

NO: R055

COUNCIL DATE: **March 7, 2016**

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **March 7, 2016**
FROM: **General Manager, Planning and Development** FILE: **0512-02**
Sustainability Manager
SUBJECT: **Draft Sustainability Charter 2.0**

RECOMMENDATION

The Planning and Development Department recommends that Council:

1. Receive as information the draft *Surrey Sustainability Charter 2.0*, a copy of which is attached to this report as Appendix "I"; and
2. Authorize staff to proceed to the final consultation process for the draft *Sustainability Charter 2.0* as generally described in this report.

INTENT

This report presents the draft *Surrey Sustainability Charter 2.0* and seeks authorization to proceed to the final consultation process to finalize the updated Charter.

BACKGROUND

On September 29, 2008, Council received Corporate Report No. R175;2008, titled "Surrey Sustainability Charter" and approved the Sustainability Charter as the overarching policy document for the City. The Charter defined sustainability as:

"Meeting the needs of the present generation in terms of the socio-cultural systems, the economy and the environment, while promoting a high quality of life but without compromising the ability of future generations to meet their own needs".

The vision and goals of the Charter provided high-level guidance toward becoming a more sustainable City. Part 3 of the Charter, "The Scope of Sustainability", identified actions required to implement the sustainability Vision, Goals and Action Framework in the Charter. With respect to this section, the 2008 Charter noted that: *"The Scope of the Sustainability Charter will be maintained as a living document that summarizes specific actions the City intends to take to achieve sustainability. Council will amend the Scope of the Charter as proposed actions and priorities evolve over time"*.

In partnership with a broad array of community stakeholders, the City has made considerable progress over the past seven years since the adoption of the Charter. On July 27, 2015, Council received Corporate Report No. R151;2015, titled "Sustainability Charter Progress Report for 2014",

which highlighted accomplishments to date; this report included a status report based on the Sustainability Dashboard that showed progress on 77 sustainability indicators and targets as shown in Table 1 below:

Table 1: Status of Sustainability Indicators and Targets - 2014

Pillar	Indicators on target	Indicators Stable	Indicators off target	No target	Insufficient Data	Total
Economic	8	3	2	11	3	27
Environmental	9	1	1	5	0	16
Socio-Cultural	10	5	7	11	1	34
TOTAL	27	9	10	27	4	77

Some examples of the measurable progress made during the past few years include the following:

- Surrey residents have better access to greenways, park paths and cycling trails;
- More cultural spaces are available within the City;
- Residents have reduced their per capita water consumption;
- Residents are diverting more garbage from the landfill;
- More social housing units have been created; and
- Enrolment continues to rise at Surrey's post-secondary schools.

On February 24, 2014, Council received Corporate Report No. R022;2014 titled "Sustainability Charter Update", and approved plans to update the Sustainability Charter so as to ensure that the City maintains a leadership position in the area of sustainability. On February 23, 2015, Council received Corporate Report No. R026;2015, titled "Sustainability Charter Update", which provided information on consultations undertaken to that point to refresh the Charter.

DISCUSSION

Following Council's approval of the Charter update process, a period of internal engagement was undertaken in 2014. Led by the Sustainability Office, this engagement process was overseen by the Senior Management Team with input from the interdepartmental Sustainability Team and a smaller staff steering committee.

A survey of over 700 City staff showed that staff support for sustainability is very high. Internal engagement also included interviews with Council, the City's senior management team, and a number of staff involved in related initiatives. The interviews and additional workshops resulted in recommendations which were presented to Council in February 2015:

- Refocus the Sustainability Charter at a higher level with a more succinct vision, outcome-oriented goals, and possibly strategic directions (3-5 year strategies);
- Keep Actions (if any) separate from Charter, for example in an annual work plan;
- Simplify and ensure consistency of language;
- Reorganize the document into systems or themes, possibly aligning with those of the Sustainability Dashboard and Official Community Plan (OCP); and
- Integrate indicators and targets into the updated Charter, and continue to use these metrics to report on progress toward or away from goals.

While it was initially anticipated that the vision and goals would remain unchanged along with the Action Framework of the Charter (the three pillars, timeframes, and spheres of influence), internal engagement identified that refinement of the existing vision and goals was needed to provide clearer direction.

More broadly, it was recommended that the City deepen its integration and decision-making by embedding Charter goals into planning processes (e.g., structure departmental work plans and processes to achieve Charter goals); creating a decision framework or screening tool that more effectively encourages consideration of goals and trade-offs; and engaging and communicating more effectively with staff (e.g., training opportunities, staff meetings). This longer term work is ongoing and is being led by the Sustainability Office.

Community Engagement

The majority of community input for the Charter update was obtained in 2015. The focus of the engagement was on the eight proposed organizing themes and under each theme, the overarching goals, desired outcomes (what we want for Surrey) and strategic directions (how we will get to those outcomes, in priority focus areas).

Stakeholder and community engagement began with a series of stakeholder workshops held in April and May 2015 for key community groups, businesses, and non-profit organizations. To kick off this engagement, all City Advisory Committees members were invited to attend a workshop on April 20, 2015 and the following committees were represented:

- Diversity Advisory Committee
- Parks, Recreation and Sports Tourism Committee
- Transportation and Infrastructure Committee
- Agriculture and Food Security Advisory Committee
- Surrey Heritage Advisory Commission
- Social Policy Advisory Committee
- Environmental Sustainability Advisory Committee

Seven other theme-based stakeholder workshops were also held in April and May 2015, attended by over 160 stakeholders and City staff. Public engagement also took place at the April 2015 Party for the Planet event and through City Speaks and social media. A subsequent stakeholder workshop was held in October 2015, followed by a public Open House at City Hall in November 2015 to present draft Charter 2.0 goals, outcomes and strategic directions. In addition to a November 2015 panel event featuring the Ecofiscal Commission, a public event with SFU brought together 125 Surrey citizens in a "residents' lab" to discuss what the City could look like in 2030; this event was organized around the draft outcomes for the new Charter. A final stakeholder workshop was held in February 2016 to seek input on the refined strategic directions and the revised indicators to monitor progress.

Draft Charter 2.0

In summary, the draft updated Charter is a high level policy document that outlines long-term goals for the City in eight community theme areas. The document outlines an overarching vision for Surrey, with a number of desired outcomes, strategic directions, indicators and targets provided under each theme. It should be noted that more granular plans, such as the City's

Poverty Reduction Plan and Transportation Strategic Plan, provide detailed actions for implementation that align with the Charter outcomes.

The draft *Sustainability Charter 2.0* includes a refined vision statement. Taken from the new Official Community Plan, the vision of a sustainable and resilient Surrey looking ahead to the next 40 years is: ***a thriving, green, inclusive city.***

As noted above, the updated Charter is organized around eight overlapping community systems or themes:

- **Built Environment and Neighbourhoods:** The connectivity, accessibility and resilience of our neighbourhoods, buildings, and sites;
- **Inclusion:** The social and economic inclusion of all people regardless of ability or circumstances;
- **Health and Wellness:** The health and wellness of residents through health services and programs, access to recreation, and food accessibility;
- **Public Safety:** A safe and engaging community through community safety and emergency services, emergency preparedness and prevention, and transportation safety;
- **Economic Prosperity and Livelihoods:** A strong local economy focused on jobs and skills training, economic diversity, and innovation;
- **Ecosystems:** The health and protection of Surrey's natural areas, biodiversity and urban forest as well as water and air quality and green infrastructure;
- **Infrastructure:** The provision of effective infrastructure and services, focused on energy and climate, transportation, water, materials and waste, and telecommunications; and
- **Education and Culture:** The access of all residents to high quality learning opportunities and vibrant arts and heritage experiences.

The intent of the eight themes is to provide a more intuitive and holistic picture of sustainability goals for the City, and to better connect issues across themes; for example, food security is an issue related to health and wellness (healthy eating), inclusion (access to healthy foods) and built environment and neighbourhoods (community gardening space). These themes will be used to refine the City Dashboard once the updated Charter is approved by Council.

Each theme has an overall goal followed by desired outcomes. The "goals" are long-term goals, and the "desired outcomes" outline **what** we want to see in these areas, looking ahead to the year 2058. "Strategic directions" then identify **how** the City and its partners will move towards the desired outcomes over the shorter term. Indicators and targets are presented under each theme, taken from the Sustainability Dashboard but updated and refreshed to reflect new directions and knowledge based on several years of reporting.

Corporate Sustainability

In addition to making progress on sustainability outcomes at a community level, the City itself has made great strides in integrating sustainability into its corporate decisions, projects and plans. The City as a corporation demonstrates that sustainability must be an integral part of an organization. By embedding sustainability into corporate operations, the City provides leadership and tests out ideas that can be implemented more widely by residents and businesses in Surrey. Some examples of corporate successes and high impact projects since 2008 include the following:

- Establishing a Sustainability Office to act as a catalyst for sustainability throughout the corporation and maintain a strong focus on sustainability within the City;
- Building new City Hall modelled on LEED Gold with many social and environmental sustainability features, that forms part of a revitalization effort for the City Centre area;
- Holding staff diversity events at City Hall to raise awareness of different cultures and traditions;
- Building a new geo-exchange system District Energy which provides heating and cooling to new City Hall and surrounding buildings; and
- Increasing waste diversion in City facilities and ensuring staff support and training for waste reduction efforts.

The City of Surrey will continue to embed sustainability into city operations in a number of ways and through the work of all departments and staff. Drawing from the corporate sustainability actions outlined in the original Sustainability Charter and aligned with the City's values and the eight themes of the new Charter, the new draft Charter identifies several corporate sustainability objectives and strategies.

Implementation

The vision for sustainability presented in draft *Sustainability Charter 2.0* is for the community and the city. Successful implementation of this ambitious vision goes beyond the City of Surrey - it needs the support and involvement of all partners in the community, including local businesses, residents and community groups. Collaborative actions for sustainability include conserving resources, protecting local ecosystems, enhancing food security, maintaining a robust economy, reducing inequality, ensuring community safety, preparing for emergencies, and celebrating together.

Stakeholders involved in the Charter update process expressed a clear desire to continue to be involved in implementation. Early discussions have taken place on how they will support the desired outcomes and common goals through their own work, and these conversations will continue through a number of avenues. The revised Dashboard will report out on Charter progress and outcomes, with regular updates provided to Council and the community.

To guide implementation within the City, by the end of 2016 all City departments will identify objectives tied to the updated Charter goals and outcomes. Workshops facilitated by the Sustainability Office will identify how departments intend to deliver on Charter goals in their 2016 and 2017 work plans and beyond, focusing on short and long-term objectives and deliverables that will advance Charter goals and outcomes. These workshops will identify related departmental priorities, and how these can be leveraged to advance Charter goals.

Final Consultations

If approved by Council, the draft *Sustainability Charter 2.0* will be shared with all stakeholders who have participated in the community engagement process. The draft document will also be posted on the City's sustainability website for public comment, with social media support to direct attention to the final consultation period during the month of March, and broad public input will also be sought from the City Speaks panel. City staff will be asked to review and provide their comments, through the Intranet. Presentations will also be made to seek input from all City Advisory Committees.

Following these consultations, the final *Sustainability Charter 2.0* will be brought for Council approval in April, along with a number of proposed implementation steps.

SUSTAINABILITY CONSIDERATIONS

The Sustainability Charter should be updated from time to time to ensure that the document remains current and that the City remains a leader in the area of sustainability. The draft *Sustainability Charter 2.0* outlined in this Report provides an effective high level policy document that will guide the community and the City over the coming years.

CONCLUSION

The Sustainability Charter is the overarching policy document for Surrey, providing a comprehensive lens to guide all initiatives, programs and plans. A process to update the Charter has been completed, with significant stakeholder consultation and input. Based on the above discussion it is recommended that Council:

- Receive as information the draft *Surrey Sustainability Charter 2.0*, a copy of which is attached to this report as Appendix "I"; and
- Authorize staff to proceed to the final consultation process for the *Sustainability Charter 2.0* as generally described in this report.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

Original signed by
Anna Mathewson, MCIP RPP
Sustainability Manager

AM:saw

Attachments:

Appendix "I" Draft Sustainability Charter 2.0

DRAFT

Sustainability

CHARTER 2.0





C O N T E N T S

MAYOR’S MESSAGE..... 3
 ESAC CHAIR MESSAGE..... 3
 EXECUTIVE SUMMARY..... 5
 INTRODUCTION 6
 WHY IS SUSTAINABILITY IMPORTANT?..... 7
 SUSTAINABILITY CHARTER 1.0 8
 WHAT’S BEEN ACCOMPLISHED SINCE 2008..... 9
 CORPORATE SUSTAINABILITY 11
 WHAT WE DID TO UPDATE THE CHARTER..... 12
 INTERNAL ENGAGEMENT 12
 COMMUNITY ENGAGEMENT..... 13
 HOW THE NEW CHARTER IS ORGANIZED..... 14
 VISION STATEMENT 16
 THEMES –
 GOALS, DESIRED OUTCOMES,
 STRATEGIC DIRECTIONS, INDICATORS 18

S  **INCLUSION / PG19**

E  **BUILT ENVIRONMENT AND NEIGHBOURHOODS / PG23**

M  **PUBLIC SAFETY / PG27**

E  **ECONOMIC PROSPERITY AND LIVELIHOODS / PG31**

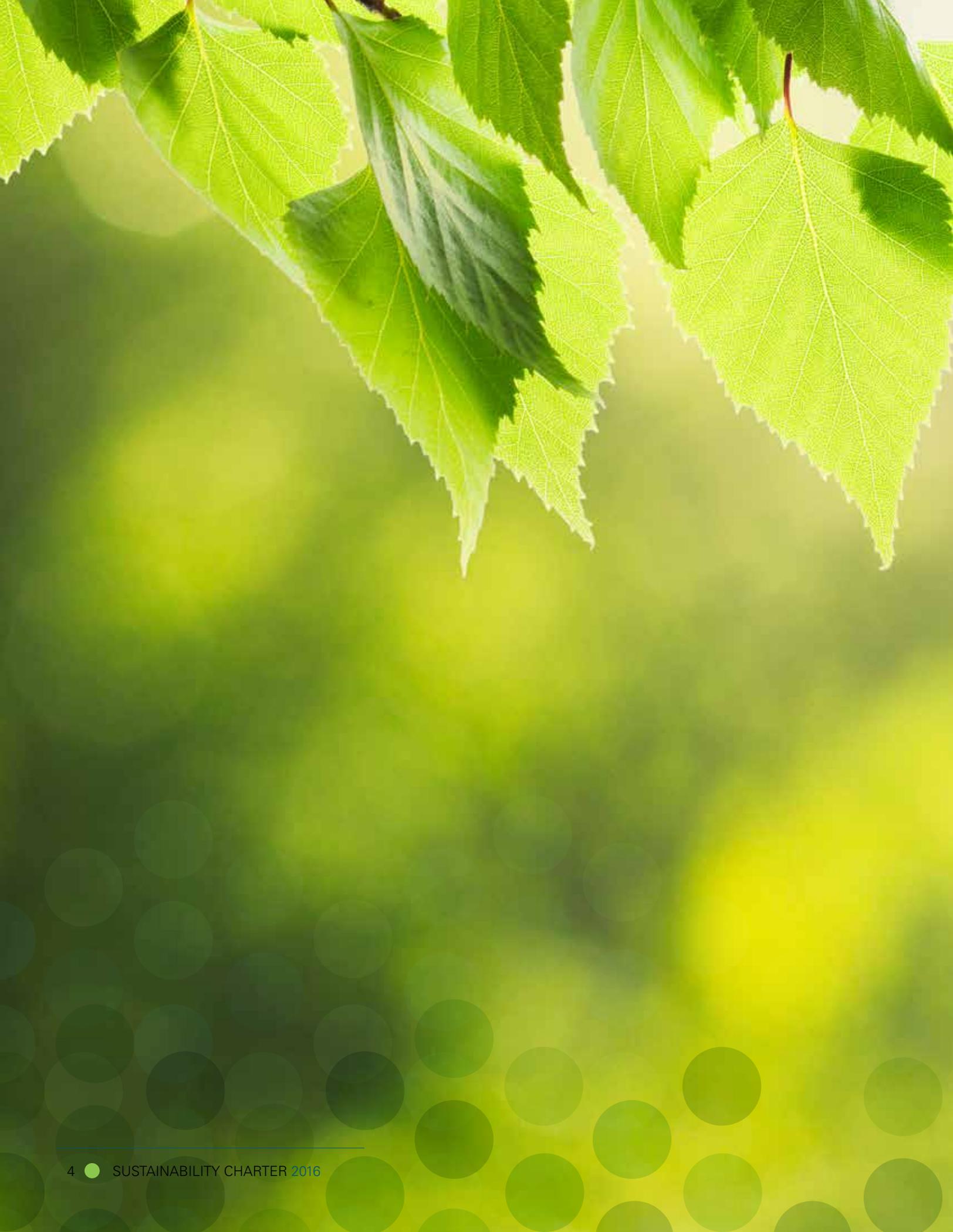
E  **ECOSYSTEMS / PG35**

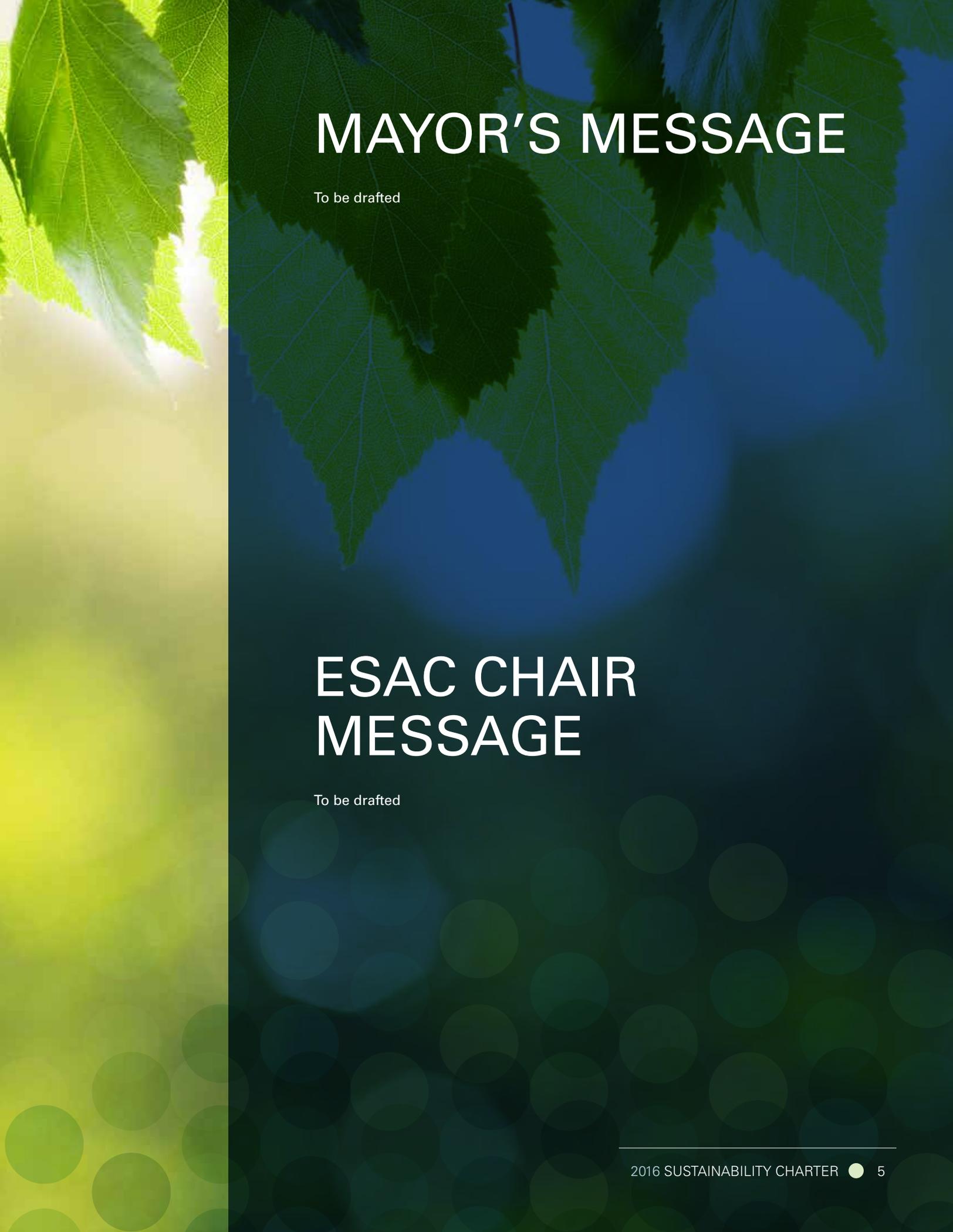
H  **EDUCATION AND CULTURE / PG39**

T  **HEALTH AND WELLNESS / PG43**

T  **INFRASTRUCTURE / PG47**

CORPORATE SUSTAINABILITY –
 MOVING FORWARD 50
 IMPLEMENTATION 53
 APPENDIX 1 GLOSSARY 54
 APPENDIX 2 PLAN ON A PAGE TBD
 APPENDIX 3 INDICATORS AND TARGETS TBD





MAYOR'S MESSAGE

To be drafted

ESAC CHAIR MESSAGE

To be drafted



EXECUTIVE SUMMARY

In 2008, Surrey City Council approved the Sustainability Charter, a 50 year vision for becoming a more sustainable City. The Charter guides us on a sustainable path, and was approved as the City's overarching policy document and the basis on which all decisions are made. Since the Charter was approved, we have made significant progress implementing the sustainability vision including on energy and climate, social well-being, public safety, and economic innovation. The Sustainability Dashboard has been monitoring all of these outcomes, based on indicators and targets established with community input. In 2014, Surrey City Council approved a review and update of the Sustainability Charter.

The new Charter is organized around eight community themes, for a more holistic and integrated way of looking at sustainability. A refreshed vision of sustainability is presented based on the vision from our new Official Community Plan, as well as long-term goals, desired outcomes and strategic directions under the eight themes. Revised indicators are proposed to track progress towards the new desired outcomes.

In addition to making progress on sustainability outcomes at a community level, the City itself has made great strides in integrating sustainability into its corporate decisions, projects and plans. The City of Surrey will continue to embed sustainability into City operations in a number of ways and through the work of all departments and staff.

The vision for sustainability and high level desired outcomes presented in this Sustainability Charter 2.0 represent what we want to see for the community as a whole, looking ahead over the next 40 years. Successful implementation of this ambitious vision needs the support and involvement of all partners in Surrey including local businesses, residents and community groups. The many stakeholders involved in the update of the Charter will be key partners in implementation. With this strong collaboration and partnership focus, Surrey will move forward to become a thriving, green, inclusive city.

INTRODUCTION

In 2008, Surrey City Council approved the Sustainability Charter, a 50 year vision for becoming a more sustainable City. The Charter guides our fast-growing city on a sustainable path, and was approved as the City's overarching policy document and the basis on which all decisions are made. This Sustainability Charter 2.0 provides a refreshed vision that will guide us over the coming years.



Since the Charter was approved, we have made significant progress implementing the sustainability vision including on energy and climate, social well-being, community safety, and economic innovation. The Sustainability Dashboard has been reporting all of these outcomes since 2012, based on indicators and targets established with community input.

The Sustainability Charter included a commitment to a living document that would be amended as priorities and actions evolve over time. In 2014, Council endorsed an update to refresh the Charter's vision, goals and actions, and maintain the City's leadership in sustainability.

This document represents a two year period of engagement to create that updated Charter. Consultations were undertaken internally with City staff, senior management and Council, and externally with the public and stakeholders of the community. The new Charter is organized around eight community themes, for a more holistic and integrated way of looking at sustainability in our community. A refreshed vision statement of sustainability is presented, based on the vision from our new Official Community Plan, followed by new goals, desired outcomes and strategic directions for Surrey under the eight themes. Revised indicators are proposed to ensure we are tracking progress towards the new desired outcomes, and which will form the basis of monitoring efforts through the City's Dashboard.

WHY IS SUSTAINABILITY IMPORTANT?

As the Earth has become more populated and more urbanized, and the climate has begun to change rapidly, many people have become concerned for the future of the biosphere, as well as human prosperity and well-being. Climate change is one of our greatest challenges. The latest Intergovernmental Panel on Climate Change (IPCC) report in November 2014 reaffirmed that warming in the climate system is “unequivocal” and that human influence is “extremely likely” to be the dominant cause. Atmospheric concentrations of three major greenhouse gases (carbon dioxide, methane and nitrous oxide) are at their highest level in 800,000 years, with CO₂ concentrations up 13% since 1990; the world today is estimated to be about 1°C warmer, on average, than it was in the 1950s, and the effects are being felt (Global Risks Report, 2016). Attention around the world has focused on the changing climate and the role that governments, businesses and individuals can all play in reducing greenhouse gas emissions and moving towards a renewable energy future, as well as adapting to the expected impacts of a warming climate.

Cities around the world, including in Canada, are growing and under pressure. Urban populations create many economic and social benefits, but they also increase demand for housing, energy, water, infrastructure and social programs. More residents generate more greenhouse gas emissions, traffic congestion and waste; growth also has impacts on local natural systems like airsheds, topsoil, forests and streams. Cities must provide and maintain services including through libraries,

recreation centre programs, and health and social services. In our own region, housing affordability is a rising concern, as are child poverty rates and the fate of our most vulnerable citizens, and Surrey needs to accommodate many new residents while maintaining the level of amenities and services needed by all in the community.

Sustainability provides a balanced framework to address these challenges - it is about making decisions that support and benefit the socio-cultural, environmental and economic aspects of our community and that consider the people who will make Surrey home for generations to come. The Sustainability Charter sets out a vision, goals and outcomes for ensuring a high quality of life for the community. At a high level, sustainability means that we want to become a more resilient city, while ensuring social and economic inclusion, fostering innovation, and stewarding our rich ecosystems.

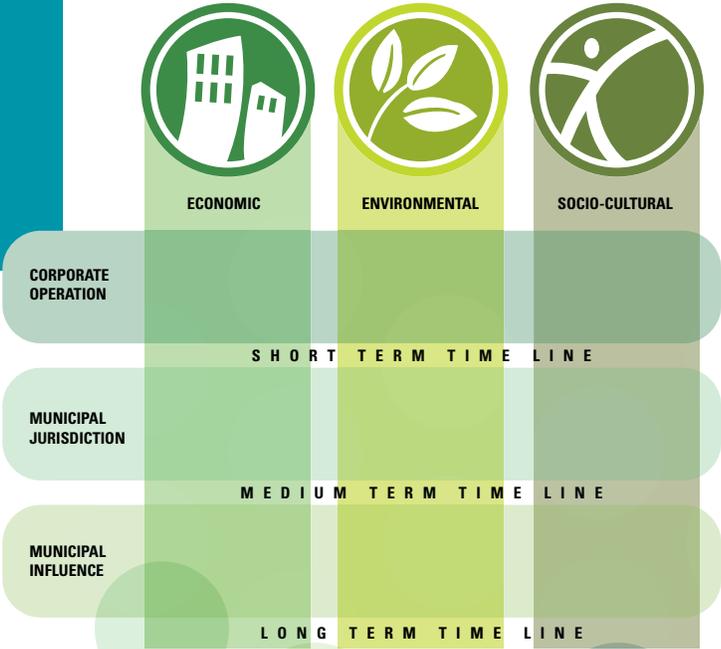
The adoption of the Paris Agreement in December 2015 by 195 governments is a major turning point in the global fight against climate change. The world's nations agreed to limit global average temperature rise to well below 2°C above preindustrial levels and to pursue efforts to limit the temperature increase to 1.5°C above pre-industrial levels.

SUSTAINABILITY CHARTER 1.0

In 2008, Surrey City Council approved the Sustainability Charter, a 50 year vision for becoming a more sustainable City. The Sustainability Charter adopted the following definition of sustainability:

Sustainability means meeting the needs of the present generation in terms of socio-cultural systems, the economy and the environment while promoting a high quality of life but without compromising the ability of future generations to meet their own needs.

The vision of the original Charter included many important elements, including protection of the natural environment, community safety, transportation choice, local employment, sustainable agriculture, and cultural diversity. The three pillars of sustainability – socio-cultural, environmental, and economic – were well represented in a number of goals, and 56 actions were included in the “Scope of Sustainability” section. As an organizing framework, the original Charter also included three “spheres of influence” that explored the levels at which Surrey could take action: in our corporate operations, in areas of municipal jurisdiction, and in areas of municipal influence.



Sustainability Charter 1.0 Action Framework

WHAT'S BEEN ACCOMPLISHED SINCE 2008

In partnership with a broad range of community stakeholders, the City has made considerable progress in each of the three pillars of sustainability since the adoption of the Charter. Progress has been shared with the community on the Sustainability Dashboard website, with 77 indicators tracking progress across a number of sustainability themes; charts and graphs track recent trends on each indicator. The Dashboard also shows whether Surrey is meeting its sustainability targets. All these trends have been reported to Council annually in a Sustainability Progress Report, the latest of which was published in July 2015.

Here are a few examples of measurable progress made during the past few years:

- Surrey residents have better access to greenways, park paths and cycling trails;
- More cultural spaces are available within the City;
- More residents have access to farmers' markets within a short biking distance;
- Residents have reduced their per capita water consumption;
- Residents are diverting more garbage from the landfill;
- More social housing units have been created; and
- Enrolment continues to rise at Surrey's post-secondary schools.

Through these actions, we are building a more sustainable and resilient city, and improving residents' well-being.

SUSTAINABILITY IN SURREY

SURREY'S SUSTAINABILITY CHARTER WAS ADOPTED IN 2008. CHECK OUT WHAT WE'VE ACCOMPLISHED SO FAR AND WHAT WE'RE PLANNING NEXT.

WHAT WE'VE DONE

- PLANTED 75000 STREET TREES
- Created 562 housing units for the homeless and at-risk
- INSTALLED 10 PUBLIC EV CHARGING STATIONS
- 70% WASTE DIVERSION
- Created 630km of pathways for walkers and cyclists

HOW WE DO IT

- 4000 CITY VOLUNTEERS involved in programs and events
- Sustainable Development Checklist for Builders
- Monitor 78 indicators on our Sustainability Dashboard
- INNOVATIVE STRATEGIES & PLANS:
 - Crime Reduction Strategy
 - Child & Youth Friendly City
 - Economic Investment Action Plan
 - Natural Areas Management Plan

WHAT WE'RE DOING NEXT

- BUILDING THE DISTRICT ENERGY SYSTEM
- BUILDING OUR BIOFUEL FACILITY: Turning organic waste into renewable fuel
- Enhancing Ecosystems through the Biodiversity Conservation Strategy and Green Surrey
- Developing a Local Immigration Settlement Strategy
- Implementing the Community Climate Action Strategy

www.surrey.ca/sustainability

CITY OF SURREY
The Future Starts Here.

With the Charter being a high level document, more granular plans provide needed detail for implementing the broad sustainability vision. Since 2008, a number of key plans have been developed to guide our actions, including:

- Transportation Strategic Plan (2008)
- Corporate Emissions Actions Plan (2010)
- Master Plan for Housing the Homeless (2011)
- Walking Plan (2011)
- Cycling Plan (2012)
- Poverty Reduction Plan (2013)
- Greenways Plan (2011)
- Cultural Plan (2013)
- Community Climate Action Strategy, including a Community Energy and Emissions Plan and a Climate Adaptation Strategy (2013)
- Biodiversity Conservation Strategy (2014)

The Official Community Plan, updated in 2014, is aligned with the Sustainability Charter, both in its content and organization around the three pillars of the original Charter. Both documents guide the City moving forward, and provide high level policy direction.

In addition to plans and strategies, many projects have moved forward to support the sustainability vision, including Innovation Boulevard (a multi-agency partnership for health technology), clean tech and agri-innovation work, refugee settlement, poverty reduction, and a Local Immigration Partnership that is strengthening the role of local communities in integrating newcomers. The Surrey Homelessness and Housing Fund continues to support made in Surrey solutions to homelessness and housing issues in Surrey, and new work is taking place around social innovation and urban aboriginal strategies. Culture and recreation efforts have included holding major free public events throughout the City, building new recreation centres, expanding programming such as at the Surrey Nature Centre, and the expansion of cultural spaces provided by the City.



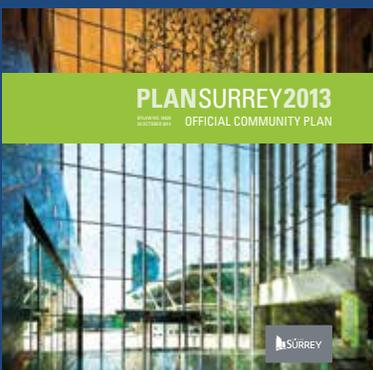
CORPORATE SUSTAINABILITY

In addition to making progress on sustainability outcomes at a community level, the City itself has made great strides in integrating sustainability into its corporate decisions, projects and plans. We want to show that sustainability must be an integral part of an organization, and we show that by our actions. By embedding sustainability into our corporate operations, we aim to provide leadership and test out ideas that can be implemented more widely by residents and businesses in Surrey.

Some examples of our corporate successes and high impact projects include the following:

- Establishing a Sustainability Office to act as a catalyst for sustainability throughout the corporation and maintain a strong focus on sustainability within the City;
- Advancing sustainable procurement, including working to increase existing vendors' "green" programs (such as waste reduction), adding sustainability principles to our Purchasing Manual, and participating in a municipal collaborative for sustainable purchasing;
- Holding staff diversity events at City Hall to raise awareness of different cultures and traditions;
- Ensuring the health and wellness of our staff, including through fitness and employee wellness programs;
- Building new City Hall modelled on LEED Gold with many social and environmental sustainability features, that forms part of a revitalization effort for the City Centre area;
- Reducing our corporate Greenhouse Gas Emissions 20% by 2020;
- Building a new geo-exchange system to provide heating and cooling for new City Hall with the potential to provide heating and cooling for other buildings;
- Implementing a car-sharing program with Modo initiated at 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; and
- Increasing waste diversion in City facilities and ensuring staff support and training for waste reduction efforts.

Later in this document, a number of objectives and targets are proposed to guide corporate sustainability over the coming years.



WHAT WE DID TO UPDATE THE CHARTER

INTERNAL ENGAGEMENT

Through 2014, we consulted with City staff, senior management and Council on the Charter update. A staff survey with over 700 City staff responding showed that 96% of respondents were very or somewhat interested personally in sustainability, and 84% said it is very important or important for the City to pursue sustainability. Staff indicated that the Sustainability Charter addresses an important issue and shows strong consideration for the future, and suggested that the document be simplified. At a general level, there was high support from staff for sustainability initiatives, and a desire for more information, resources and involvement.

Internal engagement also included interviews with Council, the City's senior management team, and a number of staff involved in related initiatives.

Council and the Senior Management Team guided the update of the Charter. Regular reporting to Council was undertaken through Corporate Reports. The interdepartmental Sustainability Team and a smaller staff steering committee provided important input and guidance throughout the process. The draft updated Charter was shared with Council in March 2016; at the same time, it was shared with staff via the Intranet for comment.

The interviews and further workshops resulted in recommendations which were presented to Council in February 2015:

- Refocus the Sustainability Charter at a higher level with a more succinct vision, outcome-oriented goals, and strategic directions;
- Keep Actions (if any) separate from the Charter, for example in an annual work plan;
- Simplify and ensure consistency of language;
- Reorganize the document into systems or themes, possibly aligning with those of the Sustainability Dashboard and Official Community Plan (OCP); and
- Integrate indicators and targets into the updated Charter, and continue to use these metrics to report on progress toward or away from goals.

More broadly, it was recommended that the City deepen its integration and decision-making by embedding Charter goals into planning processes (e.g., structure departmental work plans and processes to achieve Charter goals); creating a decision framework or screening tool that more effectively encourages consideration of goals and trade-offs; and engaging and communicating more effectively with staff (e.g., through training opportunities, staff meetings).

In 2014, Surrey City Council approved a review and update of the Sustainability Charter to keep it current, and to reinforce the City's leadership in sustainability. Updating the Charter also provided an opportunity to refine the document's organization and integrate the sustainability indicators and targets shown on the the Sustainability Dashboard.

COMMUNITY ENGAGEMENT

Community input for the Charter update was obtained in 2015 and 2016. The focus of the engagement was on the eight proposed organizing themes and under each theme, the overarching goals, desired outcomes and strategic directions.

Engagement began with a series of stakeholder workshops held in April and May 2015. To kick off this engagement, all City Advisory Committees members were invited to attend a workshop in April 2015.

Surrey citizens also had a chance to engage in the Charter update at the April 2015 Party for the Planet event and through City Speaks and social media. A subsequent stakeholder workshop was held in October 2015. A public Open House was held at City Hall in November 2015 to present draft goals, outcomes and strategic directions. In addition to a November 2015 panel event featuring the Ecofiscal Commission, a public event with SFU brought together 125 Surrey citizens in a "residents' lab" to discuss what the City could look like in 2030; this event was organized around the draft outcomes for the new Charter.



A final stakeholder workshop was held in February 2016, followed by final consultations on the draft Charter in March 2016.

HOW THE NEW CHARTER IS ORGANIZED

The Sustainability Charter includes a refined vision statement. Goals, desired outcomes, strategic directions and indicators are presented under eight organizing themes.

The intent of the eight themes is to provide a more intuitive and holistic picture of sustainability goals for the City, and to better connect issues across themes; for example, food security is an issue related to health and wellness (healthy eating), inclusion (access to healthy foods) and built environment and neighbourhoods (community gardening space). These themes will be used to refine the City Dashboard.

Each theme has an overarching **GOAL** followed by **desired outcomes**. **DESIRED OUTCOMES** outline what we want to see in our community, looking ahead to the year 2058. **STRATEGIC DIRECTIONS** are priority focus areas, that outline how the City and its many partners will advance towards those desired outcomes. **INDICATORS** are also presented under each theme and will be used to monitor progress, as we strive for continuous improvement. Some indicators also have targets attached (see Appendix).

The updated Charter is organized around eight overlapping community themes:

-  **INCLUSION**
-  **BUILT ENVIRONMENT AND NEIGHBOURHOODS**
-  **PUBLIC SAFETY**
-  **ECONOMIC PROSPERITY AND LIVELIHOODS**
-  **ECOSYSTEMS**
-  **EDUCATION AND CULTURE**
-  **HEALTH AND WELLNESS**
-  **INFRASTRUCTURE**



VISION STATEMENT

Building on the vision from the Official Community Plan, the vision of a sustainable and resilient Surrey looking ahead to the next 40 years is:



A thriving,



green, inclusive, city



INCLUSION



GOAL: A caring community that encourages a sense of belonging and access to opportunity for all Surrey residents to realize their full potential.

DESIRED OUTCOMES:

Diversity and Accessibility

- Surrey welcomes, includes, embraces and values the diversity of people who live here.
- Surrey is a caring and compassionate city that supports its residents of all backgrounds, demographics and life experiences.
- Residents have opportunities to build social connections with people from different backgrounds.
- Gender equity is realized throughout Surrey's economy, and political, community and family life.
- New immigrants and refugees are supported to settle, integrate and become thriving members of the community.
- Residents with physical or developmental disabilities are supported and able to participate fully in community life.
- Surrey's Urban Aboriginal community is thriving with high educational outcomes, meaningful employment, and opportunities for cultural connections.

Poverty Reduction

- No individuals or families in Surrey live in poverty.
- Supports and services are in place to prevent and help people transition out of poverty.
- Everyone has access to an adequate income, and income gaps are minimized.
- All individuals and families have adequate access to culturally appropriate, sustainably grown food.

Housing

- Everyone in Surrey has a place to call home.
- Appropriate and affordable housing is available to meet the needs of all households in Surrey.
- Supports are available to enable all people to live as independently as possible in the community.

Age-Friendly Community

- Surrey's youngest and oldest residents are valued community members.
- All children and youth have access to enriching programs, services, green space and opportunities for indoor and outdoor play that promote healthy development.
- Families have access to affordable and quality local childcare.
- Children and youth have opportunities for engagement, leadership and having a voice in their community.
- Supports are available for healthy aging in place.

Community Pride and Engagement

- Surrey residents are proud of their community.
- All residents have opportunities to be meaningfully engaged in civic issues and to contribute to community life.
- There is a high rate of volunteerism among people of all ages and abilities.
- Numerous active local clubs, groups and agencies contribute to the community's well-being.

Social Infrastructure and Innovation

- Surrey has a strong social infrastructure that supports the needs of its diverse and growing population.
- Surrey has a culture of collaboration and innovation to solve complex social problems.

STRATEGIC DIRECTIONS:

Diversity and Accessibility

- Support the social and economic integration of newcomers through the Local Immigration Partnership, and development and implementation of immigrant and refugee strategic plans.
- Work with Aboriginal leaders to support and strengthen social innovation in the Surrey Urban Aboriginal community.
- Encourage and foster greater participation of people with disabilities in the social and economic fabric of the community.
- Work with the LGBTQ community to ensure a safe and inclusive community that invites gender and sexual diversity.
- Work with settlement agencies to complement and enhance opportunities for newcomers to embrace Canadian life.

Poverty Reduction

- Work with community stakeholders to create, enhance and increase awareness of services that support people with economic barriers.
- Increase access to education, training and work opportunities for people who face barriers to employment, including by working with non-profits, businesses and research institutions to address these issues.
- Work with key stakeholders to ensure basic needs including affordable transportation, housing, and healthy foods are available and accessible to everyone in the community.
- Participate in the Surrey Poverty Coalition's efforts to implement the Surrey Poverty Reduction Plan.

Housing

- Facilitate the development of shelter facilities and supportive housing as outlined in the Master Plan for housing the homeless in Surrey.
- Increase and maintain the supply of affordable and appropriate rental housing across all Surrey communities.
- Ensure development of a variety of housing types to support people at all stages of life.
- Develop an Affordable Housing Strategy for Surrey.

Community Pride and Engagement

- Work at the neighbourhood level to empower local clubs, groups, individuals and agencies to contribute to a vibrant community.
- Enhance the opportunities available for residents to be meaningfully engaged in civic issues.
- Ensure greater diversity in City processes and programs through engagement of under-represented groups.
- Celebrate and build upon what makes us proud of our community.
- Support place making opportunities at the neighbourhood level and the creation of community gathering spaces.

Age-Friendly Community

- Ensure a range of free, safe and engaging spaces and activities are available for youth in all communities and at different times of day.
- Work with community partners to ensure sufficient high quality child care spaces are available in the City.

Social Infrastructure and Innovation

- Foster a culture of collaboration and the generation of new ideas and methods for solving complex social issues.

INDICATORS:

- 1 Child poverty (children and youth living in low income families)
- 2 Number of non-market social housing units
- 3 Number of homeless in Surrey
- 4 Core Housing Need
- 5 Number of City volunteers
- 6 City Grant Programs:
 - Cultural grants
 - Neighbourhood Enhancement grants
- 7 Adolescent health survey
- 8 Licensed daycare spaces per capita
- 9 Early Childhood Index (EDI) and Middle Childhood Index



BUILT ENVIRONMENT AND NEIGHBOURHOODS



GOAL: A beautiful, accessible and well-connected city of distinct and complete neighbourhoods that are walkable, engaging and resilient.

DESIRED OUTCOMES:

Neighbourhoods and Urban Design

- Surrey is comprised of distinct, diverse and compact neighbourhoods and Town Centres, with an engaging public realm.
- Surrey is well-connected within the City and to the rest of the region by fast and efficient public transit and active all ages and abilities transportation infrastructure.
- The City Centre is a dynamic, attractive and complete metropolitan area and important international destination, and has one of North America's most livable and desirable downtowns.
- Surrey's neighbourhoods are safe, accessible, well-connected, walkable and bike friendly.
- Trees, green spaces and natural areas are integrated into all neighbourhoods.
- Land is used efficiently and sensitively, and development minimizes the impact on the natural environment, viewsapes, agricultural land and urban wildlife.
- Exposure to natural hazards is minimized through appropriate location and design of development.
- The built environment enhances quality of life, happiness and well-being.

- All aspects of planning, design and construction include climate change impacts, GHG mitigation, adaptation, and resiliency strategies.
- Opportunities for community food production are integrated into the private and public realm.





Buildings and Sites

- Surrey is at the forefront of sustainable and restorative building design and technology.
- Retrofits and renovations are prioritized over demolition.
- Buildings are healthy and energy and resource efficient.
- Native vegetative cover and natural systems are an integral part of landscaping and the built environment, and provide environmental and health benefits.
- All new buildings, public places and outdoor spaces are welcoming, safe and universally accessible.

STRATEGIC DIRECTIONS:

Neighbourhoods and Urban Design

- Promote mixed use development in and around Town Centres and along transit corridors.
- Prioritize redevelopment of existing urban areas over greenfield development.
- Continue to plan and develop a transportation and mobility network (including active transportation) that supports safety, placemaking and integration of neighbourhoods.
- Leverage, incentivize and enhance community benefits through the planning and construction of new development.
- Provide a range of community amenities including culture, recreation, health, and educational facilities in each Town Centre.
- Increase accessibility to public amenities such as restrooms, water fountains, public art, and benches in Town Centre areas.
- Encourage and strengthen community engagement and programming in public spaces.
- Design public spaces to enable flexible uses.
- Increase public access to waterfront areas, intended for recreation.
- Engage neighbourhoods to build greater capacity for community-driven projects and events.

- Integrate natural areas, ecosystems, and green areas in all neighbourhoods.
- Encourage and enable opportunities for community-based food production and capacity building programs.

Buildings and Sites

- Continue to support low-carbon district energy networks.
- Promote and strengthen high quality design and healthier, more energy efficient buildings in public and private development.
- Provide greater multi-family housing choice, and options for affordability and accessibility.
- Develop brownfield sites for industrial purposes.
- Better integrate community and corporate green building and infrastructure strategies (e.g. through strategically locating complementary loads, sharing learnings, etc.).

INDICATORS:

- 1** Proximity of residential units to amenities
- 2** City facilities that provide City programs
- 3** Density on Transit Corridors
- 4** Percentage of City population living within 400m of Frequent Transit Network
- 4** Percentage of renewable energy in the City district energy system



PUBLIC SAFETY



GOAL: A city in which all people live, work, learn and play in a safe and engaging environment.

DESIRED OUTCOMES:

Community Safety and Emergency Services

- Residents are safe and have a strong sense of security in all neighbourhoods and throughout the city.
- Police and fire services provide timely and reliable responses across the city.
- There are minimal community safety issues in the city, and the public is fully engaged in preventing and reducing crime.
- Local residents and businesses are connected and engaged within their neighbourhoods and with the broader community - including police, public safety partners and social service agencies - to enhance safety.
- Surrey is recognized and perceived as a leader in establishing and maintaining collaborative partnerships for community safety and well-being.

Emergency Preparedness and Prevention

- Surrey has proactive and coordinated emergency prevention measures in place, and can effectively deal with emergencies that arise.
- Residents, businesses and institutions are empowered and prepared to respond effectively during times of emergency.
- The community's critical infrastructure and systems are designed to withstand climate change impacts and natural disasters, and include emergency response and reconstruction plans.
- Neighbourhood resiliency planning targets the needs of the most vulnerable residents.

Transportation Safety

- Transportation network supports and provides safe mobility for all ages and abilities.
- Surrey is part of a coordinated effort to reduce the risk of harm for all road users, with attention to those who are most vulnerable, including pedestrians and cyclists.



STRATEGIC DIRECTIONS:

- Support the implementation of the City's Public Safety Strategy.

Community Safety and Emergency Services

- Increase community engagement and mobilization in order to enhance personal and public safety.
- Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.
- Enhance intergovernmental relations, and ensure broad partnerships and collaboration to address multi-jurisdictional social issues (e.g., homelessness, mental health, addictions, etc.).
- Address the negative perception of safety in Surrey.

Emergency Preparedness and Prevention

- Build community resilience and capacity to respond effectively in an emergency.
- Promote development types and locations that will be minimally impacted by natural disasters.
- Strengthen and lead in localized emergency planning and response, including updating and developing needed recovery plans.

Transportation Safety

- Ensure all public infrastructure is built and maintained to ensure community safety and well-being for all ages and abilities.
- Address traffic safety issues in a holistic way, particularly around schools and critical accident locations.

INDICATORS:

- 1 Public Safety Continuum measures
- 2 Public perceptions of safety
- 3 Number of people/neighbourhoods that have participated in the Neighbourhood Emergency Preparedness Program
- 4 Number of traffic incidents per capita on Surrey roads
- 5 Number of bicycle and pedestrian injuries/incidents in Surrey per year





ECONOMIC PROSPERITY AND LIVELIHOODS



GOAL: Continued prosperity and thriving livelihoods and a strong, equitable and diverse economy.

DESIRED OUTCOMES:

Jobs and Skills Training

- Diverse and meaningful employment and business opportunities are available close to where people live, and provide incomes that can support a high quality of life.
- Quality education, training and skills development programs are available in the city, which help to create a highly skilled workforce.
- Job creation and entrepreneurship development are widely fostered.

Economy

- Surrey's economy is diversified with a mix of service, industrial, agricultural and innovation-based businesses.
- Locally owned companies are thriving, creating a robust local economy and retaining wealth and jobs in the community.

- Efficient land use and well-managed transportation infrastructure are in place to attract businesses and support a thriving economy.
- The City's strong revenue base includes a balance of commercial and residential property taxes.
- Economic activities prioritize and have minimal impact on the natural environment.
- Surrey's economy is able to adapt and thrive in response to external forces, such as the changing climate.
- The agricultural land base is maintained, agricultural practices are sustainable, and food production and processing are enhanced.
- Food production and food enterprises of all scales are an integral part of the local economy.
- The city is a destination for visitors, generating tourism and non-tax revenue.



Innovation

- Surrey is a leader in green jobs and businesses that demonstrate environmental stewardship in their products, services and practices.
- Surrey is the region's innovation hub, focusing on health and clean technologies, and creating significant local and regional economic impacts.
- An innovation network attracts and retains talent, and enables new company formation.
- Surrey's businesses are active participants in the community and create economic value in a way that generates value for society.
- Surrey is a leader in social enterprise and social innovation.

STRATEGIC DIRECTIONS:

Jobs and Skills Training

- Support the expansion of post-secondary institutions.
- Understand the needs of specific demographics such as newcomers, youth, and people with disabilities, and take actions to support their integration into the workforce.
- Collaborate with businesses, non-profits and senior levels of government to support skills development within the workforce.

Economy

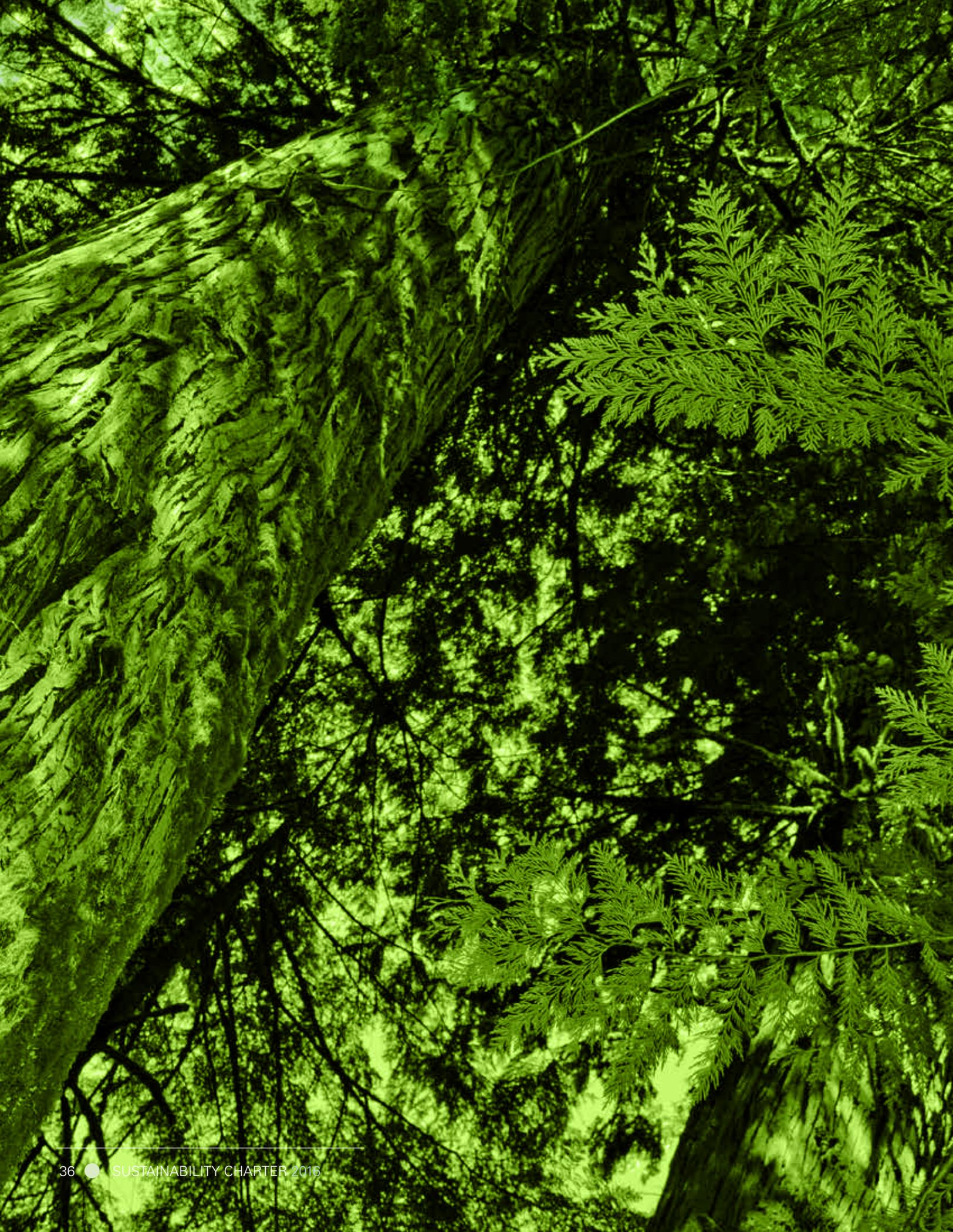
- Collaborate with senior levels of government and TransLink to reduce congestion along strategic goods and people movement corridors.
- Ensure infrastructure is in place to support businesses as neighbourhoods develop.
- Facilitate connections between businesses to support sourcing of local services, expertise and products.
- Support and expand the use and availability of agricultural land and food processing facilities, while enhancing the ability of agricultural enterprises to directly access the local market.
- Support efforts to help farmers adapt their businesses to impacts from climate change.

Innovation

- Support the development and growth of key sectors including health technology, clean technology, advanced manufacturing, agri-innovation and the creative economy.
- Connect business, universities, industry associations and non-profits to collaborate on research and innovative economic development planning and projects.
- Create and build economic information and intelligence.

INDICATORS:

- 1** Median Household Income
 - Median Employment Income for Immigrants
- 2** City Unemployment Rate
 - Unemployment Rates for Immigrants
- 3** Individuals with Low Income
- 4** Availability of Employment
- 5** Mixed Employment Lands
- 6** City Tax Base
- 7** Place of Work
- 8** Businesses by Sector



ECOSYSTEMS



GOAL: Healthy, protected and well-maintained ecosystems and biodiversity.

DESIRED OUTCOMES:

Natural Areas, Biodiversity, and Urban Forest

- Parks, natural areas, urban forests and habitat corridors are interconnected throughout Surrey and the region, creating healthy places for people and wildlife.
- Surrey actively protects, enhances and restores its natural environment and habitats.
- All development enhances or minimizes the impact on Surrey's lush tree canopy and natural environment, and avoids encroachment into natural areas, habitat features and parks.
- Surrey residents support biodiversity and are stewards of natural areas and urban forests on public and private land.
- Surrey takes pride in its rich biodiversity, such as fish bearing streams, marine habitat and natural areas.

Water and Air

- Water supports healthy ecosystem functioning.
- Water bodies are clean and safe for recreational activities.
- Surrey has a clean and adequate supply of groundwater.
- Air quality meets and exceeds established standards.

Green Infrastructure

- Surrey's Green Infrastructure Network is an essential and integrated component of the city's infrastructure, providing valuable ecosystem services as well as places for recreation and rejuvenation.
- Surrey protects ecosystem services and manages natural assets in order to adapt and thrive to a changing climate.

STRATEGIC DIRECTIONS:

Natural Areas, Biodiversity, and Urban Forest

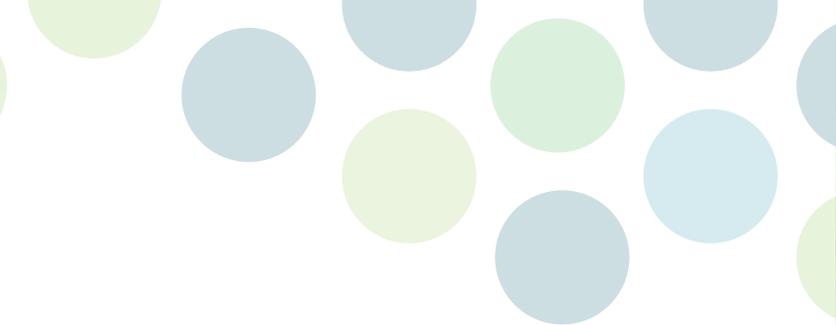
- Increase public awareness of biodiversity issues through a comprehensive education program. (e.g., native plantings, soil enhancement).
- Manage biodiversity pro-actively to account for the impacts of climate change.
- Aggressively control or eliminate invasive species in the City.
- Develop, apply, and monitor standards and strategies to minimize the impacts of development on the natural environment, ecosystems and urban forest.
- Increase tree canopy coverage across the City.

Water and Air

- Develop and encourage stronger policies and strategies that support clean water, soil and air.
- Ensure water quality and base water levels are maintained in Surrey's river systems.
- Work with senior governments, TransLink, other local governments, non-governmental organizations and the private sector to reduce greenhouse gas emissions and ensure good air quality.

Green Infrastructure

- Continue to acquire Surrey's Green Infrastructure Network as determined in the Biodiversity Conservation Strategy, including through a financial strategy.
- Improve public, staff, developers, builders and landowner understanding of the importance of ecosystem services, natural capital and urban forest.
- Promote the valuation of ecosystem services and natural capital, including through development of appropriate tools.
- Include natural capital and ecosystem services in all City projects at the planning phase, as well as in the City's infrastructure services program and climate adaptation planning.
- Monitor the impacts from climate change on the health and resilience of Surrey's natural areas.
- Encourage food pollinators corridor development.



INDICATORS:

- 1** Tree canopy cover
- 2** Percentage of the Green Infrastructure Network that is controlled/owned by City
- 3** Park land area
- 4** Tree planting on City lands
- 5** Number of participants and time spent in City environmental programs
- 6** Particulate Matter 2.5 concentrations





EDUCATION AND CULTURE



GOAL: Access to diverse, high quality learning opportunities, and vibrant arts, heritage and cultural experiences for all Surrey residents.

DESIRED OUTCOMES:

Learning

- Surrey has a culture of learning, with a broad range of diverse learning opportunities available and accessible to meet the needs of all residents.
- Surrey children and youth have access to a high quality comprehensive and inclusive educational system, and opportunities that include experiences in and out of school.
- Meaningful and accessible early childhood learning opportunities are in place for children and families.
- Residents of all ages have strong reading, numeracy, and digital literacy skills and strong knowledge of their rights and responsibilities.
- Surrey's educational institutions and libraries are integrated into the community, and have sufficient capacity to accommodate residents as well as attract people from other areas.
- Surrey is a provider of advanced education, producing cutting-edge research and cultivating leaders in innovative practices.

Arts and Heritage

- An enviable and vibrant arts and heritage sector contributes to Surrey's citizen engagement, economy, community livability, and civic pride.
- Arts, heritage and entertainment spaces are incorporated throughout the city.
- Surrey supports and celebrates its diverse artists, cultures and community heritage through inclusive festivals, programs and events.
- Surrey celebrates, protects and promotes its natural and built heritage sites.
- Public art is visible in diverse forms across the community and brings art into the daily lives of Surrey residents.
- Surrey nurtures a unique participatory community-based arts scene.



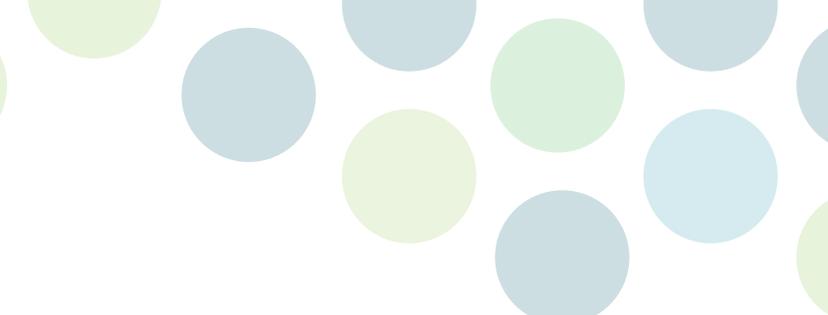
STRATEGIC DIRECTIONS:

Learning

- Support the expansion of affordable educational opportunities, including niche programs only available in Surrey.
- Advance innovation and technology learning opportunities in Surrey, to achieve ongoing relevance and broad community access to information and learning opportunities.
- Ensure libraries and educational facilities and services are available to residents at the neighbourhood level.
- Support low barrier, diverse, inclusive and informal learning opportunities across all communities.
- Use City planning processes to educate residents on relevant issues so they can meaningfully participate in decision-making.
- Cultivate a culture of sustainability through community education and engagement.
- Promote collaboration and partnerships between public partners, educational institutions, arts and heritage groups, and the community.

Arts and Heritage

- Support the growth of a diverse arts sector through the development of Surrey's cultural corridor.
- Support the development of local artists of all ages and through all stages.
- Encourage arts, heritage and cultural expression for youth in the community.
- Create better access to arts, heritage and cultural facilities and services at the neighbourhood level.
- Develop community-based arts and heritage space and programming throughout the City.
- Protect natural and built heritage sites.



INDICATORS:

- 1 Number of arts and culture groups
- 2 Protected heritage sites
- 3 Spending on public art
- 4 Employment in arts
- 5 High school graduation rates
- 6 Post-secondary enrollment
- 7 Post-secondary certification





HEALTH AND WELLNESS



GOAL: A community in which all residents are healthy, active and connected.

DESIRED OUTCOMES:

Health Services and Programs

- Surrey has a full range of high quality, community-based health services and programs that address health and wellness.
- Universally accessible physical and mental health care and support is available.
- Surrey has the health services and programs to meet the current and changing needs of its diverse and growing population.
- Residents understand the services and programs available to them, and are empowered to act in their own health interests.
- Services and programs are responsive to shifting health and social needs, and local and external factors.

Wellness and Recreation

- Residents participate in a wide range of recreation and leisure opportunities.
- Residents enjoy a high level of physical, social and mental wellness.
- Residents feel a sense of belonging and connectedness, and have opportunities for social interaction in their neighbourhoods and community.
- Surrey has pedestrian and cycling infrastructure that promotes walking and cycling for daily trips to work, services and recreation.

Food Accessibility and Capacity Building

- Fresh, healthy, culturally appropriate food is affordable and readily available.
- Community-based and small scale commercial food growing and preparation opportunities are available throughout the city.
- Residents have a varied, healthy diet.



STRATEGIC DIRECTIONS:

Health Services and Programs

- Connect, facilitate and support people and organizations in innovative alliances for delivery of social, health and wellness programs.
- Increase the understanding of, and support for harm reduction.
- Work collaboratively to improve the continuum of mental health programs and services.
- Improve the regulation and funding of recovery houses in Surrey.
- Support access to high quality childcare services and facilities.

Wellness and Recreation

- Provide opportunities for all residents, especially children, to interact with green spaces and trees.
- Actively support capacity-building in neighbourhoods and communities to encourage social connections.
- Promote greater participation in all forms of recreation.

Food Accessibility and Capacity Building

- Support residents, neighbourhoods and organizations in growing, preserving, preparing and sharing food.
- Work collaboratively at the neighbourhood level to ensure the dignified access to healthy food for everyone.
- Promote design and development that incorporates spaces for food growing, at the neighbourhood and site level.

INDICATORS:

- 1 Registration in City programs including adapted programs
- 2 Number of community garden plots
- 3 Land in food production
- 4 ALR land available for farming
- 6 Availability of doctors and related health practitioners
- 7 Current smokers





INFRASTRUCTURE



GOAL: Effective infrastructure and services that meet the current and future needs of the city, while protecting the natural environment and supporting urban growth.

DESIRED OUTCOMES:

All Infrastructure

- City facilities and infrastructure systems are well managed, adaptable and long lasting, and are effectively integrated into regional systems.
- Infrastructure systems provide safe, reliable and affordable services.
- Infrastructure systems are designed to protect human health, preserve environmental integrity, and be adaptable to climate change impacts.
- Ecosystems and natural assets continue to play a role in the community's infrastructure system.
- Public art and heritage are integrated into Surrey's infrastructure.

Energy and Climate

- The City anticipates changing weather patterns and sea level rise as a result of climate change, and implements appropriate infrastructure, land use planning and emergency response solutions that will be resilient over the long term.
- Per capita emissions are low, and align with global, national and provincial GHG reduction targets.
- Neighborhood-scale district energy systems provide low-carbon energy in dense urban neighborhoods.
- Energy is produced locally, using distributed and renewable sources when economically feasible.
- Buildings in the community are energy-efficient and offset their own energy with onsite energy generation.

Transportation

- An integrated and multi-modal transportation network offers affordable, convenient, accessible and safe transportation choices within the community and to regional destinations.
- Surrey residents have access to sustainable and all ages and abilities active transportation options, enabling them to participate fully in society without the use of a private automobile.
- Low-emission vehicles predominate and are supported by the necessary fueling infrastructure.
- Goods movement throughout the city is efficient, and minimizes environmental and community impacts.

Water

- All water is used efficiently and per capita water use is decreasing year over year.
- Surrey's water is clean, abundant and safe for drinking.
- Water is efficiently and fairly distributed to support agricultural needs while maintaining ecological functions.
- All buildings, landscaping and streetscapes are designed to minimize impacts to water quality and groundwater, and to enhance ecological function.



Materials and Waste

- Residents and businesses are conscious of their consumer choices and reuse existing materials first.
- Materials and resources are used efficiently, sourced locally where feasible, and repurposed or recycled at the end of their life.
- The city is moving toward a zero waste target, in line with regional waste diversion goals.

Telecommunications

- The city has excellent communications infrastructure that provides affordable and effective connectivity across the community.

STRATEGIC DIRECTIONS:

All Infrastructure

- Proactively manage community assets to maintain them over the long term in a state of good repair.
- Develop and manage our assets to adapt to technological change.
- Develop the green infrastructure network to deliver ecosystem services.
- Enhance the public interface of City infrastructure through arts, heritage, and education.

Energy and Climate

- Work collaboratively with diverse stakeholders to lower greenhouse gases and to improve air quality.
- Identify and implement renewable energy opportunities.
- Address long term sea level rise and related climate impacts in Surrey's lowlands and affected communities.
- Identify areas (residential, commercial and industrial) where low-carbon district energy is viable and support development of new systems.

Transportation

- Continue to work with relevant authorities to plan and implement light rail transit in Surrey, and improve transit service.
- Secure a stable funding mechanism for transportation infrastructure and services.
- Ensure the delivery of safe and accessible infrastructure, programs and education to support walking, cycling and transit for all residents.

Water

- Continue to explore, develop and implement policies and tools to support water conservation and recovery.

Materials and Waste

- Work with local businesses and organizations to maximize the recovery and reuse of local materials and waste products as part of the circular economy.
- Provide tools and educational resources that support residents and businesses to reduce consumption.

Telecommunications

- Enhance and expand telecommunications infrastructure concurrent with new development.
- Increase the availability of personal connectivity coverage across the community.

INDICATORS:

- 1** Total Community Greenhouse Gas (GHG) Emissions
 - Building GHGs
 - Transportation GHGs
- 2** Total Corporate GHGs
- 3** Community waste diversion rates
- 4** Mode of travel to work
- 5** Percentage of water courses meeting provincial Water Quality Standards
- 6** Percentage of drinking water tests meeting provincial Guidelines
- 7** Walking and cycling infrastructure
- 8** Per capita residential water consumption
- 9** Number of Internet connections per 100,000 people

CORPORATE SUSTAINABILITY - MOVING FORWARD

The City of Surrey is a major corporation, employer and owner of land and facilities. Our activities have a significant impact and influence on residents, businesses and institutions. Surrey's leadership, by the way that it does business, is essential to advancing sustainability in our city. The City of Surrey will continue to embed sustainability into city operations in a number of ways and through the work of all departments and staff.

Drawing from the corporate sustainability actions outlined in the original Sustainability Charter and aligned with the City's Values and the eight themes of this new Charter, the following are City of Surrey corporate sustainability objectives and strategies for the next five years:

OBJECTIVE	STRATEGY
Strengthen the Sustainability Office, as a catalyst for sustainability within the City and the community.	Embed the Sustainability Office into each City department on a rotating basis, every two years.
Continue to embed sustainability into City corporate operations, and the work plans of all departments.	By the end of 2016, all City departments will identify 2017 work plan objectives tied to the updated Charter outcomes and strategic directions. Departments will identify how they will deliver on outcomes, and how related departmental priorities can be leveraged to advance Charter goals.
Continue to monitor and report on progress through the City's Dashboard, and ensure transparency and accountability including through the City's Open Data, ISO 37120 certification, and Smart Surrey initiatives.	In 2016, update the City Dashboard to reflect the new Charter themes and indicators, and connect with the City's ISO 37120 certification (sustainable development of cities).
Foster a culture of learning, with a broad range of diverse learning opportunities available and accessible to meet the needs of all staff.	Complete a follow up sustainability survey with all staff in 2017, exploring further the training and educational needs and opportunities related to sustainability. Continue to support the Emerging Leaders Program and related efforts.
Promote staff development and corporate structures that support the physical and emotional health and well-being of individuals and contribute to a healthy and productive work environment.	Continue to support the employee wellness program.
Celebrate the cultural diversity of Surrey's workforce, and work to educate all staff of the backgrounds and needs of diverse cultural groups.	Continue to hold diversity celebration events at City Hall. Deliver staff inclusion training starting in 2016. Develop training and communications for staff on the history of Aboriginal peoples.

CITY OF SURREY VALUES

Community

We care about and contribute to the broader well-being of the community. We strive to make Surrey a great place for our citizens to live, work, invest, recreate and raise a family.

Innovation

We welcome change. We actively look for leading-edge initiatives and welcome new approaches and original thinking. We are committed to continuous improvement; we recognize all experiences as important learning opportunities.

Integrity

We are honest. We are accountable for our decisions. We meet our commitments. We are forthright in our communications. We understand and comply with all laws, regulations and policies.

Service

Customers are important to us. We want to help our customers. We seek to understand our customers' needs, and actively work to achieve responsive balanced solutions.

Teamwork

We support each other. We trust each other. We respect each other. We take a City-wide view of the challenges we face. We value everyone's ideas.

OBJECTIVE	STRATEGY
Integrate sustainable purchasing into our way of business.	In 2016, establish sustainability principles in the new Purchasing Manual. Integrate sustainability considerations into a minimum of two key procurements each year.
Work towards corporate financial sustainability.	Develop a decision tool for upstream staff planning and decision making. Consider the life cycle investment in all facility decisions. Develop policies and practices to institutionalize "Triple Bottom Line" accounting principles in the decision-making process (e.g., continue to base Five Year Financial Plans around the Charter's structure).
Improve the sustainability considerations in Corporate Reports and strengthen the decision tools for staff and Council around sustainability.	Develop a revised decision tool for Council consideration, that will reflect the eight new themes of the Charter and better express trade-offs.
Reduce corporate water consumption in all city facilities.	Investigate water usage and savings opportunities in city facilities, including through infrastructure, retrofitting and behavioural changes.
Reduce waste in all city facilities.	Achieve 90% waste diversion in City facilities by 2020. Implement a change management strategy with the goal of modifying staff behaviours towards a culture that embraces waste minimization. To achieve this target, in 2016 and beyond, require sustainable meetings within City facilities through the provision of healthy local food, tap water, and reusable dishware.
Continue to implement the Corporate Emissions Action Plan.	Reduce corporate greenhouse gas emissions 20% from baseline (a 2005-2009 average) by 2020.





IMPLEMENTATION

The vision for sustainability presented in this Charter is for our community and our city. Successful implementation of this ambitious vision goes beyond the City of Surrey - it needs the support and involvement of all partners in our community, including local businesses, non profits, residents and community groups. Collaborative actions for sustainability include conserving resources, protecting local ecosystems, enhancing food security, maintaining a robust economy, reducing inequality, ensuring public safety, preparing for emergencies, and celebrating together.

The many stakeholders involved in the update of the Charter will be key partners in implementation. Early discussions have taken place on how these stakeholders will support the desired outcomes and strategic directions through their own work, and these conversations will continue through a number of avenues. The Dashboard will report our outcomes, with regular updates provided to Council and the community.

By the end of 2016, additional implementation ideas and tools will be developed for Council consideration. This includes a Charter implementation fund for locally driven projects and neighbourhood level implementation of Charter outcomes.

APPENDIX 1

GLOSSARY OF TERMS

Accessible. Services, programs, infrastructure that are attainable, where barriers to access are removed (e.g. for people with disabilities, or for people who face other barriers such as income).

Active transportation. Transportation that is human-powered such as walking, cycling, skateboarding and using a manual wheelchair. This sometimes includes public transit where users need to access transit by walking to a bus stop or train station.

Age-friendly community. A community in which people of all ages are able to actively participate in community activities, get around easily, and can access services, programs and infrastructure.

Agricultural Land Reserve (ALR). Agricultural land in BC in which agriculture is recognized as the priority and protected from urban development through legislation. The ALR is administered by the Agricultural Land Commission. The ALR includes private and public lands that may be farmed, forested or are vacant. Some ALR blocks cover thousands of hectares while others are small pockets of only a few hectares.

Biodiversity. Biodiversity is the variety of species and ecosystems on earth and the ecological processes of which they are a part – including natural ecosystems, living species and other components that provide genetic diversity.

Biofuels. Biofuels are renewable gas or liquid fuels, or fuel supplements, made from organic matter rather than fossil fuels, including waste products such as wood chips and plants grown specifically for biofuels, such as corn, wheat or sugar. Today's primary biofuels are ethanol and biodiesel.

Brownfield sites. Land that has previously been used for industrial purposes, or for some commercial uses. Often, such land may have been contaminated with hazardous waste or pollution.

Car-sharing. A system that provides members access to a car for short-term rental (mainly on an hourly basis, but some provide daily options or longer). The cars are distributed across a region or city and can be accessed at any time with a reservation. Members are charged on a time or mileage basis. Cars can be shared two-way (return), one-way (point-to-point), or peer-to-peer. In Metro, Modo and Evo are examples of car-sharing services.

Carbon footprint. This is the measure of the impact that the activities of an individual or organization have on the environment in terms of the amount of greenhouse gases that they produce, measured in unit of carbon dioxide equivalent.

Circular economy. A system in which waste and pollution is eliminated through use and reuse of products and materials throughout their lifecycles and the uses of all products and components.

Climate adaptation. This means anticipating the adverse effects of climate change and planning for and taking appropriate action to prevent or minimize these impacts, or taking advantage of opportunities that may arise. Examples of adaptation measures include: using scarce water resources more efficiently; adapting building codes to future climate conditions and extreme weather events; building flood defences and raising the levels of dykes; developing drought-tolerant crops; choosing tree species and forestry practices less vulnerable to storms and fires; and setting aside land corridors to help species migrate.

Climate change. Changes to long-term weather patterns, considered as a result of human activity such as increased greenhouse gas emissions. Global warming is one measure of climate change, and is a rise in the average global temperature.

Desired outcomes. This is an outcome-based description of what we desire for the future. Desired outcome statements are generally used to help articulate the vision of our communities.

District Energy. This is a system for distributing heat generated in a centralized location for residential and commercial heating requirements such as space heating and water heating. District energy systems produce steam, hot water or chilled water at a central plant, which is then piped underground to individual buildings. The heat may be obtained from a cogeneration plant burning fossil fuels, such as high efficiency natural gas boilers, but increasingly biomass (e.g., waste wood products), geothermal heating and heat recovered from wastewater are also used. District heating can provide higher efficiencies and reduced GHG emissions than conventional heating, and individual buildings do not need their own boilers or furnaces, chillers or air conditioners.

Ecosystem. A community of living organisms in conjunction with the nonliving components of their environment (such as air, water and mineral soil), interacting as a system. These living and nonliving components are regarded as linked together through nutrient cycles and energy flows.

Food Security. Food security exists when all community residents have access to a safe, affordable, culturally acceptable, nutritionally adequate diet through a system that maximizes community self-reliance, environmental sustainability and social justice.

Frequent Transit Network (FTN). Metro Vancouver's Frequent Transit Network (FTN) is a network of corridors where transit service runs at least every 15 minutes in both directions throughout the day and into the evening, every day of the week. This level of service might be provided by one or more types of transit, such as buses or SkyTrain.

Geo-exchange. Geo-exchange, also referred to as ground source heat pumps, is a system based on heat transfer principles. The main component of a geoexchange system is a heat pump. Air source heat pumps take energy from the air and ground source heat pumps take energy from the ground or a body of water. Both types of heat pumps essentially extract heat, concentrate it and pump it into a building during the cool part of the year. During the warm part of the year, the process is reversed and heat can be extracted from a building and transferred to the earth using a process analogous to how a refrigerator extracts heat to keep the interior cold.

Greenfield land. Greenfield refers to land in a city or rural area that is undeveloped. It may be agricultural land, natural area, park or greenspace. Greenfield development is development on these previously undeveloped lands.

Greenhouse Gas (GHG). GHGs refer to any atmospheric gas that contributes to the greenhouse effect by absorbing infrared radiation produced by solar warming of the Earth's surface. GHGs include carbon dioxide, methane, nitrous oxide, and water vapour. Although GHGs occur naturally in the atmosphere, the elevated levels, especially of carbon dioxide and methane, that have been observed in recent decades are directly related, at least in part, to human activities such as the burning of fossil fuels, rearing of livestock, and the deforestation of tropical forests.

Green Infrastructure. Green infrastructure refers to elements of the natural environment that can provide community services such as stormwater management, climate adaptation and flood protection. Green infrastructure can include parks, local woodlands, gardens, Greenway corridors, streams, street trees and built structures such as on-site water detention facilities and green roofs.

Green Infrastructure Network (GIN). Surrey's Biodiversity Conservation Strategy outlines the Green Infrastructure Network, the collection of parks, local woodlands, gardens, Greenway corridors and streams that provide green (natural) infrastructure services.

Groundwater. This is the water found underground in the cracks and spaces in soil, sand and rock, and stored in aquifers, the geologic formations of soil, sand and rocks. Groundwater supplies many of our communities with our drinking water.

Inclusion. Inclusion is a state of being included, and refers to all people regardless of social, economic and ability circumstances.

Indicator. This is a measurable quantity that is used to indicate a state at a specific time and is generally used to measure progress toward a desired outcome. For example, if the desired outcome is a significant reduction in automobile dependence, the percentage of trips taken by different transportation modes (e.g., walking, cycling, transit, driving, carpooling) could be selected as an indicator.

Intergovernmental Panel on Climate Change (IPCC). The IPCC is the leading international body for the assessment of climate change. It was established by the United Nations Environment Programme (UNEP) and the World Meteorological Organization (WMO) in 1988 to provide the world with a clear scientific view on the current state of knowledge in climate change and its potential environmental and socio-economic impacts. Currently, 195 countries are members of the IPCC. The IPCC reviews and assesses the most recent scientific, technical and socio-economic information produced worldwide relevant to the understanding of climate change. It does not conduct any research nor does it monitor climate related data or parameters.

ISO. ISO is the International Standards Organization, an independent, non-governmental international organization, which, through its members, brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards (world-class specifications for products, services and systems, to ensure quality, safety and efficiency). ISO 37120 is a set of indicators for city services and quality of life, and refers to the sustainable development of cities. ISO37120 was developed using input from international organizations, corporate partners and international experts from over 20 countries.

Leadership in Energy and Environmental Design (LEED). LEED is a green building certification program used worldwide that was developed by the U.S. Green Building Council. It includes a set of rating systems for the design, construction, operation, and maintenance of green buildings, homes, and neighborhoods that aims to help building owners and operators be environmentally responsible and use resources efficiently.

LGBTQ community. The abbreviation LGBTQ stands for lesbian, gay, bisexual, transgender and queer (or questioning).

Low carbon. Low carbon refers to processes or technologies that produce power with substantially lower amounts of carbon dioxide emissions than is emitted from conventional fossil fuel power generation, and includes sources such as wind, solar and hydro.

Mitigation (GHG reduction). Mitigation refers to actions to limit the magnitude, rate or impacts of long-term climate change. These actions involve reductions in greenhouse gases, as well as by achieving the capacity of carbon sinks (such as increasing forestation).

Multi-modal transportation network. This is a transportation network that provides multiple travel modes that include private automobile, public transit and active transportation infrastructure. A multi-modal transportation network encourages use of alternatives to the private automobile by making other modes of transportation readily accessible and viable.

APPENDIX 1

GLOSSARY OF TERMS CONTINUED

Natural Area. These are areas with distinct natural features and ecosystems, including significant flora and fauna, including fish, terrestrial wildlife and bird habitats, and connecting corridors, ravines, treed areas, open fields and bodies of water including ocean frontages, watercourses and wetlands. Natural areas may be outside developed areas, but can also be found or established within urban areas, and must be managed to protect and maintain ecological processes.

Natural capital. This is the world's stock of natural resources, which includes geology, soils, air, water and all living organisms. Natural capital is an extension of the economic notion of capital (resources that enable the production of more resources) to goods and services provided by the natural environment.

Natural hazards. These are naturally occurring events that might have a negative effect on people or the environment. Natural hazards can include earthquakes, coastal erosion, wildfires and flooding.

Neighbourhood Concept Plan (NCP). An NCP is a conceptual framework for proposed development of a neighbourhood. It identifies a pattern of land uses, densities, services and infrastructure.

Official Community Plan (OCP). An official community plan is a document that outlines the community's objectives and the corresponding policies and maps to guide decisions on planning, land use management, and development within the area covered by the plan (usually an entire municipality or parts of a regional district).

Public Realm. The spaces within communities to which the public has access, including streets, parks, public facilities, and may include "quasi-public" space, which is private property to which the public has access through legal agreements or the permission of the owner.

Restorative justice. This is an approach to justice that focuses on the needs of the victims and the offenders, as well as the involved community. Victims take an active role in the process. Meanwhile, offenders are encouraged to take responsibility for their actions, "to repair the harm they've done—by apologizing, returning stolen money, or community service." In addition, the restorative justice approach aims to help the offender to avoid future offences. This contrasts to more punitive approaches where the main aim is to punish the offender.

Social Innovation. This is a process that involves a novel solution to a social problem that is more effective, efficient, sustainable, or just than current solutions, and addresses the root causes of problems at a systems level. The value created accrues primarily to society rather than to private individuals.

Strategic Directions. These are high level, priority focus areas for action to help achieve identified community goals and desired outcomes.

SWOT analysis. SWOT refers to strengths, weaknesses, opportunities and threats and is used as a planning method to inform how to move forward towards identified goals. Strengths and weaknesses pertain to internal factors (within the organization's control) and opportunities and threats pertain to external factors impacting the ability to achieve goals. A SWOT analysis can help inform the priority strategies to help leverage strengths and external opportunities as well as how to minimize or address internal weaknesses and external threats.

Sustainability Dashboard. This is an 'at-a-glance' tool that displays the data (annual and trends) measured by community indicators. Surrey's Sustainability Dashboard is an on-line site that shows the indicators measuring progress toward the Sustainability Charter goals.

Sustainable purchasing. This is an effort to buy greener, healthier and more sustainable products and services from more sustainable companies, where the production, distribution, use and disposal of goods and services enhance the long-term health and vitality of society, economies and the planet.

Target. A target is a specific, measurable and time-bound outcome that an organization aims to achieve in order to move towards reaching its goals. Used in conjunction with indicators, targets are the minimum values that the City would need to achieve to meet its sustainability goals. For example, if the indicator was the percentage of trips taken by different transportation modes, the target might be 30% of trips taken by travel modes other than the automobile by 2010, 40% by 2020 and 50% by 2030.

Town Centre. The term used to refer to a commercial or geographical centre or core area of a city or town. In Surrey, six town centres are identified: Fleetwood, Whalley/City Centre, Guildford, Newton, Cloverdale and South Surrey.

Triple Bottom Line (TBL) Accounting. While traditional accounting focuses on finding the least-cost solution in support of decision making, TBL requires that financial costs be balanced against social and environmental benefits and impacts, i.e. the full costs of a decision are considered. For example, when considering energy investments, the cost of investment into new infrastructure will be considered against long-term savings, reduced GHG and environmental impacts, and access to lower cost energy services for residents.

Zero Waste. The principle that all products are designed and dealt with so that nothing is sent to landfills and incinerators. All end products are re-used, recycled or re-integrated into other products. Zero waste emphasizes waste prevention as opposed to waste management, focusing on restructuring production and distribution systems to eliminate waste.



www.surrey.ca/sustainability

