

## Sample community readiness and outreach service plan

Member activities	Percentage of time
<p>COMMUNICATIONS:</p> <ul style="list-style-type: none"> <li>Develop communications materials such as scripts, articles, and social media posts for wide dissemination via the City’s existing communications networks including television, print materials, and e-newsletters. Communications materials will be designed to increase citywide awareness of energy efficiency and organics programs.</li> <li>Identify partnerships and avenues for greater dissemination of information.</li> </ul>	25%
<p>OUTREACH/EDUCATION:</p> <ul style="list-style-type: none"> <li>Develop educational materials such as one pagers, presentations, and mailings for energy efficiency and organic recycling campaigns. Deliver education covering food storage, meal planning, smart thermostat programming, solar installation and financing, efficient appliance upgrades, etc.</li> <li>Create energy efficiency and organics recycling education starter kits.</li> <li>Identify community groups, events, and locations to disseminate information including mobile home communities, and residents living in the City’s areas of environmental justice.</li> </ul>	35%
<p>SURVEYS &amp; PROGRAM DEVELOPMENT:</p> <ul style="list-style-type: none"> <li>Develop an outreach plan to gather resident awareness and involvement in sustainability programs.</li> <li>Develop and implement surveys to evaluate resident knowledge of and/or participation in existing energy efficiency programs. Analyze results and develop recommendations on how to improve existing programs to increase awareness and participation.</li> <li>Develop and implement surveys to evaluate resident participation in the organics drop off program. Analyze results and incorporate findings to create a pilot program modeled after the food waste reduction challenge focused on meal planning, budget impact, and focused marketing. Identify barriers to program participation, implement methods to attract new participants, measure progress, and make program modifications.</li> </ul>	25%
<p>COMMUNITY ENGAGEMENT:</p> <ul style="list-style-type: none"> <li>Recruit and organize a volunteer pool of residents and stakeholders, identifying volunteer areas of interest, maintaining a master list of volunteers, and funneling volunteers into relevant training and opportunities.</li> <li>Organize regular volunteer events and mobilize volunteers to staff events, conduct engagement, and participate in outreach in the areas of organics, energy efficiency, and natural resources.</li> <li>Create a “train the trainer” program to increase volunteer capacity to educate and engage on sustainability topics.</li> </ul>	15%

# Sample energy conservation and green transportation service plan

Member activities	Percentage of time
<p><b>PUBLIC BUILDING ENERGY BENCHMARKING &amp; RETROFITS:</b></p> <ul style="list-style-type: none"> <li>Gain familiarity with B3 Benchmarking and Energy Star Portfolio Manager to review data integrity, analyze data, and report on energy use for public buildings.</li> <li>Develop an annual report for public building managers to understand their energy use and ways to improve public building efficiency.</li> <li>Update the annual map of building energy use and develop a presentation and report for department managers.</li> <li>Review, prioritize, and implement energy efficiency measures in two public buildings - Central Park and City Hall. Potential retrofits include: updated lighting systems and building automation systems, assessment of onsite renewable energy potential, and heating system updates.</li> </ul>	45%
<p><b>CITY FLEET EFFICIENCY:</b></p> <ul style="list-style-type: none"> <li>Track quarterly vehicle fuel use to quantify, analyze, and report on vehicle fuel efficiency miles traveled and miles per gallon to inform progress on emission reduction and efficiency goals using City’s Fleet Dashboard GIS product.</li> <li>Review the vehicle reservation system to increase vehicle pool efficacy and gather information from users.</li> <li>Conduct vehicle purchase research.</li> <li>Review and prioritize new EV charger installation opportunities on public property and participate in procurement and installation of 4 EV chargers. Develop an implementation plan for city equipment electrification.</li> </ul>	20%
<p><b>COMMUNITY TRANSPORTATION:</b></p> <ul style="list-style-type: none"> <li>Develop community partnerships that promote the use of multi-modal transportation.</li> <li>Conduct research on the opportunity to introduce an EV carshare program for community residents, including identifying funding pathways and potential community partners and users.</li> <li>Develop an engagement plan and a pathway to implementation.</li> </ul>	20%
<p><b>COMMUNITY ENGAGEMENT:</b></p> <ul style="list-style-type: none"> <li>Develop a communications and engagement plan that outlines promotion strategies for community programs such as Home Energy Squad visits, home rehabilitation loans for low-income residents, and behavior changes such as hybrid and electric vehicle purchasing and increased walking and bicycling.</li> <li>Plan and implement 4 outreach events engaging approximately 200 community residents.</li> <li>Document results and lessons learned that can inform and benefit other communities.</li> </ul>	15%

# Sample stormwater and forestry service plan

Member activities	Percentage of time
<p>INVENTORY:</p> <ul style="list-style-type: none"> <li>Inventory non-recorded city stormwater best management practices (BMPs) and audit existing stormwater BMPs.</li> <li>Conduct a landowner driven BMP inventory.</li> <li>Update inventory information in the city database, map, and share online.</li> </ul>	20%
<p>CHLORIDE REDUCTION:</p> <ul style="list-style-type: none"> <li>Update and/or develop educational tools and conduct outreach to public property owners and community residents to reduce chloride application.</li> <li>Review historic salt application data and work with public works staff to reduce the application of road salt through Smart Salt Training and by completing the Winter Maintenance Assessment tool.</li> <li>Document historical trends of the City’s deicing material usage to help establish a 5-year plan of how to best reduce salt usage through implemented BMPs.</li> </ul>	25%
<p>OUTREACH/EDUCATION:</p> <ul style="list-style-type: none"> <li>Develop educational materials such as one pagers, flyers, and pamphlets on stormwater BMPs and tree care.</li> <li>Conduct outreach and education to 200-250 public property owners/managers and affordable housing residents in vulnerable communities about the proper application, assessment, and science behind green infrastructure such as stormwater BMPs, alternative turf, and urban trees.</li> <li>Engage residents in information sessions, educational activities, and participatory landscape planning, installation, and maintenance projects in their communities.</li> </ul>	25%
<p>SURVEYS:</p> <ul style="list-style-type: none"> <li>Develop pre/post surveys to evaluate participant knowledge change and/or behavior change.</li> <li>Conduct surveys of participants and stakeholders, analyze results, and make outreach/education recommendations based on findings.</li> </ul>	10%
<p>VOLUNTEER EVENTS:</p> <ul style="list-style-type: none"> <li>Plan and implement volunteer events to improve 5 acres of public lands.</li> <li>Mobilize 50-100 volunteers and organize and implement the installation and/or maintenance of 25 community rain gardens, pollinator gardens, and boulevard bioswales on public lands during 10 neighborhood events.</li> <li>Develop materials to publicize an Arbor Day tree planting event, recruit and mobilize 50 volunteers, and plan and execute the community planting of 200 trees.</li> </ul>	20%

# Sample waste reduction and recycling service plan

Member activities	Percentage of time
<p>FOOD DONATION:</p> <ul style="list-style-type: none"> <li>Review food donor, receiving agencies, and volunteer training materials (content, best practices, and branding) for Meal Connect (Food Rescue App) onboarding. Customize materials to local food rescue organization’s region and activities.</li> <li>Become proficient in the use of the MealConnect platform and its reporting capabilities. Make a how to guide and train other power users.</li> <li>Identify new partners for participation and provide appropriate training.</li> </ul>	20%
<p>SUSTAINABLE PURCHASING:</p> <ul style="list-style-type: none"> <li>Research current Environmentally Preferable Purchasing (EPP) policies and how reuse/reduction could be added to the current policies.</li> <li>Give a presentation to the employee Sustainability Team and provide reuse/reduction education to employees through new employee packets, emails, and Lunch and Learn opportunities.</li> <li>Develop and implement a pre- and post- employee survey to measure knowledge gained regarding EPP.</li> </ul>	20%
<p>REUSE FIX-IT CLINIC:</p> <ul style="list-style-type: none"> <li>Establish a program for the community (target of 50 resident attendees) to work with volunteers on fixing household items, find and secure a location for 3 separate events, recruit 10 volunteers with varying expertise in repair (tailoring, electrician, mechanical, etc.), advertise, and implement the events.</li> <li>Establish a way to measure the weight of materials repaired.</li> <li>Develop and administer a survey to participants about their experience, behavior change, and items fixed/not fixed.</li> <li>Create a manual on how to hold the fix-it clinics for future reference; manual will be shared with other counties that are interested in holding fix-it clinics.</li> </ul>	25%
<p>MULTI-FAMILY RECYCLING:</p> <ul style="list-style-type: none"> <li>Create a database of multi-family facilities.</li> <li>Conduct surveys and mini waste sorts to develop 'pre-project' baseline, gather hauler data, and conduct 'post-project' mini waste sorts to determine effectiveness/success of recycling initiatives.</li> <li>Create and distribute educational resources and provide on-site recycling system setup in at least 4 multi-family homes. Trouble-shoot any challenges presented by haulers and/or residents.</li> <li>Mobilize volunteers to assist.</li> <li>Document results and lessons learned that can inform and benefit other communities.</li> </ul>	35%