

# 2019 REPORT TO THE COMMUNITY



**ABBOTSFORD 2020**  
CELEBRATING 25 YEARS  
OF COMMUNITY

HUB OF THE FRASER VALLEY

## MESSAGE FROM THE MAYOR

It is a pleasure for me to present this report to our community which shares a snapshot of the highlights that took place in the City of Abbotsford in 2019.

Each of these highlights is part of a larger story — the story of how we are moving forward to build on the Vision of Abbotsford as the Hub of the Fraser Valley. As you read through this report, you will see that each achievement is connected to one of the cornerstones in Council's 2019-2022 Strategic Plan: Vibrant Economy, Complete Community, Fiscal Discipline and Organizational Alignment. These achievements are like signposts, showing that we are making progress and moving in the right direction.

The driving force behind all of our 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 of our residents and to building an inclusive, prosperous and sustainable Abbotsford for current and future generations.

Looking forward to the year ahead of us, you can read more about Council's new priorities for 2020 in the updated Strategic Plan at [abbotsford.ca/strategic](http://abbotsford.ca/strategic). The Strategic Plan provides the foundation for aligning all municipal planning decisions; provides direction for municipal business plans and budgets; and enables City staff to continually monitor progress toward desired outcomes. In short, it is the City's roadmap for service and program delivery, ensuring we are purposefully moving forward as one organization.

It is a privilege for all of us on Council to serve our diverse and vibrant community — a city filled with opportunity, hope and expectation.

Mayor Henry Braun

## COUNCIL'S FOUR STRATEGIC CORNERSTONES

**VIBRANT  
ECONOMY**

**ORGANIZATIONAL  
ALIGNMENT**

**COMPLETE  
COMMUNITY**

**FISCAL  
DISCIPLINE**

## 2019 KEY ACCOMPLISHMENTS

- Initiated the Urban Forestry Strategy to provide a clear direction and long-term vision for managing the City's urban trees for the future.
- Completed the Special Study Areas review.
- Broke ground on the Ledgeview Golf Course Clubhouse project.
- Began implementation of our Green Fleet strategy to reduce GHG emissions across the City.
- The new Transit Operations and Maintenance Facility, which will continue to allow growth and investment opportunities in the transit network in our community, reached 50% completion.
- Launched the Let's Talk Abbotsford Engagement Portal, providing a tool for residents with easy access to provide feedback and share ideas on projects.
- Welcomed the one-millionth passenger through the Abbotsford International Airport — another record breaking year!
- Completed the first Intergovernmental Relations Strategy to support our advocacy efforts with senior levels of government.
- Updated our Council Committee structure by aligning strategic opportunities and connecting the work of the Committees to our Strategic Plan's Cornerstones.
- Developed a Customer Culture Strategy which will support our goals in providing positive customer experiences.

## OUR MISSION

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



MAYOR  
HENRY BRAUN



COUNCILLOR  
BRUCE BANMAN



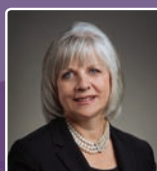
COUNCILLOR  
LES BARKMAN



COUNCILLOR  
SANDY BLUE



COUNCILLOR  
KELLY CHAHAL



COUNCILLOR  
BRENDA FALK



COUNCILLOR  
DAVE LOEWEN



COUNCILLOR  
PATRICIA ROSS



COUNCILLOR  
ROSS SIEMENS

## ABBOTSFORD CITY COUNCIL 2019 - 2022

# 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.

## COMMUNITY PARTICIPATION IN THE ARTS - 2019



### HERITAGE SOCIETY

19,000+ visitors,  
764 volunteer hours,  
33,000 website visits.

### THE REACH

25,000+ visitors, 321 events,  
14 curated exhibitions,  
8 community exhibitions,  
2 touring exhibitions,  
8 publications.

### ABBY ARTS COUNCIL

Supported over 100 members of local arts, heritage & culture organizations. Organized Jam in Jubilee & Mill Lake Music in the Park events.

Neighbourhood Spirit Grant applications increased by 24% with 22 unique local projects funded to ignite neighbourliness, and inclusivity, throughout Abbotsford.

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

Launched the Culture Strategy which will provide a direction for cultural programs and opportunities in our community. [letstalkabbotsford.ca/culturestrategy](http://letstalkabbotsford.ca/culturestrategy)

Completed the construction of the first synthetic turf ball diamond for athletes with disabilities in the Fraser Valley at Grant Park.

Completed Jubilee Park improvements to enhance safety, improve visibility and increase parking.

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

For the 3rd year in a row, the City of Abbotsford received a donation of CITYPAK's from Wolfe Auto Group. The CITYPAK backpacks are designed to support individuals who are experiencing homelessness.



Completed 4 storyboard public art projects at: Hoon Park, MRC, Grant Park and Turner House.

The City was awarded the desirable Five Blooms in the National Communities in Bloom program. [abbotsford.ca/cib](http://abbotsford.ca/cib)

The City was shortlisted as one of the top 16 communities in Canada to be considered for Service Canada Designated Community Status.

Installed 2 dual port charging stations at ARC for electric vehicle charging.

Completed the Salton Road Pedestrian Bridge, connecting our community through active transportation networks. [abbotsford.ca/salton](http://abbotsford.ca/salton)



Supported over 1,200 vulnerable individuals and families with access to housing, health, income assistance and community integration support through the Abbotsford Homelessness Prevention and Response System and Abbotsford's Inter-Agency Care Team. [abbotsford.ca/homelessness](http://abbotsford.ca/homelessness)

81 units of modular housing opened its doors in Spring 2019, through partnership funding with the City of Abbotsford, BC Housing, and local non-profit operators with health services from Fraser Health.

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

Worked with BC Transit to improve service along major transit routes.

Received \$250K in senior governments funding to initiate Nooksack River Overflow Flood Mitigation Plan.

## KEEPING THE CITY MOVING!



Repainted approximately 800 km of road lines and remarked 120 intersections to ensure safe road conditions for the public.

Resurfaced 31 lane kilometres of road and repaired 1,535 potholes to enhance our road safety.

Completed capacity improvements on Blue Jay Street at Maclure Road.

Completed road improvements on the Marshall Road Connector Project, Mt. Lehman Road to Bradner Road, and supported widening of Mt. Lehman Road by the Ministry of Transportation & Infrastructure.

Partnered with ICBC on road safety projects: eight upgraded crosswalks, the signalization of four intersections; and five sidewalk installations.



Completed sidewalks and bike lanes as part of the Mt. Lehman widening in partnership with the Ministry of Transportation and Infrastructure, moving people and goods efficiently through our community.

Launched the City's signal box wrap program, which saw the first wrap completed on Bourquin and South Fraser Way.

Hosted a Newcomers Bus Tour, in collaboration with the Abbotsford Local Immigration Partnership, to help 70 newcomers tour local resources.

## CITY FACTS

We maintained over 120km of trails, 190+ open spaces, supported 190+ outdoor events.

Planted over 1,200 trees, 14,000 spring annuals, 34,150 bulbs and 13,500 bedding plants in over 120 garden bed sites.

Installed new high-quality public Wi-Fi services at ARC and MRC to better meet customer needs.

We received the maximum discounted fleet insurance rates possible for the fifth year in a row due to our safe City drivers.

# 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.

Started work on the new Development Cost Charge (DCC) Bylaw, which will ensure that DCC's stay in line with the current costs of development.

Implemented new online payment options for residents which will save residents time coming to City Hall to make payments.

Developed a Grants & Awards program to responsibly manage tax payers' dollars, implement the City's Master Plans and develop the structure to support multiple streams of grant funding programs and sources.

Signed an MOU between the City, Sumas First Nation and the Ministry of Forests Lands and Natural Resources that will help us to continue working collaboratively on issues impacting the Fraser River.



## WE ♥ OUR VOLUNTEERS

This year we introduced several new volunteer Programs: Adopt a Park, Live 5-2-1-0 Playbox, Parks Marker Maintenance Team, Recreation SNAP Volunteer, Go Green Team and Storm Drain Troopers.

Volunteer participation was up 13% in 2019 and the estimated value of the City's volunteer activity is equivalent to 31.7 full-time employees.



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

# VIBRANT ECONOMY



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

## SECOND YEAR OF CITYSTUDIO!

The CityStudio Program grew in leaps and bounds in 2019! The program is run in partnership with the University of the Fraser Valley and Abbotsford School District.

This year the City hosted 2 CityStudio HUBBUBS fostering ideas, connections and engagement with staff, students and community members.

We expanded our CityStudio, UFV and CityStudio high school programs and completed the first CityStudio Annual Report which celebrated student and staff contributions to civic innovation and idea generation.

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

# CITYSTUDIO

Received recognition as a Top 7 Intelligent Community, which supports the strong economic advantage we are building in Abbotsford.  
[caed.abbotsford.ca](http://caed.abbotsford.ca)

Opened the Airport's 14,000 square foot airport terminal expansion and celebrated the 1 millionth passenger through the airport.



Supported 162 outdoor community events with an estimated economic impact of \$18.2 million.



Issued 60 film permits, recorded 172 days of filming at 145 locations across our community with a \$1.7M estimated economic impact.

New building space was constructed at YXX, adding to our growing aerospace sector: 23,000 sq. ft. of hangar space 18,000 sq. ft. of hangar space and an 8,000 sq. ft. simulator centre.

We welcomed 1.26 million guests to our recreation centres.

Our records staff processed 557 requests for access to records and 13 Privacy Impact Assessments.

In 2019 we broke annual records in construction value at \$575 million.

The City was a BC Premier's Regional Award nominee in the Strategic Partnerships category for the Abbotsford Community Hub Centre Project.

Abbotsford Fire Rescue Service responded to over 10,000 incidents in 2019.

# ORGANIZATIONAL ALIGNMENT



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

## CITY FACTS

Launched the Urban Forestry Strategy and the Culture Strategy as part of the Parks, Recreation & Culture Master Plan implementation project.

[letstalkabbotsford.ca/urbanforestry](http://letstalkabbotsford.ca/urbanforestry)

Bylaw Services responded to 4,100 calls for Bylaw Services, which provided opportunities to educate and help citizens resolve disputes, and prevent future issues arising through initiatives such as mediation.

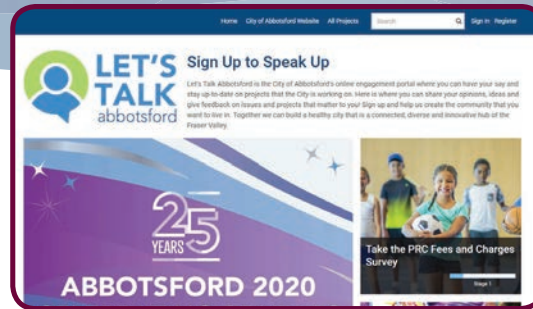


Completed our Customer Culture Strategy which provides a road map for actions that we will continue to undertake to support our organization, "making it easy for our customers to access, learn about and use our services."

Facilitated a Learning & Development Innovation Day event with UFW to foster ideas and innovation at our organizations.

Implemented technology improvements for Fire Rescue Service that have resulted in a savings of over 100 hours of staff time.

In 2019, 98% of City departments were operating in the electronic records system. 2.1 million documents have successfully been migrated over to the system.



Launched the Let's Talk Abbotsford Engagement Portal, providing a tool for residents to easily provide feedback and share ideas on projects. Visit [letstalkabbotsford.ca](http://letstalkabbotsford.ca) to sign up and provide your feedback on projects that matter to you!

As an organization, City staff participated in 363 training and development opportunities, further enhancing and improving our skills.

Successfully passed our internal COR Health and Safety audit, which addresses the improved safety culture in the organization.



Conducted our first annual Employee Engagement survey with a response rate of 61%.

In 2019 the City serviced 26,361 residences, collected 4,902 tonnes of recycling, 12,180 tonnes of compostable waste and 9,550 tonnes of garbage, and achieved a 64% diversion rate.

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

In 2019, over 13,687 residents visited the new engagement portal Let's Talk Abbotsford, with 2,940 residents becoming informed on a project and 1,568 residents participating in online engagement activity.

Learn about the Public Hearing process through a short video on the City web site: [abbotsford.ca/publichearing](http://abbotsford.ca/publichearing).

Our Engineering summer students have posted vlogs — video blogs — on lots of interesting topics like garbage, recycling and the water treatment plant. They're on our YouTube Channel at: [abbotsford.ca/abbotsfordyoutube](http://abbotsford.ca/abbotsfordyoutube).

Abbotsford is one of a handful of communities that has hosted Rogers Hometown Hockey multiple times! Our second time was in 2019.



## STAY CONNECTED

### COUNCIL MEETINGS

Information from the latest City Council meetings is available every week on the City's website at [abbotsford.ca/citypage](http://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 [abbotsford.ca/livecouncil](http://abbotsford.ca/livecouncil).

### MOBILE CONNECTIONS



**@ABBOSTORD MOBILE APP**  
Connect with Mayor and Council, view leisure services, report an issue & more!



**ABBOTSFORD CURBCOLLECT APP**  
View your garbage and recycling schedule and receive collection notifications.



**WATER WISE PORTAL APP**  
Track your water use data, current water consumption, rebate offers, and more!  
Check out: [abbotsford.ca/apps](http://abbotsford.ca/apps)

### SOCIAL MEDIA



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



**WEB**  
[abbotsford.ca](http://abbotsford.ca)  
[caed.abbotsford.ca](http://caed.abbotsford.ca)  
[abbotsfordairport.ca](http://abbotsfordairport.ca)



**INSTAGRAM**  
[@CityofAbbotsfordEvents](https://www.instagram.com/CityofAbbotsfordEvents)  
[@abbotsforddecdev](https://www.instagram.com/abbotsforddecdev)



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[@AbbotsfordEcDev](https://twitter.com/AbbotsfordEcDev)  
[@yxairport](https://twitter.com/yxairport)



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