

NO: R159

COUNCIL DATE: **September 9, 2013**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 5, 2013**

FROM: **General Manager, Engineering
Manager, Sustainability**

PROJECT FILE: **1213-401**

SUBJECT: **Sustainability Outreach Pilot Program for Multi-Family Developments**

RECOMMENDATIONS

The Engineering Department and the City Manager's Department recommend that Council:

1. Receive this report as information;
2. Approve an increase to Contract M.S. 1213-401-PS₁ with Dillon Consulting Ltd. in the amount of \$47,900, from \$96,000 to \$143,900 including GST, and an increase to the total expenditure limit from \$105,600 to \$158,000, to provide program management of the Sustainability Outreach Pilot Program as generally described in this report; and
3. Approve an increase to Contract M.S. 1213-401-PS₂ with Dillon Consulting Ltd. in the amount of \$14,400, from \$132,600 to \$147,000 including GST, and an increase to the total expenditure limit from \$143,000 to \$162,000, to provide for student salaries in support of the Sustainability Outreach Pilot Program.

INTENT

The purpose of this report is to provide information about a new Sustainability Outreach Pilot Program for multi-family developments and to obtain approval for an increase in the expenditure authorization limit of the Professional Services Agreements for Operation Save H₂O in support of the Program.

BACKGROUND

Operation Save H₂O was initiated in 2008 to promote water conservation in Surrey. The Operation Save H₂O Program is focused on improving stewardship of the Region's water resources. Under the Program homeowners are provided with information and strategies about how to reduce water usage, which will also save them money.

The education component of the Operation Save H₂O Program is delivered by means of teams of students travelling on bicycles within the City's neighbourhoods going door-to-door. The teams answer questions raised by residents regarding water and sewer utility charges and offer information that is intended to assist residents in reducing their domestic use of water.

The student teams also prepare educational materials and attend community events to encourage homeowners to take advantage of the City's Volunteer Water Metering program. Information that is provided to residents documents simple changes to daily routines that can significantly lower water consumption and, in turn, lower water and sewer utility charges. The City also realizes cost savings through a reduction in the cost of pumping water and, more significantly, in the deferral of upgrades to the City's water main network that would otherwise be necessary.

The Operation Save H₂O Program has evolved over the years with new components being added each year in an effort to expand the benefits that are derived from the Program. The consultant managing the Program, Dillon Consulting Ltd. (the "Consultant"), spends significant effort in monitoring the activities of the students in their visits to residents and community events and provides regular feedback to staff regarding any challenges that the students face and opportunities for Program improvement that are identified. There is no other similar program in the lower mainland.

DISCUSSION

Since 2011, Operation Save H₂O student teams have implemented a Student Ambassador Program under which high school students can volunteer to be student ambassadors to spread awareness about water conservation to their family and among their peers. The student teams also participated in a pilot program targeting multi-family properties to increase residents' awareness of water conservation and to provide information through a door to door campaign and strata Council involvement.

The Student Ambassador Program could be expanded to address other components of sustainability; namely, energy conservation and waste diversion.

Energy Conservation

The City's Sustainability Charter contains a number of goals and actions with a focus on reducing energy consumption in the community. The draft Community Energy and Emissions Plan (CEEP) contains specific actions to reduce energy use and costs, and lower the City's greenhouse gas (GHG) emissions, one third of which come from buildings. The CEEP includes strategies for reducing GHGs in new construction and in existing buildings of various types through targeted retrofits.

With a significant amount of multi-family residential development already constructed in Surrey, reducing energy usage in these buildings could be an important action in the short term and would have benefits for homeowners and tenants through lower utility bills. A number of incentive programs related to energy already exist through BC Hydro and FortisBC. Homeowners and tenants, as well as building owners and managers, are not always aware of these opportunities.

Waste Diversion

The Sustainability Charter also includes environmental objectives related to increased waste diversion. This objective is echoed in the Metro Vancouver Regional "Integrated Solid Waste and Resource Management Plan" (ISWRMP) which sets the goal of increasing waste diversion to 70%

by 2015. The diversion of organic waste has been identified within the ISWRMP as a significant opportunity toward achieving this goal.

The City has made significant strides in this regard in relation to the Rethink Waste Program that was introduced in the fall of 2012 to Surrey's 100,000 single family household customers. Through this new cart-based Program, organic waste diversion (kitchen and yard waste) was introduced along with a modified waste collection schedule. The City's single family waste stream has already reached the 70% regional diversion target.

The Engineering Department's next objective is to expand its Rethink Waste Program by introducing organic waste diversion in the City's multi-family residential developments, which include approximately 34,000 dwelling units. Currently, the City's waste collection activities related to multi-family residential units is limited to centralized weekly recyclables collection services. Each multi-family development is required to make its own arrangements related to garbage and organics collection.

Staff intends to undertake an analysis of the composition of garbage emanating from a statistically significant sample of multi-family residential units to determine the best approach to maximizing organics waste diversion from such units. A pilot organics collection program will be implemented for such developments with a view to making refinements to the pilot approach prior to implementing the Program more broadly across the City.

One of the anticipated challenges related to organic waste diversion from multi-family residential developments is the potential for high levels of contamination within the organics receptacles. The proposed Sustainability Outreach Pilot Program will have as one of its objectives the development of an appropriate education and awareness strategy to address this challenge.

Proposed 2013 / 2014 Sustainability Outreach Pilot Program for Multi-Family Residential Developments

The proposed Sustainability Outreach Pilot Program for multi-family developments will build on the Operation Save H₂O Student Ambassador Program but will be augmented as follows:

- (1) Two additional components of sustainability will be addressed in the Pilot; namely, energy conservation and waste diversion through the education and outreach component of the Program; and
- (2) "Ambassadors" will be established in each development, who will be volunteer homeowners, tenants, or building managers. These Ambassadors will be provided with information and resources to use in working with their neighbours toward reducing energy consumption, water usage and waste generation, which collectively will contribute to making their developments more sustainable. The "Ambassadors" will be provided with guidance and support by City staff and consultants retained by the City. Information about energy reduction programs offered by BC Hydro and Fortis BC will be included in the Program.

The Pilot Program will focus on changing the behavior of residents in relation to water conservation, energy conservation, and waste diversion. Residents will be invited implement sustainable measures within their dwelling units and strata buildings with guidance from the building "Ambassador", City staff and City consultants.

The Pilot Program will be focused on 15 multi-family development buildings (both rental and strata-ownership) across the major communities in Surrey and will operate over a period of 12 months.

Budget Requirements:

The following table summarizes the budget for the pilot program, which would begin in the fall of 2013:

Sustainability Outreach Pilot Program	Program Management Fee (GST included)	Student Salaries (GST included)	Costs (GST included)
Program Cost	\$47,900	\$14,400	\$62,300

The pilot program requires the Consultant to spend considerable effort in designing the campaign strategy, developing information materials, undertaking training, and monitoring and refining the Program as it progresses. The Consultant at the end of the program will also be responsible for making recommendations to the City on the most effective means by which to roll out the full scale City-wide Program. Unlike the Operation Save H₂O Program, the role of the students under the Pilot Program is limited to the recruitment of volunteers at the sample multi-family residential properties and, as such, the student salary component of the Pilot is a relatively small portion of the overall budget.

Funding

Funding for the water conservation component of the Pilot is available within the approved 2013 Water Utility Budget.

Funding for the energy conservation component is available from the City's 2013 Sustainability budget, with additional funding being potentially available from BC Hydro as part of the Community Energy and Emissions Plan (CEEP) Implementation process.

The cost associated with carrying out the organic waste collection component of the Pilot Program is available within the approved 2013 Solid Waste Utility Budget.

Consultant Assignment

Dillon Consulting Ltd. has been retained by the City for the Operation Save H₂O Program in each of the years that it has been operating and has worked with the City in developing the Student Ambassador Program in schools. The Consultant is responsible for hiring students to these Programs and receives remuneration from the City for the students' salaries.

Dillon Consulting Ltd. has submitted a proposal to design and implement the Pilot Program that is the subject of this report. Based on evaluation of their proposal staff is satisfied that they have the expertise and experience to conduct the Pilot Program and that the costs as proposed are reasonable. As such, staff is recommending that Dillon Consulting Ltd. be retained to assist the City in conducting the subject Pilot Program.

SUSTAINABILITY CONSIDERATIONS

The Sustainability Outreach Pilot Program as discussed in this report will assist in achieving the objectives of the City's Sustainability Charter vision and goals; more particularly the following scope action items:

- SC8: Municipal Outreach, Public Education and Awareness;
- EC8: Energy Security;
- EN2: Waste Reduction;
- EN11: Surrey's Commitment to the Climate Change Action Plan;
- EN14: Public Education and Sharing of Information; and
- EN16: Land, Water and Air Quality Management.

The Program will promote sound stewardship of the Region's resources by promoting water conservation, energy conservation and waste diversion and will also provide employment and training for students.

CONCLUSION

Based on the above discussion, it is recommended that Council:

- Approve an increase to Contract M.S. 1213-401-PS1 with Dillon Consulting Ltd. in the amount of \$47,900, from \$96,000 to \$143,900 including GST, and an increase to the total expenditure limit from \$105,600 to \$158,000, to provide program management of the Sustainability Outreach Pilot Program as generally described in this report; and
- Approve an increase to Contract M.S. 1213-401-PS2 with Dillon Consulting Ltd. in the amount of \$14,400, from \$132,600 to \$147,000 including GST, and an increase to the total expenditure limit from \$143,000 to \$162,000, to provide for student salaries in support of the Sustainability Outreach Pilot Program.

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