



MESSAGE FROM THE MAYOR

On behalf of City Council, 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 2021.

As you read through this report, you will see that our achievements are all connected to one of the cornerstones in Council's 2019-2022 Strategic Plan: Vibrant Economy, Complete Community, Fiscal Discipline and Organizational Alignment. 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. These achievements are like signposts, signaling that we are making progress and moving in the right direction.

After a second year of operating through the global COVID-19 pandemic, our community was faced with responding to one of the most devastating natural disasters in our recorded history with

the catastrophic flooding events that occurred in November of 2021. These unprecedented and powerful forces have reshaped how we must consider the priorities for the future of our community and where our energies will need to be focused for the final year of our mandate as a City Council.

While we are continuing to work toward accomplishing many of the Strategic Plan priorities we originally set in 2019 – many of which are well underway or complete – this year, the safety and economic viability of our community will require the commitment of all levels of government in order for us to be successful. Working with both the federal and provincial governments toward this end will be the focus of much of our work in 2022.

The driving force behind all of our priorities is you – the residents and businesses of our community.

As your City Council, we remain committed to supporting our residents, businesses, community groups, and our stakeholders in achieving success here in Abbotsford. As we move through 2022, we will continue to work toward an inclusive, prosperous and sustainable Abbotsford for current and future generations.

It is a privilege for us to serve this diverse and vibrant community, and we look forward to continuing to support everyone in Abbotsford as we work toward a brighter, stronger future for all.

Henry Braun
Mayor

COUNCIL'S FOUR STRATEGIC CORNERSTONES



2021 KEY ACCOMPLISHMENTS

- Completed the AgRefresh Project providing new policies and guidelines to enhance and protect agricultural integrity.
- Worked with Matsqui First Nation to negotiate an updated Servicing Agreement.
- Completed the Ledgeview Golf Course Clubhouse, providing a significant community asset.
- Completed the Transit Maintenance Facility located at 3032 Gladys Avenue, which is part of the larger Central Fraser Valley Transit Future Plan that aims to make transit a reliable alternative to personal vehicles, to reduce the community's impact on the environment, and to improve service for Abbotsford and Mission transit users.
- Completed a Tree Permit Process Review to improve the process for residents.
- Continued working with the Province and Sumas First Nation on Fraser River bank stabilization and flood mitigation.
- Continued with implementation of Abbotsford's Reaching Home program aimed at preventing and reducing homelessness by providing direct support and funding to community service agencies.
- Continued work towards the Culture Strategy, which will provide a clear direction and long-term vision to support culture in Abbotsford.
- Developed an Asset Management Strategy to support sustainable service and program delivery.
- Developed a 25-year, long-term Financial Plan to provide a road map for funding long term infrastructure projects.
- Updated our COVID-19 Operational Plans to ensure a safe workplace and facilities for staff and our community during a global pandemic.
- Continued the implementation of the Customer Culture Strategy to ensure that we provide service excellence and meet the diverse needs of our residents.
- Updated our Employee Engagement Strategy to ensure we are promoting an engaged workforce by fostering an organizational culture of diversity, inclusion, continuous improvement, service, leadership and open communication.

2019-2022 ABBOTSFORD CITY COUNCIL

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
LES BARKMAN



COUNCILLOR
SANDY BLUE



COUNCILLOR
KELLY CHAHAL



COUNCILLOR
BRENDA FALK



COUNCILLOR
DAVE LOEWEN



COUNCILLOR
PATRICIA ROSS



COUNCILLOR
DAVE SIDHU



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.

The **Responsive Neighbourhood Small Grants** program helps residents of any age, experience or background take part in building community. Grants up to \$1,000 are awarded to help bring community projects to life!

30 grants were approved in 2021 with over **\$17,000** awarded to community projects.

A variety of projects made a **100% positive impact** on the community.

Projects ranged from **Giving Back initiatives, Community Bonding, Care Packages and Community Growth.**

Visit abbotsford.ca/r-nsg for program details.

- Awarded 13 Reaching Home community sub-projects to address homelessness in our community at a value of \$1.3M.
- Installed public Wi-Fi at various facilities and sites within Abbotsford Exhibition Park.
- Installed 10 new fleet charging stations to meet Council's GHG emission reduction targets for the City's corporate fleet.
- Fire crews responded to, and mitigated, over 239 structure fires including significant responses to very large fires at the Delair Residences and the Fraserway RV storage facility.
- Facilitated several innovative event plans for drive-thru, drive-in and virtual events that enabled the community to gather and stay connected through more than 100 opportunities, including a Drive-Thru Canada Day event and Remembrance Day hybrid event combining livestreaming with in-person representation.
- Successfully implemented a fully automated curbside collection program for 26,500 households.
- Completed the planning and design work for the new Mill Lake Fountain project, which will be an attractive feature in Mill Lake Park and will perform an important aeration function to improve water quality in the lake.
- Completed upgrades to Albert Dyck Park which included a clean-up of the shoreline, updated bathroom facilities, enlarging the public swimming area, installing a new delineator line between the public swimming area and the water-ski area and major upgrades to the slopes surrounding the beach area to prevent run-off, beach rutting and loss of sand.
- Reintroduced 10,000 hours of transit service for Abbotsford, which increased the frequency of buses on major routes, especially Route #1 and improving the reliability across all other routes.
- Hosted "Stranger Days" the Artist in Residence Exhibition across multiple accessible sites including bus shelters, the MCA and Kariton Art Gallery.
- Completed six new signalized intersections improving traffic efficiency and safety and upgraded three pedestrian crossings, which support the "Safe Route to School" and other active transportation modes.
- Installed green road markings in bike lanes to further enhance safety and visibility of cyclists at seven urban intersections.
- Installed 1,400 LED Streetlights as part of the LED Streetlight Replacement program, which will dramatically improve the lighting of the roadways and enhance safety for all modes of travel, as well as save costs in electrical usage.
- Facilitated a successful "Go Play Outside" summer program at 14 sites across the City and distributed 300 Culture Kits to connect residents to art and culture.

CITY FACTS



The City of Abbotsford coordinated a **multiple organization emergency response** to the flooding in our community, including evacuations and protecting residences from localized landslide events, widespread flooding in Clayburn Village and the Sumas Prairie and **over 200 rescues** of residents trapped due to flooding.



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.

The City of Abbotsford received **\$6.511M** of government funding for the Barrowtown Pump Station Backup Power Generator ensuring this vital piece of infrastructure is protected and operational.

Barrowtown has **4 pumps** that can remove more than 40 cubic meters of water per second - **144,000 cubic meters per hour.**

Barrowtown pumps protect **agricultural farmland, wooded hillside, major oil and gas pipelines, BC Hydro Transmission lines** and the **TransCanada Highway.**

- 5,765 active volunteers contributed 79,925 volunteer hours to various programs and events through the City's Volunteer Program.
- Activated the Volunteer Centre at ARC to ensure easy access to Volunteer Services for the public.
- Updated the Parks, Recreation and Culture Fees and Charges Bylaw.
- Completed the repair and reinstallation of Dickson and Cannell Lake raft pumps to ensure the emergency water supply system is fully functional.
- Updated the City's Development Cost Charge (DCC) Bylaw and received Provincial approval.
- Developed and delivered a custom Energy Step Code educational series in partnership with BCIT, to help the local building sector better understand the requirements around energy efficiency and the Step Code requirements.



VIBRANT ECONOMY

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

In 2021, the City of Abbotsford successfully negotiated a contract with the Vancouver Canucks organization to relocate their farm team to Abbotsford providing enhanced opportunities for Abbotsford residents to enjoy AHL hockey in their hometown. **Welcome to our community, Abbotsford Canucks!**

Tickets available at canucks.com/AHL

- Coordinated the Open for Business COVID-19 support program for local businesses whose operations were impacted by pandemic restrictions.
- Coordinated timely, multi-department approvals and extensions for 20 temporary outdoor patios, and supported businesses impacted by COVID-19 by providing a simple way to increase outdoor patio area on a temporary basis.
- Abbotsford Airport completed the expansion of 24,310 square feet of additional hangar space.
- Completed the \$8.5M bag/luggage room expansion project at the Abbotsford Airport to provide more efficient passengers service.
- 2021 Building Permit construction value was \$427M, compared to \$389M in 2020, which shows strong investment and development in our community.
- Awarded the construction contract for the Fraser Highway Improvement Project (Phase 1 of 3), which will help to reduce traffic congestion and public safety on this important traffic corridor.
- Abbotsford Airport hosted a successful Drive-in Airshow and Girls Fly Too events and welcomed a new national airline, Flair Air in 2021.
- Developed and launched an online film permit application process to ensure a streamlined approach for film organizations to film in Abbotsford.
- Approved and coordinated Filming Permits with a total of 72 productions, 301 film days, 252 locations and a total economic impact of \$3.8M.

CITY FACTS

Abbotsford is curbside savvy! In 2021 we saw:



48,683 Waste Wizard searches

8,135 sorting game plays on our Waste Wizard game



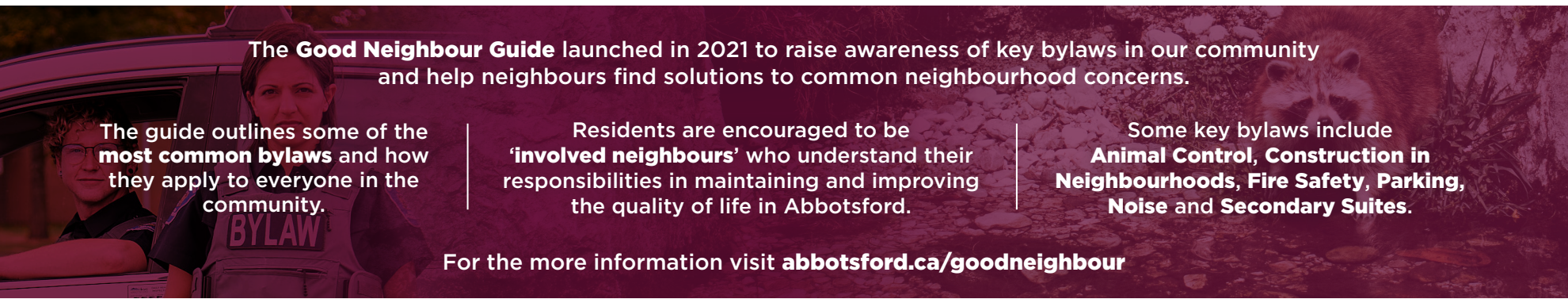
12,245 mobile Curbside Collection app installations





ORGANIZATIONAL ALIGNMENT

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



The **Good Neighbour Guide** launched in 2021 to raise awareness of key bylaws in our community and help neighbours find solutions to common neighbourhood concerns.

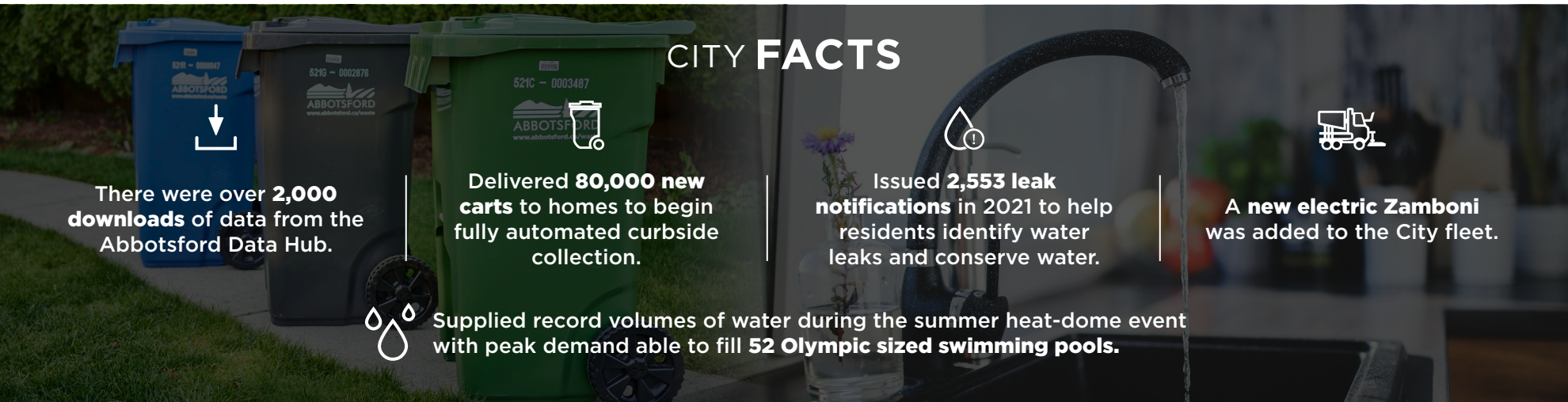
The guide outlines some of the **most common bylaws** and how they apply to everyone in the community.

Residents are encouraged to be **'involved neighbours'** who understand their responsibilities in maintaining and improving the quality of life in Abbotsford.

Some key bylaws include **Animal Control, Construction in Neighbourhoods, Fire Safety, Parking, Noise and Secondary Suites.**

For the more information visit abbotsford.ca/goodneighbour

- Launched a rebranded City website with new accessibility and translation features ensuring all residents can easily access City information.
- Fire Rescue Service provided Incident Support of Provincial Wildfire Incidents.
- Introduced new technologies and measures to strengthen the City's IT Cyber security.
- Successfully conducted a local by-election introducing mail-in ballot opportunities and significantly increased advance-voting opportunities.
- Extended Bylaw Enforcement service hours to 7 days a week to provide residents with quicker and more efficient service.
- Completed 3rd Employee Engagement Survey to gain feedback from our employees toward making the City of Abbotsford a great place to work.
- Managed the recruitment process for more than 272 positions.



CITY FACTS



There were over **2,000 downloads** of data from the Abbotsford Data Hub.



Delivered **80,000 new carts** to homes to begin fully automated curbside collection.



Issued **2,553 leak notifications** in 2021 to help residents identify water leaks and conserve water.



A **new electric Zamboni** was added to the City fleet.



Supplied record volumes of water during the summer heat-dome event with peak demand able to fill **52 Olympic sized swimming pools.**

STAY CONNECTED

SOCIAL MEDIA

- **FACEBOOK** /CityofAbbotsford | /HenryBraunAbbotsford | /AbbotsfordPRC
- **TWITTER** @City_Abbotsford | @MayorHenryBraun | @yxxairport
- **INSTAGRAM** @CityofAbbotsfordEvents | @AbbotsfordEcDev | @AbbotsfordPRC
- **YOUTUBE** /cityofabbotsfordbc
- **WEB** abbotsford.ca | abbotsfordairport.ca | ourwatermatters.ca

COUNCIL MEETINGS

Information from the latest City Council meetings is available every week on the City's website at abbotsford.ca 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/watchcouncilonline.

MOBILE CONNECTIONS



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



ABBOTSFORD CURBSIDE COLLECT 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!

Visit abbotsford.ca/apps for more information.