



WHITE ROCK
City by the Sea!

2020 ANNUAL REPORT

White Rock, British Columbia, Canada
for the year ending December 31, 2020

WHITEROCKCITY.CA



CITY OF WHITE ROCK
2020 ANNUAL REPORT
FOR THE YEAR ENDING DECEMBER 31, 2020

The 2020 Annual Report was prepared by the Communications and Government Relations Department and the Financial Services Department of the City of White Rock in cooperation with all civic departments and agencies.

Photography credit: Communications and Government Relations Department and Stacy Ascah.

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A MESSAGE FROM THE MAYOR



One word that has been overused in 2020, and generally during the global COVID-19 pandemic, is the word pivot. And yet, it perfectly captures how many of us managed in 2020.

Whether working from home while juggling childcare, opening a restaurant, shop or service for curbside pickup, or moving a business from producing beer to producing hand sanitizer, we found ways to continue to work and to take care of our families.

Not everyone was fortunate. Some lost work, and some lost loved ones. We grieve for those losses as a community.

The role of the City of White Rock in 2020 was to continue to offer essential services through your local government. We continued the critical services that include emergency response, water and sewer, garbage collection, financial planning, parking permits, planning permits, dog licences, parks maintenance, road and sidewalk maintenance, recreation and culture and so much more. And we had to offer it differently. We had to pivot.

The summer in White Rock in 2020 was different from the familiar, lively atmosphere of our seaside community. It was subdued, with fencing and closures and warning signs. We followed the Provincial Health Officer's orders and encouraged people to stay two metres apart.

Instead of shaking hands and speaking to people at events and on the streets, the Mayor and City Councillors communicated online, using Zoom to reach business audiences and Microsoft Teams to host City Council and committee meetings. Technology became essential to our communication.

We held planning meetings online, increased public engagement using the Talk White Rock platform for surveys and call-in opportunities for comments. We spoke to, and listened to, businesses and the community at virtual Town Hall meetings.

Our flag-raising events looked different, with small numbers of participants spaced out on a lawn, wearing masks.

We recognized National Indigenous Peoples Day on June 21 with an online video, we hosted the City's first Virtual Canada Day by the Bay on Facebook and YouTube and honoured our veterans on Remembrance Day with a Facebook Live event.

We have made much progress since we all stood outside our homes at 7 p.m., making noise to say "thank you" to our health care, emergency and essential workers.

As the rate of vaccination against COVID-19 grows, so does our excitement. Together, we have crossed a very difficult bridge and are experiencing optimism.

It is my honour to serve as your Mayor. On behalf of City Council, I am proud to present to you the City of White Rock's 2020 Annual Report.

A handwritten signature in black ink that reads "D. Walker". The signature is fluid and cursive, with a large initial "D" and a long, sweeping underline.

Darryl Walker
Mayor, City of White Rock

A MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER



It is certain that 2020 will go down in the history books as a year that brought unexpected and extraordinary challenges to all communities locally and abroad.

The global pandemic prompted many to reflect on what's important on a personal level and, as a service organization that looks after the well-being of a community, we focused on ensuring resiliency for both residents and businesses as we worked through the social and economic impacts of the pandemic.

As such, this organization shifted service delivery models and successfully adapted to a new and evolving environment through extensive collaboration and strong leadership.

During the global pandemic, the City of White Rock continued to operate, keeping service delivery to its residents and businesses a top priority. The City remained committed to delivering quality service to its residents and providing a friendly environment for businesses by incorporating new tools or processes to help navigate the changing health restrictions and by making recommendations to keep our community safe and operational.

In 2020, despite the COVID-19 pandemic, the City provided essential services, including fire and police, solid waste collection and recycling, clean drinking water, roads and parks maintenance, taxation and parking services.

In keeping with Provincial Health Orders, the City moved to online services, and shifted operations by providing virtual Council and committee meetings, planning meetings, special events, recreation and public engagement.

As we learned how to navigate the pandemic, staff worked closely with Council to realign plans and processes to adapt to the new environment. As such, Council adopted a new Strategic Plan that addressed the impacts of the pandemic and created a path forward to ensure the community's needs were met during the pandemic and beyond.

Without question, 2020 was a turbulent and difficult year. As a CAO, I could not be prouder of every employee at the City of White Rock. Everyone in this organization was able to adapt and respond with a high degree of professionalism and success by making changes to service delivery models, often under extraordinary situations or short timeframes, overcoming the challenges presented to them.

The City of White Rock is grateful for the \$3.8 million in funding it received from the Province of British Columbia under the COVID-19 Safe Restart Grant for Local Governments. This funding will be used to offset the costs associated with the pandemic, including a projected deficit. This grant is being used primarily to offset the loss of revenue caused by the pandemic, while not passing that financial burden onto White Rock taxpayers.

Despite the many extraordinary and unforeseen challenges in 2020, our team was able to deliver services while working on Council's Strategic Plan. As such, we are well on track to deliver on projects identified as Council priorities. I encourage you to read the plan on our website and visit the live dashboard often to check on the plan's progress.

Together with my team, I am optimistic about the future of White Rock. We are getting closer to the days of reopening our buildings and facilities, offering a full variety of programs and delivering festive events.

I am pleased to be leading this organization with the support of Council and a strong leadership team. The year 2020 has shown us that everything can change or be taken away in an instant. We must continue to work together, to understand and support one another and to remain resilient and weather the storm, just as we've done.

I look forward to continuing to be part of an amazing group of City employees and to serve Council and the community in delivering high-quality services, safely, in 2021. I continue to embrace the same philosophy that I brought to this organization on Day One. "Everything is possible."

A handwritten signature in black ink, consisting of a stylized 'G' followed by a horizontal line and a small dot at the end.

Guillermo Ferrero
CAO, City of White Rock



OUR CITY BY THE SEA

White Rock is a picturesque, seaside city of 20,922 in southwest British Columbia. The city is located beside the sprawling sandy beach and warm, shallow waters of Semiahmoo Bay. White Rock is located on the unceded territory of the Semiahmoo First Nation and the Coast Salish people.

Moderate temperatures, stunning vistas and great amenities attract residents and visitors to White Rock. Established in 1957, the city has a proud past and a vibrant future. White Rock's Waterfront, Five Corners area and Uptown all offer a variety of restaurants, retail stores and services. The city has attractive housing and a variety of parks, community services, facilities, pathways and trails.

The iconic White Rock Pier crowns the City's Waterfront and is Canada's longest pier at 470 metres. The Waterfront is also home to a railway used by BNSF (Burlington Northern Sante Fe) Railway and a historic train station that houses the White Rock Museum and Archives. Residents and visitors enjoy the walkable, 2.19-kilometre-long Promenade and visiting the legendary White Rock, known to the Semiahmoo First Nation as P'Quals.

Attracting a diverse demographic spanning from young families to retirees, White Rock offers the friendliness of a small town with the amenities of a modern urban centre. It is a safe city that is protected by White Rock Fire Rescue, White Rock RCMP and the B.C. Ambulance Services.



20,922*
residents

* 2020 Province of B.C.



298
Fire inspections



5.12 SQ KM
city area



2,025
Business Licences issued



2.19 KM
promenade length



682,663
total post reach on Facebook



3,015
registrations into
recreation classes
and programs



\$45,201
total Civic Grants-in-Aid
awarded by the City

MAYOR AND COUNCIL



City Council 2018 - 2022

Back Row: Councillor David Chesney, Councillor Erika Johanson, Councillor Helen Fathers, Councillor Christopher Trevelyan *Front Row:* Councillor Anthony Manning, Mayor Darryl Walker, Councillor Scott Kristjanson

Local government in the City of White Rock is provided by a Mayor and six Councillors. Council's four-year term began in 2018 and finishes in 2022.

The main function of a municipal Council is to look after the current and future economic, social and environmental well-being of its community. Council's primary duties are to create administrative policy, adopt bylaws on

matters delegated to local government through the *Local Government Act and Community Charter* and other Provincial statutes to protect the public and to collect taxes for those purposes. Council also acquires, manages and disposes of the City's assets. Council sets a vision and goals and charts a course of action for the City.

whiterockcity.ca/citycouncil

COMMITTEES



Committees, Boards and Task Forces meet to provide input and expertise to White Rock City Council on important issues and make a positive contribution to our community. Some groups are formed through citizen engagement, while other groups are formed through a provincial mandate.

SELECT COMMITTEES:

- Arts and Cultural Committee
- Cultural Advisory Committee
- Dogs on the Promenade Task Force
- Economic Development Advisory Committee
- Environmental Advisory Committee
- History and Heritage Advisory Committee
- Housing Advisory Committee
- Marine Drive Task Force
- Parking Task Force
- Public Art Advisory Committee
- Seniors Advisory Committee
- Tour de White Rock Committee
- Water Community Advisory Panel
- White Rock Sea Festival Committee

OTHER ADVISORY COMMITTEES

- Advisory Design Panel
- Board of Variance

STANDING COMMITTEES

- August Contract Committee
- Finance and Audit
- Governance and Legislation
- Grants-in-Aid
- Intergovernmental and Indigenous Affairs
- Land Use and Planning



COUNCIL STRATEGIC PRIORITIES

At the beginning of each four-year term of office, White Rock City Council sets the long-term vision and strategic plan for the City of White Rock. Council's Strategic Priorities provide the community with the goals the City will achieve and describes how the City will achieve them.

Council's Strategic Priorities are an important element within the work plan of City employees. Two years into Council's four-year term, the City achieved 60 per cent of the priorities identified in Council's 2018-2022 Strategic Priorities. This was achieved despite the COVID-19 global pandemic.

Due to the unprecedented challenges presented by the pandemic, City resources have been strained, with unplanned priorities needing immediate attention. As a result, City Council took a fresh look at White Rock's Strategic Priorities for the last two years of the Council term.

Through Council's 2021-2022 Strategic Priorities, White Rock will continue to focus on the health and safety of the community, providing a high quality of life for residents, supporting the local economy and ensuring this seaside City is an attractive destination for visitors.

COUNCIL'S STRATEGIC PRIORITIES



COMMUNITY

We will make the best possible community decisions in collaboration with residents and stakeholders, providing an excellent quality of life.



ENVIRONMENT

We will continue to improve our environmental stewardship to preserve and protect the natural environment for future generations.



WATERFRONT

We will enhance, promote and share our regional, premier, seaside experience.



INFRASTRUCTURE

We will build and maintain physical and organizational structures and facilities to enhance our community's quality of life.



ECONOMY

We will support the prosperity and diversification of the City's economic base.



COVID-19

We will provide the best possible community outcomes and resilience to maximize recovery from COVID-19.

NARROWING THE FOCUS

To help narrow the focus for Council's 2021-2022 Strategic Priorities, City Council on March 8, 2021, selected a list of top-five items to achieve leading up to 2022. They are:

- 1 THE OFFICIAL COMMUNITY PLAN (OCP) REVIEW
- 2 SOLID WASTE PICKUP FOR MULTI FAMILY
- 3 HOUSING NEEDS / AFFORDABLE HOUSING
- 4 COMMUNITY AMENITY CONTRIBUTION 'SHOVEL-IN-THE-GROUND' PROJECTS
- 5 THE CITY'S RELATIONSHIP WITH THE SEMIAHMOO FIRST NATION

COMMUNITY

WE WILL...

Make the best possible community decisions in collaboration with residents and stakeholders, providing an excellent quality of life.

OBJECTIVES

1. Guide land use decisions of Council to reflect the vision of the community.
2. Manage the delivery of City services efficiently and effectively.
3. Confirm the City is following best practices in governance.
4. Select and complete the Community Amenity Contributions (CAC) projects to maximize the benefit to the community.
5. Advocate on behalf of the community to senior levels of government and other stakeholder groups.
6. Continue to nurture a respectful, trusting partnership with the Semiahmoo First Nation for the benefit of both communities.

ACTIONS AND PRIORITY

OBJECTIVE	ACTION	PRIORITY
Guide land use decisions of Council to reflect the vision of the community.	Review the Official Community Plan (OCP)	Top Priority
	Town Centre Review (with DIALOG)	Top Priority
	Building Heights Outside the Town Centre	Top Priority
	Affordable Housing/Housing Needs Report	Top Priority
	Review of Waterfront Design Guidelines for East Beach and West Beach	High Priority
	Coach House/Secondary Suites in duplexes/triplexes	High Priority
	Single-family home zones	High Priority

OBJECTIVE	ACTION	PRIORITY
Confirm the City is following best practices in governance.	Governance and Legislation Committee to continue to review all Council policies	Top Priority
	1. Corporate Administration Policies	1. High Priority
	2. Council Policies	2. High Priority
	3. City Operations Policies	3. High Priority
	4. Finance Policies	4. High Priority
	5. Human Resources Policies	5. High Priority
	6. Planning and Development Policies	6. High Priority
Reserve Fund	High Priority	
Manage the delivery of City services efficiently and effectively.	Multi-Family and Commercial Waste Pickup	Top Priority
	Conduct multi-family and commercial waste pickup and analysis	Top Priority
	Review emergency alert systems for mass notification	Top Priority
	Water Community Advisory Panel	High Priority
	Examine water quality results from Water Treatment Plant	High Priority
	Policing Service Review	High Priority





OBJECTIVE	ACTION	PRIORITY
Select and complete the CAC projects to maximize the benefit to the community.	Community Amenity Contributions (CAC) Review	Top Priority
	Emerson Park Playground Upgrade	Top Priority
	Bring forward Affordable Housing Reserve Fund Bylaw and consider allocating \$4 million to fund	Top Priority
	Centre Street Hillside Walkway Upgrade	Top Priority
	Review Options for Upgrading Multiple Hillside Walkways (Road Ends) to Waterfront	Top Priority
	Bay Street Beach Access Ramp	Top Priority
	Maccaud Park Upgrade	Top Priority

OBJECTIVE	ACTION	PRIORITY
Continue to nurture a respectful, trusting partnership with the Semiahmoo First Nation for the benefit of both communities.	Water Service Agreements	Top Priority
	Relationship Rebuilding/Partnership	Top Priority
	Communication Protocol - Memorandum of Understanding	Top Priority
	Sanitary Sewer Service Agreement	High Priority
	Drainage Memorandum of Understanding	High Priority
	SFN Infrastructure Investigation & Assessment	High Priority
	Totem Pole (House Post) Restoration at White Rock Elementary School Grounds	Low Priority

ENVIRONMENT

WE WILL...

Continue to improve our environmental stewardship to preserve and protect the natural environment for future generations.

OBJECTIVES

1. Integrate storm damage environmental capital assets.
2. Reduce greenhouse gas emissions.
3. Protect and increase the tree canopy and enhance greenspace in the community.

ACTIONS AND PRIORITY

ACTION	PRIORITY
Protection of Semiahmoo Bay	High Priority
Energy Step Code Implementation	High Priority
Environmental Advisory Committee suggesting improvements to bylaws and policies to protect the tree canopy.	High Priority
Tree Management Bylaw Review	High Priority
Policy 607 Heritage Trees	High Priority
Policy 611 Tree Management on City Lands	High Priority

WATERFRONT

WE WILL...

We will enhance, promote and share our regional, premier, seaside experience.

OBJECTIVES

1. Attract visitors and residents to the Waterfront.
2. Support a vibrant, year-round environment where businesses can thrive.
3. Minimize the impact of railroad activity on the community.

ACTION	PRIORITY
Develop and recommended a Waterfront Enhancement Strategy	High Priority
Patio enclosures on Marine Drive	High Priority
Review of Waterfront Design Guidelines for East and West Beach	High Priority
Accessory Vacation Rentals regulation	High Priority
Joint Semiahmoo Days/SeaFest	High Priority
Waterfront Commercial Zones (CR3, CR4)	High Priority

INFRASTRUCTURE

WE WILL...

Build and maintain physical and organizational structures and facilities to enhance our community's quality of life.

OBJECTIVES

1. Select and complete the CACs projects to maximize the benefit to the community.
2. Provide safe, reliable and sustainable infrastructure for the community while minimizing impacts on the environment.
3. Ensure infrastructure required by new growth is funded by development.
4. Provide a safe, accessible, centralized City facility and amenities.

ACTION	PRIORITY
Bay Street Beach Access Ramp	Top Priority
Community Amenity Contributions Review	Top Priority
Emerson Park Playground upgrade	Top Priority
Centre Street Hillside Walkway Upgrade	Top Priority
Review options for upgrading multiple hillside walkways (road ends) to Waterfront	Top Priority
City Hall and Civic Precinct	Low Priority



ECONOMY

WE WILL...

Support the prosperity and diversification of the City's economic base.

OBJECTIVES

1. Fees and Charges Bylaw (increase for highway use violations)
2. Partner with the White Rock BIA, South Surrey & White Rock Chamber of Commerce, Tourism White Rock Association and the local business community to attract business to the community.
3. Improve provision of efficient and cost-effective services.
4. Manage parking resources to meet the needs of residents, visitors and businesses.

ACTION	PRIORITY
Complete LEAN Study to improve efficiencies and realize cost savings	High Priority
Tempest Business Licenses eApply	High Priority
Bylaw Adjudication	High Priority
Implement current and subsequent revised Economic Strategy	High Priority
Fees and Charges Bylaw (increase for highway use violations)	High Priority

COVID-19

WE WILL...

Provide the best possible community outcomes and resilience to maximize recovery from COVID-19.

OBJECTIVES

1. Partner with service agencies and other community partners to provide social support for those most impacted by COVID-19
2. Advocate on behalf of small business and work with community groups to support the local business community during the pandemic.
3. Operate all facilities and provide services consistent with Provincial health orders.

ACTION	PRIORITY
Research and Develop Gamification Program to Connect Residents Safely	High Priority
Research Feasibility of Outdoor "Comfort Stations"	High Priority
Research Feasibility of Weather Coverings for Picnic Table Areas in Memorial Park	Low Priority

CAPITAL PROJECTS IN 2020



Johnston Road and Russell Avenue Wheelchair Ramp Improvements - Completed

The curb letdowns and wheelchair ramps at the intersection of Russell Avenue and Johnston Road were installed as part of the Johnston Road street reconstruction project. These letdowns are like letdowns found in other cities, where a single wheelchair ramp serves each corner.

Although the wheelchair ramps at this intersection met standards, they were not an ideal configuration and residents expressed concerns. Proper construction of wheelchair letdown is important for our community. It sets a precedent for future wheelchair letdowns and provides improved access for all.

Project Cost: \$240,000

Schedule: October 2020 - December 2020

Scope of work

- Remove and replace the existing letdown
- Reconstruct a new wheelchair letdown
- Reinstate the proper letdown
- Reinstate the proper line markings.

Royal Avenue and Johnston Road Improvement - Completed

The work included reconstruction of the road, installation of curb and sidewalk on Royal Avenue and Johnston Road, and construction of driveways and letdowns on Royal Avenue and Johnston Road.

Project Cost: \$500,000

City of White Rock cost share portion: \$365,000 / Developer cost share portion: \$135,000

Schedule: March 2020 - July 2020

Scope of work

- Remove existing sidewalk and letdown
- Reconstruct the roadway on Royal Avenue and Johnston Road
- Install a new curb and sidewalk
- Reinstate driveways and the boulevard
- Paving of Royal Avenue and Johnston Road.

Marine Drive Stabilization Works - Completed

The aim of this project was to stabilize the retaining walls to avoid further corrosion and prevent more lateral movement of the slope and cracks on Marine Drive. The project includes retaining wall stabilization and road improvement on Marine Drive. The work generally consists of pile driving and surface work, removal of existing curb and asphalt, new concrete works, paving and minor drainage works.

Project Cost: \$1,200,000

Schedule: October 2020 - April 2021

Scope of work

- Prepare closure for eastbound traffic
- Establish work zone
- Provide detours for eastbound traffic
- Accommodate pedestrians with detour
- The installation of the steel pipe piles, and micro piles designed to support the roadway and sidewalk
- Reinstate curb and sidewalk
- Temporary reinstatement for road reconstruction work in the spring.

Parks Yard Fencing Installation - Completed

New Ameristar commercial fencing was installed at the Parks Yard replacing the old wire mesh fencing.

This work is to provide perimeter security to restrict access to the site to authorized City staff only. The Parks Yard is currently being used daily by Parks staff and the new fencing will provide additional security to the Parks Yard that had a history of break-ins and thefts.

Project Cost: \$170,000

Schedule: March 2020 - July 2020

Scope of work

- Install new fencing, gates, and new post
- Remove and dispose of existing fencing and gates
- Install security and locking features
- Reinstate pavement and boulevard.

City Hall Wheelchair Letdown and Van-Accessible Stall Upgrades - Ongoing

The City will be creating van-accessible parking stalls at City-owned facilities, including the Waterfront. The work began in 2020 and will continue in 2021. It will include the conversion of existing parking stalls and accessible parking stalls to van-accessible stalls. Existing parking stalls and existing wide, accessible parking stalls can be modified to accommodate additional van-accessible parking stalls.

A van-accessible parking stall requires 5.5 metres by 3.4 metres in width with a 5.5 metre by 1.5-metre-wide aisle. Increasing the number of van-accessible parking stalls is beneficial for people in motorized scooters and wheelchairs.

Project Cost: \$10,000

Schedule: February 2020 - March 2020

Scope of work

- Remove and replace existing sidewalk and letdown at City Hall
- Reconstruct the wheelchair letdown
- Reinstate proper line marking to comply with van-accessible stall requirements.

Memorial Park Handrail Replacement - Completed

Staff arranged for installation of new upper deck area vertical rope railing complete with assemblies and removal of old handrails.

Project Cost: \$80,000

Schedule: January 2020 - April 2020

Scope of work

- Remove and dispose of existing handrail
- Install new wired rope handrails.

Memorial Park Viewfinder - Completed

City Council wanted to see metal binoculars (viewfinder) and a map on the viewing deck overlooking the bay, like what was in place before the Memorial Park reconstruction. Staff installed a new viewfinder on the upper deck of the washroom near the White Rock Pier. The viewfinder can be enjoyed by many for years to come.

Project Cost: \$10,000

Schedule: August 2020 - September 2020

Scope of work

- Remove and replace pavers and pour concrete pad
- Install viewfinder
- Signage and map to be designed and added in 2021.

Kent Activity Centre Tennis Table - Completed

Staff arranged for the installation of a concrete pad to accommodate the concrete table tennis at the Kent Activity Centre. Table tennis will be offered year-round at the centre.

Project Cost: \$10,000

Schedule: October 2020 - November 2020

Scope of work

- Remove grass boulevard
- Excavate and remove soil
- Place granular fill and rebar
- Pour and construct concrete pad
- Install concrete table tennis platform.

West Beach Parkade Improvements - Completed

Sam's Doors installed a gate on Level 3 to restrict access above the bottom three floors. This along with other locks prevents unauthorised access and/or vandalism to the fourth floor during the winter months.

Project Cost: \$34,000

Schedule: January 2020 - December 2020

Scope of work

- Installed second-floor mesh screens to prevent unauthorized intrusions
- Installed additional corrosion protection due to the corrosive environment next to the ocean
- Painted vandalized wayfinding symbols and lettering
- Arranged for warranty on the repair of the electrical light fixture, the programming and repair of Acuity Lighting Controls and piping repairs due to freezing.

From far left: Marine Drive Stabilization works, viewfinder at Memorial Park and the members of the Kent Street Activity Centre using the new outdoor tennis table.





COVID-19 AND THE COMMUNITY

Connecting Together While Staying Apart

The COVID-19 pandemic was first declared in March 2020 by the World Health Organization.

People in White Rock learned to use online ways to stay connected. We made noise outside at 7 p.m. in appreciation of our emergency responders. And we continued to give to worthy causes, whether walking for the Coldest Night of the Year or pitching in to the Annual Food Drive.

We are grateful for all the essential workers, and for those who provided services in a different, and safe way during the pandemic.

You are all heroes in the fight against COVID-19. Thank you to everyone who stayed apart until it was safe to get back together.

Thank you!

Left: Health care workers from Peace Arch Hospital line the steps of the Emergency entrance at 7 p.m. to respond to a thankful crowd.

Right: City Council help reveal a new mural with artist Jim Davidson.





VALUES AND VISION

CORPORATE VALUES

Excellence

Always striving for improvement.

Respect

Building trust and respect within our sphere of influence.

Integrity

Honestly striving for equity and fairness in all that we do.

Responsibility

Always mindful of our responsibility to current and future generations and our environment.

Accountability

Taking seriously the stewardship role our electors have bestowed on us, and communicating why we are doing what we are doing so that transparency of decision-making is maximized.

Value

Adopting innovative approaches to service delivery that assure the most value (return) for the least (investment) net cost to taxpayers (note: this is not the same as always picking the least expensive approach).

Community Participation in Government

Maximize inclusivity and involvement in public decision-making.

CORPORATE VISION

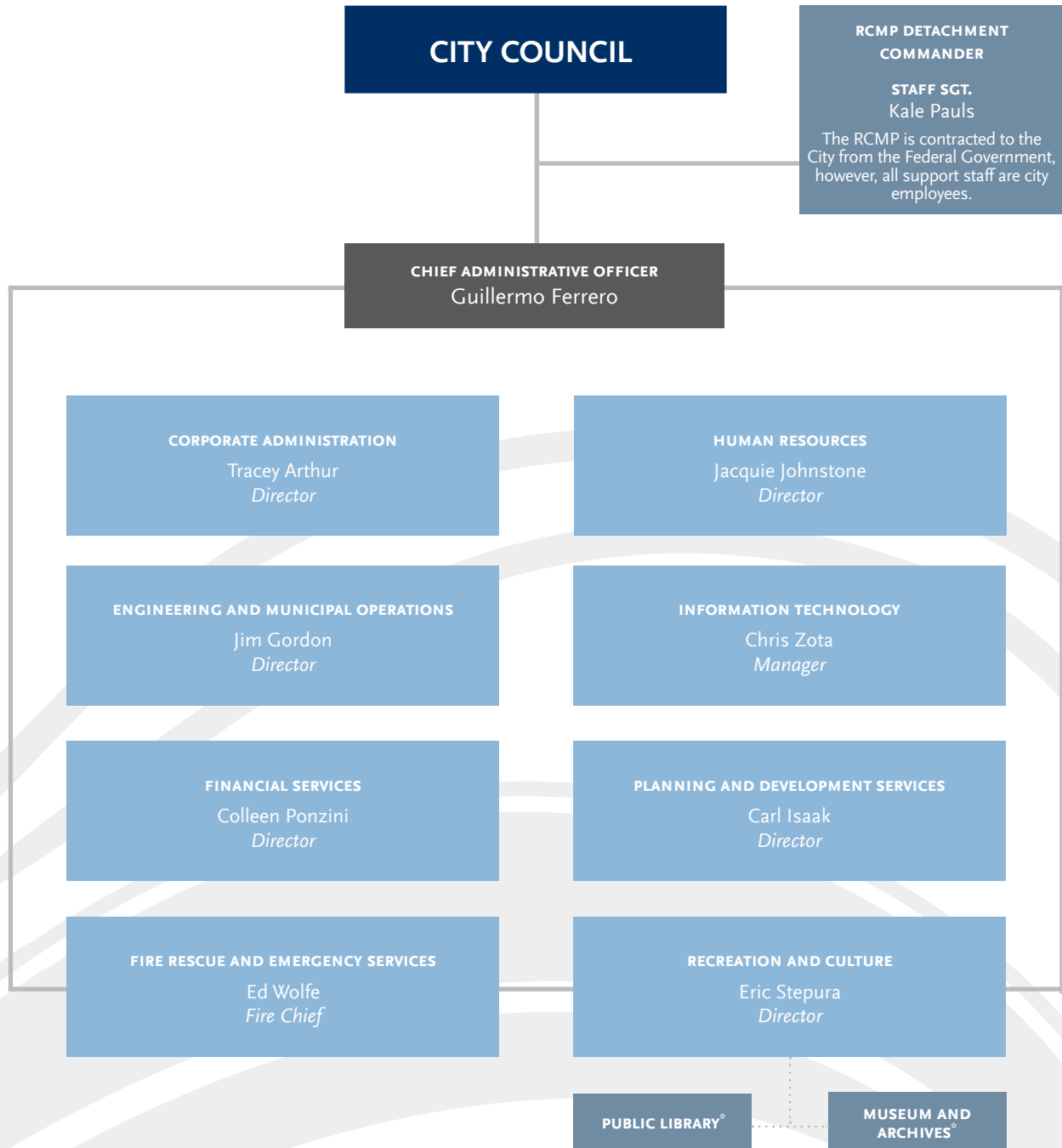
White Rock will provide for all its citizens a high quality of life where:

- Our high-quality environment is protected and nurtured for current and future generations.
- The community feels safe, secure and friendly.
- Opportunities exist for our businesses to prosper.
- Arts and culture flourish and our heritage is celebrated.
- Municipal boundaries are less important than a strong sense of pride in and connectedness to our community.
- We all can live, work and play in an enjoyable atmosphere.

MISSION

Building community excellence through effective stewardship of all community resources.

ORGANIZATIONAL CHART



The City departments are listed in alphabetical order on the organizational chart and in the following pages.

* The Library and Museum buildings are owned and maintained by the City. The Library staff are Regional Library employees. The Director of Recreation and Culture is the City Liaison for the White Rock Library and the White Rock Museum and Archives.



CONNECT WITH US

The City of White Rock's outreach includes a variety of online and offline tools. As new technology emerges, the City is committed to finding ways to connect and engage with citizens in conversations that matter and are meaningful. Communication tools the City uses on a regular basis include:

CITY WEBSITE

Your guide to City services, recreation programs, live streaming of Council meetings, corporate reports, strategic priorities, City events and more. whiterockcity.ca

CITY SOCIAL MEDIA

 facebook.com/whiterockcity

 twitter.com/whiterockcity

 instagram.com/cityofwhiterock

CITY CONNECTS E-NEWSLETTER

The e-newsletter is published the week of each Council Meeting and features information about upcoming events, City news, City Council updates and important seasonal reminders. whiterockcity.ca/newsletter

COMMITTEES

The City of White Rock Council has committees, task forces, and other advisory bodies to ensure opportunities for input from specified groups or members of the general public.

COMMUNITY NEWSPAPERS

The City places a City News ad each week in the local paper to advise of upcoming Council and committee meetings and news from the City.

COMMUNITY EVENTS

See what's going on in the City on our events calendar. Find Council meetings, public hearings, City festivals, art openings and more! whiterockcity.ca/events

EMAIL AND PHONE

General Inquiries: 604-541-2100

Questions for Mayor and Council:

Email Council whiterockcouncil@whiterockcity.ca

PARTNERSHIPS

The City also partners with a variety of community partners, such as Explore White Rock, the White Rock Business Improvement Association, the South Surrey & White Rock Chamber of Commerce, and the White Rock Museum and Archives.

REGULAR COUNCIL MEETINGS

The City of White Rock Council meetings are held twice a month on Monday nights at 7 p.m., except for August, when no meetings are scheduled. Council meetings are an excellent way to learn more about what's happening in your community. You can also watch the meeting live on our website streaming service. whiterockcity.ca/councilmeetings

TALK WHITE ROCK

The City's online engagement platform houses surveys, discussion boards, and project pages to review or participate in at your convenience. talkwhiterock.ca

CITY FACILITIES

CITY HALL

15322 Buena Vista Ave.
White Rock, BC V4B 1Y6
Contact: 604-541-2100
Customer Service Hours:
Monday to Friday 8:30 a.m.- 4:30 p.m.

ENGINEERING AND MUNICIPAL OPERATIONS

877 Keil St.
White Rock, BC V4B 4V6
Contact: 604-541-2181
Customer Service Hours:
Monday to Friday 8 a.m.- 4:30 p.m.

RCMP

15299 Pacific Ave.
White Rock, BC V4B 1R1
Contact: 778-545-4800
Customer Service Hours:
Monday to Friday 8:30 a.m. - 4:30 p.m.

WHITE ROCK FIRE AND RESCUE

15315 Pacific Ave.
White Rock, BC V4B 1R1
Contact: 604-541-2121
Customer Service Hours:
Monday to Friday 8:30 a.m.- 4:30 p.m.

CENTENNIAL PARK LEISURE CENTRE

14600 North Bluff Rd.
White Rock, BC V4B 3C9
Contact: 604-541-2161
Customer Service Hours:
Monday to Friday 8:30 a.m.- 4:30 p.m.

HORST & EMMY WERNER CENTRE FOR ACTIVE LIVING

1475 Anderson St. (Unit 1)
White Rock, BC V4B 1Y6
Contact: 604-541-2199
Customer Service Hours:
Monday to Friday 8:30 a.m.- 4:30 p.m.

KENT STREET ACTIVITY CENTRE

1475 Kent St.
White Rock, BC V4B 5A2
Contact: 604-541-2231
Customer Service Hours:
Monday to Friday 8:30 a.m. - 4:30 p.m.
Saturday 9 a.m. - 1 p.m.

WHITE ROCK COMMUNITY CENTRE

15154 Russell Ave.
White Rock, BC V4B 0A6
Contact: 604-541-2199
Customer Service Hours:
Monday to Thursday 8:30 a.m. - 6 p.m.
Friday 8:30 a.m. - 4:30 p.m.
Saturday 9 a.m. - 1 p.m.

WHITE ROCK LIBRARY

15342 Buena Vista Ave.
White Rock, BC V4B 1Y6
Contact: 604-541-2201
Customer Service Hours:
Monday to Wednesday 10 a.m. - 9 p.m.
Thursday to Saturday 10 a.m. - 5 p.m.
Sunday 1 - 5 p.m.

WHITE ROCK MUSEUM AND ARCHIVES

14970 Marine Dr.
White Rock, BC V4B 1C4
Contact: 604-541-2222
Customer Service Hours:
Monday to Friday 10:30 a.m. - 4:30 p.m.
(Gallery / Gift Shop)
Saturday and Sunday 11 a.m. - 4:30 p.m.
(Gallery / Gift Shop)
Monday to Friday 10 a.m. - 5 p.m.
(Office)





DEPARTMENT OVERVIEWS







OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER

The Chief Administrative Officer (CAO) of the City of White Rock, as described in the *Community Charter*, is appointed by Council to manage and direct all City employees. The CAO is responsible for putting in place Council policies and directives, providing input and advice to Council on policy-related issues and assisting Council in setting corporate goals.

The CAO is responsible for providing input to City Council on local government governance as well as the authority and responsibilities municipalities have under the *Community Charter*, *Local Government Act*, *Freedom of Information and Protection of Privacy Act (FIPPA)* and *Municipal Finance Authority Act*.

The CAO is also responsible for the overall administration of the City's departments and providing leadership and direction to the Senior Leadership Team.

CORPORATE ADMINISTRATION

The Director of Corporate Administration (Corporate Officer for the City) is responsible for legislative and municipal government administrative duties, such as:

- Providing legislative support and recommendations to Council and Committees, on policies, procedures and various Acts
- Recording Council and Committee proceedings and maintaining the official records of the City of White Rock (including bylaws, agendas, and minutes)

- Managing all requests received under the *Freedom of Information and Protection of Privacy Act*
- Co-ordinating the conduct of municipal elections for the positions of Mayor, Council, and School Trustee scheduled every four years
- Processing official correspondence to and from Council
- Overseeing risk management claims, City property negotiations and land registration
- Overseeing the City's Communication and Government Relations department.

COMMUNICATIONS AND GOVERNMENT RELATIONS

The Communications and Government Relations Office works with all City of White Rock departments to provide internal and external communication expertise, including community engagement. This office advises on information-sharing, government relations, media relations, social media, emergency communication and promotion, and oversees communication plans and strategies. This office also supports outreach to community partners and other levels of government, including the Semiahmoo First Nation, Metro Vancouver as well as Provincial and Federal government partners to address intergovernmental, regional and inter-municipal priorities and issues.

2020 DEPARTMENT HIGHLIGHTS

CHIEF ADMINISTRATIVE OFFICER

- Supported City Council and Senior Leadership Team workshops to review and update Council's Strategic Priorities in response to the impacts of the COVID-19 pandemic, resulting in Council choosing a Top 5 list of priorities for 2021-2022
- Introduced a tracking system for real-time progress on Council's Strategic Priorities using a software called Cascade, which offers a weekly snapshot of priority projects providing a high level of accountability to the community.

CORPORATE ADMINISTRATION

- Meetings with Semiahmoo First Nation Council: 3
- Public Hearings: 8
- Risk Management Claims: 15 claims (starting in 2020, with ongoing claims being processed)
- Council /Committee Meetings – Closed: 26 (including meetings with Semiahmoo First Nation)
- Council Meetings – Regular/Special Called: 30
- Committee Meetings Standing: 33
- Committee Meetings Select / Task Forces: 56
- Freedom of Information Requests: 57
- Co-ordinated Community Amenity Contribution Forum.

COMMUNICATIONS

- Surveys hosted on the City's Talk White Rock engagement platform: 7
- Facebook Live events with members of Council: 20
- Design and delivery of City Connects, the City's online e-newsletter: 21 (Delivered to 1,164 subscribers)
- Communication plans to support City departments and services: 26
- Videos taken by Communications team: 44
- Media releases issued: 60
- Design of different COVID-19 pandemic signs: 70
- Communication postings on the City's Intranet site: 80
- Media inquiries: 100
- News items on the City's website: 121
- City of White Rock ads for Peace Arch News: 240
- Photos taken by Communications team: 500

- Website updates (based on 2 or more updates daily): 1,000
- City website views: 78,497
- Created new signs:
 - To promote physical distancing at the Waterfront, Promenade and City parks
 - To inform of parking changes and pandemic-related closures
 - To share health and safety protocol at City buildings and City parks and recreation areas
- Created key new web pages, including for Economic Development, Council's Strategic Priorities and COVID-19 Pandemic
- Supported engagement strategy and communication plan for Community Amenity Contribution public engagement prior to the pandemic
- Provided communication and engagement support for "What's in Your Can?" solid waste collection open house and public engagement
- Designed Strategic Priorities document and Annual Report
- Supported the Virtual Canada Day by the Bay and Remembrance Day events with design, media relations, social media
- Provided regular COVID-19 updates through Chamber Town Halls and Facebook Live sessions as well as through media releases and social media
- Promoted and informed regarding the use of vaccines, waste collection changes, services and program changes during the pandemic.

GOVERNMENT RELATIONS

- Attended the virtual UBCM conference in September 2020
- Organized appearances of Mayor and Councillors for television, radio and print media
- Attended COVID-19 Chamber Town Halls
- Worked with Semiahmoo First Nation on communication protocol agreement
- Updated City policies.



ENGINEERING AND MUNICIPAL OPERATIONS

The Engineering and Municipal Operations Department plans and maintains the City of White Rock's infrastructure assets, ensuring essential services are available when needed by the community. The department delivers municipal services to provide a high quality of life for residents and businesses, focusing on the environment, sustainability and fiscal responsibility.

ADMINISTRATION

Administration provides support for new and ongoing projects, including budgeting, setting priorities and long-range planning through the City's Financial Plan and Capital Works Program.

2020 DEPARTMENT HIGHLIGHTS

ADMINISTRATION

- Reported on the City's plan and progress toward meeting its climate action goals through the provincially mandated Climate Action Revenue Incentive Program report.
- Staff hosted a Solid Waste Collection open house that 70 residents attended, and the City received 199 responses to the related online survey. Council subsequently approved moving forward with a plan to collect multi-family and Industrial, Commercial and Institutional solid waste by a single City contractor. Staff will follow up with the implementation details.
- Provided information to residents, contractors, the community and other stakeholders regarding City services that include engineering, solid waste collection, water, parks, roads, sewer and drainage
- Administered grant programs for City infrastructure and applied for grants
- Managed procurement on behalf of Engineering and Municipal Operations.

PERMITS

Permits Issued:

- Lot Servicing (including renewals and extensions) - 44
- Right of Way Alteration Permit (including renewals and extension) - 153
- Right of Way Use Permit (including renewals and extensions) - 109

Inspections:

- Substantial Completion Inspection - 7
- Resident Call for Service - 83
- Pre-Construction Inspection - 67
- Post-Construction Inspection - 110
- Post-Use Inspection - 24
- Pre-Demolition Inspection - 5
- Post-Demolition Inspection - 22
- Infraction Letter to Resident - 51
- Capital Works Inspection - 5
- During Construction Inspection - 31.

CITY FACILITIES PROJECTS

- 15463 Buena Vista Rental House Demolition
- Museum Exterior Painting
- Museum Window Replacement (east and south elevation)
- Fire Hall Living Room Floor Replacement
- Kent Street Activity Centre Auditorium Lighting Upgrades
- Fire Hall Earthquake Door Sensors
- COVID-19 Protection Shields, Barriers and Signage – various facilities

PARKS

Projects completed:

- Central control irrigation system installed in 5 locations
- Tennis Court and Lacrosse Box Resurfacing
- Crown cleaning and clearance pruning of 68 trees along the West Beach Promenade
- Deep Root Fertilizer Injection to 25 trees along East Beach Promenade to support growth through construction and extreme weather events
- Upgrades and additions to West Beach tree lights and trees along Johnston Road
- Expansion of Train Plaque area for future dedications

Operational:

- Spring Planting - 20,100 annuals planted in our Parks and along Marine Drive
- Fall planting – Digging, dividing, and redistributing perennials at Hodgson Park, Bryant Park, Rotary Park, Memorial Park to increase ground cover

ENGINEERING

Engineering regulates and ensures compliance with engineering-related approvals of development and building permits for City property. It also guides tree management on City land.

OPERATIONS

Operations provides the proactive and responsive operation and maintenance of City infrastructure that includes water services, drainage and sanitary systems, roads, sidewalks, boulevards, walkways, equipment, fleet vehicles, parks and facilities.

- 335 City trees pruned
- 65 new trees planted by City staff in Fall 2020
- Invasive species control at 14 locations
- Supported community gardens

PUBLIC WORKS

Projects:

- Stormwater discharge water quality testing program
- Duprez Ravine slide repair
- Duprez Ravine trail rebuild
- Completed 2020 Sewer CCTV Inspection Program
- Tendered 2021 Sewer repair program
- Tendered 2021 Sewer CCTV Inspection program

Solid Waste Collection:

- Residential Garbage – 1,277 metric tonnes
- Residential Organics – 1,643 metric tonnes
- Residential Recycling – 698 metric tonnes
- Total Solid Waste Collection – 3,618 metric tonnes
- Council approved the purchase of new collection vehicles with onboard compaction so that the transfer area at the works yard can be eliminated. This will have health and environmental benefits and addresses some of the concerns of neighbours.

Vehicle and Equipment Purchases:

- Bylaw Enforcement Pickup
- Parks Irrigation Van
- Ordered new Street Sweeper
- Ordered 2 new recycling trucks
- Ordered 1 new garbage truck
- Ordered 2 new organics trucks
- 2 zero-turn mowers for Parks
- New stand-on mower for Parks
- New salt spreaders for Parks plows.

Residential Sewer Connection Installs:

- 20 out of 20.

WATER

Watermain Installations

- 2019 Watermain Installation: Brearley Street at North Bluff Road. Installed 62 metres of PVC watermain. Paving works to be completed in 2021. The new watermain for 13800 block of Coldicutt Avenue was designed but not installed due to the cost.
- 2020 Watermain Installation: Awarded consulting services contract to RF Binnie & Associates to design. Replacement of three watermain segments to be completed in 2021.
- Roper Reservoir Inlet Modifications: Completed the controls and new inlet pipework to improve circulation and reduce the age of water through the reservoir. While the reservoir was shut down, the contractor completed the recommended interior repairs to extend the structure's life. Electrical improvements included a standby generator that can be hooked up when needed.

Water Treatment Plant

- Working through deficiency items to complete the plant and investigating methods to reduce the early aging of the filter media that become apparent within months of start-up.



The Financial Services Department provides financial expertise, advice and administration to support City of White Rock operations. The main functions of the department include:

- Co-ordinating the development of the Five-Year Financial Plans for adoption by the deadlines.
- Preparing a variety of financial reports, including the Annual Financial Statements, Statement of Financial Information and the Local Government Data and Statistics input.
- Collecting and administering property tax and utility fees.
- Providing City Hall customer service, accounts payable, city banking and investments and employee payroll.
- Operating and maintaining the pay parking systems and equipment, parking customer service, enforcement and ticket collections.

The Financial Services Department is comprised of two areas:

FINANCE

Many finance functions are necessary to meet statutory requirements as set out in the *Community Charter*. These statutory requirements focus on the accounting, reporting and safeguarding of taxpayers' money and other assets. Finance ensures that all requirements are met. In addition, ongoing support is provided to City Council and staff and customer service is provided to the public.

PARKING

The Financial Services Department also manages most aspects of parking on behalf of the City, ensuring that residents and visitors have access to parking. Parking is provided with a focus on customer service, helpful technology and cost-effective revenue generation.

2020 DEPARTMENT HIGHLIGHTS

ACCOUNTING AND REPORTING

- Completed 2020 year-end financial statements and related statutory processes
- Completed the 2020 to 2024 Financial Plan.
- Completed research and accounting for tangible capital assets, which involved tracking more than 10,000 assets and accounting for more than \$4.9 million in new assets put into service
- Prepared 990 journal entries and several hundred reconciliations
- Conducted financial analyses of the impact of the COVID-19 Pandemic on City operations
- Monitored and placed several investments
- Issued numerous statutory financial reports and tax remittances
- Processed 6,601 accounts payable invoices to 1,711 suppliers
- Issued 5,102 payroll advices to employees, 128 remittances to employee benefit providers, unions and savings plans, and 284 T4s in compliance with new CRA COVID-19 regulations.

PROPERTY TAXES

- Completed 2020 property tax and utility fee bylaws
- Issued the 2020 property tax notices
- Processed 5,678 Home Owner Grant applications (of which 64 per cent were submitted online) and 826 Property Tax Deferrals
- Administered property tax prepayment plan for 1,658 participants
- Completed "2021" Permissive Tax Exemption process and bylaws
- Registered 180 new accounts for e-billing of Property Taxes, for a total of 559 by year end.

PARKING

- Performed daily and preventative maintenance of pay parking systems and equipment

- Answered queries and responded to written complaints and appeals
- Completed an upgrade of the pay station parking equipment near the Peace Arch Hospital
- Made numerous changes to the parking restrictions at the Waterfront pay parking areas to help address the COVID-19 pandemic
- Implemented online forms to assist with the issuance of parking permits and decals
- Enhanced parking enforcement in the Town Centre area to support businesses and residents.

WATER UTILITY

- Issued quarterly water bills and administered ongoing water account changes, and 223 special water meter readings/bills
- Registered 191 new accounts for e-billing of water bills, for a total of 681 by year end
- Calculated and analyzed options for 2021 water rates
- Assisted the Water Community Advisory Panel with updating options for a more consumption-based water fee structure.

OTHER

- In conjunction with the Recreation and Culture and Information Technology departments, completed the implementation of the "Perfect Mind" recreation program/facility booking system.
- Provided ongoing financial accounting and support to departments regarding the City's significant capital program
- Administered the 2020 Grant-In-Aid process
- Completed the annual renewals of City insurance policies
- Made adjustments, where possible, to provide services online and via telephone due to facility closures as a result of the COVID-19 Pandemic.

We Thank our **HEROES**

BE KIND
BE CALM
BE SAFE



WEST BUCH PARKADE
VINTAGE BEACH PARKADE

WHITE ROCK
City by the Sea!



MURAL BY
JIM DAVIDSON
*jea artist of large- 2020
SUPPORTED BY
THE CITY OF WHITE ROCK



HUMAN RESOURCES

The Human Resources Department supports and enhances the City's vision through the establishment of employee programs and policies that assist and guide employees in reaching and accomplishing their goals and objectives.

Human Resources partners with other City departments to attract, retain and motivate a qualified and inclusive workforce.

Core business areas include:

EMPLOYEE HEALTH AND SAFETY

Human Resources supports the creation and maintenance of a safe, respectful and healthy work environment for all employees. The City is committed to preventing injuries and ensuring employees are safe and healthy.

LABOUR RELATIONS

Human Resources fosters effective partnerships with the City's unions and staff and provides expertise to staff on matters related to collective agreements and the interpretation and administration of staff policy.

SALARY AND BENEFIT ADMINISTRATION

The City's Human Resources Department identifies and promotes best practices in the industry. The City's Human Resources team is a partner in achieving workforce excellence to deliver valued services to the people of White Rock.

RECRUITMENT, EMPLOYEE DEVELOPMENT AND RETENTION

Human Resources plays a key role in the recruitment, training and retention of City employees. The department supports the continued development of staff, including through the City's training program.

The City of White Rock is proud to be an equal opportunity workplace and is committed to promoting and preserving a culture of diversity, equity and inclusion. We know that our greatest strengths come from our employees.

ORGANIZATIONAL PLANNING

The Human Resources Department works with other City departments to ensure staff resources achieve strategic priorities and service delivery. The department provides expertise in decisions affecting employees, including labour relations. White Rock Human Resources also participates in regional municipal matters.

RCMP SUPPORT SERVICES

RCMP Support Services staff provide the citizens of White Rock access to policing administrative services such as Police Information Checks, Civil Fingerprinting services, Victim Services and various Community Policing programs. RCMP Support staff are trained in cultural diversity, maintaining confidentiality, answering basic criminal code offence questions and providing citizens with referrals to various White Rock resources available to the community.

2020 DEPARTMENT HIGHLIGHTS

- Led and co-ordinated the City's internal COVID-19 response, including the development of policies, processes, guidance documents, safe work practices, procedures, forms, templates and communication tools
- Monitored and managed staffing requirements and staffing levels during the COVID-19 pandemic, including COVID-19-related leaves, exposures, and mental well-being
- Introduced and delivered virtual training as part of the City's corporate training program to promote employees' continued growth and development, and to remain compliant with WorkSafeBC requirements
- Provided updates, advice, research, resources, including the Manager's Virtual COVID Resource Handbook providing guidance in plan reviews, pre-resumption of services and reopening of City facilities
- Conducted reopening COVID-19 safety inspections
- Chaired the City's Reopening Committee to review the reopening of City facilities and the resumption of City services affected by the COVID-19 pandemic
- In partnership with the City's Information Technology Department, rolled out a provincially mandated COVID-19 daily screening application
- Implemented AED (automated external defibrillator) and related procedures in the Engineering and Municipal Operations Department, to be used by non-medical persons for the prompt delivery of CPR
- Updated the employee training and development policy, and developed and implemented an online training registration system in partnership with the City's Information and Technology Department
- Worked in conjunction with RCMP E Division Headquarters to implement On-line Crime Reporting for the citizens of White Rock to be able to report minor crimes through a web portal
- Initiated and engaged with Shared Services Canada to onboard the White Rock RCMP detachment to a new Voice Over Internet Protocol (VoIP) phone system
- Coordinated with other RCMP Departments to install on-site technology systems necessary in preparation for the Surrey Police Detachment transition
- Coordinated, implemented and reviewed data audits in preparation for the purging of expired police records - PRIME Purge Project.



WITH THE SUPPORT AND ASSISTANCE OF

TERRY PARR PLAZA

CITY OF WHITE ROCK
WHITE ROCK BUSINESS IMPROVEMENT ASSOCIATION
ROTARY CLUB OF SEMIAHMOO
ROTARY INTERNATIONAL DISTRICT 5050
TERRY PARR FAMILY

WHITE ROCK
City by the Sea!

ROTARY & TERRY PARR



BY JANE SMITH

DATE: 1910

THE ROTARY CLUB OF SEMIAHMOO HAS A LONG HISTORY OF COMMUNITY SERVICE AND SUPPORTING LOCAL PROJECTS. THE TERRY PARR PLAZA IS A TESTAMENT TO THE CLUB'S COMMITMENT TO THE CITY OF WHITE ROCK.

ROCK & NATURE

WHITE ROCK



THE COAST OF THE QUARTER PASTURE, LAKE JORDAN PLAZA

THE QUARTER PASTURE IS A BEAUTIFUL AREA WITH A RICH HISTORY OF NATURAL BEAUTY AND RECREATION. THE QUARTER PASTURE PLAZA IS A TESTAMENT TO THE CITY'S COMMITMENT TO PRESERVING AND ENHANCING THIS AREA.



INFORMATION TECHNOLOGY

The Information Technology Department provides the sustained, efficient and effective delivery of IT services, infrastructure and telecommunications to enhance service delivery to the residents, businesses and employees of White Rock, as well as to our visitors.

The IT Department leads the City in technology, partnering with City departments to offer excellent customer service by maintaining the IT infrastructure and systems that affect every aspect of municipal service, from public safety to the delivery of water.

Information Technology at the City of White Rock embraces the best of digital technology innovation with the vision of becoming a digital city.

INFORMATION TECHNOLOGY SERVICES

Digital Service and Products

- Network, CCTV and Telecommunication Infrastructure
- Server maintenance and System Integration
- Database and Website Administration
- Project Management
- Planning and Standards
- Application Support
- Audio Video

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

GIS is a computer-based mapping tool that takes information from a database about a location—such as a street, building, water feature, tree, park or land feature—and turns it into a visual layer. Viewing these layers on a map gives us a better understanding of specific locations, and gives planners and analysts helpful information in making proposals for our City.

2020 DEPARTMENT HIGHLIGHTS

NEW RECREATION PROGRAMS MANAGEMENT SOFTWARE

The IT Department introduced a new system for management of the City's Recreation programs. The previous system, CLASS and WebReg, far exceeded its useful life and was no longer supported by the vendor. This created an opportunity to implement a more user-friendly system that better meets the needs of our residents. The new system, supplied by a B.C.-based company, is a cloud-hosted solution and requires a minimum amount of in-house IT resources to maintain.

Some key features of this new software are that it is mobile-friendly, compatible across most systems and has robust search functions.

VIRTUAL MEETINGS – TECHNOLOGY ENHANCEMENTS

As the COVID-19 pandemic forced employees to work from home, organizations of all sizes had to adapt to a new remote-work business model as quickly and effectively as possible.

Remote work has raised a vast array of issues and challenges for both employers and employees. Although the City had to migrate a significant number of employees to remote work in a short period of time, there was virtually no disruption in the level of services provided to the public.

As an early adopter of the Microsoft O365 platform, the City has standardized the popular Teams software application used to run virtual meetings. The cloud-based platform allowed our workforce to access corporate data and information from anywhere, anytime seamlessly.

To support a variety of virtual public meetings the City made significant investments into the underlying technology, including purchasing a mobile audio/video unit. Remote working is here to stay and will more than ever become an integral part of the way we work.

NEW GIS PLATFORM

Geographic Information Systems are powerful decision-making tools for any business or industry since they allow the analysis of environmental, demographic and topographic data. Data intelligence compiled from GIS applications helps city staff and consumers make informed decisions.

The City's GIS infrastructure has been upgraded to reflect the latest product enhancements, with an emphasis on leveraging cloud-based technologies. This will allow White Rock to build new, mobile-friendly apps, a significant benefit for our field workforce.

CYBERSECURITY MEASURES

As a result of the shift to remote working, organizations have encountered a range of security issues. The pandemic response has underscored the vital role security plays in enabling remote operations, both during and after a crisis. With the new reality, the City focused on addressing the new risks arising from the shift to a remote digital work environment and securing the required technology.

Of notable mention, the City has standardized the use of MFA – MultiFactor Authentication method—implemented new hardware devices and operational practices and continued to raise awareness with employees about the ever-growing list of cyber threats.

TEMPEST IMPLEMENTATION

The City is continually investing in improving our portfolio of eGovernment online services. To that end, White Rock has implemented the following module: Business Licenses eApply. The latest enhancement allows businesses in White Rock to apply online for a new business license or renew an existing one.



Help protect yourself and others from COVID-19
Stay 2 metres apart. Please wear a mask.



Thanks for your co-operation. We'll get through this together.

whiterockcity.ca/covid19 WHITE ROCK City by the Sea

PLANNING AND DEVELOPMENT SERVICES

The Planning and Development Services Department is responsible for managing the growth and development of the City while also helping to maintain the quality of life enjoyed by White Rock residents. The department provides the following services:

ECONOMIC DEVELOPMENT

The Economic Development Division focuses on supporting investment strategies, supplies data and information to support new or expanding business development, issues business licences and commercial patio licences and provides support for the City's Economic Advisory Committee.

The department also assists businesses that are relocating to, or within, White Rock with finding suitable spaces. The Official Community Plan helps to identify the City's intentions regarding growth and, in turn, opportunities for investment in the community. In addition to supporting private business, the division has assisted in the planning and design of key capital works projects that are aimed at making White Rock a more attractive and amenity-rich destination for residents and visitors alike.

CUSTOMER SERVICE

Staff within the Planning and Development Services Department provide regular customer service to residents, businesses, realtors, developers, agencies and other levels of government. This service includes responding to general inquiries regarding land use and zoning controls, building and development processes and other general requests for information. The Planning and Development Services team also responds to issues of complaint resulting, in some instances, in enforcement.

BYLAW ENFORCEMENT AND ANIMAL CONTROL

The Bylaw Division of the department includes the provision of education and enforcement on a wide variety of the City's bylaws to help uphold community standards and expectations. The work of the City's Bylaw Officers involves, for example, inspections of

secondary suites, ticketing for offenses against the City's Tree Management Bylaw, assisting in finding lost dogs, and carrying out patrols along the White Rock Pier and Promenade. This service also involves monitoring construction activity to ensure that such work does not impact residents and businesses.

PLANNING

The Planning Division is responsible for providing advice to City Council on growth management, development review and a variety of strategic planning projects. Members of the planning team provide regular customer service to the public, process development applications and represent the City in advancing regional planning initiatives. The division also processes applications for tree permits made in accordance with the City's Tree Management Bylaw and, working with the Bylaw Division, supports enforcement of tree-related violations. Staff within the planning team support the City's Advisory Design Panel in its review of development permit applications and the Board of Variance in its review of applications for zoning relief. The Planning Division also administers sign permits, municipal addressing and other complementary services.

BUILDING

The Building Division performs permit reviews and approvals, including a review of "alternative solutions" to the requirements of the BC Building Code. The City's Building Officials conduct regular inspections of construction and renovation work to ensure that projects conform to applicable zoning regulations, development permit conditions, registered covenants and the BC Building Code.

2020 DEPARTMENT HIGHLIGHTS

ECONOMIC DEVELOPMENT

- 2,025 Business Licences issued
- Supported efforts to assist businesses through the COVID-19 pandemic lockdown, including the installation of picnic tables for take-out options at Memorial Park, and exploring the potential of allowing liquor consumption in public places
- Reduced fees for sidewalk use (patio) licences during periods when restaurants were unable to operate due to public health orders
- Extended the early-renewal discount for business licences for those businesses unable to operate during the pandemic lockdown.

COMMITTEE / BOARD SUPPORT

- 6 Advisory Design Panel meetings
- 3 Board of Variance meetings (2 applications)
- Staff participation at the COVID-19 Task Force (11 meetings), Environmental Advisory Committee (11 meetings), Economic Development Advisory Committee, (3 meetings), Dogs on the Promenade Task Force (2 meetings), Marine Drive Task Force (3 meetings) and the Housing Advisory Committee (4 meetings)
- 745 dog licenses issued.

DEVELOPMENT APPLICATIONS RECEIVED:

- 2 Board of Variance appeals
- 4 Development Variance Permit Applications
- 2 Liquor and 1 Cannabis License Referral (Resolution) requests
- 5 Major Development Permit Applications
- 6 Minor Development Permit Applications
- 3 Subdivision Applications including 1 Air Space Parcel Application
- 64 Tree Management Permit Applications including:
 - o 22 Type 1 Permits – dead or hazardous trees
 - o 6 Type 2 Permits – unwanted trees
 - o 36 Type 3 Permits – building / demolition related

Note that the summary above does not include the applications received prior to 2020 that are currently open and undergoing review.

BUILDING

- 115 new building permit applications were received
- 160 new plumbing and fire sprinkler permits were received
- 113 building permits were issued
- 27 demolition permit applications were received
- 1,645 building, plumbing, and fire sprinkler inspections were conducted
- Processed building permit applications for a construction value of \$63,873,324.83
- Received \$663,924 in building, plumbing and fire sprinkler permit fees
- To adapt to the COVID-19 Pandemic while maintaining service to residents, Remote Virtual Inspection (RVI) services were implemented
- Process improvements were implemented to improve building permit issuance timelines and inspection bookings.

PLANNING

- 17 Public Information Meetings; 15 were held using digital resources (Microsoft Teams)
- Hosted public forum and pop-up engagement sessions on Community Amenity Contributions in January/February
- Amendments to Planning Procedures Bylaw to enable the hosting of Public Information Meetings and Public Hearings/ Public Meetings with the use of electronic resources in light of COVID-related restrictions on in-person gatherings
- Ongoing review of the City's Official Community Plan. This included the preparation of options on how to move forward to support changes to height and density permissions in the Town Centre, as well as the introduction of incentives to support tree canopy growth and improved stormwater management.



RECREATION AND CULTURE

White Rock's Recreation and Culture Department fosters a healthy community through programs, activities and events aimed at improving the fitness and wellness of its residents and creating a sense of community identity, belonging, pride, and spirit.

This active department plays an important role in building a healthy and vibrant community. We work with a variety of community partners to provide access to excellent recreation, sport, arts and cultural activities and events.

OUR COMMITMENT

"White Rock Recreation and Culture is committed to providing citizens with a wide range of high-quality sport, recreation, and arts and cultural services."

Management and staff are dedicated to ensuring that our customers receive exceptional service, high quality qualified instruction, and clean and safe facilities.

WHAT WE DO

- Provide quality community recreation programs for children, adults, and seniors who live in the White Rock / South Surrey community
- Operate Centennial Park Leisure Centre and Arena, Kent Street Activity Centre, White Rock Community Centre, the Horst &

Emmy Werner Centre for Active Living and the Landmark Pop-Up Town Gallery

- Manage the use of outdoor sport venues and parks, rental of meeting rooms, and special event hosting facilities
- Produce seasonal Recreation Guides and other marketing and communication tools to promote all Recreation and Culture programs and events
- Represent the City at various multi-disciplinary community committees for sport, health, arts and culture, heritage, tourism, filming, children, youth, adults and seniors
- Liaise with the White Rock Museum and Archives for heritage programs, events, and services
- Liaise with Fraser Valley Regional Library for library services provided at the White Rock Library
- Serve as co-ordinator/liason for commercial filming in White Rock
- Oversee the management and approval process for all community special events held on City-owned or leased property and ensure that public safety and quality programming is maintained
- Direct, guide and support volunteers at our facilities and special events
- Are staffed by 13 full-time employees, up to 19 seasonal workers, 55 active instructors and managed the work of approximately 40 community volunteers.

2020 DEPARTMENT HIGHLIGHTS

COMMUNITY RECREATION

2020 and COVID-19 presented many unique challenges for providing safe and viable recreation programs for citizens. This meant additional health and safety protocols and keeping abreast of frequent changes and restrictions from the Provincial Health Office.

Some innovative solutions for keeping citizens safe, healthy and connected include:

- Classes moved outside: Yoga classes were offered in Maccaud Park, Zumba classes in the Kent Street Activity Centre and Centennial parking lots and fitness and walking classes at Centennial Oval
- Online recreation classes: Eight fitness and yoga videos were created to allow participants to exercise from the comfort and safety of their own homes
- Additional cardio gym location: Taking advantage of a smaller, difficult-to-program room at the White Rock Community Centre and converting to a daytime cardio gym. The increased spacing between equipment pieces and the enhanced cleaning protocols allowed safe cardio workouts at both the Centre for Active Living and the White Rock Community Centre
- Computer classes: Teaching seniors to use Zoom was in high demand to meet the needs of everyone wanting to learn how to connect virtually with one another
- Outdoor table tennis: The City, Kent Street Seniors Society and the Kent Street Table Tennis activity group partnered to provide an outdoor table tennis venue at Kent Street Centre. The new table is used daily and provides a wonderful opportunity for outdoor fitness and socially distanced connections
- Intergenerational Connections: Connecting White Rock seniors and students from White Rock Elementary School with a handmade card-mailing program for Christmas and future events, such as Valentine's Day
- Frozen Meal Sales and Meal Delivery: Kent Street coffee shop sold, and continues to sell, frozen meals to local seniors every Monday. A partnership with Seniors Come Share Society has provided delivery of the frozen meals with the help of Come Share volunteer drivers
- ZOOM classes: Procured technology and equipment allowing Recreation and Culture to offer virtual and hybrid classes. Beginning in 2021, this will enable reconnection with chronic disease management classes and other health and wellness initiatives.

In 2020, Recreation and Culture Department staff processed 3,015 program registrations into 240 unique classes offered in arts/culture, sport/fitness, health/wellness, lifelong learning and social opportunities.

Staff also allocated meeting space for 114 community group rentals with 590 room bookings and processed 4,323 field and ice facility bookings.

CULTURAL DEVELOPMENT

Connecting Residents During the Pandemic

- Despite the COVID-19 global pandemic preventing in-person gatherings for most of 2020, the department found innovative ways to encourage community connections. A key project was creating and maintaining a website landing page: whiterockcity.ca/connect. The central online page is populated with a variety of online activities supporting White Rock's cultural life. Activities such as online concerts, heritage quizzes and online recreation classes kept our community engaged.
- For the business sector and to support those in our community, a "what's open" initiative led by the department, reached out to local businesses across sectors so an interactive map could be built and shared online.

Cultural Development Activities

- A Public Art Story Map was built to encourage folks to get outside and enjoy the City's growing public art collection
- Brightly painted art was created on banners placed across the City featuring local artists
- The Art Walk at the Beach was adjusted to meet COVID-19 safety protocols in order to reopen successfully in the summer. The Pop-Uptown Gallery was able to re-open in August 2020 and present five shows by implementing the new protocols.
- In preparation for a return to in-person special events, a new wheelchair lift for the City's SL50 stage was purchased
- After assembling a local Film Working Group with professionals from the industry and business community, the City adopted its first ever Film Policy
- A Film Attraction Strategy includes a locations' showcase to promote White Rock to the Motion Picture Industry and a monthly Film Locations Update e-newsletter sent out to Film Industry contacts
- The work on the updated Cultural Strategic Plan: Our Creative City by the Sea was paused due to the pandemic and re-started again in the fall with expected completion in early 2021.

WHITE ROCK SPECIAL EVENTS

Special Events Management and Support to the Community

The City and event organizers were on track to present over 51 in-person special events. Although it required converting to new virtual technology, the City supported event organizers through this and kept up celebrations with the following events.

In-Person Special Events

Although the restrictions curtailed much of the in-person celebrations, where possible the City managed in-person events:

- Jan. 1, 2020 Polar Bear Plunge – 50th Anniversary
- Coldest Night of the Year
- Fire Fighters Christmas Tree Chipping Event
- White Rock Farmers' Market—Sundays from May to October
- Modified Pride Flag Raising event at City Hall
- Modified CARP Flag Raising event at City Hall
- The Seasonal Light Display at Memorial Park

Although SeaFest in 2020 was paused due to the pandemic, the City and Semiahmoo First Nation were nominated for an event industry award for the production of the 70th (2019) Annual White Rock Sea Festival and Semiahmoo Days

Online Special Events

2020 required innovation and leaning into new technology to produce new ways to celebrate without gathering. Here are some of the City's online events.

National Indigenous Peoples Day

The City was honoured to collaborate with Semiahmoo First Nation on a video to mark National Indigenous Peoples Day.

Celebrating Pride

The White Rock Pride Society was supported in producing a video for White Rock Pride. There was also a flag-raising, distanced event with a small number of attendees.

Canada Day by the Bay

The Canada Day By the Bay Concert and Museum online market (using a Story Map) was a tremendous success. White Rock livestreamed its first Virtual Canada Day by the Bay from location at Blue Frog Studios on July 1 between 7 and 9:30 p.m.

This was a cross-department initiative with Recreation and Culture, IT and Communications generating ideas and working together.

The daytime programming encouraged local arts and cultural groups to link to our Facebook page to round out the programming. The event was a success through the numbers and had a feel-good impact.

Here are the statistics:

- 10,391 viewers on YouTube and Facebook and 6,000 visits to the City's website
- Positive comments on social media and comprehensive coverage in the mainstream media
- Investment of \$14,000 in local businesses, including seven in White Rock and three in South Surrey
- Spotlight on local businesses, including sponsors, local talent and a livestream from White Rock's Blue Frog Studios
- Cross-promotion of online activities with local White Rock performers, such as Korke the Clown and Hilarapy
- Cross-promotion with community partners, including White Rock Library and the White Rock Museum and Archives
- Use of new technology: the Shoppers' Walk was replicated online with GIS mapping. IT set up a map of the Promenade and vendors were placed along the walk to create the feeling of walking the Promenade, browsing and shopping. This brought 408 unique visitors to the marketplace.

Virtual Veterans' Walk

The City supported the Virtual Veterans Walk.

Remembrance Day

The City collaborated with the Royal Canadian Legion Branch 8 White Rock to produce a video for Remembrance Day that included local and national content.

Festive Events

A virtual Christmas on the Peninsula event took place online.

The City hosted, for the first time, the Menorah Lighting for Chanukah at White Rock Beach which was broadcast online, setting the stage to broaden this Waterfront event once gathering is allowed post COVID-19.

The White Rock Festival of Lights Society worked closely with many departments to ensure a successful installation of seasonal lights at the Waterfront





WHITE ROCK FIRE RESCUE

The primary mandate of White Rock Fire Rescue is to protect life, property and the environment from fire and natural or human-made emergencies. The department strives to achieve this through a variety of services and programs. The department quickly responds to a wide variety of emergency incidents with well-trained staff in six key areas:

FIRE SUPPRESSION

The department responds to incidents involving or potentially involving fire. They assess the problem, protect lives and property, and minimize damage to the environment.

FIRE PREVENTION

To minimize the occurrence and potential consequences of fires, the department has a proactive prevention program. Regular inspections are carried out in all assembly, commercial, institutional, and multi-residential buildings. The department works closely with Planning and Development Services to review building plans, development proposals and complete license inspections or pre-occupancy inspections when required.

MEDICAL CALLS

Firefighters are trained as First Responders for medical emergencies. This “First Responder” service is a part of the pre-hospital medical care system in the Province of British Columbia.

MOTOR VEHICLE INCIDENTS (MVI)

The department is equipped with rescue equipment that can be used for auto extrication. Fire crews also attend MVIs for a variety of reasons, including fire suppression, medical assistance, fuel leak control, environmental protection and to secure the scene for the safety of other emergency responders.

PUBLIC EDUCATION

The department provides fire safety and emergency preparedness training, information and programs.

RESCUE AND SAFETY

The department responds to a wide range of incidents. Some examples are people trapped in elevators, oil/fuel spills, electrical problems, damage to gas lines and general complaints.

2020 DEPARTMENT HIGHLIGHTS

- In 2020, White Rock Fire Rescue responded to 1,151 incidents, a decrease of 31 per cent from 2019, and a decrease of 37 per cent in relation to the five-year average of 1,817.
- In response to the COVID-19 pandemic, a Provincial Health Order was issued in March that resulted in a temporary protocol change related to first responders attending medical calls. The order reduced our response to only those incidents requiring critical life-threatening interventions. As a result, the number of medical responses decreased by 46 per cent from 2019.

FIRE PREVENTION

- Fire Prevention and Public Education programs, including school and public presentations, fire drills and emergency management presentations were all impacted by the COVID-19 pandemic. Programs requiring face-to-face delivery were halted.
- In 2020, the department conducted 298 inspections. In the early part of the year, the department paused its regular inspection program due to COVID-19, which resulted in a 64 per cent decrease in inspections from 2019. Inspections were completed with protocols in place only for new business license applications, new construction, or in response to a complaint or concern.
- Reviews of development plans, applications and various plans submitted for permits continued to be active with a total of 34 reviews being completed.
- Fire Safety Plans are required for buildings that the BC Building Code requires to have a fire alarm, at demolition and construction sites, storage areas, and buildings that have assembly, care, treatment or detention uses. In 2020, our staff processed 15 Fire Safety Plans for which \$2,500 in fees was recovered.

PUBLIC EDUCATION

- Fire Prevention Week in October focused on Kitchen Fire Safety and was delivered to the Surrey School Board for use by teachers in the two White Rock Elementary Schools. To promote the Office of the Fire Commissioner’s Fire Prevention Week Coloring Contest, the department created a 30-second video that was posted on the City’s social media platforms.
- In addition, White Rock Fire Rescue worked with the Communications Department to develop a weekly post on the City’s social media platforms named ‘Fire Fridays’. Each week a seasonal safety theme is posted that provides a link to the National Fire Protection Association (NFPA) or other safety agencies.
- The department purchased a Sparky™ mascot costume for use in promotion of all fire safety and fire prevention educational activities when face-to-face programs are reinstated. Sparky is the NFPA’s national mascot and has been used by fire departments for the past 70 years.

EMERGENCY MANAGEMENT

- White Rock Fire Rescue takes an all-hazards approach to emergency planning for the community. In 2020, the Emergency Response and Recovery Plan was updated and distributed to senior City staff. This plan guides the operations, organization, responsibilities and co-ordination necessary to provide for effective response and recovery from major emergencies or disasters in the City of White Rock.
- In October, City staff participated along with 910,000 other British Columbians in the Great British Columbia Shakeout Earthquake Drill. The intent of the drill is to promote awareness of how to prepare and protect yourself when an earthquake occurs.

TRAINING

- Our members completed 709 training sessions in 2020 equating to 1,101 hours. Some of the highlights include Low to Steep Angle Technical Rescue, First Responder, Auto Extrication, Hazmat Operations and Live Fire training. White Rock Fire Rescue also conducted joint training with the Surrey Fire Service focusing on High-rise Operations and Rapid Intervention Teams.
- Two members participated in “Train the Trainer” programs, which resulted in certification as an International Association of Fire Fighters (IAFF) Fire Ground Survival Instructor and Instructor for First Responder Medical Licensing. The department also had one member complete the Local Assistant to the Fire Chief (LAF) training and receive certification.

PERSONNEL DEVELOPMENT, PROMOTIONS AND RETIREMENT

- In 2020, the department had many personnel changes. Fire Chief Phil Lemire retired after 40 years of service to the community. Deputy Fire Chief Ed Wolfe was welcomed in May as White Rock Fire Rescue’s new Fire Chief. Chief Wolfe brings 30 years of experience to the position. The Deputy Fire Chief positions were filled with Ken Molland of White Rock Fire Rescue, and Norm MacLeod, former Assistant Chief for Mission Fire Rescue Service.
- Two of our members qualified as Acting Captains and joined our acting pool after successfully completing their Fire Officer I certification and the White Rock Fire Rescue Officer Development program.
- In addition, one new career firefighter was hired to fill a vacancy with the successful candidate coming from the department’s auxiliary team. In June, eight new auxiliary members were added to complement the Auxiliary Firefighter team.



Police service in White Rock is provided by the White Rock detachment of the RCMP. The White Rock RCMP is committed to being transparent and accessible while identifying the needs and expectations of the community.

The detachment is led the Detachment Commander Staff Sgt. Kale Pauls, Operations Manager Sgt. Rob Dixon, and Support Services Manager Tara Sauve.

The White Rock RCMP includes 25 regular members and 10 full-time support staff employees. There is also a team of 14 casual Support Services, employed by the City of White Rock.

The Frontline complement is divided into four watches, each with a Corporal in charge. Frontline officers are responsible for the majority of the approximately 6,600 annual calls for service, traffic enforcement and proactive activities. Most complex or sensitive investigations are handled by a two-member General Investigations Section.

There is also a two-member Community Response Team (CRT) that provides a broad mandate of police services. These services include project-based investigations, school liaison, traffic enforcement, community engagement and a variety of youth-based initiatives, such as anti-bullying and social media awareness.

The CRT investigates matters that are the subject of repeated calls for service, ongoing offences or issues requiring a focused

approach with a view to identifying contributing factors that can be addressed through education and crime prevention techniques. The CRT is also responsible for putting in place successful crime reduction initiatives related to drug trafficking and property crime offences.

The White Rock detachment is a fully equipped police station with front counter staff during business hours and with facilities to house prisoners (cells). Complaint-taking and dispatching services are provided off site by the Surrey RCMP Operational Communications Centre.

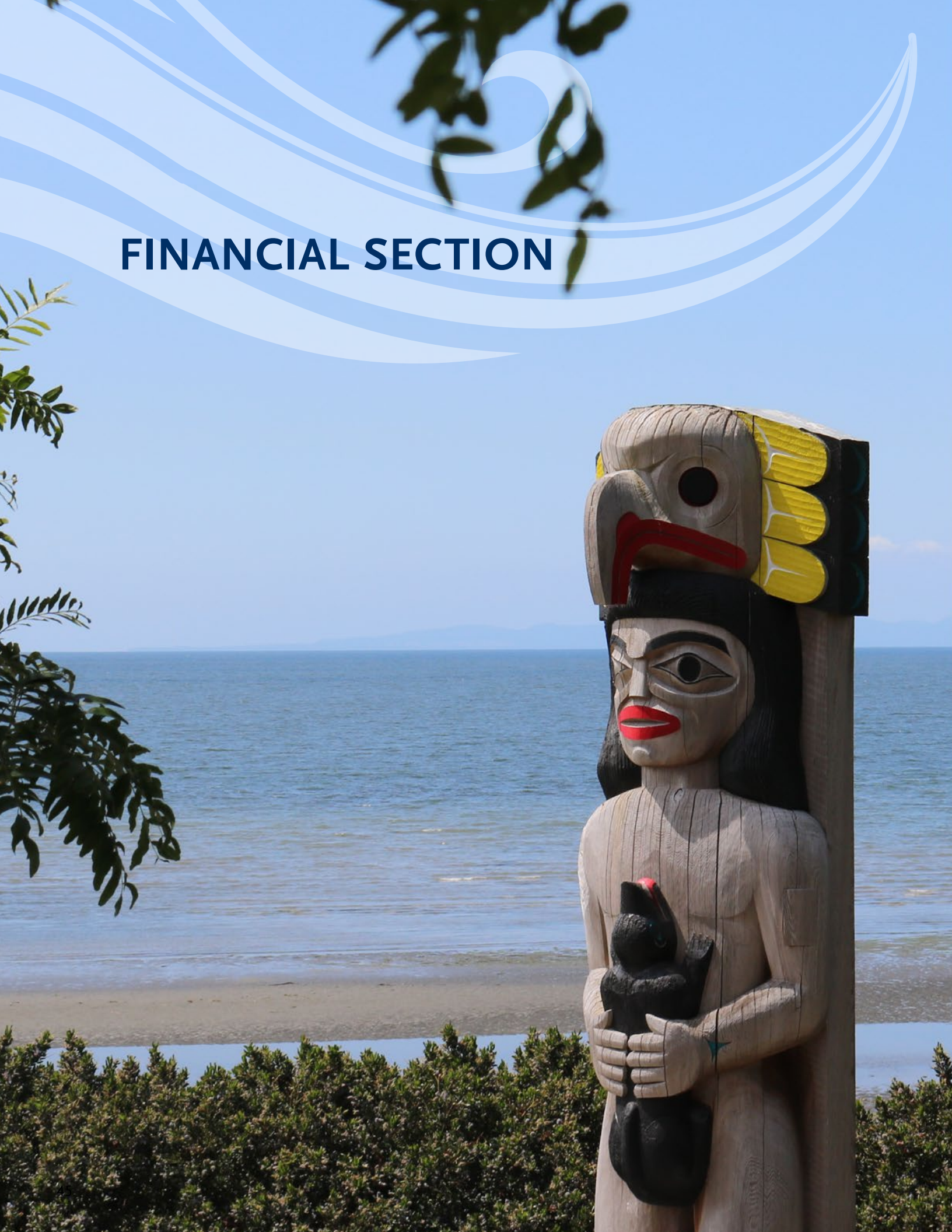
RCMP Support Services staff provide the people of White Rock with access to, and the administration of, services such as Crime Prevention, Victim Services, Criminal Record Checks, Civil Fingerprinting and documenting various crime reports. RCMP Support Staff specialize in areas of Administration, Community Policing/Crime Prevention and Victim Services.

The Community Policing section of White Rock RCMP provides a number of crime prevention programs. The Crime Prevention Co-ordinator is responsible for such Community Policing programs as Speed Watch, Block Watch, fraud awareness, and lock-out auto crime. The detachment has an active group of 30 community policing volunteers who help to deliver and promote these programs.

2020 DEPARTMENT HIGHLIGHTS

- Most of the White Rock Detachment is involved in uniformed Frontline policing. These officers are the people the public observes every day in White Rock. Of the 6,905 calls for service in 2020, most were handled by the Frontline officers. These officers also engaged in enhanced policing on Marine Drive and the Promenade to contribute to a safe environment at the Waterfront. Officers also conducted rail line safety enforcement and education shifts with (rail) officers from BNSF issuing 60 trespass on railway charges and 159 warnings.
- In 2020, the officers issued 2,006 violation tickets, notice and orders or written warnings. 2020 was the launch of the “We heard you White Rock, and that is the problem” campaign. During our strategic planning process at the beginning of 2020 the community told us that loud mufflers were disturbing their peace. Officers conducted many vehicle inspections and issued over 50 inspection notices for loud mufflers. This campaign will continue throughout 2021.
- Compared to 2019, reports of property crime decreased by 4.5 per cent and assaults decreased by 10 per cent. There was an increase in criminal harassment reports (from 21 in 2019 to 34 in 2020) and an increase in uttering threats reports (from 52 in 2019 to 88 in 2020) that were predominately associated to an increase in neighbour, landlord/tenant, and roommate incidents where a verbal threat was made or a series of harassing behaviours were reported. There was great variety in the causal factors to these offences, with indications that built-up frustration over nuisance behaviours or conflicting personalities largely contributed to many of these incidents. There was not enough information to conclude the role of COVID-19 stressors on the increase in these calls for police service.
- Officers were called to 534 incidents where the officer believed that mental health was a significant contributing factor to the incident. 192 of these calls were for an assessment under the Mental Health Act (MHA). These assessments resulted in 129 apprehensions under the MHA, where the client was transported to the hospital for an evaluation by a physician. The White Rock detachment continues to work with our government partners to increase the level of front-line integrated mental health care to ensure the most appropriate response to those in a mental health crisis, people experiencing homelessness, and persons experiencing problems with substance use.

FINANCIAL SECTION





Financial Statements of
THE CORPORATION OF
THE CITY OF WHITE ROCK
Year Ended December 31, 2020

MESSAGE FROM THE DIRECTOR OF FINANCIAL SERVICES



MAYOR AND COUNCIL

I am pleased to present to you the financial statements for the City of White Rock for the fiscal year ended December 31, 2020 to meet the requirements of Section 167 of the *Community Charter* (“Charter”).

These financial statements have been prepared by management in accordance with Canadian Public Sector Accounting Standards as recommended by the Public Sector Accounting Board (“PSAB”) of the Chartered Professional Accountants of Canada and meet the requirements of the Ministry of Municipal Affairs and Housing.

The City maintains a system of internal controls for the purpose of financial statement reliability and protection of City assets. The system includes expending funds in accordance with the Council approved budget; appropriate receipt of monies paid to the municipality; safekeeping of City funds; and ensuring accurate and full accounting of all financial transactions. A review of these internal controls has been performed by the City’s external auditors and management has received a report on their findings.

KPMG LLP, the City’s independent external auditors, have examined these financial statements of the City, in accordance with Canadian Generally Accepted Auditing Standards and in their opinion as expressed in the attached audit report, these financial statements, prepared by management, present fairly the financial position of the City and the results of its operation for 2020.

FINANCIAL OVERVIEW

2020 Financial Position

The Statement of Financial Position provides a snapshot of the City’s financial assets, liabilities, non-financial assets and accumulated surplus as at December 31, 2020. Information for 2019 is provided for comparison purposes. The following is an abbreviated version of the Statement of Financial Position contained in the City’s 2020 Financial Statements.

MESSAGE FROM THE DIRECTOR OF FINANCIAL SERVICES

Summary of Statement of Financial Position

As at December 31, 2020

(Expressed in thousands of dollars)

	2020	2019
Financial assets:		
Cash and investments	\$ 127,773	\$ 111,400
Accounts receivable	8,946	12,184
	136,719	123,584
Liabilities		
Accounts payable, accrued liabilities and refundable deposits	23,991	23,941
Debt	22,626	23,329
Deferred revenue	29,101	28,434
	75,718	75,704
Net financial assets	61,001	47,880
Non-financial assets	157,495	157,416
	\$ 218,496	205,296
Accumulated surplus		
Financial equity	\$ 85,284	72,229
Investment in non-financial equity	133,212	133,067
	\$ 218,496	\$ 205,296

As at December 31, 2020, the financial assets of the City totaled \$137 million, an increase of approximately \$13 million over the prior year. The overall increase relates to monies set aside in reserves and development cost charges for future capital work. Liabilities have remained constant at \$76 million with a \$0.7 million decrease in debt offset by an increase in deferred revenues largely from receipt of development cost charges. Overall, the City's net financial assets of approximately \$61 million indicates a healthy financial position for the 2020 fiscal year-end.

Non-financial assets, primarily tangible capital assets, totaled \$157 million in 2020. During 2020, the City invested approximately \$6 million to replace and maintain existing infrastructure and equipment. Offsetting the 2020 capital additions was approximately \$6 million representing the annual amortization of existing tangible capital assets and the net amount written off on disposal of tangible capital assets taken out of service.

The major projects in 2020 related to the annual transportation infrastructure program, land improvements, and the water and sewer / drainage infrastructure replacement programs. In addition, the City received \$0.7 million in contributed tangible capital assets relating to City infrastructure through development.

The City's accumulated surplus increased by approximately \$13 million to \$218 million. Of this total, financial equity, including unrestricted operating surplus and reserves make up \$85 million and investment in non-financial assets make up \$133 million.

2020 Operations

The Statement of Operations provides an overview of the City's annual revenues, expenses and surplus resulting from operations throughout 2020. The 2020 budget and 2019 figures are provided for comparison purposes. The following is an abbreviated version of the Statement of Operations contained in the City's 2020 Financial Statements.

Summary of Statement of Operations

Year ended December 31, 2020

(Expressed in thousands of dollars)

	2020 Budget	2020	2019
Revenue:			
Property taxes and other levies	\$ 25,021	\$ 24,966	\$ 23,924
Sale of services and other revenue	18,115	14,926	25,883
Grants and contributions	13,141	6,184	5,383
Utility fees and charges	11,283	11,362	10,748
	<hr/> 67,560	<hr/> 57,438	<hr/> 65,938
Expenses:			
General government	9,033	7,401	7,409
Protective services	12,159	12,395	11,117
Transportation, engineering and operations	7,860	6,783	6,439
Parks, recreation and culture	11,521	9,177	10,752
Utility Operations	9,832	8,482	7,977
	<hr/> 50,405	<hr/> 44,238	<hr/> 43,694
Accumulated surplus	17,155	13,200	22,244
Accumulated surplus, beginning of year	205,296	205,296	183,052
Accumulated surplus, end of year	<hr/> <hr/> \$ 222,451	<hr/> <hr/> \$ 218,496	<hr/> <hr/> \$ 205,296

For 2020, operating revenues totaled approximately \$57 million; \$9 million less than the previous year which is largely due to the impacts of the COVID-19 pandemic. Increases in rates and utility usage were offset by decreases in parking and recreational revenues as the City shut services to mitigate the pandemic. Included in the revenues is a \$3.7 million COVID-19 Safe Restart grant provided by the Province to assist with shortfalls resulting from the pandemic. The 2020 revenues are \$10 million less than budget mainly due to the pandemic and capital grant funding the City was trying to secure for the White Rock Pier.

Operating expenses totaled approximately \$44 million, approximately \$1 million more than the previous year and \$6 million less than the 2020 budget. The year over year increase is a combination of increases due to annual salary adjustments and additional staffing resources approved for 2020 offset by decreases from recreation and cultural programs that were shut down due to the pandemic. The pandemic also impacted total expenses as the City adjusted its workforce and capital program to address emergent issues.

The net annual surplus of \$13 million primarily represents an increase in financial equity (reserves) and additional investment in non-financial assets (primarily tangible capital assets).

2020 Net Financial Assets

The Statement of Change in Net Financial Assets presents the financial resources, clear of liabilities including debt, that are available for future investment.

MESSAGE FROM THE DIRECTOR OF FINANCIAL SERVICES

Summary of Change in Net Financial Assets

Year ended December 31, 2020

(Expressed in thousands of dollars)

	2020 Budget	2020	2019
Annual surplus	\$ 17,155	\$ 13,200	\$ 22,244
Exclude non-cash items:			
Amortization of tangible capital assets	8,819	6,405	6,751
Net gain / loss of disposal of assets and contributed to tangible capital assets	–	(903)	(189)
Use of inventory and prepaids	–	975	821
	8,819	6,477	7,383
Acquisition of prepaid expenses			
Capital expenses	(42,778)	(5,854)	(19,569)
Proceeds on disposal of assets	–	367	40
Acquisition of inventory and prepaids	–	(1,069)	(975)
	(42,778)	(6,556)	(20,504)
Change in net financial assets	(16,804)	13,121	9,123
Net financial assets, beginning of year	47,880	47,880	38,757
Net financial assets, end of year	\$ 31,076	\$ 61,001	\$ 47,880

In 2020, the City had budgeted to decrease its net financial assets by \$17 million to invest in capital infrastructure that was to be funded by annual revenues, grants, and reserves. The delay of capital work to 2021, mainly due to the pandemic, has resulted in a \$13 million increase to the City's net financial assets.

Future Outlook

The City of White Rock is committed to providing high levels of civic services to our citizens and businesses. Maintaining high service levels requires planning and a commitment to financially sustainable practices. In support of the City's Strategic Plan and its strategic goals, the City continues to refine, develop, and implement financial policies that promote sound financial practices and long-term financial sustainability.

Respectfully submitted,



Colleen Ponzini, CPA, CGA
DIRECTOR OF FINANCIAL SERVICES



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Vancouver, BC V7Y 1K3
Canada
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INDEPENDENT AUDITORS' REPORT

To the Mayor and Council of The Corporation of the City of White Rock

Opinion

We have audited the financial statements of The Corporation of the City of White Rock (the "City"), which comprise:

- the statement of financial position as at December 31, 2020;
- the statement of operations for the year then ended;
- the statement of changes in net financial assets for the year then ended;
- the statement of cash flows for the year then ended; and
- notes to the financial statements, including a summary of significant accounting policies (hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the City as at December 31, 2020, and its results of operations, its changes in net financial assets and its cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "Auditors' Responsibilities for the Audit of the Financial Statements" section of our auditors' report.

We are independent of the City in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the City's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the City or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the City's financial reporting process.



Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the City's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on City's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause City to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Chartered Professional Accountants

Vancouver, Canada
May 10, 2021

Statement of Financial Position

December 31, 2020, with comparative information for 2019

	2020	2019
Financial Assets		
Cash and cash equivalents (note 2)	\$ 127,772,639	\$ 111,400,431
Accounts receivable (note 3)	8,946,234	12,183,802
	136,718,873	123,584,233
Liabilities		
Accounts payable and accrued liabilities (note 4)	11,039,468	11,357,197
Refundable performance deposits (note 2(b))	12,785,980	12,584,597
Capital lease obligation (note 6)	164,718	–
Debt (note 7)	22,626,177	23,328,618
Deferred revenue (note 8)	29,101,355	28,434,092
	75,717,698	75,704,504
Net Financial Assets	61,001,175	47,879,729
Non-Financial Assets		
Tangible capital assets (note 9)	156,425,967	156,440,877
Prepaid expenses	884,797	742,851
Inventories of supplies	184,267	232,598
	157,495,031	157,416,326
Accumulated Surplus (note 10)	\$ 218,496,206	\$ 205,296,055

Commitments and contingencies (note 13)

See accompanying notes to financial statements.



Colleen Ponzini, CPA, CGA
DIRECTOR OF FINANCIAL SERVICES

Statement of Operations

Year ended December 31, 2020, with comparative information for 2019

	2020 Budget (Note 1(b) and 19)	2020	2019
Revenue:			
Property taxes:			
General purposes	\$ 23,683,900	\$ 23,631,761	\$ 22,578,634
Regional library levy	977,800	975,183	963,402
Business improvement levy	337,000	336,779	356,190
	<u>24,998,700</u>	<u>24,943,723</u>	<u>23,898,226</u>
Receipts in lieu of taxes	22,400	22,356	25,564
Development cost charges (note 8(a))	1,214,800	61,005	598,562
Sanitary sewer fees and parcel tax	3,537,106	3,562,975	3,444,316
Drainage user fees	2,657,800	2,658,487	2,531,498
Water user fees	5,087,600	5,139,529	4,772,497
Sales of services and other revenue (note 16)	18,115,334	14,926,479	25,882,629
Government grants (note 17)	11,925,700	5,459,271	4,571,934
Developers' contributions of tangible capital assets (note 9(b))	-	663,861	212,917
	<u>67,559,440</u>	<u>57,437,686</u>	<u>65,938,143</u>
Expenses:			
General government	9,032,710	7,401,407	7,409,060
Protection services	12,158,632	12,395,323	11,116,870
Transportation, engineering and operations	7,859,936	6,782,642	6,438,768
Parks, recreation and cultural services	11,521,122	9,177,189	10,752,082
Solid waste services	1,099,000	1,057,036	866,587
Sanitary sewer system	3,480,163	2,655,801	2,499,576
Drainage system	945,100	857,446	808,161
Water system	4,307,600	3,910,691	3,803,230
	<u>50,404,263</u>	<u>44,237,535</u>	<u>43,694,334</u>
Annual surplus	17,155,177	13,200,151	22,243,809
Accumulated surplus, beginning of year	205,296,055	205,296,055	183,052,246
Accumulated Surplus, end of year	<u>\$ 222,451,232</u>	<u>\$ 218,496,206</u>	<u>\$ 205,296,055</u>

See accompanying notes to financial statements.

Statement of Changes in Net Financial Assets

Year ended December 31, 2020, with comparative information for 2019

	2020 Budget	2020	2019
	(Note 1(b) and 19)		
Annual surplus	\$ 17,155,177	\$ 13,200,151	\$ 22,243,809
Acquisition of tangible capital assets	(42,778,000)	(5,853,630)	(19,568,528)
Developers' contributions of tangible capital assets	–	(663,861)	(212,917)
Amortization of tangible capital assets	8,819,000	6,404,914	6,751,247
(Gain) loss on disposal of tangible capital assets	–	(239,580)	23,850
Proceeds on disposal of tangible capital assets	–	367,067	39,910
	(16,803,823)	13,215,061	9,277,371
Acquisition of prepaid expenses	–	(884,797)	(742,851)
Acquisition of inventories of supplies	–	(184,267)	(232,598)
Use of prepaid expenses	–	742,851	609,061
Consumption of inventories of supplies	–	232,598	211,835
Change in net financial assets	(16,803,823)	13,121,446	9,122,818
Net financial assets, beginning of year	47,879,729	47,879,729	38,756,911
Net financial assets, end of year	\$ 31,075,906	\$ 61,001,175	\$ 47,879,729

See accompanying notes to financial statements.

Statement of Cash Flows

Year ended December 31, 2020, with comparative information for 2019

	2020	2019
Cash provided by (used in):		
Operating:		
Annual surplus	\$ 13,200,151	\$ 22,243,809
Items not involving cash:		
Amortization	6,404,914	6,751,247
(Gain) loss on disposal of tangible capital assets	(239,580)	23,850
Developers' contributions of tangible capital assets	(663,861)	(212,917)
Changes in non-cash operating working capital:		
Accounts receivable	3,237,568	1,285,289
Prepaid expenses	(141,946)	(133,790)
Inventories of supplies	48,331	(20,763)
Accounts payable and accrued liabilities	(317,729)	(1,723,723)
Refundable performance deposits	201,383	(635,479)
Deferred revenue	667,263	4,166,253
Net change in cash provided by operating activities	22,396,494	31,743,776
Capital Activities:		
Cash used to acquire tangible capital assets	(5,605,331)	(19,568,528)
Proceeds on disposal of tangible capital assets	367,067	39,910
Net change in cash used in capital activities	(5,238,264)	(19,528,618)
Financing Activities:		
Principal payments on debt	(702,441)	(680,272)
Principal payments on capital lease obligations	(83,581)	(4,478)
Net change in cash used in financing activities	(786,022)	(684,750)
Net Change in Cash and Cash Equivalents	16,372,208	11,530,408
Cash and Cash Equivalents, beginning of year	111,400,431	99,870,023
Cash and Cash Equivalents, end of year	\$ 127,772,639	\$ 111,400,431
Non-cash Transactions:		
Acquisition of tangible capital assets under capital lease	\$ 248,299	\$ -

See accompanying notes to financial statements.

Notes to Financial Statements

Year ended December 31, 2020

The Corporation of the City of White Rock (the “City”) is incorporated under the Local Government Act of British Columbia. The City’s principal activities include the provision of local government services to residents, businesses and visitors of the incorporated area.

In March 2020, the COVID-19 outbreak was declared a pandemic by the World Health Organization. This resulted in governments worldwide, including the Canadian federal and provincial governments, enacting emergency measures to combat the spread of the virus. The economic conditions and the City’s response to the pandemic had a material impact on the City’s operating results in 2020. The City temporarily closed civic facilities, managed workforce challenges, including the implementation of systems and processes to facilitate remote work, and workforce adjustments, such as delayed hiring and reallocation of staff resources. This affected both revenues and expenses for the City and included mitigation measures to reduce the overall financial impact. The primary impact was on parking services, recreation and culture, parks, bylaw enforcement, and general government services. The situation is still dynamic and the ultimate duration and magnitude of the impact on the economy and the financial effect on the City is not known at this time.

1. Significant accounting policies:

The City follows Canadian Public Sector Accounting Standards as prescribed by the Public Sector Accounting Board (“PSAB”) of the Chartered Professional Accountants of Canada, including the following significant policies:

(a) Basis of presentation:

The financial statements present the resources and operations including all accounts and funds of the City. All inter-fund transactions, assets and liabilities have been eliminated.

(b) Budget reporting:

The budget figures reported in the statement of operations and statement of changes in net financial assets represent the 2020 component of White Rock Financial Plan (2020-2024) Bylaw, 2020, No. 2330, Amendment No. 1, 2020, No. 2340 adopted by the City Council on May 4, 2020.

(c) Cash and cash equivalents:

Cash and cash equivalents include short-term highly liquid investments with maturity dates within three months of acquisition that are readily convertible to known amounts of cash and that are subject to an insignificant risk of changes in value.

(d) Revenue:

Revenue is recorded on the accrual basis and is recognized when it is earned and measurable. Revenue relating to future periods, including prepaid property taxes, government grants and certain facility upgrade contributions, are reported as deferred revenue and recognized as revenue when earned.

(e) Development cost charges (“DCCs”):

DCCs collected under the City’s Development Cost Charge Bylaw (“DCC Bylaw”), plus interest earned thereon, are recorded as deferred revenue. DCCs are recognized as revenue when related tangible capital assets are acquired.

(f) Deferred revenue:

Deferred revenues represent the receipt of funds for which the provision of services occurs in the future. These revenues may only be used in the conduct of certain services, in the completion of specific work, or for the purchase of tangible capital assets. These amounts will be recognized as revenues in the year in which the expenditures are incurred.

(g) Refundable performance deposits:

Refundable performance deposits represent cash collected by the City as security against work performed by property developers. The security is returned to the property developer upon satisfactory completion of the work, or recognized into revenue if the work is not performed in accordance with applicable bylaws.

(h) Capital lease obligation:

Capital lease obligations are recorded at the present value of the minimum lease payments excluding executor costs e.g., insurance, maintenance costs etc. The discount rate used to determine the present value of the lease payments is the City’s interest rate implicit in the lease.

(i) Expenses:

Expenses are recorded on the accrual basis and are recognized as they are incurred. This is upon the receipt of goods or services and/or the creation of a legal obligation. Interest expense on debt and capital lease obligations is accrued to the end of the reporting period.

(j) Government transfers:

Restricted transfers from governments are deferred and recognized as revenue as the related expenditures are incurred or the stipulations in the related agreements are met. Unrestricted transfers are recognized as revenue when received or if the amount to be received can be reasonably estimated and collection is reasonably assured.

(k) Debt:

Debt is recorded net of repayments and actuarial adjustments.

1. Significant accounting policies (continued):

(l) Non-financial assets:

Non-financial assets are not available to discharge existing liabilities and are held-for-use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

(i) Tangible capital assets:

Tangible capital assets are recorded at cost which includes amounts that are directly attributable to acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets, excluding land, is amortized on a straight line basis over their estimated useful lives as follows:

Asset	Useful Life - Years
Land improvements	3 to 100
Buildings and facilities	2 to 50
Machinery and equipment	2 to 25
Roads and sidewalks	10 to 50
Sanitary sewer infrastructure	10 to 80
Storm sewer infrastructure	5 to 80
Water system infrastructure	4 to 80

Leasehold improvements are amortized using the lesser of the remaining term of the lease, including all renewal terms, or the life of the asset.

Annual amortization is charged commencing when the asset is available for use. Assets under construction are not amortized until the asset is put into productive use.

(ii) Contributions of tangible capital assets:

Tangible capital assets received as contributions are recorded at their fair market value at the date of receipt and also are recorded as revenue.

(iii) Works of art and cultural and historic assets:

Works of art and cultural and historic assets are not recorded as assets in these financial statements.

(iv) Interest capitalization:

The City does not capitalize interest costs associated with the acquisition or construction of tangible capital assets.

(v) Leased tangible capital assets:

Leases which transfer substantially all of the benefits and risks incidental to ownership of property are accounted for as leased tangible capital assets. All other leases are accounted for as operating leases

and the related payments are charged to expenses as incurred.

(vi) Inventories of supplies:

Inventories of supplies held for consumption are recorded at the lower of cost and replacement cost.

(m) Employee future benefits:

(i) The City and its employees make contributions to the Municipal Pension Plan. The Municipal Pension Plan is a multi-employer defined benefit pension plan. The City's contributions are expensed as incurred.

(ii) Sick leave and post-employment benefits also accrue to the City's employees. The liability relating to these benefits is actuarially determined based on service and best estimates of retirement ages and expected future salary and wage increases. The liabilities under these benefit plans are accrued based on projected benefits prorated as employees render services necessary to earn the future benefits.

(n) Use of accounting estimates:

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Actual results could differ from those estimates. Areas requiring the use of management estimates relate to the determination of the value of developer contributed assets, useful lives of tangible capital assets for amortization, valuation of receivables, accrued sick and other post-employment benefits and provision for contingencies. Adjustments, if any, will be reflected in the financial statements in the period of settlement or change in the amount of the estimate.

(o) Segment disclosures:

A segment is defined as a distinguishable activity or group of activities of government for which it is appropriate to separately report financial information. The City has provided definitions of segments used by the City, as well as, presented financial information in segmented format (note 21).

(p) Contaminated sites:

Contaminated sites are a result of contamination being introduced into air, soil, water, or sediment of a chemical, organic or radioactive material, or live organism that exceeds an environmental standard. Liabilities are recorded net of any expected recoveries.

1. Significant accounting policies (continued):

(p) Contaminated sites (continued):

A liability for remediation of contaminated sites is recognized when a site is not in productive use and the following criteria are met:

- (i) An environmental standard exists;
- (ii) Contamination exceeds the environmental standards;
- (iii) The City is directly responsible or accepts responsibility;
- (iv) It is expected that future economic benefits will be given up; and
- (v) A reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site.

2. Cash and cash equivalents:

	2020	2019
Cash balances	\$ 123,528,131	\$ 103,214,873
Cash equivalents:		
Money market securities and term deposits maturing within 90-days of inception	–	3,976,701
Municipal Finance Authority Money Market Fund	4,244,508	4,208,857
	<u>\$ 127,772,639</u>	<u>\$ 111,400,431</u>

During the year ended December 31, 2020, cash equivalents including the Municipal Finance Authority Money Market Fund, have annual yields of 0.89% (2019 - 1.86% to 2.35%).

(a) Included in cash and cash equivalents is an amount of \$12,532,028 (2019 - \$8,416,789) that can only be used for the acquisition of tangible capital assets as provided for by the DCC Bylaw.

(b) Included in cash and cash equivalents is an amount of \$12,785,980 (2019 - \$12,584,597) which consists of refundable performance deposits.

3. Accounts receivable:

	2020	2019
Property taxes	\$ 1,757,625	\$ 1,768,832
Water user fees	1,419,170	1,293,864
Government grants	1,071,503	1,092,236
Amounts secured by letters of credit (a)	2,415,733	4,625,743
Insurance proceeds	–	1,232,054
Loan receivable	7,000	10,500
Other	2,275,203	2,160,573
	<u>\$ 8,946,234</u>	<u>\$ 12,183,802</u>

(a) Included in accounts receivable are amounts receivable secured by letters of credit of \$2,415,733 (2019 - \$4,625,743) that can only be used for the acquisition of tangible capital assets as provided for by the DCC Bylaw (note 8(a)).

4. Accounts payable and accrued liabilities:

	2020	2019
Trade accounts payable and other	\$ 5,581,833	\$ 5,707,845
Due to governments and agencies	3,080,164	2,979,080
Post-employment benefits (note 6)	1,540,864	1,605,503
Other payroll liabilities	836,607	1,064,769
	\$ 11,039,468	\$ 11,357,197

5. Post-employment benefits:

The City provides certain post-employment and sick leave benefits to its employees. These benefits include accumulated non-vested sick leave, post-employment gratuity and time-in-lieu benefits, and certain vacation benefits.

	2020	2019
Accrued benefit obligation:		
Balance, beginning of year	\$ 1,755,977	\$ 1,582,900
Current service cost	145,837	138,600
Interest cost	47,236	53,000
Benefits paid	(274,537)	(113,285)
Actuarial loss	183,093	94,762
Balance, end of year	\$ 1,857,606	\$ 1,755,977

	2020	2019
Accrued benefit obligation, end of year	\$ 1,857,606	\$ 1,755,977
Unamortized net actuarial loss	(316,742)	(150,474)
Accrued benefit liability, end of year	\$ 1,540,864	\$ 1,605,503

Actuarial gains and losses are amortized over the expected average remaining service period of the related employee group, commencing the year after the gain or loss arises. In 2020, the expected average remaining service period of the related employee group is 11 years (2019 - 11 years). Post-employment liabilities are included in accounts payable and accrued liabilities (note 4).

The significant actuarial assumptions used to determine the City's accrued benefit obligation are as follows:

	2020	2019
Discount rate	2.00%	2.60%
Expected future inflation rates	2.50%	2.50%
Expected wage and salary increases	2.58% - 5.90%	2.58% - 5.90%

6. Capital lease obligation:

The City has financed certain equipment by entering into three capital leasing arrangements. Two of the arrangements expire on June 30, 2025, and the third arrangement expires on June 30, 2027. The leases are repayable in monthly blended installments of \$3,075 including principal and interest. Minimum lease payments due under the capital leases are:

Year ending December 31:	
2021	\$ 36,897
2022	36,897
2023	36,897
2024	36,897
2025	21,215
Thereafter	8,299
<hr/>	
Minimum capital lease payments	177,102
Less amounts representing interest (2.85%)	12,384
<hr/>	
	\$ 164,718
<hr/>	

7. Debt:

	2020	2019
Debentures, net of repayments and actuarial adjustments	\$ 22,626,177	\$ 23,328,618

The City issues debt instruments through the Municipal Finance Authority (“MFA”) to finance certain capital acquisitions. Repayments and actuarial adjustments are netted against related long-term debts. Details are as follows:

Bylaw Number	Purpose	Maturity date	Interest rate	Refinancing year ^a	Authorized amount	Sinking fund credits	2020	2019
1667	Sanitary Sewers - Local Improvement	2023	5.95%	n/a	\$ 224,580	\$ 175,506	\$ 49,074	\$ 63,900
2098	Water Utility Acquisition Advance Payment	2046	2.60%	2026	14,250,000	1,163,498	13,086,502	13,392,554
2163	Water System Infrastructure Construction	2027	2.80%	n/a	440,000	118,633	321,367	362,086
2163	Water System Infrastructure Construction	2047	2.80%	2027	5,779,000	375,452	5,403,548	5,532,416
2178	Water System Infrastructure Construction	2027	3.15%	n/a	1,662,000	448,110	1,213,890	1,367,696
2178	Water System Infrastructure Construction	2047	3.15%	2027	400,000	25,988	374,012	382,932
2179	Water Treatment Facilities Construction	2048	3.15%	2028	2,274,850	97,066	2,177,784	2,227,034
							\$ 22,626,177	\$ 23,328,618
						\$ 25,030,430	\$ 2,404,253	

^a During the refinancing year the City will have the option to retire part or all of the debt early, or refinance the borrowing at a new interest rate.

Total interest on the debt for the year ended December 31, 2020 was \$694,606 (2019 - \$694,606).

As a condition of these borrowings, a portion of the debt proceeds is withheld by the MFA in a Debt Reserve Fund. Amounts withheld for this purpose are as follows:

Bylaw Number	Purpose	Debt reserve fund
1667	Sanitary Sewers - Local Improvement	\$ 2,246
2098	Water Utility Acquisition Advance Payment	142,500
2163	Water System Infrastructure Construction	62,190
2178	Water System Infrastructure Construction	20,620
2179	Water Treatment Facilities Construction	22,749
		\$ 250,305

These cash deposits are included as part of accounts receivable in the Statement of Financial Position.

7. Debt (continued):

Principal payments on the outstanding debt over the following five years and thereafter are as follows:

2021	\$ 725,341
2022	748,996
2023	773,431
2024	780,652
2025	805,830
Thereafter	18,791,927
	\$ 22,626,177

8. Deferred revenue:

	2020	2019
Property taxes	\$ 3,218,594	\$ 3,383,933
Contributions for future capital works	3,731,110	3,098,841
Development cost charges (a)	14,947,761	13,042,532
Utility service connections	1,151,750	1,434,950
Deferred revenue - facility upgrades	428,121	471,096
Deferred revenue - building permits	4,386,140	5,873,470
Other	1,237,879	1,129,270
	\$ 29,101,355	\$ 28,434,092

(a) Development cost charges:

	Highways	Drainage	Parkland	Sanitary	Water	Total
Balance, beginning of year	\$ 3,049,192	\$ 2,732,485	\$ 5,427,016	\$ 754,750	\$ 1,079,089	\$ 13,042,532
Add:						
Amounts received	428,795	339,832	683,244	137,229	196,455	1,785,555
Investment income	42,265	39,637	74,646	9,863	14,268	180,679
Deduct:						
Acquisition of tangible capital assets	14,800	26,205	-	20,000	-	61,005
Balance, end of year	\$ 3,505,452	\$ 3,085,749	\$ 6,184,906	\$ 881,842	\$ 1,289,812	\$ 14,947,761

The balance as of December 31, 2020 includes \$2,415,733 (2019 - \$4,625,743) in amounts receivable secured by letters of credit.

9. Tangible capital assets:

	Land	Land improvements	Buildings and facilities	Machinery and equipment	Roads and sidewalks
Cost					
Balance, beginning of year	\$ 17,312,185	\$ 24,216,491	\$ 42,436,153	\$ 14,003,181	\$ 45,533,121
Additions	–	458,136	407,287	943,097	977,775
Transfers	–	83,645	61,801	186,359	36,534
Disposals	(1,800)	(59,883)	(49,000)	(1,063,317)	(65,310)
Balance, end of year	\$ 17,310,385	\$ 24,698,389	\$ 42,856,241	\$ 14,069,320	\$ 46,482,120

Accumulated amortization

Balance, beginning of year	\$ –	\$ 6,805,942	\$ 15,970,784	\$ 7,034,108	\$ 21,425,130
Amortization expense	–	1,091,846	1,410,577	1,156,801	1,044,189
Disposals	–	(44,855)	(49,000)	(994,672)	(52,773)
Balance, end of year	\$ –	\$ 7,852,933	\$ 17,332,361	\$ 7,196,237	\$ 22,416,546

Net book value,

end of year	\$ 17,310,385	\$ 16,845,456	\$ 25,523,880	\$ 6,873,083	\$ 24,065,574
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Net book value,

beginning of year	\$ 17,312,185	\$ 17,410,549	\$ 26,465,369	\$ 6,969,073	\$ 24,107,991
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(a) Assets under construction:

Assets under construction have not been amortized. Amortization of these assets will commence when the asset is put into productive use.

(b) Contributed tangible capital assets:

Contributed tangible capital assets have been recognized at fair value at the date of contribution. The value of developers' contributions of tangible capital assets received during the year ended December 31 was comprised of:

	2020	2019
Roads and sidewalks	\$ 464,171	\$ 120,283
Sanitary sewers	50,569	–
Storm sewers	100,356	–
Water system	48,765	92,634
Developers' contributions of tangible capital assets	\$ 663,861	\$ 212,917

Sanitary sewer infrastructure	Storm sewer infrastructure	Water system infrastructure	Assets under construction	Total
\$ 21,090,317	\$ 23,380,339	\$ 36,333,615	\$ 2,568,985	\$ 226,874,387
311,041	316,958	376,163	2,727,034	6,517,491
139,549	170,692	437,658	(1,116,238)	–
(43,066)	(27,853)	(70,185)	–	(1,380,414)
\$ 21,497,841	\$ 23,840,136	\$ 37,077,251	\$ 4,179,781	\$ 232,011,464
\$ 7,197,157	\$ 9,570,777	\$ 2,429,612	\$ –	\$ 70,433,510
322,106	334,237	1,045,158	–	6,404,914
(20,137)	(24,709)	(66,781)	–	(1,252,927)
\$ 7,499,126	\$ 9,880,305	\$ 3,407,989	\$ –	\$ 75,585,497
\$ 13,998,715	\$ 13,959,831	\$ 33,669,262	\$ 4,179,781	\$ 156,425,967
\$ 13,893,160	\$ 13,809,562	\$ 33,904,003	\$ 2,568,985	\$ 156,440,877

(c) Tangible capital assets disclosed at nominal values:

Where an estimate of fair value could not be made, the tangible capital asset was recognized at a nominal value.

(d) Works of art and historical treasures:

The City manages and controls various works of art and non-operational historical cultural assets including totem poles, sculptures and paintings located at City sites and public display areas. These assets are not reflected in the financial statements.

(e) Write-down of tangible capital assets:

There were no write-downs of tangible capital assets during the year. The City disposed of assets as part of planned replacement capital projects in the year.

(f) Leased tangible capital assets:

The City has leased radio equipment for RCMP and Fire operations. Total cost of the leased assets is \$248,299. As at December 31, 2020, \$89,213 of accumulated amortization has been recorded, with \$19,283 of amortization related to the current fiscal year.

10. Accumulated surplus:

	Reserves established by bylaw (note 12 (a))	Other reserves (note 12 (b))	Other surplus funds	Investment in tangible capital assets (note 11)	Total
General Fund	\$ 26,632,385	\$ 20,955,235	\$ 5,919,425	\$ 92,197,198	\$ 145,704,243
Sanitary Sewer Fund	–	14,164,233	1,107,116	14,030,398	29,301,747
Drainage Fund	–	9,973,496	751,317	14,854,938	25,579,751
Water Fund	–	4,787,906	993,200	12,129,359	17,910,465
Total for 2020	\$ 26,632,385	\$ 49,880,870	\$ 8,771,058	\$ 133,211,893	\$ 218,496,206
Total for 2019	\$ 20,804,694	\$ 43,321,852	\$ 8,102,569	\$ 133,066,940	\$ 205,296,055

Included in the water fund investment in tangible capital assets is an adjustment in the amount of \$4,942 (2019 - \$425,777) for unspent debt proceeds which have been earmarked for use in future years (note 11).

11. Investment in tangible capital assets:

	2020	2019
Tangible capital assets (note 9)	\$ 156,425,967	\$ 156,440,877
Deduct:		
Capital lease obligations (note 6)	(164,718)	–
Debt (note 7)	(22,626,177)	(23,328,618)
Deferred revenue - facility upgrades (note 8)	(428,121)	(471,096)
Add:		
Unspent debt proceeds (note 10)	4,942	425,777
	\$ 133,211,893	\$ 133,066,940

12. Reserves:

(a) The following reserves were established, by bylaw, in accordance with BC municipal legislation:

	2020	2019
General Fund:		
Land sale reserve	\$ 413,013	\$ 101,846
Equipment replacement reserve	5,339,079	4,724,133
Capital works, machinery and equipment reserve	6,547,194	5,609,236
Local improvement reserve	33,665	33,110
Community amenity reserve	14,299,434	10,336,369
	\$ 26,632,385	\$ 20,804,694

(b) The following additional reserve amounts are set aside for specific purposes:

	2020	2019
General Fund:		
Infrastructure reserve	\$ 4,656,217	\$ 4,209,679
Roadworks reserve	4,407,146	3,644,835
Secondary suite service fee reserve	1,189,107	909,601
Density bonus/amenity contribution reserve	214,634	236,483
Incomplete asset improvement projects	3,272,500	3,009,800
COVID-19 safe restart reserve	2,586,388	–
Other reserves	4,629,243	5,594,326
	20,955,235	17,604,724
Sanitary Sewer Fund:		
Infrastructure reserve	13,055,437	12,209,702
Terry Road local improvement reserve	39,096	52,184
Incomplete asset improvement projects	1,069,700	1,068,700
	14,164,233	13,330,586
Drainage Fund:		
Infrastructure reserve	7,069,996	5,905,003
Operating reserve	25,000	25,000
Incomplete asset improvement projects	2,878,500	2,518,400
	9,973,496	8,448,403
Water Fund:		
Infrastructure reserve	4,026,448	3,419,468
Debt retirement reserve	24,058	18,571
Operating reserve	737,400	500,100
	4,787,906	3,938,139
	\$ 49,880,870	\$ 43,321,852

13. Commitments and contingencies:

(a) Borrowing liability:

The City has a contingent liability with respect to debentures of the Metro Vancouver Sewerage and Drainage District to the extent provided for in their respective Enabling Acts, Acts of Incorporation and Amending Acts. Management does not consider payment under this contingency to be likely and therefore no amounts have been accrued.

	Total contractual commitment	Total contractual commitment remaining at year end
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Marine Drive retaining wall stabilization	\$ 1,717,610	\$ 548,054
Solid waste recycling trucks	838,569	838,569
Solid waste residential collection vehicles	1,131,801	1,131,801
Janitorial services	1,240,481	206,747

(b) Third party claims:

There are various lawsuits and claims pending by and against the City. The outcome of these claims is undeterminable, and it is the opinion of management that final determination of these claims will not materially affect the financial statements of the City.

The City records the capital costs incurred to the end of the year on incomplete projects as tangible capital assets under construction. The City's 5-year financial plan is amended as necessary to reflect the carryover of the required expenditure budgets and the financing of these obligations to the following year.

(c) Lease commitments:

The City entered into a 5-year agreement, initially ended July 31, 2008, to lease certain parcels of real property from The Burlington Northern and Santa Fe Railway Company. Under the terms of this agreement, the City is committed to annual rent payments as well as the costs of all taxes, utilities, insurance, repairs and maintenance of the leased premises. This is accounted for as an operating lease. This agreement provides for renewal options consisting of 5 additional 5-year terms. In April 2018, the City exercised its third option to renew this lease for the 5-year term ending July 31, 2023. During this period, the City is committed to annual base rent payments of \$472,500.

The City has also entered into various leases for office and other operating equipment.

Total annual commitments for the next five years, net of applicable taxes are approximately as follows:

(d) Agreements and contractual commitments:

2021	\$ 471,592
2022	475,331
2023	495,505
2024	515,405
2025	509,951
Thereafter	4,043,741
	<u>\$ 6,511,525</u>

In addition to the leases described in note 13(c), the City has entered into various agreements and contracts for services and construction with periods ranging from one to five years, including the following:

(e) Debt agreement with the MFA:

The City issues debt instruments through the MFA. As a condition of these borrowings the City is required to execute demand notes in connection with each debenture whereby the City may be required to loan certain amounts to the MFA. The debt agreement with the MFA provides that if at any time the scheduled payments provided for in the agreement are not sufficient to meet the MFA's obligations in respect to such borrowing, the resulting deficiency becomes the joint and several liability of the City and all other participants to the agreement through the MFA. The City is similarly liable on a contingent basis for the debt of other municipalities secured through the MFA. Details of the contingent demand notes are as follows:

Bylaw number	Purpose	2020	2019
1667	Sanitary Sewers - Local Improvement	\$ 7,364	\$ 7,364
2098	Water Utility Acquisition Advance Payment	180,771	180,771
2163	Water System Infrastructure Construction	104,802	104,802
2178	Water System Infrastructure Construction	88,549	88,549
2179	Water Treatment Facilities Construction	36,988	36,988
		<u>\$ 418,474</u>	<u>\$ 418,474</u>

These contingent demand loans are not recorded in the City's financial statements as they are not likely to be paid.

13. Commitments and contingencies (continued):

(f) E-Comm Emergency Communications for Southwest British Columbia Incorporated:

The City is a shareholder of E-Comm Emergency Communications for British Columbia Incorporated ("E-Comm"). The City receives services for the regional 9-1-1 call centre for Metro Vancouver Regional District and the Wide Area Radio network from E-Comm. The City has two Class A shares (of a total 35 Class A and 20 Class B shares issued and outstanding as at December 31, 2020).

As a Class A shareholder, the City is committed to paying levies for services received under a cost-sharing formula to fund operating and capital costs of the E-Comm operations. In addition, the City is contingently liable to cover its proportionate share of such costs should any member be unable to fulfill its funding obligations. Annual levy amounts fluctuate based on various factors under the cost sharing formula.

(g) Municipal Insurance Association of British Columbia (the "Association"):

The City is a participant in the Association. Should the Association pay out claims in excess of premiums received, it is possible that the City, along with the other participants, would be required to contribute towards the deficit. Management does not consider payment under this contingency to be likely and therefore no amounts have been accrued.

14. Pension plan:

The City and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly trustee pension plan. The Board of Trustees, representing plan members and employers, is responsible for administering the Plan, including investment of the assets and administration of benefits. The Plan is a multi-employer defined benefit pension plan. Basic pension benefits provided are based on a formula. The Plan has about 213,000 active members and approximately 106,000 retired members. Active members include approximately 41,000 contributors from local government and 160 contributors from the City.

Every three years, an actuarial valuation is performed to assess the financial position of the Plan and adequacy of Plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the Plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the Plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent actuarial valuation as at December 31, 2018 indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis. The next valuation will be at December 31, 2021 with results available in 2022. Employers participating in the Plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the Plan records accrued liabilities and accrued assets for the Plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to the individual employers participating in the Plan.

The City paid \$1,269,600 (2019 - \$1,224,200) for employer contributions to the Plan in fiscal 2020.

15. Collections for other governments:

The City collects certain taxation revenue on behalf of other government bodies. These funds are excluded from the City's financial statements as they are not revenue of the City. Such taxes collected and remitted to other government bodies during the year are as follows:

	2020	2019
Province of British Columbia - school tax	\$ 11,671,297	\$ 12,644,936
South Coast BC Transportation Authority - TransLink tax	2,612,455	2,418,125
Other regional bodies	963,477	864,395
	<u>\$ 15,247,229</u>	<u>\$ 15,927,456</u>

16. Sales of services and other revenue:

	2020	2019
Parking	\$ 2,206,698	\$ 2,590,243
Parks, recreation and cultural services	745,032	1,725,394
Licences and permits	2,737,882	2,441,300
Solid waste services	1,569,079	1,547,475
Utility service connection fees	647,672	567,315
Community amenity contributions	3,386,000	8,430,000
Interest and penalties	1,433,641	2,586,756
Contributions toward tangible capital asset improvements	450,882	4,254,141
Other	1,749,593	1,740,005
	<u>\$ 14,926,479</u>	<u>\$ 25,882,629</u>

17. Government transfers:

Government grant revenue is comprised of the following government transfers:

	2020	2019
Federal	\$ 157,061	\$ 2,453,684
Provincial	5,302,210	2,118,250
	<u>\$ 5,459,271</u>	<u>\$ 4,571,934</u>

18. Contractual rights:

The City's contractual rights arise from rights to receive payments under lease, license, rental, grant and other agreements. The City has contractual rights to receive the following amounts in the next five years and thereafter:

2021	\$ 359,346
2022	296,431
2023	260,426
2024	268,870
2025	2,200
Thereafter	5,800
	<u>\$ 1,193,073</u>

The City is entitled to receive revenue from certain other grants and agreements which is difficult to quantify. The contractual rights from these agreements have not been included in the amounts noted above.

19. Budget figures:

The original budget, Bylaw 2330, was approved by Council on March 9, 2020. The amended budget figures included in these financial statements were approved by Council through the adoption of an amended annual bylaw, Bylaw 2340, on May 4, 2020 and reflect more current estimates on revenues and expenditures.

	Original Budget	Amended Budget	Change
Revenues	\$ 69,127,240	\$ 67,942,240	\$ (1,185,000)
Less: internal adjustments	(382,800)	(382,800)	-
	<u>68,744,440</u>	<u>\$ 67,559,440</u>	<u>\$ (1,185,000)</u>
Expenses	49,885,763	\$ 51,132,963	\$ 1,247,200
Less: internal adjustments	(728,700)	(728,700)	-
	<u>49,157,063</u>	<u>\$ 50,404,263</u>	<u>\$ 1,247,200</u>
Annual surplus per statement of operations	19,587,377	17,155,177	(2,432,200)
Add:			
Amortization	9,288,000	8,819,000	(469,000)
Transfers from reserves	857,949	17,852,149	16,994,200
	<u>10,145,949</u>	<u>26,671,149</u>	<u>16,525,200</u>
	29,733,326	43,826,326	14,093,000
Less:			
Capital expenditures	(28,685,000)	(42,778,000)	(14,093,000)
Debt principal repayments	(702,426)	(702,426)	-
Internal adjustments	(345,900)	(345,900)	-
	<u>(29,733,326)</u>	<u>(43,826,326)</u>	<u>(14,093,000)</u>
Approved budget	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>

20. Comparative information:

Certain comparative information has been reclassified to conform to these financial statement presentations adopted for the current year.

21. Segmented information:

The City is a diversified municipal government institution that provides a wide range of services to its citizens, visitors and many others. In compliance with *PS2700, Segment Disclosures*, certain financial information is required to be reported for major activities involving these services. Each of these major activities is comprised of various City departments and/or divisions as noted below.

General Government - Mayor and Council, Chief Administrative Officer, Corporate Administration, Communications, Financial Services, Human Resources, Planning and Development, and Information Services. These departments are responsible for many legislative, operational and administrative support services including but not limited to City Council, bylaw and procedural matters, levying and collecting property taxes, hiring City staff, supporting the City's information technology infrastructure, preparing land use plans and approving new development in the City.

Protection Services - Police, Fire, Building and Bylaw Enforcement (non-parking related). These departments are responsible for ensuring public safety and security, preventing crimes as well as enforcing various laws.

Transportation, Engineering and Municipal Operations - Public Works, Engineering and Parking. These areas are responsible for providing and maintaining the systems that enable the community to use transportation facilities such as roads, sidewalks and parking lots. This category also includes management and administrative services of the City's Engineering and Municipal Operations Department.

Parks, Recreation and Cultural Services - These areas are responsible for providing, facilitating the development of, and maintaining high quality parks, recreation facilities and cultural services such as the public library.

Solid Waste Services - These services include the City's garbage collection, green waste collection and recycling programs.

Sanitary Sewer System - These services include the provision and maintenance of all systems related to the distribution and disposal of sanitary sewage.

Drainage System - These services include the provision and maintenance of all systems involving the distribution of storm water run-off in the City.

Water System - These services include the provision and treatment of water supply, as well as, the provision and maintenance of all other systems involving the distribution of water.

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20. Segmented information (continued):

	General Government	Protection Services	Transportation, Engineering and Operations Services	Parks, Recreation and Cultural Services	Solid Waste Services
Revenue					
Property taxes					
General purposes	\$ 23,631,761	\$ –	\$ –	\$ –	\$ –
Regional library levy	–	–	–	975,183	–
Business improvement levy	336,779	–	–	–	–
	23,968,540	–	–	975,183	–
Receipts in lieu of taxes	22,356	–	–	–	–
Development cost charges	–	–	14,800	–	–
Sanitary sewer fees and parcel tax	–	–	–	–	–
Drainage user fees	–	–	–	–	–
Water user fees	–	–	–	–	–
Sales of services and other revenue:					
Parking	–	–	2,206,698	–	–
Parks, recreation and cultural services	–	–	–	745,032	–
Licences and permits	29,460	2,708,422	–	–	–
Solid waste services	–	–	–	–	1,569,079
Utility service connection fees	–	–	–	–	–
Community amenity contributions	3,386,000	–	–	–	–
Interest and penalties	1,331,821	–	–	–	–
Contributions toward tangible capital asset improvements	–	–	349,415	57,613	–
Other	2,788,458	153,539	654,519	42,975	32,069
Government grants	5,047,398	308,410	26,619	73,413	–
Developers' contributions of tangible capital assets	–	–	464,171	–	–
	36,574,033	3,170,371	3,716,222	1,894,216	1,601,148
Expenses					
Salaries, wages and benefits	4,782,638	5,705,206	2,619,092	2,722,471	635,165
Contracted Services	1,244,196	6,018,741	2,072,388	3,538,872	729,118
Supplies and other	1,128,464	273,216	338,029	943,681	136,071
Amortization	272,094	406,840	1,770,451	2,149,430	76,510
Interest on debt	16,046	–	–	–	–
	7,443,438	12,404,003	6,799,960	9,354,454	1,576,864
Annual surplus (deficit)	\$ 29,130,595	\$ (9,233,632)	\$ (3,083,738)	\$ (7,460,238)	\$ 24,284

Sanitary Sewer System	Drainage System	Water System	Adjustments	2020	2019
\$ -	\$ -	\$ -	\$ -	\$ 23,631,761	\$ 22,578,634
-	-	-	-	975,183	963,402
-	-	-	-	336,779	356,190
-	-	-	-	24,943,723	23,898,226
-	-	-	-	22,356	25,564
20,000	26,205	-	-	61,005	598,562
3,592,415	-	-	(29,440)	3,562,975	3,444,316
-	2,658,487	-	-	2,658,487	2,531,498
-	-	5,323,314	(183,785)	5,139,529	4,772,497
-	-	-	-	2,206,698	2,590,243
-	-	-	-	745,032	1,725,394
-	-	-	-	2,737,882	2,441,300
-	-	-	-	1,569,079	1,547,475
236,550	228,550	182,572	-	647,672	567,315
-	-	-	-	3,386,000	8,430,000
51,860	20,000	29,960	-	1,433,641	2,586,756
12,389	21,538	9,927	-	450,882	4,254,141
8,034	-	110,660	(2,040,661)	1,749,593	1,740,005
1,152	2,279	-	-	5,459,271	4,571,934
50,569	100,356	48,765	-	663,861	212,917
3,972,969	3,057,415	5,705,198	(2,253,886)	57,437,686	65,938,143
298,266	397,114	1,382,306	(1,131,563)	17,410,695	17,419,667
2,372,198	581,125	869,284	(611,195)	16,814,727	15,722,050
89,691	97,792	400,731	(511,128)	2,896,547	3,106,703
322,106	334,237	1,073,246	-	6,404,914	6,751,247
13,363	-	681,243	-	710,652	694,667
3,095,624	1,410,268	4,406,810	(2,253,886)	44,237,535	43,694,334
\$ 877,345	\$ 1,647,147	\$ 1,298,388	\$ -	\$ 13,200,151	\$ 22,243,809

Unaudited Statement of the COVID-19 Safe Restart Grant

Year ended December 31, 2020

The COVID-19 Safe Restart Grant was received November 2020 from the Province of British Columbia. A requirement of the COVID-19 Safe Restart Grant is to include a schedule to the financial statements presenting the amount of funding received, use of funds and year-end balance of unused funds. A schedule will continue to be reported annually until funds are fully drawn down.

	2020
COVID-19 Safe Restart Grant received:	\$ 3,769,000
COVID-19 Safe Restart Grant funds used:	
Decreased revenues:	
Parking services	(1,309,179)
Recreation and culture	(778,400)
Miscellaneous	(68,544)
	(2,156,123)
Decreased expenses:	
Parking services	14,747
Recreation and culture	851,687
General government	218,756
Miscellaneous	60,038
	1,145,228
Increased expenses:	
Parks and facilities	(239,847)
Recoveries:	
Provincial Government Emergency Management BC	68,130
Total COVID-19 Safe Restart Grant funds used:	(1,182,612)
Year end COVID-19 Safe Restart Grant funds available as at December 31, 2020	\$ 2,586,388

Statistical Information
(unaudited)

THE CORPORATION OF THE CITY OF WHITE ROCK
2020 Permissive Tax Exemptions (unaudited)
 Estimated Property Taxes

Roll #	Name	Municipal General Purposes	Fraser Valley Regional Library
001110.001	Mann Park Bowling Club	\$ 1,534	\$ 64
001110.002	White Rock Tennis Club	925	39
001290.004	Peace Arch Curling Club	8,123	339
001290.005	White Rock/South Surrey Division of Family Practice Society	750	31
001290.006	White Rock South Surrey Stroke Recovery Association	120	5
001290.007	Alzheimer Society of BC	799	33
001290.010	Peninsula Productions Society	678	28
001403.000	Church on Oxford Hill	3,915	163
001779.000	White Rock Life Church	1,998	83
001789.000	Peace Arch Hospital Auxiliary Society	6,249	261
002136.000	Parish of the Holy Trinity	3,356	140
002146.000	Faith Hope Love Church	1,307	55
002603.000	White Rock Players' Club	34,528	1,441
002695.000	Peace Arch Hospital & Community Health Foundation	6,489	271
002696.000	Peace Arch Hospital & Community Health Foundation	6,796	284
002697.000	Peace Arch Hospital & Community Health Foundation	13,528	564
002699.000	Peace Arch Hospital & Community Health Foundation	6,629	277
002700.000	Peace Arch Hospital & Community Health Foundation	6,373	266
002876.000	St. John's Presbyterian Church	4,876	203
002995.000	Salvation Army	2,919	122
003718.000	White Rock Lawn Bowling Club	3,117	130
003762.000	White Rock Community Church	1,100	46
003763.000	White Rock Community Church	1,688	70
003886.000	Roman Catholic Church	13,566	566
004103.000	Sources Community Resources Society	8,525	356
005303.000	Options Community Services Society	2,811	117
006331.000	Burlington Northern & Santa Fe (BNSF) Railway Company	14,842	619
		\$ 157,541	\$ 6,573

Comparative General Statistics (unaudited)

Year ended December 31, 2020

	2020	2019	2018	2017	2016
Population (2016 census)	19,952	19,952	19,952	19,952	19,952
Area in hectares:					
Land	543	543	543	543	543
Water	887	887	887	887	887
Kilometers of road:					
Paved	81.1	81.1	81.1	81.1	80.1
Gravelled	1.0	1.0	1.0	1.0	1.0
Building permits:					
Number	113	144	204	258	220
Value	\$ 63,873,325	\$ 189,964,981	\$ 248,248,306	\$ 146,056,192	\$ 70,683,950
Comparative debt statistics:					
Debenture and other debt	\$ 22,626,177	\$ 23,328,618	\$ 24,008,890	\$ 22,346,427	\$ 20,573,276
Debt per capita	\$ 1,134	\$ 1,169	\$ 1,203	\$ 1,120	\$ 1,031

Tax rates for municipal purposes, including General and Fraser Valley Regional Library Levies :

(stated in dollars per \$1,000 of assessed taxable value)

Residential	2.56924	2.30048	2.26270	2.27153	3.02056
Utility	15.54245	14.47520	15.75406	16.83207	19.61803
Light industry	4.44687	0.00000	0.00000	0.00000	0.00000
Business & other	4.44687	5.29247	6.01305	6.09161	6.90138
Recreational/nonprofit	1.78352	1.83331	1.67840	1.69511	2.26271

Tax rates for school purposes:

(stated in dollars per \$1,000 of assessed taxable value)

Residential	1.22520	1.13640	1.16320	1.25680	1.61380
Utility	13.0300	13.20000	13.40000	13.40000	13.50000
Light industry	1.05610	0.00000	0.00000	0.00000	0.00000
Business & other	1.10700	3.70000	4.20000	4.80000	5.40000
Recreational/nonprofit	0.78440	2.30000	2.50000	2.70000	3.10000

Comparative General Statistics (unaudited)

Year ended December 31, 2020

	2020	2019	2018	2017	2016
Comparative taxation statistics:					
Residential	\$ 36,120,610	\$ 34,496,448	\$ 33,139,134	\$ 32,408,242	\$ 30,330,050
Utility	327,574	327,537	317,035	313,678	295,058
Light industry	5,548	–	–	–	–
Business & other	3,131,755	4,380,340	4,043,985	3,719,138	4,162,046
Recreational/nonprofit	10,894	16,074	17,089	19,397	15,202
Utility levy in lieu of taxes	257,792	249,092	246,772	249,545	251,695
Business improvement area levy	336,779	356,190	346,379	270,575	311,702
Sanitary sewer parcel tax	–	–	–	153,410	153,460
Total current taxes including school and other government levies	40,190,952	39,825,681	38,110,394	37,133,985	35,519,213
Sanitary sewer user fees	3,557,769	3,439,110	3,518,103	3,432,244	3,377,802
Drainage user fees	2,658,487	2,531,498	2,413,036	2,150,175	2,048,559
Solid waste user fees	1,384,733	1,359,748	1,368,297	1,365,300	1,390,600
Water user fees	5,139,529	4,772,497	4,635,515	4,302,249	3,733,479
Secondary suite service fees	380,538	358,917	335,878	317,534	302,790
Other local service area fees	11,757	11,757	11,757	11,757	11,757
Total taxes and fees	\$ 53,323,765	\$ 52,299,208	\$ 50,392,980	\$ 48,713,244	\$ 46,384,200
Taxes and fees per capita	\$ 2,673	\$ 2,621	\$ 2,526	\$ 2,442	\$ 2,325

Assessment for general purposes (taxable value):

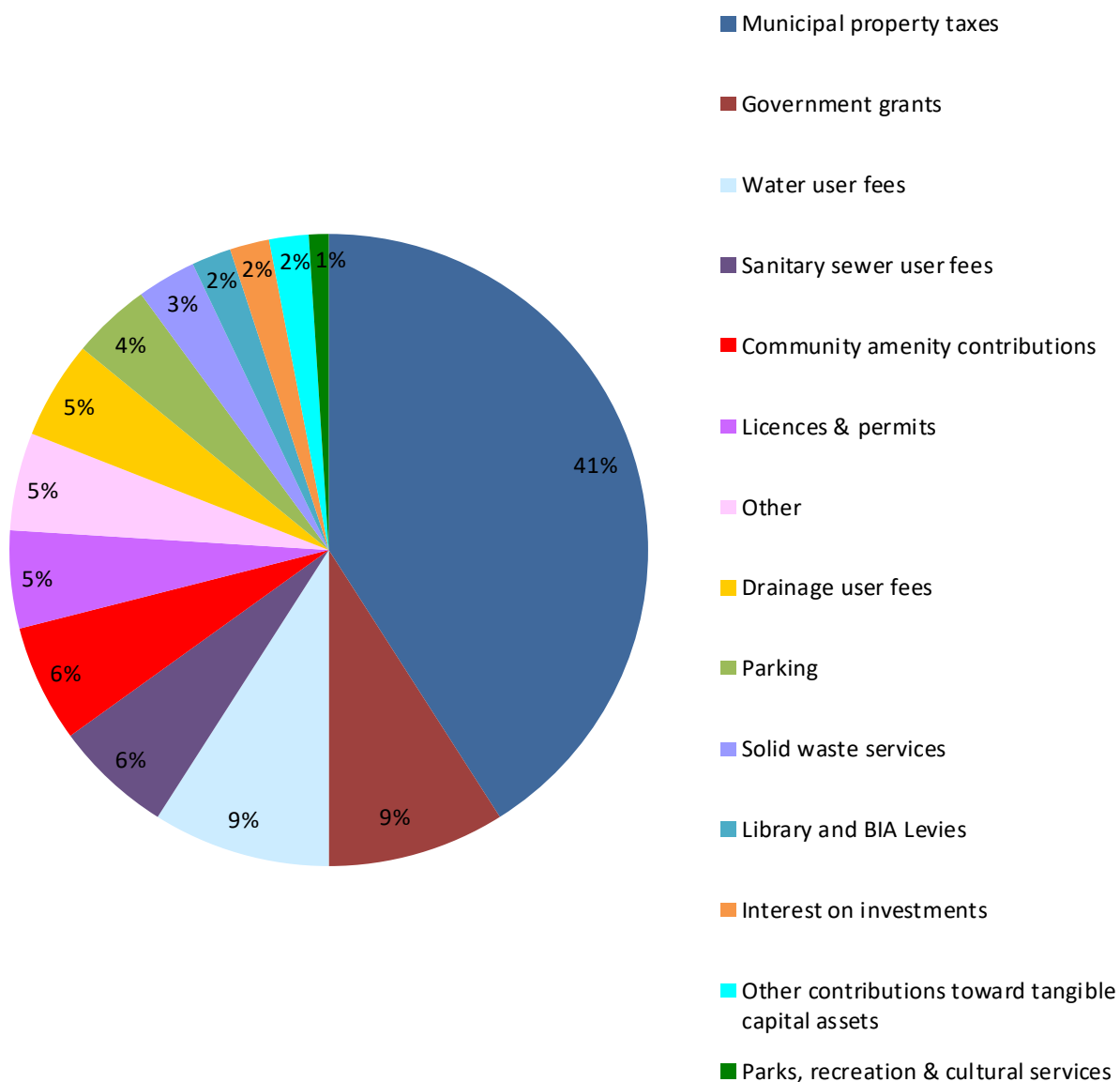
Land	\$ 7,443,573,967	\$ 7,738,096,213	\$ 7,517,133,853	\$ 7,042,512,663	\$ 4,752,816,518
Improvements	2,549,843,357	2,131,531,608	2,057,091,708	1,999,904,808	1,824,532,508
	9,993,417,324	9,869,627,821	9,574,225,561	9,042,417,471	6,577,349,026
Deduct					
Exempt land	256,364,176	272,417,339	225,306,900	208,511,100	146,291,000
Exempt improvements	111,851,926	86,467,302	84,683,102	88,486,702	86,815,902
	\$ 9,625,201,222	\$ 9,510,743,180	\$ 9,264,235,559	\$ 8,745,419,669	\$ 6,344,242,124
Assessment per capita	\$ 482,418	\$ 476,681	\$ 464,326	\$ 438,323	\$ 317,975
Assessment for school purposes	\$ 9,640,747,614	\$ 9,526,035,316	\$ 9,278,926,103	\$ 8,760,266,185	\$ 6,358,232,596

2020 Revenues (unaudited)

Year ended December 31, 2020

Long-term fiscal sustainability is an important goal for the City of White Rock. Working to achieve this goal requires solid, informed direction and decisions on financial issues, but also, on the provision of services and land use within the community.

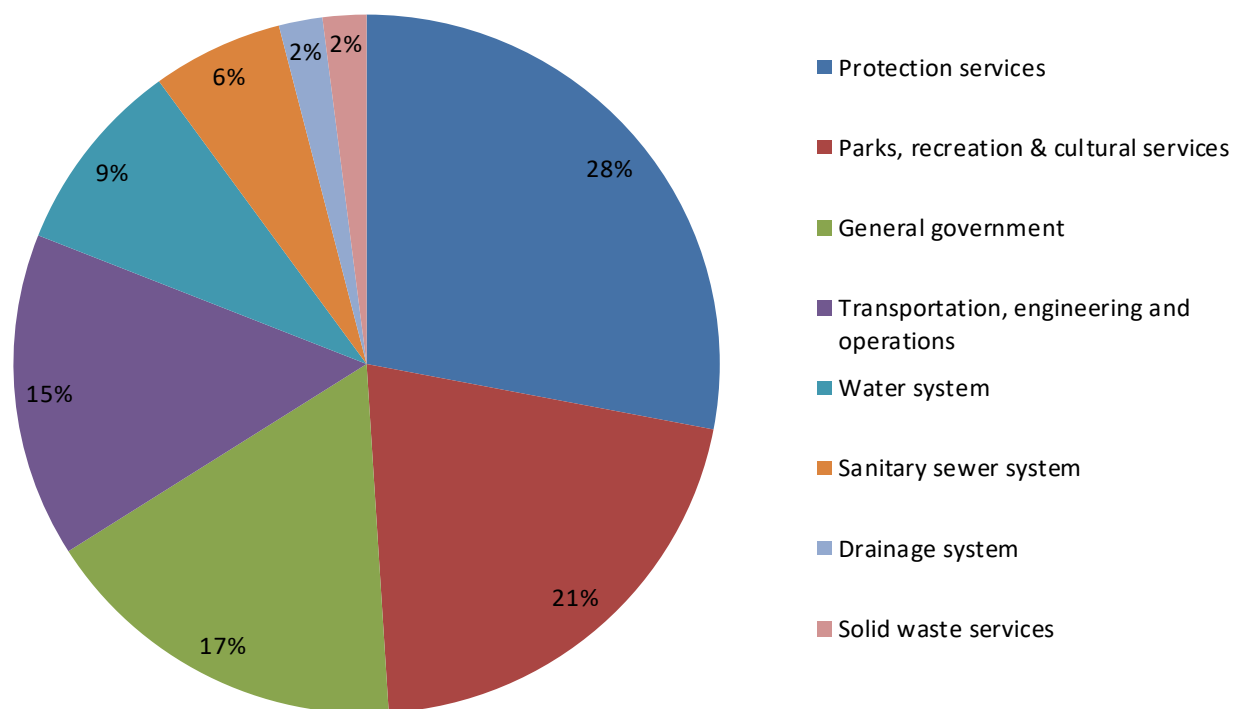
On an annual basis, Council and staff work to prepare a five-year financial plan and engage the community for input on that plan. The City strives to set responsible budgets and meet the targets within those budgets. We continually aim to manage the delicate balance needed to provide the services demanded by the public with the ability and willingness to pay for those services, while also focusing on planning for the long-term impact on the community.



2020 Expenses (unaudited)

Year ended December 31, 2020

Wondering where your money goes when you pay your property taxes? From fire rescue to reserves for future upgrades and replacement of infrastructure, your money goes toward providing a variety of services and amenities for a livable community.



THE CORPORATION OF THE CITY OF WHITE ROCK
2020 Civic Grants-In-Aid (unaudited)
 Year ended December 31, 2020

The City of White Rock provided funding and support to the following organizations and events.

Arts and Cultural

Christmas on the Peninsula Society	\$ 1,000
Crescent Beach Pipe Band	800
Peninsula Arts Foundation	1,500
White Rock Community Orchestral Society	1,000
White Rock Museum & Archives	1,000
White Rock Players' Club	1,800
White Rock Social Justice Film Society	750

Arts and Cultural Development

Peninsula Productions Society	\$ 3,500
Semiahmoo Arts Society	5,000
Surrey Youth Theater Company	701
White Rock City Orchestra	3,000
White Rock Museum & Archives	5,000

Athletes/Sports

2812 RCACC Seaforth Highlanders of Canada	500
Air Cadet League of Canada, 907 Squadron Sponsoring Committee	1,000
White Rock Lawn Bowling Club	1,650

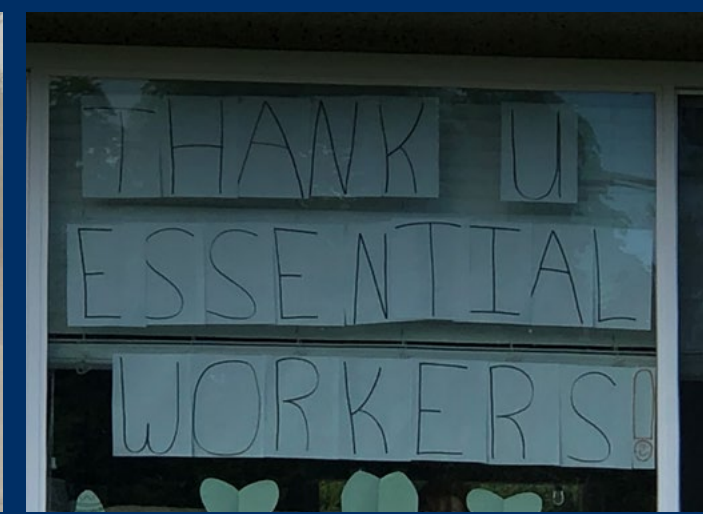
Social

Avalon Women's Centre White Rock	1,500
CARP - A New Vision of Aging for Canada	500
Peace Arch Hospice Society	1,000
Volunteer Cancer Drivers Society	1,500
White Rock Elks No. 431	2,000
White Rock Polar Bear Swim	750
White Rock South Surrey Stroke Recovery Branch	2,000

Other

BC Pets and Friends	1,000
Critter Care Wildlife Society	750
Friends of Semiahmoo Bay Society	1,000
Holiday Home Tour for Hope	2,000
Semiahmoo Peninsula Marine Rescue Society	2,000
The Canadian Red Cross Society	1,000

Total City Grants Awarded: \$45,201



WHITE ROCK
City by the Sea!

CITY HALL
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White Rock, BC V4B 1Y6
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WHITEROCKCITY.CA