# Richmond, Indiana
# Quality of Life Plan

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# 1 Richmond Mission Statement

The City of Richmond, Indiana, is committed to providing a safe, clean, and healthy community for its current and future residents. City leaders are committed to continually improving quality of life and cleanliness of our local environment. The City will publish a comprehensive "State of Richmond Environment" report every third year, with a brief progress report each intervening year. These reports will be available for public review.

The City of Richmond will comply with requirements and voluntary commitments set forth by the Indiana Department of Environmental Management and U.S. Environmental Protection Agency to help ensure all residents, visitors and corporations in our community have access to clean water, clean air, and green space.

Businesses and organizations will be assisted in making sound environmental decisions in accordance with best available technology and practices at every step of their proceedings.

Our commitment to the environment will be made evident through energy efficiency in all city departments, conservation of fossil fuel resources throughout city and community facilities and services, and pollution-prevention plans for our air, soil, and water.

This mission statement was adopted by the Richmond Wayne County Environmental Awareness Council and Mayor Sally Hutton in the Fall of 2005.

# 2 Environmental Activities and Goals

## 2.1 Governmental Operations Involved

The Richmond stakeholder committee is responsible for identifying potential hazards and significant aspects of the City's activities. To do so, Richmond stakeholders identified the following city operations to include in the QLP and systematically identified the potential significant aspects associated with each selected operation' s activities.

### 2.1.1 The City Building

The City Building includes the following activities: facility operation, building maintenance, janitorial service, grounds maintenance, office activities, and education and outreach. The aspects and impacts associated with these activities are identified below.

### 2.1.2 Sanitary District

The Sanitary District includes the following activities: facility operation; building maintenance; janitorial activities; equipment maintenance and repair; grounds maintenance; collection, storage, and handling of waste chemicals, redistribution or disposal of recyclables and waste chemicals; snow removal and deicing; office activities; and education and outreach. The aspects and impacts associated with these activities are identified below.

## 2.2 Roles and Responsibilities of the Stakeholder Committee

In order to fulfill Richmond's commitment to the environment, goals and objectives are established and reviewed by the Richmond Wayne Environmental Awareness Council (RWEAC), which also serves as the Stakeholder Committee overseeing Richmond's Comprehensive Local Environmental Action Network (CLEAN) activities. Members of RWEAC include representatives from city government, education, business, and local utilities. Committee members have responsibilities specific

to development of the Quality of Life Plan (QLP), described below, and will coordinate with public and private organizations within the Richmond community for the duration of the QLP. This stakeholder committee accepts responsibility for preparing the QLP in accordance with the CLEAN Community Challenge program, submitting the QLP for Indiana Department of Environmental Management (IDEM) approval, and guiding the implementation process within the community RWEAC works with the City Council to ensure adoption of ordinances and plans that encourage implementation of this QLP. CLEAN actions are in keeping with the sustainability commitments of the recently-adopted Strategic Plan for the City of Richmond.

RWEAC continues its practice of hosting TV programs, workshops and informational luncheons which focus on various ways that businesses and individuals can improve the environment. Many of these will focus on Richmond's CLEAN activities for the duration of the QLP. Specifically, the stakeholder committee is responsible for:

1. Creating a mission statement
2. Identifying the governmental operations to include in Richmond's QLP
3. Identifying, documenting, and prioritizing the aspects and impacts associated with those operations
4. Establishing and documenting goals and targets for high priority impacts
5. Ensuring goals and targets meet all legal requirements
6. Developing, implementing, and documenting action plans to achieve goals and targets for the reduction of negative environmental impacts
7. Documenting and updating relevant city legal and regulatory requirements associated with the identified impacts
8. Developing and implementing environmental awareness and training courses in support of the QLP
9. Improving internal communications regarding environmental issues through solicitation of comments on the QLP and documenting solicitation efforts (Stephanie – I could be off base here, but I think that we should just stick with internal communications within the city employees who will be affected. That is not to say that we should not publicize the efforts made by RWEAC and city employees. I think we will need to include city employees in each of the action plan implementation groups.)
10. Improving external communications regarding environmental issues through solicitation of comments on the QLP and documenting solicitation efforts
11. Establishing and maintaining procedures for receiving, documenting, and responding to external communication
12. Developing and implementing a continual improvement system plan and related documents
13. Establishing operational control procedures and documenting a method to control environmental documentation
14. Developing and implementing a plan for emergencies and contingencies

15. Establishing procedures for corrective action and providing documentation of the corrective actions taken when deficiencies are discovered in the QLP or emergency action plan
16. Developing a program for periodic internal audits of the continual improvement system and documenting audits performed
17. Annually reviewing the QLP and documenting revisions
18. Developing and implementing a method to measure success of the QLP
19. Documenting improvements and adjustments to the QLP

### 2.2.1 Mayor

As the highest executive in city government, Mayor Sally Hutton is responsible for inviting community members and department representatives to participate in the stakeholder committee and implement the QLP. The Mayor is also responsible for adopting a city mission statement by Executive Order or Resolution.

### 2.2.2 Stakeholder Committee Leader

Stephanie Hays-Mussoni is the Stakeholder Committee Leader and has the authority and responsibility to:

1. convene the stakeholder committee
2. insure that the QLP is established, implemented and maintained in accordance with the requirements of the Indiana CLEAN Community Challenge program
3. identify specific documents that need to be controlled
4. coordinate QLP document control activities
5. revise and update documents on the Richmond QLP Web page
6. coordinate QLP management reviews
7. insure that an audit of Richmonds QLP plan and activities is carried out on a yearly basis by an impartial party (Stephanie – yearly basis and hopefully we can have the city safety officer as our third party auditor; or maybe there is another person who would work out better ..)
8. communicate audit QLP results to responsible departmental managers
9. report to the Mayor on the progress of the QLP
10. communicate Richmond's CLEAN accomplishments to the greater Richmond community

### 2.2.3 The City Building

Scott Zimmerman is the Planner for the City of Richmond and is the contact for CLEAN activities taking place within the City Building. Scott is also responsible for coordinating CLEAN efforts with other government entities, as necessary.

#### 2.2.4 Sanitary District

Elijah Welch is the assistant engineer of the Richmond Sanitary District and is the contact for CLEAN activities taking place within the Sanitary District.

Scott and Elijah are responsible for:

1. identifying and documenting the aspects and impacts associated with their operations
2. assisting in the selection of aspects and the establishment of goals, targets and action plans
3. establishing and maintaining standard operating procedures for selected aspects
4. communicating goals and targets created by the stakeholder committee to employees
5. establishing training for employees so that they can carry out tasks in support of the QLP
6. implementing projects and activities to support the QLP
7. insuring timely completion of action plans for selected aspects
8. maintaining training records and other documentation related to CLEAN activities
9. documenting and updating relevant legal and regulatory requirements

### 2.3 Prioritization of Environmental Aspects

The Richmond stakeholder committee went through several steps to identify the aspects and impacts from the City's operations and services. We selected two city departments to include in the QLP. We identified all of the services and activities that occur within each selected department. Using an Environmental Impacts from Municipal Operations Database provided by the Indiana Department of Environmental Management (IDEM), we listed the aspects and impacts of each activity or service. In order to prioritize the environmental aspects, we first combined similar aspects in each operation to eliminate redundancies and rewrote the description of some aspects to reflect more consistent language. We also organized the aspects under the rubrics of Air, Energy, HAZMAT, Materials, Water, and Other. We then established five evaluation criteria which were used to rate the significance of each environmental aspect. The criteria used were:

1. frequency of occurrence of impact
2. severity of impact on human health or the environment
3. potential to use resourses more efficiently
4. impact on aesthetic qualities (beauty and appeal) of the community
5. potential reduction in waste to landfill or sanitary plant

Richmond's environmental aspects were rated on each evaluation criterion and assigned a value between 0 and 9: 0 for no effect to 9 for maximum effect. These ratings were completed by a subset of the Stakeholder Committee (Stephanie Hays-Mussoni, Mic Jackson, Elijah Welch, Scott Zimmerman) and then approved with minor modifications by the whole committee. Those aspects with a total rating of 30 or higher were considered, and the committee chose from among that list those five that we felt would be most "doable" in our setting.

## 2.4 Environmental Aspects Chosen
## Legal and Regulatory Requirements
## Objectives and Targets
## Action Plans
## Measurements

### 2.4.1 Environmental Goal 1: Air Emissions (Aspect 2)

Studies have shown that transportation-related activities have the most significant environmental impact of any activity for most organizations or institutions, including the City of Richmond. In addition, most actions taken to reduce transportation-related environmental impacts will also save money for the City. Finally, changes can be introduced and carried out gradually as part of standard training and procurement practices. (related goals: truck route analysis, purchasing policy)

Impacts:

1. Deplete natural resources
2. Degrade air quality
3. Unnecessary financial costs to the City

Goal: Reduce fuel consumption by City-owned vehicles.

Target: Reduce Sanitation Department fuel consumption by 10% during calendar year 2008.

Legal Requirements: None

Other Requirements: None

Action Plan: (IDEM: need to determine who, how and by when for each action item)

1. Develop baseline fuel usage data during calendar year 2007. ¡br¿ [Elaine Cook and Jeff Lohmoeller from Sanitation and John Kenny from Finance]
2. Develop and implement administrative procedures for keeping accurate data. [Elaine Cook and Jeff Lohmoeller from Sanitation and John Kenny from Finance]
3. Develop and implement preventive maintenance and monitoring programs on all vehicles and equipment to ensure optimal operating condition. [Jeff Lohmoeller and James Steele from Sanitation and Tim Lingar at the Landfill]
4. Plan routes for trash and recycling trucks to minimize distance traveled. [Elijah Welch and Tim Lingar]
5. Implement a policy and incentive program to promote more efficient idling, vehicle speed, and shifting practices. Work closely with employees and union representatives. This program will need to be reviewed and updated annually.[Elijah Welch, Tim Lingar, Gary Collins (Safety Coordinator for City) and Jeff Lohmoeller]

Measurement:

1. gallons of gasoline, propane and diesel purchased per month

### 2.4.2 Environmental Goal 2: Electricity used for outdoor lighting (Aspect 5)

Street lights, traffic signals and other outdoor lighting are fundamental to modern life. Because Richmond Power and Light provides electricity at a relatively low cost, there has not been much motivation to reduce electrical demand in order to save money. However, the environmental impacts related to generation of electricity are significant: mercury in drinking water, acid rain, greenhouse gasses and climate change, etc. Small and relatively inexpensive changes in use and waste can lead to significant reduction in electrical demand and environmental impacts. In addition, modern lighting technologies such as LED (light emitting diode) fixtures have made it possible to drastically reduce energy costs. Changes can be gradually implemented as part of standard procurement and maintenance practices. (related goals: energy efficiency and conservation, purchasing policy) It should be noted that Richmond Power and Light began testing an LED traffic signal system in 2006. Initial data indicates 75% savings, with a 3 year payback of initial costs. The City hopes to find grant money to finish implementation of this stoplight system. Once finished, City traffic lights will use 25% of current KWH. (Gus Duke at RP&L is our contact on this.)

Also, Richmond Power and Light is in the process of replacing old street lamps and fixtures with new, requiring about half as many fixtures for equivalent street lighting. This project has been completed on Main Street and is being implemented throughout the City. This lighting system will use 50% fewer KWH. (Brent Wolfe at RP&L is our contact.)

Impacts:

1. Decrease landfill life
2. Hazardous waste
3. Deplete natural resources
4. Degrade air quality
5. Waste City money

Goal: Reduce City outdoor electrical use.

Target: Reduce electrical consumption of City-owned outdoor lighting by 10% during calendar year 2008.

Legal Requirements: Proper disposal of fluorescent bulbs and PCB-containing items

Other Requirements: None

Action Plan: (IDEM - determine who, how and by when)

1. Develop baseline data of electricity used for outdoor lighting during calendar year 2007. [John Kenny, Harry Phillips (Richmond Power and Light) and Mic Jackson (Earlham College)]
2. Develop and implement administrative procedures for keeping accurate data. [John Kenny, Harry Phillips and Mic Jackson]
3. Work with Richmond Power and Light to determine which outdoor lighting technologies should be adopted for the City at this time. [Harry, Brent Wolfe]
4. Utilize return on investment (ROI) analysis for more efficient technologies. [John Kenny, Brent Wolfe]

5. Implement purchasing policy for the gradual adoption of more efficient technologies. [Harry Phillips, Vickie Robinson in Purchasing]

Possible Actions:

1. Install motion sensors and timers in appropriate locations so that light fixtures are on only when needed.
2. Replace Polychlorinated biphenyl (PCB) containing items with non-PCB equivalents. Use proper labels, personal protective equipment, and dispose of PCB-containing equipment as hazardous waste.
3. Choose equipment labeled with the Energy Star or Energy Guide labels to ensure energy efficiency.
4. Recycle or reuse unwanted electronic equipment or parts. Properly dispose of waste parts as needed.
5. Use LED devices in traffic lights and other appropriate applications.
6. Develop a purchasing policy for procuring Energy Star rated equipment and lighting fixtures.

Measurement:

1. number of LED stoplights out of the total number of stoplights
2. number of new energy-efficient fixtures out of the total number of fixtures
3. kilowatt hours usage each month

#### 2.4.3 Environmental Goal 3: Electricity use in the City Building (Aspect 6)

This is a ubiquitous aspect, evident in every office and activity of the City. Most people are unaware of the ways in which they use electricity and how much electricity they use or waste through their normal work activities. Because Richmond Power and Light provides electricity at a relatively low cost, there has not been much motivation to reduce electrical demand in order to save money. However, the environmental impacts related to generation of electricity are significant: mercury in drinking water, acid rain, greenhouse gasses, etc. Recent technological advances provide opportunities to reduce electrical usage with no reduction in service. As a result, small and relatively inexpensive changes in use and waste can lead to significant reduction in environmental impacts. Finally, many changes can be introduced and carried out gradually as part of standard procurement and maintenance practices. (related goals: energy efficient appliances and devices, office energy conservation, purchasing policy)

Impacts:

1. Decrease landfill life
2. Hazardous waste
3. Deplete natural resources
4. Degrade air quality

5. Waste City money

Goal: Reduce City indoor electrical use in City buildings.

Target: Reduce electrical consumption in the City Building and the Sanitary District Building by 10% during calendar year 2008.

Legal Requirements: Proper disposal of fluorescent bulbs and PCB-containing items

Other Requirements: None

Action Plan: (IDEM - determine who, how, and by when)

1. Develop baseline data during calendar year 2007. [John Kenny, Harry Phillips, Mic Jackson and J.J. Johnson]
2. Develop and implement administrative procedures for keeping accurate data. [John Kenny, Harry Phillips, Mic Jackson and J.J. Johnson]
3. Implement purchasing policy for the gradual adoption of more efficient technologies. [Vickie Robinson from Purchasing, Harry Phillips]

Possible Actions:

1. Install motion sensors and timers in appropriate locations so that light fixtures are on only when needed.
2. Replace Polychlorinated biphenyl (PCB) containing items with non-PCB equivalents. Use proper labels, personal protective equipment, and dispose of PCB-containing equipment as hazardous waste.
3. Choose equipment labeled with the Energy Star or Energy Guide labels to ensure energy efficiency.
4. Store used, unbroken bulbs in a container labeled "used fluorescent bulbs" or "used halogen bulbs" until they can be recycled.
5. Purchase and install high efficiency windows and doors.
6. Turn off and/or unplug office equipment when not in use.
7. Replace T12 fluorescent fixtures with T8 or T5 fixtures and incandescent bulbs with CFC's (compact fluorescent) where feasible.
8. Recycle or reuse unwanted electronic equipment or parts. Properly dispose of waste parts as needed.
9. Use LED devices in exit lights and other appropriate applications.

Measurement:

1. number of retro-fitted fluorescent bulbs (T12 replaced by T8 or T5), motion sensors, LED exit lights
2. kilowatt hour usage each month
3. number of electronic devices with Energy Star rating

### 2.4.4 Environmental Goal 4: Office Paper (Aspect 47)

Excessive use of paper and ineffective paper recycling programs are related to unnecessary removal of trees from the landscape, introduction of hazardous chemicals into the environment during the paper production process, and unnecessary filling of landfills with paper that could be recycled. Current technologies allow for efficient use of recycled paper in office machines and cost-effective production of recycled paper which has much lower environmental impact than production of paper from timber. Changes can be introduced and carried out gradually as part of standard procurement practices. (related goals: office paper, separation of recyclables, purchasing policy)

Impacts:

1. Deplete natural resources
2. Decrease landfill life
3. Unnecessary financial costs to the City

Goal: Reduce volume of solid paper waste sent to the landfill.

Targets: During calendar year 2008,

1. Reduce office paper consumption – 10%
2. Increase recycling of office paper – 30%
3. Increase purchase and use of recycled paper in place of "virgin" paper – 30%

Legal Requirements: None

Other Requirements: Update City purchasing policy in relation to recycled-content paper. Use such paper where economically feasible.

Action Plan: (IDEM - determine who, how and by when. Develop SOP's for these items.)

1. Develop baseline data during calendar year 2007. [Vickie Robinson in Purchasing, J.J. Johnson, Scott Zimmerman, Elijah Welch, Tim Lingar]
2. Develop and implement administrative procedures for keeping accurate data. [J.J. Johnson, Scott Zimmerman, Elijah Welch, Tim Lingar]
3. Implement purchasing policy for the gradual adoption of more efficient technologies: printers and copiers that can print on both sides with multiple "pages" per page of paper, and can handle recycled paper without maintenance problems. [Vickie Robinson, Bob Murphy (Information Technology for City), Scott Zimmerman]
4. Establish office paper recycling program by 2008. [J.J. Johnson, Tim Lingar, Scott Zimmerman, Elijah Welch]
5. Replace paper with electronic newsletters, billing, and record keeping where feasible. Insure adequate back-ups of electronic documents. [Bob Murphy, Scott Zimmerman]
6. Encourage employees to create a minimal number of copies and ensure correct storage of paper documents to minimize damage. [Scott Zimmerman]

Measurement:

1. amount of paper purchased
2. amount of post-consumer recycled paper purchased versus total paper purchased
3. proportion of office paper equipment with Energy Star rating

#### 2.4.5 Environmental Goal 5: Recyclables (Aspect 49)

Although Richmond has a relatively effective curbside recycling program for residents, very little recycling is accomplished within City buildings and activities. (related goals: separation of recyclables, purchasing policy)

Impacts:

1. Deplete natural resources
2. Decrease landfill life
3. Hazardous waste
4. Add load to wastewater treatment plant
5. Unnecessary financial costs to the City

Goal: Increase recycling of aluminum and steel cans, #1 and #2 plastics, office paper and newspaper. Separate for maximum value.

Target: Achieve a 30% reduction in solid waste going to the landfill from the City Building and the Sanitary District Office during calendar year 2008.

Legal Requirements: None associated with the goal; however, there are legal requirements related to some of the action plan items (grease, oil, antifreeze, batteries, filters)

Other Requirements: None

Action Plan: (IDEM - determine who, how and by when. Develop SOP's for collecting and measuring recyclables)

1. Develop baseline data of amount we currently recycle (excluding paper but including lead-acid batteries, grease, oil, antifreeze, coolants and filters) at the City Building and Sanitary District office during calendar year 2007. [Vickie Robinson, J.J. Johnson, Scott, Elijah, Tim Lingar]
2. Develop and implement administrative procedures for keeping accurate data. [J.J. Johnson, Scott Zimmerman, Elijah Welch, Tim Lingar]
3. Develop and implement recycling infrastructure and procedures in the City Building and the Sanitary District Building: waste and recyclables kiosks, pickup schedules and responsibilities, protocols for separation. [J.J. Johnson, Freddie Bragg (Custodial Support), Tim Lingar, Elijah Welch and Scott Zimmerman]
4. Implement a program to store and recycle waste lead-acid batteries by 2008. (Include Sanitary District, Street Department, Roseview Transit, Police Department.) [Elijah Welch, Tim Lingar]
5. Implement program to recycle grease, oil, antifreeze, coolants and filters by 2008. [Elijah Welch, Tim Lingar]

Measurement:

1. amount of recyclables collected and diverted from landfill

## 2.5 Mentoring Activity

To fulfill the mentoring requirement of the Indiana CLEAN Community Challenge, Richmond is serving as a point of contact for all communities developing a Quality of Life Plan in pursuit of Indiana CLEAN Community designation. As an early applicant in the Indiana CLEAN Community Challenge, Richmond stakeholders provide assistance and answer questions from prospective Indiana CLEAN Communities via telephone and email correspondence.

The Richmond CLEAN stakeholders are involved in the development and implementation of sustainability component of the City's new Comprehensive Plan. Two of our members are employees of local business that have established Environmental Management Systems programs. We've used their knowledge and experience to help develop Richmond's QLP.

## 2.6 Sustainability Activity

1. The Richmond Wellhead Protection Plan, approved by City Council in 2006.
2. The sustainability component of the Richmond Comprehensive Plan, approved by the City Council in 2006.
3. The Richmond Sanitary District has accomplished bank stabilization on a number of local stream and river banks. This work is on-going.
4. A local group comprised of representatives from Richmond Power and Light, Kicks 96 Radio, Earlham College, Cope Environmental Center, and private citizens is working with the State to carry out a year-long data collection and analysis project to determine whether a commercial grade wind facility can be supported in the area.
5. Richmond Power and Light has been carrying out numerous activities to encourage energy efficiency among local businesses and residents.
6. Richmond Power and Light and Richmond Sanitary District are in late stages of a landfill methane gas extraction for electricity production project.
7. The Society for Preservation and Utilization of Resourses (SPUR) has functioned effectively for almost 40 years in Richmond. SPUR has cooperated with the City in making the municipal landfill one of the best run in the region and in cleaning up the gorge of the east fork of the Whitewater River.
8. The Wayne County Resource Inventory Council has been mapping and documenting local natural and cultural resources for over a decade. Wayne County has one of the most highly developed GIS programs in the region
9. Early in her tenure as Richmond's Mayor, Sally Hutton established the Richmond Wayne Environmental Advisory Council (RWEAC) with the mission of "Promoting awareness and understanding to encourage sustainable use of local resources". RWEAC has conducted numerous workshops for local residents and business leaders, taped educational programs for local access television, and is the group which has undertaken the process which will lead to Richmond being declared a CLEAN city.

10. Earlham College has installed a grid-connected solar collection system on the roof of one of its classroom buildings and is using this facility to educated students and area residents about the feasibility and advantages of alternative energy sources.

11. Cope Environmental Center has developed a sustainable living demonstration house which serves as a model of what is possible. The center also sponsors a series of energy conservation and stewardship workshops.

12. A collaboration between the Richmond Sanitary District, Wayne and Union Counties Solid Waste Management District and Wayne and Union Counties Soil and Water Conservation Districts has provided support for a full-time Conservation Education Coordinater. LuAnne Holeva arranges special events to support recycling and conservation in the area.

13. ...

To fulfill the sustainability requirement of the Indiana CLEAN Community Challenge, the City of Richmond is willing to utilize Tax Increment Financing (TIF) for the environmental projects. TIF is a land development and improvement tool, which will provide Richmond and community stakeholders with a forum and process to manage potential projects for years to come.

# 3 Implementation and Operation Procedures

## 3.1 Document Control and Record Keeping Data Collection and Publication

All Quality of Life Plan (QLP) documents will be controlled. Document control does not apply to environmental records. **Documents** provide instructions, specifications, procedures, requirements, rules, and other kinds of information. **Records** state facts about what has occurred, how, when, by whom, and the results. While documents are occasionally revised in response to changing circumstances, non-conformances, and improvements, records can only be corrected. Records will be maintained for the appropriate period provided by legal requirements and will be archived after five years.

The Mayor's administrative assistant electronically maintains all QLP documents and records on the Richmond QLP website (http://www.RichmondQLP.gov") to which all City employees and citizens have read-only access. Original paper documents and records are kept in a filing cabinet at the City Building. Printed copies are available upon request; however, printed copies are not controlled or updated. Revised documents will not be distributed, but can be viewed on the QLP website. Masters and copies of obsolete documents that are retained for preservation of knowledge or legal reasons are moved to a separate electronic file and are kept separate from active documents.

Because documents must be understandable to those who are expected to use them, all personnel are encouraged to identify the need for, and propose the issue of, new procedures, work instructions, and other documents that would help carry out their work in conformance with the mission statement and Richmond's QLP procedures. All personnel are also encouraged to critically evaluate the documents they use and request revisions to correct errors, non-conformances, and inconsistencies.

The task of analyzing, documenting, and updating legal requirements is the responsibility of each department head. Each department head is also responsible for the ongoing identification of new or modified activities that could potentially be subject to environmental regulations; ongoing review of new environmental regulations; and changes in regulatory requirements

In order to track and maintain the Quality of Life Plan (QLP), the City of Richmond identifies electronic documents by title and date. The current version of the QLP documents are stored in the "QLP current" folder while outdated versions are stored in the "QLP previous" folder.

The Richmond stakeholders may opt to maintain archives of historical documents such as old drawings, specifications, reports, standards, and so on. Archived documents are inactive and are neither maintained nor controlled. Archived documents are stored in a separate electronic folder from active documents, and paper copies are stored at the Richmond Municipal Building.

## 3.2 Employee Awareness and Competence Training for Continual Improvement Revised Job Descriptions

The purpose of operational procedures is to define activities and provide instructions for carrying out activities within the City of Richmond. Operational procedures explain the what, when, who, and how for each activity; define relevant authorities and responsibilities; instruct who should be informed; and how the results of the activity should be recorded.

Department representatives (Scott and Elijah) are responsible for developing Standard Operating Procedures (SOP's) for the aspects identified within their departments. The purpose of SOP's is to guide personnel in performing specific activities, operations, and tasks, especially those that can result in a significant environmental impact. The SOP's define training content and specifies which groups of personnel must be trained. The SOP's will be reviewed and updated annually

## 3.3 Emergency and Corrective Action Procedures

Departmental emergency preparedness and response procedures are established and maintained to respond to and report, as appropriate, accidents, malfunctions, spills, upsets, and other environmental or hazardous materials (HAZMAT) emergency situations; and to mitigate any associated safety or environmental impacts. These procedures also provide for a review of procedures after the occurrence of an accident or emergency.

## 3.4 Documentation of Deficiency Corrections

Periodic audits, incident review, changes in legal requirements or City activities, and annual review of the QLP may indicate instances of non-conformance. All non-conformances will be reviewed by the Stakeholder Committee Leader and the respective department managers. Upon changes or revisions to procedures and documents, the Stakeholder Committee Leader and respective department managers are responsible for reviewing, revising, rejecting, and issuing the corrective action document. A document is considered to be formally issued when it is authorized by the Environmental Stakeholder Leader and department manager, and placed onto the QLP Web page. Only the Stakeholder Committee Leader has the ability to revise and update documents on the Richmond QLP web page.

## 3.5 Communications Procedures

The purpose of this procedure is to establish general requirements for the work process of conducting internal and external communications for Richmond's Quality of Life Plan.

**Internal communication** presents an overview of Quality of Life Plan procedures to employees of the City, contractors involved with City operations, and all individuals who may affect objectives

and targets, compliance, or environmental performance. Internal communication is conducted to assist with the implementation and operation of the Quality of Life Plan. Internal communication occurs through monthly meetings of the Mayor's staff with department heads and department head meetings with employees. These forums permits exchange of information between all levels of city personnel. Additionally, all Quality of Life Plan documentation is available to employees on the Richmond QLP website.

**External Communication** ensures the viability and integrity of the Quality of Life Plan. External communication is conducted as outreach or in response to an inquiry or complaint. Richmond receives communication from external parties through the City's web site and inquiries placed with the Office of the Mayor. Richmond communicates with external parties through the City's Web site and press releases.

# 4 Monitoring and Progress Review

## 4.1 Review Procedure for Continual Improvement

Richmond ensures management review of Quality of Life Plan goals through semi-annual meetings with stakeholders. During these meetings, stakeholders review the objectives set forth in the Quality of Life Plan and make adjustments to action plans as needed. Stakeholders use these meetings to determine the steps in need of completion during the following quarter and the individuals responsible for implementing these steps.

## 4.2 Audit Procedures

Stakeholders will review the Quality of Life Plan each September and determine whether modifications are necessary to improve the environmental goals. They will also attempt to identify and improve weak areas.

## 4.3 Document Improvement and Adjustment Procedures

Stakeholders will review the Quality of Life Plan each September and determine whether modifications are necessary to improve usefulness of the documents being created as part of the QLP process.

## 4.4 Measurements of Success of QLP

Success of the Quality of Life Plan is tracked and measured according to the measurement parameters defined in each environmental goal.

## 4.5 Annual Performance Report Procedure

This will be posted to the City website after the September reviews.

# 5 Attachments

## 5.1 Attachment A: Stakeholder Committee Members (Richmond Wayne Environmental Awareness Council)

| | |
|---|---|
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## 5.2 Attachment B: Prioritized Aspects List

### 5.2.1 Overview

We reduced the number of table entries by eliminating most redundancies, and attempted to rewrite the remaining aspects to reflect more consistent language. Many of the aspects on the original list were actually activities. We removed those or reworded them to be aspects.

We organized aspects by categories: Air, Energy, HAZMAT, Materials, Water and Other.

We have not added any new aspects, but doubt that our current list is exhaustive.

### 5.2.2 Definitions of Ratings Criteria

- Aesthetics (A) ⇒ the aspect reduces beauty and appeal
- Aspect ⇒ an object or substance that can have a negative impact on the environment
- Chosen goals ⇒ which of our initial goals are related to this aspect
- Frequency (F) ⇒ a measure of how common this aspect is in the community, number of occurences in different locations or over time
- HAZMAT ⇒ Hazardous Materials; substances that pose that threat (typically fire or toxicity) to human health or to the environment
- Resources (R) ⇒ inefficient use of resources
- Severity (S) ⇒ impact on human health or environment
- Waste (W) ⇒ aspect produces solid waste to landfill or sewage to sanitary plant

### 5.2.3 Initial Goals

- purchasing policy – pp
- truck route analysis – tr
- energy conservation – ec
- recycling – rc
- separation -sp

### 5.2.4 Instructions

We rated the negative effect of the aspect on each criterion; 0 for no effect; 9 for maximum effect. We left blank any we did not have the combined knowledge to judge. Final selected aspects are shown in **boldface**.

| Prioritized Aspects | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Aspect** | F | S | R | A | W | Total | Initial Goals |
| | AIR | | | | | | | |
| 1 | emissions from cleaning products | 9 | 6 | 6 | 1 | 0 | 22 | pp |
| 2 | **emissions from equipment and vehicles** | 9 | 9 | 8 | 4 | 0 | 30 | tr, pp |
| 3 | emissions from application of fertilizer, pesticides or rodenticides | 8 | 6 | 6 | 2 | 0 | 22 | pp |
| 4 | air leakage through doors and windows | 9 | 8 | 9 | 3 | 0 | 29 | ec |
| 5 | **electricity used for outdoor lighting** | 8 | 9 | 9 | 8 | 0 | 34 | ec, pp |
| 6 | **electricity used indoors** | 9 | 9 | 9 | 8 | 0 | 35 | ec, pp |
| 7 | water heater, uninsulated | 8 | 7 | 8 | 1 | 0 | 24 | ec, pp |
| | HAZMAT | | | | | | | |
| 8 | adhesives, caulk, putty, roofing tar | 4 | 6 | 1 | 3 | 7 | 21 | pp |
| 9 | aerosol cans | 4 | 5 | 1 | 3 | 7 | 20 | pp |
| 10 | animal carcasses | 5 | 6 | 1 | 7 | 7 | 26 | |
| 11 | asbestos (floor tiles, mastic, ceiling tiles, pipe wrap, siding, flashing) | 7 | 8 | 1 | 3 | 5 | 24 | |
| 12 | chemical spills | 3 | 8 | 7 | 5 | 7 | 30 | pp |
| 13 | chemicals used in lab tests | 5 | 4 | 2 | 1 | 1 | 13 | pp |
| 14 | ice-control chemicals | 6 | 6 | 7 | 5 | 2 | 26 | pp |
| 15 | compressed gasses | 5 | 4 | 2 | 1 | 1 | 13 | pp |
| 16 | contaminated soil from excavation | 6 | 7 | 6 | 5 | 8 | 32 | |
| 17 | overspray from application of fertilizer, pesticide or rodenticide | 7 | 8 | 8 | 5 | 0 | 28 | |
| 18 | dust & paint chips from sandblasting | 2 | 5 | 1 | 2 | 4 | 14 | |
| 19 | dust from unpaved roads | 2 | 5 | 2 | 6 | 0 | 15 | |
| 20 | freon-containing items | 7 | 7 | 7 | 7 | 7 | 35 | pp |
| 21 | fuel used for equipment or vehicles | 9 | 3 | 9 | 1 | 0 | 22 | pp |
| 22 | lead pipes and solder | 2 | 7 | 2 | 1 | 1 | 13 | pp |
| 23 | lead-containing dust, sand or chips | 7 | 8 | 2 | 3 | 3 | 23 | |
| 24 | mercury-containing equipment or drain traps | 7 | 7 | 1 | 1 | 8 | 24 | pp |
| 25 | PCB-containing items (ballasts, hydraulic oil) | 5 | 7 | 1 | 1 | 8 | 22 | pp |
| 26 | sludge contaminated with regulated metals (Cadmium, copper, lead, mercury) | 5 | 8 | 5 | 3 | 9 | 30 | |
| 27 | sludge from sewage | 9 | 8 | 1 | 3 | 9 | 30 | |
| 28 | solvents, thinners, metal cleaners, etching compounds | 8 | 8 | 2 | 1 | 6 | 25 | pp |
| 29 | spilled antifreeze; brake, radiator, transmission, windshield fluid; fuel; oil; solvents, paints, cleaners | 7 | 8 | 8 | 7 | 5 | 35 | pp |
| 30 | storage tanks for fuel or chemicals, above ground | 5 | 3 | 0 | 3 | 0 | 11 | pp |

| | **Aspect** | F | S | R | A | W | Total | Initial Goals |
|---|---|---|---|---|---|---|---|---|
| 31 | storage tanks for fuel or chemicals, below ground | 6 | 5 | 0 | 0 | 0 | 11 | pp |
| 32 | stored new and used fluids & filters (oil, brake, radiator, transmission, antifreeze, windshield), solvents, cleaners | 7 | 3 | 0 | 1 | 0 | 11 | pp |
| 33 | unusable fuel or chemicals (contaminated or stored improperly) | 5 | 6 | 5 | 7 | 7 | 33 | |
| 34 | waste agrochemicals (incorrectly mixed or stored, rinsate from cleaning equipment or empty containers | 6 | 7 | 8 | 2 | 8 | 31 | |
| 35 | waste batteries (nickel cadmium, lithium, lead acid, etc.) | 9 | 8 | 8 | 3 | 7 | 35 | pp, rc |
| 36 | waste fluids from equipment & vehicles (antifreeze, oil, gasoline, diesel, brake fluid) | 9 | 8 | 7 | 6 | 7 | 37 | pp, rc |
| 37 | wastes from spill cleanup or containment | 6 | 5 | 5 | 5 | 7 | 28 | |
| 38 | wastewater (cleaners, detergents, fertilizer, liquid food, pesticides, rodenticides, salt, septic) | 9 | 9 | 7 | 3 | 9 | 37 | |
| | MATERIALS | | | | | | | |
| 39 | construction & demolition debris (brick, concrete, drywall, glass, metals, plastic, shingles, tape, tile, wire, wood) | 8 | 5 | 4 | 5 | 9 | 31 | rc |
| 40 | construction materials | 5 | 1 | 6 | 2 | 7 | 21 | pp |
| 41 | debris from clearing land | 3 | 5 | 3 | 6 | 7 | 24 | |
| 42 | grass clippings, brush, leaves | 8 | 7 | 2 | 4 | 6 | 27 | rc |
| 43 | ink toner cartridges for printers | 8 | 5 | 4 | 1 | 2 | 20 | pp, rc |
| 44 | litter | 8 | 5 | 7 | 8 | 5 | 33 | |
| 45 | metal parts (tire weights, wheels, brake drums, nuts, bolts, body parts, ...) | 8 | 2 | 7 | 3 | 7 | 27 | rc |
| 46 | waste paints | 5 | 3 | 5 | 2 | 5 | 20 | pp, rc |
| 47 | **paper, office** | 9 | 8 | 8 | 2 | 9 | 36 | pp, rc |
| 48 | personal protective equipment | 2 | 2 | 3 | 1 | 2 | 10 | pp |
| 49 | **recyclables** | 9 | 8 | 9 | 6 | 9 | 41 | pp, rc, sp |
| 50 | soil erosion | 8 | 8 | 8 | 7 | 1 | 32 | |
| 51 | solid waste from paved surfaces (grit, litter, leaves, sweeper brushes) | 4 | 3 | 3 | 5 | 2 | 17 | |
| 52 | surplus recycling bins | 3 | 1 | 8 | 1 | 0 | 13 | pp, rc |
| 53 | used tires | 8 | 8 | 8 | 9 | 8 | 41 | pp, rc |
| 54 | waste carpet | 7 | 6 | 7 | 1 | 7 | 28 | pp, rc |
| 55 | waste packing materials (cardboard, paper, styrofoam, ...) | 9 | 2 | 8 | 1 | 8 | 28 | |
| 56 | waste electronic equipment | 7 | 6 | 7 | 1 | 6 | 27 | pp, rc |

| | Aspect | F | S | R | A | W | Total | Initial Goals |
|---|---|---|---|---|---|---|---|---|
| | WATER | | | | | | | |
| 57 | backflow, cross connections, stormwater infiltration | 2 | 7 | 7 | 6 | 5 | 27 | |
| 58 | chemical contaiminated runoff from cleaning | 8 | 8 | 3 | 1 | 0 | 20 | |
| 59 | impermeable surfaces (roads, parking lots, ...) | 9 | 8 | 3 | 7 | 0 | 27 | |
| 60 | leachate | 9 | 8 | 4 | 1 | 7 | 29 | |
| 61 | stormwater runoff | 8 | 8 | 7 | 7 | 1 | 31 | |
| 62 | wastewater overflows or spills | 5 | 8 | 3 | 5 | 1 | 22 | |
| 63 | waste or storm water infiltration into drinking water lines | 2 | 8 | 5 | 7 | 0 | 22 | |
| 64 | water and sediment from flushing lines and hydrants or cleaning and unclogging sewers | 4 | 3 | 2 | 5 | 3 | 17 | |
| 65 | water use | 8 | 6 | 4 | 1 | 5 | 24 | ec |
| | OTHER | | | | | | | |
| 66 | disturbed native flora or fauna | 3 | 5 | 2 | 7 | 0 | 17 | |

### 5.3 Attachment C: Emergency Response System Chain

The reporter of any spill or accident involving hazardous materials is to call 911. The 911 operator will notify the Richmond Fire and Police Departments as well as the Wayne County Emergency Managment Agency. The actions taken at that point depend on the scope and severity of the emergency. The protocols are described in the Wayne County Comprehensive Emergency Management Plan, as updated in July 2006. (Fred Griffin, Director, Wayne County Emergency Management Agency / LEPC, ema@co.wayne.in.us)