

Title: Human Services Agency Climate Action Plan
Data Year: Fiscal Year 2010-2011
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1. Introduction

The Human Services Agency (HSA) serves the residents of San Francisco by promoting their well being and providing ways to assist them in becoming or remaining self-sufficient. We have offices in several locations in order to bring our services to the neighborhoods that need them the most. HSA may adjust to the changing needs of our City by moving staff, opening new buildings, expanding in existing buildings or by closing locations.

Despite the changes HSA's Department Climate Action Plan for FY 10/11 shows that we remained at close to the same energy usage and CO2 production from energy usage as in FY 09/10. Planned upgrades to two of our major facilities, 170 Otis and 1440 Harrison, should result in significant reductions in CO2 production by FY 12/13.

Production of CO2 related to our vehicle fleet should also drop by FY 12/13. We are replacing 36 of our oldest vehicles this FY with hybrid and electric vehicles. We plan on replacing an additional 19-20 aging vehicles in FY 12/13.

In support of the zero waste initiatives we have expanded composting to all of our locations except the homeless shelters. We also provide commingled recycling at all locations. HSA has a long history of supporting the Reduce-Reuse-Recycle slogan. Our existing furniture, office equipment and supplies are reused whenever possible. We are active on the virtual warehouse where we list our excess materials and select items from the warehouse for reuse within our agency.

Plans for Fiscal Year 11/12 and 12/13 include more outreach to staff on transportation options, a education campaign on buying green and a push to encourage staff to enroll in paperless pay stubs. The on going education of staff about how their actions can positively affect our climate and reduce our carbon footprint will hopefully enforce good habits that will spill over into their private lives as well.

2. Departmental Profile

a) Departmental Mission

VISION: San Francisco is a diverse community whose children, youth, families, adults and seniors are safe, self-sufficient and thriving.

MISSION: The Human Services Agency promotes well-being and self-sufficiency among individuals, families and communities in San Francisco.

b) Departmental Budget

Original budget FY 11/12: \$693,555,991

c) Number of Employees

Budgeted positions FY 11/12: 1,808.59

d) Facilities

The Human Services Agency (HSA) has staff in fourteen locations throughout the City, manages three homeless shelters and three facilities designated for child care services. We provide vital services to the most vulnerable citizens of the City & County of San Francisco. Our employees interview clients at our office locations, perform regular visits to our clients' homes, respond to emergency situations and transport clients to court mandated appointments. We provide shelter space for the homeless of San Francisco and child care services for those with low income.

e) Vehicles

The Human Services Agency currently has a fleet of 94 vehicles that includes a pool of 3 vehicles used by other agencies.

f) Contact Information

Lead – Nancy Bliss (nancy.bliss@sfgov.org)
Director of Support Services

3. Departmental Carbon Footprint & Historical Analysis

The Human Services Agency continues to show progress towards reducing our carbon footprint through concerted efforts to upgrade our facilities and to educate our staff about actions they can take to save energy and resources.

3a. Facilities & Reduction Measures

3a1. Energy

Fiscal Year 2010-2011 Carbon Footprint from Consumption of Electricity, Natural Gas and Steam

Electricity

- kWh: 8,108,990.56
- CO₂e: 119.73 a decrease of 21% from FY 09/10

Natural Gas

- Therms : 288,767.91
- CO₂e: 1536.13 up 2.8% from FY 09/10 but still 5.3% lower than FY 08/09

CO₂ from Energy Usage from Electricity and Natural Gas: 1,655.86 metric tons

HSA's total CO₂ from energy usage at our facilities shows a slight, .6%, increase from FY 9/10. This could be attributed to the several factors including weather, number of employees, etc.

The continuation of upgrades to our facilities should lower our CO₂ for FY 2011/12.

Energy Efficiency & Conservation

3a1.1 HSA Completed Projects

- i. All HSA owned buildings have been upgraded to T8 and new ballasts, except for a few mechanical rooms.

- ii. HSA leased locations have been upgraded to T8 and new ballasts except for the following: 225 Valencia, 3801 3rd St., and 1235 Mission 1st floor. As noted below 1440 Harrison will be updated with SFPUC funds beginning this winter.
- iii. Motion sensors for offices and conference rooms are now included as part of the scope of work in any construction projects in our owned and leased locations.
- iv. Replaced old fire suppression system with a green fire suppression system in IT server room in the basement of 150 Otis.

3a1.2 Pending SFPUC Projects

i. 1440 Harrison

Scope:

- Replace suspended metal halide indirect fixtures with suspended direct-indirect T-8 fixtures, lamps and ballasts
- Replace incandescent Exit Signs with LED
- Retrofit two lamp linear fluorescent fixtures
- Retrofit T-12 strip fixtures
- Retrofit parabolic louver T-8 boxes
- Replace two and three foot T-8 fixtures in south elevator with single three lamp T-8 fixture, high lumen lamps and reduced light output instant start ballast
- Retrofit all other four foot T-8 lamps with high lumen lamps and reduced light output instant start ballast
- Install occupancy controls for lighting in all private offices, conference rooms and other appropriate locations

Estimated savings:

- Total kWh: 234,306
- Cost: \$ 205,760
- GHGs: 156,000

Construction:

- To start Winter 2012

ii. 1235 Mission - lighting

Estimated savings:

- Total kWh 264,912
- Cost: \$ 220,376

iii. 1235 Mission – HVAC

Estimated savings:

- Total kWh 64,307
- Therms 4,196
- Cost: \$ 147,821

iv. 3120 Mission – audits pending

- Lighting
- HVAC

v. 170 Otis – audit pending

- Replacement of one chiller
- Upgrading of controls

3a1.3 Pending HSA Projects

- On going – installation of automatic flush-o-meters at 170 Otis as work is done on each restroom
- Replacement of one HVAC unit at 160 South Van Ness. Unit supports approximately one third (1/3) of building. Start date January 2012.
- Replacement of three heating systems at 100 Whitney Young Child Care Center.
- We have begun document imaging of client cases. The end result when expanded to all HSA programs could be a significant reduction in paper usage as client documents will be scanned rather than copied and electronically available to all HSA programs. Currently each program a client is or has been involved in has a separate paper folder with copies of those documents.
- On going – will continue to design for motions sensors in conference rooms and offices in all remodeling projects.
- Installation of bike rack at 1235 Mission scheduled for March 2012.
- We will fully support all RED energy saving measures implemented in the buildings we co-occupy.

Green Building

HSA does not have any major construction projects at this time. The requirement for LEED Gold Certification is noted and will be followed should we have a major construction or renovation project in the future.

Renewable Generation

The Human Services Agency does not have any concrete opportunities for renewable generation of power at this time. However, there is potential that at least one of the homeless buildings, if equipped with solar panels, could generate a significant amount of the hot water needs at that facility. The MSC North shelter at 1001 Polk St. used 63,870 therms of natural gas FY 10/11, the most of any HSA facility. Any generation of hot water by use of solar panels would positively affect our carbon footprint.

3a2. Water

Fiscal Year 2010-2011 Water Consumption

The water usage data shows a decrease between FY 09/10 and FY10/11. This reduction could be contributed to the closing of 150 Otis as a homeless shelter and drop in center in the fall of calendar year 2010. HSA has also done extensive work on three of the Child Care Centers, 100 Whitney Young, 200 Cashmere and 1Cashmere, replacing plumbing, toilets and faucets.

| | FY 09/10 | FY 10/11 |
|----------------------------|---------------|---------------|
| Water (gal) | 23,617,920.99 | 20,294,136.54 |
| Wastewater Discharge (gal) | 20,917,638.98 | 15,718,197.78 |

Water Efficiency & Conservation

We will continue monitoring our water bills to identify spikes that may be caused by leaks. Site managers report problems promptly and our stationary engineers do regular maintenance checks of owned and leased buildings.

3b. Fleet & Fuel Reduction Measures

Use of City vehicles is strictly controlled at HSA. An employee who wishes to use a city vehicle must provide written documentation from their supervisor and program director that the use of a vehicle is a requirement of their job. Continued eligibility is verified once a year. Additionally vehicle use is prioritized by job function within HSA.

Public transportation is not a viable alternative for most of our transportation needs due to safety factors for staff or the clients they are serving. HSA does provide Fast Passes for use by staff to conduct home visits when safety is not a factor. We also screen requests for vehicles to attend meetings/conferences to be sure that multiple attendees to the same event car pool.

The Human Services Agency's Healthy Air and Clean Transportation Plan for Fiscal Year 2011-2012 is attached in Appendix A.

3b1. Fuel

Fiscal Year 2010-2011 Carbon Footprint from Mobile Combustion of Fuel

| | FY 08/09 | FY 09/10 | FY 10/11 |
|----------------|-----------------|-----------------|-----------------|
| Gasoline (gal) | 28,008.90 | 21,856.29 | 21,498.65 |
| CNG (gge) | 6,091.80 | 5,161.84 | 6,091.80 |

| CO2 in metric tons | FY 08/09 | FY 09/10 | FY 10/11 |
|---------------------------|-----------------|-----------------|-----------------|
| Gasoline | 246.70 | 192.51 | 189.36 |
| CNG | 36.99 | 31.51 | 37.19 |

The increase in compressed natural gas consumption between FY09/10 and FY 10/11 could be attributed to several factors including; more gasoline cars have been turned in to Central Shops making the CNG vehicles a higher percent of the HSA car fleet, and HSA's need for vehicles has not diminished, if anything it has increased with the increase in clients who are struggling to make ends meet. More clients require more home visits, emergency responses and more transportation of clients to court mandated appointments.

HSA is currently participating in a pilot program through Central Shops to test a electric pick up truck. We are also on track to purchase two electric sedans this year and three more next fiscal year.

3b2. Fleet

HSA has consistently turned in five (5) vehicles every year since the mandate to reduce fleets was issued.

Thirty-six replacement vehicles are being purchased this fiscal year. These vehicles will be replacing some of our oldest cars and vans which mostly run on gasoline. Once they arrive fully two thirds of our fleet will be hybrids, CNG or electric. In fiscal year 12/13 we plan on replacing another 19-20 vehicles. Most will be hybrids and will replace older gasoline and CNG vehicles.

3c. Historical Analysis

The Human Services Agency is a very dynamic City Department. We are charged with caring for those citizens who are disadvantaged. In providing for them HSA must meet ever changing federal and state mandates. If you look through our past Climate Action Plans you will see multiple changes to our facilities as we respond to those mandates or simply try to provide our services in the neighborhoods with the most need. Our ever changing landscape makes it difficult to analyze the data and identify the contributing factors to any increase or decrease in our carbon footprint over time. Certainly the installation of GPS in our vehicles has allowed us to tighten up on issues related to our vehicle fleet but our need for vehicles remains high.

4. Other Sustainable Practices

The Human Services Agency (HSA) has had a Resource Conservation program since the late 1990s. The original focus of the unit was to promote the recycling of paper and the refurbishing and reuse of common office items such as staplers and paper trays. Recycling and confidential shredding has been and continues to be a basic part of setting up facilities.

4a. Zero Waste

In 1998/99 HSA entered into a contract with The ARC to put developmentally disabled adults to work as part of our Resource Conservation unit. The original task was emptying client file folders of confidential papers, cleaning up the outside of the folders for re-use and straightening the metal fasteners used to hold the paperwork so those fasteners could also be reused. The scope of the contract has increased over the years with most of the tasks related to resource conservation. This program has been extremely successful, saving HSA hundreds of thousands of dollars and removing untold tons of material from our waste stream.

In 2001 the resource program expanded its focus on the reuse of furniture. The Resource Conservation unit began an active outreach program to obtain used office cubicles and other items in order to upgrade some of our buildings. HSA began reaching out to BOMA and to the public storage units in and around the City. This outreach resulted in hundreds of office cubicles and other items that would have ended up in someone's waste stream being put to use by HSA. At the same time we reached out to schools and non-profits with items that we no longer needed but were not needed by another City Dept. Since the inception of the virtual warehouse we have been an active participant, posting items available to other City Departments and selecting items from the warehouse for our use.

In response to the Zero Waste mandates we have composting in all of our office locations and in our child care centers. Composting is not in place in our homeless shelters or drop in centers due to the nature of the clients who frequent those facilities. See Appendix B for Waste Assessment Questionnaires.

4b. Transportation Options

As noted in our transit first plan there are several HSA buildings that are located within ½ mile of each other and/or City Hall. We are encouraging staff to walk or ride their bicycles if they work in this area and need to attend meetings at other buildings within this core group of facilities.

Our adult services programs have access to Fast Passes and bus tokens for home visits when safety is not an issue.

4c. Green Purchasing

HSA received a score of .7 (Fair) on this year's Green Scorecard.

See Appendix C for information regarding the installation of a "green" fire suppression system at 150 server room.

See Appendix D for HSA's Buy Green Scorecard.

4d. Information Technology

Our Information Technology program has instituted the following practices

- All employees have been instructed to turn off PCs and monitors at the end of the workday except when software updates will occur overnight.
- All PCs are set to sleep mode when inactive
- Where possible network printers are defaulted to double sided printing
- Most network printers are multi-function devices
- HSA is engaged in a server virtualization plan to substantially reduce the number of physical servers and the concomitant power and HVAC usage

4e. Carbon Sequestration / Urban Forest

Only two HSA office locations have space for any outdoor plants. HSA has not planted any new trees or bushes at either of those locations.

5. Community Wide Impact

The Human Services Agency does not have a direct role in reducing community wide emissions however we do ensure that the resource conservation codes are invoked in all contacts.

Appendices

- Appendix A: Healthy Air and Clean Transportation Ordinance
- Appendix B: Waste Assessment Questionnaires
- Appendix C: Verification of purchase NOVEC 1230 Fire Suppression system
- Appendix D: Buy Green Scorecard