



# Sustainability Charter

## 2014 ANNUAL REPORT



A photograph of vibrant green leaves on a branch, positioned on the left side of the page. The background is a light green gradient with a pattern of semi-transparent circles of varying shades.

“

The 2014 Sustainability Charter Update is the fifth annual report that has been prepared since the Sustainability Charter was adopted in 2008. The report demonstrates that the City of Surrey has made considerable progress on the implementation of the Charter, and remains committed to building a Sustainable City.



# Sustainability Charter

## 2014 ANNUAL REPORT

<b>SURREY'S SUSTAINABILITY CHARTER .....</b>	<b>6</b>
<b>HOW WE MEASURE SUCCESS – SURREY'S SUSTAINABILITY INDICATORS .....</b>	<b>8</b>
<b>SUSTAINABILITY PROGRESS IN 2014 .....</b>	<b>10</b>
Overview .....	11
Corporate Leadership .....	12
Economic Pillar .....	17
Environmental Pillar .....	39
Socio-Cultural Pillar .....	55
<b>LOOKING AHEAD: PRIORITIES FOR 2015 .....</b>	<b>68</b>



## Message from the Mayor

On behalf of Surrey City Council, it is with great pleasure that I present the 2014 Sustainability Charter Annual Report.

Throughout the past 6 years, the Sustainability Charter has been instrumental in guiding the City of Surrey's decision making process, ensuring that economic, socio-cultural and environmental angles are taken into consideration with each decision. As a result of this policy, Surrey will continue to progress as a vibrant, livable, and resilient urban centre.

The Sustainability Charter requires participation from every corner of our community to realize its full potential. Surrey residents, businesses, stakeholders, staff and elected officials alike have worked hard to achieve successes to date, and we intend to build on this momentum going forward.

I would like to thank everyone who has contributed to date, and invite participation from all as we endeavour to refresh and complete Surrey's Sustainability Charter in the months ahead.

Sincerely,

A handwritten signature in black ink that reads "Linda Hepner". The signature is written in a cursive, flowing style.

**Linda Hepner**, Mayor  
City of Surrey



I am proud to report that 2014 was another momentous year for sustainability in Surrey. As a City, we have continued to demonstrate leadership, which in 2014 included the grand opening of Surrey's new City Hall. A state-of-the-art green building, City Hall generates enough renewable energy to supply neighbouring buildings, and features a range of community benefits including the Centre Stage performance space and a childcare facility.

It is however, the partnerships with residents, businesses, and diverse stakeholders that really bring sustainability to life. Together, we have achieved significant reductions in

per capita water consumption, increased access to fresh and local food by supporting agri-innovation and urban agriculture, and are ready to preserve and connect our valuable ecosystems in perpetuity under the guidance of the new Biodiversity Conservation Strategy.

Moving forward, there is much to look forward to: the launch of Surrey's virtual farm incubator will continue to advance food security, while we will reduce our carbon footprint with the development of EcoNewton, a Sustainable Industrial District. The City's Biofuel Facility is currently in the building phase and will soon close the loop on waste by turning our organic material into a renewable natural gas used to power our waste collection vehicle fleet.

There is still plenty of work to be done, and it is with this in mind that we are revisiting our Sustainability Charter, and updating it to reflect yesterday's progress, today's priorities, and a compelling vision for tomorrow. We invite you to be part of this process over the coming months.

I am pleased to be Chair of the Environmental Sustainability Advisory Committee, and look forward to continuing to work with staff, stakeholders and the public on furthering our sustainability objectives in the years to come.

**Councillor Mike Starchuk, Chair**  
Environmental Sustainability Advisory Committee



**COUNCILLOR TOM GILL**

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



**COUNCILLOR BRUCE HAYNE**

Chair, Park, Recreation & Sport Tourism Committee; Chair Investment and Innovation Committee



**COUNCILLOR VERA LEFRANC**

Vice Chair, Finance Committee



**COUNCILLOR MARY MARTIN**

Chair, Diversity Advisory Committee; Chair, Community Health Programs Committee; Chair, Healthy Communities Partnership



**COUNCILLOR BARBARA STEELE**

Chair, Seniors Advisory & Accessibility Committee; Chair, Aboriginal Affairs



**COUNCILLOR JUDY VILLENEUVE**

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



**COUNCILLOR DAVE WOODS**

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



# SURREY'S SUSTAINABILITY CHARTER

In September 2008, Surrey City Council unanimously adopted the Sustainability Charter, a comprehensive framework for implementing a progressive, 50-year vision for a Sustainable City. The Charter was developed in collaboration with residents, stakeholders, staff and Council. The Charter contains 56 actions, of which 32 were highlighted for immediate action.

“Sustainability” in Surrey is about living well but within our means and considering the social, cultural, economic and environmental impacts of everything we do. This means that while we are building a great and livable City, we will promote a high quality of life for our residents and businesses while minimizing negative impacts of development on our community and environment.

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

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





# HOW WE MEASURE SUCCESS

## SURREY'S SUSTAINABILITY INDICATORS

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



# SURREY SUSTAINABILITY DASHBOARD

In 2012, the City launched an online Sustainability Dashboard as a visually engaging and interactive reporting format. The Dashboard presents results for 77<sup>1</sup> sustainability indicators, of which 26 indicators are within direct City influence and 51 indicators are influenced by other levels of government or other forces such as the market, the local economy and the environment. The Sustainability Dashboard groups the indicators by the following three sustainability pillars and 12 themes:

<sup>1</sup> In response to staff feedback on data availability and appropriateness of indicators, two metrics were added to the dashboard in 2014 (Green Infrastructure Network (GIN) and Tree Canopy Cover), and three indicators were removed (Vegetative Cover, Leisure Access Pass Participation, and Working Poor Families).

## Economic Pillar

**Theme 1**  
Growth & Urban Design

**Theme 2**  
Transportation

**Theme 3**  
Economy

**Theme 4**  
Food & Farming

## Environmental Pillar

**Theme 5**  
Water & Waste Management

**Theme 6**  
Ecosystems

**Theme 7**  
Energy Systems

## Socio-Cultural Pillar

**Theme 8**  
Housing

**Theme 9**  
Arts, Culture and Events

**Theme 10**  
Health and Safety






**Theme 11**  
Education & Learning

**Theme 12**  
Access to Government



# SUSTAINABILITY PROGRESS IN 2014

This annual report on the Sustainability Charter makes full use of the information compiled in the Sustainability Dashboard. In addition to highlighting the key initiatives that were implemented by our community and City Hall throughout 2014, this update provides an overview of the latest trends on the Dashboard. Progress on each indicator is assessed in the following way:

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

# 1. OVERVIEW

In 2014, Surrey continued to make considerable progress towards its sustainability vision and goals. An overview of all the sustainability indicators shows that 36 measures are either on target or stable. No targets have been established for 27 of the measures, primarily because making progress on these measures is outside the City’s jurisdiction and control. 10 measures are noted as off target, six of which are outside the City’s jurisdiction to directly influence. Insufficient data exists to identify any trends in four measures.

**Table 1 Sustainability Indicators: Overview**

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
<b>TOTAL</b>	<b>27</b>	<b>9</b>	<b>10</b>	<b>27</b>	<b>4</b>	<b>77</b>

## 2. CORPORATE LEADERSHIP

In 2014, the City continued to implement Sustainability Charter actions. Through the efforts of Council, numerous departments, an inter-departmental Sustainability Team, and the Sustainability Office, sustainability initiatives continue to move forward throughout the organization, reflected in high impact projects that include:

### Reducing our Corporate Carbon Footprint

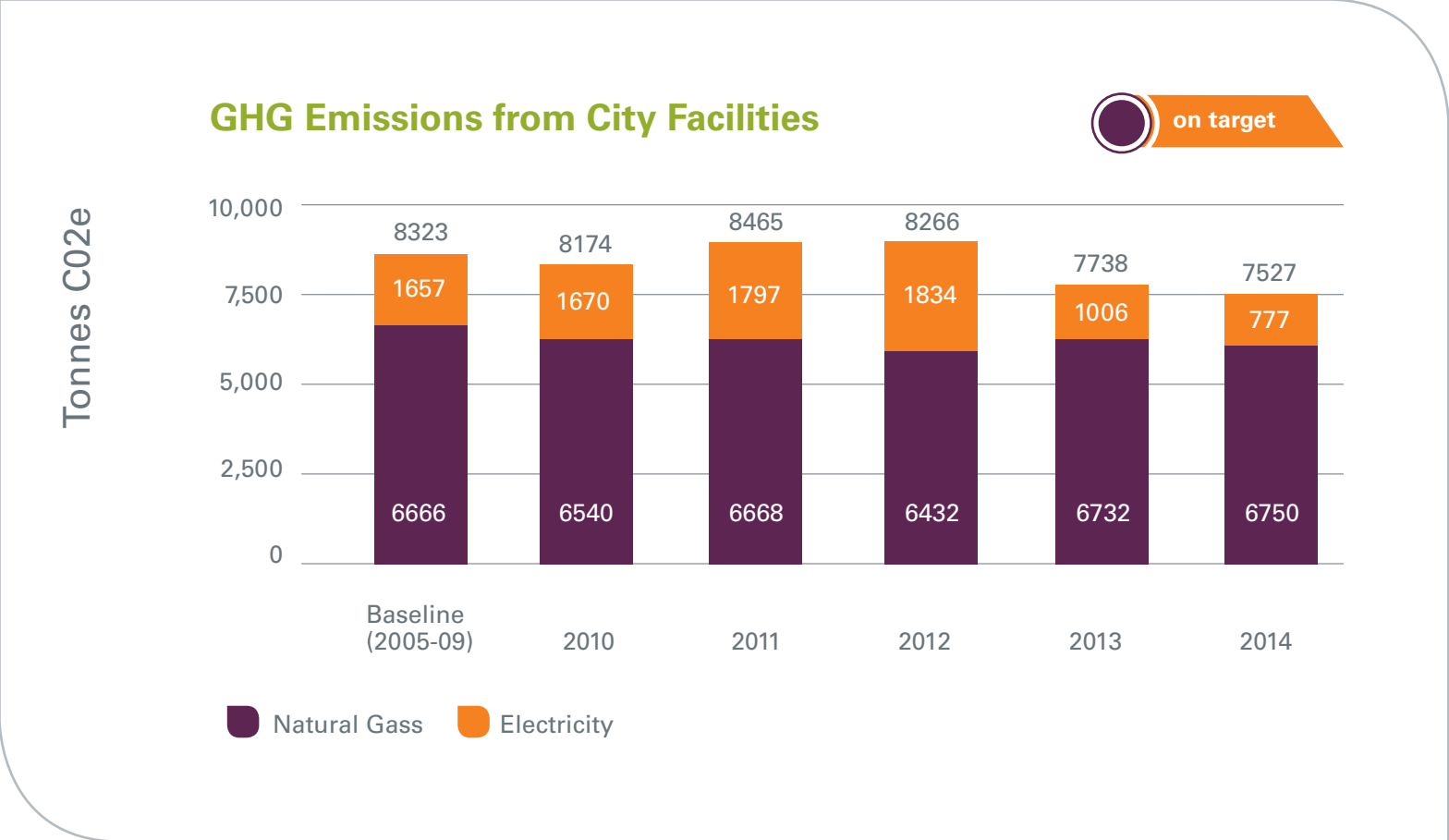
---

The City is a signatory to the BC Climate Action Charter and committed to making progress towards carbon neutral City operations. Corporate emissions stem largely from City facilities and fleet. The City also has a target of reducing corporate Greenhouse Gas (GHG) emissions 20% by 2020. Progress in 2014 under the Corporate Emissions Action Plan included:

#### Ensuring High Energy Performance of New Facilities

2014 marked the grand opening of New City Hall, which targets LEED Gold Certification and features energy efficient design, a district energy system based on a geothermal energy source, water efficient appliances and landscaping, and access to rapid transit. City Hall Tours were given to 30 school and community groups, and a “Meet Your Green City Hall” Lunch ‘n Learn was hosted to expand staff awareness of the many sustainable features incorporated into the new Surrey City Hall. In 2014, construction was also underway on the Grandview Aquatic Centre, the new Works Yard, and the Guildford and South Surrey Recreation Centres, all of which are targeting or shadowing LEED standards.

Figure 1: GHG Emissions from City Facilities (Source: City of Surrey)



## Reducing Corporate Transportation Emissions

The four Nissan Leaf electric vehicles (EVs) being leased through the Federation of Canadian Municipalities (FCM) Green Municipal Fund were introduced at New City Hall, bringing the total fleet EVs to five. In addition, 21 Compressed Natural Gas (CNG) fuelled light trucks were added to the fleet, following a successful two year trial to evaluate the technology's performance.

The move to New City Hall also marked the launch of a car-sharing program with Modo. Car sharing vehicles located at New City Hall and the City Centre area, allow the City to reduce overall fleet size while at the same time provide car-sharing in the local community.

## District Energy in Surrey City Centre

The geo-exchange system which provides heating and cooling to New City Hall was completed and commissioned in 2014. The first phase of the City Centre district energy system was completed, including a temporary natural gas boiler plant, approximately 100m of distribution pipe and an energy transfer station for the utility's first customer. Staff also began developing plans for phasing in new sources of renewable low-carbon energy such as renewable natural gas, waste heat from commercial buildings, and biomass from clean waste wood that would otherwise be sent to the landfill. District Energy system expansion plans are underway for the King George node – including partnership opportunities with Surrey Memorial Hospital – as well as in the Gateway and Surrey Central nodes.

## Workplace Conservation Awareness Program for Staff

The BC Hydro funded Workplace Conservation Awareness Program continued to engage City staff in reducing energy use through behavioral change. Surrey's five arenas, eight RCMP detachments, four indoor aquatic facilities, and nine libraries were all participants in the program. Monthly staff-led activities engaged and educated colleagues on topics such as HVAC systems, phantom power, and energy-wise use of appliances. Highlights from 2014 included a 1,700 kWh reduction in electricity use from the Arena's 'Lights Out campaign', a 'Stay Bright by Daylight' event to encourage employees to work by natural light where possible, participation in the 'Ugly Sweater Day' for HVAC awareness, and nearly 300 employees being nominated for green behaviours as part of the 'Random Acts of Greenness' campaign.

## NEW CITY HALL

Surrey's New City Hall became operational in early 2014 and will be LEED Gold certified. It was a participant in the BC Hydro New Construction Program to optimize energy use. It is powered by a geo-exchange energy system that has been a catalyst for the development of Surrey's first District Energy Utility.

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

## Employee Commuting

The move to New City Hall facilitated significant strides in sustainable commuting options for staff. Incentives for the City's Sustainable Commuting Program include end-of-trip facilities for cyclists, transit rebates on monthly passes, preferred carpool parking, and the introduction of pay parking. As a result, the City saw a four-fold increase in the number of employees who take transit to work (23% in 2014 up from 6% in 2013). In 2014, more than a third (36%) of our employees used a sustainable mode – took transit, carpooled, cycled, or walked – to get to and from work at City Hall.

## Sustainable Procurement

---

The City continued its work on sustainable purchasing, including participation in the Municipal Collaborative for Sustainable Purchasing that has local governments sharing best practices from across Canada. An internal workshop helped to build support and develop key directions to focus over the coming years.

In 2014, an analysis was undertaken to understand the sustainability implications of the printer fleet reduction and replacement program that took place in 2013. It was

found that the new fleet of printers have cut annual print volume by 27%, reduced energy use and GHG emissions by 47% (84,000 kWh and 0.76t CO<sub>2</sub>e respectively), reduced paper use by 10.2 tonnes (56% duplexing resulted in 1.12M sheets of 20lb paper being saved), and reduced toner waste by 7.2 tonnes through the use of environmentally friendly resin-based ink.

## Waste Reduction

---

New City Hall waste management training workshops coincided with the updates to the provincial recycling program and increased producer responsibility in order to educate staff on the changes to recycling practices. Waste champions were identified in various departments throughout City Hall to rally staff efforts around waste management.



## 3. ECONOMIC PILLAR

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

### Theme 1: Growth and Urban Design

Urban design that promotes livability clusters homes and work near transit, encourages compact neighborhoods with services and amenities, and creates streets that are safe and attractive. A detailed description of each of the theme's indicators can be found online at [surrey.ca/dashboard](https://surrey.ca/dashboard).



**Table 2 Sustainability Indicators: Growth and Urban Design**

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Funding for Beautification	Yes	The City wants to see an upward trend	On target	City funding for Beautification Projects in the community has consistently increased since 2007. In 2014 the City spent more than \$3.3 million on such projects, up from \$820,000 in 2007.
Spending on Public Art	Yes	No target was established for this metric	No target	Investment in public art was at an all-time high in 2014, at over \$1 million. However, spending on public art has varied from year to year, as public art is based on a percentage of building construction value and the City's own spending cycles as part of the Build Surrey Program. This metric will need to be evaluated on longer term data.
Density on Transit Corridors	Yes	The City aims to increase population and employment density along major transit corridors	On target	Density along the major transit corridors (104th Ave, Fraser Highway, King George Boulevard) and in City Centre has increased since 2009, with the most notable densification in City Centre and on Fraser Highway. The New OCP will help to further focus growth along transit corridors.
Investment in Infrastructure by Senior Government	No	The City wants to see an upward trend	On target	While the year to year investment is variable, there is an overall increase in funding from senior levels of government, with over \$90 of funding per resident to the City for community infrastructure development in 2014. This is significantly more than the \$52 made available in 2008.
Homes within 400m of Amenities	Yes	The City has different 2018 and 2058 targets for each amenity	Stable	The proximity of homes to amenities stayed relatively constant in 2014, with the number of people living within 400m increasing or decreasing within a percentage point for all amenities. We have already exceeded the 2018 target for the percentage of residents living within 400m of a bike route.

## Major Sustainability Actions in 2014

---

### Adoption of New Official Community Plan and Regional Context Statement

PlanSurrey 2013 was adopted by Council in 2014 as the City's new Official Community Plan (OCP), with a vision to be a more complete, compact and connected community. The Plan is guided by Surrey's Sustainability Charter with a specific focus on developing communities capable of supporting a diversity of local jobs, residential types and social and cultural experiences. This newest OCP places specific attention on developing sustainably by efficiently using land and energy resources in order to support the significant regional growth Surrey is expected to accommodate over the next 30 years.

Outlined in Surrey's Regional Context Statement, this OCP is also directly aligned with Metro Vancouver's Regional Growth Strategy in that its policies focus on: increasing growth capacity in the City Centre, within Town Centres and along transit corridors; maintaining the integrity of the Agricultural Land Reserve boundary; and supporting land use types and development locations to reduce dependence on the private automobile as a major mode of transportation.

Surrey's OCP also includes objectives and policies that focus on reducing fossil fuel energy use and GHG emissions as well as supporting businesses that develop innovative products or processes.

### Smart Surrey Strategy

A 'Smart' City creates sustainable economic development and a high quality of life by considering innovation and technological advancements as a key ingredient in its decision making, strategy and investment. The City of Surrey's 'Smart Surrey' Strategy was adopted in 2014 and strives for excellence and deployment of international best practices using technological advancements and innovation to enhance life and work within Surrey. Using new and existing technologies and information, it identifies and implements systems and programs to inform decision-making, create efficiencies and optimize the effectiveness of City resources leading to cost-savings.

In 2014, Surrey was named one of the world's top 21 intelligent communities by the Intelligent Community Forum, and progressed to the top 7 early in 2015.

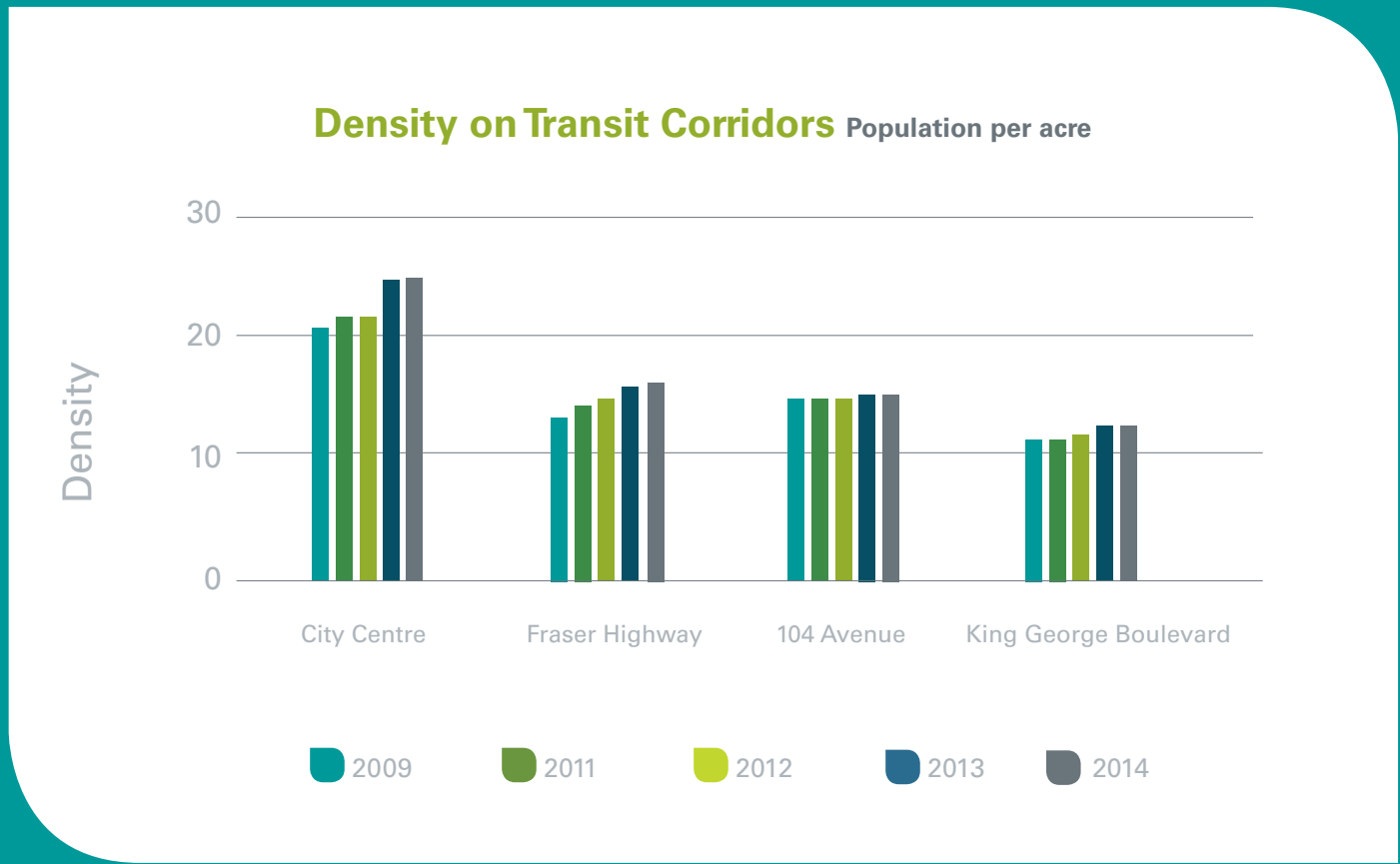
## Town Centre Plans

Three Town Centre Plan updates were initiated in 2014: Newton Town Centre, Fleetwood Town Centre and Cloverdale Town Centre. Public and stakeholder meetings were held in each community in 2014, and draft plans will be brought to Council for approval in 2015. For Newton and Fleetwood Town Centres, the prospect of rapid transit stations within the Town Centres has an influence on land uses, densities and urban form. Market studies were conducted for Cloverdale and Fleetwood, in order to identify market capacity and gaps that can be addressed through plans and policies to increase the economic vitality of the Town Centres. An urban design & beautification strategy and design guidelines are being developed for each Town Centre to ensure a distinctive and appropriate character.

## Frequent Transit Development Areas

Surrey's Official Community Plan identifies an Urban Containment Boundary illustrating where urban development will be contained in order to support a growing, yet compact and sustainable community. Focusing growth to Urban Centres and Frequent Transit Development Areas (FTDAs), Surrey anticipates being able to accommodate a significant portion of higher density development in nodes that are serviced by employment, amenities and a new Light Rail Transit (LRT) system. Three FTDA sites were included in Surrey's OCP (104 Avenue between Guildford and City Centre, Fleetwood at 152 Avenue and Fraser Highway and East Clayton at Fraser Highway and 168 Avenue) with the potential to add future locations once additional review and consultation takes place. Each existing FTDA is currently under review to determine where LRT stations can be located and Urban Design reviews are underway to determine how to best fit the stations into the existing urban fabric.

Figure 2 Density on Transit Corridors (Source: City of Surrey)



## Partnership with UBC Master of Urban Design Program

The UBC School of Architecture and Landscape Architecture (SALA) launched a new Master of Urban Design (MUD) degree in September 2014, tailored to mid-career professionals from around the world. The program focuses on real-world urban issues, with an emphasis on innovation and sustainable design solutions.

SALA selected Surrey as the “inaugural” partner community for the program due to the diversity of urban conditions, the opportunity of shaping an emerging metropolitan centre and the relevance of Surrey’s situations to growing cities around the world. The City entered into a three year partnership, wherein a sequence of three studio courses each year will be focused on Surrey issues and sites, such as integrating light rail rapid transit into Surrey’s urban fabric, innovative housing and development forms, and place-making in Surrey’s City Centre. The inaugural MUD class completed its first project in Surrey in 2014, and has submitted a report in book form that will be a useful document as the City plans for transit-oriented communities along its rapid transit corridors.

## Updates to Sustainable Development Checklist

The Sustainable Development Checklist (SDC) helps residents, developers and builders in their effort to create developments that support community health, use less resources and money, and respect the natural environment. SDCs are currently required for: OCP, NCP, Zoning Bylaw, and Land Use Contract Amendments, Development Permits, and Subdivision Applications (more than three units).

In 2014, the SDC was modified to include measures related to the Surrey Biodiversity Conservation Strategy (BCS) and to provide more up to date energy efficiency and green building criteria. The City received 37 new SDCs in 2014 and approved a grand total of 62 SDCs during the year, including 16 that were received in 2014, and 46 SDCs related to development applications in process from previous years.

## Theme 2: Transportation

Designing communities for walking, cycling, and transit provides health and environmental benefits, and an efficient transportation network is critical for a vibrant economy. A detailed description of each of the theme's indicators can be found online at [surrey.ca/dashboard](http://surrey.ca/dashboard)



**Table 3 Sustainability Indicators: Transportation**

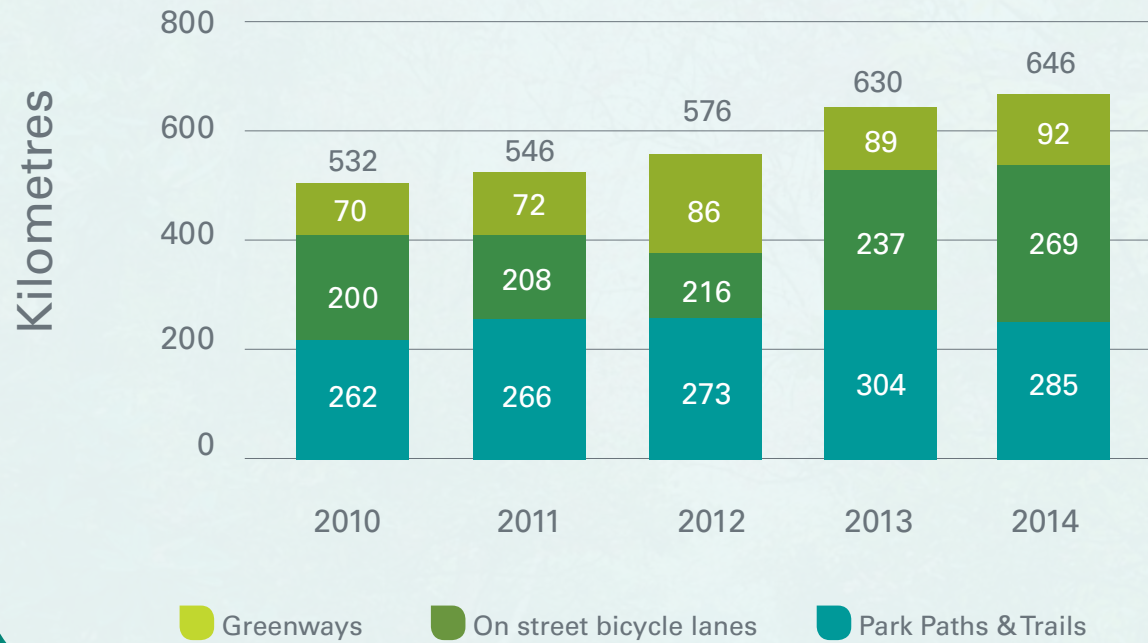
Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Car Ownership	No	The City wants to see a downward trend	Stable	Car ownership has not changed dramatically since 2007 and is around 0.5 non-commercial vehicles per resident. Data from ICBC has not yet been provided for 2014.
Mode of Travel to Work	No	No target was established for this metric	No target	Since 2006, the percentage of residents taking sustainable modes of transportation to work has increased. Transit-users have increased from 10.9% in 2006 to 12.8% in 2011.
Place of Work	No	No target was established for this metric	No target	The percentage of Surrey residents working in the City has increased slightly since 2006, from 38.5% to 40.5% in 2011.
Kilometres of Greenways and Cycling Trails	Yes	The City has different 2015 and 2025 targets for greenways, bicycle pathways and park paths and trails	On target	The City has consistently improved active transportation infrastructure since 2010. In 2014, the City added 38km of bike lanes, bike paths and greenways.
Transit Accessibility	Yes	The City aims to make 85% of bus stops accessible by 2030 and 95% by 2058	On target	Accessibility of bus stops has improved from 69% in 2010 to over 76% of bus stops meeting accessibility criteria today. 40 new accessible bus stops were added in 2014.



Figure 3 Active Transportation Infrastructure (Source: City of Surrey)



### Kilometres of Greenways & Cycling Trails



# Major Sustainability Actions in 2014

---

## Electric Vehicle Infrastructure

Nine new Level 2 charging stations were part of the New City Hall grand opening, with five available for the City fleet and four for the public in the underground parkade. This brings the total EV charging stations at City facilities to 16; the DC “Fast Charge” (Level 3) charging station at the Surrey Museum as well as six Level 2 charging stations at key City facilities across Surrey were installed in 2013.

## Cycling Plan Implementation

In 2014, the City continued to implement the 2012 Cycling Plan, including adding 38 km of bike lanes, bike paths and greenways, and continuing to sponsor the in-class and on-bike cycling education to all Grade 4 & 5 students in Surrey.

## Bus Service Improvements

Bus queue jumpers were completed in two locations to prioritize transit use on City streets. In addition, construction was completed on new bus stops and shelters for the #555 express bus. Accessible bus stops were installed at 40 locations.

## City Wide Streetlights Copper Wire Replacement with Aluminum Alloy Wires

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

## South of Fraser Light Rail Transit

The LRT network identified in TransLink's Surrey Rapid Transit Alternatives Analysis and comprised of three corridors – 104 Avenue, King George Boulevard, (together comprising the L-Line) and Fraser Highway was endorsed by Metro Mayors and included in the Mayors' Council Vision for Transportation in Metro Vancouver. The Vision identified constructing the L-Line within seven years and Fraser Highway within 12 years of secured funding. The Vision served as a cornerstone of South of Fraser advocacy during the transportation funding Plebiscite campaign. The City and TransLink have submitted the LRT network to an application process for federal funding, and are undertaking ongoing work refining the terminus and station locations, right of way, costing, and other factors.



## Successful commissioning of a new Traffic Management Centre (TMC)

In September 2014, the City of Surrey officially opened the new Traffic Management Centre (TMC) at New City Hall to monitor and improve the safety and efficiency of traffic at the City's intersections. The TMC is comprised of a video wall capable of viewing 72 cameras at once, 7 workstations, a state-of-the-art server room, and a meeting room for emergency response. The TMC is currently operational from Monday to Friday between 6:30AM and 6:30PM. The main functions of the TMC are to:

- Actively monitor traffic flow for incidents and backups
- Modify signal timing remotely during incidents and special events to alleviate traffic backups and delays
- Ensure traffic signals are operating normally and efficiently
- Study queuing patterns to aid proposing changes that improve efficiency
- Track and analyze trends of conflicts and collisions at intersection

City of Surrey has deployed 250, Closed Circuit Television (CCTV) traffic cameras at major intersections around the City. An additional 75 CCTV cameras are currently undergoing installation and will be operational in early 2015 to bring a total of 325 CCTV traffic cameras in the City. Operators have access to streaming video from all cameras and are able to move the view of the camera using Pan, Tilt, and Zoom controls. Video footage from all CCTV traffic cameras are recording around the clock and are retained for up to 30 days. Snapshots of the City's traffic cameras are also available on the City of Surrey Website for the public to view.

## Uninterrupted Power Supply (UPS) system

129 of Surrey's major intersections are equipped with UPS system that provides traffic signals up to an additional 6-8 hours of full operation during a power outage. The UPS ensures safety is not compromised and traffic flow is maintained during an outage. Connectivity with the UPSs has been established so operators at the TMC can monitor the status and health of the UPSs. UPSs are installed at all new signalized intersections and a program is underway to retrofit existing signalized intersections with UPSs.

# Theme 3: Economy

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

**Table 4 Sustainability Indicators: Economy**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Availability of Employment	No	The City aims to achieve a jobs to labour force ratio of 1:1	On target	Between 2008 and 2014 the jobs to labour force ratio rose from 0.68 to 0.71. This has likely resulted from a combination of land use changes and from large employers moving to Surrey.
Businesses by Sector	No	No target was established for this metric	No target	Between 2008 and 2014 the number of businesses in construction, transportation, manufacturing, and wholesale and distribution have increased.
Employees by Sector	No	No target was established for this metric	No target	The number of employees has increased from 159,190 (2009) to 183,440 (2014) with increases in each sector. There was a small decrease in employees between 2013 and 2014 which was likely due to the demolition of several buildings; data is estimated by using worker density ratios by land use type for each building in Surrey.

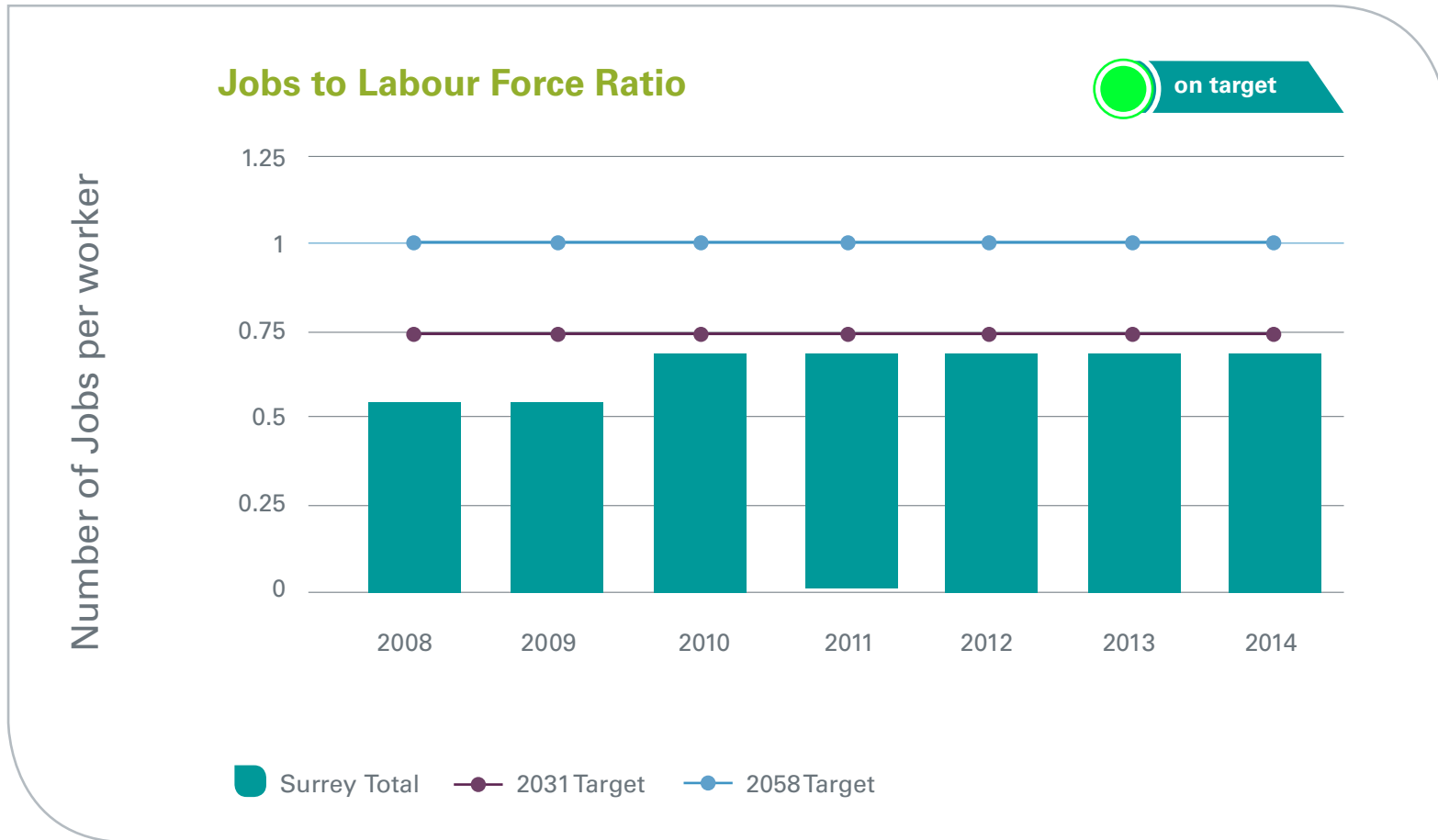
**Table 4 : Continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Low Income Individuals	No	The City wants to see a downwards trend	Insufficient data	The percentage of individuals with low income increased from 13.6% in 2006 to 15.5% in 2011. However, because of inconsistencies in data quality between Census years, there is insufficient data to establish a trend at this time.
Industrial Land base	Yes	No target was established for this metric	No target	The total designated industrial land dropped significantly with the adoption of the new Official Community Plan in 2014. Much of the previously designated industrial land was replaced with mixed employment designated land.
Median Household Income	No	No target was established for this metric	No target	The median household income increased in all Surrey neighbourhoods with the exception of Whalley, where it decreased slightly by \$400/year between 2006 and 2011. Overall, the median household income for all of Surrey increased from nearly \$53,000 per year to over \$61,000.
Median Income for Immigrants	No	The City aims to achieve immigrant income levels that equal the average income in Surrey	Insufficient Data	Based on available data, the gap between the median income for immigrants and the population at large has shrunk by over 3%. However, due to data quality issues with the 2011 census, no trend can be established at this time.

**Table 4 : Continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Tax base	No	By 2021 the City aims to have 60% of the tax base from residential properties and 40% from commercial and industrial properties	OffTarget	The proportion of the City’s tax base coming from residential properties increased by over 2.5% in 2014, after remaining relatively stable at 66% between 2008 and 2013. This resulted from the residential assessment (number of units and value) growing at a faster rate than the growth in business and industrial assessments.
Unemployment rates among immigrants	No	The City aims to see the unemployment rate of immigrants no higher than that of the total population over time	Insufficient data	The gap in employment rates between new immigrants and the total population grew from 4% to 5% between 2006 and 2011, while the gap in the employment rate for all immigrants was nearly eliminated. However, due to data quality issues with the 2011 census, no trend can be established at this time.
Vacancy rates	No	No target was established for this metric	No target	Industrial vacancy rates have begun to rise in recent years, but have still seen an overall decrease from 3.8% in 2009 to 2.7% in 2014. Commercial vacancy rates on the other hand have increased from 6.1% in 2009 to 21.5% in 2014, which is due in part to major tenant relocations and leasing lag times.

Figure 4: Availability of Employment (Source: City of Surrey)





# Major Sustainability Actions in 2014

---

## Innovation Boulevard

Innovation Boulevard is a partnership of health, business, higher education and government creating new health technologies to improve peoples' lives. It is centred on the one-square mile between Surrey Memorial Hospital campus and Simon Fraser University in Surrey City Centre. In 2014, the Retirement Concepts Innovation Centre located in the Guildford Seniors Village opened. The facility provides 1,800 sf for researchers and companies to do develop health technologies to support aging. SFU was awarded \$36.6M along with the University of Toronto to create a National Centre of Excellence for healthy ageing with a significant presence in Surrey.

The first 'Innovation Boulevard-grown' technology was also commercialized in 2014. Conquer Mobile's surgery simulation program for iPad went from idea to product within one year. The iPad app trains nurses to use the correct surgical implements during surgery.

## Creation of Newton Business Improvement Association

The City of Surrey provided support to the Newton BIA Steering Committee in the establishment of a business improvement area in Newton. The BIA is fully operational and working to implement their strategic plan to address concerns for the area.

## Supporting Surrey's Cleantech Sector

The City initiated a Province-wide industry survey to better understand how Surrey can grow its clean technology sector. The survey solicited feedback from 25% of BC's cleantech industries and confirmed that Surrey is home to more than 40 clean technology companies. Surrey is also home to the new Foresight Cleantech Accelerator Centre, which is Western Canada's only business accelerator for cleantech companies. We also promote Surrey's cleantech sector interests and capabilities to the Powerhaus Pathfinder Partnership; an intergovernmental working group mandated to stimulate clean technology sector growth within BC.

# Theme 4: Food and Farming

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

**Table 5 Sustainability Indicators: Food and Farming**

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Proximity to Farmers Markets	No	The City aims to see 75% of the population living within a 20 min bike ride of a farmer’s market by 2058	On target	In 2014, 48% of residents lived within a 20 minute bike ride of a farmer’s market, a decrease from 72% in 2013. Given the impermanent nature of farmers markets, this indicator is likely to fluctuate from year to year; InSeason ran two markets in 2013, but none in 2014.
Community Gardens	Yes	The City wants to see an upward trend	On target	The number of community garden plots increased from 291 in 2013 to 368 in 2014 with the addition of the Lionel Courchene Community garden.
Farm Receipts	No	No target was established for this metric	No target	The gross farm receipts increased from approximately \$153 million in 2006 to \$167 million in 2011.

**Table 5 continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
ALR Available for Farming	No	The City aims to prevent a net loss of ALR for farming	On target	Between 2004 and 2010 there was no change: 79% of Surrey’s Agricultural Land Reserve (ALR) land was available for farming.
Land in Food Production	No	The City aims to prevent a net loss of land in food production	Stable	Both the total area farmed and the land under food production increased between 2001 and 2006 and then declined in 2011 likely due to a large decrease in alfalfa, hay and fodder crops, and pasture. In 2011 close to 6,400 hectares of land was farmed and close to 4,300 hectares was under food production.
Participation in Harvest Box Program	No	No target was established for this metric	No target	The Harvest Box Program saw its most successful year in 2014, with 1870 boxes delivered. The achievement is attributed to an expansion of pick up locations, new management of the program since 2013, and more staff time dedicated to promotion.
Pocket Markets	No	No target was established for this metric	No target	The number of pocket markets has fluctuated between one and nine over the past four years. In 2014, there were five pocket markets, including a pilot market stand at the Lionel Courchene garden to expand access to fresh and healthy vegetables.

## Major Sustainability Actions in 2014

---

### Agri-Innovation

The Economic Development Division has been the key driver in the establishment of an Agri-Innovation Living Lab partnership between the City of Surrey, the BC Agriculture Centre of Excellence, SFU, KPU, BCIT, and SMK Farm & Herbal Research to promote agri-innovation within the City of Surrey. We also initiated and drove the plan to develop a state-of-the-art experimental greenhouse facility in partnership with the John Volken Academy and the BC Agriculture Centre of Excellence. This facility will act as an agri-technology demonstration site as well as provide skills training to John Volken Academy students recovering from addictions in partnership with the University of the Fraser Valley and others.

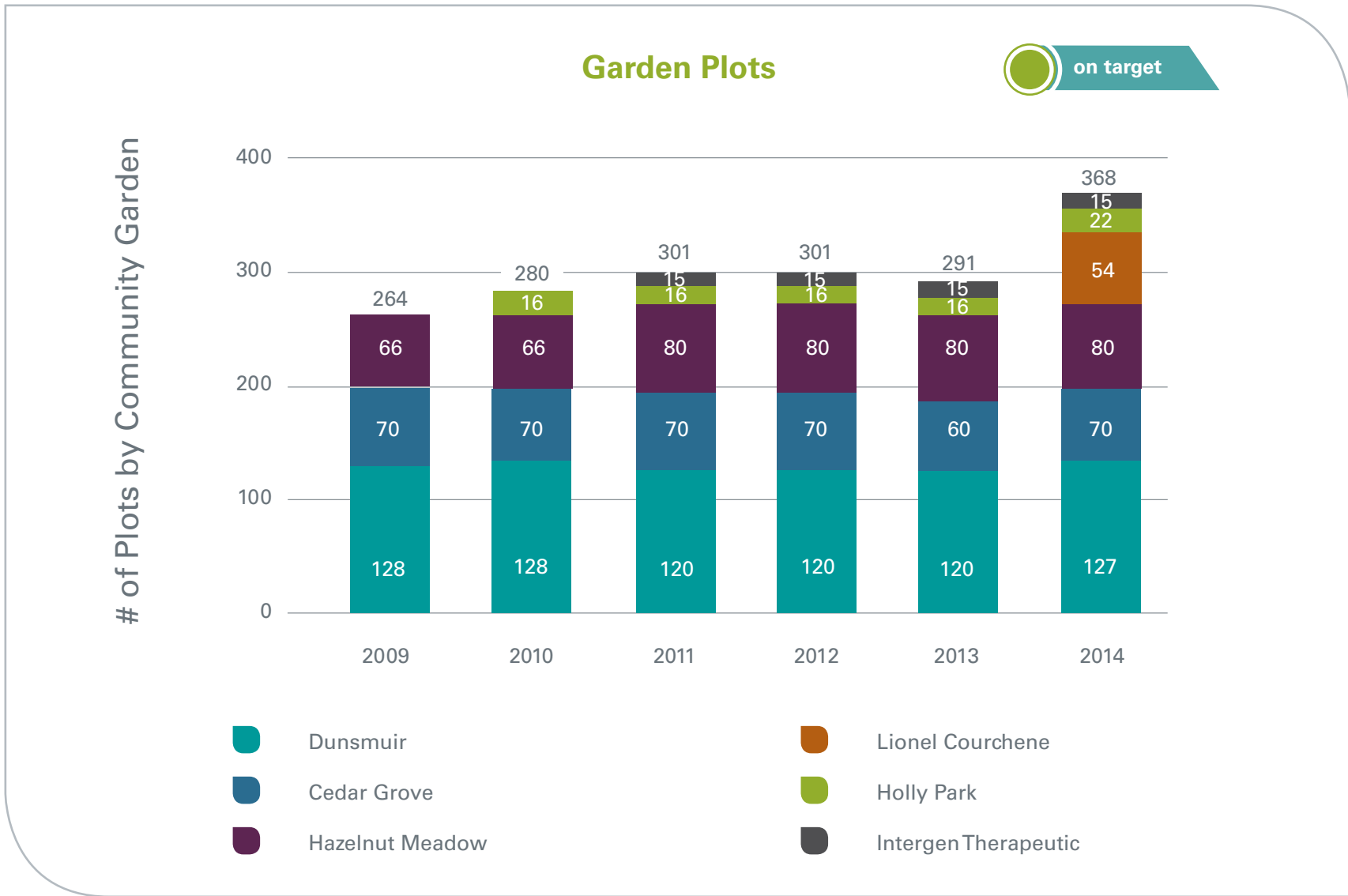
### Development of New Community Gardens

The Lionel Courchene and Growing Roots community gardens were built in an area identified as a food desert. These two gardens are supported by Can You Dig It and DIVERSEcity Community Resources Society respectively. Plots are available for new immigrants and refugees, as well as community members at large. The gardens also piloted a market stand with produce grown on site to make fresh, healthy and affordable vegetables available to the neighbourhood.

### Backyard Chicken Pilot

The Backyard Chicken Pilot Project was launched in September 2013, and was extended for an additional year in the fall of 2014; including modifications to allow single family lots that are 7,200 square feet or larger to also register to participate in the Pilot. The goal of the pilot is to evaluate the keeping of chickens in urban areas, while expanding opportunities for urban agriculture and food security. The pilot allows registered participants to keep up to four hens on single-family residential lots that are less than 1 Acre but larger than 7,200 square feet. In 2014, a total of 26 single family lots were registered with the Pilot Project since its initiation in 2013. The results of the pilot will be reviewed in the fall of 2015.

Figure 5: Community Garden Plots on City Land (Source: City of Surrey)



## Harvest Box Program

Harvest Boxes are approximately 10 pounds of fresh produce and fruit that are delivered twice a month to a variety of convenient locations across Surrey and the Lower Mainland. At \$8 for the “value box,” the Harvest Box makes fruits and vegetables more affordable and convenient. Customers can also choose a \$15 “local box” that supports local farmers, or a “BOGO: Buy one, give one” box to support families in need. The program has seen a surge in uptake over the past year, with two new locations available in Surrey, and the local box now available at all locations.



# 4. ENVIRONMENTAL PILLAR

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

## Theme 5: Water and Waste Management

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



**Table 6 Sustainability Indicators: Water and Waste Management**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Water Consumption	No	The City aims to reduce average residential daily water consumption to 260 litres by 2028 and 230 litres by 2058	On target	Average daily water consumption per capita has decreased from 317 litres in the period 2003-07 to 267 litres by 2010-14 (note: the five-year average reduces the effect of weather anomalies on the data).
Integrated Stormwater Management Plans (ISMPs)	Yes	The City aims to complete all ISMPs by 2016	On target	All ISMPs have been initiated or completed, with 70% of land area in Surrey covered by a completed ISMP and 30% still in progress.
Community Waste Diversion	No	The City aims to divert 70% of waste from landfill by 2015 and 95% by 2058	On target	Waste diversion rates have increased from 38% in 2007 to 68% in 2014. The large increase is due to the implementation of the City's curbside organics collection program.
Construction Waste Diversion	No	No target was established for this metric	No target	Construction waste diversion rates have consistently increased since 2010. In 2013, the diversion rate was 76%. 2014 data from Metro Vancouver is not available at this time.



## Major Sustainability Actions in 2014

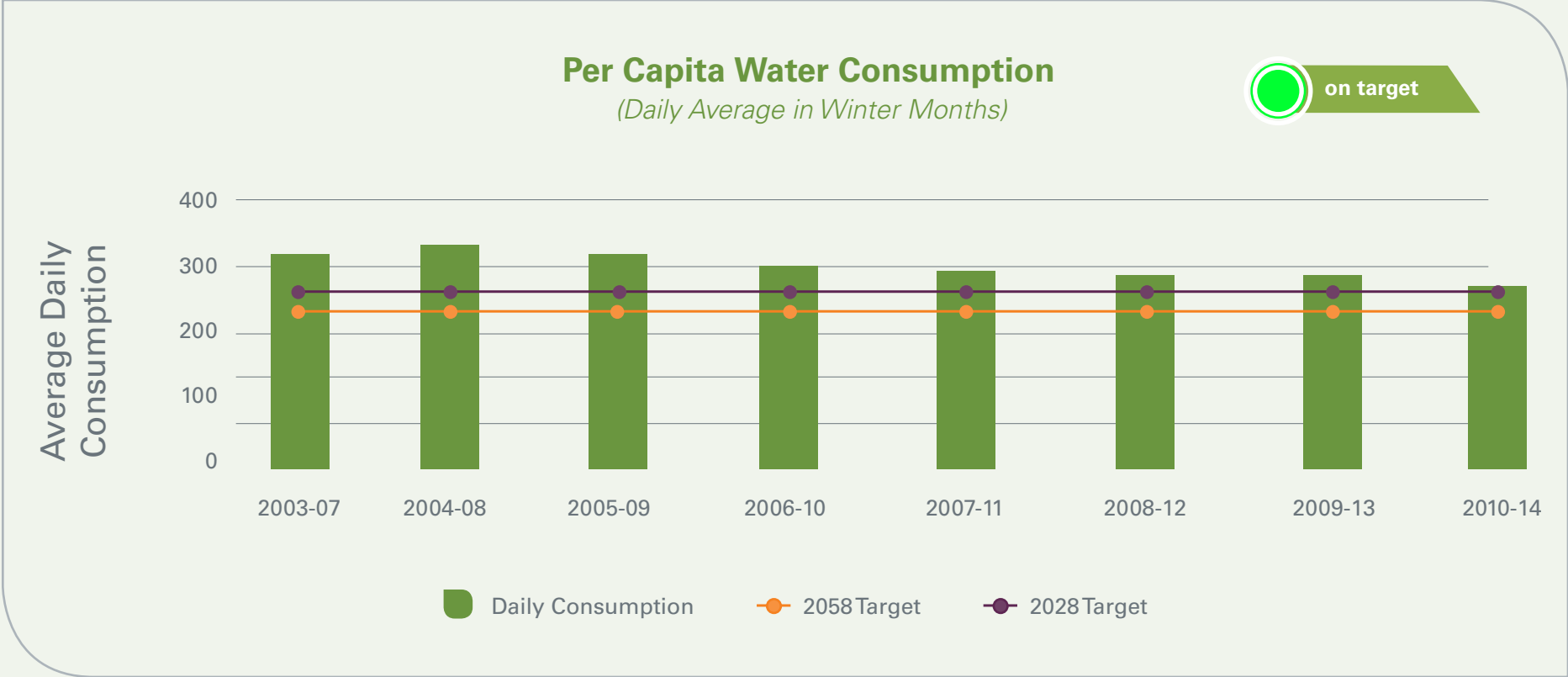
---

### Rethink Waste Collection Program

In October 2012, the City of Surrey launched a new waste management program that introduced new carts, an improved collection schedule as well as a city-wide residential source separated organics collection program. The entire waste collection fleet is now powered by Compressed Natural Gas (CNG), which reduces emissions relative to the old diesel fleet by as much as 30%. The waste diversion rate was maintained at 68% in 2014. The City's target is to reach a 70% diversion rate by 2015.



Figure 6 Per Capita Water Consumption (source: City of Surrey)





## Progress on Surrey's Biofuel Facility

The City of Surrey is in the process of planning a new Biofuel Facility that will process Surrey's curb side residential organic waste and commercial organic waste into both a renewable natural gas (RNG) and a compost and mulch material. The RNG generated at the facility will be used to power City vehicles that have traditionally run on CNG, including Surrey's waste collection fleet, while the compost and mulch will be sold through local retailers. The project will play a role in further reduce GHG emissions while reducing costs. In 2014, the proponent who will design and build the facility was confirmed.



# Theme 6: Ecosystems

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

## Major Sustainability Actions in 2014

---

### Adoption of the Biodiversity Conservation Strategy

The Biodiversity Conservation Strategy (BCS) was adopted in 2014. The Strategy quantifies current biodiversity and habitat resources and identifies 3,885 hectares of urban ecosystems and habitat corridors, sites and hubs to be protected, as Surrey's Green Infrastructure Network (GIN). The BCS provides a long term monitoring program that builds on specific management objectives, and criteria and indicators to measure the success of the strategy. Detailed BCS monitoring reports will be provided to Council every four years, which will summarize the results and how it is specifically delivering on the Environmental Pillar Objectives of the Sustainability Charter.

### Surrey Environmental Programs

The City-run Surrey Nature Centre continues to offer programs, events and day camps to increase appreciation and stewardship of the environment. The 17th annual Environmental Extravaganza took place, offering free environmental education programs throughout the City from Earth Day through World Ocean Day in partnership with community groups. 3,375 volunteers were actively involved in parks, recreation and culture volunteer programs. Two ecosystem enhancement programs, Surrey's Natural Areas Partnership (SNAP) and the Salmon Habitat Restoration Program (SHaRP), employed post-secondary and high school students to address riparian and natural areas habitat restoration and education. Large scale community events that support environmental issues include Party for the Planet: Surrey Celebrates Earth Day; Arbor Day and National Tree Day.

## OCP Development Permit Areas

Surrey's Official Community Plan features new Development Permit Areas (DPAs) for Form and Character, Hazard Lands and Farm Protection. The Form and Character Guidelines include direction on how to incorporate environmentally sustainable green features into building and site design and the Farm Protection Guidelines are intended to continue to ensure farm uses adjacent to urban areas are not negatively impacted from that development. New to Surrey's OCP is the Hazard Lands Development Permit Area which applies to areas subject to flooding or steep slope instability. These guidelines are not intended to restrict development outright but rather provide guidance on how development in hazardous areas can occur in a more responsible manner reducing negative outcomes on human safety and private property as a result of a natural hazard.

## Park Developments

Three new parks were completed in 2014, and added to Surrey's growing inventory of parkland. The new Dufferin Park in South Surrey has a sportsfield, playground, passive grass areas, and a "sportcourt"; Panorama Park in Newton has a Dog-Off-Leash area, a small playground and kids bike track, and passive grass and forested areas; and West Newton Community Park has a cricket pitch, fieldhouse and changeroom facilities, a playground, pathways, and passive grass and treed areas. In addition, major upgrades and renovations to existing parks were undertaken, such as a covered all-wheels youth park in Cloverdale, a new synthetic turf football field and beginner longboarding track in South Surrey Athletic Park, new bike park features at Invergaary Park, and numerous new playgrounds throughout Surrey.

**Table 6 Sustainability Indicators: Ecosystems**

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Environmental Programs	Yes	No target was established for this metric	No target	The number of participants in environmental programs has fluctuated between 43,000 and 68,000, depending on the programs being offered. In 2014, there were 56,049 participants in environmental programs.
Park Land	Yes	The City wants to see an upward trend	On target	Park acreage has steadily increased from 2,548 hectares in 2010 to 2,653 hectares in 2014.
Trees Planted	Yes	Maintain or exceed baseline planting levels of 4,072 trees per year	On target	There were 4,494 caliper-sized trees planted in City parks and streets.
Green Infrastructure Network (GIN)	Yes	The City aims to manage 100% of the GIN over time through public ownership and third party stewardship programs on private land.	On Target	The Green Infrastructure Network defined in the Biodiversity Conservation Strategy identified 3,885 hectares needed to maintain biodiversity in the City. At the time of adoption, 2,019 ha were already in City Parkland, with 1,214 ha still to be purchased or stewarded on private property. Since adoption, 7 ha have been added to the City's GIN inventory.
Tree Canopy Coverage	Yes	Maintain current tree canopy cover at 30%	Stable	The tree canopy cover decreased from 33% in 2001 to 30% in 2009, and hovered just below the target at 28% in 2013.

Figure 7: Park Land by Type





# Theme 7: Energy Systems

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

**Table 8 Sustainability Indicators: Energy Systems**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Age of Buildings	No	No target was established for this metric	No target	The age of buildings has been increasing in all parts of Surrey and is an indicator of the energy performance of Surrey’s building stock.
Green Certification for New Buildings	No	No target was established for this metric	No target	The number of new green buildings varies from year to year, from a low of 43 in 2012 and a high of 155 in 2013. There were 108 new green buildings in 2014, including one EnerGuide, eight LEED and 99 Built Green certified.
Green Certification for Existing Buildings	No	No target was established for this metric	No target	The number of buildings that undergo “BOMABest” certified energy retrofits has varied between zero and six since 2009. In 2014, six commercial and institutional buildings were retrofitted under the program.

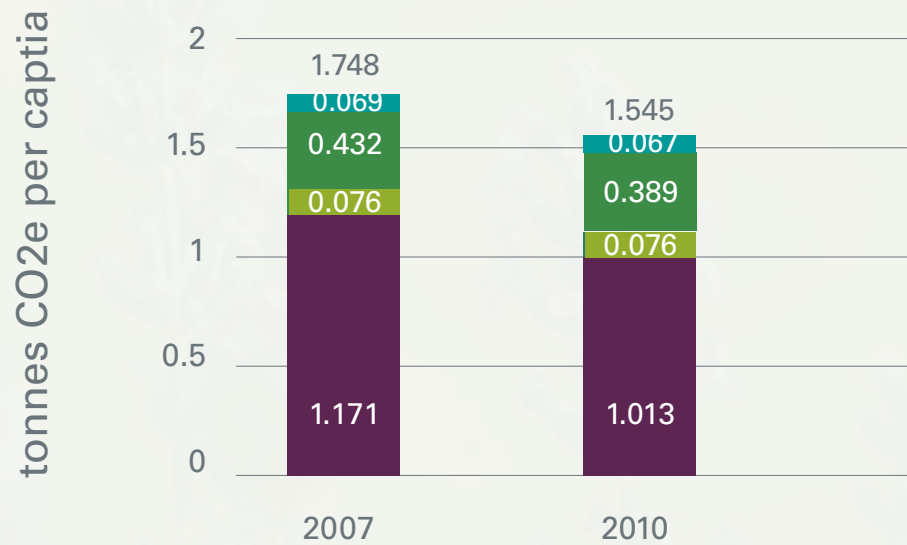
**Table 8 Continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
GHG Emissions from Community Buildings	No	The City aims to reduce GHG emissions 33% per capita by 2020 and 80% per capita by 2050	On target	The per capita GHG emissions from buildings have declined nearly 12% from 1.75 tonnes CO <sub>2</sub> e per capita in 2007 to 1.55 tCO <sub>2</sub> e per capita in 2010.
GHG Emissions from Community Transportation	No	The City aims to reduce GHG emissions 33% per capita by 2020 and 80% per capita by 2050	No target	The per capita GHG emissions from transportation have declined 4% from 2.74 tonnes CO <sub>2</sub> e per capita in 2007 to 2.63 tCO <sub>2</sub> e per capita in 2010.
GHG Emissions from City Facilities	Yes	The City aims to achieve a 20% reduction below the baseline by 2020	On target	Despite the growing number of City facilities, total GHG emissions have decreased nearly 10% from the baseline. This is attributable to the declining carbon intensity in the BC Hydro grid, enhanced energy performance of new buildings, and energy retrofits to existing facilities.
GHG Emissions from City Fleet	Yes	The City aims to achieve a 20% reduction below the baseline by 2020	Off target	2014 GHG emissions from the City's fleet are 12% above the baseline, and 14% above 2013 levels. The increase is attributable to additional vehicle and equipment use for the City's fleet, as well as an increase in vendors' fuel use, primarily due to growth in the City's residential curbside customer base and a significant increase in the amount of organic waste collected.

Figure 8: Per Capita GHG Emissions from Community Buildings  
(BC Climate Action Secretariat)



### Per Capita GHGs from Buildings



- Industrial/Commercial/Institutional Electricity (ICI) Electricity
- ICI Natural Gas
- Residential Electricity
- Residential Natural Gas

## Major Sustainability Actions in 2014

---

### Community Climate Action Strategy

Implementation of the Community Climate Action Strategy began in 2014, following its approval in November 2013. The award-winning Strategy includes the Community Energy and Emissions Plan (CEEP) to guide reductions in community energy spending and greenhouse gas emissions, and the Climate Adaptation Strategy (CAS) which identifies the City's vulnerability to climate change impacts and proposes actions to mitigate risk and cost. Early implementation actions include:

- progress toward the development of a pilot energy efficiency density bonusing policy;
- partnership on the province-wide "Emotive" campaign to increase public interest in electric vehicles;
- support for business energy advising outreach through Metro Vancouver;
- the development of a Buildings Backgrounder to better understand energy use in Surrey's building stock;
- initiation of Project Green Suites, a sustainability outreach pilot program for energy, water and waste reduction in multi-family residential buildings;
- a workshop on neighbourhood-level resilience co-hosted with Evergreen;
- completion of two major studies reviewing flood risk in Surrey, as well as participation in the development of a regional flood management strategy; and
- partnership with UBC on invasive species and urban tree condition assessments using innovative remote sensing technology.

## **Multi-Unit Residential Building Pilot for Market Rental Retrofits**

Property managers from multi-unit residential buildings in Surrey are offered a free energy assessment, connected to incentive programs, and offered free installation of low flow devices in all units. Property managers from approximately 20 buildings have been engaged to date, with promising results.

## **Low Carbon Development Permit Area**

A “Form and Character” Development Permit Area was approved in 2014, which includes guidelines to reduce energy use through landscaping and energy efficient lighting. It encourages the use of other green building features such as alternative energy supplies, green roofs, reduced impervious surfaces, and rainwater collection systems for outdoor use.

## **Green Building Info Centre**

A Green Building Info Centre was established in the New City Hall permitting office and online, and provides displays and information on green building practices. In addition, an online Home Energy Calculator was developed to help homeowners and developers understand the incremental building costs and potential energy savings of incorporating green building features.

## **Community Energy Planner**

With support from BC Hydro, a community energy planner was hired to help implement the Community Energy and Emissions Plan. The major focus of the position is to help achieve major reductions in building energy use and emissions. This role is responsible for both policy development and implementation, and project management of various community emissions reduction programs.

## Climate Change Showdown

The City partnered again in 2014 with the BC Sustainable Energy Association to deliver the Climate Change Showdown (CCS) program in Surrey schools, a program that engages with elementary school students to envision a positive green future and create real greenhouse gas (GHG) emission reductions together with their parents at home.

CCS delivered 30 workshops to over 725 students in Surrey during the 2013/2014 school year and saved an estimated 316 tonnes of CO<sub>2</sub>e. The 4/5 class at Boundary Park Elementary School was the 2014 winner and visited a City Council meeting to be awarded by the Mayor and Council. The program has reduced a total of 2,434t CO<sub>2</sub>e since it began running in Surrey in 2009.



# 5. SOCIO-CULTURAL PILLAR

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

## Theme 8: Housing

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





**Table 9 Sustainability Indicators: Housing**

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Average Home Price in Surrey	No	No target was established for this metric	No target	Prices for single family homes have increased from \$520,000 in 2007 to \$606,000 in 2014. Prices for townhomes and apartments have been more variable over time, with townhomes decreasing slightly to \$316,000 in 2014, and apartments remaining relatively stable around \$207,000.
Core Housing Need	No	The City wants to see a downward trend	Stable	The percentage of renter households in core housing need has remained relatively stable around 38% between 2001 and 2011.
Homelessness	No	The City aims to end homelessness by 2032	Stable	The homeless population has remained at around 400 between 2008 and 2014. However, the proportion of unsheltered homeless (i.e., sleeping on the streets) has decreased by over 54% between 2008 and 2014.

**Table 9 continued**

Indicator	City has Direct Influence	Target	Trend	Movement/Progress
Multi-family housing starts	No	No target was established for this metric	No target	The percentage of multi-family housing starts among new housing starts has fluctuated between 2006 and 2014. There is an overall increasing trend, largely due to the number of townhouses being built. The percentage of new multi-family housing starts decreased to 51% in 2014.
Rental Market	No	No target was established for this metric	No target	Average rental prices have increased slightly across all unit types between 2008 and 2014. This rise in rental prices is less pronounced than the average increase in Metro Vancouver.
Renters in Need	No	The City wants to see a downward trend	Insufficient data	The number of renters in need and spending a least half (INALH) their income in rent rose from 10.8% in 2006 to 11.4% in 2011. However, because of inconsistencies in data quality between Census years, there is insufficient data to establish a trend at this time.
Social Housing	No	No target was established for this metric	No target	The number of social housing units has increased from 4,872 units in 2006 to 5,434 units in 2012. The increase is due to additional units of supportive/ transitional housing units for homeless or at-risk populations. No new units were added in 2014.

# Major Sustainability Actions in 2014

---

## Poverty Reduction Plan

THIS is How We End Poverty in Surrey: Surrey Poverty Reduction Plan identifies opportunities for all levels of government and the community to work together to eradicate poverty in Surrey. The Plan was adopted by Council in July 2012 and the Surrey Poverty Reduction Coalition was then established to mobilize the community and oversee the implementation of the Plan. In 2014, a number of initiatives related to recommendations in the Plan have been undertaken:

- City staff developed an interactive map on the City's website allowing users to select Low Cost and Free information based on their demographic
- The Somali Women's Project is a pilot project with the goal of developing innovative approaches for supporting refugees in becoming economically self-sufficient
- Housing First Landlord Project facilitates the connection between private landlords and the health and service agencies that support people who are homeless
- A "Seeing is Believing" Tour was organized for Service Club representatives to provide an opportunity to learn about poverty through the lived experiences of Surrey residents.

## Welcoming Communities Program and the Local Immigration Partnership

In 2013-2014, the provincially-funded Surrey Welcoming Communities Program was successful in establishing a multi-sector Surrey Welcoming Communities Committee and developing and implementing a Welcoming Communities Action Plan. A range of events and activities were organized, and resources were developed that enhance Surrey's capacity to welcome and include new immigrants and refugees.

In March 2014, the City of Surrey signed a two-year Contribution Agreement with Citizenship and Immigration Canada to establish a Surrey Local Immigration Partnership (LIP). Activities will include: establishing a partnership council, conducting research and consultations, and developing a local immigrant and refugee settlement strategic plan. In 2014, the multi-sectoral LIP Committee was created and two research projects were initiated. One project focused on perceptions of Surrey as a welcoming and inclusive community for newcomers. The second research project was a service mapping project.

## Master Plan for Housing the Homeless in Surrey

Implementation is under way for the Master Plan for Housing the Homeless in Surrey that was adopted by Council in 2013. Initiatives for 2014 include:

- A City of Surrey proposal for a new purpose-built low or minimum barrier shelter and transitional housing facility, developed under the terms and conditions of the City's existing MOU with BC Housing.
- Continuing to strengthen partnerships and collaboration with BC Housing, Fraser Health Authority, the Surrey Homelessness and Housing Society, and other government funders and foundations.

**Figure 9 Homelessness in Surrey**

**(Source: Greater Vancouver Regional Steering Committee on Homelessness)**



# Theme 9: Arts, Culture and Events

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

**Table 10 Sustainability Indicators: Arts, Culture and Events**

Indicator	City Had Direct Influence	Target	Trend	Movement/Progress
Arts and Culture Groups	No	No target was established for this metric	No target	The number of arts and culture groups registered with the Surrey Arts Council has increased steadily from 38 in 2010 to 85 in 2014. Growth is in part due to investments such as the Cultural Grants Program.
Cultural Businesses	No	The City wants to see an upwards trend	On target	The number of business licenses in arts, culture and sports industries has increased steadily from 146 in 2010 to 194 in 2014.
Diversity Awareness Initiatives at City Hall	Yes	The City aims to maintain the number of diversity awareness initiatives held at City Hall over time	On target	The number of awareness initiatives held at City Hall increased from 12 in 2009, to 21 in 2014.

**Table 10 continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Cultural Spaces	Yes	The City wants to see an upward trend	On target	The amount of cultural space provided by the City increased by over 11,000 square feet with the addition of Centre Stage at New City Hall, and the Arts Centre as part of the South Surrey Recreation Centre expansion. That brings the total to 141,292 square feet.
Employment in Arts and Culture	No	The City wants to see an upward trend	Stable	Employment in the arts, culture and sports industries remained stable at 2% of labour force between 2006 and 2011. This compares to 3.3% in the rest of BC.
Protected Heritage Sites	No	No target was established for this metric	No target	The number of protected heritage sites has increased steadily from 48 in 2010 to 63 in 2014. Of these sites, four are natural sites and 59 are human-built sites. No new sites were added in 2014.
Youth Centered Events	Yes	The City wants to see an upward trend	On target	The number of participants in youth events has increased significantly since 2009 from about 5,900 to over 9,500 in 2014. The increase is largely due to greater festival participation and more leadership events.



## Major Sustainability Actions in 2014

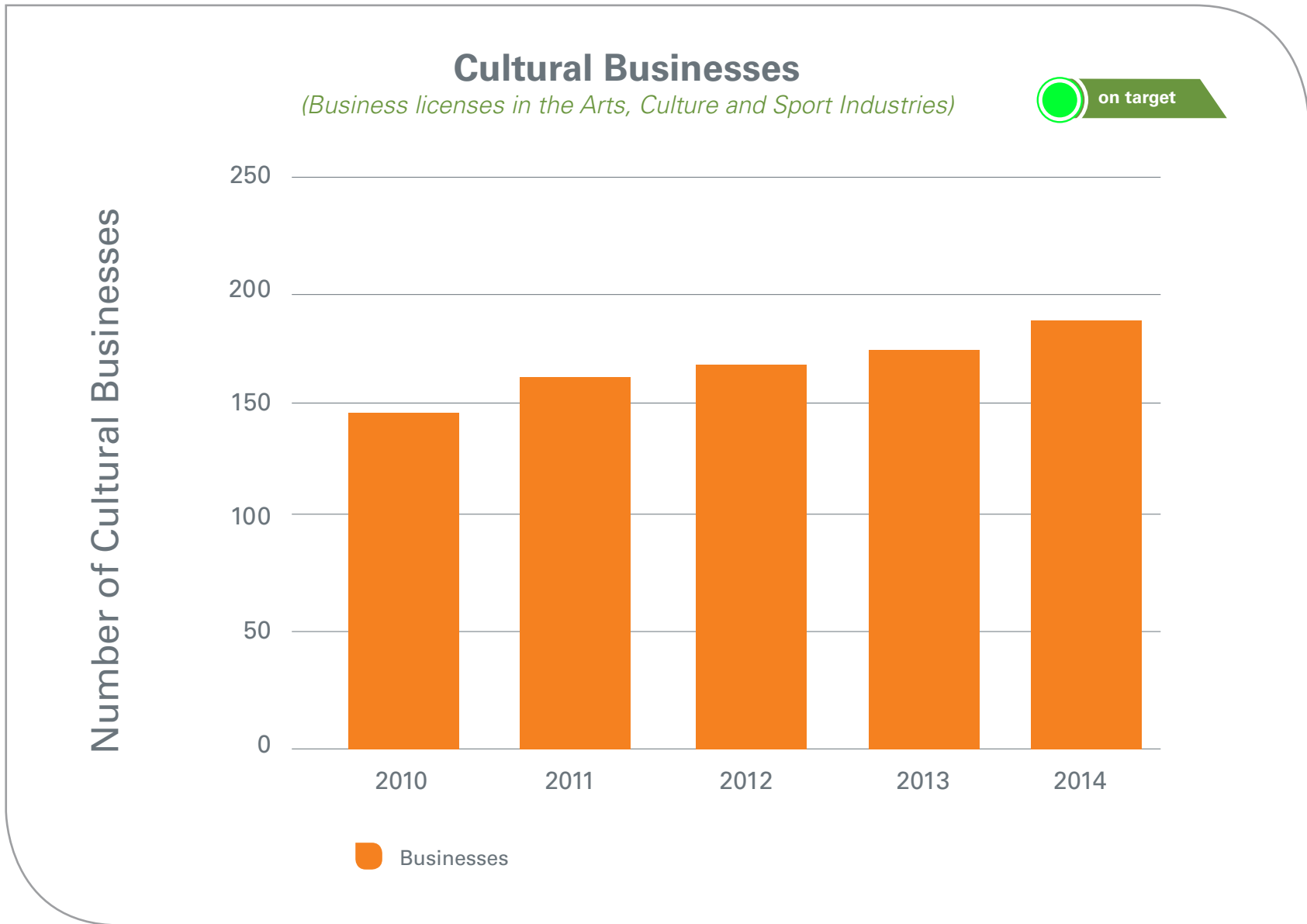
---

### Supporting Surrey's Arts Sector

Surrey's Economic Development Team has been working to determine the landscape of the creative arts sector while identifying where there may be future economic opportunities. In the process of mapping out 338 businesses involved in Surrey's Creative Industry, the team has conducted a review of key stakeholders in Surrey and the Lower Mainland, identifying KPU Design School, SFU SIAT, and the Emily Carr School of Industrial Design as strategic partners for the development of a Creative Economy. Future work will focus on leveraging strategic partnerships to assist with the creation of a 'Cultural Corridor'; an economic hub with academia, business, and artists that facilitates collaboration and draws investment and entrepreneurs who want to invest in the Creative Economy.



Figure 10: Cultural Businesses in Surrey (Source: City of Surrey)



## Cultural Grants Program

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

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

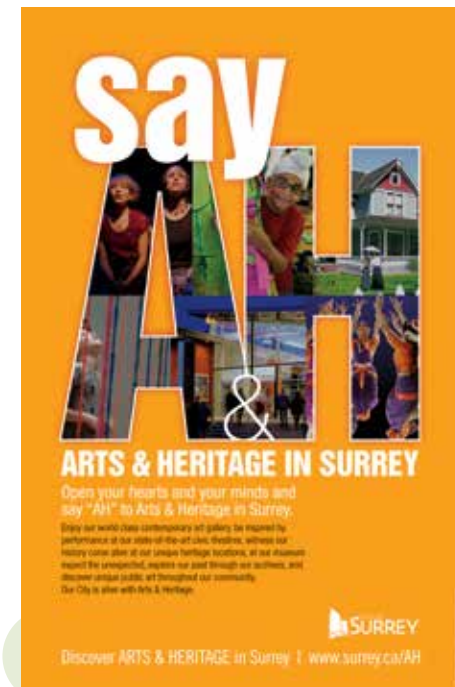
In 2014 there were 52 applications submitted for cultural grants and 35 grants were awarded to groups, in one of the following three categories: Capacity Building Grants; Project Grants, or Start-Up Grants.

## Cultural Marketing Plan for Arts & Heritage

A Strategic Plan for marketing arts and heritage facilities and services was completed in 2014. The purpose of the Plan is to:

- Raise levels of public profile and participation in civic arts and heritage facilities, services and programs in Surrey;
- Develop marketing strategies for Surrey's arts and heritage facilities and services;
- Develop strategies and measurable goals for social media support;
- Strengthen the branding of destination civic arts and heritage venues;

- Develop a strategy for information sharing between civic and community based arts; and
- Launch a new brand identity for Surrey Arts and Heritage "Say AH". This brand has been promoted through banners, transit shelter ads and posters throughout the City.



## South Surrey Recreation and Arts Centre

With funding through the Build Surrey program and a very generous donation of \$250,000 from the South Surrey White Rock Arts Society, the City was able to achieve phase 1 of arts space for South Surrey by adding a pottery studio, a visual arts studio, a multi-purpose Gallery space and office space as an addition to the South Surrey Recreation Centre. This space is operated by Semiahmoo Arts and serves the needs of a number of local arts groups along with offering a variety of arts programs to the general public.

## Centre Stage at City Hall

Situated in the Council Chambers at Surrey's City Hall, this innovative and intimate performance space has seating for 200. Centre Stage is a tribute to Surrey's innovative approach to the development of City Centre, and dedication to the concept of community activation of public spaces. With state-of-the-art sound, lighting, and audio visual equipment, Centre Stage is perfect for film screenings, live music, theatre and dance performances as well as meetings and seminars. In combination with City Room these new venues have hosted over 100 events in the first year of operation.

## Sport Tourism

Sport Tourism in the City has grown substantially in the past few years; Surrey is almost at capacity for hotel rooms in relation to sporting events. A range of notable events have been hosted in Surrey, including: Water Polo National League, Canada Cup Field Hockey, Ringette BC Provincials, Skate BC Super Series, Canadian Open Fastpitch, and the Vancouver Whitecaps Adidas Cup. A Sport Tourism Grant will be initiated in 2016 to help community organizations put on events.

## Surrey Leadership Action Conference:

SLAC is an annual conference organized by youth, for youth. It is jam-packed with resources and opportunities for young leaders to learn, share, and grow. SLAC is the only event in Surrey that brings such a large group of youth together to build skills, share talents, and make an impact on the local community. SLAC is organized by a planning team representing a diverse group of 20 youth organizations across Surrey who come together to organize and facilitate the conference. Over 100 youth have participated each year for the past three years, and 120 participants have carried out community engagement projects that emerged from SLAC.

# Theme 10: Health and Safety

Safety is about reducing violence and crime, as well as promoting community well-being. Individuals must be supported in making good decisions that affect personal and family health. A detailed description of each of the theme's indicators can be found online at [surrey.ca/dashboard](http://surrey.ca/dashboard).

**Table 11 Sustainability Indicators: Health and Safety**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Availability of Doctors	No	The City aims to have the number of doctors per 100,000 residents on par with other urban centres in BC	Off target	The number of doctors (general practitioners and specialists) has increased slightly from 125 per 100,000 residents in 2008 to 133 per 100,000 in 2013. However, this is below the average availability in other urban centres in BC.
Crime Prevention Through Environmental Design (CPTED) Certified Developments	No	No target was established for this metric	No target	The number of new developments which were reviewed with a CPTED lens has varied between 26 developments in 2009 and 51 developments in 2012. In 2014, 30 developments were reviewed.
Criminal Offences	No	The City wants to see a downward trend	Off target	An upward trend in crime rates was experienced in Surrey and across the Lower Mainland in 2014. A number of crime reduction strategies have been implemented, including a series of community forums to engage neighbourhoods in addressing local crime and safety issues.

**Table 11 Continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Current Smokers	No	The City wants to see a downwards trend with levels continuously below the BC average	On target	The percentage of daily or occasional smokers has decreased over time and been consistently below those recorded for BC. In 2014, 12.3% of Surrey residents (12 and older) were daily or occasional smokers, versus 16.2% of BC residents.
Graffiti Reports	No	The City wants to see a downward trend	On target	The number of graffiti reports has varied between 345 and 1,072, with the last two years at the higher end due to an enhanced reporting program. In 2014, there were 615 graffiti reports.
Healthy Food Vending	No	The City aims to equip 75% of vending machines with healthy food choices by 2015, 90% by 2018 and 100% by 2028	On target	For the past two years, the City has met its target to have 75% healthy food options available in City vending machines by 2015.
Break and Enters	No	The City wants to see a downward trend	Off target	An upward trend in B&E was experienced in Surrey and across the Lower Mainland in 2014; however, the rate of B&E in Surrey has shown a promising decline over the first half of 2015. The Detachment continues to focus on property crime in an effort to drive down crime rates down.
Low Birth Weight Babies	No	The City wants to see a downward trend	Stable	The percentage of babies born with a low birth weight has remained relatively static, most recently at 6.8% in 2011.

## Major Sustainability Actions in 2014

---

### Crime Reduction Strategy

The City's Crime Reduction Strategy is a comprehensive problem solving approach which addresses crime through the engagement of multiple partners from across all sectors to address the root causes of crime. Each year progress occurs on the 107 recommendations which span across the following four key strands: Prevent and Deter Crime; Apprehend and Prosecute Offenders; Rehabilitate and Reintegrate; and Reality and Perceptions of Crime. Some of the many initiatives the City took to reduce crime in 2014 included Gang Prevention and the Mayor's Task Force on Crime, discussed below.

### Mayor's Task Force on Crime

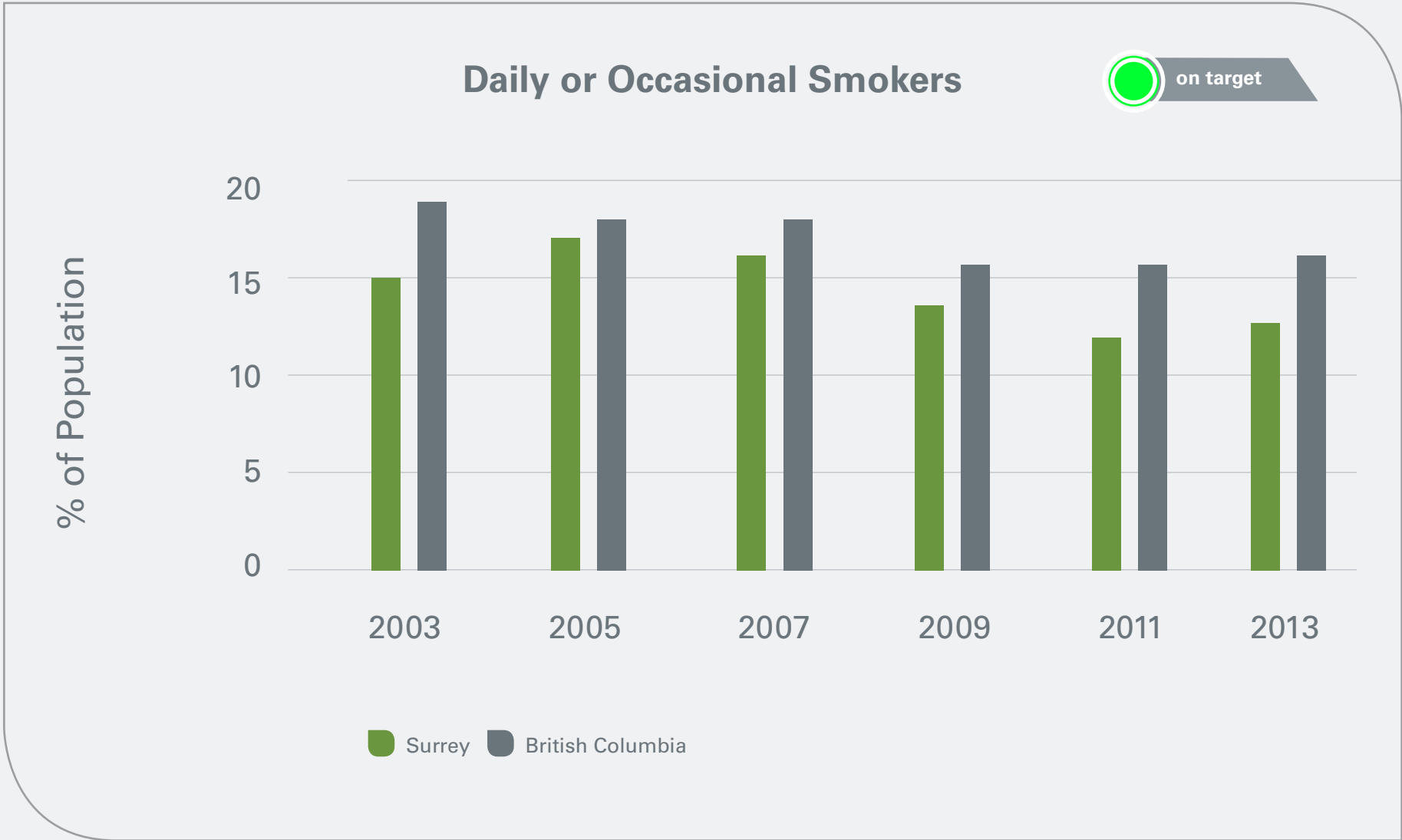
The Mayor's Task Force on Crime was struck on November 18, 2013 to address the issues relating to the City's homicides. Since that time, Task Force partners (including RCMP, Fire Services and By-law Enforcement) have been actively disrupting criminal activity in the City's most high risk locations. The High Risk Location (HRL) Initiative was conducted from December 6, 2013

to March 15, 2014, and involved a covert enforcement phase followed by an overt enforcement and suppression phase, or Uniformed Deployment. The initiative's early success resulted in it being adopted more formally as a program, with efforts continuing into 2015.

### Block Watch Program

The Block Watch program continued to grow, with 90 new block watches formed during 2014. Surrey RCMP hosted an inaugural Block Watch Symposium, in partnership with other City Departments and ICBC, to engage and mobilize over 350 community members around issues of public safety. The Surrey RCMP also delivered 92 crime prevention presentations to 2,672 participants, as well as 43 community safety presentations targeting over 1100 newcomers and refugees.

Figure 11 Current Smokers (Source: Statistics Canada)



## Surrey Steps Up Launch

The City and Surrey RCMP launched the Surrey Steps Up campaign to encourage community involvement in creating positive change in neighbourhoods to enhance safety and livability. A community forum was held to kick things off, featuring keynote speaker and renowned community arts activist Jason Roberts of the Build a Better Block Project. The forum spawned several grassroots community initiatives, including The Grove Project and the Fleetwood Street Festival. The Youth engagement component of Surrey Steps Up was launched on Pink Shirt Day and culminated in a showcase event hosted by the Mayor at City Hall during Youth Week.

## Citizens Police Academy

Surrey RCMP introduced the Citizens Police Academy, a ten week program designed to give residents an inside look into policing in Surrey. It is being expanded in 2015 to include a youth stream. The Detachment also held Open House events at our District Offices during Police Week and Doors Open, and launched a new Pop-Up Detachment program, to provide citizens an opportunity to meet local police and see interactive displays on the work being done by Surrey RCMP.



## Age-Friendly Strategy for Seniors

In 2014, the City of Surrey adopted the Age-Friendly Strategy for Seniors with a vision for a city where people can enjoy being active and engaged for life in their community. The Strategy was developed following extensive consultation with seniors in the community, other levels of government, service agencies and in reference to published research. The strategy focuses on four key outcome areas: safety, health and wellness; transportation and mobility; home; buildings and outdoor spaces. The City of Surrey is currently designated as an Age Friendly City by the provincial government and each year hosts several community forums, in multiple languages, to help educate seniors and their families about elder abuse and neglect and how to plan to avoid becoming vulnerable. The Age-Friendly Strategy for Seniors will be instrumental in guiding the city to provide community based supports, infrastructure and resources that will meet the needs of an aging population.



# Theme 11: Education and Learning

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

**Table 12 Sustainability Indicators: Education and Learning**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Early Childhood Development	No	The City aims to see the percentage of vulnerable children drop to 15% by 2015 and to 5% by 2058	Off target	The percentage of children vulnerable in at least one scale of the Early Development Instrument scale (EDI) increased from 30% in 2009 to 34% in 2012/13 (compared to the provincial vulnerability rate of 32.5%). This reinforces the importance of continued efforts of the City, School District and other partners to strengthen access to services including early learning supports and family resource programs.
High School Graduation	No	The City aims to increase the high school graduation rate to 95% by 2058 and at least a 2% increase per decade	On target	The graduation rate within six years of entering high school in Surrey has steadily increased from 81.7% in 2007/08 to 88.8% in 2013/14.

**Table 12 Continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Licensed childcare spaces per 100 children	No	The City wants to see the number of spaces per child increase over time	Stable	The number of licensed childcare spaces has remained relatively stable at around 8.5 spaces per 100 for children under 12 years. Partnership opportunities (including provincial funding) and business models continue to be explored to increase the number of spaces.
Post secondary Enrolment	No	The City wants to see an upward trend	On target	An increasing number of students are enrolled at SFU and Kwantlen Polytechnic University. The total number of students increased by over 10,000 since 2009/10 to 28,000 students enrolled in 2013/14.
Post secondary Certification	No	No target was established for this metric	No target	The level of post-secondary achievement increased slightly from 48% in 2006 to 49.8% of the population having some level of post-secondary certification in 2011.
Transition to post secondary	No	No target was established for this metric	No target	The percentage of high school graduates immediately enrolled in post-secondary programs has remained relatively stable, and was 57.9% in 2012/2013.

## Major Sustainability Actions in 2014

---

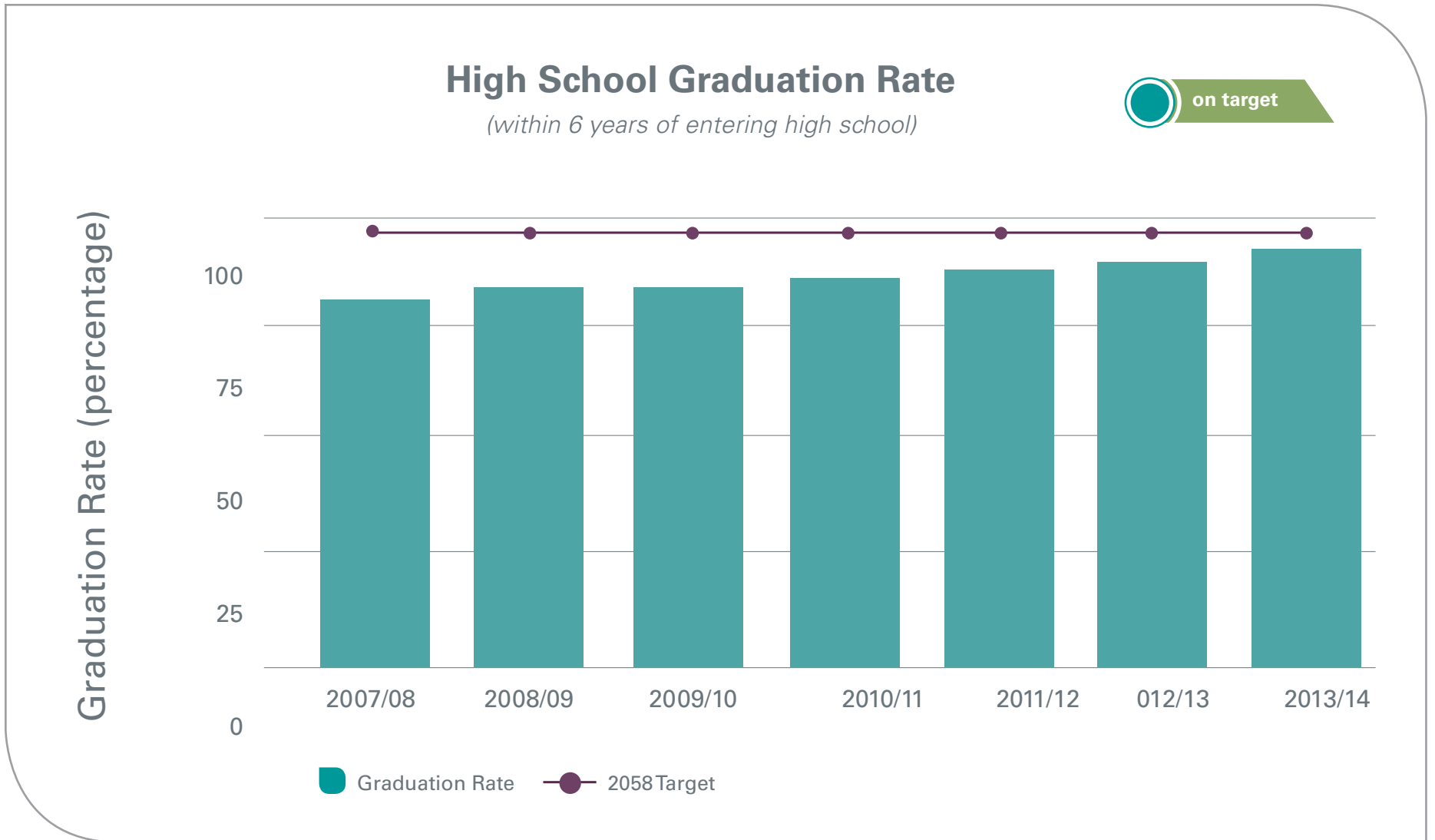
### United Way Lower Mainland (UWLM) Avenues of Change Initiative (AOC)

AoC is an early years place-based initiative that aims to improve early childhood vulnerability outcomes. Public partners and community agencies are working toward a shared vision and metrics of success through a joint leadership committee. Options Community Services Society has been selected to host the Project Director position that is directly responsible for coordination and implementation of the AoC network.

AoC Action Strategies include the Support on the Go project, which provides easy access and stigma-free drop-in information on mental health including referrals, and self-help. Prevention-focused support that enhances existing early years programs and services include Family Resource Programs, Mother Goose, Library and StrongStart environments.

Fraser Health is supporting local agencies with the development of the Early Years Health Promotion Peer Ambassadors program to build community capacity through peer education and increase linkages to culturally-relevant health services. The project includes the development of an Early Years asset mapping initiative that the City is helping to create and will be public in the fall of 2015.

Figure 10: High School Graduation Rate (BC Ministry of Education)



# Theme 12: Access to Government

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

**Table 13 Sustainability Indicators: Access to Government**

Indicator	City Had Direct Influence	Target	Trend	Movement/Progress
Registration in City Programs	Yes	No target was established for this metric	No target	The number of City programs for children, youth or adults has increased from approximately 24,000 in 2009 to over 30,000 in 2014, though the increase is primarily due to a change in accounting methodology implemented over the past two years.
Volunteers with the City	Yes	The City aims to achieve a 2% increase in volunteerism annually	On target	The number of volunteers with the City of Surrey has increased over the past five years from just over 3,000 in 2010 to over 4,000 in 2014.

**Table 13 Continued**

Indicator	City Has Direct Influence	Target	Trend	Movement/Progress
Facilities that offer City Programs	Yes	The City aims to see an upward trend	Off target	The number of facilities that offer City services and programs decreased over the past two years due to fewer programs being offered in schools.
Public Meetings	Yes	The City aims to see an upward trend	Off target	The number of public meetings organized by the City Clerk's office has fluctuated: it increased from 2009 to 2012, but then decreased to 200 meetings in 2014.
Skills in Language Interpretation	Yes	The City wants to see an upward trend	Off target	The percentage of City staff that volunteer to be part of Surrey's language interpretation program decreased from 9.5% in 2009 and has been maintained at 5% since 2012.
Use of Civic Facilities	Yes	No target was established for this metric	No target	The number of facility space rentals has increased steadily from 66,000 bookings in 2009, to over 80,000 events in 2014.



## Major Sustainability Actions in 2014

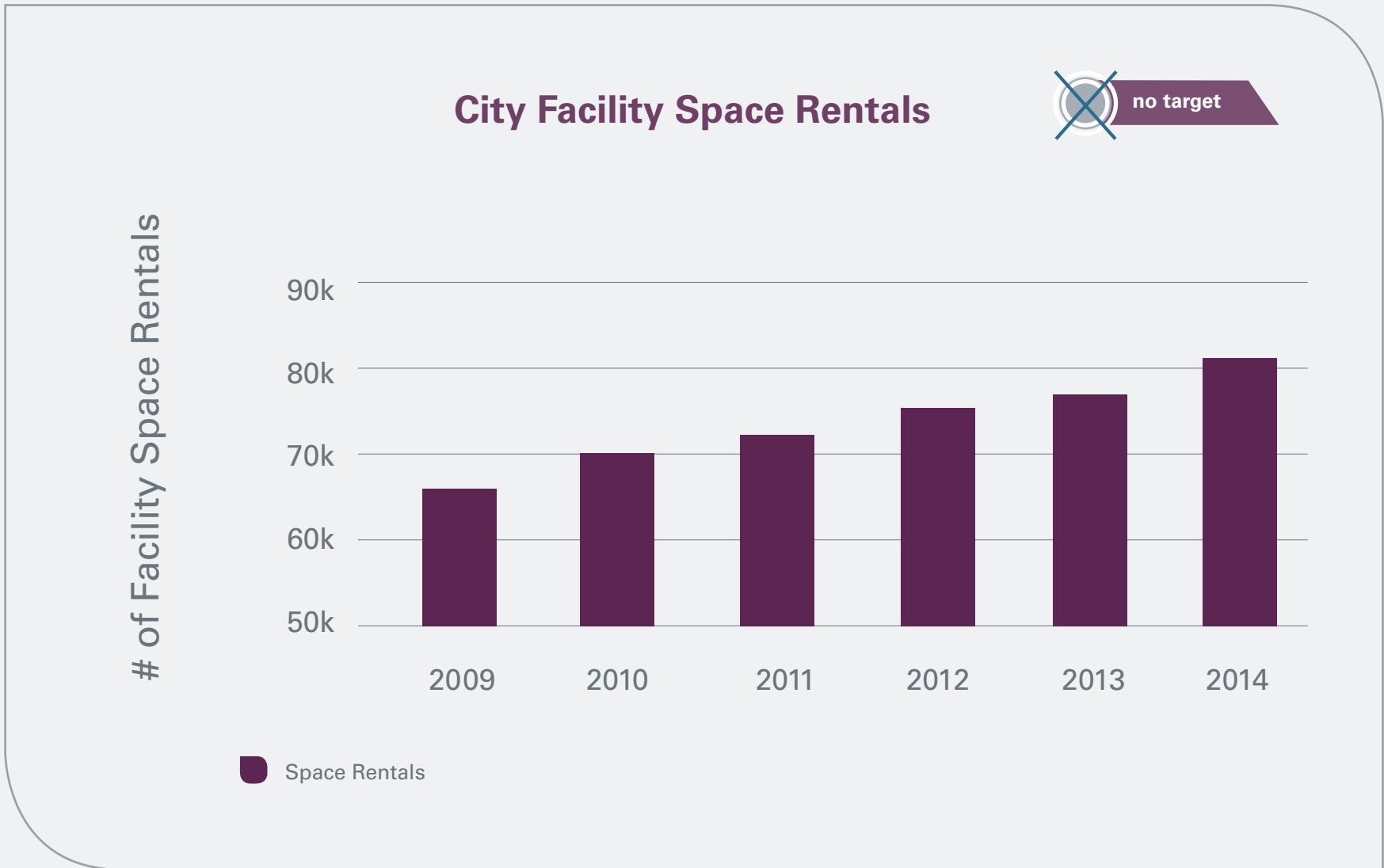
---

### Volunteerism

The City's vision is to build a healthy, cohesive community through the widespread involvement of diverse volunteers within Surrey's Parks, Recreation & Culture Departments, the Fire Department and the RCMP. Volunteers' achievements are evident everywhere around our City. From cultural celebrations to the Surrey Youth Stewardship Squad, volunteers make a huge impact on the City of Surrey. They have played - and continue to play - a huge part in great programs and events.



Figure 13 Use of Civic Facilities (Source: City of Surrey)



## Expanded Reporting Options

A new Surrey specific mobile phone App was released in 2014 to make it easier for residents and businesses to submit service requests and report issues to the City. The Surrey Request App allows people to take photos and report concerns such as potholes, illegal dumping, localized flooding, graffiti and other issues from their mobile device.

In addition, Surrey RCMP implemented a new online reporting system that allows citizens to report less serious offences over the internet. Information on how to report crimes and suspicious incidents to the Surrey RCMP was also included in the Surrey Request App for mobile devices.

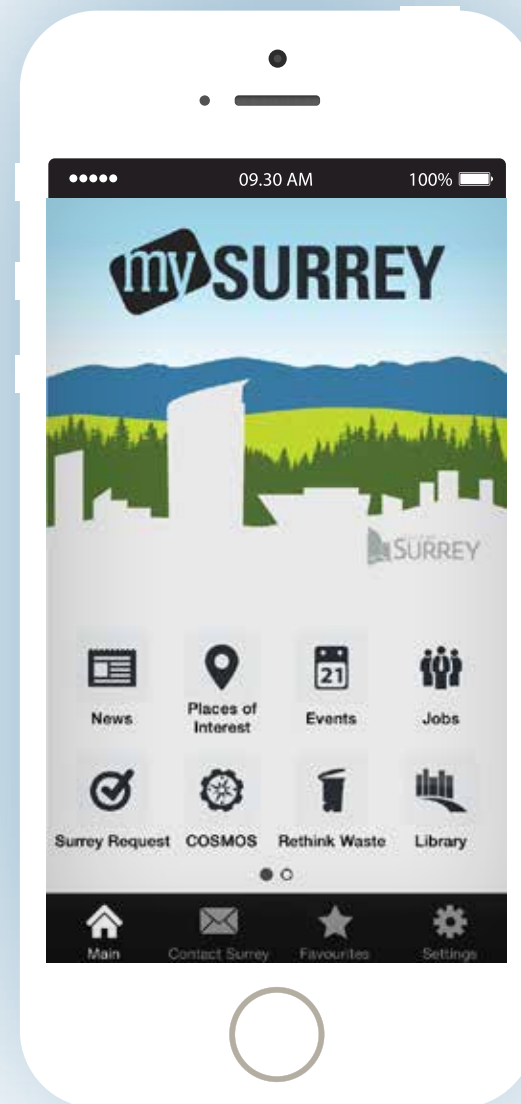
In an effort to increase community involvement in crime reduction, a "REPORT IT" card was developed by the Crime Reduction Office and 10,000 copies were distributed in 2013. In 2014, the card was modified and renamed the "Surrey Services – Do Your Part, Make the Call" card and was mailed out to 65,000 residents in their utility bills throughout the year. A further 20,000 cards were distributed through recreation centres, libraries, community detachments and a variety of events.

## City Wide Wifi Services

In 2014, the City entered into an agreement with Shaw to enable free public Wi-Fi services at over 40 City facilities. The Wi-Fi services will offer both Shaw customers and non-Shaw customers a complimentary wireless network at key locations throughout the City, enabling citizens and visitors to be socially engaged and well connected. Shaw is providing the service through their Shaw Go Wi-Fi Guest Access program in exchange for permission to attach Wi-Fi equipment and services to City owned facilities and property.

## Launch of Open Data Catalogue

Surrey's Open Data Program is the cornerstone of the City's commitment to be an open, transparent and accessible government that seeks to strengthen trust and engagement between citizens and government. In 2014, Surrey launched the Open Data Catalogue as the primary means of achieving our goal to increase access to public data. The Catalogue increases efficiency and productivity for staff and public by making the data readily available to everyone.





# LOOKING AHEAD PRIORITIES FOR 2015

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

Looking ahead to 2015, the City aims to achieve the following key milestones:

- Continue to implement the Community Climate Action Strategy, including work on climate adaptation (particularly sea level rise and design construction levels) and reducing building energy and emissions through pilot projects;
- Update the Sustainability Charter to refresh the vision, goals and strategic directions, in order to more effectively guide the City in embedding sustainability into daily decisions and operations; and
- Continue to update the Sustainability Dashboard as a monitoring and reporting tool.



Design, layout and production provided by the City of Surrey - Marketing & Communications | Prepared by the City of Surrey Sustainability Office  
13450 104 Avenue, Surrey, British Columbia V3T 1V8 [Visit our web site at www.surrey.ca](http://www.surrey.ca)



A COMMITMENT TO SUSTAINABILITY