

NO: R247

COUNCIL DATE: **November 7, 2016**

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **November 2, 2016**

FROM: **General Manager, Planning & Development** FILE: **0512-02**
General Manager, Finance & Technology
Manager, Sustainability

SUBJECT: **Platinum Certification on ISO 37120 Sustainable Development of**
Communities: *Indicators for City Services and Quality of Life*

RECOMMENDATION

The Planning & Development Department and the Finance & Technology Department recommend that Council receive this report as information.

INTENT

This report updates Council on the certification efforts associated with ISO 37120, a new global standard for measuring the sustainable development of communities.

POLICY CONSIDERATIONS

In 2015, the City of Surrey was asked to participate in the newly created World Council on City Data (WCCD) and a new international standard for cities: *ISO 37120 Sustainable Development of Communities: Indicators for City Services and Quality of Life*. This certification aligned with reporting through the Sustainability Dashboard and with the Sustainability Charter as the overarching policy document for the City.

BACKGROUND

At its Regular Meeting on December 13, 2010, Council considered Corporate Report No. R253;2010, which documented the list of indicators and targets that would be used to monitor progress on sustainability for the City. Since 2012, the City's Sustainability Dashboard (www.surrey.ca/dashboard) has provided a visual representation of the City's performance on the selected indicators and targets, tied to the Sustainability Charter goals and desired outcomes.

Recently, a new international standard for cities was developed with the International Organization for Standardization, entitled *ISO 37120 Sustainable Development of Communities: Indicators for City Services and Quality of Life*. The organization leading these efforts is the WCCD.

ISO 37120 is called "the first international standard on city metrics" and includes 46 core indicators that cities must report on and another 54 supporting indicators; a list of these indicators is included as Appendix "I" to this report. Several levels of ISO 37120 certification exist based on the number of metrics reported:

- **Platinum** – 91 to 100 indicators (46 core indicators and 45 to 54 supporting indicators)
- **Gold** – 76 to 90 indicators (46 core and 30 to 44 supporting)
- **Silver** – 60 to 75 indicators (46 core and 14 to 29 supporting)
- **Bronze** – 46 to 59 indicators (46 core and 0 to 13 supporting)
- **Aspirational** – 30 to 45 core indicators

At its Regular Meeting on November 16, 2015, Council considered Corporate Report No. R227;2015 and approved proceeding with the City's certification under ISO 37120.

DISCUSSION

The City has now successfully completed the ISO 37120 report for 2016, and has been awarded WCCD Platinum Certification based on the recommendation of the independent, third party verifier who has reviewed the City's data. As a result, Surrey will be registered in the WCCD Global Cities Registry for ISO 37120 for 2016 and City data will be uploaded to the WCCD Open City Data Portal. The City will be required to renew certification every year to remain ISO 37120 certified and part of the WCCD Global Cities Registry. There are currently 41 cities on the Registry including Helsinki, Johannesburg, Melbourne, London, San Diego, and Toronto. Surrey is one of two cities certified Platinum in 2016, and one of five Canadian cities on the Registry. Surrey is also the first city certified in British Columbia and in western Canada.

The Sustainability Dashboard is the City's current reporting tool on progress towards the sustainability vision; the existing Dashboard will soon be updated with the most current year (2015) data. A larger project is also underway to create a more user-friendly City Dashboard that will encompass the Sustainability Charter's broader outcome measures, complemented by pertinent and service-oriented ISO 37120 measures. The Dashboard will also be aligned to the recent Public Safety Strategy and other corporate strategic areas. The City Dashboard refresh will be completed in 2017.

The ISO 37120 standard is well aligned with the City's philosophies of transparent government, open data, and continuous improvement. Pursuing ISO 37120 certification will allow the City to benchmark itself against other leading world cities in a number of areas, including core city services, leading to potential performance improvements. Reporting to a globally significant and rigorous standard will also elevate the importance of monitoring through the City Dashboard, and focus City performance on moving towards established targets.

SUSTAINABILITY CONSIDERATIONS

The Sustainability Charter 2.0 includes a vision, goals, and desired outcomes for a thriving, green, inclusive city. The Charter's section on Corporate Sustainability outlines Objective #3 to:

- Ensure that customer interaction with the City is convenient, efficient, data-driven, and measurable. As part of this, continue to monitor and report on progress through the City's Dashboard, and ensure transparency and accountability through the City's Open Data, ISO 37120 certification, and Smart Surrey initiatives.

CONCLUSION

The City has achieved Platinum certification under the ISO 37120 standard for Sustainable Development of Communities. This achievement will allow better benchmarking of City performance and is linked to ongoing reporting efforts through the City Dashboard.

Original signed by
Jean Lamontagne
General Manager,
Planning & Development

Original signed by
Vivienne Wilke, CGA, CPA
General Manager,
Finance & Technology

Original signed by
Anna Mathewson, MCIP, RPP
Sustainability Manager

Attachments:
Appendix "I" - ISO 37120 List of Indicators

AM/ss

\\file-server1\plandev\wp-docs\sustainability\16data\oct-dec\10171554am.docx
03/11/2016 5:05 PM ss

ISO 37120: LIST OF INDICATORS

5 Economy

- + 5.1 City's unemployment rate (core indicator)
- + 5.2 Assessed value of commercial and industrial properties as a percentage of total assessed value of all properties (core indicator)
- + 5.3 Percentage of city population living in poverty (core indicator)
- + 5.4 Percentage of persons in full-time employment (supporting indicator)
- + 5.5 Youth unemployment rate (supporting indicator)
- + 5.6 Number of businesses per 100 000 population (supporting indicator)
- + 5.7 Number of new patents per 100 000 population per year (supporting indicator)

6 Education

- + 6.1 Percentage of female school-aged population enrolled in schools (core indicator)
- + 6.2 Percentage of students completing primary education: survival rate (core indicator)
- + 6.3 Percentage of students completing secondary education: survival rate (core indicator)
- + 6.4 Primary education student/teacher ratio (core indicator)
- + 6.5 Percentage of male school-aged population enrolled in schools (supporting indicator)
- + 6.6 Percentage of school-aged population enrolled in schools (supporting indicator)
- + 6.7 Number of higher education degrees per 100 000 population (supporting indicator)

7 Energy

- + 7.1 Total residential electrical energy use per capita (kWh/year) (core indicator)
- + 7.2 Percentage of city population with authorized electrical service (core indicator)
- + 7.3 Energy consumption of public buildings per year (kWh/m²) (core indicator)
- + 7.4 The percentage of total energy derived from renewable sources, as a share of the city's total energy consumption (core indicator)
- + 7.5 Total electrical energy use per capita (kWh/year) (supporting indicator)
- + 7.6 Average number of electrical interruptions per customer per year (supporting indicator)
- + 7.7 Average length of electrical interruptions (in hours) (supporting indicator)

8 Environment

- + 8.1 Fine particulate matter (PM2.5) concentration (core indicator)
- + 8.2 Particulate matter (PM10) concentration (core indicator)
- + 8.3 Greenhouse gas emissions measured in tonnes per capita (core indicator)
- + 8.4 NO₂ (nitrogen dioxide) concentration (supporting indicator)
- + 8.5 SO₂ (sulphur dioxide) concentration (supporting indicator)
- + 8.6 O₃ (Ozone) concentration (supporting indicator)
- + 8.7 Noise pollution (supporting indicator)
- + 8.8 Percentage change in number of native species (supporting indicator)

9 Finance

- + 9.1 Debt service ratio (debt service expenditure as a percentage of a municipality's own-source revenue) (core indicator)
- + 9.2 Capital spending as a percentage of total expenditures (supporting indicator)
- + 9.3 Own-source revenue as a percentage of total revenues (supporting indicator)
- + 9.4 Tax collected as a percentage of tax billed (supporting indicator)

10 Fire and emergency response

- + 10.1 Number of firefighters per 100 000 population (core indicator)
- + 10.2 Number of fire related deaths per 100 000 population (core indicator)
- + 10.3 Number of natural disaster related deaths per 100 000 population (core indicator)
- + 10.4 Number of volunteer and part-time firefighters per 100 000 population (supporting indicator)
- + 10.5 Response time for emergency response services from initial call (supporting indicator)
- + 10.6 Response time for fire department from initial call (supporting indicator)

11 Governance

- + 11.1 Voter participation in last municipal election (as a percentage of eligible voters) (core indicator)
- + 11.2 Women as a percentage of total elected to city-level office (core indicator)
- + 11.3 Percentage of women employed in the city government workforce (supporting indicator)
- + 11.4 Number of convictions for corruption and/or bribery by city officials per 100 000 population (supporting indicator)
- + 11.5 Citizens' representation: number of local officials elected to office per 100 000 population (supporting indicator)
- + 11.6 Number of registered voters as a percentage of the voting age population (supporting indicator)

- [-] 12 Health
 - [+] 12.1 Average life expectancy (core indicator)
 - [+] 12.2 Number of in-patient hospital beds per 100 000 population (core indicator)
 - [+] 12.3 Number of physicians per 100 000 population (core indicator)
 - [+] 12.4 Under age five mortality per 1 000 live births (core indicator)
 - [+] 12.5 Number of nursing and midwifery personnel per 100 000 population (supporting indicator)
 - [+] 12.6 Number of mental health practitioners per 100 000 population (supporting indicator)
 - [+] 12.7 Suicide rate per 100 000 population (supporting indicator)
- [-] 13 Recreation
 - [+] 13.1 Square meters of public indoor recreation space per capita (supporting indicator)
 - [+] 13.2 Square meters of public outdoor recreation space per capita (supporting indicator)
- [-] 14 Safety
 - [+] 14.1 Number of police officers per 100 000 population (core indicator)
 - [+] 14.2 Number of homicides per 100 000 population (core indicator)
 - [+] 14.3 Crimes against property per 100 000 (supporting indicator)
 - [+] 14.4 Response time for police department from initial call (supporting indicator)
 - [+] 14.5 Violent crime rate per 100 000 population (supporting indicator)
- [-] 15 Shelter
 - [+] 15.1 Percentage of city population living in slums (core indicator)
 - [+] 15.2 Number of homeless per 100 000 population (supporting indicator)
 - [+] 15.3 Percentage of households that exist without registered legal titles (supporting indicator)
- [-] 16 Solid waste
 - [+] 16.1 Percentage of city population with regular solid waste collection (residential) (core indicator)
 - [+] 16.2 Total collected municipal solid waste per capita (core indicator)
 - [+] 16.3 Percentage of the city's solid waste that is recycled (core indicator)
 - [+] 16.4 Percentage of the city's solid waste that is disposed of in a sanitary landfill (supporting indicator)
 - [+] 16.5 Percentage of the city's solid waste that is disposed of in an incinerator (supporting indicator)
 - [+] 16.6 Percentage of the city's solid waste that is burned openly (supporting indicator)
 - [+] 16.7 Percentage of the city's solid waste that is disposed of in an open dump (supporting indicator)
 - [+] 16.8 Percentage of the city's solid waste that is disposed of by other means (supporting indicator)
 - [+] 16.9 Hazardous Waste Generation per capita (tonnes) (supporting indicator)
 - [+] 16.10 Percentage of the city's hazardous waste that is recycled (supporting indicator)
- [-] 17 Telecommunication and innovation
 - [+] 17.1 Number of internet connections per 100 000 population (core indicator)
 - [+] 17.2 Number of cell phone connections per 100 000 population (core indicator)
 - [+] 17.3 Number of landline phone connections per 100 000 population (supporting indicator)
- [-] 18 Transportation
 - [+] 18.1 Kilometres of high capacity public transport system per 100 000 population (core indicator)
 - [+] 18.2 Kilometres of light passenger public transport system per 100 000 population (core indicator)
 - [+] 18.3 Annual number of public transport trips per capita (core indicator)
 - [+] 18.4 Number of personal automobiles per capita (core indicator)
 - [+] 18.5 Percentage of commuters using a travel mode to work other than a personal vehicle (supporting indicator)
 - [+] 18.6 Number of two-wheel motorized vehicles per capita (supporting indicator)
 - [+] 18.7 Kilometres of bicycle paths and lanes per 100 000 population (supporting indicator)
 - [+] 18.8 Transportation fatalities per 100 000 population (supporting indicator)
 - [+] 18.9 Commercial air connectivity (number of non-stop commercial air destinations) (supporting indicator)

- [-] 19 Urban planning
 - [+] 19.1 Green area (hectares) per 100 000 population (core indicator)
 - [+] 19.2 Annual number of trees planted per 100 000 population (supporting indicator)
 - [+] 19.3 Areal size of informal settlements as a percentage of city area (supporting indicator)
 - [+] 19.4 Jobs/housing ratio (supporting indicator)
- [-] 20 Wastewater
 - [+] 20.1 Percentage of city population served by wastewater collection (core indicator)
 - [+] 20.2 Percentage of the city's wastewater that has received no treatment (core indicator)
 - [+] 20.3 Percentage of the city's wastewater receiving primary treatment (core indicator)
 - [+] 20.4 Percentage of the city's wastewater receiving secondary treatment (core indicator)
 - [+] 20.5 Percentage of the city's wastewater receiving tertiary treatment (core indicator)
- [-] 21 Water and sanitation
 - [+] 21.1 Percentage of city population with potable water supply service (core indicator)
 - [+] 21.2 Percentage of city population with sustainable access to an improved water source (core indicator)
 - [+] 21.3 Percentage of population with access to improved sanitation (core indicator)
 - [+] 21.4 Total domestic water consumption per capita (litres/day) (core indicator)
 - [+] 21.5 Total water consumption per capita (litres/day) (supporting indicator)
 - [+] 21.6 Average annual hours of water service interruption per household (supporting indicator)
 - [+] 21.7 Percentage of water loss (unaccounted for water) (supporting indicator)