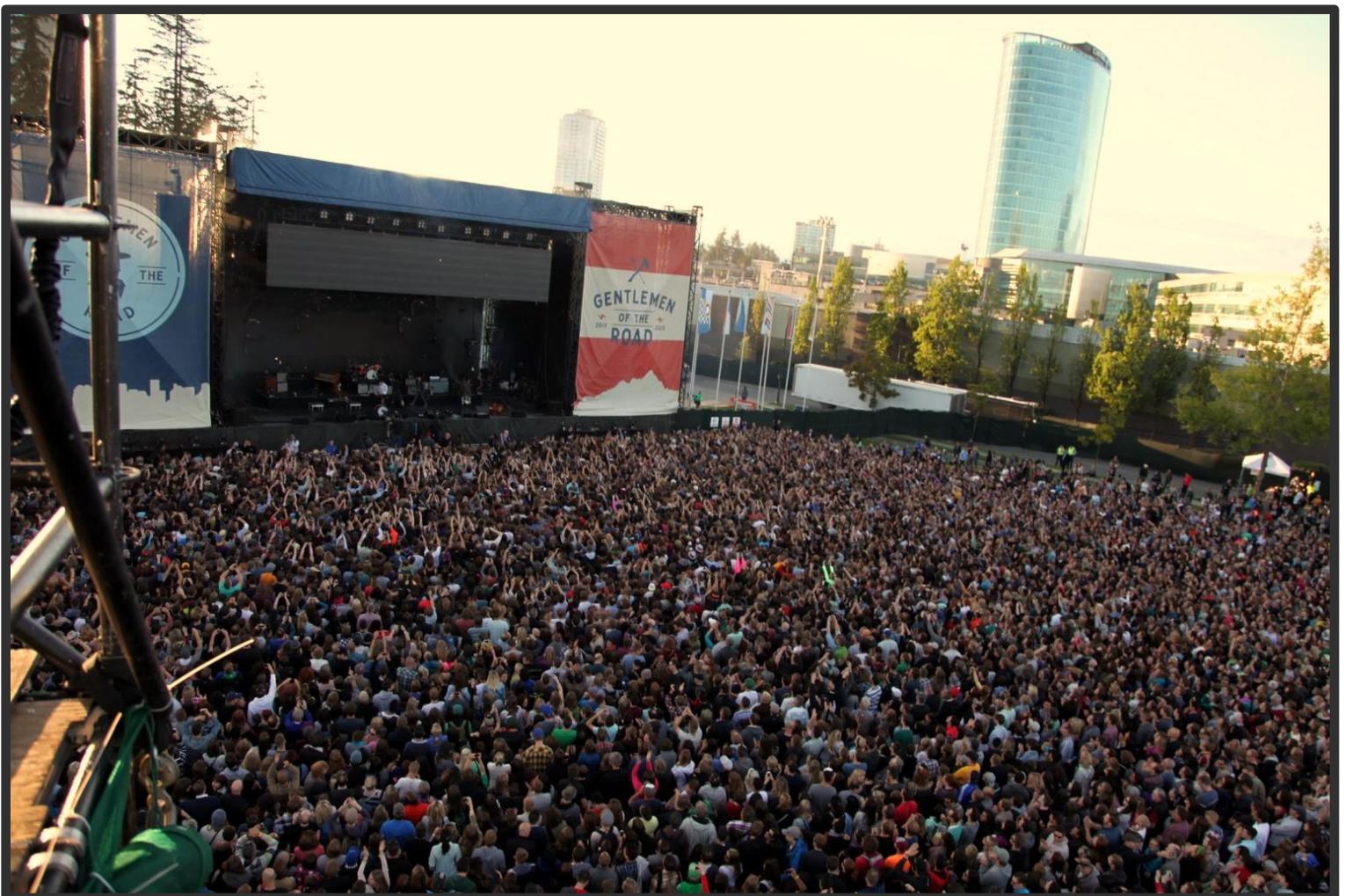


CITY OF SURREY FESTIVAL & EVENTS POLICY AND PROCEDURES

MANUAL



I. Support Statement

The City of Surrey supports Special Events as an important part of Surrey's quality of life.

The City of Surrey recognizes that Special Events are an important part of living in Surrey and provide affordable entertainment to its citizens.

It also recognizes that Special Events enhance tourism, culture, recreation and education, while providing an economic benefit to businesses operating in the City.

II. Forward

This Policy and Procedures manual is designed to help the operators of Special Events effectively use City resources to plan a successful event.

Most Special Events represent a major investment of time and money. When well-conceived and planned they can bring rewarding dividends to the organizers and to the City of Surrey.

Successful events do not just happen. They are a result of:

- Responsible leadership
- Careful advance assessment and planning
- Good organization
- Provision against the unexpected, and
- "Follow through" on details

The City of Surrey's Festival & Events Support Team (FEST) is at your service to help you make your event a success.

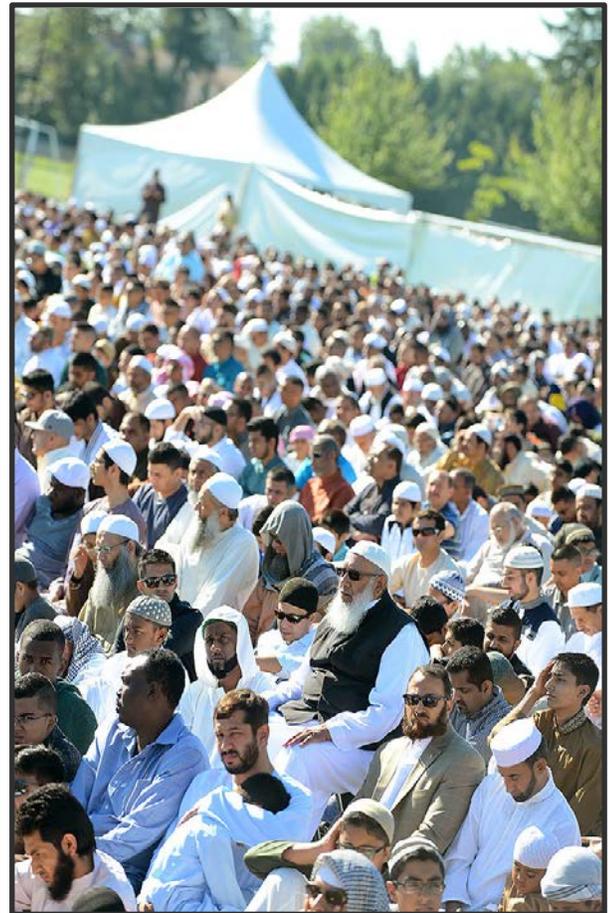
III. Purpose

The purpose of this manual is to assist you in your application and to help you understand the process involved in approving your event.

IV. Background

Each year the City of Surrey receives many requests from individuals and groups to operate special events. These events vary in scope, purpose, size, cost and complexity.

The management of Special Events in our City requires the coordination of these events to ensure safe and appropriate operation.



V. Goals and Objectives

- To be proactive in bringing Special Events to the City that enhances the positive image of the City of Surrey.
- To provide assistance to Special Events operated on City owned Parklands, in City facilities and/or using City roads.
- To ensure that event applications are treated fairly and equitably.
- To recover the City's administrative and operational costs of special events on a break-even basis.
- To work in promoting Surrey as a premiere place to hold Special Events.
- To provide advice and assistance to event organizers.
- To address issues of public safety.

VI. Festival & Events Support Team Statement

The Festival & Events Support Team is made up of a cross section of Departments in the corporation of the City of Surrey as well as representatives from other outside agencies that may be impacted by an event. This will ensure that all policies and procedures throughout the Corporation and other impacted agencies are followed. Each event involves different departments and agencies in many different ways. Through FEST, we hope to make organizing Special Events a user-friendly process for event operators.

FEST consists of members from the:

- Council
- City Manager's Office
- Fire Department
- Police Department
- Parks, Recreation and Culture
- By-Law Division
- Risk Management
-

As well as representation from other agencies:

- BC Transit
- BC Ambulance
- Fraser Health
- Ministry of Transportation and Highways



VII. Special Events Criteria

The primary characteristics of Special Events are:

- Open to the public;
- A celebration or display of a specific theme;
- May take place once a year or less frequently;
- Have predetermined opening and closing dates/times;
- May pose a level or risk not normally expected with the use of the property (which must be mitigated through certain processes)

VIII. Special Event Categories

Events are categorized as followed:

1.
 - First time event
 - Small – less than 250 people in attendance
 - Large – less than 2,000 people in attendance
 - Major – more than 2,000 people in attendance
2. To further define Special Events, seven subcategories or “themes” are outlined
 - Harvest & Agricultural
 - Multicultural
 - Commemorative
 - Sports
 - Cultural
 - Environmental
 - Other
3. Events can take various forms such as:
 - Fair
 - Festival
 - Rally/Race
 - March
 - Parade
 - Concert



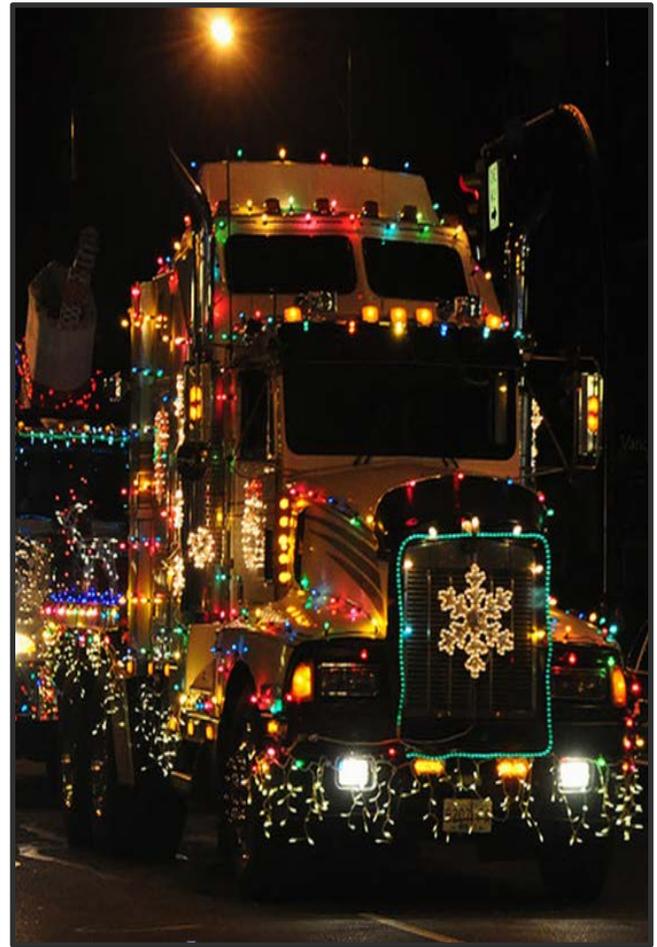
IX. Special Event Application

FEST Applications should be submitted to Surrey's FEST Committee, 13450 –104th Avenue, Surrey, BC., V3T 1V8.

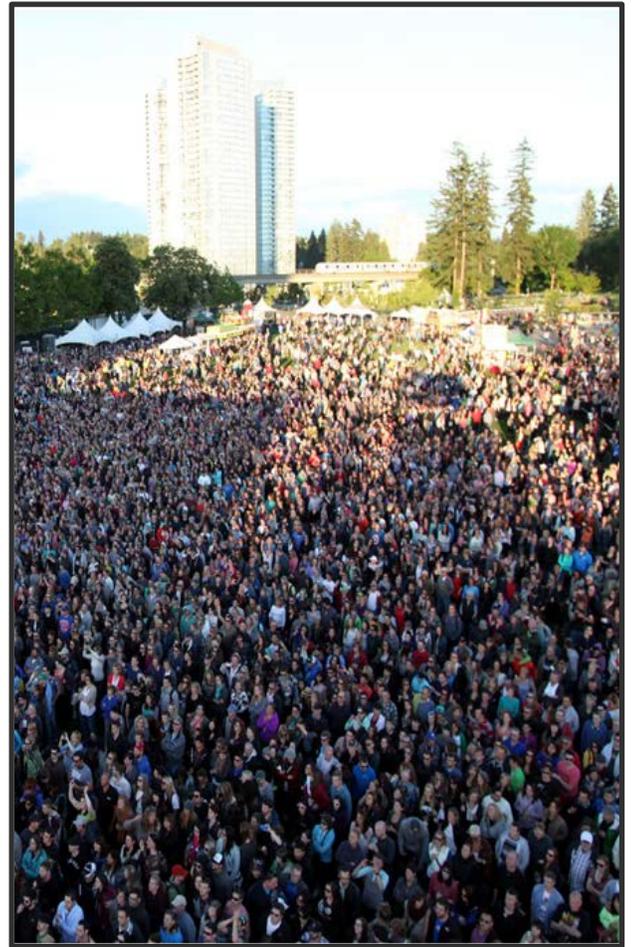
The length of time required for an approval varies depending on the size and nature of the event. Smaller events will require a minimum lead time of three months and large or more sensitive events may take up to six months and may require City Council approval. Please keep these processing times in mind when preparing for a Special Event.

X. General Policies and Procedures

1. Special Events herein defined must adhere to all City policies, legislation, bylaws and regulations.
2. All City costs incurred at special events will be assessed by the City of Surrey and a cost determination will be made based on a user-pay principle.
3. The Special Event applicant is required to provide evidence of all necessary licenses required to operate the event.
4. The Special Event applicant and permit must maintain public liability insurance in the amount as specified, but in no case less than \$5,000,000, naming the City of Surrey as an additional insured party. Evidence of insurance must be provided to the City in the form of a Surrey Certificate of Insurance no later than 10 days before the event.
5. The applicant agrees to indemnify and hold the Corporation of The City of Surrey harmless from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any negligence or acts or omissions related to the Special Event. A copy of the signed Hold Harmless Agreement will need to be submitted no later than 10 days prior to the event.
6. Event organizers are **NOT** to advertise the event until the City has given final approval.
7. Soliciting of funds will **NOT** be allowed on City property without prior approval from the City of Surrey.
9. Refreshments shall not be provided to the public in glass containers.



10. The event operator agrees to follow City refuse disposal and recycling programs and other requirements during special events.
11. The Event Operator may be required to pay their invoice fully 10 days before the event. The amount of the event invoice will reflect the size and scope of the event.
12. No person shall deliver, distribute post, paint or affix any advertisement, promotional material, poster, bill or advertising on city property without prior written permission of the City.
13. A mail-out may be required to be sent to surrounding neighbours. The mail-out would include the following information:
 - A contact name and telephone number that the public can reach during the event, so that the organizers can immediately address any neighbourhood concerns;
 - A synopsis of the history, purpose and charitable and economic benefits of the event.
14. If you are planning a parade or a march, FEST will want to review the requested route in terms of time necessary to process the application.



Traffic management personnel are essential in assisting participants and pedestrians move along the route of a march or parade. The traffic control company working with the RCMP and the Traffic Management Section will stop or redirect a vehicle. For a race or a similar type of event, personnel need to be positioned at every location where a change of direction occurs and at all barricades where road closures occur.

15. Staging, tents and on-site structures needs permits. Be sure to include as much detailed information as you have on your application form. FEST is here to help you with any requirements you may be required to meet.

XI. Parks, Recreation & Culture Guidelines

The use of the City's Parks, Recreation Facilities and Culture Facilities is regulated through By-Law No. 13480, and through the following policies of the Parks and Recreation Department:

- *Outdoor Facilities Allocation Policy*
- *Advertising Policy*
- *Special Events Policy*

All events in Parks are subject to approval by the Parks and Recreation Department or the General Manager, Parks, Recreation and Culture. Many events held in the City's parks or facilities may also need to meet other conditions set out by the FEST Committee.

The scheduling and approval of events in part shall not unduly affect the normal use of the park by the general public unless the event is in the interest of the Community.

Approval of events in parks will consider the effect of the event on the park, residents living adjacent to the park and the historic users of the park.

Site and event specific guidelines will be drawn up for every event scheduled in Surrey's parks or facilities. These must be worked out with the Park Partnership Program Coordinator, available through appointment at 604-501-5173.

XII. Policing

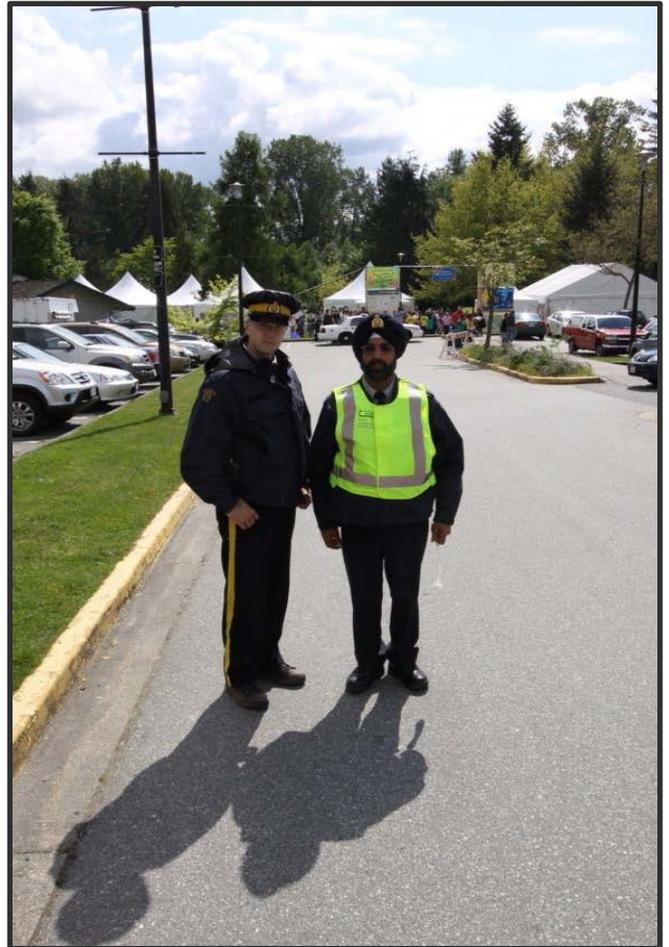
A special event may pose a threat to the security and safety of the event participants and the general public. The level of police resources assigned to an event will be determined through a risk assessment by the police. Cost recovery for policing may be required from the applicant.

XIII. By-law Enforcement

Event organizers must prepare a parking plan when there is an expectation that attendance at an event will exceed the available parking at or near the event site. This may include obtaining authority to utilize additional public and private properties for parking or facilitating a shuttle service to and from the event. These arrangements will need to be coordinated with the city of Surrey By-law and Engineering Departments. Parking restrictions noted in Surrey's Traffic by-law will be enforced and a well-organized parking plan will ensure that those attending the event will be less likely to park in an unlawful manner in order to access the event site.

Where there is amplification of sound or the creation of noise which is likely to disturb other property users in the proximity of the event, organizers should familiarize themselves with the Surrey noise by-law.

Some associated functions of the special event may require a business license. A business is defined as an entity that carries out a commercial or industrial undertaking of any kind or nature or provides professions, personal or other services for the purpose of *gain or profit*.



XIV. Risk Management

Risk Management's function is to identify the city's exposures to loss and then work with departments to plan how to handle these risks.

Special events that occur on city property create an exposure to the city when we are the owner of the land and we sanction the event.

To reduce these exposures, the plan includes:

- Requiring a Certificate of Insurance proving the event organizer using our land has insurance for the event. This insurance protects both the city and the event organizers from financial hardship in the event of a loss.
- Reviewing the event to determine any unique exposures and then working through the FEST Committee to ensure that a plan is in place to deal with the risk.

XV. Fire Department

Special events that place large numbers of people in one area of the city may have an impact on the Fire Department's ability to provide its usual level of service. In order to ensure reasonable service to the event participants and the citizens in the neighbourhoods nearby an event, the Fire Department may have to assign additional fire trucks and fire-fighters to stand-by at the event location.

The need for additional fire trucks and fire-fighters is determined for each event based on the potential demand the event may have on the fire service and/or the potential delay it may cause during an emergency response. Cost recovery for fire services may be required from the applicant

XVI. Engineering

Special events which take place anywhere within a City street or right-of-way are reviewed by the Engineering Department to determine what level of impact the event may have on vehicular/pedestrian traffic.

The Engineering Department will determine impacts to on-street vehicular parking and/or traffic movement with respect to an event. Depending on the scope of the event, the Engineering Department may alter existing parking regulations within the area of the event to



ensure safe vehicular/pedestrian movement. A Traffic Obstruction Permit may need to be issued by the Engineering Department and cost recovery may be required from the applicant.

XVII. Public Transit

If bus re-routing is required or bus stops are affected by your event and Transit needs to use extra resources, recovery of costs may be required.

XVIII. Regional and Provincial Roadways

Use of Provincial or Regional roadway may require special permits and will be assessed at the time of application. If your event requires the use of a roadway, we encourage you to use City streets if possible.

XIX. Fraser Health & Food Permits

The FEST Committee will advise you of any requirements set by Fraser Health around food handling, public washrooms and hand basins, permit fees and other requirements.

XX. B.C. Ambulance

B.C. Ambulance will review your application with a view to emergency access and how response time could be affected by your event. It is necessary to have B.C Ambulance standby at your event, cost recovery may be required.

XXI. Noise

The amplifications of sound for Special Events shall be limited to the hours of 9:00 a.m. until 10:00 p.m. except on New Year's Eve.

- All speaker stacks must be positioned to tilt downward into the crowd versus projecting straight out over the crowd and park property.
- All amplified concerts will maintain a sound pressure level of no more than 95-100 decibels at the 100 foot or mixer board position.
- By-law Enforcement will monitor the decibel level. Non-compliance could result in closure of concert or event.



XXII. Cost Recovery

Each event is reviewed based on the information given by the applicant and the consequential services that *may* need to be provided by the City or other agencies. As noted, there could be cost-recovery elements relative to, but not limited to:

- Policy stand-by costs, traffic intervention, Traffic Management Plan and Traffic Management Personnels', and crowd control
- Fire – stand-by costs
- By-law – may be business license required for event of *gain or profit*
- Bylaw- presence to during event
- Engineering – barricades, signage, Traffic Obstruction Permit
- BC Ambulance – stand by costs
- Public Transit – resource costs for re-routing
- Regional/Provincial Roadways – may have permit fees required
- Fraser Health – may be permit fee required
- Staging and on-site structures require City Permits
- Electrical permit may require for generators and access to power
- Park cleaning fees may be required
- RCMP Cost may be required if RCMP staff are required to be on site

