

Title: Office of Citizen Complaints Climate Action Plan

Data Year: Fiscal Year 2011-2012

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Table of Contents:

1. Introduction 1

2. Departmental Profile 1

3. Carbon Footprint..... 2

 3a. Building Energy..... 2

 3a1. Energy Efficiency..... 3

 3a2. Renewable Energy..... 3

 3a3. Green Building 3

 3b. Water 3

 3c. Transportation & Fuel..... 3

 3c1. HACTO 3

 3c2. Transportation Survey 4

4. Other Sustainable Practices 4

 4a. Zero Waste 4

 4b. Green Purchasing..... 4

 4c. Carbon Sequestration / Urban Forest..... 4

5. Community Wide Impact 5

6. Summary & Goals 5

Appendices 5

1. Introduction

The Office of Citizen Complaints is providing this Department Climate Action Plan to comply with the Climate Action Plan Ordinance. More information can be found at <http://www.sfenvironment.org/policy/chapter-9-greenhouse-gas-emissions-targets-and-departmental-action-plans>. The Office of Citizen Complaints, under the leadership of the Department of the Environment is engaged in various undertakings to implement the recommendations in "The Climate Action Plan," and is making steady progress towards the goal. The Office of Citizen Complaints is seeing a downward trend from Fiscal Year 2008-2009 to Fiscal Year 2011-2012. The Office of Citizen Complaints continues to comply with the ordinance by decreasing its carbon footprint.

2. Departmental Profile

-Departmental Mission –

The mission of the Office of Citizen Complaints (OCC) is to promptly, fairly, and impartially investigate complaints of police misconduct or failure to perform a duty and to make policy recommendations regarding police policies and practices to enhance community/police relations. Pursuant to San Francisco City Charter section 4.127, the OCC works under the direction of the San Francisco Police Commission.

-Departmental Budget –

The Office of Citizen Complaints' budget for FY 2012-2013 is \$4,602,850 and the base budget for FY 13-14 is \$4,836,876.

-Number of Employees

The Office of Citizen Complaints has 34.75 FTE budgeted positions. As of March 1, 2013, there were two vacant positions.

-Facilities

The Office of Citizen Complaints occupies offices on the 6th and 7th floors of an eight-story commercial office building located at 25 Van Ness Avenue, San Francisco, CA 94102. The property is managed by the City and County of San Francisco's Real Estate Division.

-Vehicles

The Office of Citizen Complaints uses two vehicles maintained by Central Shops. The vehicles are a 1999 Honda Civic and a 1999 Crown Victoria that both are to be retired in 2015 pursuant to the City's environmental policies. One vehicle is used for fieldwork and daily travel to the Hall of Justice for document delivery and retrieval. The other vehicle is used by the Chief Investigator with 24-hour access for rolling out to officer involved shootings and critical incidents.

-Departmental Contact Information

Climate Liaison, Pamela Thompson, Executive Assistant

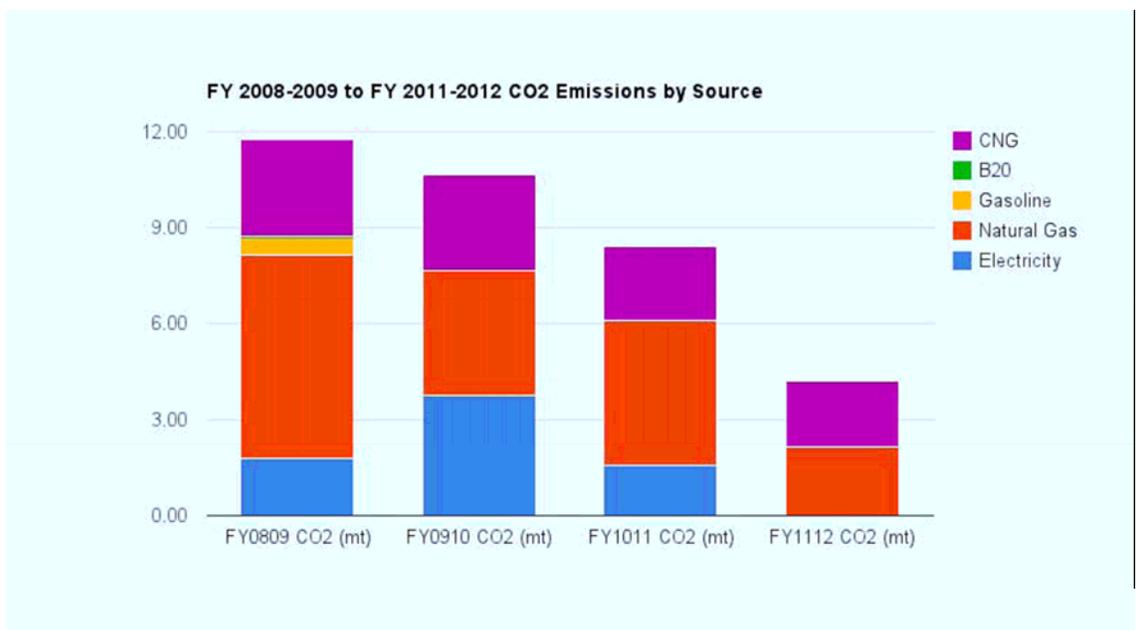
-Other Sustainability or Environmental Plan

N/A -

3. Carbon Footprint

The Office of Citizen Complaints' total carbon footprint includes the consumption of energy in the suites we occupy (electricity and natural gas) and fuels from our fleet.

For Fiscal year 2011-2012, 2.14 metric tons of CO2 emissions are from building energy, and 2.08 metric tons are from mobile fuel from our fleet. Total carbon emissions have fluctuated since Fiscal Year 2008-2009 carbon footprint, but overall, emissions have decreased since Fiscal Year 2008-2009 by 65%. This decrease is due to the reduction in use of natural gas. There has continued to be a downward trend in total use of CO2.



3a. Building Energy

The OCC is operated by the Department of Real Estate Development. The Department of

Real Estate has decision-making power over the property.

3a1. Energy Efficiency

The Office of Citizen Complaints' space is operated by the Department of Real Estate. The OCC does not have control over most energy conservation and efficiency measures for its offices and its common spaces; however, the Office of Citizen Complaints complies by conserving energy.

The Office of Citizen Complaints' computers are turned off at the end of the day. All printers are turned off with the exception of the central printer/copier, which is automatically set to go into 'sleep mode'. All PCs automatically go into hibernation or standby mode after 20 minutes of inactivity. Obsolete servers have been replaced or consolidated with new EPEAT standard "blade servers.

3a2. Renewable Energy

The Department of Real Estate makes the decision and informs the Office of Citizen Complaints how to be compliant.

3a3. Green Building

The Department of Real Estate makes the decision and informs the Office of Citizen Complaints how to be compliant.

3b. Water

The Office of Citizen Complaints FY2011-2012 Water Consumption: 152,104 Gallons. Because the Office of Citizen Complaints is in a Real Estate Division building, the water usage/cost is based on a percentage of square foot occupancy and may not be the amount billed to the Department.

3c. Transportation & Fuel

The list of vehicles and the Office of Citizen Complaints fuel totals used by SF Environment to calculate the FY 2011-2012 Departmental carbon footprint has been verified by the Office of Citizen Complaints to be accurate and complete.

The Office of Citizen Complaints did not consume any gasoline in FY 2011-2012 but consumed 340 CNG gasoline gallon equivalents (GGE). There has been a downward trend with CO2 emissions from FY 2008-2009 to FY 2011-2012. There is a decrease in the use of fuel and CO2 emissions over the last four years. This downward trend may be because we are not using gasoline vehicles and are using less natural gas.

3c1. HACTO

The Office of Citizen Complaints employees have received City Hall's vehicle pool usage training for the times when transit is not an option.

The Office of Citizen Complaints promotes the Pre-Tax Commuter Benefits Program to employees as a benefit to encourage employees to commute to work. Emails are forwarded to the employees when information is provided from the Department of the Environment. Information is also posted on the department's bulletin board.

The Office of Citizen Complaints manages two passenger vehicles. To comply with HACTO, by the end of 2015, the two vehicles are scheduled to be removed from fleet.

Because of the small size of the Office of Citizens Complaints' fleet, the fleet reduction formula does not apply to the Office of Citizen Complaints. The Office of Citizen Complaints is not required to submit a fleet reduction plan nor a waiver.

Attached, as Appendix A-C to this DepCap are the following documents:

- Office of Citizen Complaints' HACTO Annual Plan #24
- Office of Citizen Complaints' HACTO Annual Report

- Response to the Office of Citizen Complaints' vehicle waiver request

3c2. Transportation Survey

This year, the City conducted its biannual survey of City employee commuting and at-work travel behavior. The 2012 CCSF Transportation Survey was administered through the Department of Environment's CommuteSmart Team and distributed through Climate Liaisons and others to each department and division.

The Office of Citizen Complaints ran the survey from December 1 through December 21, 2012. Out of 35 employees, 20 employees filled out the survey – a 57% response rate. Each employee was advised to fill out the survey by email and reminded about the survey by email. All employees with the Office of Citizen Complaints have access to email.

From the data results specific to our department, there was one interesting observation:

- 45% of the survey responders said that they do not ride transit, carpool, or vanpool.

This shows that there may be additional need for education about the Pre-Tax Commuter Benefits Program or additional transportation methods should be considered and possibly included in the program.

4. Other Sustainable Practices

4a. Zero Waste

The Office of Citizen Complaints continues to provide on-site recycling for cans, glass, aluminum, and paper products. The OCC continues to purchase 100% recycled content paper and has its copiers defaulted to print two-sided. The OCC reduces the use of paper by scanning documents and sending them in electronic form whenever possible.

This year the Department of the Environment asked Zero Waste Coordinators to complete an online form identifying the #1 item in the trash bin that could be recycled or composted and how he/she planned to eliminate that item from the trash bin. Below is a table summarizing the #1 item that will be eliminated from the trash bin and how this will be accomplished.

Facility Name	Address	#1 Trash Item	Action to eliminate it from landfill
Office of Citizen Complaints	25 Van Ness Avenue, Suites 600 and 700	Paper towels	Send out email reminder about how to sort materials properly.

4b. Green Purchasing

The San Francisco Environment Code Chapter 2 requires all City departments to buy green products listed at SF Approved at <http://www.sfapproved.org>

In Calendar year 2011, The Office of Citizen Complaints had the following record:

Percent of Green Products*
Batteries: No data from vendors
Cleaners: No data from vendors
Computers/servers: 100%
Light Bulbs: No data from vendors

*Products listed in SF Approved.org

The Office of Citizen Complaints complies with the Precautionary Purchasing Ordinance, buys required green products, and avoids limited use and prohibited products. Items that are not SF Approved are not ordered.

The Office of Citizen Complaints remind all staff about City purchasing requirements by including the information on office supply order forms.

4c. Carbon Sequestration / Urban Forest

N/A

5. Community Wide Impact

The Office of Citizen Complaints cannot directly reduce emissions at the community level; however, we do make sure that signs are posted above our compost and recycling bins. Any updated information received from the Department of the Environment is immediately posted and forwarded to staff.

6. Summary & Goals

The Office of Citizen Complaints will continue promoting composting, recycling, and conserving energy. We will comply with the Department of the Environment by making any recommended changes that will help improve our carbon footprint.

Appendices

Office of Citizen Complaints' HACTO Annual Plan #24Appendix A
Office of Citizen Complaints' HACTO Annual Report.....Appendix B
Response to the Office of Citizen Complaints' vehicle waiver request.....Appendix C

Roberts of DT, Brian

From: Confirmation Message <no-reply@wufoo.com>
Sent: Thursday, January 10, 2013 10:56 AM
To: Roberts of DT, Brian
Subject: HACTO Annual Plan

Thank you for submitting your HACTO Plan.

The next step in the compliance process is to receive approval from your Department director. To do this, please forward this email to him/her. Your director must then send an email to Bill Zeller at william.zeller@sfgov.org with "APPROVED" in the body of the email.

For resources on developing and implementing your Transit First plan, please be in touch with the CommuteSmart team at commutesmart@sfgov.org or go to the designated City employee page: www.sfenvironment.org/ccsfcommute

Thank you

HACTO Annual Plan

Department *	Technology
Name of Person Preparing Report *	Brian Roberts
Title of Person Preparing Report *	Policy Analyst
Email of Person Preparing Report *	brian.roberts@sfgov.org
Name of Department Head *	Kenneth Bukowski

Does your department promote or plan to promote employees to use public transit for work-related travel? *

Yes

What resources will your department offer? *

Clipper Card

Tokens

What forms of communications will you use to promote employees to use TRANSIT for work-related travel? *

Department Website / Intranet

E-mail Blast

New Employee Orientation

Poster / Flyers

If applicable, please use this space to describe in greater detail your department's PUBLIC TRANSIT program for work-related travel:

We have a readily available pool of Clipper Cards and tokens at our 1 So. Van Ness Ave. headquarters. Transit use is encouraged as a primary mode of transportation for administrative trips.

We will also be moving our corporation yard to a much more transit accessible site. While most of the work related trips from the corporation yard will require vehicles in order to transport tools and supplies, we will seek to use transit for administrative trips.

Does your department offer or plan to offer employees access to a bicycle for work-related travels? *

Yes

Is it / will it be a CityCycle bike? *

Yes

How many bicycles will be available? *

3

Would your department like to make a request for more bikes? *

Yes

What forms of communications will you use to promote

Department Website / Intranet

employees to use BICYCLES for work-related trips? *

- E-mail Blast
- New Employee Orientation
- Posters / Flyers
- Brown bag lunch / Presentation

If applicable, please use this space to describe in greater detail your department's BICYCLE program for work-related travels: This program has just begun, we will provide information on its use in a pending launch.

Does your department belong or have a plan to belong to a City vehicle pool or car-sharing program for work-related travels? *

Is your department able or have plans to host a tele-conference call? *

Is your department able or have plans be able to host a video-conference call? *

In the 2012-13 HACTO Report, you will have to provide metrics for these programs. How will you track the implementation of these programs? *

A. Does your department promote or have plans to promote the use of public transit for commuting to/from work? *

How will you promote public transit? *

Encourage participation in the Pre-Tax Commuter Benefits program

What forms of communications will you use to promote employees to use TRANSIT when commuting to/from work? *

- Department Website / Intranet
- E-mail Blast
- New Employee Orientation
- Posters / Flyers

Brown bag lunch / Presentation

B. Does your department promote or plan to promote the use of bicycles for commuting to/from work? * Yes

How will you promote bike-commuting? * Provide indoor/safe bike storage

What forms of communications will you use to promote employees to BICYCLE when commuting to/from work? *

- Department Website / Intranet
- E-mail Blast
- New Employee Orientation
- Posters / Flyers
- Brown bag lunch / Presentation

C. Does your department promote or plan to promote the use of carpooling for commuting to/from work? * Yes

How will you promote Carpool and/or Vanpool? * Encourage registration in the 511-matching program

What forms of communications will you use to promote employees to CARPOOL or VANPOOL when commuting to/from work? *

- Department Website / Intranet
- E-mail Blast
- New Employee Orientation
- Posters / Flyers
- Brown bag lunch / Presentation

D. Does your department offer or plan to offer tele-commuting? * Yes

Bonus: How will you promote the Great Race for Clean Air?

- Department Website / Intranet
- E-mail blast
- Posters/Flyers

Does your department manage any of its own vehicles? *	Yes
Measurement for fleet reduction will be based on fleet inventory as of June 30, 2010. On June 30, 2010 how many vehicles from your department's fleet were subject to HACTO? This number is your "Baseline." *	25
Your 5% fleet reduction is calculated from the Baseline fleet size you supplied in the answer above. What is 5% of the Baseline fleet? Note: this is the average number that must be removed annually through July 1, 2015. *	1.25
How many vehicles did your department remove from service during FY 11-12 (July 1, 2011-June 30, 2012)? *	0
In FY12-13 (July 1, 2012-June 30, 2013), how many vehicles must be removed from service to be compliant with HACTO's reduction mandate? *	3
How many vehicles is your department <i>planning to remove</i> from service in FY12-13 (July 1, 2012-June 30, 2013)? *	3
The number of vehicles your department plans to remove is: *	Equal to the number needed to be compliant.
The CommuteSmart Team and Clean Vehicle staff have a wide assortment of resources available to you. Please check all of the resources that you would like and we will do our best to accommodate: *	CommuteSmart brochures specific to CCSF employees Pre-Tax Commuter Benefits flyers & guides Presentation (tabling, brown bag lunch...) at your office