

ANNUAL REPORT 2018



envirocentre
Bringing environmental change to life

BRINGING ENVIRONMENTAL CHANGE TO LIFE

OUR MISSION

EnviroCentre's mission is to provide people, communities and organizations with practical solutions to lighten their environmental impact in lasting ways.

OUR VISION

Dramatic reductions in greenhouse gas emissions are achieved through inspired environmental action and positive change.

OUR VALUES

EnviroCentre is committed to the following set of values which help unite us and guide our actions each and every day.



CREATING CONCRETE CHANGE

Making change effective, tangible and relevant.



PULLING TOGETHER

Building strong relationships.



EXHIBITING A CAN-DO SPIRIT

Being approachable, positive and creative.



LEADING BY EXAMPLE

Living values, not just telling.



LEARNING EVERY DAY

Pursuing continuous knowledge, understanding and innovation.



LETTER FROM THE CHAIR & THE EXECUTIVE DIRECTOR



Dear Friends and Partners,

In 2018, EnviroCentre forged ahead in our mission to help Ottawa residents, families, businesses and organizations find practical solutions to reduce their environmental impact in creative, lasting ways. EnviroCentre envisions an Ottawa where dramatic reductions in greenhouse gas emissions are achieved through inspired environmental action and positive change, and in 2018 we took steps to make that happen.

EnviroCentre staff are committed, in and outside of the office, to bringing positive environmental action to our community. We do this by developing programs, finding partners, making connections, and always recognizing the on-going work and achievements of Ottawa's current environmental champions. 2018 saw EnviroCentre looking at new ways to achieve Ottawa's climate goals, and new ways to bring Ottawa residents into the action, while maintaining our core roster of great programs and services.

Some highlights of the 2018 year include the roll-out of the second phase pilot of the City of Ottawa's RAIN program for storm water management, which EnviroCentre worked to adapt from the Green Communities Canada model to fit Ottawa's local needs. The RAIN program reached out to over 500 residents in the vulnerable Pinecrest watershed to share tips, tools and strategies. EnviroCentre was the proud recipient of a Trillium grant to grow member participation and employee engagement in our flagship Carbon 613 network for Sustainable Business. We ran the most popular Bike-to-Work month ever, and for the first time stepped in to deliver the School Active Transportation Program on behalf of the Ottawa Student Transportation Authority and the City of Ottawa. We performed home energy audits for over 1000 local residents and provided home efficiency upgrades to 642 low-income homes through the Enbridge Home Winterproofing program, meeting the joint goals of reducing local energy poverty and bringing down local emissions. We delivered nearly 50 workshops and participated in 118 events. 2018 saw a new partnership develop with the Ottawa Energy Collective Impact Group to grow local initiatives to reduce emissions in the built environment.

All in all, 2018 saw EnviroCentre working hard with local partners to leverage our unique skills and expertise to improve the lives of Ottawa residents while reducing Ottawa's overall environmental impact. Through creativity and dedication, we were able to work with families and businesses to demonstrate where and how these two outcomes go hand in hand.

It is with thanks to all our partners, volunteers, supporters and friends that we wind up 2018, looking forward to a great 2019 in the Ottawa Environmental Community! See you out there.

Sincerely,

MICHAEL VAN AANHOUT
Board Chair

SHARON COWARD
Executive Director

BRINGING ENVIRONMENTAL CHANGE TO LIFE

THE PRACTICAL SOLUTION – FINDING THE GREEN LIFESTYLE

Going into 2019, we know the urgency to take action on climate change and other environmental crises is real. We know Ottawa residents care deeply about the environment and want to take action to protect our homes and our world. We also know that people sometimes struggle to make a clear connection between the science, the reports, the international targets, the calls for change – and their own individual lives. Do my choices matter? EnviroCentre wants Ottawa residents to know that the answer is yes. Your life matters. You can affect change.

EnviroCentre programs and services work to help people make a practical link between their daily activities and environmental impact, and to make reducing impact part of every piece of their day-to-day lives. We make connections between simple lifestyle changes and tangible benefits, helping Ottawa businesses and residents to move toward a lifestyle that is greener, healthier, happier, and better for everyone. And we encourage people every step of the way.

A sustainable lifestyle can become the norm. EnviroCentre is proud to be working with Ottawa to make this happen.



2018 IN NUMBERS



GREEN HOMES

- Living Lightly workshops engaged 96 people
- 831 pre-retrofit visits and 506 post-retrofit service visits were carried out through our home energy programs
- The RAIN program coordinated 1 workshop, 2 home tours and 8 booths, reaching 516 people

GREEN WORKPLACES

- Carbon 613 onboarded 2 major partners (IKEA and the RA Centre) and ended the year with 32 members
- 9th annual Bike to Work Month logged 4033 participants, 868 new cycle commuters and 555,216 km, averting a total of 141.6 tonnes
- The Travelwise program for the City of Ottawa provided support to seven workplaces at nine locations with a combined total of over 27,600 employees



GREEN OTTAWA

- 11 schools participated in and 4 graduated from the School Active Transportation Program
- The Ottawa Sustainability Fund granted Parkdale Food Centre \$6050
- The Bicycle Film festival showed 31 cycling-centred films to 112 participants
- We reached 1242 people through our Cycling Programs



LIVING LIGHTLY WORKSHOPS

EnviroCentre's Living Lightly Workshop is a one-hour presentation that shows people how to monitor, assess, and reduce their personal carbon footprint. Participants also received handouts with EnviroCentre's Top Ten Tips to Living Lightly and insulators for electrical sockets and light switches. In 2018 the workshop was funded by the City of Ottawa's Community Environmental Projects Grant Program.

Activities: We presented the workshop five times to 96 participants. The Top Ten Tips theme was also incorporated in a booth style outreach, which was deployed at five additional community events, including Catherine McKenna's annual party. In total, we engaged with 374 people at these booths.

Impact: After attending our workshops, 100% of participants indicated they would be willing to change one or more of their behaviours. The most reported change goals for participants were to drive less, eat less meat, use less home energy, and assess their personal carbon impact.



ENERGY AUDITS

In 2018 EnviroCentre continued to provide energy audits for home owners in Ottawa. Energy audits help to clearly identify how a home uses and loses energy and are the first step in improving the energy efficiency of a building. Following the audit, homeowners are provided with detailed reports which highlight the findings of the assessments and include prioritized energy upgrade recommendations. These assessments are often used in conjunction with energy upgrade incentive programs, designed to provide financial assistance to homeowners for their energy upgrade projects.

Activities: We carried out 831 pre-retrofit energy assessment visits through the Renovation Upgrade Service and 506 post-retrofit energy assessment visits.

Impact: Energy savings calculated through our post-retrofit services in 2018 amounted to 15,973 GJ (16 TJ) of energy saved and 876 tonnes of GHG averted.



FEATURE STORY: CARILLON COOP

EnviroCentre's energy team is committed to helping homeowners understand and improve the energy performance of their homes. EnviroCentre's main goal is reducing greenhouse gas (GHG) emissions, and working with the social housing sector presents the added opportunity of supporting homeowners in reducing the financial burden of utility costs.

In 2018 EnviroCentre worked with the Carillon Housing Cooperative to provide energy assessments to all 54 units. We also supported residents in improving their energy literacy, and helped them access financial incentives through the Enbridge Home Energy Conservation program. Carillon residents in all units received energy upgrades, including heating system replacements, new window installations, and air sealing activities.

Not only was this an example of applying EnviroCentre's expertise to help a single cooperative achieve significant energy savings, but the project has become a catalyst for other cooperatives to take advantage of our energy assessment services – a major push for the energy team in 2019.

ENERGY POVERTY

Low income households are hit the hardest by rising energy costs in Ontario. No matter what the category of housing they are living in, often the financial burden of paying for electricity and natural gas that is placed on low income families is disproportionate and reduces the funds available for other basic necessities. One of the most effective ways of reducing energy costs is improving the energy efficiency of households.

Activities: EnviroCentre works with gas utilities to deliver free energy programs that reduce the energy consumption in homes through improved insulation, draft sealing, and by installing energy saving products like power bars and smart thermostats.

Impact: By delivering free energy programs to low income homes in 2018, EnviroCentre reduced the carbon footprints of over 600 households and enabled low income homeowners to make significant energy and financial savings.

- With an average 829 m³ of natural gas saved per house, there was a reduction of 1565.6 kg/CO₂e per household, and a total of 289,600 kg CO₂e reduced
- A reduction of 829 m³ of natural gas consumed each year also represents an average savings to those homeowners of roughly \$230 annually on their utility bill.



RAIN

RAIN is the second phase of a pilot program delivered by EnviroCentre on behalf of the City of Ottawa. It is a home-based stormwater management program for residents of the Pinecrest watershed area. RAIN was developed by Green Communities Canada and aligns with EnviroCentre's mission of providing people with practical environmental solutions.

Activities: In 2018 EnviroCentre coordinated 1 workshop, 2 house tours, and 8 booths. We also administer a bilingual Facebook page for the program on behalf of the City of Ottawa, we are the first "non city" organization to be given this opportunity.

Impact: Overall we reached 516 individuals through this program. The Facebook page has 67 followers.

CARBON 613

Carbon 613 is a program run by EnviroCentre in Ottawa, and one of seven hubs in Ontario that are part of the Green Economy Canada network. The aim of the program is to provide businesses and organizations with the tools and support to measure, track, and reduce their carbon emissions. It does this by convening a network of businesses that are taking action to lessen their environmental impact, empowering them through training and coaching, and celebrating their success through public recognition, media exposure, and awards.

Activities: In 2018 EnviroCentre obtained a Trillium grant to double membership over two years and develop employee engagement tools. Two new members joined Carbon 613 in 2018: IKEA and RA Centre.

Impact: Carbon 613 counted 33 members at the end of 2018. Seven members set a greenhouse gas reduction target for a total of 2,992 tons of GHG reduction commitments – the equivalent of taking over 637 cars off the road for one year. Members also reported 30 sustainability projects. Carbon 613 events were attended by 166 people.



BIKE TO WORK MONTH

Bike to Work Month is an annual EnviroCentre campaign in May that promotes and encourages cycling as a viable and enjoyable commuting option for people of all ages and abilities. 2018 was our 9th year running Bike to Work Month, which is funded in part through a partnership with the City of Ottawa.

Activities: Outreach events included celebration stations with the BikeMobile, workshops, and several larger events such as Bike-in-Breakfast and CycloFusion. In total we personally engaged with 3357 people. CycloFusion was a new partnership with the NCC and was attended by over 1000 people. We also gave away 70 daily prizes to Bike to Work participants.

Impact: 4033 participants signed up to Bike to Work Month in 2018, 868 of whom indicated they were new cycle commuters. In total 555,216 km were logged by participants and 141.6 tonnes of greenhouse gas were averted.

TRAVELWISE

The TravelWise program is a City of Ottawa program that was co-designed with EnviroCentre, and is now delivered by EnviroCentre on the City of Ottawa's behalf. The program goal is to reduce the number of single occupancy commuters travelling to Ottawa workplaces.

Activities: In 2018 TravelWise continued to enhance and refine its service offerings and tools. During the course of the year personal outreach included 10 workshops and 9 information booths at member workplaces and communications support to highlight successes and showcase members' efforts to promote sustainable commuting.

Impact: In 2018 TravelWise supported 7 large employers at 9 locations, with a combined total of over 27,600 employees. The TravelWise team spoke directly with 447 individuals and communicated with employees in participating workplaces via quarterly newsletters.

“Traffic congestion is caused by vehicles, not by people in themselves.”

- JANE JACOBS

The Death and Life of Great American Cities



SCHOOL ACTIVE TRANSPORTATION

The School Active Transportation (SAT) program supports Ottawa-area elementary schools to increase the number of students walking and wheeling as part of their daily commute. SAT facilitators guide twelve schools at a time through a three-year process where school committees set targets, track progress, engage partners, and celebrate success as students get active and healthy. EnviroCentre works with Ottawa Public Health to deliver the program on behalf of the Ottawa Student Transportation Authority (OSTA) and the City of Ottawa.

Activities: In 2018, 11 schools participated in the program and 4 schools graduated from the program. Two newsletters were sent to 400 subscribers. We monitored over 265 action items at 11 schools related to active transportation.

Impact: We reached 4,653 students. The graduating cohort of schools exited the program with 66% using active and sustainable modes of transportation. In the 2018 SAT School Committee exit surveys, 100% of respondents said the program had an overall positive impact on active school transportation.

OTTAWA SUSTAINABILITY FUND

Since 2015, EnviroCentre has been providing administrative support to the Ottawa Sustainability Fund (OSFund), a philanthropic fund of the Ottawa Community Foundation. The OSFund supports a variety of environmental projects and programs in Ottawa.

Activities: In 2018, the OSFund awarded a \$6,050 grant to the Parkdale Food Centre to expand their Growing Futures program and workshop series. The workshops are aimed at enlightening and inspiring youth, with a focus on health, climate change, and environmental awareness.

BICYCLE FILM FESTIVAL

The Bicycle Film Festival is an international film festival screening films about urban cycling culture. EnviroCentre works with local partners to make the screening of the festival possible in Ottawa, with the aim of bringing people together to celebrate cycling as a sustainable mode of transport.

Activities: We collaborated with the following local partners: Velofix, Bushtukah, MEC, XOVELO, Retro Rides, Bike Ottawa, White Water Brewing Company, and Hooley's Pub. 31 short films were screened during the event, as well as a Cycling Safety and Awareness Program presentation that highlighted safety videos from the City of Ottawa.

Impact: 112 participants at the event.

CYCLING PROGRAMS

In 2018, EnviroCentre worked on several cycling programs with the City of Ottawa: the Cycling Safety and Awareness Program, Bike to Transit, and the Ottawa-Carleton Trailway Project. These programs all share the common goal of promoting and encouraging cycling in Ottawa and position EnviroCentre as experts on Ottawa's cycling routes and infrastructure.

Activities: Providing the general public with up to date information on new infrastructure and bike routes through person-to-person engagement at booths, workshops, and community events.

Impact: In 2018 we reached out to 1242 people through our cycling programs.

OTTAWA ENERGY COLLECTIVE IMPACT

The Ottawa Energy Collective Impact is a long-term, community driven multi-stakeholder project that aims to help Ottawa not only respond to climate change, but also thrive in the smart, green economy.

EnviroCentre is a member of the Ottawa Energy Collective Impact's steering committee alongside the Tucker House Renewal Centre, Sustainable Eastern Ontario, Ecology Ottawa, the Canada Green Building Council, the Sustainable Enterprise Alliance, and Faith and the Common Good.

This initiative began alongside the City of Ottawa's Energy Evolution and will continue to engage stakeholders and assist the community. It is currently being funded through a grant from the Ontario Trillium Foundation.

OUR PARTNERS AND FUNDERS

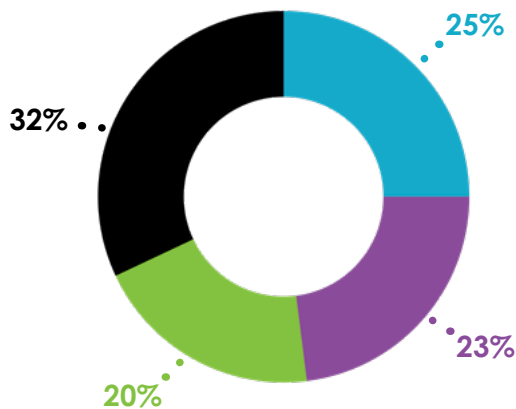


ENVIROCENTRE'S SUSTAINABILITY REPORT

EnviroCentre takes great pride in workplace sustainability, and is committed to reducing our office waste and energy usage, as well as empowering staff in making sustainable choices around commuting and business travel.

WASTE

Our waste diversion rate was 77% in 2018, with 20% of our total waste going into the green compost bin, up from 16% last year. Our total waste increased by 16% to a total of approximately 1041kg.



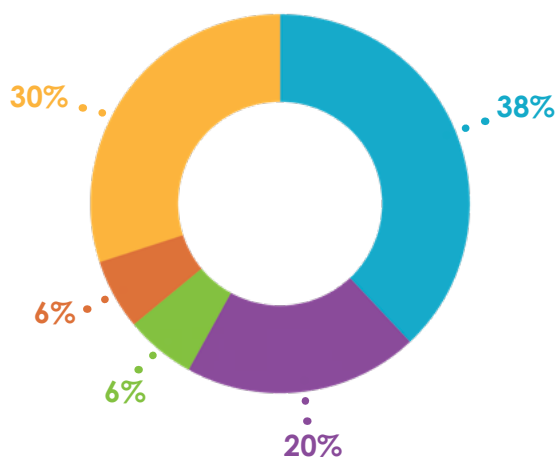
ENVIROCENTRE'S WASTE DIVERSION (2018)

- Blue Bin
- Black Bin
- Green Bin
- Garbage Bin

EMPLOYEE COMMUTING

The vast majority of EnviroCentre employees' commutes are either by active transportation or public transit. Our single-occupancy vehicle (SOV) commuting modal share was 6% of total trips, significantly lower than Ottawa's overall 2016 commuting modal share of 72%, and an improvement from our 2017 SOV commuting modal share of 9%.

EnviroCentre's workshifting policies reduced staff commuting distance by approximately 16,120km in 2018, which amounts to 564.2 metric tonnes of CO₂ reduced compared to taking public transit, or 4110.6 metric tonnes of CO₂ reduced compared to driving single-occupancy vehicles.



ENVIROCENTRE'S MODAL SHARE (2018)

- Active Transportation (walking or cycling)
- Public Transit
- Workshift
- Car Pool
- SOV

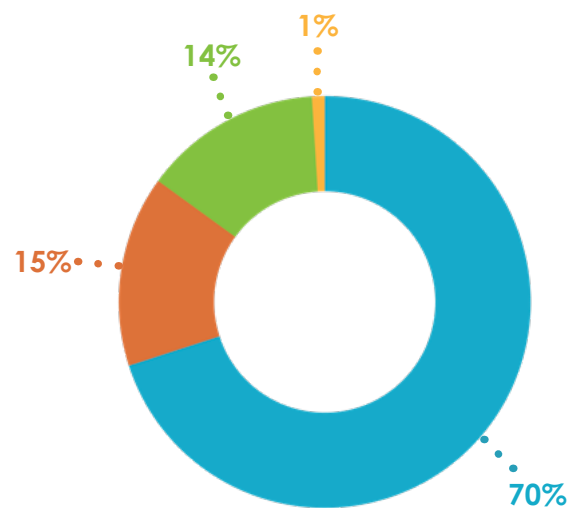
ENERGY

EnviroCentre used 12,626.8 kwh of electricity in 2018, a slight reduction from our electricity consumption in 2017. We are working hard to retrofit our heritage office where possible to reduce our gas consumption.



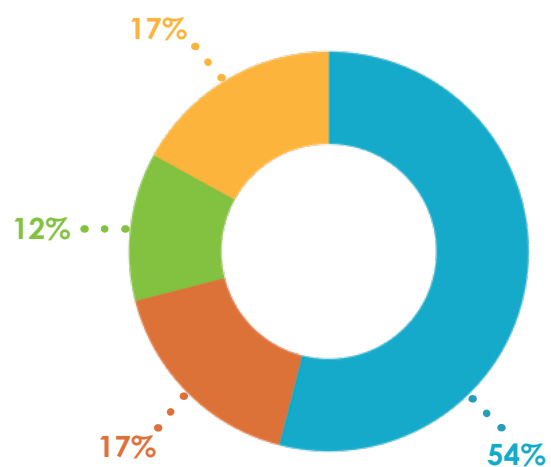
FINANCIALS

REVENUES



- Energy Programs
- Carbon 613 / Business Services
- Community Sustainability
- Other

EXPENDITURES



- Energy Programs
- Carbon 613 / Business Services
- Community Sustainability
- Corporate



envirocentre
Bringing environmental change to life

ENVIROCENTRE.CA

@ENVIROCENTRE