

FOURTH QUARTER REPORTS: 2023



CITY OF
CHILLIWACK

FOURTH QUARTER REPORT SUMMARY OCTOBER - DECEMBER, 2023



New Business Licenses



Building Permits



Bylaw Complaints



2,368

People completed the curbside collection survey



1,142

Calls for service from the Fire Department



8,000+

Attendees for the Chilliwack 150 anniversary

857

Metres of the Little Mountain Trail Loop completed



46 media inquiries



38 new e-newsletter subscribers



9 print ads placed in the local paper



3 press releases issued



ENGINEERING
UTILITIES
TRANSPORTATION
DRAINAGE
ENVIRONMENTAL SERVICES

FOURTH QUARTER REPORT, 2023

ENGINEERING UTILITIES



2023 LINEAR UTILITIES UPGRADE PROJECT

This project combines upgrades to seven water mains and two sanitary sewers. They have been combined to increase scope and economy of scale.

The proposed water main upgrades will increase fire flows, protect water quality and provide capacity to meet future demand. The proposed sanitary sewer upgrades will replace aging infrastructure and increase capacity to support development.

Construction began and the Sandpiper Contracting / Wedler Engineering design-build team has already completed Ashwell Road and Wellington Avenue water main upgrades.

Future works include:

- Reece Avenue water main upgrades
- Nowell Street water main upgrades
- Candow Street / Henley Avenue / George Street
- Andrews Avenue water main upgrades
- Wells Road water main upgrades
- Chilliwack Mountain Road water main upgrades
- Schweyey Road sewer force main upgrades
- Knight Road sewer main upgrades



2023 UTILITIES NONLINEAR UPGRADE PREDESIGN PROJECT

The City of Chilliwack is planning to construct a new concrete reservoir at Chilliwack Mountain Zone 1, demolish the abandoned concrete reservoir and replace it with a new bolted steel reservoir at Marble Hill Zone 2, and an above-ground pressure-reducing valve will replace the existing one at Sunrise Drive.

The goal of this project is to provide the engineering service and determine requirements to evaluate different design options and cost estimating, and recommend the most feasible solution that will provide adequate water demand flexibility, redundancy, and reliability within the water distribution system.

Urban Systems will conduct the pre-design and the proposed substantial completion date is May 27, 2027. The project began December 22.

ENGINEERING UTILITIES



WWTP OUTFALL REHABILITATION PROJECT

The Waste Water Treatment Plant (WWTP) outfall is critical infrastructure that must be maintained to ensure that the WWTP remains in compliance with legislation governing its discharge. A Bathymetric survey and concurrent follow up dive inspection have confirmed that a section of the outfall in the Fraser River is broken.

Provincial and Federal regulators have been notified, and an emergency works application has been submitted to the Federal ministry with tentative plans to complete repairs with a pre-qualified contractor by the end of March 2024.



GROUNDWATER EXPLORATORY WELL DRILLING - ROSEDALE AREA

In March 2023, the City hired Stantec Consulting Ltd. to conduct a groundwater feasibility study. While the City's municipal wells provide enough drinking water for the community, this study will help determine if there are other locations where municipal wells could be added to diversify our drinking water sources and provide future capacity for our growing community.

The initial feasibility study showed that locations in the Rosedale area have good accessibility to the aquifer and a high yield of water that meets water quality guidelines. In September, the City retained the services of Stantec to conduct groundwater exploratory well drilling at locations on several City owned properties, such as Rosedale Park and City road right of ways.

The exploratory drilling was completed in December. The outcome of the exploratory well drilling will be reviewed by Stantec and the City will determine the next steps in 2024.



ENGINEERING TRANSPORTATION & DRAINAGE

TYSON-KEITH WILSON DESIGN-BUILD PROJECT

The design-build project is well underway in the design phase, holding various meetings and site visits with City staff and third party utility companies. 50% detailed design drawings have been completed. Construction will begin in spring of 2024.

Tyson Road - Stevenson to Watson

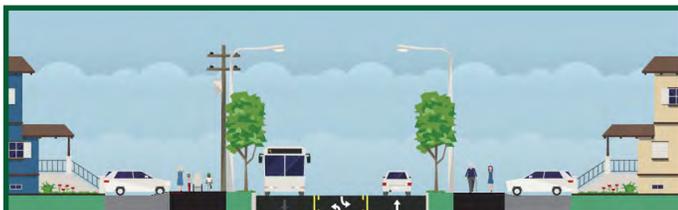
Works include:

- one traffic signal intersection upgrade/widening
- approximately 1,300m of road widening construction
- storm main & drainage works
- streetlights, curb and multi-use pathway construction

Keith Wilson Road - Tyson to Garrison

Works include:

- realignment of the Tyson-Keith Wilson roundabout to reduce speeds of westbound traffic movement
- approximately 600m of road widening construction
- drainage works
- streetlights, curb, and sidewalk construction
- Bike lane (north side) and a multi-use pathway (south side) construction



ELECTRIC VEHICLE CHARGING

On November 1, user fees on all municipally owned electric vehicle chargers were implemented. The user fees will fund the operation, electrical and maintenance costs. Electric vehicle chargers are operational at six City-owned locations with a total of 16 level 2 chargers and two level 3 chargers.



ASPHALT REHABILITATION

Paving continued throughout the fourth quarter when weather permitted. Roads completed through the asphalt rehabilitation program in the fourth quarter include:

- Dyke Road
- Lower Landing Road
- Vedder and Luckakuck intersection



ENGINEERING TRANSPORTATION & DRAINAGE

SAFETY FAIR

The annual Safety Fair was held on October 14 in the Home Depot parking lot. The Engineering and Fire Departments teamed up to organize the event.

Multiple organizations had interactive booths that highlighted public safety topics for the community with a focus on this year's theme of "Slow Down, Be Safe."

Close to 700 people attended the event.



VICTORIA AVENUE PARKING LOT

The new parking lot located east of Young Road is open to the public. The 58 stall lot provides parking for those accessing businesses downtown. Victoria Avenue was also converted to a one-way road, allowing for additional on-street parking spaces.



WILLIAMS STREET PEDESTRIAN BRIDGE

The Request for Expression of Interest was issued October 4 and closed November 15.

The objective of this project is to provide engineering design solutions for a bridge with pedestrian and cyclist facilities across Hope Slough at Williams Street, while considering cost effectiveness and the performance of the designs. Critical components to the pre-design work will include discussion with approving agencies regarding implications of construction within the Hope River. The pre-design report requires a comparison analysis of alternative bridge types with cost estimates and recommended solutions for the City's consideration.

The Request for Proposals were issued December 7 with a closing date scheduled for January 17.

The pre-selection process identified three qualified proponents to submit comprehensive engineering proposals for the project:

- Morrison Hershfield Limited
- Parsons Inc.
- ISL Engineering and Land Services Ltd.

ENGINEERING ENVIRONMENTAL SERVICES

WASTE REDUCTION MONTH

Every year in October, the City hosts Household Hazardous Waste Day and other environmental events as part of Waste Reduction Month.

Household Hazardous Waste Day

Household Hazardous Waste Day was held on October 14 at the City's Operations Centre.

Residents from Chilliwack and six surrounding communities and electoral areas participated in this annual event through a cost-sharing arrangement with the Fraser Valley Regional District. This event is an opportunity for residents to drop off their household hazardous waste materials for proper disposal or recycling free of charge (donations to the Salvation Army were welcomed). Common items that were dropped off included adhesives, fire extinguishers, waste oil, and household cleaners.

Event summary:

- Customer count: 280 vehicles
- Quantities: Approx. 25,000 litres of hazardous waste and 125 compressed gas cylinders
- Contractors: GFL Environmental, Schnitzer Steel (Viper Fuels) and the Chilliwack Bottle Depot



Free Scrap Metal Recycling

Residents were permitted to drop off scrap metal at the Bailey Landfill free of charge throughout the month of October. A total of 38 metric tonnes of scrap metal from 420 loads was collected. All of the scrap metal is transported to a processing facility owned by Schnitzer Steel, and ultimately shipped to end markets to be recycled into new products.

Shred-A-Thon

This winter's Shred-A-Thon was held in the Coliseum parking lot on December 2. Many residents came by to drop off documents for shredding and donate to the Salvation Army. In total, 1,000 pounds of food was donated, and \$5,422 was received in cash donations for the local food bank.

Residential Large Item Pick Up

For the fall residential large item pick up event, three non-profit organizations helped pick up bulky donation items from residents. Due to popular demand, this event now happens bi-annually, in the spring and fall. The groups collected a total of 2.2 tonnes of garbage and the City supported them by providing free disposal at the Bailey Landfill.



ENGINEERING ENVIRONMENTAL SERVICES

SD33 – Our Journey to Truth and Reconciliation Pro-D Day Event

On October 6, Environmental Services staff attended School District 33's Professional Development Day event "Our Journey to Truth and Reconciliation" held at the Chilliwack Coliseum. An educational booth was set up and covered various topics such as curbside collection, invasive plant management and wildlife management.



Environmental Education with Schools

Environmental Services staff partnered with the following local elementary schools to offer curbside education sessions:

- Cultus Lake Community Elementary
- East Chilliwack Elementary
- Evans Elementary
- FG Leary Fine Arts Elementary
- Greendale Elementary
- Little Mountain Elementary
- Promontory Heights Elementary
- Robertson Elementary
- Sardis Elementary
- Stitó:s Lá:lém Totí:lt Elementary
- Vedder Elementary
- Yarrow Community School

Staff presented educational material to elementary students on ways they can divert waste from the landfill. The presentations reached 561 students in total—205 in October, 276 in November, and 80 in December.

Staff also provided educational tours of the Bailey Landfill to local students.

CURBSIDE COLLECTION SURVEY

The City conducted a Curbside Collection Survey to gather information to help design the next curbside collection contract. The objective of the survey was to gather input from residents on the Curbside Collection Program regarding collection frequency, types of containers, container sizes and collection methods. A total of 2,368 survey entries were submitted between October 23 and November 10. The results came in with a strong preference to switch to an automated collection method with carts for recycling and garbage, similar to the existing green carts. Residents were also supportive of reducing the recycling collection frequency to bi-weekly if they can upsize to a larger cart and reducing glass collection frequency to monthly.

Curbside Collection Survey 2023

Share feedback on our Curbside Collection Program before we draft the next curbside contract.

[View Project](#)



ENGINEERING ENVIRONMENTAL SERVICES



BIODIVERSITY

Elk Brook Oregon Spotted Frog Habitat Enhancement

Fraser Valley Conservancy worked with the Operations Department to create more shelves within Elk Brook to enhance breeding grounds for Oregon Spotted Frog.

The Conservancy further extended an invite to the Environmental Services Department to partake in enhancing the shelves by performing invasive species removal, transplanting existing trees and planting new riparian trees.



CLIMATE CHANGE AND AIR QUALITY

Go By Bike Week

The City partnered with Cycle Chilliwack and Go By Bike BC to promote Go By Bike Week from October 16 – 29. The event aimed to encourage residents to leave their vehicles at home for their personal health, the health of our community and the health of the environment. To

encourage residents to Go By Bike, the City contributed three \$100 gift cards to Cycle Chilliwack for residents to win from a local bike shop. The City also promoted Go By Bike Week in collaboration with Cycle Chilliwack by setting up a booth at the Vedder Rotary Trail on October 1.



Take Action on Radon

The City partnered with the Fraser Valley Regional District and Take Action on Radon in November to hand out 200 free radon test kits to Chilliwack residents. This initiative is part of the Take Action on Radon Challenge, which helps municipalities promote and provide education on radon to their residents.

An information session on November 27 was held for residents that signed up for test kits to learn more about radon. Dr. Anne-Marie Nichol, a professor with Simon Fraser University, gave the presentation along with Pam Warkentin, the executive director at the Canadian Association of Radon Scientists and Technologists. Residents have from November until April to test their homes and return the kits and samples to City Hall for submission to the lab. Results will be provided to participating residents and reviewed by the City.





**PUBLIC WORKS,
PARKS, &
UTILITY
OPERATIONS**

FOURTH QUARTER REPORT, 2023

PARKS



LITTLE MOUNTAIN TRAIL LOOP

In mid-October, the Little Mountain Trail Loop was completed, offering a 857-metre circular gravel trail. Beginning at the summit of the Little Mountain Stairs, the trail contains various amenities, including informative wayfinding signs, a picnic area, and educational displays about the Oregon Forest Snail—an endangered species indigenous to the area.



VEDDER PARK AND JINKERSON PARK NOVICE PUMP TRACKS

The pump track facilities at Vedder Park and Jinkerson Park were successfully completed in November, with each featuring a basic track designed to create a learning environment for beginners. These novice tracks cater to various skill levels, allowing riders to familiarize themselves with fundamental pump track features and the proper "pump" technique.

These tracks were constructed thanks to funding from the Province of BC's Growing Communities Fund.



Vedder Park



Jinkerson Park

PARKS



YARROW COMMUNITY CENTRE PARKING LOT EXPANSION

In response to increased demand and ongoing street parking issues, the Yarrow Community Centre received a significant parking lot expansion. The aging tennis court, having reached the end of its service expectancy, was removed to make way for additional parking spaces. The expansion features 46 parking stalls, including three accessible spots and designated motorcycle parking. This project addresses parking challenges while enhancing safety through the installation of parking lot lights and improvements to the storm sewer outlet. This project was completed in November.



Yarrow Community Centre

PARKING LOT IMPROVEMENTS

During the fourth quarter, enhancements were made to gravel parking lots at Community Forest, Hope River Trail at Kinsman Park, and Townsend Park to optimize and expand parking capacity. The improvements included re-grading gravel surfaces, installing rubberized wheel stops, barricades, and implementing clear signage for standard, accessible, and motorcycle parking spaces. These upgrades aim to enhance visual guidance and efficiency in parking arrangements.



Community Forest



Townsend Park



Hope River Trail at Kinsmen Park

UTILITY OPERATIONS



SANI-DUMP STATIONS

In preparation for winter, the Utility Operations Department prepared the Sani-Dumps for cooler temperatures. The Yale Road location was winterized and closed until early spring. However, upgrades were completed at the Heritage Park site so this location can remain open during the winter season. This allows the City of Chilliwack to provide a high level of service for this user group which continues to increase annually.



Heritage Park



Yale Road

WDS44 Zone 2 Booster Pump Replacement

Due to the booster pump being at its end of life and with limited availability of replacement parts, a new pump and motor were installed at the Mt. Shannon Zone 2 Booster. This will provide many years of service. A second booster pump is anticipated to be replaced in 2024.





**RECREATION &
CULTURE**
COMMUNITY EVENTS
FACILITIES
PROGRAMS

FOURTH QUARTER REPORT, 2023

RECREATION & CULTURE COMMUNITY EVENTS

CELEBRATION AND ACTIVITY GRANT

- 7 community events supported
- 633 residents impacted
- \$977 in funding provided

COMMUNITY EVENTS

- 12 special events supported



REMEMBRANCE DAY

- Remembrance Day ceremonies were held both in the north and south sides of town.
- Ceremonies were hosted by The Royal Canadian Legion, and supported by The City of Chilliwack.



CHILLIWACK 150

On November 18, the City of Chilliwack hosted an event to commemorate Chilliwack's 150th anniversary. Over 8,000 residents came to Townsend Park for fireworks, food trucks and live entertainment.



RECREATION & CULTURE FACILITIES & PROGRAMS

RECREATION FACILITIES

- The Chilliwack Landing Centre achieved the Rick Hansen Foundation Gold Level Accessibility Certification after completing numerous upgrades to improve accessibility and inclusion.
- Upgraded all exterior pathway lighting and refinished exterior woodwork at the Chilliwack Cultural Centre.
- New skate helpers added at Sardis Sports Complex.



CHEAM & LANDING LEISURE CENTRES

- Swimming lessons, Fall 2023:
 - 516 people at Chilliwack Landing
 - 471 people at Cheam
- Personal training services as well as new fitness and strength equipment at both locations.
- Birthday party packages, including craft parties and pool parties, are now being offered at both locations.
- 25 families attended Hang with Santa.



RECREATION & CULTURE FACILITIES & PROGRAMS

HERITAGE PARK

Events included:

- BMX grand national competition
- Farm Auction
- Taste of the Valley
- Dog shows
- Health and Wellness Show
- Rotary Book Sale
- Vintage Barn Market hosted many Christmas Markets
- Arenacross



GREAT BLUE HERON NATURE RESERVE

- Over 4,000 people came through the Interpretive Centre this quarter.
- An Indigenous teachings program was held by Gracie Kelly and Eddie Gardner.
- 92 school programs and 5 community programs were held.
- The education pavilion was completed, thanks to generous donations from the City of Chilliwack, Rotary Club Chilliwack, and the Chilliwack Foundation. The sign was donated by Tourism Chilliwack.



RECREATION & CULTURE FACILITIES & PROGRAMS



FRASER VALLEY REGIONAL LIBRARIES

Chilliwack Library Programs

- Hosted Culture Day with a “Taste of Ukraine.” Samples of authentic Ukrainian cooking were enjoyed and discussed.
- Di-November thrilled many dinosaur lovers of all ages.
- Virtual reality event hosted in partnership with Chilliwack Society for Community Living.



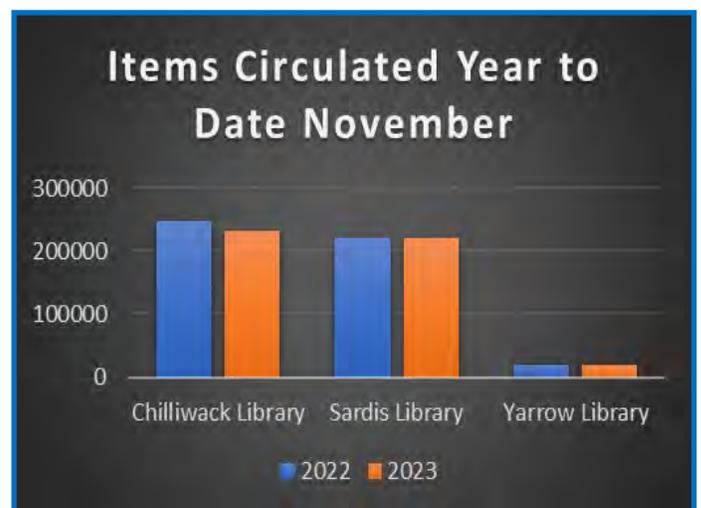
Yarrow Library Programs:

- Paws 4 Stories continues to be popular. This program pairs reluctant readers with St. John’s Ambulance certified dogs to practice reading.

FRASER VALLEY REGIONAL LIBRARIES (CONT’D)

Sardis Library Programs:

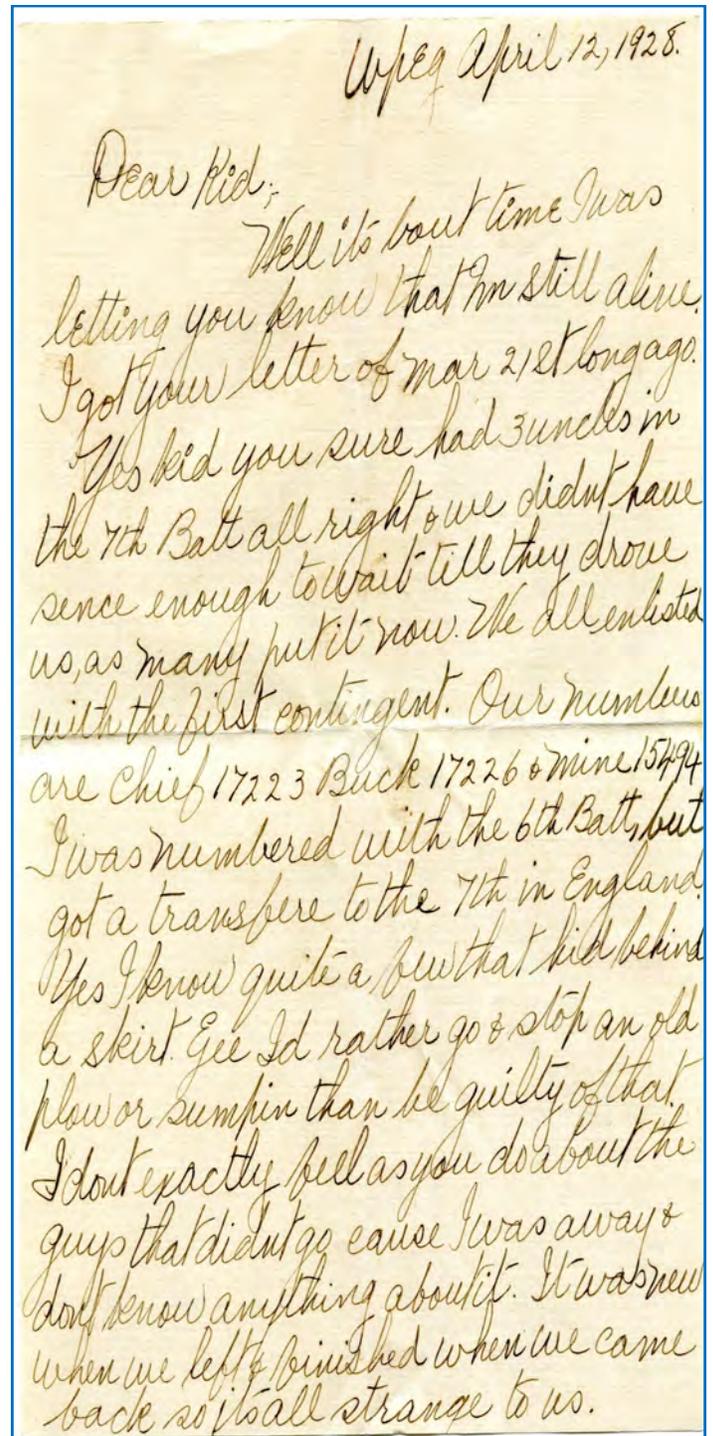
- Cultural Day with an experienced Certified Drum Facilitator. This was a great opportunity to learn to play African, Cuban and frame drums.
- Partnered with UFV’s Early Childhood Program to experiment with creative and innovative instruments made with recycled materials.
- Meet the Playground showcasing the various items that can be borrowed from libraries. For example:
 - Air quality monitors, birdwatching backpacks, energy metres, nature packs, radon detectors, sunshine lamps, telescopes, and ukuleles.



RECREATION & CULTURE COMMUNITY EVENTS

CHILLIWACK MUSEUM & ARCHIVES

- Received a handwritten letter dated April 1928, from Walter Fetterly to his niece Edith. The three Fetterly brothers of Chilliwack were taken prisoners of war during the First World War. Private Norman Fetterley, Private Walter Fetterley and Private Corliss Fetterley of the 7th Battalion Canadian Expeditionary Force.
- Curatorial department worked in supporting two exhibits for 2024:
 - Our Journey for Inclusion: 70 Years of Innovation
 - Woven Together: Chilliwack Spinners and Weavers Guild
- Worked with curator Julia Lam, on an upcoming travelling exhibition related to the 49th parallel and its impact on local communities.
- Hosted a Halloween fundraiser event "Midnight at the Museum", featuring a scavenger hunt, drag show, costumes, games and snacks.



RECREATION & CULTURE FACILITIES & PROGRAMS

COMMUNITY SCHOOL PROGRAMS

Yarrow Community School Society (YCSS)

- Community school math games night hosted 40 families.
- Sew Fun had 13 beginners sewing classes with projects that are completed to take home in one afternoon.
- Co-hosted a community Santa Breakfast with the Yarrow Volunteer Society. Over 200 breakfasts were served.
- Cycling Without Age was still hosted on the Vedder Rotary Trail.



Greendale Elementary Community School Society (GECSS)

- Many Christmas themed events held such as: cookie decorating, dinner & a movie night, Christmas tree and ornament decorating, and paint nights.
- Coffee, Tea & Connect program was very successful! Having many locals come out to socialize with coffee and snacks.

Rosedale Traditional Community School Society

- Fall session offered: piano and guitar lessons, cooking, home alone skills, babysitter training and science.
- Weekdays adult drop-in programs offered were badminton, volleyball, pickleball and basketball.
- Weekends through the 4th quarter had several birthday parties booked.



Promontory Heights Elementary Community School Association (PHECSA)

Programs delivered included:

- Primetimers: weekly Friday morning get together for seniors including conversation and coffee.
- Tween Night-Friday evenings for grades 4-6.
- Busy Bees caregiver/parent & tot program.
- Lego Club—free afterschool drop in.
- Pickleball Tuesdays and Thursdays.
- At Home Alone and Red Cross Babysitting courses offered.
- Private piano, guitar and ukulele lessons

RECREATION & CULTURE FACILITIES & PROGRAMS



CHILLIWACK CULTURAL CENTRE

- 27 different shows, events, and concerts were held in Q4 of 2023.
- O'Connor Group art gallery hosted 3 events.



Arts and Crafts Classes Offered

- Film making
- Crochet
- Stó:lō drum making
- Painting
- Pottery
- Sewing
- Writing
- World dance

CHILLIWACK & DISTRICT SENIORS' RESOURCES SOCIETY

- Annual pancake breakfast was a success, with the Mayor and Council members flipping pancakes and serving breakfast to seniors.
- Breakfast drive-thru to support the Christmas hamper program had 200 community members drop off donation items.
- 240 Christmas hampers were provided to low income seniors.
- Christmas luncheon had 233 in attendance.



FIRE DEPARTMENT

**ADMINISTRATION & COMMUNITY
ENGAGEMENT**

FIRE OPERATIONS

FIRE PREVENTION

TRAINING AND EDUCATION

EMERGENCY MANAGEMENT

CHILLIWACK

1906

DEPT.



FOURTH QUARTER REPORT, 2023

FIRE DEPARTMENT

ADMINISTRATION AND COMMUNITY ENGAGEMENT



PERSONNEL

Career Staff:

New Appointment:

Jordan Gladman

Firefighter

October 3, 2023

Career Staff—December 31, 2023

Fire Chief	1
Assistant Chiefs	3
Fire Officers	8
Firefighters	36
Training Officers	2
Public Educators / Fire Inspectors	3
Administrative Support Staff	2

Total Career Staff 55

Paid On-Call (POC) Firefighters and Officers,

December 31, 2023

Hall 1 Downtown	38
Hall 2 Rosedale	17
Hall 3 Yarrow	12
Hall 4 Sardis	31
Hall 5 Ryder Lake	11
Hall 6 Greendale	14

Total POC Members 123

During 2023, 18 POC members left the department, and 20 new POC members graduated from the Recruit Training Program.

Total career staff and paid on-call firefighters in the City's composite fire department is 178.

COMMUNITY ACTIVITIES

During this quarter, Chilliwack firefighters and the Chilliwack Firefighters Charitable Society (CFFCS) participated at the following events:

- ◆ Remembrance Day Cenotaph processions (with the department's Honour Guard)
- ◆ Chilliwack Mt. Cheam Rotary Club CATT Fund Volleyball Tournament
- ◆ Fire Prevention Week (Chilliwack Community Safety Fair) at Home Depot
- ◆ Assisted with "Bright Nights" in Stanley Park (sponsored by the BC Professional Firefighters' Burn Fund)
- ◆ Emergency Services Salvation Army Food Drive
- ◆ Yarrow Christmas Tree Lighting event
- ◆ Rotary Christmas Parade



**Emergency Services Salvation Army Food Drive
December 2023**



**Chilliwack Mt. Cheam Rotary Club CATT
Volleyball Fundraiser, November 2023**

FIRE DEPARTMENT FIRE OPERATIONS



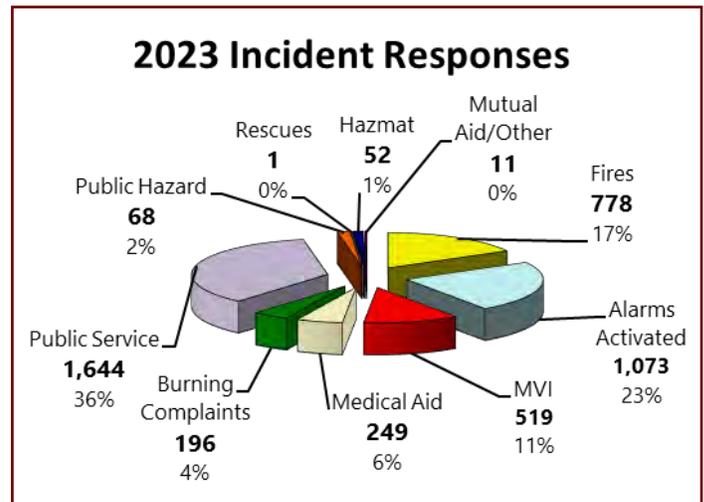
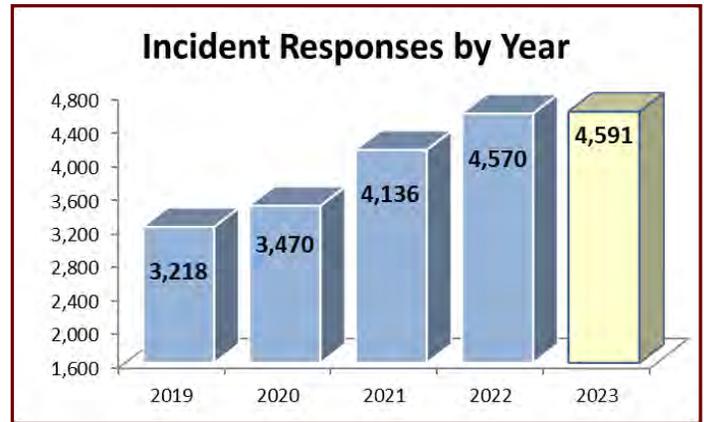
INCIDENT RESPONSES

The department responded to 1,142 calls for service in the fourth quarter of 2023, for a total of 4,591 incidents for the year. This is an increase of 21 total calls for service compared to 2022. Leading incidents for the quarter included 415 public service calls, 259 alarms activated, 179 fires, 143 motor vehicle incidents, and 66 emergency medical aid calls.

In 2023, the five leading calls for service were:

1. Public Service (assist RCMP, BCEHS, home smoke alarm, and CO alarm calls)
2. Alarms Activated (industrial, commercial, multi-family, and single family residential)
3. Fires (structures, vehicles, outdoor, dumpsters, trees, and bark mulch)
4. Motor Vehicle Incidents (MVIs)
5. Emergency Medical Aid

The above incident responses accounted for 4,263 calls for service, or 93% of the total incidents responded to in 2023.



**Vehicle Fire Incident, Chilliwack Lake Road
October 2023**



**Dumpster (Outdoor) Fire Incident, Lark Road
October 2023**

FIRE DEPARTMENT FIRE OPERATIONS



INCIDENT RESPONSES

	Monthly Summary			4 th Quarter	3 rd Quarter	2 nd Quarter	1 st Quarter	Annual Total
	Oct.	Nov.	Dec					
FIRES	65	49	65	179	249	200	150	778
Structures	10	8	7	25	33	28	26	112
Vehicle	6	2	11	19	15	10	8	52
Outdoor / Other	49	39	47	135	201	162	116	614
ALARMS ACTIVATED	105	74	80	259	289	272	253	1,073
Single family residential	44	33	35	112	129	116	122	479
Multi-family residential	25	24	23	72	62	75	62	271
Non-residential	36	17	22	75	98	81	69	323
MVI (NO FIRE)	37	58	48	143	124	137	115	519
Auto Extrication	2	1	0	3	2	1	4	10
Provide Medical Care	20	31	28	79	69	78	43	269
Routine Cleanup / No injuries	15	25	20	60	48	48	57	213
Cancelled/Fire not required	0	1	0	1	5	10	11	27
EMERGENCY MEDICAL AID	25	22	19	66	63	44	76	249
BURNING COMPLAINTS	27	13	11	51	57	53	35	196
Illegal	25	13	10	48	53	48	29	178
Legal	2	0	1	3	4	5	6	18
PUBLIC SERVICE	145	122	148	415	518	381	330	1,644
Investigate safety complaints and hazards	46	36	41	123	156	80	50	409
Assist other agencies (BCAS, RCMP etc.)	81	78	90	249	304	269	234	1056
Home smoke alarm / Carbon monoxide alarm	5	2	9	16	17	9	15	57
Post Fire Recheck/ Post Fire Investigation	1	0	1	2	8	3	4	17
Trapped in Elevator	3	0	3	6	11	9	8	34
Assist with lift or entry (non-medical/private)	6	2	2	10	12	9	16	47
Assist with water issue	3	2	2	7	3	0	2	12
Other	0	2	0	2	7	2	1	12
PUBLIC HAZARD	6	4	4	14	14	21	19	68
RESCUES	0	0	0	0	1	0	0	1
HAZARDOUS MATERIALS	3	3	4	10	14	13	15	52
MUTUAL AID (Out of Area Assist)	3	2	0	5	0	2	4	11
Totals	416	347	379	1,142	1,329	1,123	997	4,591

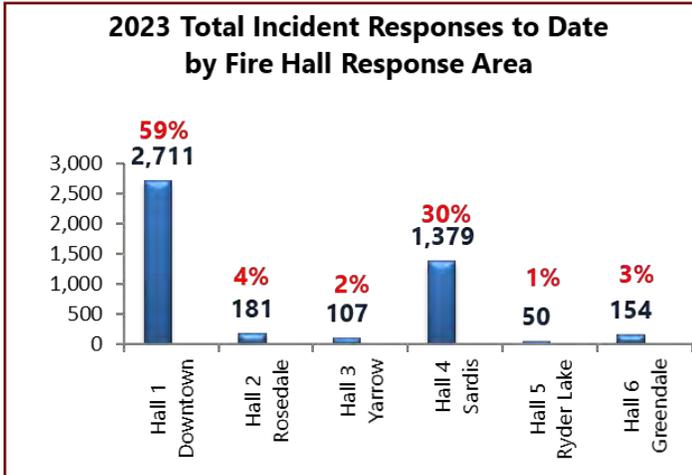
Previous Years:

	4 th Qtr	3 rd Qtr	2 nd Qtr	1 st Qtr	Total
2022	1,254	1,155	1,031	1,130	4,570
2021	1,136	1,135	1,038	827	4,136
2020	980	976	728	786	3,470
2019	826	833	834	725	3,218

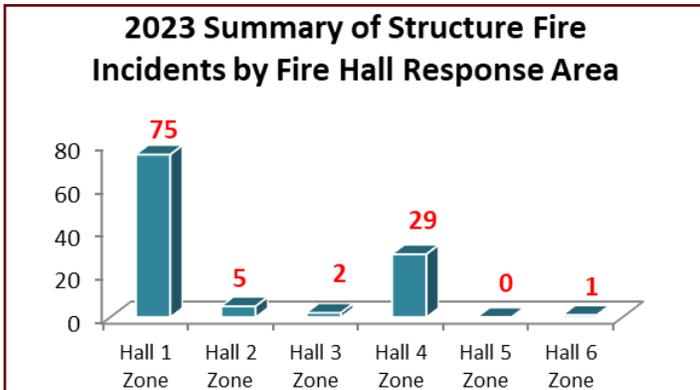
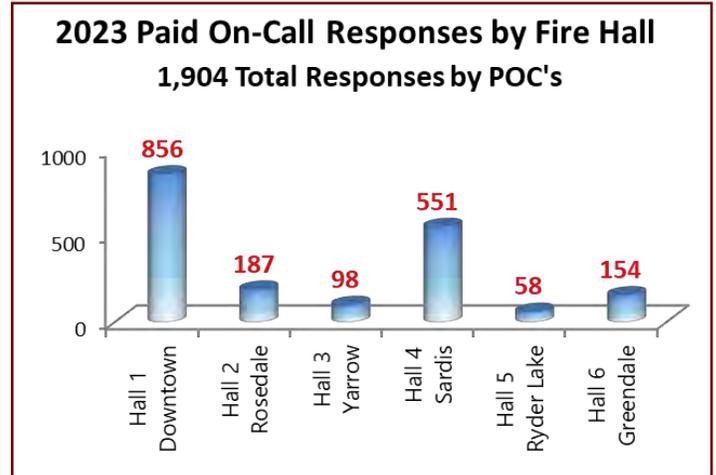
FIRE DEPARTMENT FIRE OPERATIONS



INCIDENT RESPONSES



4,090 (89%) of incidents occurred in the Fire Hall 1 (Downtown) and Fire Hall 4 (Sardis) response zones.

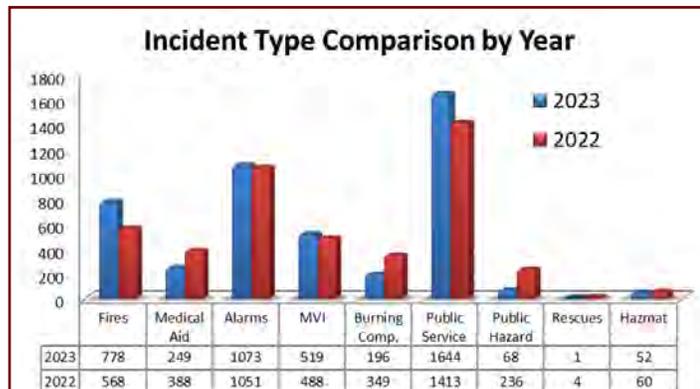


104 (93%) of structure fires occurred in the Fire Hall 1 (Downtown) and Fire Hall 4 (Sardis) response zones.



**Structure Fire, South Sumas Road
December 2023**

Photos by Jenna Hauck—Chilliwack Progress



FIRE DEPARTMENT FIRE PREVENTION

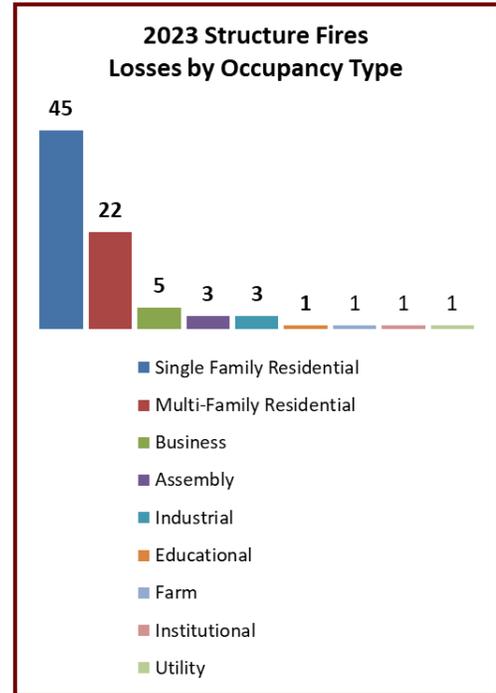
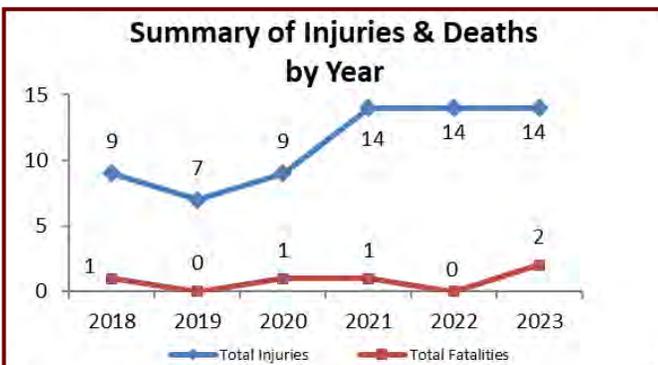


FIRE INVESTIGATIONS/LOSSES

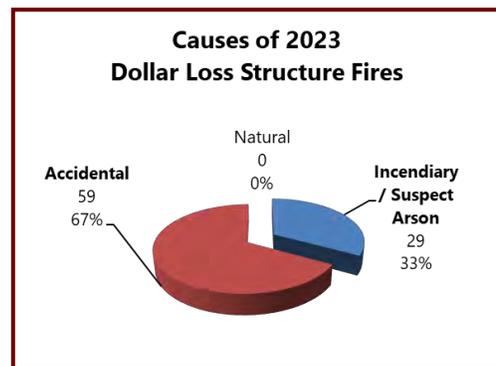
Fourth quarter fire losses were \$1,226,970, for total losses in 2023 of \$9,014,540. Structure fires made up 89% or \$7,979,370 of this total dollar loss in 2023. There were three civilian fire related injuries during this quarter, with a total of 12 civilian and two firefighter fire related injuries, and two civilian fatalities in the year. Ten (71%) of the fire related injuries occurred in residential buildings.

A total of 17 dollar loss structure fires occurred this quarter, with 14 (82%) occurring in residential occupancies. Total 2023 structure fire losses were 82, with 67 (82%) occurring in residential occupancies. Of the 112 structure fires that occurred in 2023, 104 (93%) occurred in the Fire Hall 1 (Downtown) and Fire Hall 4 (Sardis) response zones. Structure fire loss data for 2023 is consistent with 2022 data.

Fire origin and cause investigations were completed to identify fire loss trends and focus our inspection and education efforts to prevent future property losses, injuries, and fatalities.



67 (82%) of the 82 dollar loss structure fires occurred in residential buildings.



The leading cause of dollar loss structure fires in 2023 was accidental. Of the accidental structure loss fires, the majority of these fires were caused by smoking materials, ignorance of hazards, electrical issues, and distracted or preoccupied occupants.

FIRE DEPARTMENT FIRE PREVENTION



CODE ENFORCEMENT

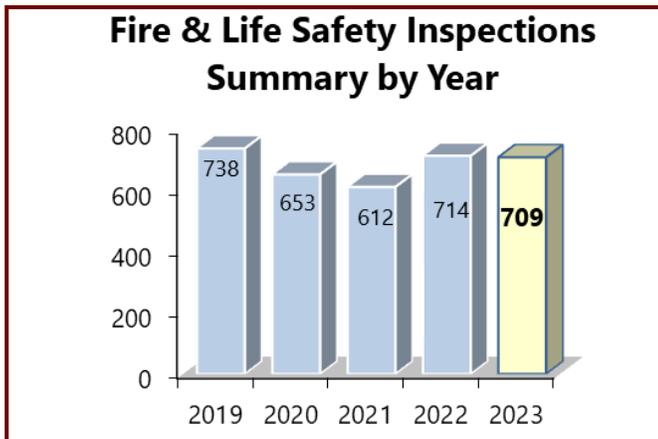
This quarter, the department completed 91 fire and life safety inspections, bringing the total completed inspections to 709 for 2023. The Fire Prevention Division is currently evaluating and updating the existing inspection process which will continue through 2024.

ENGINEERING

The department maintains an ongoing collaboration with the Building Department, actively reviewing new development and tenant inspection plans as required. Fire Department personnel also conducted numerous on-site inspections to ensure Fire Code compliance.

FIRE & LIFE SAFETY EDUCATION

A total of 70 fire and life safety sessions were delivered to the community in 2023. During the year, 3,059 residents were educated or trained in fire and life safety and emergency preparedness. Many public safety partners participated in our Community Safety Fair held at Home Depot in October 2023. Other sessions during this quarter included extinguisher training and fire safety classes.



Community Safety Fair / Fire Prevention Week October 2023



FIRE DEPARTMENT TRAINING AND EDUCATION



TRAINING AND EDUCATION

Technical Training

- ◆ **Pre-Hospital Care** is a large component of the training curriculum, and includes regularly scheduled CPR, AED, and First Responder (FR 3) courses.
- ◆ **Paid On-Call Firefighter Recruit Camp** – 21 new recruits continue working through their firefighter training program in accordance with the exterior/interior firefighter requirements set out by the BC Structure Firefighter Minimum Training Standards.
- ◆ **Interior/Exterior Firefighter Operations** – Four firefighters completed Interior/Exterior firefighter training in accordance with the BC Structure Firefighter Minimum Training Standards.
- ◆ **Fire Behaviour** – 80 firefighters participated in an in-house fire behaviour training program, gaining knowledge in fire development, fire growth, thermal layering, thermal imbalance, flow paths, fire travel, ventilation, and fire control.
- ◆ **Mutual Aid Training** – Fire Behaviour training was delivered to 12 Cultus Lake firefighters.
- ◆ **Live Fire** – 30 firefighters completed realistic live fire training in an acquired structure focusing on incident command, fire attack, and search procedure training.
- ◆ **Cold Weather Operations** – Apparatus Operators reviewed the process for the installation of tire chains and draining fire apparatus pumps to prepare for winter conditions.

Technical Training (continued)

- ◆ **Apparatus Operations** – Eight firefighters worked towards Apparatus Operation Certification in accordance with IAPD and NFPA 1002.
- ◆ **Class 3 Driver Training** – Four firefighters completed their Class 3 driver training.
- ◆ **Emergency Scene Management I (ESM)** - Seven career firefighters participated in 40 hours of theoretical and practical training in ESM in accordance with NFPA 1021.
- ◆ **Fire Officer Level I and II** – Company Officers and firefighters continue working on the requirements outlined in NFPA 1021 accreditation for Fire Officer Level I and II.
- ◆ **Organizational Culture** – Chief Officers, career firefighters, and Human Resource staff participated in six sessions led by Fiore Group, focusing on knowledge, skills, and activities designed to assist in developing and fostering positive organizational culture.



Live Burn Training, December 2023



POC Recruit Training Camp, December 2023

FIRE DEPARTMENT EMERGENCY MANAGEMENT



EMERGENCY MANAGEMENT PROGRAM



In the fourth quarter, staff continued to focus on reviewing the new BC Emergency and Disaster Management Act (EDMA) and proposed regulations. Staff are currently compiling comments on the proposed regulations for submission to the Ministry of Emergency Management and Climate Readiness. As the supporting regulations are developed and implemented, staff will update and modify plans and activities accordingly to achieve compliance with the Act.

On October 11, representatives from Trans Mountain facilitated a pipeline awareness presentation as well as two tabletop exercises to Emergency Operations Centre team members. Two different pipeline release scenarios were explored during the exercises and were designed to test current emergency plans and guided participants through the entire incident timeline from the initial reporting of the incident to the end of the recovery period.

Current weather forecasts are indicating a warmer and drier than normal winter. While it is too early to predict, the City could experience a lower risk of spring freshet activity and a higher

risk of wildfire and drought in 2024. Staff continue to closely monitor conditions and have begun seasonal readiness planning for these events.

The City of Chilliwack Emergency Support Services (ESS) Team finished off 2023 with the introduction of several new volunteer ESS responders, bringing the team's total strength to 21. Orientation training is currently being delivered to the new team members to prepare them to effectively respond to both small and large scale evacuation events. In total, the ESS team was activated nine times in 2023, and provided support to 13 displaced residents. Over 440 hours of volunteer time was logged in providing critical emergency support services to the City and speaks to the high level of dedication of our team leadership and members.



Emergency Preparedness Training Session



**LEGISLATIVE
SERVICES
VANDALISM TO
CITY FACILITIES**

FOURTH QUARTER REPORT, 2023

LEGISLATIVE SERVICES

VANDALISM TO CITY FACILITIES



VANDALISM REPORT SUMMARY TABLE

CITY OF CHILLIWACK													
2023 Fourth Quarter - Vandalism Report Summary													
October, November, December 2023													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year to Date
Public Works and Parks	\$ 12,747	\$ 12,400	\$ 19,585	\$ 10,276	\$ 10,638	\$ 9,248	\$ 16,118	\$ 6,673	\$ 13,450	\$10,413	\$ 5,961	\$12,337	\$ 139,846
Recreation Facilities	\$ 1,010	\$ 100	\$ 190	\$ 75	\$ 230	\$ 1,293	\$ 296	\$ 393	\$ 640	\$ 763	\$ 1,875	\$ 1,020	\$ 7,885
Civic Facilities	\$ 625	\$ 575	\$ 1,350	\$ 1,375	\$ 675	\$ 550	\$ 500	\$ 150	\$ 400	\$ 750	\$ 525	\$ 3,950	\$ 11,425
Engineering - Wire Theft	\$ 242	-	-	\$ 1,045	-	\$ 727	\$ 507	\$ 860	-	\$ 127	-	\$ 856	\$ 4,364
Fire	-	-	-	-	-	-	-	-	-	-	-	-	-
2023 TOTALS	\$ 14,624	\$ 13,075	\$ 21,125	\$ 12,771	\$ 11,543	\$ 11,818	\$ 17,421	\$ 8,076	\$ 14,490	\$12,053	\$ 8,361	\$18,163	\$ 163,520
2022 TOTALS	\$ 12,044	\$ 11,803	\$ 13,109	\$ 10,713	\$ 7,259	\$ 22,857	\$ 11,967	\$ 9,599	\$ 14,621	\$20,521	\$ 8,687	\$17,963	\$ 161,143



LEGISLATIVE SERVICES

VANDALISM TO CITY FACILITIES



PUBLIC WORKS AND PARKS

Month	Item	Cost
October	Graffiti	\$4,370.00
	Vandalism	\$6,043.00
November	Graffiti	\$1,297.00
	Vandalism	\$4,664.00
December	Graffiti	\$5,429.00
	Vandalism	\$6,908.00
	Total:	\$28,711.00

RECREATION FACILITIES

Month	Item	Cost
October	Graffiti	\$50.00
	Vandalism	\$713.00
November	Graffiti	\$0.00
	Vandalism	\$1,875.00
December	Graffiti	\$0.00
	Vandalism	\$1,020.00
	Total:	\$3,658.00

CIVIC FACILITIES

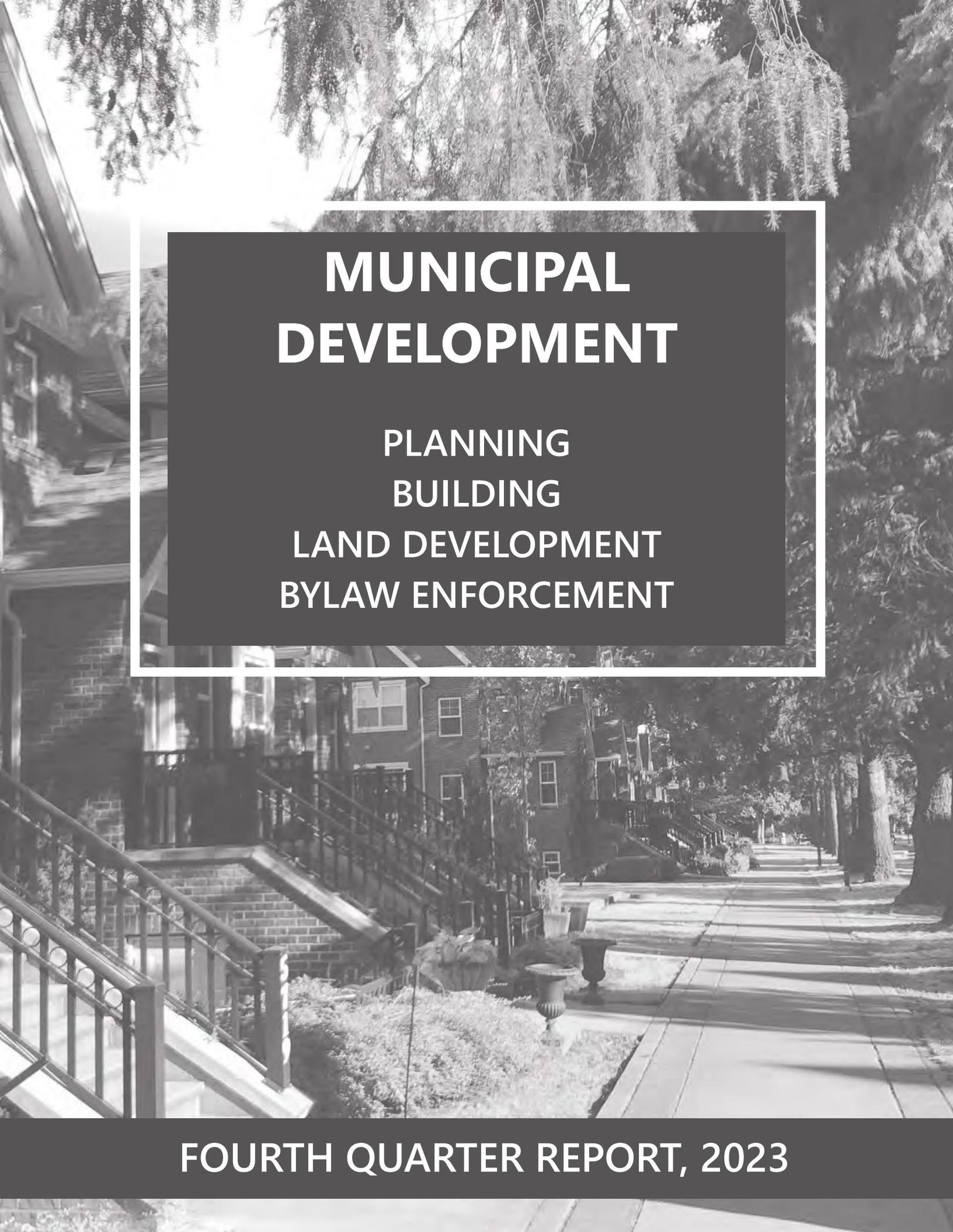
Month	Item	Cost
October	Graffiti	\$0.00
	Vandalism	\$750.00
November	Graffiti	\$525.00
	Vandalism	\$0.00
December	Graffiti	\$0.00
	Vandalism	\$3,950.00
	Total:	\$5,225.00

STREETLIGHTING—WIRE THEFT

Month	Item	Cost
October	Vandalism / Wire Theft	\$127.00
November	Vandalism / Wire Theft	\$0.00
December	Vandalism / Wire Theft	\$856.00
	Total:	\$983.00

FIRE DEPARTMENT

There were no significant acts of vandalism to the Fire Department this quarter.



MUNICIPAL DEVELOPMENT

**PLANNING
BUILDING
LAND DEVELOPMENT
BYLAW ENFORCEMENT**

FOURTH QUARTER REPORT, 2023

MUNICIPAL DEVELOPMENT PLANNING DEPARTMENT

ECONOMY AND HOUSING MARKET STARTS

According to Central 1 Credit Union, Canada's housing market ended 2023 on a slightly firmer note with MLS® home sales increasing for the first time since June. Like home sales, average prices in Canada increased after a 6-month downswing. The average national price increased 2% to a seasonally-adjusted \$673,251. In the BC urban-area, housing starts fell sharply in November compared to the previous month, prompted by waning construction in the residential sector.

Although most housing markets in BC experienced a decline in sales, Chilliwack and District Real Estate Board (CADREB) and Fraser Valley Real Estate Board (FVREB) statistics indicate a slight increase in home pricing throughout the Fraser Valley. Despite high interest rates and slow sales activity, benchmark sale prices continue to increase in comparison to last year. Compared to December 2022's benchmark prices, CADREB reports the current benchmark price for a single-detached dwelling (two storey) increased 1.4% (\$966,700), townhomes increased 5.8% (\$595,900), and apartments increased 9.36% (\$402,500). In communities to the west (Abbotsford, Langley, Mission, North Delta, Surrey, and White Rock), the FVREB reports the current benchmark price for a single-detached dwelling increased 7.1% (\$1,471,500), townhomes increased 5.3% (\$826,400), and apartments increased 6.9% (\$537,600).

For two consecutive years, residential building permit units in Chilliwack are trending lower. For 2023, Chilliwack's total new residential building permit units are 573 (178 single detached, 1 duplex, 45 townhouses, 350 apartment units) compared to 793 residential units for 2022 and 930 residential units for 2021. Though not reflected in the City's building permit statistics, there is a comparable rate of residential

construction occurring on First Nations land, which contributes to the City's overall growth. According to the City's Development Cost Charges statistics for 2023, approximately 530 new residential units (single detached, townhouses, and apartments) were constructed on First Nations land. The majority of this growth and development is occurring on Tzeachten and Skowkale First Nations and Shxwhá:y Village.

Sources: Central 1 Credit Union, City of Chilliwack Building Permit Records, Chilliwack & District Real Estate Board, Fraser Valley Real Estate Board



MUNICIPAL DEVELOPMENT PLANNING DEPARTMENT

NEW PROVINCIAL HOUSING STATUTES

Staff prepared a summary of the recent Provincial legislation changes related to the Local Government Act's planning and land use management sections for Council's information. This includes Bill 44 (Residential Development), Bill 46 (Development Financing), and Bill 47 (Transit-Oriented Areas), collectively known as the Housing Statutes. These changes represent a significant shift in planning and land use regulation, and common practices and processes will require reviewing and updating in the short and long term. Additional details and clarification continue to be released by the Province, and staff continue to review and understand the various implications of these changes on current City processes and procedures.



HERITAGE STRATEGIC ACTION PLAN: NEXT STEPS

Progress continues on updating Chilliwack's 1991 Heritage Inventory. Throughout this quarter, the heritage consultants finalized the values-based evaluation criteria to determine which sites should be considered for inclusion on the City's updated Heritage Interest Inventory. The heritage consultants met with the City's Heritage Advisory Committee (HAC) in December to review and discuss the draft Heritage Interest Inventory Report. This meeting also discussed possible themes for a future Thematic Framework. The updated Heritage Interest Inventory is anticipated to be brought to Council in the first quarter of 2024.



CITY & NEIGHBOURHOOD PROFILES

After completing a detailed review of the City's data and receiving staff feedback on the overall design concept, the consultants began drafting the demographic profiles. Over the next quarter, the consultants will continue to finalize these profiles and begin preparing the ten-year community trends overview, using data from the 2011, 2016, and 2021 Census years. The project is on track to be completed during the second quarter of 2024.



MUNICIPAL DEVELOPMENT PLANNING DEPARTMENT



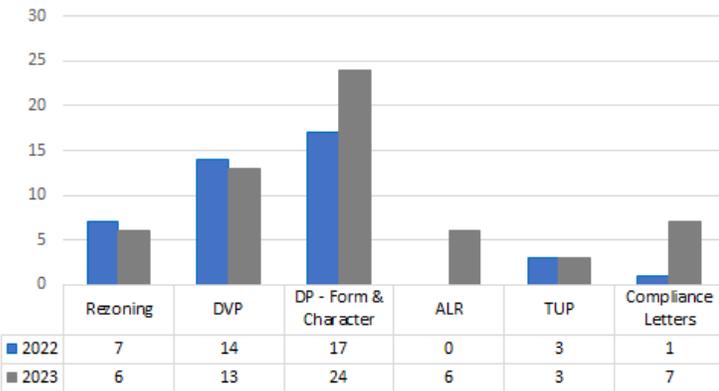
PLANNING & STRATEGIC INITIATIVES DEVELOPMENT APPLICATION SUMMARY – 2022

APPLICATION	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEPT	OCT	NOV	DEC	Q4 Totals	2022 YTD Totals
Rezoning	13	7	16	6	14	8	0	4	5	4	1	2	7	80
DVP	11	3	5	4	8	5	1	5	7	6	4	4	14	63
DP - Form & Character	8	9	12	20	13	5	4	10	5	8	3	6	17	103
ALR	0	2	0	0	5	1	1	4	0	0	0	0	0	13
TUP	2	3	1	0	0	1	0	0	0	1	1	1	3	10
Compliance Letters	2	12	2	1	4	4	5	3	10	0	0	1	1	44
New Business Licences	69	58	63	42	52	72	40	72	42	46	42	29	117	627

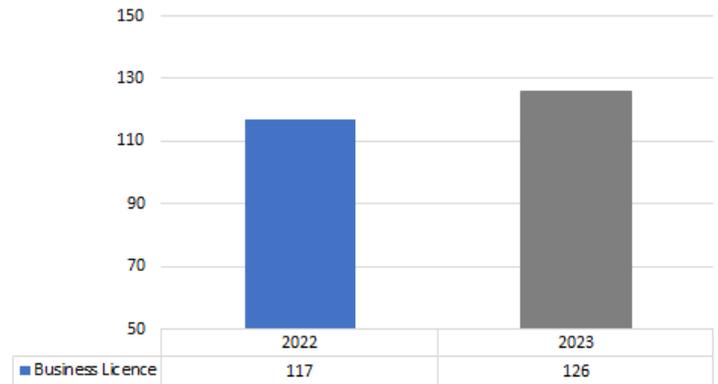
PLANNING & STRATEGIC INITIATIVES DEVELOPMENT APPLICATION SUMMARY – 2023

APPLICATION	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEPT	OCT	NOV	DEC	Q4 Totals	2023 YTD Totals
Rezoning	7	3	4	8	5	3	8	4	1	2	2	2	6	49
DVP	9	5	7	6	7	3	8	5	2	5	2	6	13	65
DP - Form & Character	8	6	11	11	10	3	6	8	6	8	8	8	24	93
ALR	0	0	1	1	3	3	2	0	0	1	4	1	6	16
TUP	2	0	0	1	2	0	1	2	2	1	0	2	3	13
Compliance Letters	5	1	4	3	2	1	1	1	3	3	3	1	7	28
New Business Licences	35	77	38	56	55	62	61	55	53	36	55	35	126	618

4th Quarter - 2022/2023 Comparison



4th Quarter - 2022/2023 New Business Licence



MUNICIPAL DEVELOPMENT PLANNING DEPARTMENT



APPLICATIONS RECIEVED BY NEIGHBOURHOOD - 4th QUARTER

	Rezoning	Development Variance Permits	Development Permits Form & Character	ALR	TUP	*Business Licences
Fairfield					1	3
Little Mountain						1
Chilliwack Proper	4	4	10			62
Chilliwack Mountain						4
Cattermole						
Village West		1	2			7
Sardis	2	2	4			19
Vedder			3		1	20
Greendale						8
Greendale Area				1		3
Yarrow		1	2	1	1	4
Promontory		2	1			10
Ryder Lake						5
Majuba Hill			1			
Eastern Hillside						4
Rosedale		2				2
Valley North		1	1	3		9
Valley South				1		1
Non Resident Businesses						10
TOTAL APPLICATIONS	6	13	24	6	3	172



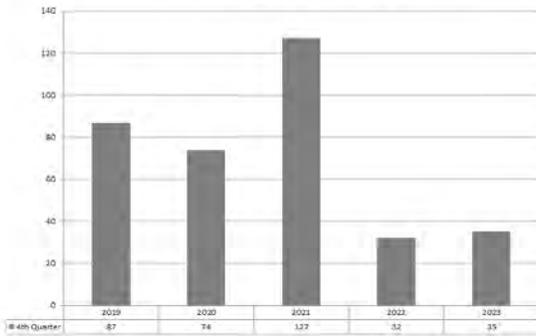
*Note: Business Licences include new, change of address, ownership changes and non-resident.

MUNICIPAL DEVELOPMENT BUILDING & LAND DEVELOPMENT

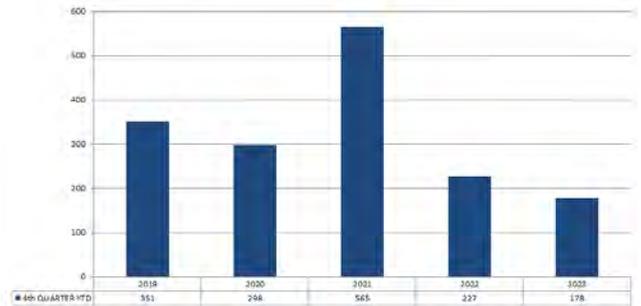


BUILDING PERMIT INFORMATION

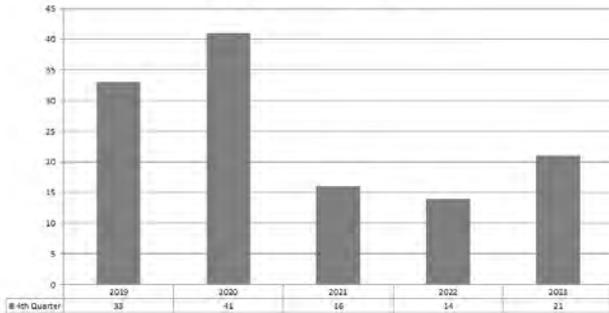
**Single Family
4th Quarter 5-Year Comparison**



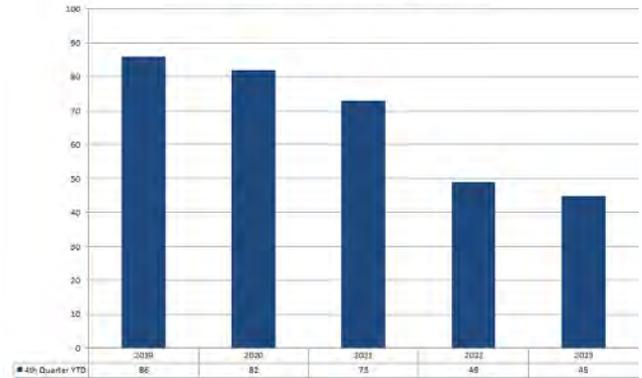
**Single Family
Year-To-Date 5-Year Comparison**



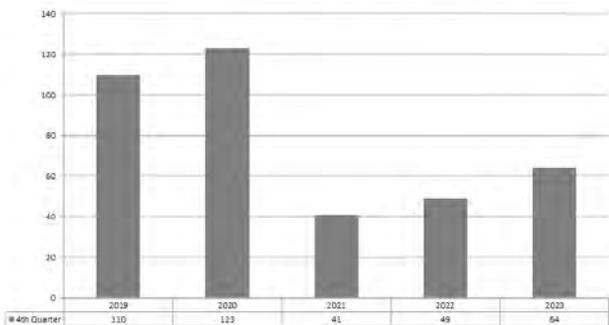
**Townhouses
4th Quarter 5-Year Comparison**



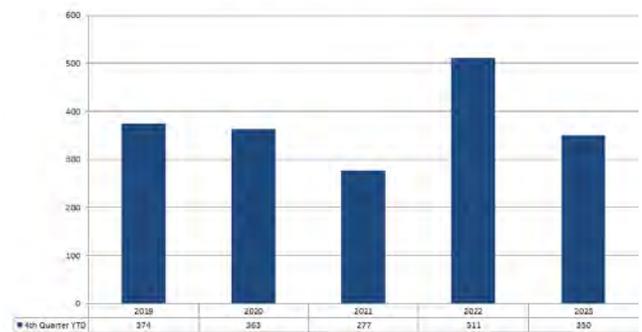
**Townhouses
Year-To-Date 5-Year Comparison**



**Multi-Family Apartments
4th Quarter 5-Year Comparison**



**Multi-Family Apartments
Year-To-Date 5-Year Comparison**

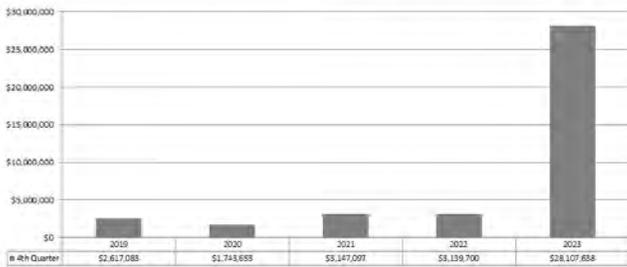


MUNICIPAL DEVELOPMENT BUILDING & LAND DEVELOPMENT

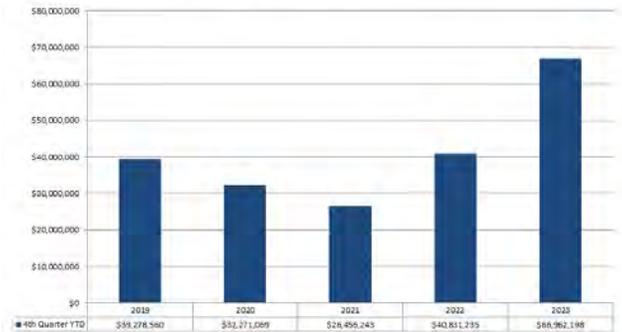


BUILDING PERMIT INFORMATION

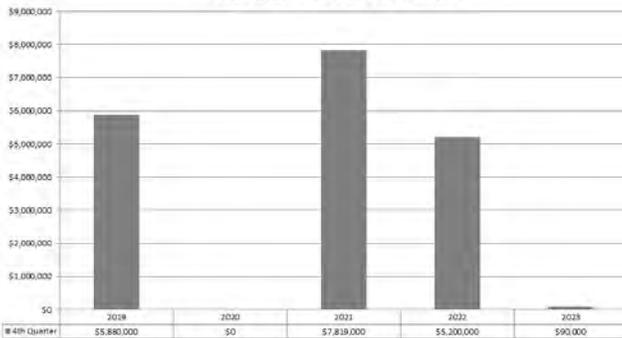
Commercial
4th Quarter 5-Year Comparison



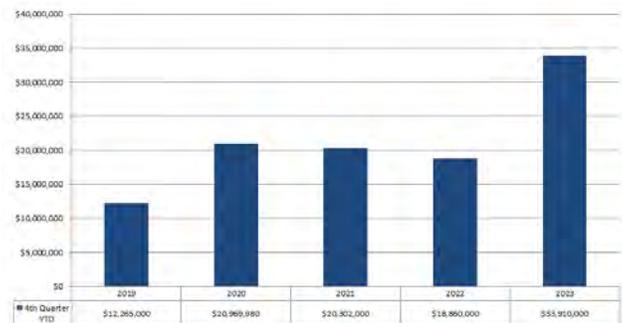
Commercial
Year-To-Date 5-Year Comparison



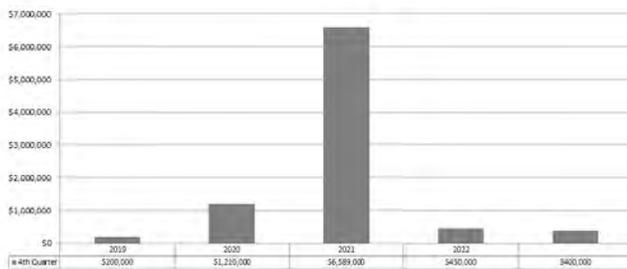
Industrial
4th Quarter 5-Year Comparison



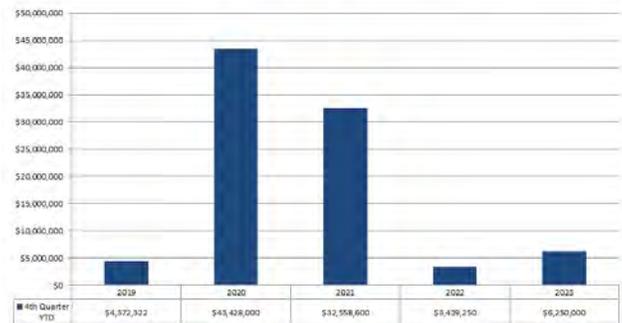
Industrial
Year-To-Date 5-Year Comparison



Institutional
4th Quarter 5-Year Comparison



Institutional
Year-To-Date 5-Year Comparison

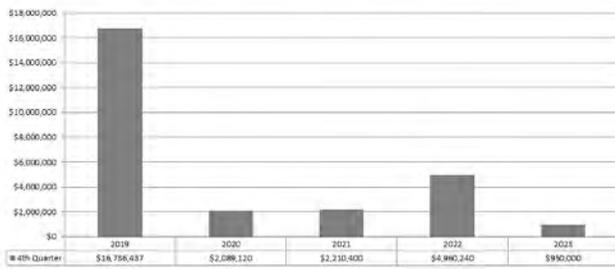


MUNICIPAL DEVELOPMENT BUILDING & LAND DEVELOPMENT

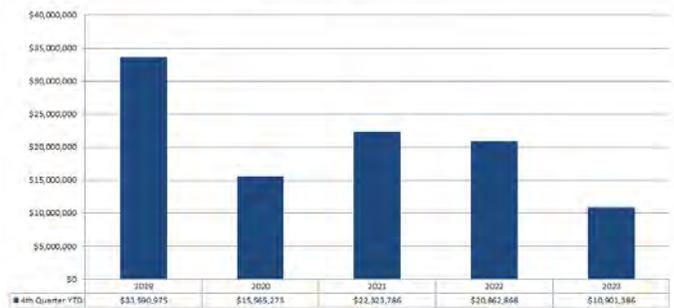


BUILDING PERMIT INFORMATION

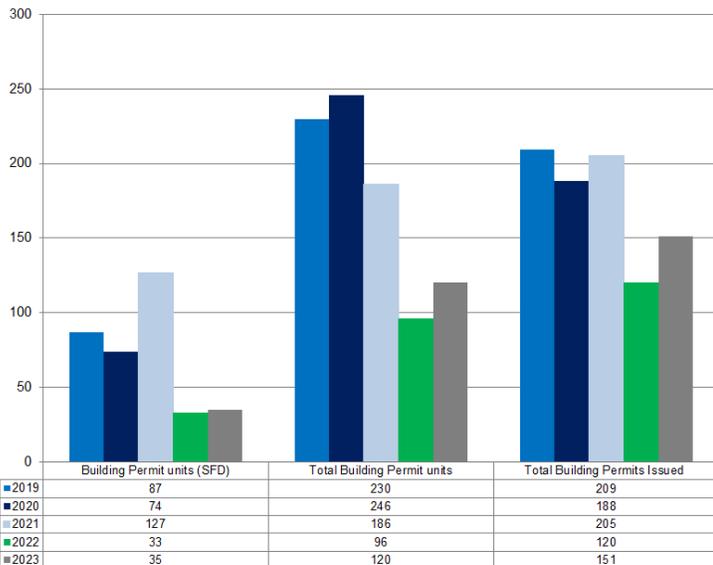
**Agricultural
4th Quarter 5-Year Comparison**



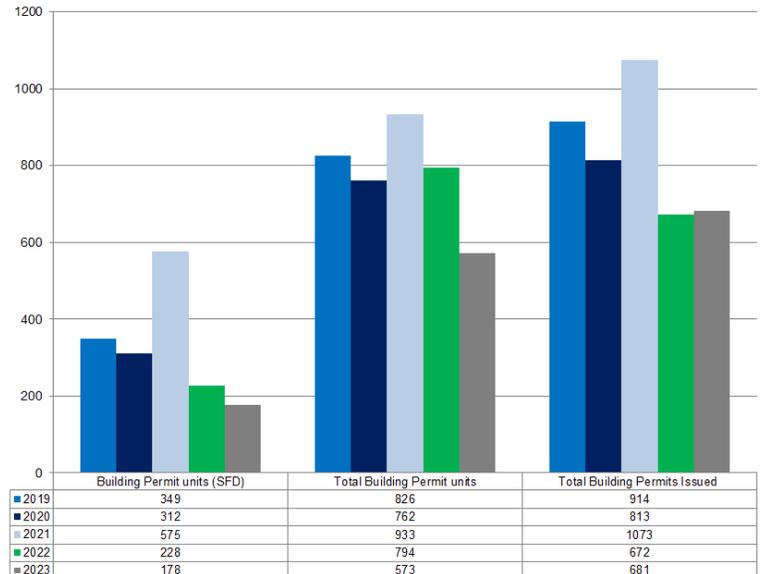
**Agricultural
Year-To-Date 5-Year Comparison**



**4th Quarter 5-Year Comparison
Building Permits**



**Year-to-Date 5-Year Comparison
Building Permits**

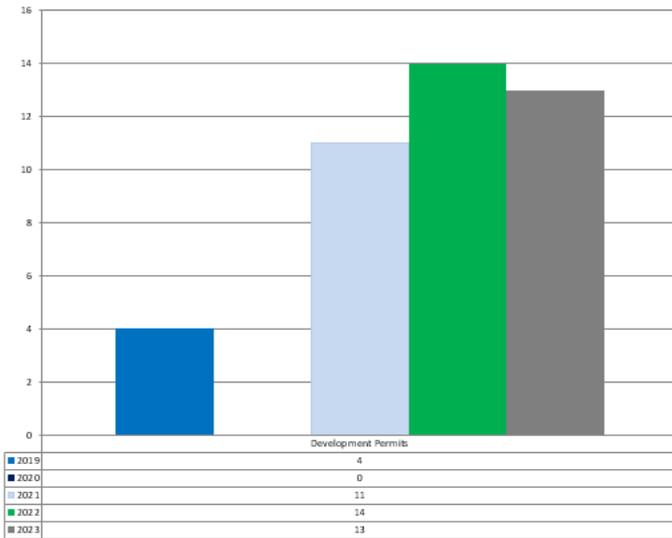


MUNICIPAL DEVELOPMENT BUILDING & LAND DEVELOPMENT

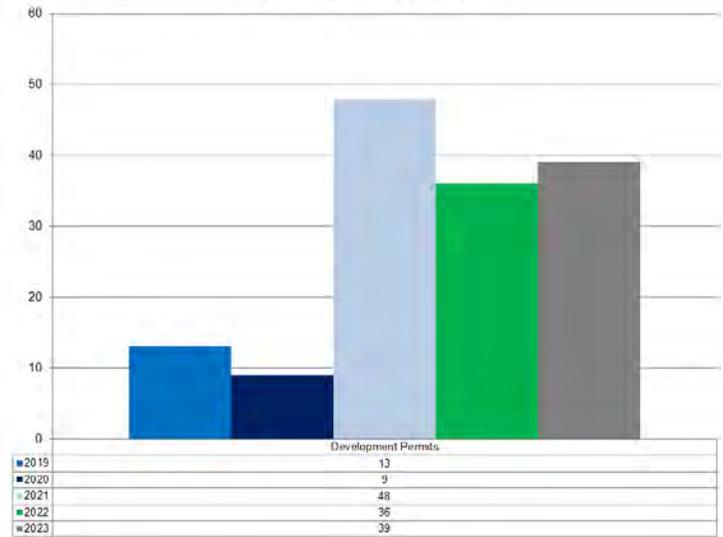


LAND DEVELOPMENT INFORMATION

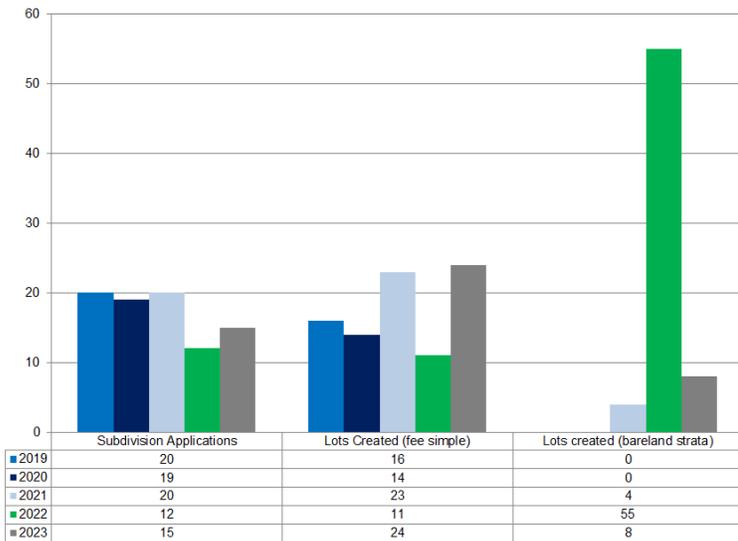
4th Quarter 5-Year Comparison
Development Permits



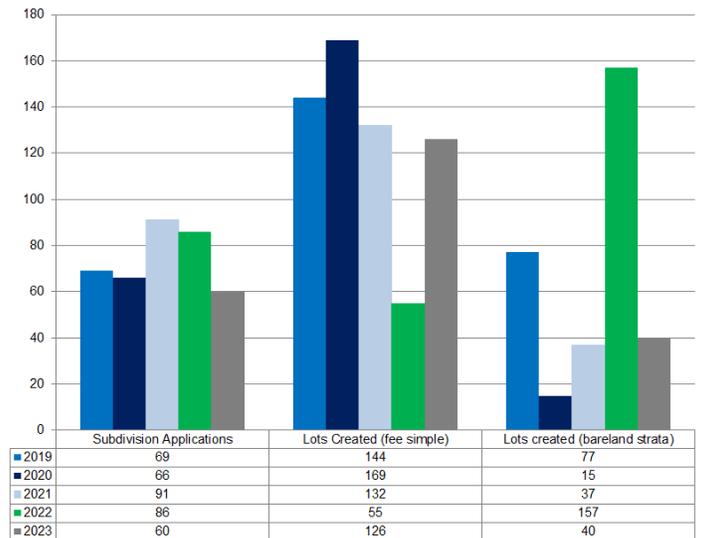
Year-to-Date 5-Year Comparison
Development Permits



4th Quarter 5-Year Comparison
Subdivision



Year-to-Date 5-Year Comparison
Subdivision

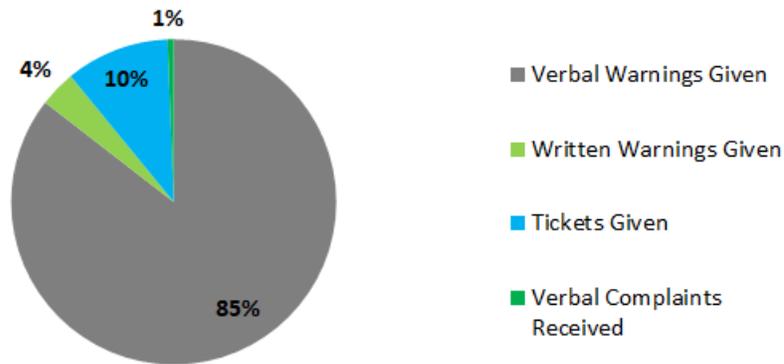


MUNICIPAL DEVELOPMENT BYLAW ENFORCEMENT

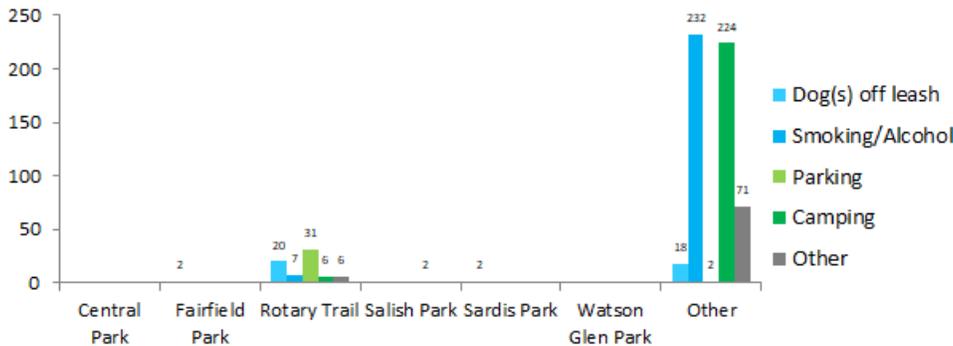


BYLAW BIKE PATROL INFORMATION

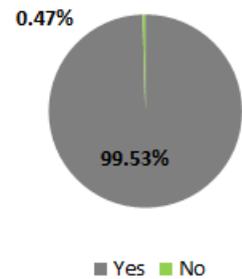
Total Monthly Stats



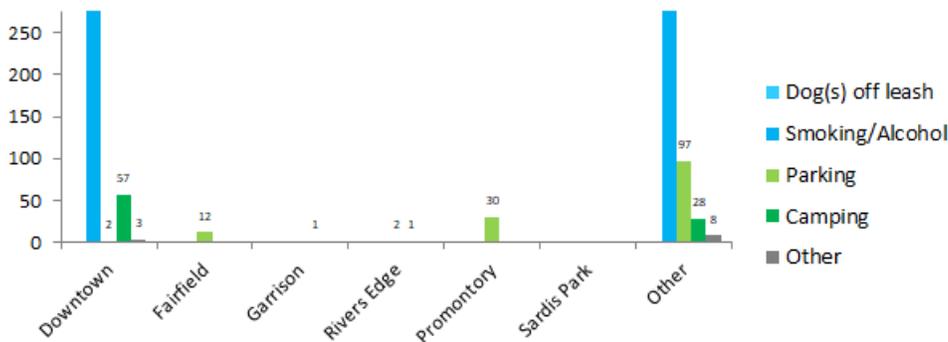
Verbal Warnings (Parks)



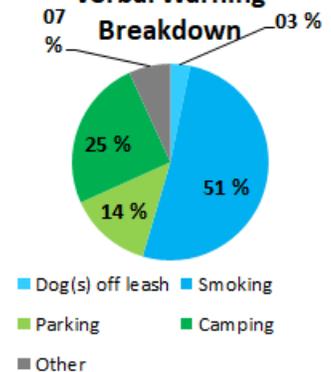
Verbal Warning - Compliance Achieved



Verbal Warnings (Neighbourhoods)



Verbal Warning Breakdown

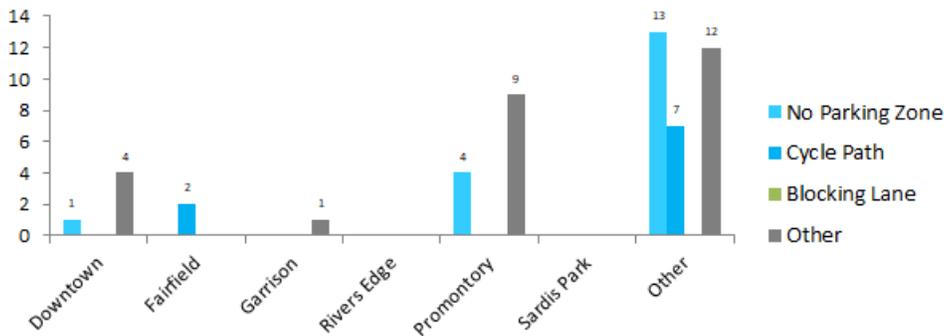


MUNICIPAL DEVELOPMENT BYLAW ENFORCEMENT

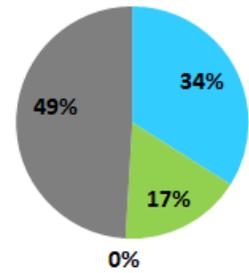


BYLAW BIKE PATROL INFORMATION

Written Warnings (Neighbourhoods)

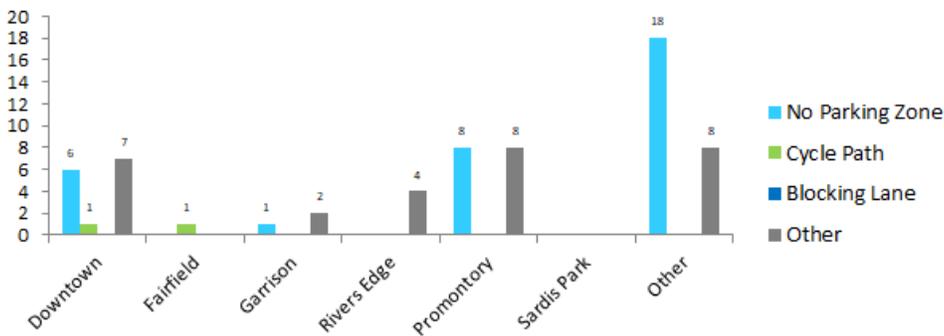


Written Warning Breakdown

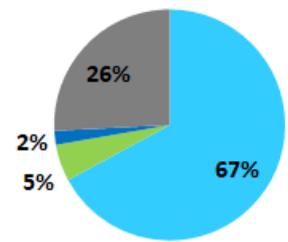


- No Parking Zone
- Cycle Path
- Blocking Lane
- Other

Tickets Issued (Neighbourhoods)



Ticket Breakdown



- No Parking Zone
- Cycle Path
- Blocking Lane
- Other

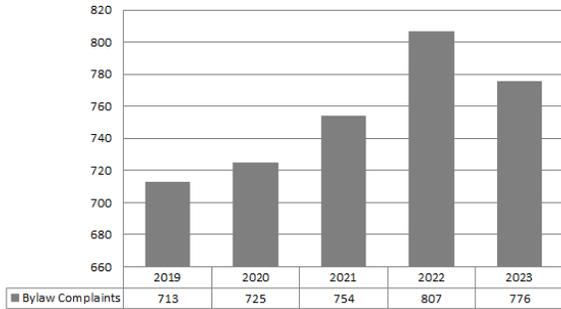


MUNICIPAL DEVELOPMENT BYLAW ENFORCEMENT

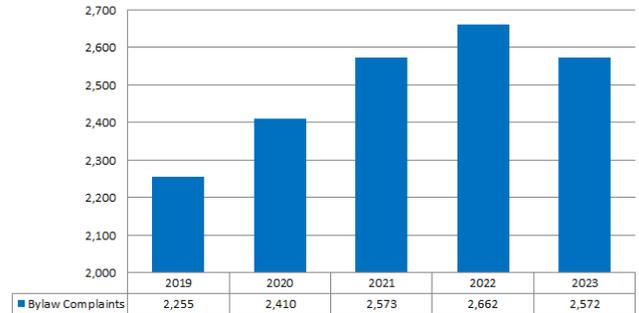


BYLAW ENFORCEMENT INFORMATION

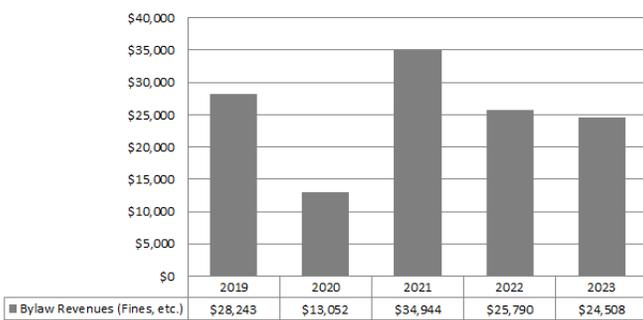
Bylaw Enforcement
4th Quarter 5-Year Comparison Complaints



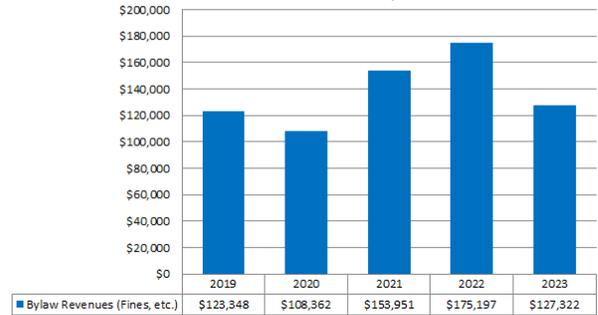
Bylaw Enforcement
Year-to-Date - 5-Year Comparison Complaints



Bylaw Enforcement
4th Quarter 5-Year Comparison Revenues



Bylaw Enforcement
Year-to-Date - 5-Year Comparison Revenues

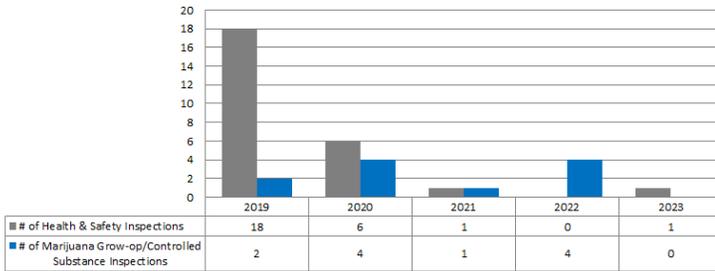


MUNICIPAL DEVELOPMENT BYLAW ENFORCEMENT

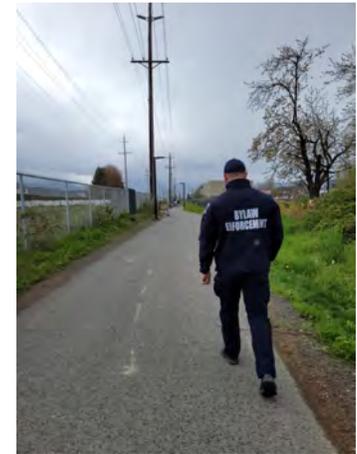
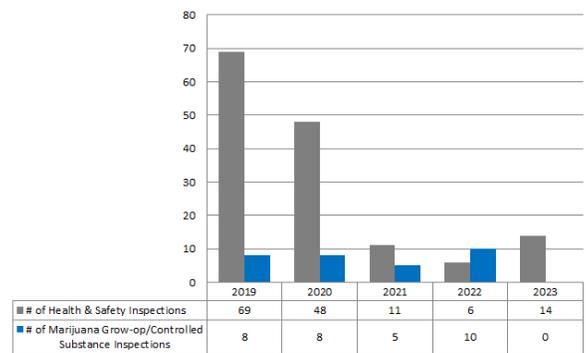


BYLAW ENFORCEMENT INFORMATION

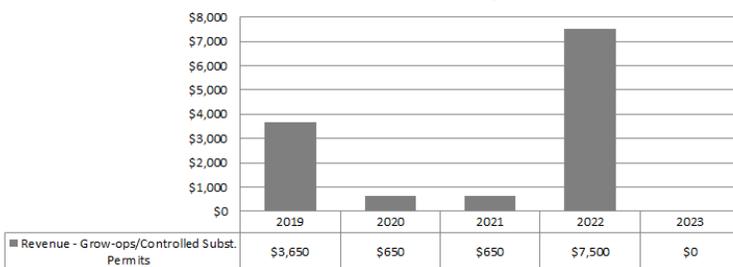
Health & Safety Enforcement Inspections
4th Quarter 5-Year Comparison



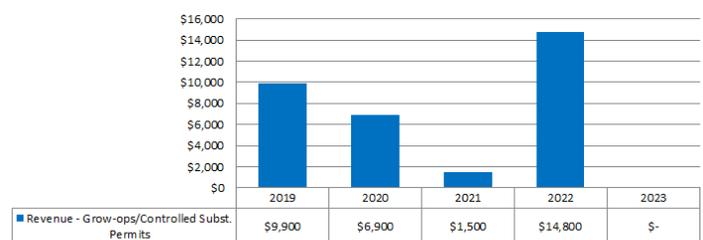
Health & Safety Enforcement Inspections
Year-to-Date - 5-Year Comparison



Health & Safety
4th Quarter 5-Year Comparison Revenues



Health & Safety Revenues
Year-to-Date - 5-Year Comparison Revenues





**SOCIAL
DEVELOPMENT**

**COMMUNITY SAFETY PLAN
HOMELESSNESS ACTION PLAN
REACHING HOME
CHILLIWACK HEALTHIER
COMMUNITY**

FOURTH QUARTER REPORT, 2023

SOCIAL DEVELOPMENT COMMUNITY SAFETY PLAN



COMMUNITY SAFETY PLAN

Through the fourth quarter of 2023, work continued to support the implementation of the Chilliwack Community Safety Plan:

Street Based Outreach — Funded through Reaching Home, street-based outreach and referrals continued:

- **Pacific Community Resources Society** (daily) - Over 3,000 contacts this year; support for Community Response Team daily patrols
- **Cyrus Centre** (5 days/week) - Over 75 contacts with youth; 10-15 connections daily

Through this work, individuals experiencing homelessness are connected to services such as health services, housing and residential treatment. Some of the referrals Outreach staff were able to provide during this quarter include Opioid Agonist Treatment (OAT), Rapid Access Addiction Clinic (RAAC), Ministry of Children and Family Development, Substance Use Services Access Team (SUSAT), Intensive Case Management, Chilliwack Interagency Response Table, Stó:lō, Community Living BC, Asante, Connective, Victim Services, Mental Health, and the Ministry of Social Development and Poverty Reduction for Persons with Disabilities and Income Assistance.

Case Management—Continues in conjunction with daily Community Response Team/outreach patrols, as well as through weekly Situation Table (CIRT) and bi-weekly Shop Talk meetings.

Advocacy for ACT and Car 67 – The Mobile Integrated Crisis Response team was operationalized in the fourth quarter, through a partnership between the RCMP and Fraser Health. Efforts to advocate for an ACT team are ongoing.

Public Safety Advisory Committee (PSAC) – Continued to meet monthly in quarter four.

Early Interventions — School District 33 staff attended the December Community Safety Governance Committee meeting and provided a presentation regarding childhood development, the importance of early interventions, Adverse Childhood Experiences and the continued need for childcare spaces.

Funding for Indigenous Homelessness – Reaching Home funding continued to provide the following supports to Indigenous peoples experiencing homelessness:

- Indigenous Housing Support Facilitator (Housing Hub);
- Indigenous Shelter staff (Wellness Centre); and
- Indigenous Youth Outreach.

Culturally Appropriate Outreach – Historical Impact Training was provided by Kelowa Edel to local service providers and front-line staff. A second session is organized for Cultural Safety and Humility in January.



Indigenous Training/Collaboration – City staff participated in Ownership, Control, Access and Possession (OCAP) training in October. This unique learning opportunity was facilitated by the First Nations Information and Governance Centre and was designed to introduce the fundamental concepts of OCAP information governance, and First Nations data sovereignty.

Mobile Health Supports – Fraser Health's Integrated Homelessness Action Response Team (IHART) and Intensive Case Management (ICM) Team remain active in Chilliwack. Team members are collaborating with RCMP and local service providers and continue to provide mobile, on-call outreach, including medical and mental health supports.

SOCIAL DEVELOPMENT HOMELESSNESS ACTION PLAN

HOMELESSNESS ACTION PLAN

The City, Province, and non-profit partners continue to implement objectives of the Homelessness Action Plan:

Develop and Implement Housing First – Housing Hub, operated by PCRS, receives funding from Reaching Home for two Housing Support Facilitators that work to house and support individuals and families that are either experiencing or at imminent risk of homelessness following Housing First Principles.

The Housing Support Facilitator has a caseload of 22 participants along with 12 children in 33 units. Since the beginning of the fiscal year, this program has assisted 30 adults with dependent children. Several of the participants have graduated from the program and no longer require supports.

The Indigenous Housing Support Facilitator has a caseload of 14 with 8 attached children in 13 units. This program has assisted 19 adults with dependent children so far this fiscal year.

The CHC Housing First Task Team continues to meet regularly to discuss shelter and housing services, vacancies, opportunities and challenges.

Wellness Centre - The Wellness Centre provides a safe space to rest, eat, do laundry, and get help with Income Assistance applications, identification, minor medical care, and housing applications. During the fourth quarter, the Wellness Centre had 8,316 unique visits.

Community Events— Staff attended several community events including Conversations with Indigenous Leaders by the Chamber of Commerce, Wellness Together and a Celebration of People Experiencing Homelessness that Passed in 2023 hosted by Ruth & Naomi's.



Increase coordination amongst agencies to prevent homelessness - Weekly Chilliwack Interagency Response Team (CIRT)

meetings continue to provide partners with updates regarding vulnerable individuals with immediate high risks. The team works together to triage the cases with rapid intervention amongst multiple agencies.

Bi-weekly Shop Talk meetings continued throughout the quarter, where front-line staff meet to share agency updates. This meeting is facilitated through a partnership with the City, PCRS and Fraser Health. Shop Talk members presented 58 individuals experiencing homelessness.

Shop Talk Stats Q4	
Females	28
Males	30
< 20	1
20's	23
30's	27
40's	5
50's	2
Indigenous	39
Use Substances	56
Mental Health	52
Cognitive Impairment	18

Improve the health and safety of individuals experiencing homelessness - Training

has been provided to local service providers and front-line staff to ensure that they are supporting participants in the most effective ways. The sessions hosted by the City during quarter four included:

- Away Home Canada—Family and Natural Supports (Youth Homelessness) on Oct. 19-20
- Canadian Alliance to End Homelessness (CAEH) — Person-Centred Intensive Case Management on Oct. 24-25
- Historical Impact Training with Kelowa Edel on Oct. 27
- CAEH—Assertive Engagement on Nov. 28-29
- CAEH—Others and Self Care: Trauma Informed Practice on Dec. 12-13
- Canada Mortgage and Housing Corporation webinar on Housing Solutions

SOCIAL DEVELOPMENT REACHING HOME

REACHING HOME—CANADA'S STRATEGY TO END HOMELESSNESS

Reaching Home is a community-based, federally funded program aimed at preventing and reducing homelessness by providing direct support and funding to designated communities. In 2020, Chilliwack became a designated community, and signed a four year contract with the federal government.

In December, Chilliwack was notified by Infrastructure Canada of a two year extension to the current contract.

Between April 1 and December 31, 2023 the funded Reaching Home sub-projects yielded the following outcomes:

- **Housing Support Facilitator:** 1.4 staff positions support a caseload of 22 participants with 12 dependent children.
- **Indigenous Housing Support Facilitator:** one full time staff position supports a caseload of 14 participants with 8 dependent children.
- **Street Outreach:** 3,391 individual contacts with people experiencing homelessness.
- **Indigenous Youth and Youth Outreach:** supporting 75+, 10-15 contacts each day and has housed 6 participants in the fourth quarter.
- **Prevention and Diversion:** 68 individuals received funding in the form of rental or utility arrears.

Sub-project monitors were undertaken in quarter four to ensure funding will be fully expended by the end of the fiscal year and to ensure that service providers are meeting contractual obligations.

An orientation session was provided for new Community Advisory Board members who will be joining the committee in 2024.

Coordinated Access (CA) – Staff continued to meet with service providers regarding federal and provincial alignment on CA and Homeless Individuals and Families Information System (HIFIS) implementation during the fourth quarter. BC Housing provided a testing environment for staff and service providers to ensure the system will meet operational needs in an effective manner, including providing staff with access to basic demographics, programs having the ability to document interactions with participants, and any reporting needs of the service providers. Each module and user right template will be tested by a staff member with similar roles to ensure the system's efficacy. A governance committee has been created to assist in the HIFIS implementation process and privacy documents are being reviewed by BC Housing, INFC and all BC CE's.



Winter Funding Top-Up— Infrastructure Canada notified the City of available top up funds of \$298,933 to address winter unsheltered homelessness. Engagement took place in December to identify potential projects.

SOCIAL DEVELOPMENT

CHILLIWACK HEALTHIER COMMUNITY



CHILLIWACK HEALTHIER COMMUNITY

Regular CHC Partner and Task Team Meetings -

Bi-monthly partner meetings continued through the fourth quarter.

Task team and working group Chairs bring forth current successes, challenges and opportunities observed by members. Representatives from partner organizations use the bi-monthly meetings to delve into and address emerging issues while undertaking focused action in a collaborative manner.

The CHC Coordinator met regularly with task teams and working groups, supporting new initiatives and ongoing business.

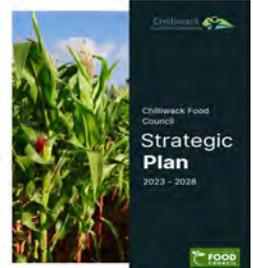
The Poverty Reduction Task Team (PRTT) and City staff began the localized Poverty Reduction Plan (PRP) project with Urban Matters. With the discovery phase now complete, the focus has transitioned to engagement.

On November 6, 2023, the City of Chilliwack and Urban Matters hosted an informal open house at the Chilliwack Cultural Centre, with the support of PRTT members. The purpose of the event was to generate discussion on the current state of poverty across the city and what initiatives, organizations, and actions might be best suited to reducing poverty.

Approximately 60 individuals attended. Attendees included poverty reduction professionals and persons with lived or living experience.



The Chilliwack Food Council (CFC) continued support for local projects including the 2023 Food Security Survey, Food Resource Guide, and the newly created Food Asset Map, for Chilliwack and Fraser East.



With the Food Council's 5-year Strategic Plan complete, focus will turn to identifying priorities for 2024.

Substance Use Continuum of Care (SUCC) welcomed new key players to the working group, including Fraser Health, School District 33, and the Chilliwack Youth Health Centre. Members at this table are delving into prevention and diversion as it pertains to youth. Additionally, this working group will be exploring the inventory of resources and services to better understand the current situation and identify gaps through the process.

CHC Friday Mailout - CHC continues to send out weekly newsletters every Friday, updating and connecting partners and organizations on what is happening in the community and regularly includes local events, grant programs, continuous learning opportunities and employment postings. The weekly mailout now exceeds over 900 subscribers.

Information and Networking Breakfasts - An Information and Networking event, showcasing Chilliwack's new Mobile Integrated Crisis Response (MICR) program, was held on November 28 at the Chilliwack Cultural Centre. The presentation and in-depth Q&A session were facilitated by MICR team members from Chilliwack RCMP and Fraser Health.

Over 50 people attended, including local media.

