

Carbon Neutral Action Report Private Career Training Institutions Agency

Executive Summary

The Private Career Training Institutions Agency (PCTIA) is a non-profit Agency operating at arm's length from government and is brought into existence by the PCTI Act (SBC 2003, Chapter 79). PCTIA originated as the Private Post-Secondary Education Commission (PPSEC) in 1990 until the new Act amended the operating name of the Commission to PCTIA, but left the original PPSEC corporation active. PCTIA receives no regular government operating grant funds, but has in the past received targeted funds in order to help it re-tool and comply with legislative changes and special projects.

PCTIA is a regulatory agency which enforces the PCTI Act, Regulations, and PCTIA Bylaws for over 400 registered and accredited private career training institutions in British Columbia. The Agency is governed by a Board, and operations are directed by the Registrar & CEO. A staff of 19 maintain all operational aspects of the Agency. We house our own servers, website administration, network and IT services.

According to some of the government's guidelines, PCTIA has recently been identified as a Crown Agency in 2009 and has not been required to participate in a "carbon neutrality" program before. Upon review of our past year's activities, and in consideration of what have been long-term normal office practices, PCTIA was pleased to see that on a voluntary basis, our office has been engaged in some significant carbon-reduction activities for a number of years,.

Our largest contribution to carbon-neutrality has been the replacement and reconfiguring of computer and telecommunications equipment and the development of web-based forms for over 400 institutions to use, instead of developing paper-based systems, with plans to increase the capacity of web-based work dramatically in 2009.

With the preparation of our first report on carbon neutrality, many of our staff have indicated an energetic level of interest in "greening" the office and as a result we are looking forward to establishing our first Green Team and providing adequate funding to support as many sustainable office practices as we are able to in our initial year of participation.

Objectives

Being a regulatory agency and hence traditionally mired in paperwork, PCTIA has made an objective to do more work with over 400 institutions on-line or in other ways that reduce the use of paper and unnecessary travel. This includes the completion of a process review which seeks to identify opportunities to re-engineer how our various business functions are carried out, with an emphasis on paper reduction and the increased use of technology.

Part 1: Actions Taken to Reduce Greenhouse Gas Emissions in 2008

Overview

In 2008, PCTIA completed the following carbon neutrality projects before being required to do so as a new Crown Agency:

- relocated one staff position to Victoria, virtually eliminating the need for other staff to travel from the lower mainland to the Island when visiting registered institutions. With 72 institutions currently registered on Vancouver Island, this action may have saved 50 trips or more over the course of one year.
- began a trial telecommuting/flexible work hour policy allowing one of five staff to work from home one day per week, and allowing others to schedule work hours outside of the normal rush hours.
- upgraded an older server to use for telecommuting staff to have full access to their email and files from home, and decommissioned another old server and migrated it's functions to another existing server
- completed a project to replace 90% of desktop computers and monitors with Energy Star units.
- replaced four desktop PCs (170 watts consumption) with notebook computers (30 watts consumption)
- reconfigured Blackberry services so they no longer require a computer to be left on 24/7 to redirect messages to the handheld devices, saving power consumption used by 6 PCs
- reused, resold, or recycled all decommissioned desktop PCs after removing all data
- enhanced a paperless enrolment reporting system using web technology for over 400 institutions to use, and continued developing web applications to replace paper forms with web forms (planned completion 2009)

1.1 Mobile Fuel Combustion

PCTIA has no fleet vehicles and any travel done by PCTIA staff is accomplished using personal vehicles. PCTIA leases its office space from a commercial vendor and does not participate in building maintenance activities.

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Relocation of staff to Vancouver Island to reduce travel	Completed	In 2008, PCTIA relocated one of its staff positions to Victoria, dramatically decreasing travel to the Island by having the person work from home and be responsible for all PCTIA registered institutions located on Vancouver Island.	PCTIA has examined doing the same thing for the Okanagan region but due to budget constraints has not committed to make this change at this time.

Telecommuting	Completed	One of PCTIA's five officers has been allowed a regular work schedule which involves telecommuting one day per week.	
Implemented Remote Server Access	Completed	PCTIA upgraded an older server and made it available as a remote server for staff to use from home, enabling more frequent participation in telecommuting for more staff. In addition, during times of poor weather or for other reasons, all PCTIA staff have complete access to their work files and email via the remote server.	
Office located near major public transit (Skytrain)	Completed	PCTIA moved to offices located a short walk from a Skytrain station which has mostly eliminated the need to drive to downtown Vancouver to attend meetings. Currently out of 18 staff, three staff take public transit to work every day, one uses it 3 times per week and one uses it a few times per month.	It was noted that a number of staff live considerable distance from the PCTIA office, anywhere between 17 km and 35 km away.
Team Travel	Completed	PCTIA's five Institution Officers travel with auditing teams and often pick them up where possible in order to travel together in one vehicle.	This is not always possible due to different areas being visited and the location of the audit team members' homes.

1.2 Stationary fuel combustion and electricity

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Replaced # computers with EnergyStar models	Completed	90% of old computers were replaced with Energy Star models (began in 2007) Five PCs were replaced with newer models in 2008, and 4 PCs were decommissioned altogether and replaced with notebook computers. Ten older monitors were replaced with Energy Star LCD monitors in 2008, leaving only one CRT monitor which is not in daily use.	For its staff that travel, PCTIA replaced standard desktop PCs with notebook computers, reducing energy usage from approximately 190W per device, to approximately 30W per device.
Used air dry setting on dishwashers	Completed		This has been usual practise at the PCTIA office.

Encouraged staff to use stairs			The building's stairwells are not well suited to daily use due to the nature of the security locks on each floor.
Turned off lights in unused rooms	Completed	<p>Two office areas have controllable light switches and in both areas, lights are turned off unless required. The overall office lighting is turned off nightly as part of office closure procedures.</p> <p>Many staff have elected to have the fluorescent tubes in their ceiling lights removed or reduced in number.</p>	The majority of lighting in the PCTIA office space are not user-controlled on a per-office basis, however there is a main lighting switch which is turned off nightly as the last person leaves and sets the alarm.
Replaced other appliances (with EnergyStar rated appliance)			When next due for replacement, PCTIA will select an Energy Star refrigerator and dishwasher.
Replaced standard bulbs with CFLs			PCTIA office lighting is traditional overhead fluorescent and only a small number of personal lights are in use by staff.
Undertaken lighting retrofit			PCTIA leases its office space from a commercial vendor and is not able to modify existing lighting.
Implemented server virtualization	In progress	Currently three servers are in use and one is due for replacement in 2009.	Server virtualization will be considered as a new server is brought onboard and whether it is able to replace a third server has yet to be determined.
Utilized desk-top power management settings on computer	Completed	Standard setup on all PCs includes setting the power management services in a manner appropriate for office use.	
Initiated corporate computer shut-down/wake-up for maintenance	Completed	Standard office procedure is to completely power off computers at the end of the day (excluding servers)	
Unplugged unused equipment	Completed	Standard office procedure involves taking down portable electronic equipment after it is used and storing it securely (for example, LCD projectors, laptops used for webinars, and the conference phone device.	

Initiated or completed a building energy retrofit			PCTIA leases its office space from a commercial vendor and is not able to modify existing building services.
Reconfigured Blackberry Services to use internet redirection instead of desktop redirection.	Completed	Six PCs were being left on 24/7 for sake of the Blackberry devices used by their respective staff. Blackberry services were reconfigured so that the PC was no longer required to redirect messages to the handheld devices.	In addition to the six users, one Blackberry user eliminated use of the Blackberry .
Recycled old PCs	Completed	When older PCs were replaced, PCTIA implemented a reuse and recycle approach, and either offered old computers for sale to staff, or delivered them to a professional PC recycling facility after being stripped of any data-containing hard drives.	All but two old in-service computers have now been reused or recycled. The remaining two computers are kept for emergency spares and are not in daily use.
Decommissioned Old Server	Completed	In 2008 PCTIA decommissioned an old server which was being used as a backup domain controller and file server, and migrated those services to another existing server.	

1.3 Supplies

PCTIA has not reflected upon the "green" factor in most of its use of office supplies and this will provide a remarkable opportunity for improvement in 2009 and beyond.

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Used laptops/tablets	Completed	The changes made have been outlined above in the section on computer/electronics use.	
Restructured a process to use less paper	In Progress	When PCTIA renegotiated a lease on a new photocopier, we selected one with a scanning function so that copies could be emailed electronically to staff and clients instead of copied on paper. This system gets a high amount of use.	

Refilling of ink and toner cartridges	Completed	It has been standard practise at PCTIA to participate in the recycling and refilling of toner cartridges used in the office laser printers and photocopier.
Developed a paperless enrolment reporting system for over 400 institutions to use	Completed	PCTIA requires over 400 institutions to submit their annual enrolment reports and developed a web-based system which completely eliminates paper as a means of submitting these figures.

1.4 Employee Engagement

As a new Crown Agency, PCTIA sees the opportunity to begin new carbon-neutral initiatives with its employees.

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Sky train and bus usage	Completed	PCTIA relocated its offices to be within a short walk to a Skytrain station. Out of 18 staff, 3 take the Skytrain and/or bus to and from work daily, one uses them three times per week, and one uses them a few times per month.	
Flexible work schedules outside of traditional hours	Completed	By allowing a flexible work schedule and staggering start times among the staff, PCTIA's policy on work schedules allows many staff to travel outside of the normal rush hours and improve travel times and vehicle efficiency.	

1.5 Sustainability Actions (others)

Action	Action Taken	Outcome/Performance Measure	Notes Clarifying Action Taken
Ran dishwasher only when full	Completed	This is standard practice at the PCTIA office.	
Reduced/replaced bottled water with filtered or refrigerated water	Completed	This is standard practice at the PCTIA office. Water jugs and glasses are normally used for meetings unless otherwise provided by an external catering firm.	

Improved recycling measures	In Progress	Although the building provides no recycling services, PCTIA staff have implemented their own system for recycling of plastics, glass, newspaper and office paper.	
Used re-usable dishes	Completed	This has been standard practice at the PCTIA office for many years.	
Printed publications using Forest Service Council certified papers and supplies.	Completed	PCTIA publishes an annual report and enrolment report which is professionally printed by an outside vendor which has high standards for use of environmentally-friendly inks and papers.	Hemlock Printers, Burnaby, BC is named the most environmentally friendly printer in Canada for four years. http://www.hemlock.com/company/news/49
Using Courier company with a positive environmental impact.	Completed	PCTIA uses a local courier company which has won awards for their eco-impact activities and uses alternative fuels in their courier vehicles.	Novex Couriers were named finalist for the Ethics in Action Award for the last four years. They have also had the privilege of winning the EECOM award for Excellence in Environmental Education and the Richmond Business Ethics Award for our involvement and leadership in the community. http://www.novex.ca/index.php?option=com_content&task=view&id=27&Itemid=43
Planting a garden	Completed	In the fall of 2008 PCTIA staff held a gardening afternoon and together planted over 400 bulbs in our courtyard area.	
Converting to window envelopes	Completed	Mailing envelopes for most purposes were converted to window envelopes, allowing the printed address on the letter to show through, eliminating the use of labels.	

Part 2: Plans to Continue Reducing Greenhouse Gas Emissions 2009 -- 2011

2.1 Mobile Fuel Combustion

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Establish travel reduction goals	Planned		Emphasis has been given to PCTIA to increase travel by visiting schools once every year, so while we cannot reduce travel we will attempt to lay out a travel policy which makes necessary travel as efficient as possible.	2009 reporting year
Adopt a travel policy	Planned		PCTIA will research current travel policies within our parent Ministry and attempt to adopt a best-practices approach to necessary travel.	2009 reporting year

2.2 Stationary Fuel Combustion (including electricity)

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Replace # computers with EnergyStar models	In progress	90% of computers and monitors are Energy Star rated.		Fiscal Year 2009
Use air dry setting on dishwashers	Completed			
Turn off lights in unused rooms	Completed			
Implement server virtualization	In progress	Server virtualization will be investigated as a possibility when one server is replaced in 2009		Fiscal Year 2009
Utilize desk-top power management settings on computer	In progress			
Initiate corporate computer shut-down/wake-up for maintenance	In progress			
Unplug unused equipment	In progress			

2.3 Supplies

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Commit to use 100% recycled paper	Planned	Review all office supplies and identify those which may be converted to recycled paper		2009 reporting year
Initiate automatic double sided printing	Planned	Purchase four duplex units for existing printers	Existing printers power themselves down when unused for 30 minutes.	2009 reporting year
Re-use non-confidential scrap paper	Planned	A staff committee will be struck to identify opportunities to re-use paper supplies and review all opportunities to increase the purchase of sustainable source paper and supplies.		2009 reporting year
Restructure a process to use less paper	In progress			
Reduce paper forms by developing web-based forms	In progress	PCTIA will be implementing many web-based forms for over 400 institutions to use, which have traditionally been submitted via paper.		2009 - 2010 reporting years

2.4 Travel

	PCTIA does not belong to the identified reporting group here.			
Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Initiate Travel Policy	In progress	PCTIA will identify preferred modes of travel when travel is necessary and will identify the number of meetings per year which are held without travel being involved (teleconferences, webinars, etc.)	Travel is required extensively throughout BC and in order to uphold its objectives, PCTIA staff must travel frequently using a variety of methods. However, we will continue to review best practices and efficiencies.	2009 reporting year

2.5 Employee Engagement

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Provide climate change education	Planned	In all categories, PCTIA will take significant steps to begin a staff Green Team project and review our entire office for opportunities to use more sustainable resources, especially in the area of office supplies.	As a new Crown Agency, PCTIA has not had to report on its sustainable business practices and although we are please with what we have voluntarily accomplished so far, we have not had the opportunity to formally create a team of staff who will seek to improve the sustainability of all aspects of the office.	2009 reporting year
Provide conservation education	Planned			
Hold contests to change behaviour/make pledge	Planned			
Hold contests/support to generate ideas	In Progress			
Develop Green Teams	Planned			
Support Green Teams (resources)	Planned			
Provide green tips	Planned			
Support professional development	Planned			

2.6 Sustainability Actions (others)

Action	Action Planned	Outcome/Performance Measure	Notes Clarifying Action Taken	Timeframe
Improve recycling measures	In progress	PCTIA will attempt to establish a standardized recycling program within our building		2009 - 2010 reporting years
Publish our sustainability actions on our website	In progress	To provide an up to date accounting of PCTIA's carbon neutral and sustainability actions, and to provide a model for the private training sector, we will develop a web page which we will keep updated with our progress.		2009 reporting year