbotsford.ca/homelessness](http://abbotsford.ca/homelessness)



Announced in partnership with the Province **80+ modular housing units** to support individuals for rapid exit from homelessness. [abbotsford.ca/homelessness](http://abbotsford.ca/homelessness)

Launched the **Housing with Abbotsford Rental Connect Program** to help residents access rental housing options. [abbotsford.ca/homelessness](http://abbotsford.ca/homelessness)

## DID YOU KNOW?

Abbotsford Exhibition Park scheduled **bookings for 362 days** of the year and **hosted 70+ events.**

The City owns and operates **10 water reservoirs** and maintains **850 km of water main pipes** ensuring supply is available for all residents.

The City expanded the **festive decorations program** to include Clearbrook Road.





# FISCAL DISCIPLINE



The City of Abbotsford is transparent and accountable to citizens, information is easily accessible and residents are well informed on Council's priorities.

**WE MAKE FINANCIAL DECISIONS BY LOOKING NOT JUST AT THE LONG-TERM COSTS BUT ALSO THE VALUE TO OUR COMMUNITY**

Increased our investment income by **37% or \$2.6 million** to capitalize on future opportunities and growth.



**WE ACTIVELY MANAGE OUR CITY FINANCES WITH EXCEPTIONAL CARE**

Enhanced the City's cyber security infrastructure to ensure our organization remains vigilant against cyber crime.

Processed over **33,000 Home Owner Grants**.

**WE UNDERSTAND THE CRITICAL ROLE OF COMMUNITY EDUCATION AND ENGAGEMENT**

Engaged with **thousands of residents throughout the Plan200K** initiative, a project addressing how our city will grow to accommodate 200,000 people.

[abbotsford.ca/plan200k](http://abbotsford.ca/plan200k)

Welcomed over **1.5M visitors** to the City Website, an **increase of 100,000 visitors** over 2017. [abbotsford.ca](http://abbotsford.ca)



**WE UNDERSTAND HOW IMPORTANT IT IS TO TAKE A LONG-TERM VIEW ON MAINTAINING AND UPGRADING OUR CITY ASSETS**

Completed **2,713 maintenance requests** to support city facilities.

Carried out **707 preventative maintenance tasks and 3,240 breakdown maintenance tasks** to keep city fleet functioning.

Re-marked **185 intersections**, re-surfaced **19.4 km of roads**, re-lamped **1,549 street lights**, sealed **179 km** of pavement cracks, installed **555 new signs** and repaired **4,039 signs** throughout the community.



# VIBRANT ECONOMY



The City of Abbotsford is a regional hub of creativity and innovation where talent, investment and business thrive.

**WE UNDERSTAND THE IMPACT WE HAVE ON OTHERS AND INVEST IN BUILDING RELATIONSHIPS THAT FACILITATE ALIGNMENT**

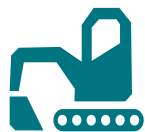
Interviewed **153 businesses during the 4th Annual Business Walks**, ensuring our local businesses receive the support they need to thrive. [caed.abbotsford.ca](http://caed.abbotsford.ca)

Upgraded the **GIS Site Selector tool with 6 new interactive tools** added to help new businesses find suitable locations. [caed.abbotsford.ca](http://caed.abbotsford.ca)



**Abbotsford Centre was ranked #1 venue** in the Pacific Northwest by Venues Now Magazine. [abbotsfordcentre.ca](http://abbotsfordcentre.ca)

Hosted an Urban Development Institute (UDI) Bus Tour to **highlight opportunities in Abbotsford to potential developers**. [caed.abbotsford.ca](http://caed.abbotsford.ca)



Partnered with neighbouring municipalities to host the **first Fraser Valley Regional Career Conference** which connected regional businesses with the local labour market. [caed.abbotsford.ca](http://caed.abbotsford.ca)

**WE FOCUS ON DEVELOPING A VIBRANT AND DIVERSE ECONOMY**

Supported **160 community events** with over **537,603 attendees**. [caed.abbotsford.ca](http://caed.abbotsford.ca)

Increase of **27.2% in number of films** in the City, with 56 films providing a **\$1.7M economic impact to the community**. [caed.abbotsford.ca](http://caed.abbotsford.ca)



Began the international terminal expansion at the Abbotsford Airport which will add **14,000 square feet of new terminal space**. [abbotsfordairport.ca](http://abbotsfordairport.ca)



**Four national air carriers now offer service from YXX** including Swoop, WestJet, Flair Airlines, Air Canada route (seasonal service.) [abbotsfordairport.ca](http://abbotsfordairport.ca)

Issued **1,624 Building Permits** in 2018.

**WE RECOGNIZE THE VALUE OF INNOVATION IN OUR LOCAL ECONOMY, ESPECIALLY AGRICULTURE**

Launched **CityStudio Abbotsford**, a partnership program between the City of Abbotsford and the University of the Fraser Valley which challenges university students to tackle civic issues and provide prototype solutions. [abbotsford.ca/citystudio](http://abbotsford.ca/citystudio)



Completed preliminary studies for development of **potential new collector well water source**.



Abbotsford produces the largest farm gate receipts in the province at **\$639 Million** and supplies approximately **40%** of all milk produced in the Lower Mainland.

The Abbotsford Centre established a new venue record for number of **tickets sold** for an event - **6,846 tickets sold for Joe Rogan, surpassing Jerry Seinfeld in 2017!**



The City has **5,733** volunteers that contribute more than **55,000 hours** of time to local programs and events **providing recreation opportunities and connecting people in our community**.

DID YOU **KNOW?**





# ORGANIZATIONAL ALIGNMENT



The City of Abbotsford has strong, consistent governance and aligned operations.

## WE MAKE DEVELOPMENT DECISIONS BASED ON OUR LONG-TERM STRATEGIES AND ARE NOT SWAYED FROM OUR COMMUNITY VISION BY SHORT-TERM GAINS

Took over management of local Metro Vancouver Regional District (MVRD) parks including Matsqui Trail, Sumas Mountain and the eastern portion of Glen Valley Regional Park, resulting in **cost reductions and governance improvements**.



Updated the **Strategic Plan** which will set the direction and framework for the work the City will undertake over the next 4 years. All **City activities and municipal planning decisions, departmental business plans, budgets and progress** are guided by the plan. Find out more at [abbotsford.ca/strategic](http://abbotsford.ca/strategic)

## WE BELIEVE IN AN INVOLVED, SAFE AND ENGAGED WORKFORCE

Redesigned the **staff intranet and provided more collaboration tools** and access to documents to ensure staff have the access to the information they need.

Welcomed **81 new employees** to our organization. [abbotsford.ca/careers](http://abbotsford.ca/careers)

Once again achieved **WCB's Certificate of Recognition** for our culture of safety at the City.

## WE RECOGNIZE THE IMPORTANCE OF CERTAINTY IN COMMUNITY BUILDING AND THAT OUR RULES AND BYLAWS ARE CRITICAL TO PROTECTING THE LIVABILITY OF OUR CITY

Responded to over **4,000 calls for Bylaw Services**, which provided opportunities to achieve compliance, help citizens resolve disputes, and prevent future complaints through initiatives such as mediation.

[abbotsford.ca/bylaws](http://abbotsford.ca/bylaws)



Attended **29 public events** providing information on the importance of **waste reduction and the City's curbside collection** program.

## WE SUPPORT THE EFFICIENT AND EFFECTIVE DELIVERY OF OUR CITY SERVICES AND PROGRAMS

Organized and managed the **2018 General Local Election**, employing over 300 election workers from the community on General Election Day.

Informed **6,818 residents of potential water leaks**. [abbotsford.ca/water](http://abbotsford.ca/water)

Deployed over **60 new mobile devices for City staff to allow them to work efficiently and effectively in the field**.

Completed major **restoration and clean-up & tree work from the 2017/2018 wind & ice storms**.

## WE PURSUE EXCELLENCE IN CUSTOMER SERVICE AND STRIVE TO PROVIDE A POSITIVE CUSTOMER EXPERIENCE



Updated our online services and launched a **new online services portal** to ensure customers have easy access to the services they need. [abbotsford.ca/iwantto](http://abbotsford.ca/iwantto)

Enhanced the City website to provide **better access to information** including top news stories, public meetings, open houses, and community events. [abbotsford.ca](http://abbotsford.ca)

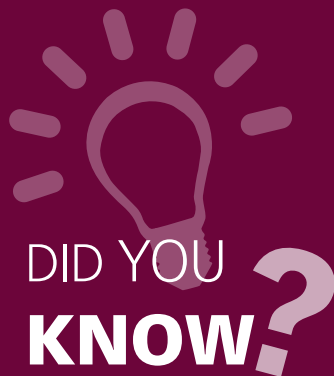
Launched new registration software for Parks, Recreation and Culture programs to provide a **better online customer experience**. [abbotsford.ca/direct2rec](http://abbotsford.ca/direct2rec)

Enhanced the **@abbotsford app** ensuring our community has access to **current and timely information**. [abbotsford.ca/app](http://abbotsford.ca/app)



Renovated parts of City Hall to **improve work flow and enhance customer service**.

Enabled new features in a number of the City's existing business applications resulting in both **staff efficiencies and enhanced customer service**.



The City re-painted approximately **840 km** of road lines, swept **9,260 km** of roads, repaired **2,585 potholes** and removed **83,000 kg** of illegal garbage from roads.



The City produces an average of **67 million litres per day** of safe, clean drinking water! That's almost **1700 swimming pools worth of water per day!**

During the Plan 200K project:

- talked to **2457** residents at events
- 10,341** residents took a survey
- 948** came to an open house
- over 53,000** people visited the project web page



## STAY CONNECTED

### COUNCIL MEETINGS

Information from the latest City Council meetings is available every week on the City's website at [www.abbotsford.ca/citypage](http://www.abbotsford.ca/citypage) and in the Friday edition of the Abbotsford News. City Council meetings are broadcast live on the website every second Monday and can be viewed online at [www.abbotsford.ca/livecouncil](http://www.abbotsford.ca/livecouncil).

### FEEDBACK

Concerns, comments or questions? We're listening!  
[www.abbotsford.ca/feedback](http://www.abbotsford.ca/feedback)  
[communications-info@abbotsford.ca](mailto:communications-info@abbotsford.ca)  
**604-864-5564**

### @Abbotsford APP

Connect with us from your mobile device. Download the city services app to connect with City Hall, report issues, view amenities and get directions for parks, trails and bike routes. Check it out: [abbotsford.ca/app](http://abbotsford.ca/app)

### SOCIAL MEDIA

**f** FACEBOOK  
[/CityOfAbbotsford](https://www.facebook.com/CityOfAbbotsford)  
[/HenryBraunAbbotsford](https://www.facebook.com/HenryBraunAbbotsford)  
[/AbbotsfordPRC](https://www.facebook.com/AbbotsfordPRC)

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[@CityOfAbbotsfordEvents](https://www.instagram.com/CityOfAbbotsfordEvents)  
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**▶** YOUTUBE  
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[abbotsfordairport.ca](http://abbotsfordairport.ca)

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