

City of Cleanville

SAMPLE QUALITY OF LIFE PLAN

Primary Contact: Stacey Martindale, Environmental Manager
 1234 Indianapolis Street, Room W041
 Indianapolis, Indiana 12345
 Phone: 317.233.5554
 FAX: 317.233.5627
smartind@idem.in.gov

Secondary Contact: Mayor Karen Teliha
 1234 Indianapolis Street, Room W041
 Indianapolis, Indiana 12345
 Phone: 317.233.5555
 FAX: 317.233.5627
kteliha@idem.in.gov

Table of Contents	Page
1. CITY OF CLEANVILLE MISSION STATEMENT	4
2. ROLES AND RESPONSIBILITIES	5
STAKEHOLDER COMMITTEE	5
MAYOR	6
STAKEHOLDER COMMITTEE LEADER	6
LOCAL GOVERNMENT COORDINATOR.....	6
<i>County Government</i>	6
<i>Solid Waste Management District</i>	6
<i>Department of Public Works</i>	7
<i>Waste Water Treatment Plant</i>	7
<i>Drinking Water Treatment Plant</i>	7
<i>Fire Department</i>	7
<i>Police Department</i>	7
<i>Parks and Recreation Department</i>	7
<i>Cemetery</i>	7
<i>City Hall</i>	7
<i>City Airport Facility</i>	7
<i>Energy Generation Facility</i>	7
LOCAL BUSINESS COORDINATOR	8
<i>Chamber of Commerce</i>	8
<i>Economic Development Council</i>	8
<i>Local Business and Industry</i>	8
PUBLIC OUTREACH COORDINATOR.....	8
<i>Environmental Advocacy Groups</i>	8

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

- Neighborhood Associations*8
- Media*8
- Schools*8
- Visitor’s Center*8
- AUDIT TEAM9
- 3. ENVIRONMENTAL GOALS11**
- OPERATION ACTIVITIES11
 - Department of Public Works*.....11
 - Waste Water Treatment Plant*11
 - Drinking Water Treatment Plant*11
 - Fire Department*.....11
 - Police Department*11
 - Cemetery*11
 - City Hall*.....12
 - County Government*12
 - Solid Waste Management District*.....12
- IDENTIFYING ASPECTS AND IMPACTS12
- PRIORITIZING ASPECTS12
- IDENTIFYING OBJECTIVES AND TARGETS13
 - Environmental Media Activity: Solid Waste Collection*.....13
 - Environmental Media Activity: Outdoor Lighting*14
- 4. IMPLEMENTATION AND OPERATION PROCEDURES15**
- STANDARD OPERATING PROCEDURES15
- EMERGENCY PREPAREDNESS AND RESPONSE16
 - Emergency Response Coordinators*16
 - Emergency Preparedness and Response Plans*.....16
 - Employee Training*16
 - Emergency Response Equipment*16
 - Central Emergency Response Plan*.....17
 - Incident Review*17
 - Emergency Response Records*.....17
- DOCUMENT CONTROL17
 - Document Management*17
 - Tracking and Indexing Documents*18
 - Document Development*18
 - Corrective Action*19
 - Archiving Documents*19
- RECORD KEEPING20
 - Tracking and Indexing Records*20
 - Legal and Regulatory Requirements*.....20
 - Emergency Response Records*.....20
- COMMUNICATION20
 - Internal Communication*20
 - External Communication*21
 - Inquiry Response Communications*.....21

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

Public Participation.....21

5. MONITORING AND PROGRESS REVIEW21

INTERNAL AUDIT21

Audit Team22

Audit Reporting22

Audit Report Records22

MANAGEMENT REVIEW22

6. COMMUNITY AND BUSINESS OUTREACH23

Environmental Performance23

Objective and Target Progress24

7. QUALITY OF LIFE PLAN APPENDICES.....24

Appendix 1: City of Cleanville Resolution24

Appendix 2: Aspects and Impacts24

Appendix 3: Combined Aspects.....24

Appendix 4: Prioritizing Matrix for Aspects and Impacts24

Appendix 5: Prioritized Aspects and Impacts24

8. QUALITY OF LIFE PLAN FORMS24

Form # 1: Complaint and Inquiry Response Form.....24

Form # 2: Complaint and Inquiry Response Log24

Form # 3: Document Development Request Form24

Form # 4: Emergency Response Chain.....24

Form # 5: Incident Investigation Form.....24

Form # 6: Legal Requirements Checklist.....24

Form # 7: Revision History Form.....24

1. City of Cleanville Mission Statement

The City of Cleanville is committed to preserving and protecting the beauty of our community through compliance with requirements and voluntary commitments; continual environmental improvement; pollution prevention; and promotion of energy and resource efficiency within our local government. Cleanville will strive for a better quality of life for our residents, municipal employees, and business partners by sharing environmental decisions and performance with the community; and fostering cooperation and awareness of environmental responsibility to government employees, local business and industry.

In order to fulfill Cleanville's environmental commitments, environmental objectives and targets will be established and periodically reviewed to ensure success; pollution prevention and community outreach projects will be implemented; and an environmental stakeholder group will be created to represent environmental, planning, governmental, business, and community interests.

Cleanville's mission statement has been adopted through Resolution. A signed and dated copy is attached in Appendix 1.

2. Roles and Responsibilities

Stakeholder Committee

The Stakeholder Committee overseeing Cleanville's CLEAN Challenge represents a variety of interests within Cleanville. Each person on the stakeholder committee has a critical role of coordinating with the numerous public and private organizations and agencies within the Cleanville community for the duration of the quality of life plan (QLP). The stakeholder committee is ultimately responsible for the preparation of the QLP in accordance with the CLEAN Community Challenge program, submittal of the QLP for IDEM approval, and guiding the implementation process within the community. The roles and responsibilities of the steering committee members are designed to be specific to the QLP development.

The stakeholder committee is responsible for:

- Creating a mission statement;
- Assigning roles and responsibilities for stakeholders and local government personnel to implement, train, monitor, and maintain Quality of Life Plan procedures and goals;
- Identifying and documenting the governmental operations to include in Cleanville's quality of life plan;
- Identifying, documenting, and prioritizing the environmental aspects and impacts associated with those operations and describing the prioritization process;
- Selecting five of the aspects to minimize their environmental impact;
- Documenting and updating legal and regulatory requirements associated with the five selected aspects and ensuring compliance with all applicable environmental laws, regulations, and permit conditions;
- Establishing and documenting objectives and targets for each of the five aspects;
- Developing, implementing, and documenting action plans to achieve each target and reduce negative environmental impacts;
- Developing measurement parameters to evaluate the achievement of each target;
- Implementing one partnership or mentoring activity;
- Implementing one sustainability activity;
- Ensuring objectives and targets meet all legal requirements;
- Establishing a procedure to control Quality of Life Plan documentation;
- Ensuring employees are environmentally aware and competent;
- Incorporating pollution prevention responsibilities into job descriptions and providing training to encourage employee participating in continual environmental improvement system activities;
- Recording and providing environmental data for all employees to read;
- Developing and implementing a procedure for emergencies and contingencies;
- Documenting corrective actions when deficiencies are discovered;
- Establishing procedures for internal and external communication regarding environmental issues and community concerns;
- Developing and implementing a procedure to review progress of the Plan and ensuring continual improvement;
- Developing a procedure for periodic internal audits of the continual improvement system and documenting audits performed;
- Developing and implementing a method to measure success of the quality of life plan;
- Developing a procedure to document improvements and adjustments to the quality of life plan;

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

-
- Developing and implementing a procedure to inform the community and businesses of important issues related to the community's environmental performance;
 - Developing and implementing a procedure to provide the community with progress toward achieving objectives and targets for each of the five environmental activities; and
 - Submitting an annual performance report to IDEM and the City of Cleanville via the mayor.

The stakeholder committee is comprised of five core individuals: Mayor, Stakeholder Committee Leader, Local Government Coordinator, Local Business Coordinator, and Public Outreach Coordinator. The stakeholder committee is also comprised of several sub-committees, which are managed by the five core individuals.

Mayor

As the most executive level of management, the mayor is responsible for inviting community members and department representatives to participate in the stakeholder committee, and implementing the quality of life plan. The mayor is also responsible for adopting a mission statement by Executive Order or Resolution.

Stakeholder Committee Leader

The Stakeholder Committee Leader (SCL) has the authority and responsibility to ensure that the quality of life plan is established, implemented, and maintained in accordance with the requirements of the Indiana CLEAN Community Challenge program. The SCL has the ability to revise and update documents on the Cleanville QLP Web page and is responsible for identifying the specific documents that need to be controlled, coordinating document control activities, and communicating audit results to the responsible department manager. The SCL is also responsible for coordinating the stakeholder committee, reporting to the Mayor on the performance of the quality of life plan, and coordinating management reviews according to the Management Review procedure.

Local Government Coordinator

The Local Government Coordinator (LGC) is responsible for all CLEAN communications between the stakeholder committee and each government operation identified in the quality of life plan. The LGC serves as Cleanville's central emergency response coordinator. The LGC is also responsible for coordinating CLEAN efforts with other government entities such as the county government, solid waste management district, schools, or soil and water conservation district. Each of these entities has one appointed contact to serve as the liaison between that entity and the LGC.

County Government: The president of the Cleanville County Council is the contact for CLEAN activities taking place within county operations.

Solid Waste Management District: The director of the Cleanville County Solid Waste Management District (SWMD) is the contact for CLEAN activities taking place within the SWMD such as recycling drop-offs, tox-away-days, and household hazardous waste.

The following City operations each have one appointed contact to serve as the liaison between the Local Government Coordinator and respective employees. Each contact is responsible for:

- Identifying and documenting the aspects and impacts associated with their operation;

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

-
- Establishing and maintaining Standard Operating Procedures (SOP) for significant aspects;
 - Communicating objectives and targets created by the stakeholder committee to employees;
 - Implementing, training, monitoring, and maintaining the Quality of Life Plan procedures and targets;
 - Training employees to be environmentally aware and competent;
 - Documenting and updating relevant legal and regulatory requirements;
 - Serving as the department's emergency response coordinator and associated responsibilities;
 - Maintaining and supporting the City's CLEAN initiatives;
 - Reporting all progress to the Local Government Coordinator; and
 - Implementing corrective actions.

Department of Public Works: The Department of Public Works (DPW) manager is the contact for CLEAN activities taking place within the DPW (can include all or part of the following: Street Department, Sanitation Department, Utilities Department, Vehicle Maintenance Facility, and so on, or they can be separate departments).

Waste Water Treatment Plant: The certified Waste Water Treatment Plant (WWTP) manager is the contact for CLEAN activities taking place within the WWTP.

Drinking Water Treatment Plant: The certified Drinking Water Treatment Plant (DWTP) manager is the contact for CLEAN activities taking place within the DWTP.

Fire Department: The Fire Department Chief is the contact for CLEAN activities taking place within the Fire Department.

Police Department: The Chief of Police is the contact for CLEAN activities taking place within the Police Department.

Parks and Recreation Department: The Director of Parks and Recreation is the contact for CLEAN activities taking place within the Parks and Recreation Department.

Cemetery: The Cemetery Manager is the contact for CLEAN activities taking place within the cemetery.

City Hall: The Building Manager is the contact for CLEAN activities taking place within City Hall.

City Airport Facility: The Airport Superintendent is the contact for CLEAN activities taking place within the airport.

Energy Generation Facility: The Director of the energy generation facility is the contact for CLEAN activities taking place with the facility.

Local Business Coordinator

The Local Business Coordinator (LBC) is responsible for identifying potential public/private partnership opportunities to promote environmental awareness and outreach activities to the business sector. The LBC must coordinate local business and industry interests through such entities as the Chamber of Commerce, Economic Development Council, and privately owned businesses.

Chamber of Commerce: The director of the Cleanville Chamber of Commerce is the contact for CLEAN outreach activities for Chamber members.

Economic Development Council: The president of the City of Cleanville's Economic Development Council is the contact for CLEAN activities such as outreach, Brownfield development, and "green" building promotion to new or expanding local business and industry.

Local Business and Industry: A private business owner is the point of contact for local business and industry interested in pursuing a healthier, more environmentally friendly community.

Public Outreach Coordinator

The Public Outreach Coordinator (POC) is responsible for communicating the environmental stewardship mission to the greater Cleanville community and for establishing new environmental outreach programs or expanding existing programs. The POC is critical to communicating outreach activities to the community at large and must facilitate information on environmental issues to third party interests. The POC must coordinate efforts between the visitor's center, environmental advocacy groups, neighborhood associations, local media, and schools.

Environmental Advocacy Groups: The president of the City of Cleanville's Friends of the Environment advocacy group is responsible for communicating CLEAN activities between the Public Outreach Coordinator and environmental advocacy groups within the City of Cleanville.

Neighborhood Associations: The president of the City of Cleanville's Sherwood Hills Neighborhood Association is responsible for communicating CLEAN activities between the Public Outreach Coordinator and neighborhood associations within the City of Cleanville.

Media: A reporter with City of Cleanville's Green Times Newspaper is the liaison between the Public Outreach Coordinator and the Green Times Newspaper.

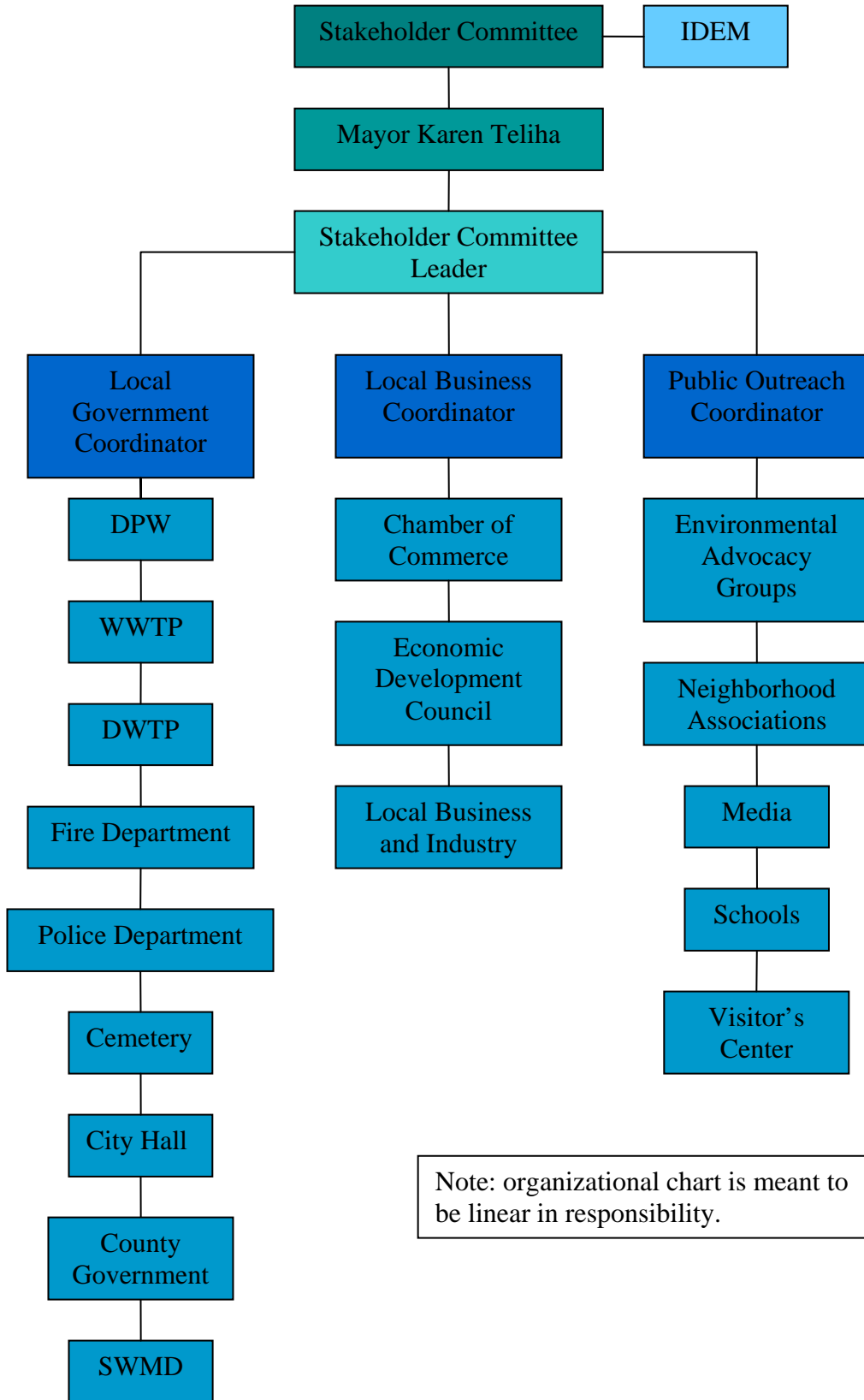
Schools: The City of Cleanville School Corporation Administrator is responsible for communicating CLEAN activities between the Public Outreach Coordinator and the school district.

Visitor's Center: The Visitor's Center manager is responsible for communicating CLEAN activities between the Public Outreach Coordinator and out-of-town or interested parties.

Audit Team

All audits are conducted by the City of Cleanville Audit Team. The Audit Team reports all findings and observations to the Stakeholder Committee, and evaluates the adequacy of observed actions to the procedures recorded in the QLP. The Audit Team consists of individuals not involved in the day-to-day operation of the QLP ensuring objectivity and the ability to recognize any non-compliance issues. The Audit Team performs annual audits of Cleanville's QLP.

As the term "Audit Team" states, Cleanville has a team of individuals to conduct internal audits, but only one person conducts each internal audit. Audit Team members are assigned upcoming internal audits on a rotating basis. Each auditor is responsible for coordinating the audit process and preparation of the audit report. All auditors use the Audit Report Checklist (**Form #XX**) when conducting internal audits. Internal audit procedures are explained in Section 5: Monitoring and Progress Review.



City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

3. Environmental Goals

The Cleanville stakeholder committee is responsible for identifying the potential hazards and significant aspects of the City's activities. To do so, Cleanville stakeholders identify which city operations to include in the QLP and then systematically identify the potential significant aspects associated with each operation's activities. The following operations and associated activities are included in Cleanville's quality of life plan:

Operation Activities

Department of Public Works

The DPW exhibits the following activities: facility operation, building maintenance, janitorial service, vehicle maintenance, grounds maintenance, fuel storage, solid waste removal and curbside recycling, snow removal and deicing, median and right-of-way mowing, ditch maintenance, road repair, curbs and sidewalk maintenance, storm sewer repair and maintenance, and street sweeping. The aspects and impacts associated with these activities are identified in Appendix 2.

Waste Water Treatment Plant

The WWTP exhibits the following activities: facility operation, building maintenance, janitorial service, grounds maintenance, laboratory, chemical storage, wastewater treatment, bio-solids management and disposal. The aspects and impacts associated with these activities are identified in Appendix 2.

Drinking Water Treatment Plant

The DWTP exhibits the following activities: facility operation; building maintenance; janitorial service; grounds maintenance; laboratory; chemical storage; treatment, storage and distribution of drinking water. The aspects and impacts associated with these activities are identified in Appendix 2.

Fire Department

The Fire Department exhibits the following activities: facility operation; building maintenance; janitorial service; grounds maintenance; laundry operations, incident response, minor equipment repair and maintenance; education and outreach; and general fire suppression activities. The aspect and impacts associated with these activities are identified in Appendix 2.

Police Department

The Police Department exhibits the following activities: facility operation, building maintenance, janitorial service, grounds maintenance, incident response, equipment repair and maintenance, target practice and gun cleaning, photo processing, and education and outreach. The aspects and impacts associated with these activities are identified in Appendix 2.

Cemetery

The cemetery exhibits the following activities: facility operation, building maintenance, janitorial service, grounds maintenance, grave digging and burial activities, and equipment repair and maintenance. The aspects and impacts associated with these activities are identified in Appendix 2.

City Hall

City Hall exhibits 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 in Appendix 2.

County Government

The Clean county government exhibits the following activities: facility operation, building maintenance, janitorial service, grounds maintenance, office activities, vehicle maintenance, and education and outreach. The aspects and impacts associated with these activities are identified in Appendix 2.

Solid Waste Management District

The Clean County Solid Waste Management District exhibits the following activities: facility operation; building maintenance; janitorial activities; equipment maintenance and repair; grounds maintenance; collection storage, handling (e.g. bulk/lab packing) 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 in Appendix 2.

Identifying Aspects and Impacts

The Cleanville stakeholders went through several steps to identify the aspects and impacts from the City's operations and services. First, city operations and departments included in the quality of life plan were identified. Secondly, all of the services and activities that occur within each operation or department were listed. Next, the aspects and impacts of each activity and service were listed. The aspects and impacts are listed in Appendix 2. The Indiana Department of Environmental Management assisted the stakeholder group through this process and provided an *Environmental Impacts from Municipal Operations Database*, which presented a list of local government operations, services, and activities, and provided the aspects and impacts commonly associated with those activities.

Prioritizing Aspects

In order to prioritize the environmental aspects listed in Appendix 2, the Stakeholder Committee first combined similar aspects in each operation to eliminate repetitive aspects. The Stakeholder Committee then established evaluation criteria. The evaluation criteria were used to determine the significance of each environmental aspect. The seven evaluation criteria used are:

- Severity of impact;
- Probability of impact;
- Potential for legal and regulatory non-compliance;
- Potential to impact human health;
- Public perception;
- Pollution prevention opportunity; and
- Potential reduction in waste and emissions.

Cleanville's environmental aspects were evaluated by each evaluation criterion and assigned a low, medium, or high potential. A "low" rating was assigned to those aspects with minimal criterion potential; a "medium" rating was assigned to those aspects with intermediate criterion potential; and a "high" rating was assigned to those aspects with superior criterion potential.

The most frequent rate (rating assigned most often) is considered the aspects rating. For example, the aspect "waste fluorescent and halogen lights" received 4 High's, 2 Medium's, and 1 Low, so the rating of this particular aspect is High because there are more H's (4) than there are M's (2) or L's (1). Only those aspects with a "high" rating are deemed a significant aspect. The evaluation criteria matrix for prioritizing aspects associated with the City of Cleanville's operations is contained in Appendix 3. The list of prioritized and significant aspects is identified in Appendix 4.

Identifying Objectives and Targets

Using the prioritized list of aspects and impacts, the stakeholder group selected five aspects to address in the quality of life plan. After selecting five aspects, the stakeholder group established objectives and targets to minimize the impact of these five aspects. Environmental media activities were selected to achieve each objective and target were established. Explanations of the five selected aspects, objectives and targets, and environmental media activities are listed below (only two were provided for the Cleanville Sample QLP):

Environmental Media Activity: Solid Waste Collection

Solid Waste Collected

The Department of Public Works, with input from the stakeholder group, developed environmental management plans for implementing and monitoring the objective and target. A summary of the roles and responsibilities and time frames for each task within each plan is presented below.

The Department of Public Works plans to reduce the volume of solid waste generated by increasing participation in recycling programs. To accomplish this, the department plans to evaluate the effectiveness, applicability, cost, and benefit of different ways to encourage recycling and discourage disposal of solid waste. To encourage recycling the department will investigate replacement of recycling bags with reusable plastic bins for curbside pickup. To discourage disposal the department will investigate "pay as you throw" programs as well as the effectiveness of providing city-owned trash containers of specific sizes. The department will also investigate developing partnerships with businesses and other organizations and will develop an education and outreach program.

Aspect: Solid waste collected
Impact: Shortens the life of the landfill
Objective: Decrease the volume of solid waste collected
Target: Decrease the volume by 40% by December 2006
Legal requirements: Landfill restrictions for yard waste, hazardous chemicals, RCRA, CFC
Other requirements: Insurance requirements, land use, zoning and planning
Action Plan: <ul style="list-style-type: none"> • Develop baseline: evaluate the composition and volumes of trash generated and recycling per generator types from 1990-2004. XX will accomplish this task using Cleanville's Solid Waste Database. This task should be completed by January 2006.

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

<ul style="list-style-type: none"> • Evaluate the cost per waste category per unit generator. XX will be assigned this task and the information will be based on figures from the Solid Waste Database and billing receipts. This task should be completed by February 2006. • Investigate equipment options (e.g. recycling bins, new segregation trucks, and city-owned trash containers of controlled sizes) and cost per generator type. XX and YY are expected to complete this task by March 2006. • Investigate management options (e.g. pay as you throw, less frequent pick-ups, generator segregates v. community segregates, privatization) and the costs associated with each. XX is expected to complete this task by April 2006. • Investigate programs used in various communities of similar population to see if such programs would be successful in Cleanville. XX is expected to complete this task by July 2006. • Distribute educational inserts in utility bills explaining recycling program and collectable materials. XX will compose and distribute inserts to all utility users by July 2006.
<p>Measurement Parameter:</p> <ul style="list-style-type: none"> • Measure and record the amount of waste diverted and composition each month. Adjust action plan accordingly to achieve 40% reduction by December 2006.

Environmental Media Activity: Outdoor Lighting

Outdoor Lighting

Currently, Cleanville’s outdoor lighting uses 10 kilowatts of electricity annually at an annual cost of \$1 million. The Department of Public Works would like to reduce energy use and associated costs for this service while at the same time maintaining the current level of public safety benefits and aesthetic appeal outdoor lighting provides to the community. To do this, the department will evaluate current technology used, as well as the energy usage and activity levels in different locations, at different times of the day during different seasons.

Aspect: Electricity used to operate the lights
Impact: Depletion of natural resources
Objective: Decrease the amount of energy consumed for outdoor lighting
Target: Decrease electricity used by 20% by January 2008
Legal requirements: None
Other requirements: Insurance benefit for providing public safety programs
<p>Action Plan:</p> <ul style="list-style-type: none"> • Develop a baseline: assess energy used during different times of the year and at different locations throughout the community. XX will be responsible for this task and will use historic energy bills over the past year to determine seasonal and temporal patterns. This task should be completed by February 2006. • Assess the amount of and types of public use in different areas of the community, at various times of each day at different times of the year. XX will be responsible for this task. Use patterns will

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

be obtained by surveying businesses and organizations about client volume and distribution over time. Visual surveys at different locations and a review of traffic information will also be reviewed. XX is expected to complete this task by January 2007.

- Investigate the costs and benefits new technologies (e.g. motion sensitive monitors, high efficiency bulbs). XX is expected to complete this task by March 2006.
- Evaluate possible management lighting options (e.g. selective lighting per season or location). XX is expected to complete this task by August 2006.
- Investigate the impact outdoor lighting has on wildlife. XX is expected to complete this task by January 2007.

Measurement Parameter:

- Measure and record the amount of energy consumed at different locations throughout the community each month. Adjust action plan accordingly to achieve 20% reduction by January 2008.

Designation as a CLEAN community requires compliance with all federal, state, and local legal requirements. As such, it is important that legal requirements and compliance are considered when evaluating aspects and impacts, and establishing objectives and targets. The City of Cleanville's relevant legal requirements are detailed in the Record Keeping procedure. Cleanville maintains a list of other requirements (e.g. insurance company requirements, engineering standards, agreements for partnerships with local businesses) that currently apply to community operations and activities according to the Record Keeping procedure.

4. Implementation and Operation Procedures

The purpose of operational procedures is to define activities and provide instructions for carrying out activities within the City of Cleanville. 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.

Standard Operating Procedures

As explained in Section 3: Environmental Goals, the Cleanville Stakeholder Committee is responsible for identifying the potential hazards and significant aspects of the City's activities. Department managers are then responsible for establishing Standard Operating Procedures (SOPs) for the significant aspects identified within their department. The purpose of SOPs is to guide personnel in performing specific activities, operations, and tasks, especially those that can cause a significant environmental impact. In other words, SOP documents are used as instruction sheets for activities with the potential to significantly impact the community.

SOPs and other materials used for environmental awareness and competence training are established and maintained by department managers (which are also the emergency response coordinator according to Section 2: Roles and Responsibilities). Each training document defines the training content and specifies which groups of personnel must be trained. Department managers are responsible for maintaining and recording employee training.

Emergency Preparedness and Response

An emergency preparedness and response procedure is established and maintained to respond to and report, as appropriate, accidents, malfunctions, spills, upsets, and other emergency situations, and to mitigate any associated environmental impacts and provide for a review of the procedures after the occurrence of an accident or emergency.

Emergency Response Coordinators

One emergency response coordinator is designated for each of Cleanville's departments. A central emergency response coordinator is designated to coordinate all department emergency response coordinators in case of a community-wide emergency. Each emergency response coordinator annually makes arrangements with Cleanville's local fire, police, and health care providers to inform the providers of potential emergency situations that could occur within their building or department. Each emergency response coordinator ensures that all emergency response providers (fire, police, and health care providers) are supplied with MSDSs and hazardous information. The persons designated as emergency response coordinators are identified in Section 2: Roles and Responsibilities.

Emergency Preparedness and Response Plans

Each Cleanville emergency response coordinator is responsible for identifying the potential hazards and significant aspects in their department's activities that would require emergency response in the event of an accident, malfunction, spill, or other situation. After identifying activities in need of emergency response plans, each emergency response coordinator identifies existing emergency response plans and procedures, and then establishes emergency response plans and procedures for those activities where plans are non-existent. Each emergency response coordinator maintains a general listing of emergency preparedness and response plans.

Employee Training

Each emergency response coordinator develops and implements environmental awareness and training, and is responsible for providing, tracking, and recording appropriate employee training. Employee training records include the position description including environmental responsibilities and SOPs, training plan (including the agenda for each completed training session), and training certificates. Potential hazards and significant aspects that would require emergency response in the event of an accident, malfunction, spill, or other situation, are identified during employee training and are practiced where practicable, so all employees are competent in emergency preparedness and response procedures.

Emergency Response Equipment

Each emergency response coordinator is responsible for identifying, maintaining, and cataloguing their department's emergency response equipment, and for displaying emergency response equipment locations on diagrams throughout department buildings. The emergency response coordinator is also responsible for ensuring emergency equipment instructions, technical specifications, manuals, and maintenance instructions are available and current. Emergency equipment instruction, location, and hazardous information are provided to employees during annual employee training sessions and as needed. Emergency equipment catalogues and locations are maintained on Cleanville's QLP Web site by each emergency response coordinator. Emergency response coordinators must review all equipment catalogues prior to requesting a purchase for needed equipment. Cleanville's emergency response equipment includes:

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

- Fire extinguishers
- Communication systems (telephone, radio)
- Spill kits
- Absorbent materials
- Eye wash stations
- Mops, brooms, buckets, shovels
- Personal protective equipment
- First aid kits
- Fire and emergency response systems (alarms, sprinklers, hoses)

Central Emergency Response Plan

In the event of an emergency, the emergency response chain will be activated as identified in Cleanville's Emergency Response Chain (Form # 4). All emergency notifications and reporting will be completed by the department's emergency response coordinator. If the department's emergency response coordinator is not available, responsibility falls to the next person on the response chain as designated by the emergency response coordinator and so on. The emergency response chain is maintained by the central emergency response coordinator and each emergency response coordinator is responsible for establishing and maintaining an emergency response chain for their department.

Incident Review

Emergency response coordinators will document and maintain all emergency and incident responses by completing an Incident Investigation Form (Form # 5). Emergency response coordinators review emergency preparedness and response plans for appropriate response and prevention of reoccurrence. Emergency response coordinators will revise deficient emergency plans upon review and document the corrective actions according to the *Corrective Action* procedure.

Emergency Response Records

The central emergency response coordinator will maintain and document a list of Cleanville's emergency preparedness and response plans as necessary for reference on the Cleanville QLP Web site. The central emergency response coordinator will also maintain copies of all emergency notifications, reports, and Incident Investigation Forms according to the Document Control procedure.

Document Control

Note: Document control does not apply to environmental records. Documents provide instructions, specifications, procedures, requirements, rules, and other types of information, whereas 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. Record control is explained in the Record Keeping procedure.

Document Management

The City of Cleanville will electronically document and maintain all quality of life plans and records (original paper documents are controlled and stored at City Hall). All City personnel and citizens have access to review current quality of life plans and records via the Cleanville Quality of Life Plan Web site (www.CleanvilleQLP.gov). Printed copies are available upon request; however, printed copies are not

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

controlled or updated. Revised documents will not be distributed, but can be viewed on the QLP Web site. 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. Documents issued to personnel and citizens have the following Document Control disclaimer at the bottom of each page:

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

Tracking and Indexing Documents

In order to track and maintain controlled documents, the City of Cleanville identifies electronic documents by the section name, title, subtitle, and date. Each document is stored on the QLP Web site under the appropriate subtitle folder. For example: Cleanville Quality of Life Plan, Section 4: Operational Procedures, Document Control, Document Management, September 30, 2005. Original paper documents are identified and maintained in the same manner, but are stored in a filing cabinet at City Hall.

Document Development

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

Anyone in the community (employee or citizen) can propose the establishment of a new document or revise an existing one. The person proposing a document or revision must submit a completed Document Development Request Form (Form # 3) to the respective department manager. Regardless of who proposes a document, the Stakeholder Committee Leader and department manager are responsible for reviewing, revising, rejecting, or issuing the 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. The new document must be recorded on the Revision History Form (Form # 7) as new and revised documents are controlled. Quality of Life Plan documents are reviewed by the stakeholder committee and revisions documented: annually; after changes to a City of Cleanville operation, activity, or procedure; and after changes in legal requirements; after a non-conformance is found; and upon incident review. Only the Stakeholder Committee Leader has the ability to revise and update documents on the Cleanville QLP Web page.

The Stakeholder Committee Leader is responsible for identifying the specific documents that are controlled and for coordinating document control activities. Quality of Life Plan documents and associated material to be controlled include:

- Mission statement
- Roles and responsibilities
- Aspects and impacts
- Significant environmental aspects
- Objectives and targets

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

- Legal and regulatory requirements
- Action plans for achieving objectives and monitoring environmental performance (measurement parameters)
- Training programs, materials, and records
- Calibration performance logs and instructions for equipment use and maintenance
- Standard Operating Procedures and work instructions for personnel whose work can create a significant impact on the environment
- Emergency preparedness and response procedures
- Record keeping
- Records of internal and external communication
- Business outreach activities
- Community outreach activities
- Records of internal audit reports
- Records of Audit Report Checklist
- Incident Investigation Forms
- Complaint and Inquiry Response Log and Form
- Document Development Request Form
- Emergency Response Chain
- Revision History Form
- Records Document Log
- QLP Performance Report

Corrective Action

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 manager. Upon changes or revisions to procedures and documents, the Stakeholder Committee Leader and respective department manager must complete a Document Development Request Form (Form # 3) and are responsible for reviewing, revising, rejecting, and issuing the corrective action document. The new document must be recorded on the Revision History Form (Form # 7) as corrective actions, revisions, and new documents are controlled according to the Document Control procedure. 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 Cleanville QLP Web page.

Archiving Documents

The Cleanville stakeholders may opt to maintain archives of historical documents such as old drawings, specifications, reports, standards, and so on. Archived documents are stored in a separate electronic folder from active documents according to the Document Control procedure, and paper copies are stored at City Hall.

Record Keeping

Tracking and Indexing Records

In order to track and maintain records, the City of Cleanville tracks all records required to be maintained for legal purposes (i.e. permits, forms, regulatory reporting instructions) using the **Record Documents Log (Form # XX)** with the storage location specified for each legal document. The Record Document Log is stored on the QLP Web site and controlled according to the Document Control procedure. The Stakeholder Committee Leader and all department managers utilize the Record Documents Log.

Legal and Regulatory Requirements

In order to analyze, document, and update the relevant legal requirements associated with the City of Cleanville's environmental impacts and to comply with all legal requirements, all of the legal requirements associated with the City's operations need to be identified. The task of analyzing, documenting, and updating legal requirements is the responsibility of each department head as identified in Section 2: Roles and Responsibilities. The legal requirements are identified using the Legal Requirements Checklist (Form # 6) and IDEM's Permit Wizard. Records will be maintained for the length of time mandated by legal requirements and will then be archived. Using these tools, the City of Cleanville documented the following relevant legal requirements:

List legal requirements/reports to be kept and length of time if applicable

Emergency Response Records

Emergency response coordinators will document and maintain standard operating procedures for their respective department activities as stated in the Standard Operating Procedures. Emergency response coordinators will provide the central emergency response coordinator all emergency preparedness and response plans. The central emergency response coordinator will maintain a list of emergency preparedness and response plans for the City of Cleanville as necessary for reference. The central emergency response coordinator will also maintain records of all emergency notifications and Incident Investigation Forms (Form # 5). Emergency response coordinators revise deficient emergency plans upon review and document the corrective actions according to the Document Control procedure.

Communication

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

Internal Communication

Internal communication involves presenting an overview of QLP procedures to employees of the City, contractors involved with City operation(s), and all individuals that may affect objectives and targets, compliance, or environmental performance. Internal communication is conducted to assist with the acceptance, implementation, and operation of the QLP. The various means used to undertake this task are detailed below:

- All employees shall receive direct training about the QLP and specifically the changes that have occurred as a result of the management review process according to the *Employee Training* procedure.
- All eleven emergency response coordinators will work with the Stakeholder Committee to ensure that important health and safety information including new and revised procedures are communicated to all employees according to the *Employee Training* procedure.

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

-
- Information about the QLP will be kept current on Cleanville's QLP Web site at www.CleanvilleQLP.gov according to the Document Control procedure.
 - Emergency response coordinators will hold employee meetings to seek input on suggested changes to the QLP and procedures. All changes will be documented according to the Document Control procedure.

External Communication

External communication ensures the viability and integrity of the QLP. External communication may be either as outreach or in response to an inquiry or complaint. Outreach communications will occur in an effort to seek public participation in the QLP development process, inform the public of the reasons why and expectations for the QLP, assist other communities with the development of a QLP, to promote pollution prevention to Cleanville residents, and share progress toward QLP targets. Inquiry response will occur when complaints or inquiries are received about the operations covered by the QLP.

Inquiry Response Communications

The following procedure shall be used to document and respond to all complaints and inquiries related to Cleanville's QLP:

- All verbal or written complaints shall be logged by the Mayor's office secretary on the QLP Complaint and Inquiry Response Log (Form #2). This log shall be maintained on the QLP Web site.
- The affected department manager will be notified by the Mayor's office of the complaint or inquiry and be responsible for investigating and preparing a response to the complaint or inquiry, and complete the Complaint and Inquiry Response Form (Form # 1).
- Responses shall be either in writing or verbal. If verbal, a summary shall be written and maintained according to the Document Control procedure. All written responses are maintained according to the Document Control procedure.
- The Complaint and Inquiry Response Form shall be completed once the response has been determined and maintained according to the Document Control procedure.

Public Participation

A variety of efforts shall be made to encourage public understanding of and participation in the QLP. These will include writing articles for publication in the local newspaper, maintenance of Cleanville's QLP Web site at www.CleanvilleQLP.gov, the insertion of informative articles in public utility bills, and participation in public forums on developing and implementing QLP activities. Additional materials may be provided upon request. Cleanville's QLP Performance Report will also be made available on the QLP Web site for the public to view and track QLP progress throughout the year.

5. Monitoring and Progress Review

Internal Audit

The Indiana CLEAN Community Challenge requires a procedure for internal environmental audits to promptly correct any violations that are found and to determine if the City is operating according to the procedures recorded in its QLP. The following elements are periodically audited:

- Mission statement
- Roles and responsibilities

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

- Environmental goals
- Operations and activities of significant environmental impact
- Environmental records
- Document control
- Record keeping
- Environmental training and tracking
- Emergency preparedness and response
- Internal and external communication
- Management review
- Self-audits

Audit Team

All audits are conducted by the City of Cleanville Audit Team. The Audit Team reports all findings and observations to the Stakeholder Committee, and evaluates the adequacy of observed actions to the procedures recorded in the QLP. The Audit Team consists of individuals not involved in the day-to-day operation of the QLP ensuring objectivity and the ability to recognize any non-compliance issues. The Audit Team performs annual audits of Cleanville's QLP.

As the term "Audit Team" states, Cleanville has a team of individuals to conduct internal audits, but only one person conducts each internal audit. Auditors are selected and trained by the Stakeholder Committee. Audit Team members are assigned upcoming internal audits on a rotating basis. Each auditor is responsible for coordinating the audit process and preparation of the written audit report. All auditors use the **Audit Report Checklist (Form #XX)** when conducting internal audits.

Audit Reporting

The Audit Report includes the completed Audit Report Checklist and summarizes the audit results and source(s) of evidence used. The Audit Report is submitted to the Stakeholder Committee Leader for evaluation. Objective evidence is examined to verify conformance to QLP requirements including operating procedures. Specific attention is given to non-conformances (i.e. regulatory violations and QLP procedure variances) from previous audits. Copies of the audit report are made available on the Cleanville QLP Web site and are maintained according to the procedure outlined in Document Control.

The Stakeholder Committee Leader is responsible for communicating audit results to the responsible department management. Management in the affected areas or activities is responsible for any follow-up actions needed as a result of the audit and for tracking the completion and effectiveness of corrective actions according to the *Corrective Action* procedure.

Audit Report Records

Audit Reports and Audit Report Checklists are retained permanently according to Document Control procedures.

Management Review

The Management Review Procedure ensures that the Quality of Life Plan is continually improved on a periodic basis. It is designed as a forum for discussion and improvement of Cleanville's Quality of Life

City of Cleanville Quality of Life Plan documents and records are maintained as described in the Document Control and Record Keeping procedure. Printed documents are not controlled or updated.

Plan and to provide the Mayor with a vehicle for making any changes necessary to the Quality of Life Plan.

As stated in Section 2: Roles and Responsibilities, the Quality of Life Plan is reviewed by the stakeholder committee and revisions are documented annually. The Stakeholder Committee Leader is responsible for scheduling and conducting a minimum of one management review meeting per year. The Stakeholder Committee Leader is also responsible for ensuring the necessary data, internal audit reports, and other information are collected prior to the meeting.

At a minimum, each management review meeting will consider the following:

1. Results from the internal Audit Reports;
2. The continuing suitability of the Quality of Life Plan in relation to changing conditions and information as follows:
 - a. Suitability, adequacy, and effectiveness of the mission statement;
 - b. Suitability, adequacy, and effectiveness of the QLP objectives and targets;
 - c. Suitability, adequacy, and effectiveness of any QLP training;
 - d. The status of non-conformances, corrective and preventive actions;
3. Concerns among the community.

Minutes of the management reviews will be documented by the Stakeholder Committee Leader or designee, and will include a list of attendees, a summary of key issues discussed and any action items arising from the meeting. A copy of the meeting minutes will be distributed to all attendees; any individuals assigned action items; and posted upon the QLP web page according to the Document Control procedure.

Only the Stakeholder Committee Leader has the ability to revise and update documents on the Cleanville QLP Web page. New documents must be recorded on the Revision History Form (Form # 7) according to the *Corrective Action* procedure. 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.

6. Community and Business Outreach

Community and Business Outreach procedures ensure Cleanville residents are informed of important issues related to Cleanville's environmental performance and that progress toward achieving objectives and targets is shared with the community.

Environmental Performance

The *Environmental Performance* procedure requires the Office of the Mayor to place articles in the Green Times Newspaper to inform Cleanville residents and businesses of issues important to the City's environmental performance. Articles are written on a monthly basis. For example, an article will be printed in response to citizen environmental performance inquiries and complaints; to post results of IDEM inspections including permit violations and fines; and to provide educational outreach to citizens and businesses such as no idling in school zones, eliminating grease and oil from the sanitary sewer, and proper disposal of mercury containing thermometers.

Objective and Target Progress

The *Objective and Target Progress* procedure ensures Cleanville residents and business owners are aware of the City's progress toward achieving the objectives and targets outlined in the Quality of Life Plan. All Quality of Life Plan procedures and activities are maintained on the City of Cleanville's Web site, so community members are able to monitor the City's progress at any time. In accordance with the *Environmental Performance* procedure, the Office of the Mayor submits articles to the Green Times Newspaper each time a target is achieved.

7. Quality of Life Plan Appendices

Appendix 1: City of Cleanville Resolution

Appendix 2: Aspects and Impacts

Appendix 3: Combined Aspects

Appendix 4: Prioritizing Matrix for Aspects and Impacts

Appendix 5: Prioritized Aspects and Impacts

8. Quality of Life Plan Forms

Form # 1: Complaint and Inquiry Response Form

Form # 2: Complaint and Inquiry Response Log

Form # 3: Document Development Request Form

Form # 4: Emergency Response Chain

Form # 5: Incident Investigation Form

Form # 6: Legal Requirements Checklist

Form # 7: Revision History Form

Need to create Form # 8: Audit Report Checklist and Form # 9: Records Document Log