

NO: R131

COUNCIL DATE: **July 21, 2014**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE **July 17, 2014**

FROM: **Manager, Sustainability**

FILE: **0512-02**

SUBJECT: **Surrey Sustainability Charter Progress Report for 2013**

RECOMMENDATION

The City Manager's Office recommends that Council receive this report as information.

INTENT

In September 2008 Council adopted the Surrey Sustainability Charter (the "Charter"), which is a comprehensive framework for a Sustainable Surrey. The Charter was developed in collaboration with residents, businesses, other community stakeholders, Council and staff and contains a series of actions that are to be pursued by the City over time in the context of sustainability. As part of its implementation program, the Charter contains a commitment to publish an annual report to highlight successes of the prior year and to identify tasks for the coming year. The attached progress report responds to this commitment for 2013.

BACKGROUND

Part 4 (Implementation Strategy) of the Surrey Sustainability Charter notes that:

"The City's ability to achieve its vision of sustainability requires the setting of targets and the establishment of "indicators" or mechanisms to monitor progress towards meeting these targets. Indicators and targets will be established to support achieving the vision, goals and scope items of the Sustainability Charter."

At its Regular meeting on December 13, 2010, Council considered Corporate Report R253;2010, which documented the list of indicators and targets that would be used to monitor progress on sustainability for the City. These were developed by a community-based Indicators & Targets Task Force.

A Sustainability "Dashboard" is posted on the City's website to provide a visual representation of the City's performance on the selected indicators and targets. The Dashboard illustrates information on the City's progress toward achieving the Sustainability Charter's vision, goals and

actions, and is intended to influence positive behaviours in the community related to sustainability issues and challenges.

At its Regular meeting of February 24, 2014, Council considered Corporate Report R022;2014, which proposed that a process to update the City’s Sustainability Charter be undertaken in 2014-2015; in particular, that the action items contained within the “Scope of Sustainability” section of the Charter be updated and that new issues such as district energy be integrated into the revised Charter.

DISCUSSION

The City has made considerable progress toward the realization of the vision as contained in the Charter since the Charter’s adoption in 2008.

The Surrey Sustainability Charter Progress Report for 2013, a copy of which is attached as **Appendix “I”** to this report, highlights the accomplishments to date in implementing the vision, goals and objectives of the Sustainability Charter and documents intended actions for 2014. The *Progress Report* is closely aligned with the results and trends of the Sustainability Dashboard; as with the Dashboard, the *Progress Report* is organized by sustainability pillar and “theme”. The *Progress Report* documents trends in each of the indicators, as follows:

Finding	Description
On target	Trends in the data suggest that the City and/or other partners are on track to meet the target
Stable	No significant positive or negative trend in the data
Off target	Trends in the data suggest that the City and/or other partners may need to focus attention on actions to better meet the target
No target	Applies to indicators that do not have targets (including in cases where the City has no direct influence over a measure)
Insufficient data	Applies where data is insufficient to establish any trend or comment on progress

The following table provides a summary of the status of the 78 sustainability indicators¹ that are used to measure progress in relation to the objectives of the Charter:

Pillar	Indicators on target	Indicators Stable	Indicators off target	No target	Insufficient Data	Total
Economic	9	4	0	11	4	28
Environmental	8	0	0	6	1	15
Socio-Cultural	10	8	4	12	1	35
TOTAL	27	12	4	29	6	78

¹ The indicator for lifelong learning has been removed as the data – from the Composite Learning Index or CLI Rating – is no longer available. Data was available from 2006-2010 only.

In 2013, the City was on target or stable for 39 of the sustainability metrics; this marks an improvement on the 37 measures in 2012 that were noted as stable or on target.

Areas where significant progress has been made include the following:

- Improving proximity of homes to amenities like trails, parks, bike routes and retail areas;
- An increase in active transportation infrastructure with over 100 kilometers of greenways, park paths and trails, and cycling trails added since 2010;
- Early achievement of the target for accessibility of bus stops, with 76% of these stops meeting accessibility criteria in 2013;
- Ongoing increases in the number of employees in various sectors throughout Surrey;
- A significant increase to residential curbside waste diversion from 38% in 2007 to 68% in 2013;
- Ongoing decreases in average daily residential water consumption, due largely to the City's water metering and behavioural change initiatives;
- A boost in the number of participants in environmental programs, now at 68,000 in 2013 including through the Walk to School Challenge;
- A large increase between 2006 and 2013 in the number of social housing units, from 4,872 units to 5,434 units, attributable to additional units of supportive/transitional housing units having been constructed;
- A steady increase in the number of registered arts and culture groups with Surrey Arts Council, and the number of cultural business licenses in the City; and
- Continued high levels of volunteering, with 4,000 volunteers noted in 2013.

The following provides some commentary in relation to the four measures that are off target:

- While the availability of doctors (general practitioners and specialists combined) in Surrey has increased from 125 per 100,000 residents in 2008, to 133 per 100,000 in 2012, this measure continues to be below the provincial average for larger urban centres. The goal is for Surrey to have a level on par with other major BC urban centres. The BC average is 221, while Richmond had a total of 158 doctors per 100,000 residents and Vancouver had 430 per 100,000. Surrey continues to work with the Province and other partners to improve access to doctors for its residents.
- The percentage of vulnerable children in Surrey has risen slightly. Recent results indicate that the percentage of children vulnerable in at least one scale of the Early Development Instrument (EDI) increased from 30% in 2009 to 34% in 2012-13 (compared to the provincial vulnerability rate of 32.5%). The City is working with partners such as the School District, the Vancouver Foundation, the YMCA and others in implementing the recommendations from a 2012 report by IBM Smarter Cities on Early Childhood Development in Surrey; in particular a new early years initiative is underway called *My Neighbourhood, My Future – Guildford West Initiative*, which will be delivered in partnership with SFU Surrey and Fraser Health Authority.
- The number of facilities that offer City services and programs decreased slightly in 2013 due to fewer programs being offered in schools, which was largely a cost issue. The City will continue to pursue partnerships for ensuring equitable access across the City to services and programs. It should also be noted that although the number of facilities where programs are offered has declined slightly, the number of City programs continues

to rise, with 28,500 registered program activities offered to children, youth and adults in 2013.

- Language interpretation skills is an area where the City would like to see an upward trend in the number of City of Surrey staff with language interpretation skills; this is a voluntary program where staff self-identify their availability for language translation.

Updates are made to the Sustainability Dashboard on an annual basis. The Dashboard and future progress reports will provide information on sustainability trends and progress and inform the development of and refinements to City policies, plans and programs related sustainability.

The City's Sustainability Charter identifies ongoing engagement and communication as key strategies for promoting sustainable choices in Surrey and developing broad support for ongoing City and community action in relation to sustainability. The 2013 *Progress Report* and the Sustainability Dashboard are key communication tools that demonstrate that the City of Surrey - including the City's corporate functions, Surrey residents, community groups, developers and business owners - are actively engaged in creating a sustainable community for future generations.

CONCLUSION

The *Surrey Sustainability Charter Progress Report for 2013* highlights progress and accomplishments to date in support of advancing the vision, goals and objectives set out in the Charter. In partnership with a broad spectrum of community stakeholders, the City has made considerable progress in each of the three pillars of sustainability over the past five years since the adoption of the Charter. A process to update the Charter will be undertaken this year to ensure that the City maintains in leadership position in the area of sustainability.

Anna Mathewson
Manager, Sustainability

AM/mc

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Attachment

Appendix I: Sustainability Charter Progress Report for 2013



Sustainability Charter

2013 ANNUAL REPORT



The 2013 Sustainability Charter Update is the fourth 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.



Sustainability Charter

2013 ANNUAL REPORT

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Message from the Mayor

On behalf of City Council, I am pleased to present the City of Surrey's 2013 Sustainability Annual Report.

Approved in 2008, the Surrey Sustainability Charter is a commitment made by the City to place the principles of social, environmental and economic sustainability as the foundations for all the decisions we make. The Charter provides a comprehensive lens through which we view all initiatives, programs and plans. It provides us with a framework of best practices for developing and managing Surrey's human and physical resources to create a strong, vibrant and sustainable city.

The involvement of many people across the City has contributed to the effectiveness of the Sustainability Charter's implementation over the past five years. I would like to thank all stakeholders, staff, and Councillor Hayne, as Chair of the Environmental Sustainability Advisory Committee, for their ongoing roles in helping to implement the Charter's goals and vision.

I am very proud of our award-winning Sustainability Charter, which along with our innovative online Sustainability Dashboard, continues to be a model for other local governments in B.C. and across Canada.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dianne L. Watts'. The signature is fluid and cursive, with a large initial 'D'.

Dianne L. Watts, Mayor

City of Surrey



The City continues to press forward with its sustainability vision and goals, working in partnership with residents, businesses and local stakeholders. In the past five years since the Surrey Sustainability Charter was endorsed, we have made great strides in becoming a more sustainable city. The “Rethink Waste” program with curbside organics collection, a new LEED Gold City Hall, City Centre District Energy system, online Sustainability Dashboard, and Sustainable Development Checklist are only some of our successes. Further, our

community engagement and dialogue has continued with the approved Community Climate Action Strategy, as well as programs like the Climate Change Showdown in Surrey elementary schools. And we look to the future with our new Green Surrey initiative, and the upcoming Biodiversity Conservation Strategy that will protect key ecosystems through the green infrastructure network.

The innovative online Sustainability Dashboard is a key tool for reporting to the community on our sustainability progress. This Annual Report presents the findings for each of the 78 sustainability indicators, and reports on trends. The results are strong: Surrey is on track or stable for 39 of the 49 metrics for which targets have been established by the City.

I want to thank our many community stakeholders and partners for their continued dedication to making Surrey a more sustainable place to live, work and play.

Councillor Bruce Hayne, Chair
Environmental Sustainability Advisory Committee



COUNCILLOR TOM GILL

Chair, Finance Committee; Chair, Transportation and Infrastructure; Chair, Audit Committee



COUNCILLOR LINDA HEPNER

Chair, Parks, Recreation & Sport Tourism Committee; Chair, Agriculture and Food Security Committee



COUNCILLOR MARY MARTIN

Chair, Diversity Advisory Committee; Chair, Community Health Programs Committee



COUNCILLOR BARINDER RASODE

Chair, Community Safety Committee; Chair, Police Committee



COUNCILLOR BARBARA STEELE

Chair, Seniors Advisory and Accessibility Committee; Chair, Surrey Heritage Advisory Commission; Vice-Chair, Cultural Development Advisory Committee



COUNCILLOR JUDY VILLENEUVE

Chair, Social Policy Advisory Committee; Chair, Culture Development Advisory Committee; Chair, Public Art Advisory Committee



SURREY'S SUSTAINABILITY CHARTER

In September 2008, Surrey City 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 on our community and environment.

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

- Three **Pillars of Sustainability**: Socio-Cultural, Economic, Environmental Pillars
- Three **Spheres of Influence**: Corporate Operations, Municipal Jurisdiction; and External organizations.
- Three **Time Frames for Implementing Sustainability**: Immediate/short, Medium and Long-term.





HOW WE MEASURE SUCCESS

SURREY'S SUSTAINABILITY INDICATORS

A key tool for achieving the City's sustainability vision includes targets and indicators to measure ongoing performance. With the advice and input from a *Sustainability Indicators & Targets Task Force*, the City developed indicators aligned with the themes of the Sustainability Charter.

SURREY SUSTAINABILITY DASHBOARD

In 2012, the City launched an online Sustainability Dashboard as a visually engaging and interactive reporting format. The Dashboard presents results for 78 sustainability indicators, of which 30 indicators are within direct City influence and 48 indicators are influenced by other levels of government or other forces such as the market, the local economy and the environment. The Sustainability Dashboard groups the indicators by the following three sustainability pillars and 12 themes:

Economic Pillar

- Theme 1**
Growth & Urban Design
- Theme 2**
Transportation
- Theme 3**
Economy
- Theme 4**
Food & Farming

Environmental Pillar

- Theme 5**
Water & Waste Management
- Theme 6**
Ecosystems
- Theme 7**
Energy Systems



Socio-Cultural Pillar

- Theme 8**
Housing
- Theme 9**
Arts, Culture and Events
- Theme 10**
Health and Safety
- Theme 11**
Education & Learning
- Theme 12**
Access to Government



SUSTAINABILITY PROGRESS IN 2013

This annual progress report on the Sustainability Charter makes full use of the information compiled in the Sustainability Dashboard. In addition to highlighting the key initiatives that were implemented by our community and City Hall throughout 2013, this update provides an overview of the latest trends on the Dashboard. Progress on each indicator is assessed in the following way:

 On Target	Trends in the data suggest that the City and/or other partners are on track to meet the target
 Stable	No significant positive or negative trend in the data
 Off Target	Trends in the data suggest that the City and/or other partners may need to focus attention on actions to better meet the target
 No Target	Applies to indicators that do not have targets (including cases where the City has no direct influence over a measure)
 Insufficient Data	Applies to metrics for which there is insufficient data to establish any trend

1. OVERVIEW

In 2013, Surrey continued to make considerable progress towards its sustainability vision and goals. An overview of all the sustainability indicators shows that 39 measures are either on target or stable. Insufficient data exists to identify any trends in 6 measures, however future assessments will be undertaken, including when new Census data is available. No targets have been established for 29 of the measures, primarily because making progress on these measures is outside the City’s jurisdiction and control. Four measures are noted as off target.

Table 1: Sustainability Indicators; Overview

Pillar	Indicators on target	Indicators Stable	Indicators off target	No target	Insufficient Data	Total
Economic	9	4	0	11	4	28
Environmental	8	0	0	6	1	15
Socio-Cultural	10	8	4	12	1	35
TOTAL	27	12	4	29	6	78

2. CORPORATE LEADERSHIP

In 2013, the City continued to implement Sustainability Charter actions. Through the efforts of Council, numerous departments, an inter-departmental Sustainability Team, and the Sustainability Office, sustainability initiatives continue to move forward throughout the organization, reflected in high impact projects that include:

Reducing our Corporate Carbon Footprint

The City is a signatory to the BC Climate Action Charter and committed to making progress towards carbon neutral City operations. Corporate emissions stem largely from City facilities and fleet. The City also has a target of reducing corporate Greenhouse Gas (GHG) emissions 20% by 2020. Progress in 2013 under the Corporate Emissions Action Plan included:

Ensuring High Energy Performance of New Facilities

2013 marked progress toward the grand opening of New City Hall and the Grandview Aquatic Centre, both of which are targeting LEED Gold certification. Designs for Guildford and South Surrey Recreation Centres are shadowing LEED, and the new WorksYard is being designed to LEED Silver.

Reducing Corporate Transportation Emissions

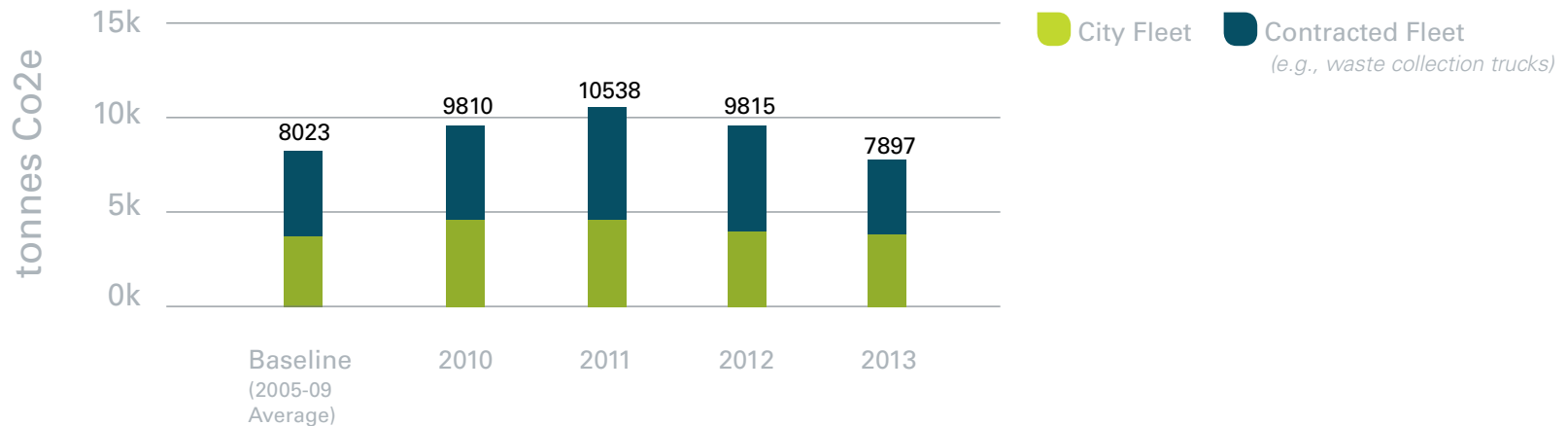
The City expanded its alternative fuel vehicle pilot, obtaining Federation of Canadian Municipalities (FCM) Green Municipal Fund support to lease an additional four Nissan Leaf electric vehicles (EVs) for three years as part of the fleet pool, bringing the total fleet EVs to five. The City continues to partner with SFU’s School of Mechatronics to refine a lifecycle assessment tool that compares the economic and environmental costs and benefits of conventional and alternative fuel vehicles.

A significant focus was support for sustainable commuting by staff with the pending move to New City Hall.

Incentives included personalized commute planning, preferred carpool parking, end-of-trip facilities for cyclists, transit rebates on monthly passes, and the introduction of pay parking. Work also continued in 2013 to bring a car-sharing program with Modo to New City Hall and the City Centre area, allowing the City to reduce overall fleet size while at the same time providing car-sharing in the local community.

The Building Division’s Mobile Inspector Program launched in 2013, helping building inspectors do more work from the road, plan efficient trips, and reduce the number and length of trips made.

Figure 1: Emissions from the City Fleet
GHG Emissions from City Fleet



New City Hall

Surrey's New City Hall became operational in early 2014 and will be LEED Gold certified. It 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.

These initiatives will place Surrey as a leader in establishing green civic facilities and will act as a catalyst for sustainable urbanism in Surrey Centre. New City Hall also has a state-of-the-art childcare facility, public art, and a performance space for the community within Council chambers, showcasing our commitment to social sustainability.

District Energy in Surrey City Centre

In 2013, the City Centre District Energy Utility prepared to open the geo-exchange field for the New City Hall, which will also serve the City Centre Library. District Energy system expansion plans are also underway for the King George node – including partnership opportunities with Surrey Memorial Hospital – as well as in the Gateway and Surrey Central nodes.

Workplace Conservation Awareness Program for Staff

The BC Hydro-funded Workplace Conservation Awareness Program expanded in 2013 to include Surrey's five arenas and eight RCMP detachments, in addition to the four indoor aquatic facilities and nine libraries that have been participating since 2011. Monthly staff-led activities engaged and educated colleagues on topics such as phantom power, and energy-wise use of appliances. Highlights from 2013 included up to 50% reduction in energy use from lighting during Earth Hour, participation in the 'Ugly Sweater Day' and 'Tacky Tourist Day' campaigns, and recognition of 500 employees for their individual green actions through the 'Random Acts of Greenness' campaign.

Green Procurement

The City continued its work on sustainable purchasing, including participation in the Municipal Collaborative for Sustainable Purchasing where local governments share best practices from across Canada. Staff also worked with a key supplier, Mills Basics, to increase internal uptake of reusable “Frog Boxes” for office supply deliveries as well as to streamline delivery trips made to City Hall, thus reducing overall transportation emissions and ensuring greater efficiencies in delivery.

Celebrating Diversity

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

Waste Reduction

In 2013, the City provided education and support for staff at key facilities on the roll-out of organics bins, including mini desk bins for organics and the elimination of personal garbage cans. Following the program launch in January 2013, the City saw a 40% drop in waste generated at City Hall.

Assets/Water

The City continued to invest in artificial turf fields and created a program to allocate surplus field rental revenues into replacement reserves for the future replacement of field surfaces. Implementation continued of the Water Loss Reduction Program to minimize leaks from water infrastructure.

3. ECONOMIC PILLAR

The City aims to create a local economy that builds on Surrey's natural advantages, and uses its land base and human resources efficiently to create a broad range of well-located, transit-accessible and environmentally-friendly businesses that provide attractive, local employment opportunities and a sustainable revenue base for the City.

Theme 1: Growth and Urban Design

Livability is promoted by urban design that clusters homes and work near transit, encourages compact neighborhoods with services and amenities, and creates streets that are safe and attractive. A detailed description of each of the theme's indicators can be found online at surrey.ca/dashboard.



Table 2: Sustainability Indicators; Growth and Urban Design

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Funding for Beautification	Yes	The City wants to see an upwards trend	On target	City funding for Beautification Projects in the community has consistently increased since 2007. In 2013 the City spent more than \$3 million on such projects, up from \$820,000 in 2007.
Spending on Public Art	Yes	No target was established for this metric	No target	Spending on public art has varied from year to year, as public art is based on a percentage of building construction value and the City's own spending cycles as part of the Build Surrey Program. This metric will need to be evaluated on longer term data.
Density on Transit Corridors	Yes	The City aims to increase population and employment density along major transit corridors	On target	Density along the major transit corridors (104th Ave, Fraser Highway, King George Boulevard) and throughout City Centre has increased since 2009, with the most notable densification in City Centre and on Fraser Highway. Coming growth shaped by the OCP will influence this trend.
Investment in Infrastructure by Senior Government	No	The City wants to see an upwards trend	On target	While the year to year investment is variable, there is an overall increase in funding from senior levels of government, with over \$114 of funding per resident to the City for community infrastructure development in 2012. This is significantly more than the \$52 made available in 2008.
Homes within 400m of Amenities	Yes	The City has different 2018 and 2058 targets for each amenity	On target	Between 2009 and 2013 the proximity of homes to most amenities has increased, particularly for transit and bike routes where we have already reached the 2018 target. The one exception is schools, which has seen a slight decrease.

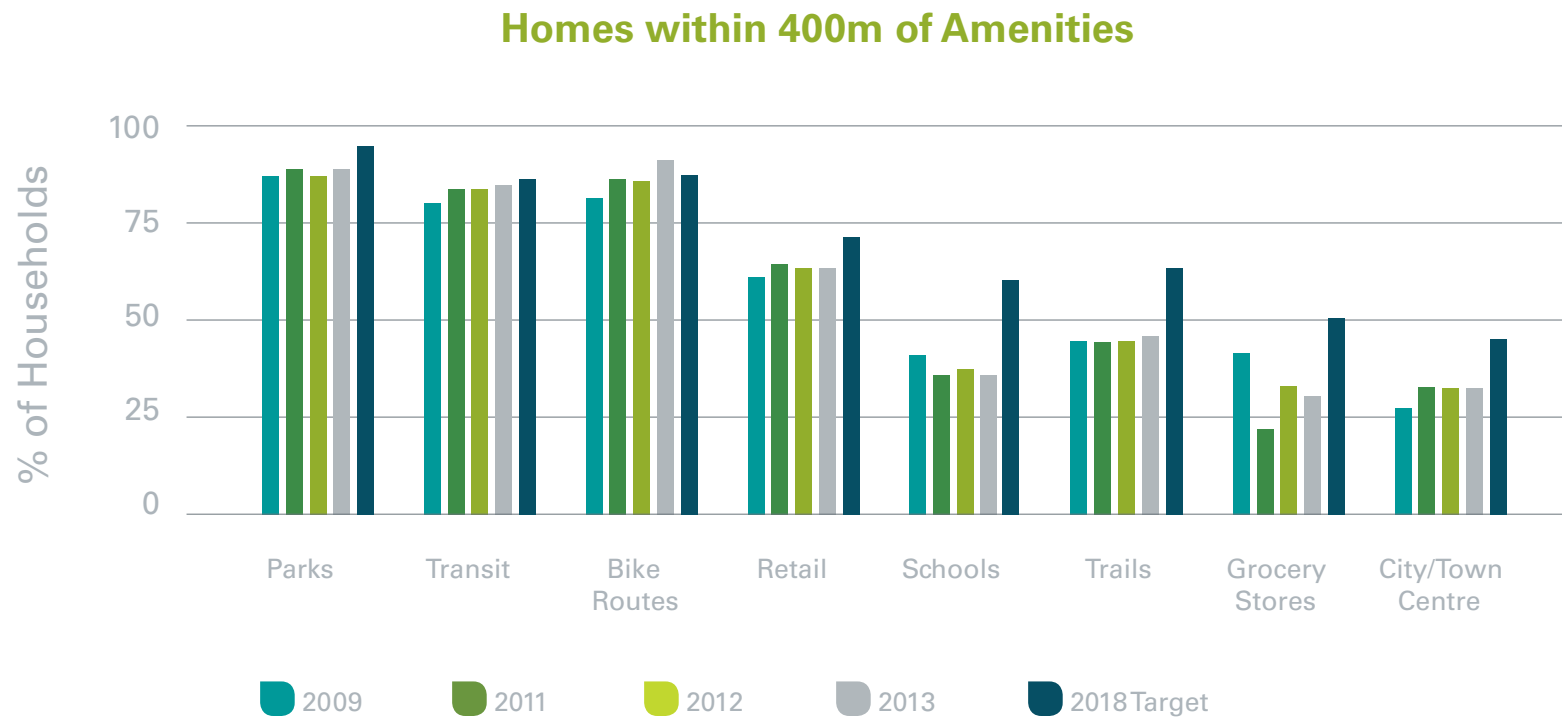
Major Sustainability Actions in 2013

New Secondary Plans

Secondary Plans are prepared by the City to supplement the OCP by providing a detailed vision on how specific neighbourhoods or unique areas of the City are to grow, evolve and develop over time. Secondary Plans can contain Design and Development Guidelines, servicing strategies and costs, and urban design elements that are intended to strengthen and enhance the character of each neighbourhood or area. Secondary Plans can include Neighbourhood Concept Plans, City or Town Centre Plans and Local Area Plans.

In 2013, six Secondary Plans were under preparation by the City including: Grandview Heights NCP Area #4; West Clayton NCP; City Centre Plan Update; South Westminster Heights Infill Area Plan; and the East Clayton Transit-Oriented Area Land Use Concept Plan. 2013 also kicked off a revamp of all Surrey's Town Centre Plans, with detailed preparation reserved for 2014-2015.

Figure 2: Proximity of Residential Homes to Amenities Indicator



Continued Use of Sustainable Development Checklist

Following the development of the Sustainability Charter, Council approved the Sustainable Development Checklist in 2011. The Checklist helps residents, developers and builders in their effort to create developments that support community health, use less resources and money, and respect the natural environment. Sustainable Development Checklists are currently required for:

- OCP Amendments
- NCP Amendments
- Zoning Bylaw Amendments
- Development Permits
- Land Use Contract Amendments
- Subdivision Applications (more than three units)

In 2013, the City received over 70 Sustainable Development Checklists along with development applications. Over 60 of these Checklists have already been reviewed, while the remainder are pending approval or require additional information from project proponents.

Theme 2: Transportation

Designing communities for walking, cycling, and transit provides health and environmental benefits. A detailed description of each of the theme's indicators can be found online at surrey.ca/dashboard.



Table 3: Sustainability Indicators; Transportation

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Car Ownership	No	The City wants to see a downwards trend	Stable	Car ownership has not changed dramatically since 2007 and is around 0.5 non-commercial vehicles per resident.
Mode of Travel to Work	Yes	No target was established for this metric	No target	Since 2006, the percentage of residents taking sustainable modes of transportation to work (i.e., walking, cycling, transit) has increased. Transit-users have increased from 10.9% in 2006 to 12.8% in 2011.
Place of Work	No	No target was established for this metric	No target	The percentage of Surrey residents working in the City has increased slightly since 2006, from 38.5% to 40.5% in 2011.
Km of Greenways and Cycling Trails	Yes	The City has different 2015 and 2025 targets for greenways, bicycle pathways and park paths and trails	On target	The City has consistently improved and expanded active transportation infrastructure since 2010. In 2013 Surrey had 630 km of park paths and trails, greenways, and cycling trails, up from 519 km in 2010.
Transit Accessibility	Yes	The City aims to make 75% of bus stops accessible by 2030 and 80% by 2058	On target	Accessibility of bus stops has improved from 69% in 2010 to over 76% of bus stops meeting accessibility criteria today. The 2030 target of 75% was revised to be more ambitious, and is now to achieve 85% accessibility by 2030, and 95% by 2058.

Major Sustainability Actions in 2013

Electric Vehicle Infrastructure

Electric Vehicles (EVs) received much attention throughout 2013. In addition to the existing six Level 2 charging stations installed throughout the City at key facilities, which became operational in March 2013, the City worked with the Province and BC Hydro to install a DC “Fast Charge” (Level 3) charging station at the Surrey Museum, which opened in late 2013 and serves local users as well as travellers. An additional nine Level 2 charging stations are also part of the New City Hall, with five available to City fleet and four for the public in the underground parkade.

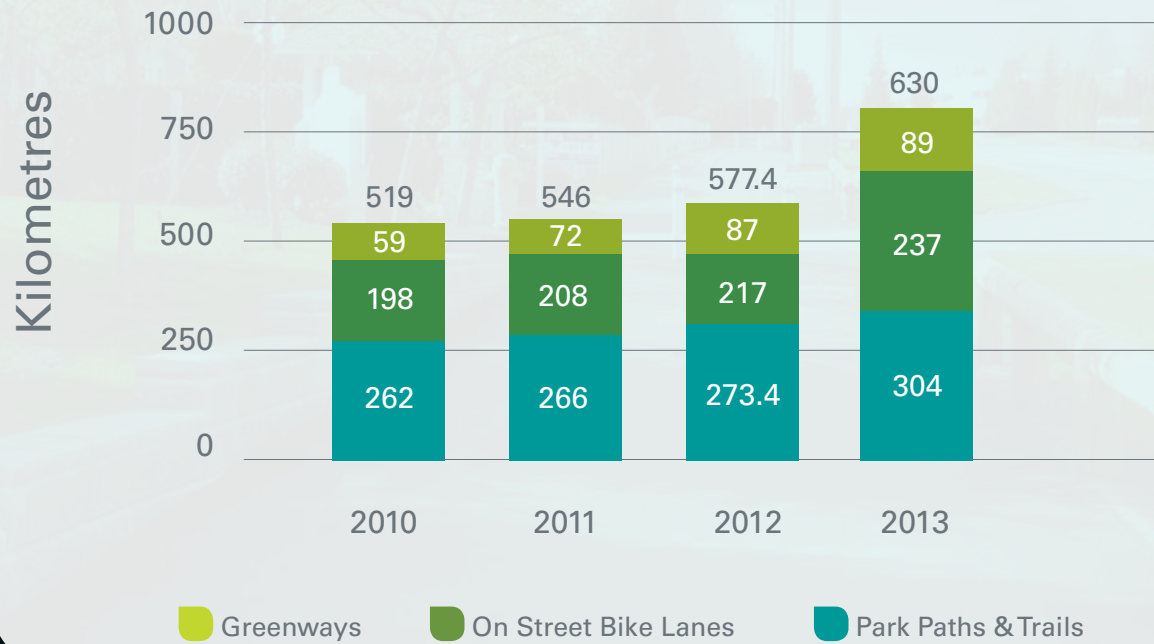
Cycling Plan Implementation

After adopting the Cycling Plan in 2012, in 2013 the City:

- Expanded on and off-street cycling networks in Surrey;
- Installed 25 bike and pedestrian friendly crosswalks at mid-block locations of the City’s greenway network;
- Took advantage of the repaving program to add or enhance bike lanes where feasible; and
- Began providing in-class and on-bike cycling education to all Grade 4 and 5 students in Surrey.

Figure 3: Active Transportation Infrastructure

Kilometres of Greenways & Cycling Trails



South of Fraser Light Rail Transit (LRT)

Two rapid transit lines were identified in TransLink's Surrey Rapid Transit Alternatives Analysis: 'L-Line' connecting Newton, City Centre and Guildford via King George Boulevard and 104 Avenue; and 'Surrey-Langley Line' via Fraser Highway. TransLink's analysis was completed in early 2013 and concluded that rapid transit was warranted for both lines. Based on future demand and shaping potential, Surrey identified LRT as the preferred technology. The Mayors' Council and TransLink are now supporting this vision. City and TransLink staff continue to work together to move this project forward.

Streetlight Copper Wire Replacement Pilot Project

In 2013, the City successfully completed a copper wire replacement pilot project. This pilot project consisted of the removal and replacement of existing copper wire with aluminum alloy wire, and recycling of the removed copper wire. The success achieved through this program has prompted the City to complete a City-wide project to replace theft-susceptible copper wire with aluminum alloy wire. This City-wide project started in May 2014, with completion expected at the end of May 2015.

Green Bike Boxes

Painted, on-street Green Bike Boxes help cyclists make left turns and elevate their visibility to drivers. In 2013, the City continued to look for new opportunities for coloured pavement in other areas of the City such as conflict zones and for additional green bike boxes at intersections.

Theme 3: Economy

A healthy local economy provides employment and income for residents, stimulates innovation and creativity, funds public services and programs, and sustains the natural environment. A detailed description of each of the theme’s indicators can be found online at surrey.ca/dashboard.

Table 4: Sustainability Indicators; Economy

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Availability of Employment	No	The City aims to achieve a jobs to labour force ratio of 1:1	On target	Between 2008 and 2012 the jobs to labour force ratio rose from 0.68 to 0.71. This has likely resulted from a combination of land use changes and from large employers moving to Surrey, such as RCMP E Division.
Businesses by Sector	No	No target was established for this metric	No target	Between 2008 and 2013 the number of businesses in Construction, Manufacturing and Transportation increased.
Employees by Sector	No	No target was established for this metric	No target	The number of employees by sector has increased from 159,190 (2009) to 183,140 (2012) with increases in each sector.

Table 4: Continued

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Low Income Individuals and Families	No	The City wants to see a downwards trend	Insufficient data	The percentage of individuals with low income increased from 13.6% in 2006 to 15.5% in 2011; however, because of inconsistencies in data quality between Census years, there is insufficient data to establish a trend at this time.
Industrial Land Base	Yes	No target was established for this metric	No target	The total designated industrial land has remained relatively constant since 2009, at around 7,400 acres. In 2009, 4,600 acres were actively used for industrial purposes, and 4,500 acres were used in 2013.
Median Household Income	No	No target was established for this metric	No target	The median household income increased in all Surrey neighbourhoods with the exception of Whalley, where it decreased slightly by \$400/year. Overall, the median household income for all of Surrey increased from nearly \$53,000 per year to over \$61,000.
Median Income for Immigrants	No	The City aims to achieve immigrant income levels that equal the average income in Surrey	Insufficient data	Data for this indicator is only available for 2006, but will be available in 2014 through Metro Vancouver. In 2006, the median income of immigrants was just under \$20,500 and therefore \$3,500 lower than the average person in Surrey.

Table 4: Continued

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Tax base	Yes	By 2021 the City aims to have 60% of the tax base from residential properties and 40% from commercial and industrial properties	Stable	The City's tax base remained relatively unchanged between 2008 and 2012: 66% from residential properties, 28% from business properties, and 5% from industrial.
Unemployment rates among immigrants	No	The City aims to see the unemployment rate of immigrants no higher than that of the total population over time	Insufficient data	Data for this indicator is only available for 2006, but will be available in 2014 through Metro Vancouver. In 2006, the unemployment rate for immigrants was 0.8% higher than Surrey's overall rate. For recent immigrants it was 4% higher.
Vacancy rates	No	No target was established for this metric	No target	Industrial vacancy rates have decreased consistently from 3.8% in 2009 to 2% in 2013. Commercial vacancy rates on the other hand have increased from 6.1% in 2009 to 17.3% in 2013, and may have been a result of the economic downturn starting in 2009. However, vacancy rates in close proximity to transit are much lower.
Working Poor families	No	The City wants to see a downwards trend	Insufficient data	Data for this indicator is only available for 2005, but will be available in 2014 through Metro Vancouver. In 2005, 9.5% of working families in Surrey were classified as working poor.

Major Sustainability Actions in 2013

Low Cost and Free Resources

The Surrey Poverty Reduction Plan identifies the need for increased awareness about the services, programs and opportunities available to low income residents in Surrey. In response, Surrey Libraries prepared a series of nine “Low Cost and Free” brochures containing a total of approximately 400 listings. To date, an estimated 9,000 brochures have been distributed at library kiosks. In addition to the print brochures, in 2013 the City of Surrey developed an interactive, web-based map of the Low Cost and Free resources that is available on the City’s website. The brochures and website continue to be updated on a regular basis.

Economic Diversification Strategy

Surrey continues to implement its Economic Diversification Strategy to create more local and knowledge-based jobs in five priority sectors: clean technology, health technology, advanced manufacturing, aerospace, agricultural innovation and creative economy.

Innovation Boulevard

Innovation Boulevard is a network of health institutions, universities, companies and talented people located within one square mile in Surrey City Centre between Simon Fraser University and the Surrey Memorial Hospital campus. The City of Surrey created the Mayor’s Health Technology Working Group to provide strategic direction for Innovation Boulevard, built partnerships, developed marketing materials, and executed a launch event.

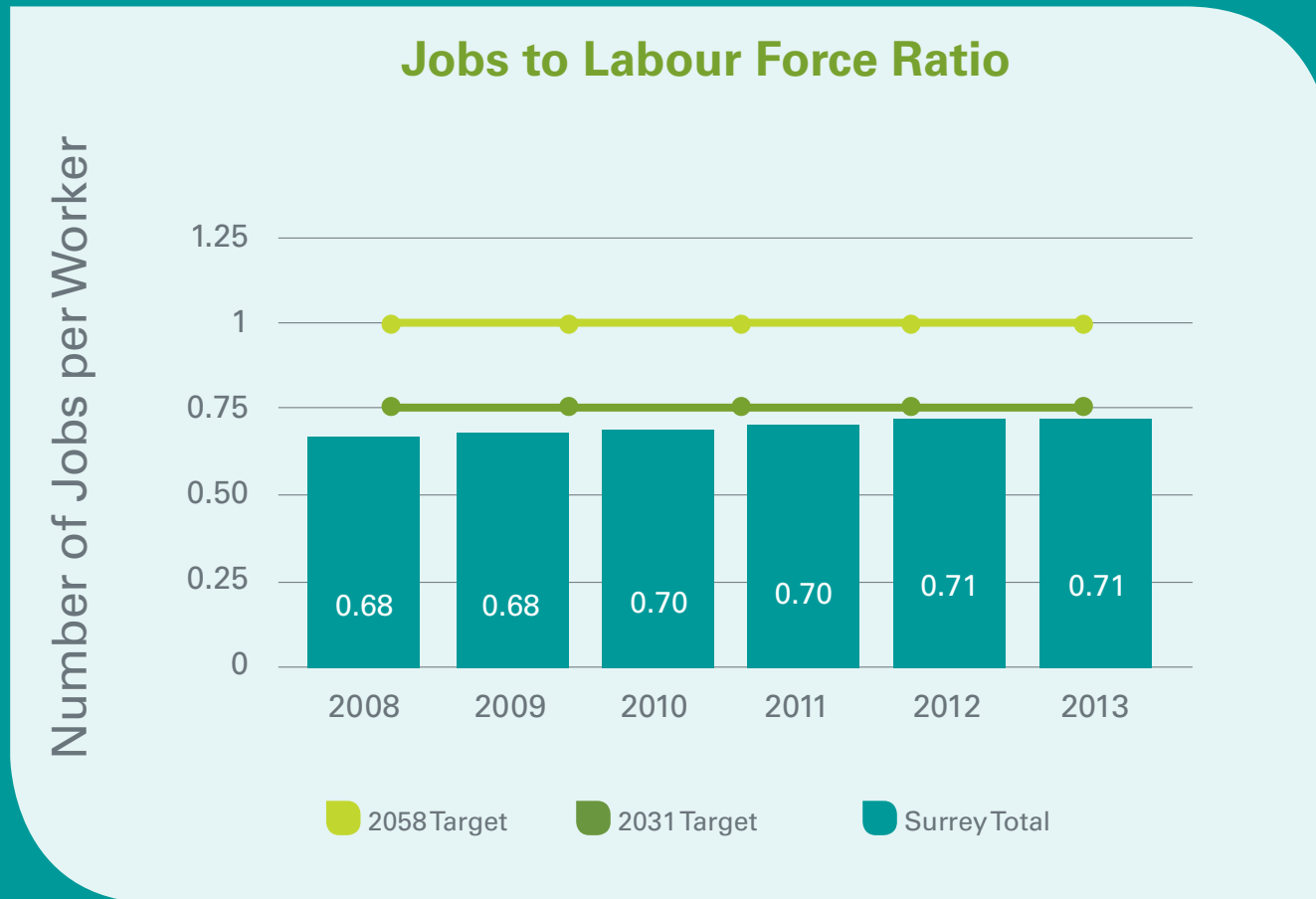
Centre4Growth

In 2013, the City, in partnership with the BC Technology Industry Association’s Centre4Growth delivered programming to help local technology entrepreneurs and companies grow, including a two-day workshop on new product development and monthly meet-ups to bring entrepreneurs together and build community.

Business Visitation Program

The City conducted over 100 comprehensive one-on-one visits with local businesses to gain knowledge about local businesses and sectors, connect businesses to resources and events, and help resolve issues they faced.

Figure 4: Availability of Employment



HELPING COMPANIES GROW

Increase revenues
Expand into new markets
Negotiate deals
Assess opportunities
Accelerate growth

AETIA.ORG/CENTRE4GROWTH

Theme 4: Food and Farming

A sustainable food system supports farmers and considers how food is grown, processed and distributed. It ensures universal access to nutritious, local, healthy and culturally appropriate food. A detailed description of each of the theme’s indicators can be found online at surrey.ca/dashboard.

Table 5: Sustainability Indicators; Food and Farming

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Proximity to Farmers Markets	No	The City aims to see 75% of the population living within a 20 minute bike ride of a farmers market by 2058	On target	In 2013, 72% of residents lived within a 20 minute bike ride of a farmers market.
Community Gardens	Yes	The City wants to see an upwards trend	Stable	The number of community garden plots has remained relatively stable at around 300 plots since 2011.
Farm Receipts	No	No target was established for this metric	No target	The gross farm receipts increased from approximately \$153 million in 2006 to \$167 million in 2011.

Table 5: Sustainability Indicators; Food and Farming

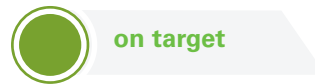
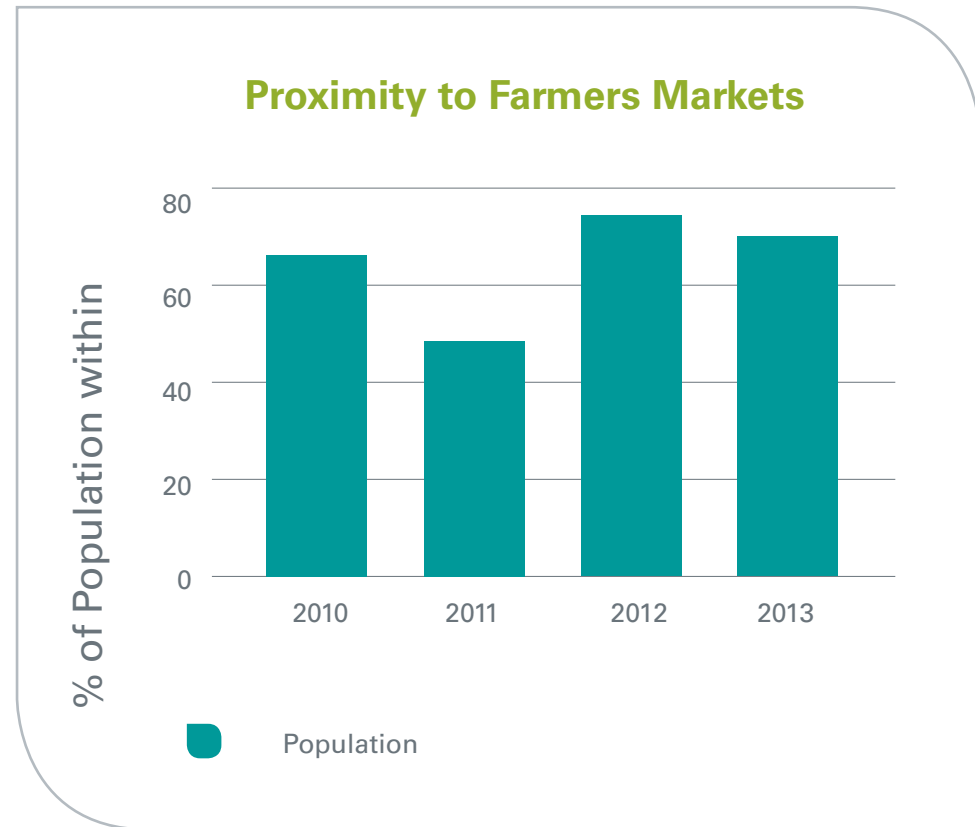
Indicator	City has Direct Influence	Target	Trend	Movement/Progress
ALR Available for Farming	No	The City aims to prevent a net loss of ALR for farming	On target	Between 2004 and 2010 there was no change: 79% of Surrey's Agricultural Land Reserve (ALR) land was available for farming.
Land in Food Production	No	The City aims to prevent a net loss of land in food production	Stable	Both the total area farmed and the land under food production increased between 2001 and 2006 and then declined in 2011 likely due to a large decrease in alfalfa, hay and fodder crops, and pasture. In 2011 close to 6,400 hectares of land was farmed and close to 4,300 hectares was under food production.
Participation in Harvest Box Program	No	No target was established for this metric	No target	The Harvest Box Program declined from over 1,500 participants in 2009 to less than 1,000 participants in 2012, but increased to 1,159 participants in 2013. Recent success is likely attributable to the program being under new management.
Pocket Markets	No	No target was established for this metric	No target	The number of pocket markets has fluctuated between one and nine over the past four years. In 2013 the City had one pocket market at Party for the Planet.

Major Sustainability Actions in 2013

Farmers Markets

The Surrey Urban Farmers Market continued to operate its weekly market at North Surrey (Surrey Central SkyTrain) throughout the growing season. A second market was also in operation near Cloverdale. Overall, in 2013 more people live within a 20 minute bike ride of a farmers market in Surrey than in 2010.

Figure 5: Access to Farmers Markets



Agricultural Protection and Enhancement Strategy

Agriculture has always been a key component of Surrey's economy and community life, and the City has been carefully managing its agricultural resources for many decades. In 2013, the City completed an Agricultural Protection & Enhancement Strategy, which outlines five strategic directions: to preserve and enhance Surrey's agricultural land base; to encourage and support innovation; to provide necessary infrastructure; to enhance agri-urban connections; and to ensure a sustainable and resilient agri-food sector.

Backyard Chicken Pilot

A one-year Backyard Chicken pilot project was launched in September 2013 to expand opportunities for urban agriculture and food security. The pilot allows registered participants to keep up to four hens on single-family residential lots that are 10,000 square feet or larger. The results of the pilot were reviewed in the spring of 2014 with further direction provided by the fall of 2014.

Support for Community Gardens

An application process for new community gardens was developed and launched in 2013 in an effort to better respond to community interest and streamline the development process for new garden sites on City Parks land.

In 2013, the City worked with DIVERSECity to obtain grant funding from VanCity Community Foundation and the Real Estate Foundation of BC for a second newcomer's garden - modelled on the successful Hazelnut Meadows Garden - that will integrate new immigrants and refugees to Canada with existing communities through the power of gardening and food security. Plans for the garden build and first year of operation will continue in 2014 at the Lionel Courchene Park location. At the same location, a new community garden was also approved late in 2013, and will be activated through an exciting new partnership with CanYou Dig It and the City.



4. ENVIRONMENTAL PILLAR

The City aims to demonstrate good stewardship of the land, water, air and built environment, protecting, preserving and enhancing Surrey's natural areas and ecosystems for current and future generations while making nature accessible for all to enjoy.

Theme 5: Water and Waste Management

How we manage our waste and water has many environmental, health and economic implications. Sustainability depends on reducing consumption and improving management practices. A detailed description of each of the theme's indicators can be found online at surrey.ca/dashboard.



Table 6: Sustainability Indicators; Water and Waste Management

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Water Consumption	No	The City aims to reduce average residential daily water consumption to 260 litres by 2028 and 230 litres by 2058	On target	Average daily water consumption per capita has decreased from 317 litres in the period 2003-07 to 273 litres by 2009-13 (note: the five-year average reduces the effect of weather anomalies on the data).
Integrated Stormwater Management Plans (ISMPs)	Yes	The City aims to complete all ISMPs by 2016	On target	In 2013, 47% of the land area in Surrey was covered by an ISMP, and an additional 41% of Surrey's land area was within an ISMP under preparation.
Community Waste Diversion	Yes	The City aims to divert 70% (95%) of waste from landfill by 2015 (2058)	On target	Waste diversion rates have increased from 38% in 2007 to 68% in 2013. The large increase is due to the implementation of the City's curbside organics collection program.
Construction Waste Diversion	No	No target was established for this metric	No target	Construction waste diversion rates have varied; in 2011 the diversion rate was 74%.

Major Sustainability Actions in 2013

ReThink Waste Collection Program

In October 2012, the City of Surrey launched a new waste management program that introduced new carts, an improved collection schedule as well as a city-wide residential source separated organics collection program. The entire waste collection fleet is now powered by Compressed Natural Gas (CNG), which reduces emissions relative to the old diesel fleet by as much as 30%. 2013 marked the first full year of the ReThink program, which has proven to be a tremendous success, with a 68% waste diversion rate achieved. The City's target is to reach a 70% diversion rate by 2015.



Figure 6: Community Waste Diversion



Biofuel Facility

The City of Surrey announced plans to build a new Biofuel Facility that will process Surrey's curbside residential organic waste and commercial organic waste into both a renewable natural gas (RNG) and a compost and mulch material. The City has secured up to \$16.9 million in Federal funding to support the construction of this facility through a public-private partnership. The RNG generated at the facility will be used to power City vehicles that have traditionally run on CNG, including Surrey's waste collection fleet, while the compost and mulch will be sold through local retailers. In 2014, following a market competition, the City will select its partner to design, build, finance, operate and maintain the facility for a 25-year period. The facility is expected to be operational by early 2017.

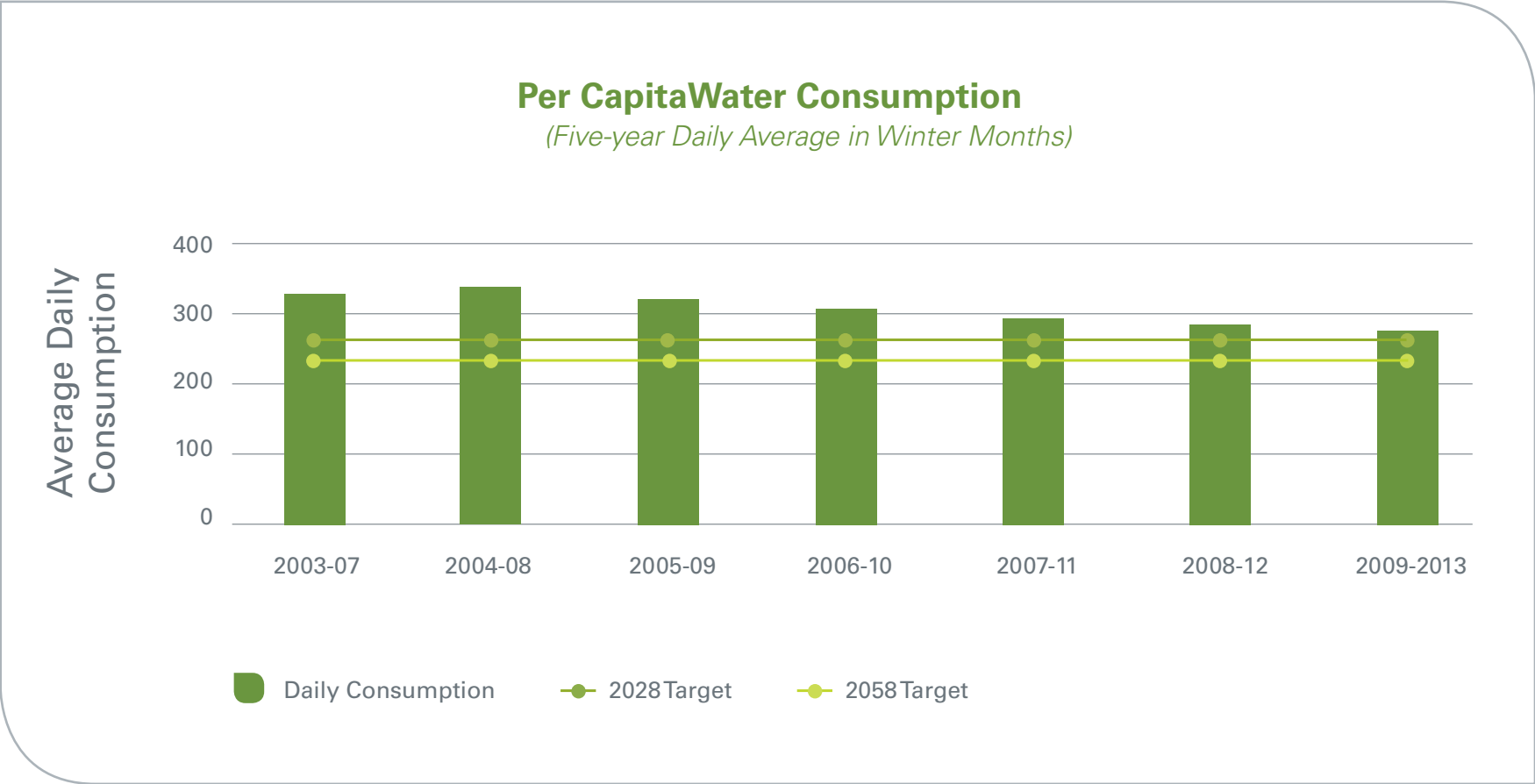
Operation Save H2O

Initiated in 2008, the Operation Save H2O program works within the City to deliver water conservation education and strategies to the community. This program has played an important role in reducing the City's per capita water consumption rates.

Along with promoting the City's volunteer water meter program, Operation Save H2O has been able to effectively educate the City's residents and businesses on how to reduce their water consumption. Operation Save H2O employs four post-secondary students and four Surrey high school students from May to August, and two post-secondary students from August to December. The Operation Save H2O Team is able to reach many areas within the City through various education and outreach methods.

In 2013 these methods included: residential education to over 1,400 residences that used higher than average amounts of water based on the utility invoices issued by the City; in-school elementary education for students in grades 4-6, as well as an in-school water stewardship volunteer program, the Blue Teams Program; the industrial, commercial, and institutional education delivered through the Water Wise Establishment Program, which in 2013, was focused on Water Wise recreation centres and restaurants; and public education through attendance at community events throughout Surrey.

Figure 7: Per Capita Water Consumption



Theme 6: Ecosystems

Ecosystems support human life by providing countless invaluable resources and services, from filtering pollutants and reducing flood risk, to providing building materials and increasing soil stability. A detailed description of each of the theme's indicators can be found online at surrey.ca/dashboard.

Major Sustainability Actions in 2013

Biodiversity Conservation Strategy

On November 23, 2011, Surrey City Council gave approval for staff to proceed with the development of a Biodiversity Conservation Strategy (BCS) in follow up to the recommendations of the Ecosystem Management Study. The Strategy identifies and quantifies the current biodiversity and wildlife habitat resources within Surrey and establishes both short-term and longer-term management recommendations and guidelines to assist in ensuring that priority biodiversity across the City is conserved and thrives in perpetuity. A draft BCS has been prepared and is intended to be presented to Council in a Corporate Report in 2014. Outcomes of the BCS will provide mapping and development guidelines to the new Official Community Plan (OCP).

Table 7: Sustainability Indicators; Ecosystems

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Environmental Programs	Yes	No target was established for this metric	No target	The number of participants in environmental programs has steadily increased over the past three years, from nearly 43,000 participants in 2011 to over 68,000 in 2013 (2013 may be an anomalous year given the inclusion of the Walk to School Challenge).
Park Land	Yes	The City wants to see an upwards trend	On target	Park acreage has increased slightly from 2,548 hectares in 2010 to 2,626 hectares in 2013.
Trees Planted	Yes	No target was established for this metric	No target	The ratio between trees planted (on private property) and trees removed has fluctuated between 0.69 and 2.1 since 2009, and was 1.19 trees planted for every tree removed in 2013. The variability is partly due to the City receiving funds in lieu of tree planting in certain cases, which are directed into the Green City Fund.
Vegetative Cover	Yes	The City aims to maintain vegetation on at least 50% of the total urban area (excluding the ALR)	Insufficient data	Earlier mapping as part of the Ecosystem Management Study is now being updated for the draft Biodiversity Conservation Strategy. Future data will be available for the Green Infrastructure Network and will reflect vegetated areas in the urban and natural areas.

Surrey Environmental Programs

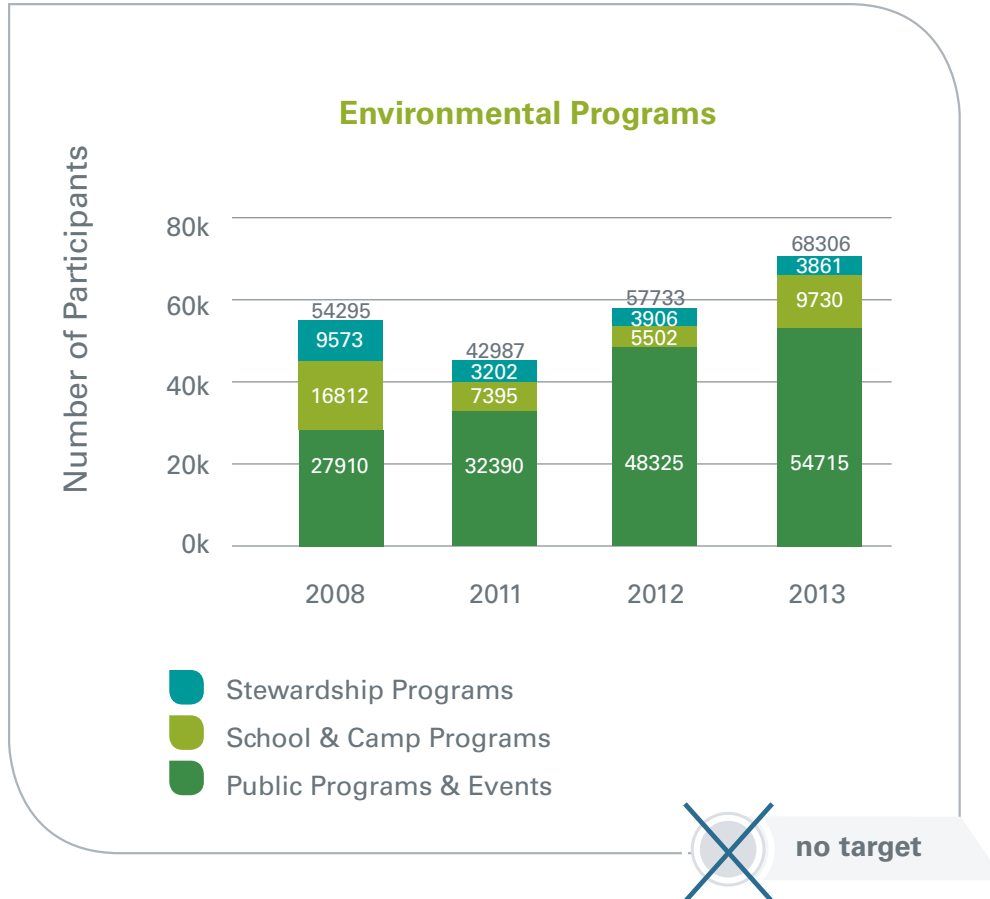
The Surrey Nature Centre operated through its first full year in its newly renovated building in 2013 and delivered nature education programs to over 6,000 students. The Nature Centre also hosted more than 3,000 visitors at drop-in public events and 275 children aged 6-13 attended week-long summer day camps, providing them with opportunities to go fishing and take part in outdoor nature-based activities. Preschool field trips, children's day camps, birthday parties, elementary school programs, special events, and facility rentals all continued to grow in popularity in 2013.

Thousands of people participated in environmental stewardship activities in 2013 ranging from tree planting and invasive plant removal to environmental education and community outreach. School groups and volunteers with the Releaf program planted more than 140 shade trees and 3,700 native trees and shrubs. The Tree Team volunteer program continued this year; its dedicated volunteers canvassed Surrey neighbourhoods and attended community events to raise awareness about the importance of caring for our street trees. Kiyo and Kwomais Point Parks were the focus of significant stewardship efforts in 2013 as volunteers put in 280 hours of work to clear more than

90 square meters of invasive plants and plant more than 400 native plants. As well, the Environmental Extravaganza celebrated its 16th anniversary in 2013 and thousands of residents participated in over 63 free programs including owl prowls, nature walks, salmon releases, gardening workshops, and the citywide Walk to School Challenge. New interpretive signage was added to parks throughout the City, highlighting salmon at Bear Creek Park, and significant trees in various locations.

Great numbers of street and park trees continue to be planted along roads, around playgrounds, and adjacent to athletic facilities to provide much needed shade for residents and park patrons. Through the Green City Program and Development Service levies, more than 4,300 shade trees were planted in 2013, boosting Surrey's inventory of shade trees to over 70,000 street trees and 20,000 park trees. The restoration of natural area park land also continued at a very steady pace in 2013, with over 18,000 native trees and shrubs planted, including the Mound Farm hedgerow project in which 3,500 plants were installed to create a vegetative buffer between the railway line and the park.

Figure 8: Participation in Environmental Programs



Surrey’s Natural Areas Partnership (SNAP) Program

The SNAP program, a partnership between the City of Surrey and three local conservation organizations, celebrated its 13th year in 2013. Thirteen post-secondary students were hired for the summer months to carry out habitat restoration and environmental community outreach activities. SNAP staff and volunteers reached over 10,000 people at parks and events, with information about the importance of natural areas and street trees. Over 1,300 children participated in SNAP’s “nature play” activities at parks and in day camps. SNAP delivered more than 1,000 tree watering bags to residents, to help them care for their street trees.

Figure 9: Park Land by Type



OCP Development Permit Areas

The new (draft) Official Community Plan (OCP) will feature two new Development Permit Areas (DPAs): a Sensitive Ecosystem DPA that will help guide development to: a) more effectively protect and enhance ecosystems in line with Surrey's draft Biodiversity Conservation Strategy, and b) protect Riparian Areas from development encroachment; and a Hazard Lands DPA intended to direct appropriate development types and forms in those areas at risk from flooding and steep slope hazards. Draft Guidelines for these new DPAs were established in 2013, with the final versions to be adopted in 2014.



Theme 7: Energy Systems

Reducing energy consumption through conservation and efficiencies, clean energy sources, and active transportation can help to mitigate climate change by reducing greenhouse gases. A detailed description of each of the theme’s indicators can be found online at surrey.ca/dashboard.

Table 8: Sustainability Indicators; Energy Systems

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Age of Buildings	No	No target was established for this metric	No target	The age of buildings has been increasing in all parts of Surrey.
Green Buildings	No	No target was established for this metric	No target	After a steady decline in green buildings, the number of new green buildings rose to 155 in 2013. Of these, four were LEED certified and 151 were Built Green certified.
GHG Emissions from Community Buildings	Yes	The City aims to reduce GHG emissions 33% per capita by 2020 and 80% per capita by 2050	On target	Per capita GHG emissions from buildings have declined 12%, from 1.7 tonnes in 2007 to 1.5 tonnes CO2e per capita in 2010.

Table 8: Continued

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
GHG Emissions from Community Transportation	Yes	The City aims to reduce GHG emissions 33% per capita by 2020 and 80% per capita by 2050	On target	Per capita GHG emissions from transportation have declined nearly 4%, from 2.7 tonnes in 2007 to 2.6 tonnes CO ₂ e per capita in 2010. Advancements in vehicle technology and emissions are continuing to accelerate, and will assist in reaching targets.
Energy Retrofits	No	No target was established for this metric	No target	The number of buildings that undergo “BOMABest” certified energy retrofits has varied between zero and four since 2009. In 2013, four commercial and institutional buildings were retrofitted under the program.
GHG Emissions from City Facilities	Yes	The City aims to achieve a 20% reduction below the baseline by 2020	On Target	Despite the growing number of City facilities, total GHG emissions from City buildings have decreased 7% from the baseline. This is attributable to enhanced energy performance of new buildings, energy retrofits to existing facilities, and declining carbon intensity in the BC Hydro grid.
GHG Emissions from City Fleet	Yes	The City aims to achieve a 20% reduction below the baseline by 2020	On target	GHG emissions from the City’s fleet peaked in 2011 and were nearly 2% below the baseline in 2013. The recent reduction has been achieved through the expansion of alternative fuel vehicles such as the CNG waste collection trucks, and through efforts to “right-size” the fleet.

Major Sustainability Actions in 2013

Community Climate Adaptation Strategy

In 2013, the City completed a Community Climate Action Strategy which includes the Community Energy and Emissions Plan (CEEP) to guide reductions in community energy spending and greenhouse gas emissions in areas such as land use, transportation and buildings; and the Climate Adaptation Strategy (CAS) which identifies how the City may be vulnerable to climate change impacts and proposes actions to mitigate risk and cost. Together, these two plans reinforce the City's broader efforts toward establishing Surrey as a prosperous and resilient 21st century urban centre.

Electric Vehicle Charging Stations

In 2013, the City installed six Level 2 electric vehicle (EV) charging stations at City facilities, including recreation centres, libraries and the Surrey Art Gallery. The initiative was supported by the Province's Community Charging Infrastructure Fund, with nine additional stations also installed at the New City Hall in early 2014. The new Level 2 charging stations will charge a car in four to six hours and provide the beginnings of an accessible charging network across the City.

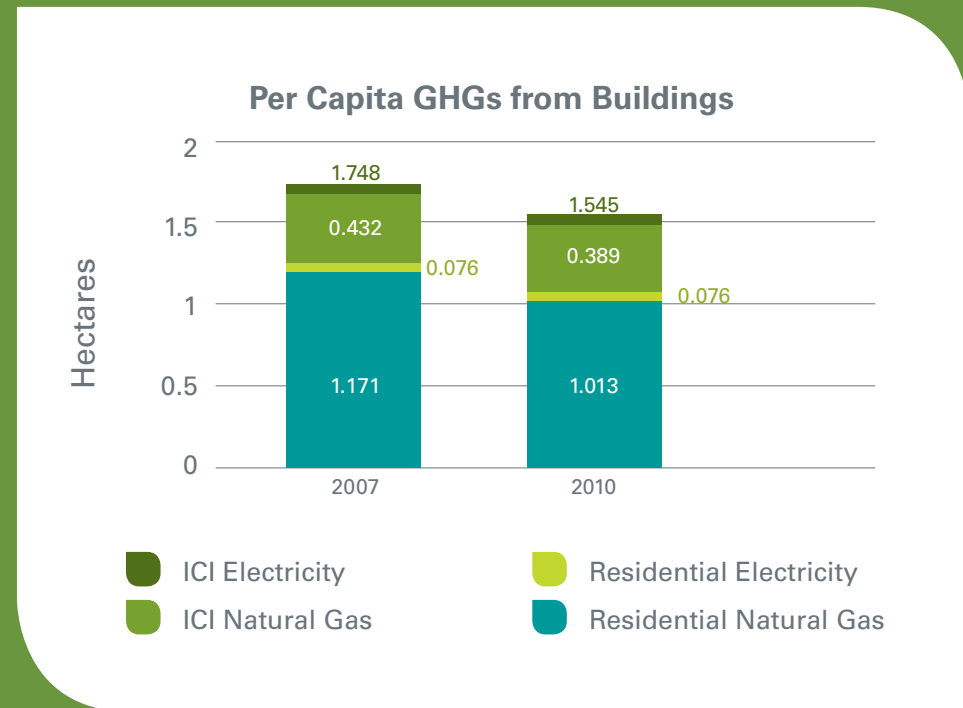
A DC Fast Charge (Level 3) charging station was also installed at the Surrey Museum in November 2013, and can fully charge a vehicle in less than 30 minutes. The Fast Charge station was supported by the Province and BC Hydro and will be part of the "green highway" that extends from BC to California.

Climate Change Showdown

In 2013, the City partnered again with the BC Sustainable Energy Association to deliver the Climate Change Showdown (CCS) program in Surrey schools, a program that engages with elementary school students to envision a positive green future and create real reductions in greenhouse gas (GHG) emissions, together with their parents at home.

CCS delivered 31 workshops to over 800 students in Surrey during the 2012/2013 school year and saved an estimated 364 tonnes of CO₂e. The 2013 winner was the Grade 5/6 class at Walnut Road Elementary who visited a City Council meeting to be awarded their prizes.

Figure 10: Per Capita GHG Emissions from Community Buildings



5. SOCIO-CULTURAL PILLAR

The City aims to promote a safe, caring, engaged, and livable community, with a distinct sense of place, that is inclusive of all aspects of diversity and provides a range of educational, recreational, cultural and employment opportunities, affordable and appropriate housing, transportation options and personal, health and social services that are accessible to all.

Theme 8: Housing

Access to adequate and affordable housing is a basic need and has significant influence over quality of life in that it is critical to the well-being, health and stability of individuals and families. A detailed description of each of the theme's indicators can be found online at surrey.ca/dashboard.



Table 9: Sustainability Indicators; Housing

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Average Home Price in Surrey	No	No target was established for this metric	No target	Prices for single family homes have increased from \$520,000 in 2007 to \$574,000 in 2013. Prices for townhomes and apartments have varied over time, with townhomes increasing only slightly to \$328,000 in 2013, and apartments remaining relatively stable around \$213,000.
Core Housing Need	No	The City wants to see a downwards trend	Stable	The percentage of renter households in core housing need has remained around 38% between 2001 and 2011.
Homelessness	No	The City aims to end homelessness by 2032	Stable	The homeless population has remained at around 400 between 2008 and 2014. However, the proportion of unsheltered homeless (i.e., sleeping on the streets) has decreased by over 54% between 2008 and 2014.

Table 9: Sustainability Indicators; Housing

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Multi-family housing starts	No	No target was established for this metric	No target	The percentage of multi-family housing starts among new housing starts has fluctuated between 2006 and 2013. There is an overall increasing trend, largely due to the number of townhouses being built. The percentage is up from 53.5% in 2006 to 74% in 2013.
Rental Market	No	No target was established for this metric	No target	Average rental prices have increased slightly across all unit types between 2008 and 2013. This rise in rental prices is less pronounced than the average increase across Metro Vancouver.
Renters in Need	No	The City aims to see a downward trend	Insufficient data	Data for this indicator is only available for 2006, but will be available in 2014 through Metro Vancouver. In 2006, 10.8% of renters spent more than 50% of their income on housing.
Social Housing	No	No target was established for this metric	No target	The number of social housing units has increased from 4,872 units in 2006 to 5,434 units in 2013. The increase is due to additional units of supportive/transitional housing units for homeless or at-risk populations. No new units were added in 2013.

Major Sustainability Actions in 2013

Poverty Reduction Plan

THIS is How We End Poverty in Surrey: Surrey Poverty Reduction Plan identifies opportunities for all levels of government and the community to work together to eradicate poverty in Surrey. The Plan was adopted by Council in July 2012 and the Surrey Poverty Reduction Coalition was then established to mobilize the community and oversee the implementation of the Plan. Co-chaired by Councillor Judy Villeneuve and Stephen Dooley, Executive Director SFU Surrey, the Coalition is a multi-sector group of community leaders.

In November 2013, the Surrey Poverty Reduction Coalition hosted the second annual poverty reduction community forum. Participants at the “Let’s Make THIS Happen” event were updated on the implementation of the Plan and offered the opportunity to learn about and develop creative approaches to poverty reduction in Surrey.

Welcoming and Inclusive Communities

In January 2013, the City of Surrey, on behalf of the Surrey Welcoming Communities Committee, received funding from the provincial government to develop and implement a Welcoming Communities Action Plan. Over the past year, a series of projects were undertaken to implement the Action Plan and build Surrey’s capacity to be a more welcoming community for new immigrants and refugees. The Action Plan focuses on: Access to Employment; Intercultural Understanding, Relationships & Trust; Creating Welcoming Spaces & Services; and Limited Understanding of Refugees.

Master Plan for Housing the Homeless in Surrey

The Master Plan for Housing the Homeless in Surrey was adopted by Council in July 2013. Developed in partnership with BC Housing and Fraser Health, the Plan identifies and responds to the City’s needs for long-term housing and support services for people who are homeless or at-risk of becoming homeless. Priorities outlined in the Plan include:

- The creation of an additional 450 units of transitional and supported housing for people who are homeless or at-risk of homelessness;
- The replacement of the Gateway emergency shelter facility in Whalley with a new purpose-built facility that also incorporates transitional housing units;
- Supportive housing, shelter and drop-in services that focus on vulnerable population groups that have unique needs including children, youth, women, Aboriginal people, and homeless people with more complex mental health and addictions issues; and
- Continuing to strengthen partnerships and collaboration with BC Housing, Fraser Health Authority, the Surrey Homelessness and Housing Society, and other government funders and foundations.

Figure 11: Homelessness Indicator

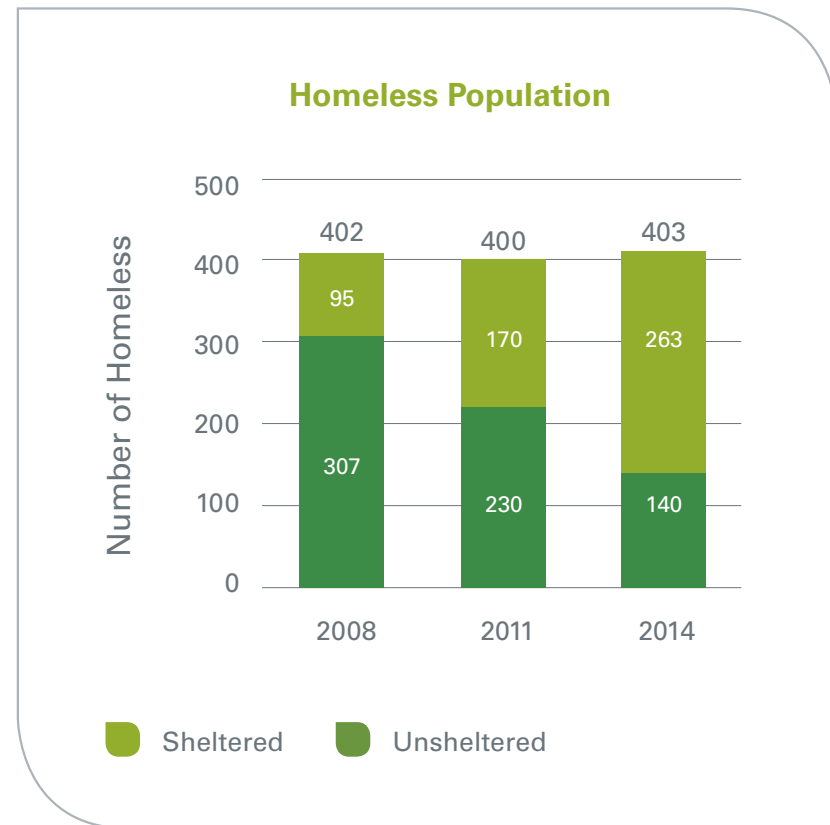
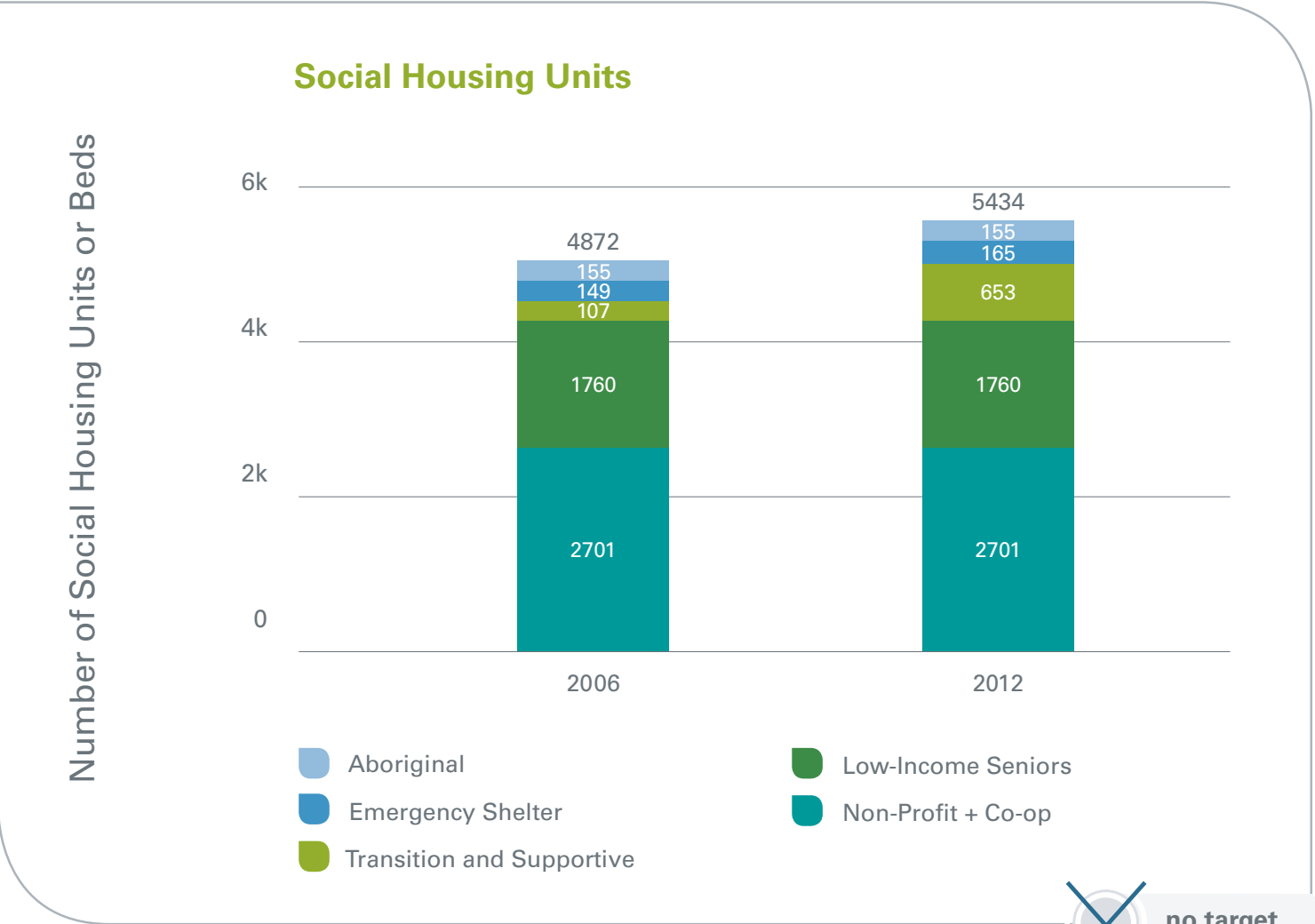


Figure 12: Social Housing Units





Theme 9: Arts, Culture and Events

The arts and culture sector provides activities that enable residents to learn new skills, enhance creativity, explore different cultures, contribute to their community, and have fun. A detailed description of each of the theme’s indicators can be found online at surrey.ca/dashboard.

Table 10: Sustainability Indicators; Arts, Culture and Events

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Arts and Culture Groups	No	No target was established for this metric	No target	The number of arts and culture groups registered with the Surrey Arts Council has increased steadily between 2010 and 2013 from 38 to 71.
Cultural Businesses	No	The City wants to see an upwards trend	On target	The number of business licenses in arts, culture and sports industries has increased steadily from 146 in 2010 to 178 in 2013.
Cultural Celebrations at City Hall	Yes	The City aims to maintain the number of cultural celebrations held at City Hall over time	On target	The number of cultural celebrations held at City Hall increased from 12 in 2009, to 20 in 2012 and 2013.

Table 10: Continued

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Cultural Spaces	Yes	The City wants to see an upwards trend	On target	The amount of cultural space provided by the City increased to 130,000 sq. ft between 2009 and 2010, and will increase a further 5,300 sq. ft in 2014 with the addition of Centre Stage in New City Hall's Council Chambers, and the expansion of cultural space in the South Surrey Recreation Centre.
Employment in Arts and Culture	No	The City wants to see an upwards trend	Stable	Employment in the arts, culture and sports industries remained stable at 2% of labour force between 2006 and 2011. This compares to 3.3% in the rest of BC.
Protected Heritage Sites	No	No target was established for this metric	No target	The number of protected heritage sites has increased steadily from 48 in 2010 to 63 in 2013. Of these sites, four are natural sites and 59 are human-built sites.
Youth Centered Events	Yes	The City wants to see an upwards trend	On target	The number of participants in youth events has increased significantly since 2009 from about 5,900 to over 9,000 in 2013. The increase is largely due to greater festival participation and more leadership events.

Major Sustainability Actions in 2013

Doors Open

Doors Open is an annual free family event that provides the unique opportunity for residents to be a tourist in their own city. In 2013 a variety of sites throughout the City offered a behind-the-scenes look at Surrey's rich culture, history, art and architecture.

Cultural Grants Program

The vision of the Cultural Grants Program is to support and enhance arts and heritage in Surrey through:

- building organizational capability and sustainability in existing and new local cultural organizations;
- investing in community-based cultural activities that promote awareness, access, participation and appreciation of arts and heritage; and
- encouraging collaborative opportunities and partnerships.

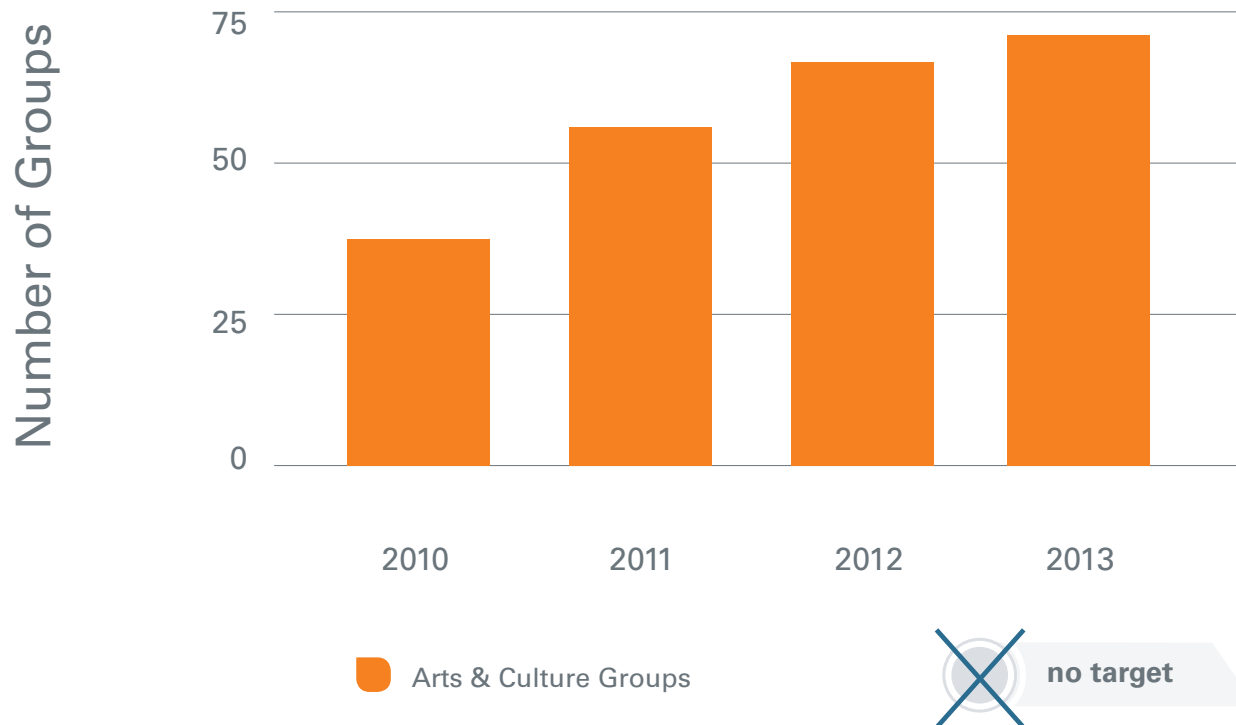
A number of Cultural Grants were awarded by Council in 2013, in each of the following three categories: Capacity Building Grants; Project Grants; and Start-Up Grants.

Community Summit

Over 200 community members came out to discuss ideas at the first Community Summit held in April 2013. The Summit provided an opportunity for the City to engage, consult, and share information about important initiatives, and for residents to give feedback and learn how they can participate in civic processes. Discussion topics were crafted by community priorities, and included "Municipal 101"; community gardens and urban gardening, welcoming communities for new Canadians, sustainability, and connecting with youth.

Figure 13: Arts and Culture Groups

Arts and Cultural Groups *Registered with the Surrey Arts Council*



Theme 10: Health and Safety

Safety is about reducing violence and crime, as well as promoting community well-being. Individuals need support to make good decisions that affect personal and family health. A detailed description of each of the theme's indicators can be found online at surrey.ca/dashboard.

Table 11: Sustainability Indicators; Health and Safety

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Availability of Doctors	No	The City aims to have the number of doctors per 100,000 residents on par with other urban centres in BC	Off target	The number of doctors (general practitioners and specialists) has increased slightly from 125 per 100,000 residents in 2008 to 133 per 100,000 in 2013; however, this is below the average availability in other urban centres in BC.
Crime Prevention Through Environmental Design (CPTED) Certified Developments	No	No target was established for this metric	No target	The number of new developments reviewed with a CPTED lens has varied between 26 developments in 2009 and 51 developments in 2012. In 2013, 33 developments were reviewed.
Criminal Offences	No	The City aims to see a downward trend	On target	The number of criminal code offences per 1,000 residents has seen an overall decrease in all parts of Surrey between 2008 and 2013.

Table 11: Continued

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Current Smokers (see Figure below)	No	The City aims to see a downward trend with levels continuously below the BC average	On target	The percentage of daily or occasional smokers has decreased from 17.7% in 2005 to 11.7% in 2012. These percentages are consistently below those recorded for BC.
Graffiti Reports	No	The City aims to see a downward trend	Stable	The number of graffiti reports has varied between 2009 and 2013. In 2013, there were 771 reports, which was higher than the roughly 550 reports recorded in 2012; this increase may be due to enhanced reporting from community groups.
Healthy Food Vending	Yes	The City aims to equip 75% of vending machines with healthy food choices by 2015, 90% by 2018 and 100% by 2028	On target	In 2013, the City met its target to have 75% healthy food options available in City vending machines.
Break and Enters	No	The City aims to see a downward trend	Stable	Since 2009, incidences of break-and-enters per 1,000 residents have varied across communities.
Low Birth Weight Babies	No	The City aims to see a downward trend	Stable	The percentage of babies born with a low birth weight has remained relatively static, most recently at 6.8% in 2011.

Major Sustainability Actions in 2013

Crime Reduction Strategy

The City has a strategic approach to crime reduction outlined in its Crime Reduction Strategy. This strategy is updated every year and highlights crime reduction initiatives in the following four categories: Prevent and Deter Crime; Apprehend and Prosecute Offenders; Rehabilitate and Reintegrate; and Reality and Perceptions of Crime.

Approximately 90% of the 106 recommendations of the Crime Reduction Strategy are complete or underway. Some of the many initiatives the City took to reduce crime in 2013 include:

- United Way of the Lower Mainland selected the Guildford West neighbourhood as one of two pilot sites in the Lower Mainland for the My Neighbourhood, My Future (MNMF) initiative. The MNMF is a five year investment designed to make a difference in the lives of children and families, giving children improved early literacy skills, enhancing access to more family services and increasing social connections with other participating families.
- City Staff have mentored more than 75 youth through the City's Youth Mentorship Program since May 2008.
- The High Risk Location (HRL) Initiative, a partnership between Surrey RCMP, Surrey Fire Services and Surrey Bylaws, was launched as part of the Mayor's Task Force on Crime to create a database and rapid deployment to more seamlessly address locations that pose the highest risk to public safety.

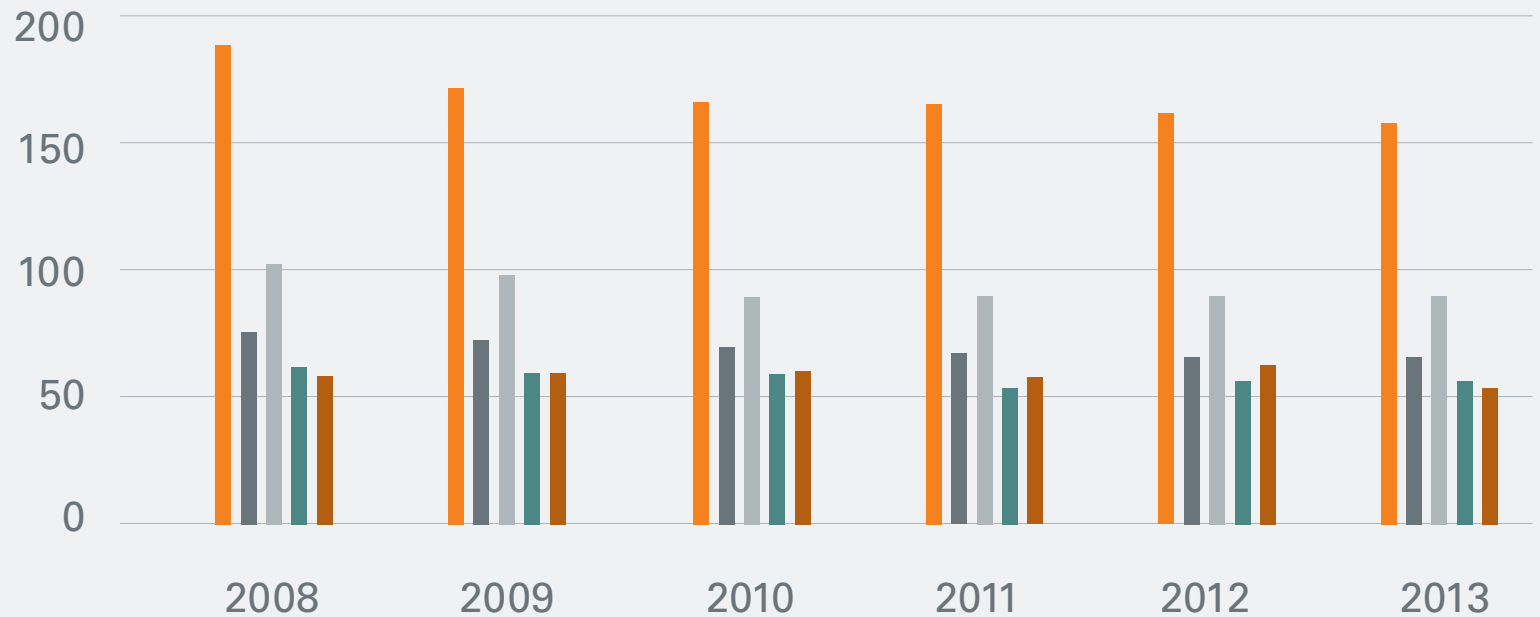
- To help build community awareness around the importance of reporting, the Crime Reduction Office developed the “REPORT IT” card that lists numbers to various City services and resources. When citizens report crime and suspicious activities they increase community involvement, create awareness of crime reduction efforts and help build a safer community.
- Community Living BC confirmed plans to support a community crime reduction partnership developed to address unique needs of youth and young adults with developmental disabilities in efforts to reduce their involvement in the Criminal Justice System.



Figure 14: Criminal Code Offences (Source: Surrey RCMP)

Criminal Code Offences *Per 1000 Residents*

Offences per 1000 Residents



- Whalley/City Centre
- Guildford/Fleetwood
- South Surrey
- Cloverdale/Port Kells
- Newton





Theme 11: Education and Learning

Higher levels of education lead to increased employment rates, job satisfaction, self-esteem, and salaries. Higher education supports high-value jobs and knowledge-based industries. A detailed description of each of the theme’s indicators can be found online at surrey.ca/dashboard.

Table 12: Sustainability Indicators; Education and Learning ²

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Early Childhood Development	No	The City aims to see the percentage of vulnerable children drop to 15% by 2015 and to 5% by 2058	Off target	The percentage of children vulnerable in at least one scale of the Early Development Instrument (EDI) scale increased from 30% in 2009 to 34% in 2012/13 (compared to the provincial vulnerability rate of 32.5%). This reinforces the importance of continued efforts of the City, School District and other partners to strengthen access to services including early learning support and family resource programs.
High School Graduation	No	The City aims to increase the high school graduation rate to 95% by 2058 and at least a 2% increase per decade	On target	The graduation rate within six years of entering high school in Surrey has steadily increased from 81.7% in 2007/08 to 86.1% in 2012/13.

² Note: The indicator on Lifelong Learning has been removed due to the dissolution of the Canadian Council on Learning, the non-profit organization that created the measure and tracked the data.

Table 12: Continued

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Licensed Childcare Spaces per 100 Children	No	The City wants to see the number of spaces per child increase over time	Stable	The number of licensed childcare spaces has remained relatively stable at around 8.5 spaces per 100 for children under 12 years. The average in Metro Vancouver is 16 spaces per 100 children (2011 numbers).
Post-Secondary Enrolment	No	The City wants to see an upwards trend	On target	An increasing number of students are enrolled at Simon Fraser University and Kwantlen Polytechnic University. The total number of students increased by over 3,000 since 2009/10 to 21,000 students enrolled in 2012/13.
Post-Secondary Certification	No	No target was established for this metric	No target	The level of post-secondary education increased slightly from 48% in 2006 to 49.8% of the population having some level of post-secondary certification in 2011.
Transition to Post Secondary	No	No target was established for this metric	No target	The percentage of high school graduates immediately enrolled in post-secondary programs has steadily increased from 51.4% in 2005 to nearly 58% in 2010 (the last year with data).

Major Sustainability Actions in 2013

IBM Smarter Cities Project Follow Up

The City of Surrey Early Years Smarter Cities demonstration project mobilized several of the original recommendations from IBM, including the following:

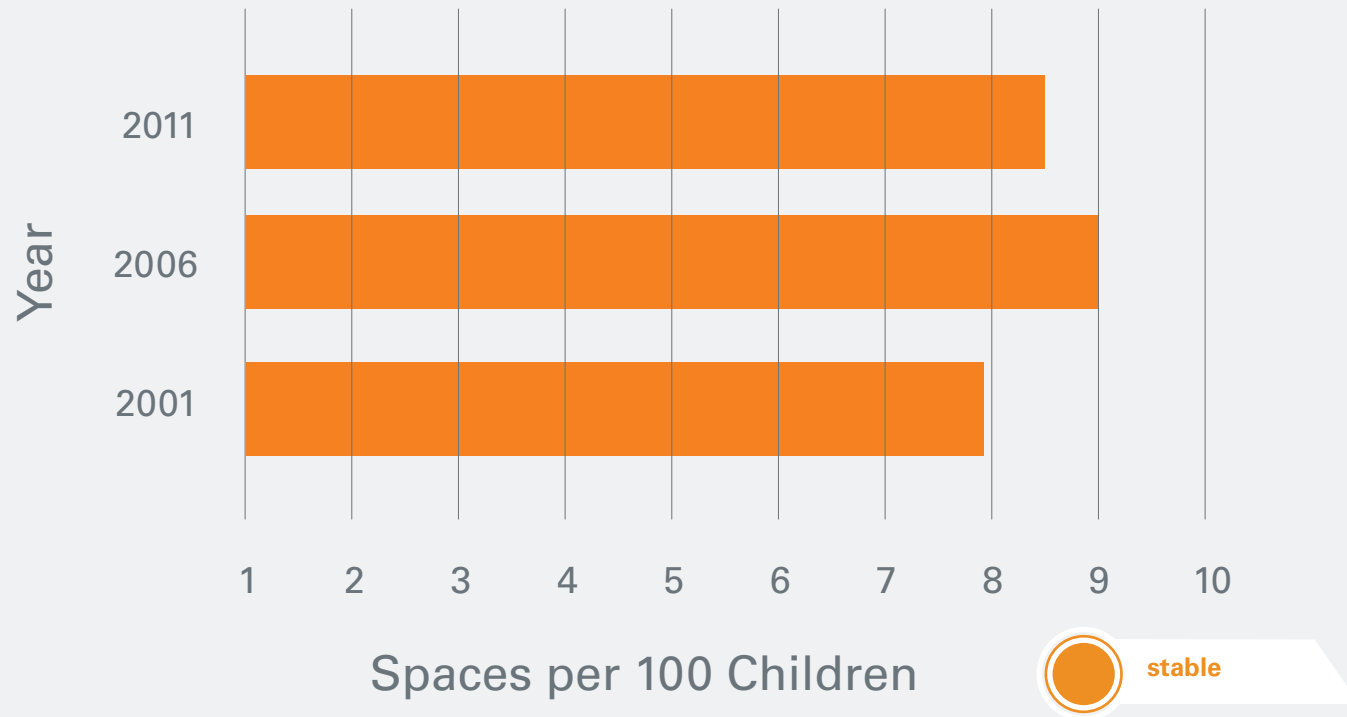
- Further strengthen Early Years leadership;
- Further clarify the Early Years landscape in Surrey;
- Align with broader Early Years government strategies;
- Generate and use data in key Early Years decision-making processes; and
- Identify opportunities for increased civic engagement.

A particular success in 2013 was negotiating the integration of the Early Years Smarter Cities initiative with a United Way of the Lower Mainland investment. The investment of up to \$2 million over five years, focuses on place-based early years strategies that reduce childhood vulnerability. The shared focus of leadership, data, reporting metrics, and citizen engagement made these two initiatives a natural fit - supporting both to sustain and grow towards the idea of an Early Years Centre of Excellence in Surrey.

Figure 15: Accessibility of Childcare Spaces

Accessibility of Childcare Spaces

Licensed spaces for children 12 and under



Theme 12: Access to Government

Governments must engage the community in decision-making, as citizen involvement improves government responsiveness to the diversity of community needs, values, and interests. A detailed description of each of the theme’s indicators can be found online at surrey.ca/dashboard.

Table 13: Sustainability Indicators; Access to Government

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Availability of City Programs	Yes	No target was established for this metric	No target	The number of City programs for children, youth or adults has increased from approximately 24,000 in 2009 to 28,500 in 2013.
Volunteers with the City	Yes	The City aims to achieve a 2% increase in volunteerism annually	On target	The number of volunteers with the City of Surrey has increased over the past four years from 3,000 in 2010 to approximately 4,000 in 2013.

Table 13: Continued

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Leisure Access Program (LAP) Participation	Yes	No target was established for this metric	No target	The percentage of low income individuals registering for the Leisure Access Program has seen an overall increase from 22% in 2009 to over 31% in 2013.
Facilities that Offer City Programs	Yes	The City aims to see an upward trend	Off target	The number of facilities that offer City services and programs decreased in 2013 due to fewer programs being offered in schools.
Public Meetings	Yes	The City aims to see an upward trend	Stable	The number of public meetings organized by the City Clerk’s office has varied: it increased from 2009 to 2012, but then decreased in 2013. Nonetheless, a number of other City engagement initiatives took place in 2013, including the Community Summit and the launch of City Speaks.
Skills in Language Interpretation	Yes	The City aims to see an upward trend	Off target	The percentage of City staff volunteering in Surrey’s language interpretation program decreased from 9.5% in 2009 to 5% in 2013.
Use of Civic Facilities	Yes	No target was established for this metric	No target	The number of community meetings and events held in civic facilities increased from 1,978 in 2009, to over 2,750 in 2012.

Major Sustainability Actions in 2013

Volunteerism

The City's vision is to build a healthy, cohesive community through the widespread involvement of volunteers within Surrey's Parks, Recreation & Culture Department, Fire Department, RCMP and Surrey Public Libraries. Volunteers' achievements can be seen throughout the City. From cultural celebrations to the Surrey Youth Stewardship Squad, volunteers make a huge impact on the City of Surrey. They have played – and continue to play – a huge role in delivering great programs, events and services.

Leisure Access Pass (LAP) Program

The City of Surrey's Leisure Access Pass Program provides an opportunity for residents in financial need to participate in Parks, Recreation and Culture activities at a very low cost. This program provides children (0-18) and seniors (60+) with 1-year free access to Surrey's recreation facilities and Adults (19-59) with 75% discounts on their choice of any drop-in admissions. All participants are also provided with 75% discount on most Parks, Recreation & Culture registered programs. Participation in the LAP program has steadily increased since 2009.

The Parks, Recreation and Culture Department recently completed and implemented an update to its Leisure Access Program to ensure the program's continuity and financial accountability while maintaining a focus on children and seniors. With this update, the Leisure Access Program remains the most generous program of its kind in the Lower Mainland. The Department will continue to review the Leisure Access Program to ensure all residents are provided with a barrier-free access to recreation opportunities.

Figure 16: Leisure Access Program (LAP) Participation

Leisure Access Pass Program (LAP) Participation

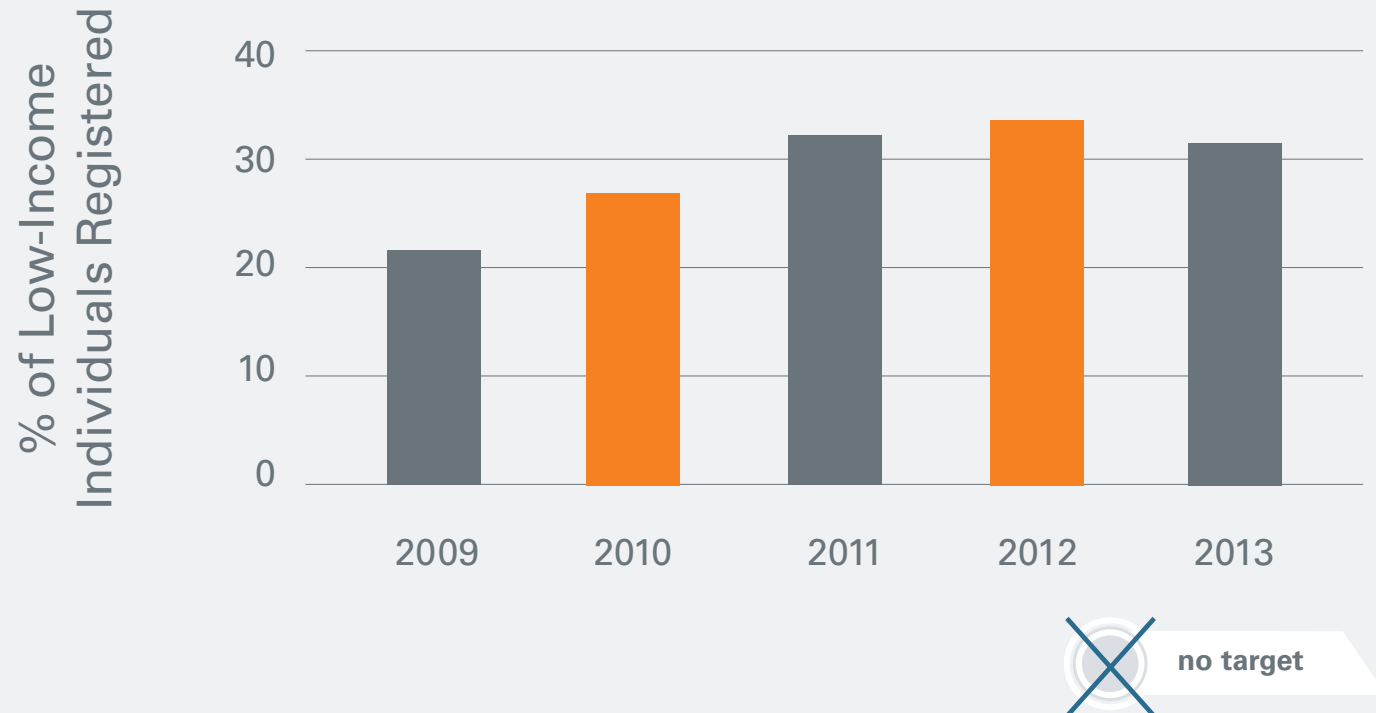
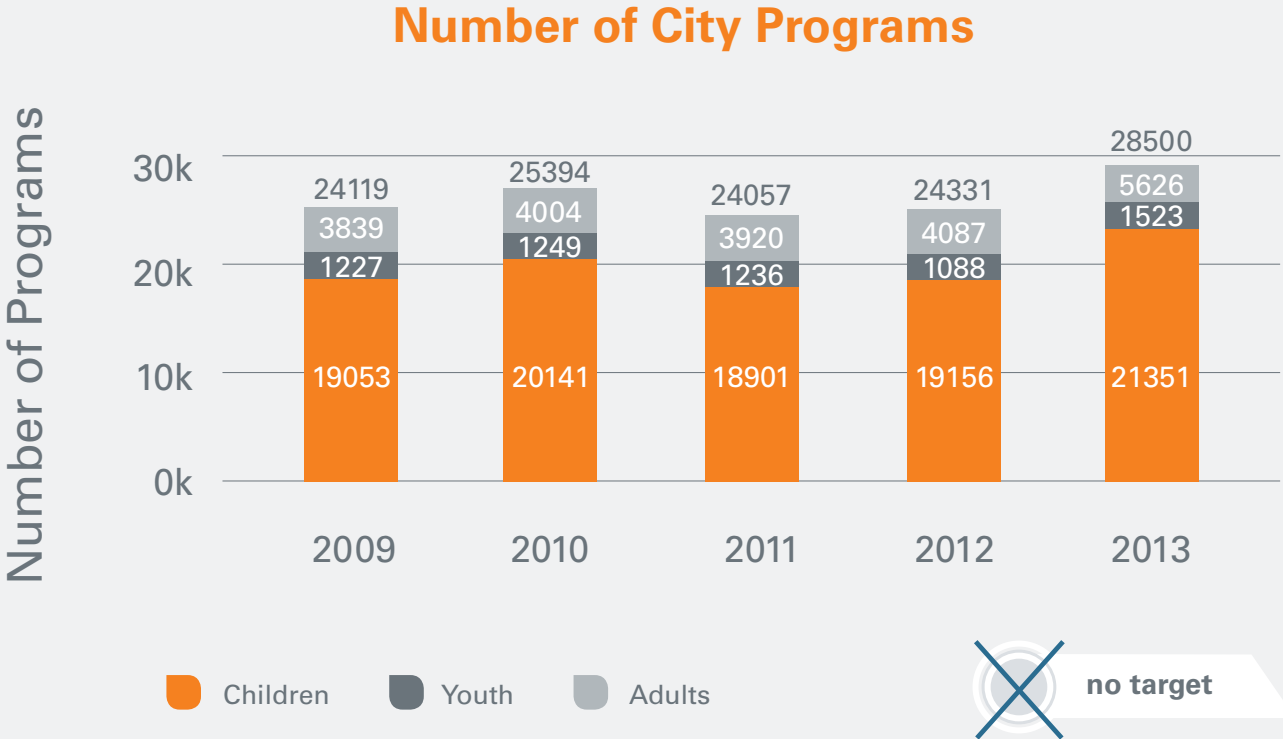


Figure 17: Number of City Programs



Library Strategic Plan

Surrey Libraries released the new Strategic Plan for 2013 – 2015, in response to the many changes occurring in Surrey and the impact new technologies are having on the delivery of services. The new vision statement, “Where the power of knowledge inspires people to build a better future”, guides efforts in four strategic areas:

- Expand opportunities for social engagement;
- Strengthen literacy supports as a tool to access learning;
- Enhance equitable access to learning opportunities and experiences; and
- Improve capacity to support learning and creative experiences.

Newcomers Tours

Tours for Newcomers are offered in partnership with Options Community Services and are designed to connect newcomers to programs, services and resources offered throughout the City of Surrey. Tour participants take a free, interactive tour to learn about a variety of civic facilities such as Recreation Centres, libraries, City Hall, Surrey Museum, Surrey Arts Centre, and Surrey RCMP to name a few. In 2013, over 300 people participated in the program, many of whom also signed up for additional programs such as the Leisure Access Pass, youth membership cards, and library cards.



LOOKING AHEAD PRIORITIES FOR 2014

The dedicated work of City Council and staff summarized in this update demonstrates that much progress has been made implementing the Sustainability Charter over the past five years.

Looking ahead to 2014, the City aims to achieve the following key milestones:

- Implementing the Community Climate Action Strategy, including work on climate adaptation (particularly sea level rise and design construction levels) and reducing building energy and emissions;
- Opening the new City Hall including the geo-exchange District Energy system and integrating alternative fuel vehicles and car-sharing into the City fleet;
- Approving the updated Official Community Plan (OCP) and Biodiversity Conservation Strategy;
- Developing the Green Surrey Program;
- Furthering the City's work on sustainable purchasing;
- Updating the Sustainability Charter to: include new issues and actions; refresh the document to help guide the City in the coming years; and further embed sustainability into daily decisions and operations; and
- Continuing to update the Sustainability Dashboard as a monitoring and reporting tool.



A COMMITMENT TO SUSTAINABILITY

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