



Sustainability Charter

UPDATE
2011



The 2011 Sustainability Charter Update is the second annual report that has been prepared since the Sustainability Charter was adopted in 2008. The report demonstrates that the City of Surrey has made considerable progress on the implementation of the Charter, and remains committed to building a sustainable City.

While all departments are responsible for implementing the Charter, the City's Sustainability Manager plays a key role in moving initiatives and actions forward. The Sustainability Charter is available at www.surrey.ca/sustainability

This update is organized by the pillars of sustainability and begins with a short overview of corporate sustainability initiatives.



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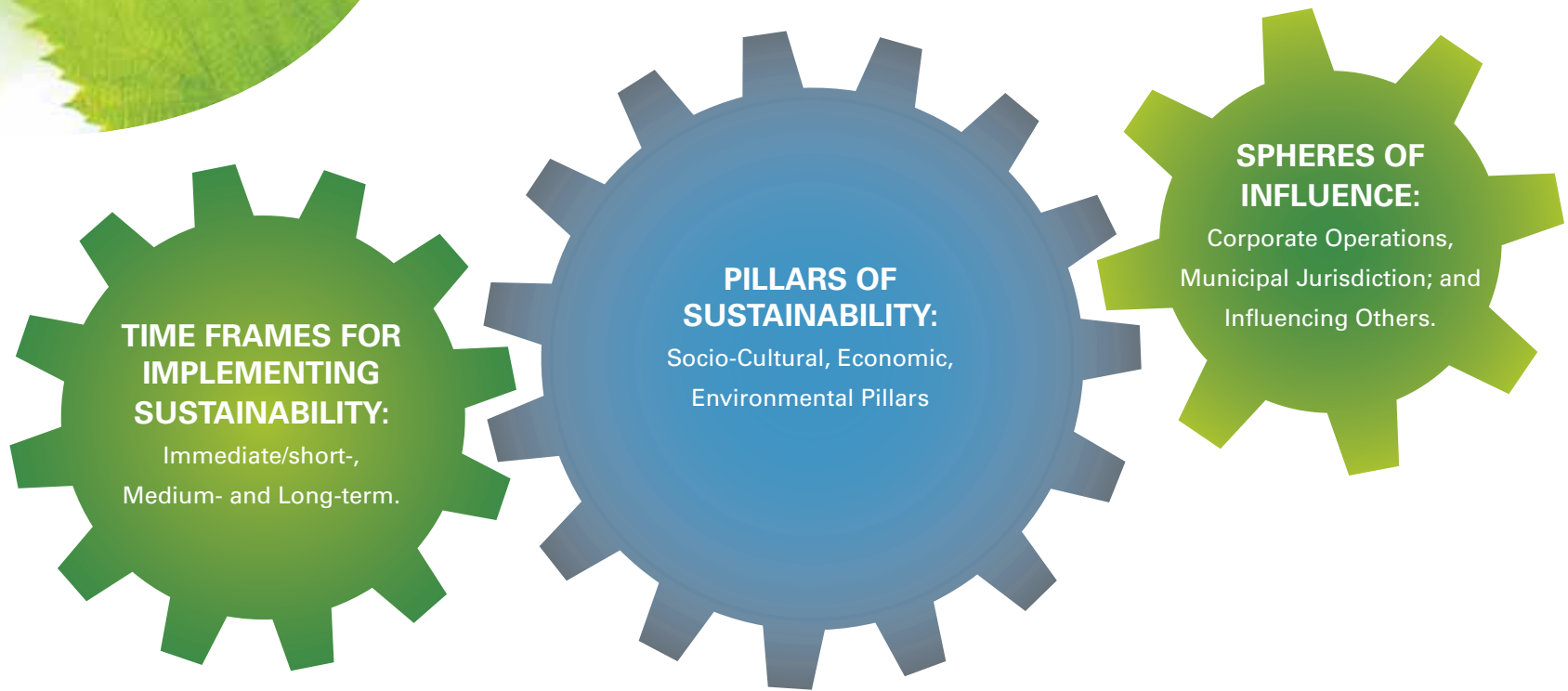
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Sustainability in Surrey is about living well but within our means and considering the social, cultural, economic and environmental impacts of everything we do.

SUSTAINABILITY CHARTER OVERVIEW

In September 2008, Council unanimously adopted the Sustainability Charter, a comprehensive framework for implementing a progressive, 50-year vision for a Sustainable City. The Charter was developed in collaboration with residents, stakeholders, staff and Council. The Charter contains 56 actions, of which 32 were highlighted for immediate action. "Sustainability" in Surrey is about living well but within our means and considering the social, cultural, economic and environmental impacts of everything we do. This means that while we are building a great and livable City, we will promote a high quality of life for our residents and businesses while minimizing negative impacts of development.

The Sustainability Charter remains the City's overarching policy document. The Charter includes an Action Framework built on:





GREEN FLEET: The City of Surrey operates two hydrogen fueling stations for corporate operations. The initial site opened in November 2010 at the Central Operations Works Yard, with a second site recently established at the Hemlock North Surrey Depot Facility (a separate third location is at Surrey's Powertech Labs). Surrey is also testing two zero emission hydrogen fuel cell vehicles, as part of the City's Green Energy Fleet Plan. The City is planning to add up to 21 alternate fuel vehicles into its fleet that include new technologies such as hydrogen, electric and compressed natural gas. The City will also add advanced charging stations at the Operations Works Yard for its electric vehicles once vehicles are procured.

OUR STARTING POINT: Demonstrating Corporate Leadership

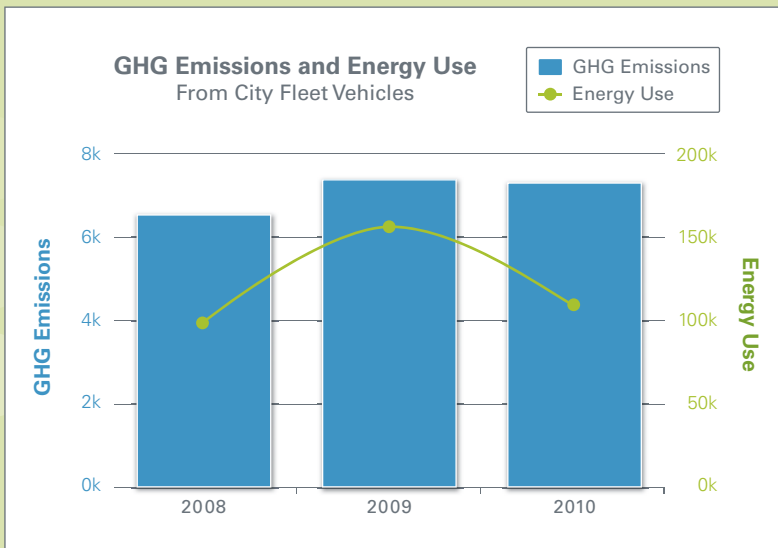
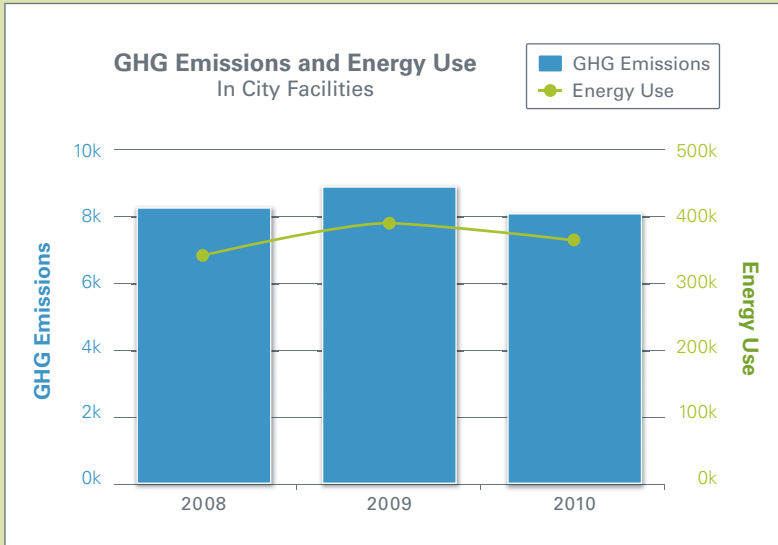
2011 continued our efforts to implement sustainability policies, practices and programs at the City. Through the efforts of Council, the City's numerous departments, an inter-departmental Sustainability Team, and the Sustainability Manager, sustainability initiatives are quickly moving ahead across the organization. High impact projects include:

REDUCING OUR CARBON FOOTPRINT – Corporate Emissions Inventory & Action Plan

As signatories of the BC Climate Action Charter, the City is committed to carbon neutral City operations beginning in 2012. To meet this requirement, the City completed an energy use and greenhouse gas (GHG) emissions inventory for 2005 to 2010 and a Corporate Emissions Action Plan. Council endorsed the Plan in October 2010 to reduce corporate emissions 20% by 2020. The corporate emissions inventory is updated annually.

Key updates for 2011:

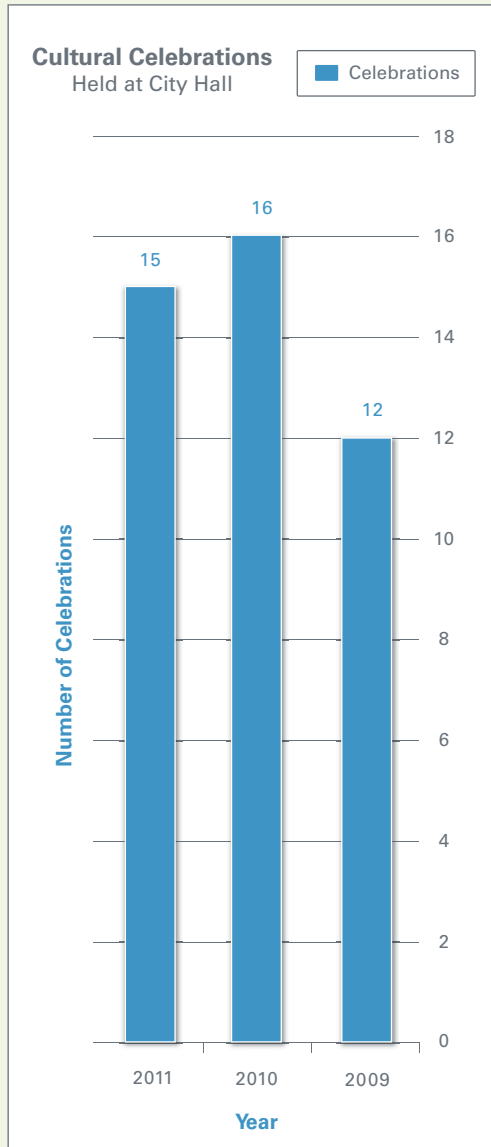
- **New City Hall:** Work continued on building a LEED Gold City Hall and District Energy System.
- **Alternative Vehicles:** The City purchased the first 100% electric vehicle – a Nissan Leaf – and the first electric vehicle conversion truck – a Ford Ranger. The City also acquired four hydrogen fuel trucks, three zero-emission hydrogen fuel-cell passenger vehicles, and a Compressed Natural Gas (CNG) refuse collection vehicle for the curbside organics collection pilot.
- **EV Charging Infrastructure:** The City installed the first publically accessible and free Electric Vehicle (EV) charging station at City Hall. This is a Level II commercial charging station.
- **Animal Care Facility:** The Surrey Animal Care facility, designed in 2011, targets LEED certification and includes a geothermal heating and cooling system.
- **Energy Monitoring System:** The City installed a Pulse Energy monitoring system for electricity and gas metering at Surrey Sports & Leisure Complex. With completion of commissioning the new mechanical systems in late 2011, the City will be able to monitor changes in energy consumption in detail to measure the impact of the upgrades and heat recovery.
- **Workplace Conservation Awareness Program for Staff:** Twelve City facilities are participating in the Workplace Conservation Awareness Program, a funded BC Hydro program. Activities to date include benchmarking employees' current energy use behaviours and developing a strategic plan for supporting behavioural change.



The new state-of-the-art Fire Hall #14 will be one of the first civic buildings that visitors will see as they cross the Canada/U.S. border into Surrey using Pacific Highway. The design incorporates art, wood, water, rock and glass and represents a contemporary and sustainable image of Surrey.

The new hall incorporates many unique sustainability features, including a solar hot water system, reduced flow water fixtures, and energy saving lighting systems. It also includes the City's latest public art display which represents the spirit of the community, depicting two firefighters and four students from Hall's Prairie Elementary School.





SUSTAINABLE PURCHASING – Integrating Triple Bottom Line

In 2011, City staff worked as part of a municipal collaborative for sustainable purchasing to share information, resources and best practices for sustainable purchasing. A draft action plan related to sustainable purchasing was prepared for application on future purchasing decisions.

TRANSPORTATION – Employee Commuting

City staff has commenced work on a Transportation Demand Management (TDM) framework for City employees focused on the new City Hall. The goal is to reduce GHG emissions through encouraging City employees to use more sustainable commuting options to the new City Hall in comparison to single-occupant private automobiles.

CELEBRATING DIVERSITY! – Cultural Awareness

To support inclusion and increase awareness, the City hosted well-attended diversity events at City Hall for major cultural and religious celebrations.

The above initiatives are great examples of how the City has embraced its commitment to sustainability. The City is seeing payback for its efforts, as evidenced by a growing list of innovative staff-initiated sustainability practices, policies and programs.



LEED® GOLD CITY HALL & A DISTRICT ENERGY SYSTEM USING RENEWABLE ENERGY: Surrey's new City Hall aims to be LEED® Gold certified and will optimize energy use through the BC Hydro New Construction Program. The City is also investing in a geo-exchange energy system that will be a catalyst for the development of Surrey's first District Energy Utility. Together, these initiatives will place Surrey as a leader in establishing green civic facilities and catalyzing sustainable urbanism in Surrey Centre.

COMMUNITY SUSTAINABILITY: Setting Clear Direction

The City's ultimate aim is to create a sustainable Surrey.



LONG TERM DIRECTION – Setting Targets & Tracking our Performance

A key tool for achieving the City's sustainability vision includes targets and measureable indicators to measure ongoing performance against the targets. With the advice and input from a *Sustainability Indicators Task Force*, the City has developed a suite of indicators aligned with the themes of the Sustainability Charter. The City has direct influence over 32 indicators, with the remaining metrics being influenced by other levels of government or other forces such as the market, the local economy and the environment.

In 2011, the City developed an on-line sustainability dashboard as a visually engaging and interactive reporting format. The Sustainability Dashboard, www.surrey.ca/dashboard, is being launched in conjunction with this Annual Report. A full list of indicators is provided under each Pillar, with results for specific metrics showcased under the various sustainability themes.

RESOURCING OUR VISION – 5-year Financial Plan Built around the Charter

To reinforce the City's commitment to becoming a more sustainable community, the City continues to align its Five-Year Financial Plan with the Charter's economic, environmental and socio-cultural pillars. This underscores the importance of the Charter as the City's overarching vision and, most importantly, ensures that financial resources are in place for City departments to implement initiatives identified in the Charter.

ENERGYSHIFT – Addressing Climate Change

In 2011, the City launched the ENERGYShift program, the City's plan to address climate change and increase local energy security by taking action and offering incentives in three key sectors: City operations, business, and the community. ENERGYShift is an integrated framework that catalyzes clean energy and low carbon solutions through community action, corporate operations and clean tech business.

CITY AWARDS PROGRAM – Celebrating Successes

In 2011, the City instituted an Awards Program to recognize significant local initiatives, including on sustainability. Awards were given out for several categories:

- Green City
- Beautiful City
- Heart in the City
- Clean Energy City, and
- New City Design



ECONOMIC PILLAR



CLEAN ENERGY SECTOR DEVELOPMENT

The City continues to focus on the Clean Tech Business component of ENERGYShift, with the intention of stimulating investment in the clean tech sector and creating high value jobs in the City. The City of Surrey is supporting sector growth through incentives for clean energy companies, mentorship, and access to professional services. Work proceeded on the CleanTech Commercialization Centre (C3) in Surrey, which will act as a regional energy hub for clean technology innovation and commercialization. The centre will be designed to support both early and later stage companies.

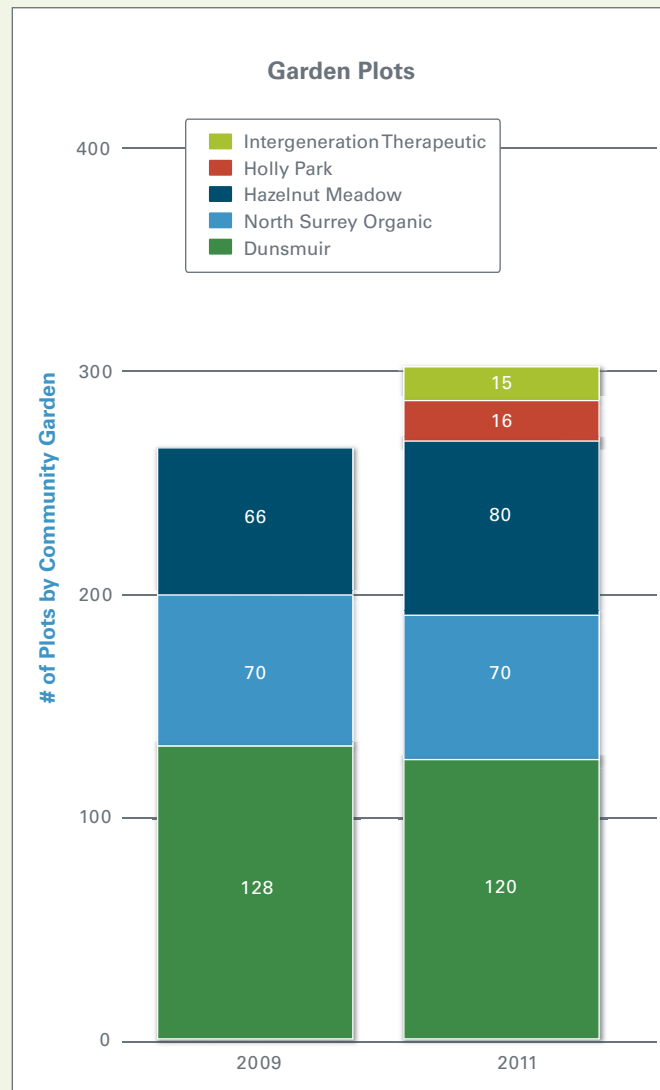
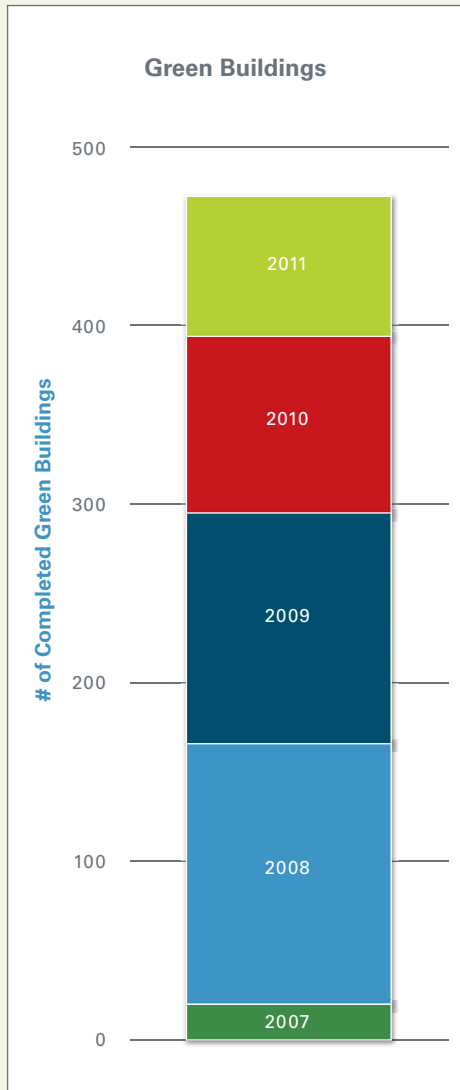
With the ongoing advice of the Mayor's Task Force on Clean Energy, the City also continued with a number of demonstration projects to catalyze investment and showcase new technologies, including testing of LED street lights and alternative vehicles in the City fleet.

SUSTAINABLE LAND USE AND DEVELOPMENT

In 2011, the Sustainable Development Checklist was introduced to assist builders and developers in developing projects that support the sustainability and well-being of the community and protect the natural environment.

LOCAL FARMING

In 2011, Flavours of Surrey was held in conjunction with Fusion Festival to highlight local food production and highlight education around the importance of local agriculture and food systems in Surrey. The Surrey Farm Fresh Guide was updated and additional "Farm Area" signage was introduced in several areas of the City.



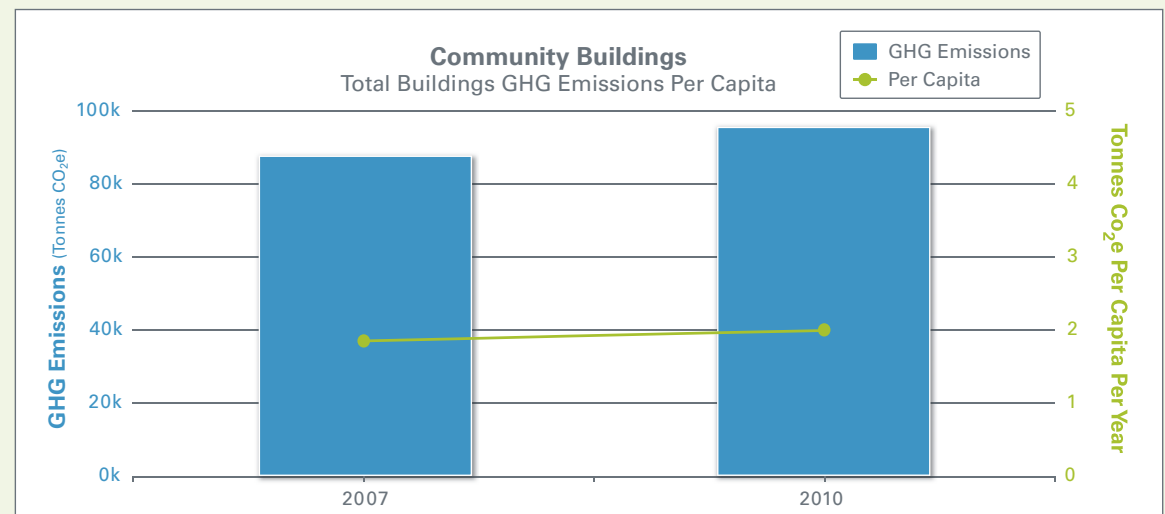
ENVIRONMENTAL PILLAR

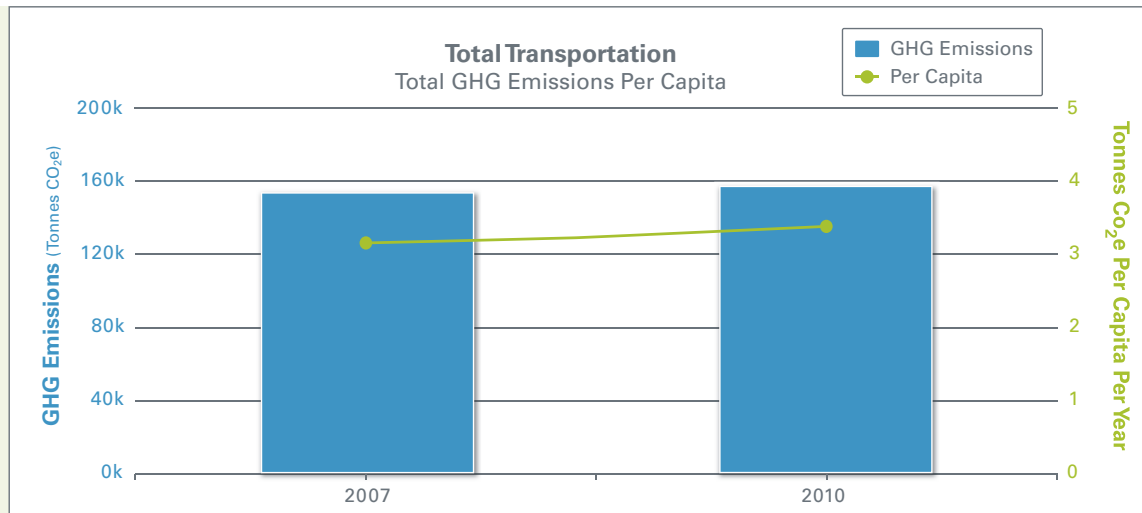


COMMUNITY ENERGY AND EMISSIONS REDUCTION INITIATIVES

A number of projects were continued in 2011 to address and reduce Surrey's overall community energy use and greenhouse gas emissions.

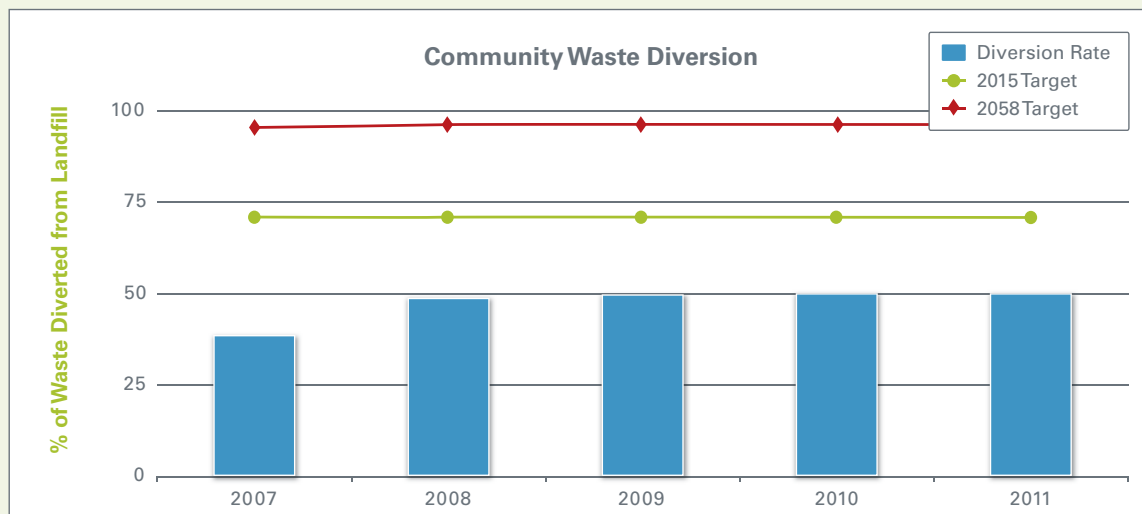
- The **Community ENERGYShift** was launched to kick start the development of a Community Energy and Emissions Plan that will engage the community in developing strategies to reduce energy use and greenhouse gas emissions in key sectors across the City.
- The City of Surrey won the Clean Energy Association of BC 'Community of the Year Award' in 2011.
- **District Energy** work continued in relation to introducing a district energy system that will provide heating and cooling in Surrey City Centre including to the new City Hall and the recently-opened City Centre Library.
- The City partnered with the BC Sustainable Energy Association to deliver 29 "Climate Change Showdown" workshops to 671 students, in 11 different Surrey elementary schools. 435.8 tonnes of GHGs were reduced through these workshops.





WASTE REDUCTION

In 2011, staff piloted a cart-based organics collection program to understand customer concerns, waste diversion potential and costs. A new waste collection contract, to begin later in 2012, has been structured based on the results of this pilot. The new contract is expected to result in significant waste reduction.



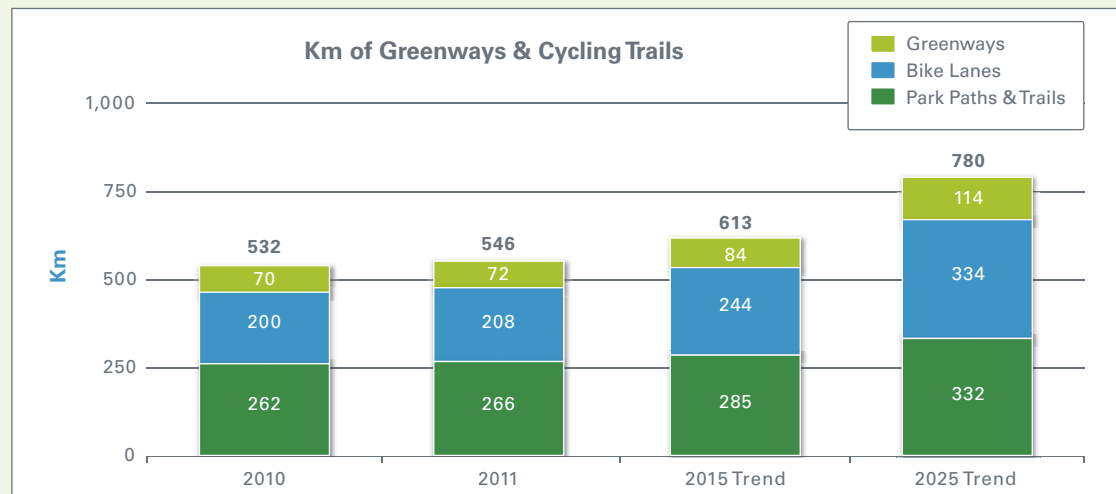
ENVIRONMENTAL PILLAR



TRANSPORTATION

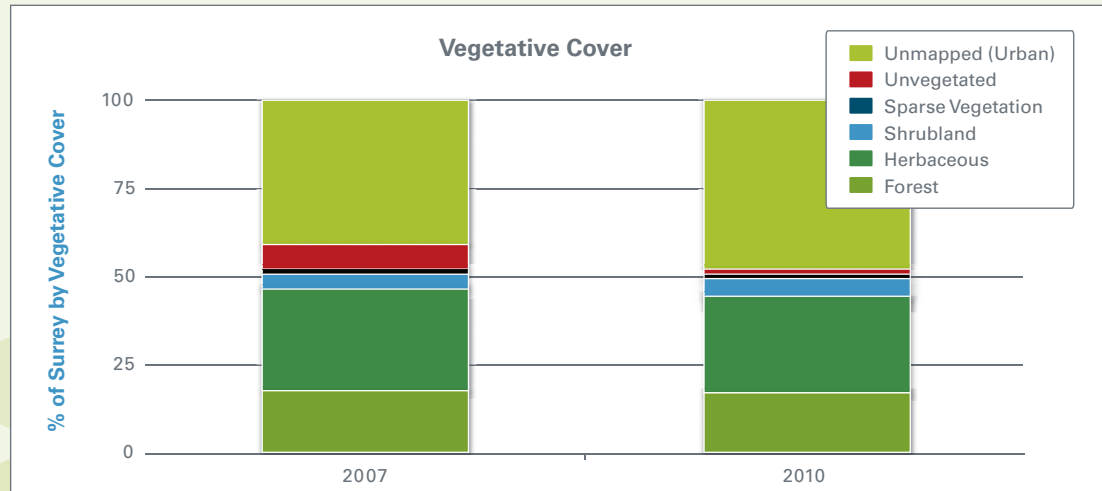
Council adopted a Walking Plan to provide more focus on this most fundamental of transportation modes. The roll-out of the Safe & Active Schools program was continued in 2011. Through the program, every school in the City has had an accessibility and safety audit, 85 improvement projects have been completed and seven schools have had personal travel planning to promote more active travel. This program has seen on-going increases in active travel to school by as much as 27%.

In addition to other transportation initiatives such as traffic calming and sidewalks, the City has worked with TransLink and the Province toward completion of the rapid transit study for Surrey.



ECOSYSTEMS

In 2011, The City completed an Ecosystem Management Study, a science-based study to identify and map the Green Infrastructure Network in the City of Surrey. It is the first phase of a broader initiative, originating from the City of Surrey's Sustainability Charter (2008), to strategically manage environmentally significant lands and ecosystem values throughout the City. The second future phase of the project will include a detailed Biodiversity Conservation Strategy.



SOCIO-CULTURAL PILLAR

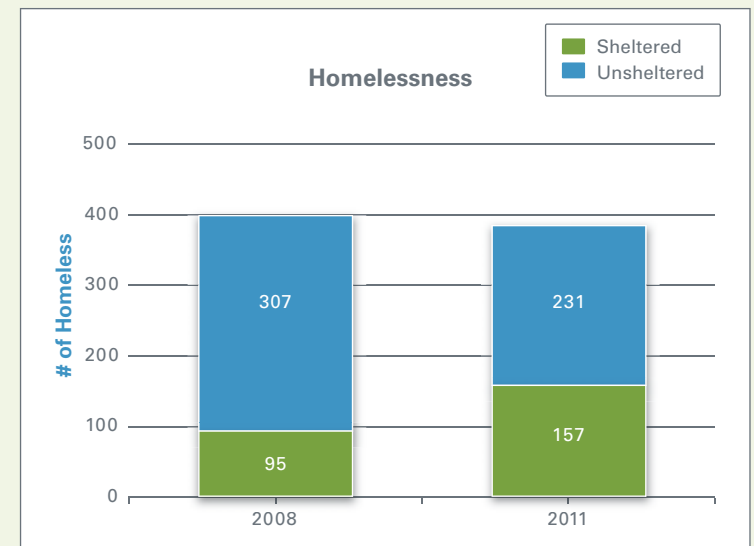


Much of the Charter's Socio-Cultural pillar is addressed in the City's Plan for Social Well-Being of Surrey Residents, and the Crime Reduction Strategy, implemented and monitored by the Social Planning Division and the Crime Reduction Strategy Manager respectively. Surrey Public Library and the Community and Leisure Services Division of the Parks, Recreation and Culture Department also play a major role in addressing socio-cultural issues in Surrey.

SOCIAL WELL-BEING

The City completed a Social Well Being Plan Annual Report 2010 which was posted on the City's website. An annual report is being developed for 2011 and will be available shortly. Ongoing activities for the plan are included in the update.

- Children and youth ("Child and Youth Friendly City Strategy")
- Age-friendly community for seniors
- Community development and inclusion
- Homelessness and housing
- Literacy ("Learning for Life")

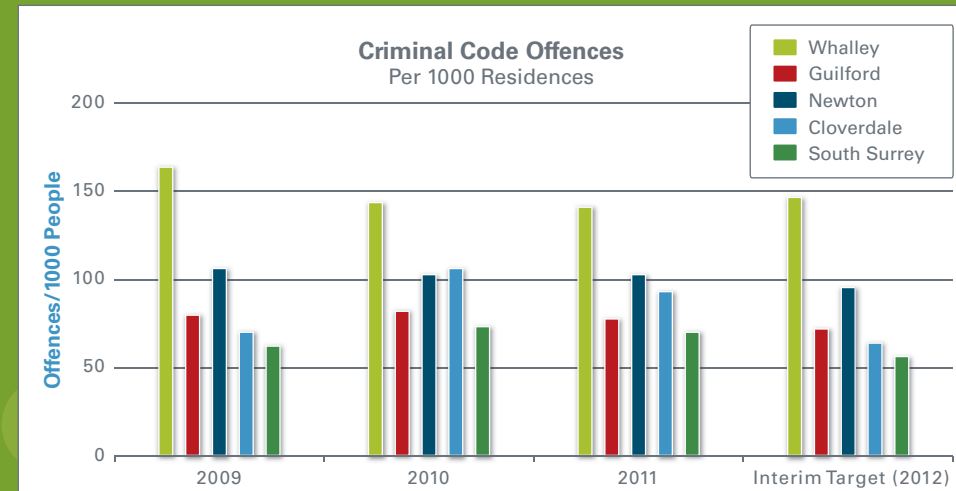


CRIME REDUCTION

Through the City Manager's Office, work continues to implement the recommendations in the City's Crime Reduction Strategy. A full report can be found on the City's website.

2011 Highlights included:

- The City of Surrey was awarded the 2011 Solicitor General Crime Prevention and Community Safety Award in the local government category for its Crime Reduction Strategy.
- The City Watch Program was launched that engages City employees from all City Departments in crime prevention.
- In February 2011, the office for the new Surrey RCMP and Transit Police partnership office opened at the Surrey Central Skytrain station.
- The 2nd annual Surrey Coalition Against Domestic Abuse (SCADA) conference for Surrey based service providers was held.
- In February 2011, the Inter-Agency Wire Theft Committee was developed.

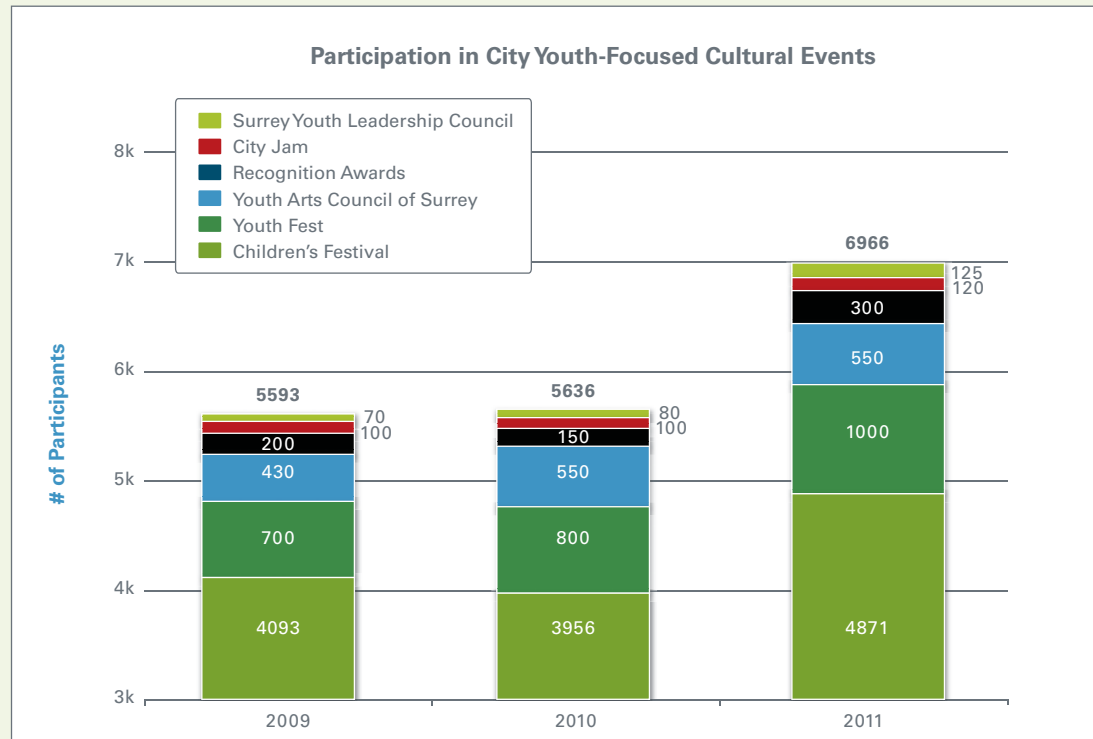


SOCIO-CULTURAL PILLAR



ARTS AND CULTURE

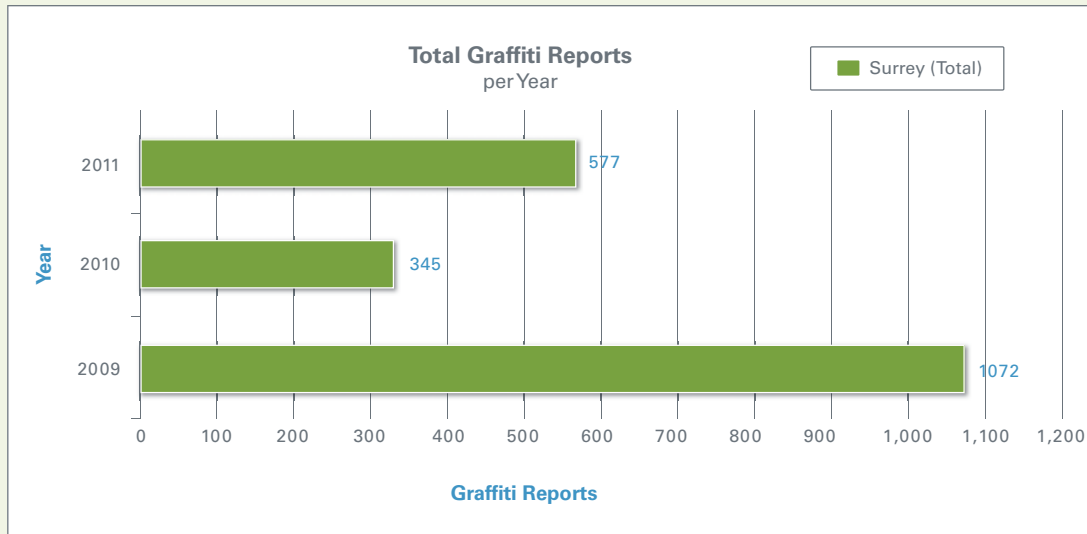
In 2011 a record number of significant public art installations were completed, including works by Gordon Smith and Liz Magor as part of the new City Centre Library, work by Robert Studer for the Cloverdale Recreation Centre and lighting designs by John Webber with EOS Lightmedia for the Tynehead Overpass and Douglas Welch with Epic Productions for the Pioneer Overpass. The City also completed a draft Cultural Plan for the City, which is expected to be adopted by Council in the first half of 2012; the Plan outlines how Surrey will mobilize its arts and heritage resources to enhance urbanization towards achieving a dynamic, sustainable and socially cohesive City with an enviable quality of life.



CITY BEAUTIFICATION

A range of initiatives aimed at making public spaces more beautiful and engaging were implemented in 2011:

- The expansion of the Community Enhancement Partnership Program, with the support of 14 new community-led beautification projects across Surrey;
- Improved landscape treatments and development of several high profile vacant City lots in City Centre;
- Graffiti reduction and improved appearance of utility cabinets through wrapping; and
- Continued coordination with City departments and external partners to enhance unsightly brownfield properties throughout the City.





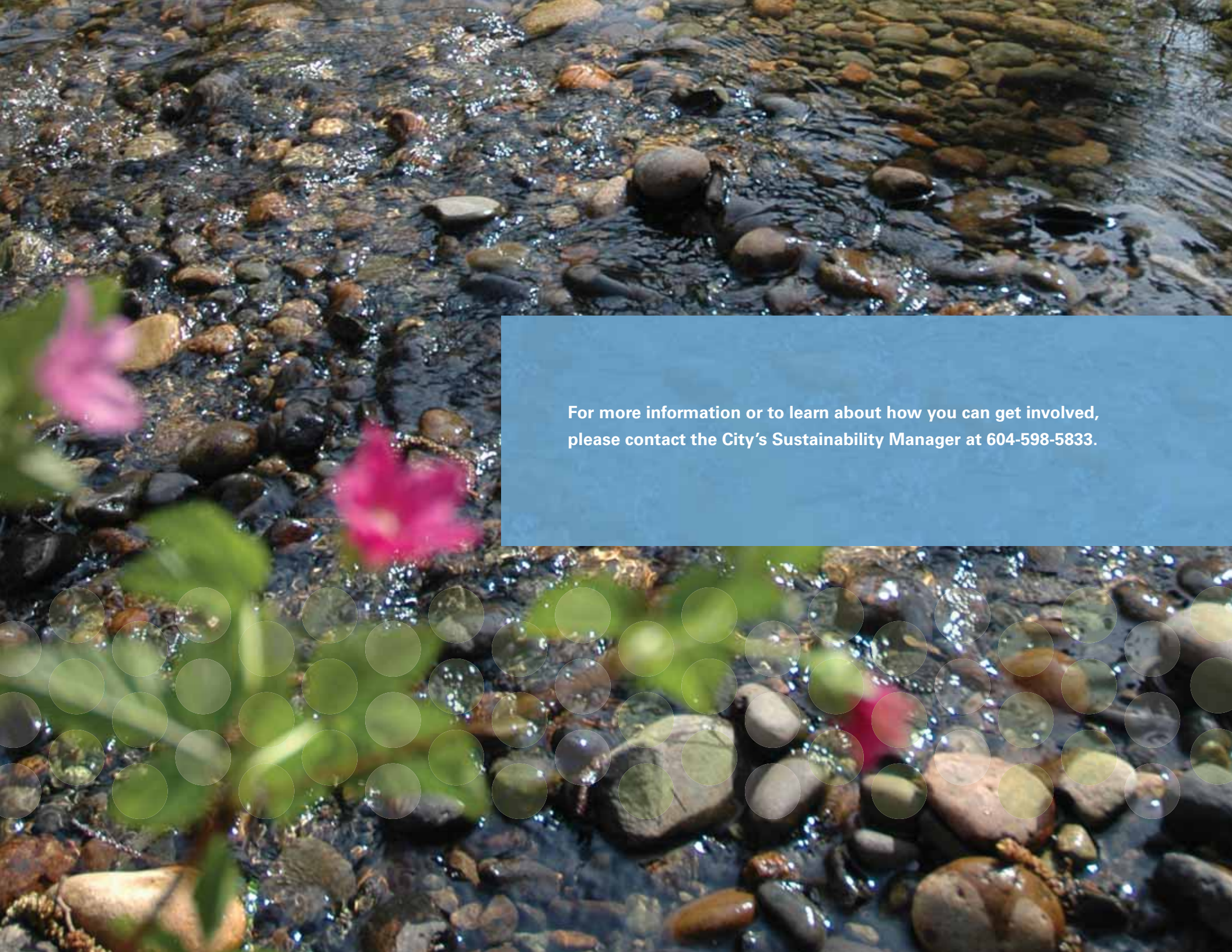
LOOKING AHEAD: PRIORITIES FOR 2012

The work of Council, City Staff and the Sustainability Office summarized in this update demonstrates that much progress has been made in implementing the Sustainability Charter over the past three years.

Priorities for 2012 in the Sustainability Office include developing a Community Energy and Emissions Plan and a Climate Adaptation Strategy and continuing to implement the recommendations contained in the Corporate Emissions Action Plan. Work will also continue on sustainable purchasing actions and a carbon neutral strategy for the City.

The Sustainability Dashboard will be launched on the City website in April 2012. Visit www.surrey.ca/dashboard to check out the suite of indicators that will help monitor our progress towards sustainability.

A more detailed implementation strategy is being developed for the Sustainability Charter that will set priorities and identify roles, responsibilities, resources and timeframes for the City to meet its sustainability targets and complete Charter Actions.



For more information or to learn about how you can get involved,
please contact the City's Sustainability Manager at 604-598-5833.

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A COMMITMENT TO SUSTAINABILITY