

# 2014 OFFICE OF CITIZEN COMPLAINTS. CLIMATE ACTION PLAN

## DATA YEAR: FISCAL YEAR 2012-2013

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## 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 2012-2013. The Office of Citizen Complaints continues to comply with the ordinance by decreasing its carbon footprint.

## 2. DEPARTMENTAL PROFILE

### 2A. 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.

### 2B. DEPARTMENTAL BUDGET

The Office of Citizen Complaints' budget for FY 2013-2014 is \$4,836,876 and the proposed budget for FY 2014-2015 is \$4,894,072.

### 2C. NUMBER OF EMPLOYEES

The Office of Citizen Complaints has 34.75 FTE budgeted positions. As of March 1, 2014, there were four vacant positions. There are two temporary employees sitting on two of the vacant positions.

### 2D. FACILITIES

The Office of Citizen Complaints occupies offices on the 6<sup>th</sup> and 7<sup>th</sup> 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.

### 2E. 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 which both were 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. In spite of the environmental requirement to retire the vehicle in 2015, the 1999 Honda was retired at the end of February 2014 due to expired CNG tanks. The 1999 Crown Victoria must be retired in 2015 due to expired tanks.

### 2F. DEPARTMENTAL CONTACT INFORMATION

Climate Liaison, Pamela Thompson, Executive Assistant  
Office of Citizen Complaints, 25 Van Ness Avenue  
San Francisco, CA 94102  
415-241-7711 Office 415-241-7733 Fax

## 2G. OTHER SUSTAINABILITY OR ENVIRONMENTAL PLAN

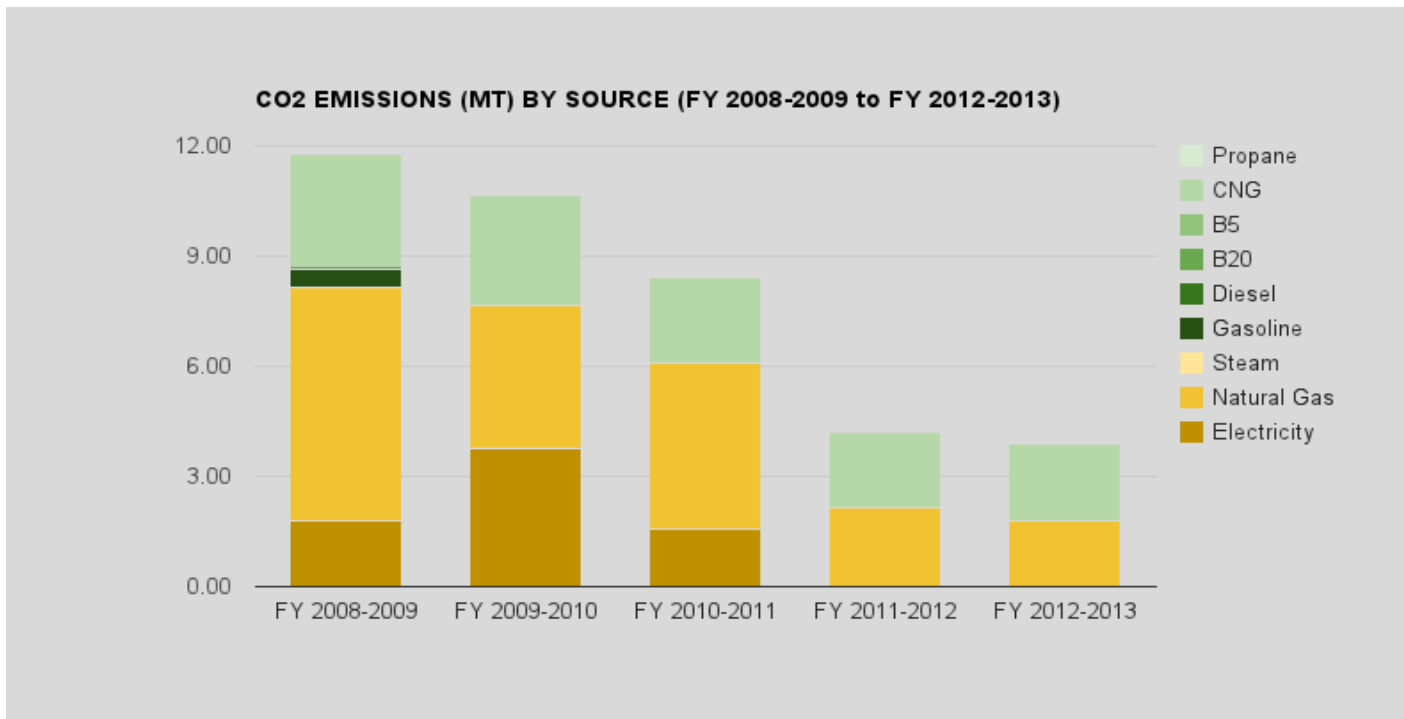
N/A

## 3. TOTAL ENERGY CONSUMPTION AND 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 2012-2013, 1.81 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's 2008-2009 carbon footprint, but overall, emissions have decreased since Fiscal Year 2008-2009 by 67%. 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. The five year summary of the Office of Citizen Complaints' annual operational CO2 emissions is summarized in the table and chart below. A 5-year historical analysis is provide in detail in the sections below.

FY 2008-2009 TO FY 2012-2013 ANNUAL DEPARTMENTAL CO2 EMISSIONS (MT)					
	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012	FY 2012-2013
Total CO2 (mt)	11.78	10.66	8.43	4.22	3.89



The Office of Citizen Complaints has achieved a 67% reduction since Fiscal Year 2009-2009. This is mainly due to the zero emission electricity provided by SFPUC starting in 2011. Efforts in facilities energy and fuel reduction are outlined in the sections below.

### 3A. FACILITIES LIST VERIFICATION STATEMENT

The list of facilities used by the Department of the environment to calculate the FY 2012-2013 Departmental carbon footprint has been verified by the Office of Citizen complaints to be accurate and complete.

### 3B. FISCAL YEAR 2012-2013 FACILITIES ENERGY CONSUMPTION AND CARBON EMISSIONS

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 set to automatically go into 'sleep mode'. All PC's 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.

### 3C. 5-YEAR HISTORICAL ANALYSIS OF FACILITIES ENERGY CONSUMPTION AND CARBON EMISSIONS

The tables below summarize the Office of Citizen Complaints' annual facility energy consumption and associated GHG emissions for the past five fiscal years.

FY 2008-2009 to FY 2012-2013 Departmental Facilities Energy Consumption					
Emission Source (Units):	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012	FY 2012-2013
Electricity (kWh)	155,140	216,222	209,366	192,448	181,257
Natural Gas (th)	1,204	737	847	404	341
Steam (lbs)	0	0	0	0	0

FY 2008-2009 to FY 2012-2013 CO2 Emissions from Facilities Energy					
Emission Source (mt):	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012	FY 2012-2013
Electricity	1.77	3.74	1.57	0	0
Natural Gas	3.69	3.91	4.5	2.14	1.81
Steam	0	0	0	0	0
<b>Total Facilities Energy CO2 (mt)</b>	<b>8.16</b>	<b>7.65</b>	<b>6.07</b>	<b>2.14</b>	<b>1.81</b>

Refer to the section titled "Effort in Facilities Energy Reduction" for details on reduction measures taken at the department.

### 3D. VEHICLE LIST AND FUEL DATA VERIFICATION STATEMENT

The list of vehicles and the Office of Citizen Complaints fuel totals used by the Department of the Environment to calculate the FY 2012-2013 Departmental carbon footprint has been verified by the Office of Citizen Complaints to be accurate and complete.

### 3E. FISCAL YEAR 2012-2013 VEHICLE FUEL CONSUMPTION AND CARBON EMISSIONS

The Office of Citizen Complaints did not consume any gasoline in FY 2012-2013 but consumed 341 CNG gasoline gallon equivalents (GGE). There has been a downward trend with CO2 emissions from FY 2008-2009 to

FY 2011-2012. There was an increase in fuel consumption from 340 CNG to 341 CNG in FY 2012-2013. Fiscal Years 2011-2012 and FY 2012-2013 CO2 emissions were both 2.08.

### 3F. 5-YEAR HISTORICAL ANALYSIS OF VEHICLE FUEL CONSUMPTION AND CARBON EMISSIONS

The tables below summarize the Office of Citizen Complaints' annual fuel consumption and associated GHG emissions for the past five fiscal years.

FY 2008-2009 to FY 2012-2013 Departmental Fuel Consumption					
Fuel Type (Units):	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012	FY 2012-2013
Gasoline (gal)	57	0	0	0	0
Diesel (or equivalent) (gal)	0	0	0	0	0
B100 equivalent (gal)	0	0	0	0	0
B20 (gal)	8	0	0	0	0
B5 (gal)	0	0	0	0	0
CNG (GGE)	500	492	386	340	341
Propane (gal)	0	0	0	0	0

FY 2008-2009 to FY 2012-2013 CO2 Emissions from Mobile Fuel					
Emission Source (mt):	FY 2008-2009	FY 2009-2010	FY 2010-2011	FY 2011-2012	FY 2012-2013
Gasoline	.50	0	0	0	0
Diesel (or equivalent)	0	0	0	0	0
B100 equivalent	0	0	0	0	0
B20	.07	0	0	0	0
B5	0	0	0	0	0
CNG	3.05	3.01	2.36	2.08	2.08
Propane	0	0	0	0	0
<b>Total Mobile Fuel CO2 (mt)</b>	<b>3.62</b>	<b>3.01</b>	<b>2.36</b>	<b>2.08</b>	<b>2.08</b>

Total carbon emissions from mobile combustion of fuel have decreased since Fiscal Year 2008-2009. This is primarily due to the Office of Citizen Complaints only using CNG to fuel its vehicles. See section title "Efforts in Vehicle Fuel Reduction."

## 4. EFFORTS IN FACILITIES ENERGY REDUCTION

### 4A. ENERGY EFFICIENCY & RETROFIT PROJECTS

The Office of Citizen Complaints occupies space managed by the Real Estate Division and does not own any buildings.

### 4B. ENERGY BENCHMARKING & COMPLIANCE WITH THE ENERGY PERFORMANCE ORDINANCE

Facility Type	# of Facilities Benchmarked for Department X per Facility Type	Page Number(s) in Benchmarking Report
N/A		

The Office of Citizen Complaints occupies space managed by the Real Estate Division and does not own any buildings.

### 4C. COMPLIANCE WITH THE COMMERCIAL LIGHTING EFFICIENCY ORDINANCE

The Office of Citizen Complaints occupies space managed by the Real Estate Division and does not own any buildings.

### 4D. INFORMATION TECHNOLOGY

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 set to automatically go into 'hibernation mode'. All PC's 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.

### 4E. RENEWABLE ENERGY

The Office of Citizen Complaints occupies space managed by the Real Estate Division and does not own any buildings.

### 4F. GREEN BUILDING

The Office of Citizen Complaints occupies space managed by the Real Estate Division and does not own any buildings.

## 5. EFFORTS IN WATER USE REDUCTION

### 5A. WATER DATA VERIFICATION STATEMENT

The list of water accounts used by the Department of the Environment to calculate annual departmental water use has been verified by the Office of Citizen Complaints to be accurate and complete.

### 5B. FISCAL YEAR 2012-2013 WATER CONSUMPTION AND WASTEWATER DISCHARGE

The Office of Citizen Complaints' FY2012-2013 Water Consumption: 182,887 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.

### 5C. 4-YEAR HISTORICAL ANALYSIS OF WATER CONSUMPTION AND WASTEWATER DISCHARGE

Total water use from 2008-2013 shows an increase in usage and cost. This would be explained in the Real Estate Divisions plan.

FY 2008-2009 to FY 2012-2013 Annual Water Consumption and Wastewater Discharge				
	FY 2009-2010	FY 2010-2011	FY 2011-2012	FY 2012-2013
Water (gal)	\$2,718	\$2,250	\$3,171	\$3,942
Wastewater Discharge (gal)	127,745	100,297	136,894	164,598

## 5D. WATER CONSERVATION

The Office of Citizen Complaints occupies space managed by the Real Estate Division. The Office of Citizen Complaints does report any water leaks and problems as they arise.

## 6. EFFORTS IN VEHICLE FUEL REDUCTION

### 6A. COMPLIANCE WITH THE HEALTHY AIR AND CLEAN TRANSPORTATION ORDINANCE

The Healthy Air and Clean Transportation Ordinance (HACTO) is a mandate that all City employees and departments should use sustainable transportation such as public transit, walking, ridesharing or biking to minimize single occupancy vehicle transportation as much as possible and, when it is not, to use green vehicles. To implement this ordinance, each department is required to develop a Transit First plan outlining how the department will implement the various sustainable options to reduce vehicle usage and a Transit First report on implementation. For departments that manage their own fleet of vehicles, fleet size must be reduced 5% annually.

The Office of Citizen Complaints is in compliance with this year's Healthy Air and clean Transportation Ordinance requirements. Although the Office of Citizen Complaints had been exempted from reducing its fleet, the Honda Civic was turned in to Central Shops because its tanks expired at the end of February 2014. Central Shops has provided the Office of Complaints with a loaner car.

### 6B. TRANSIT FIRST CAMPAIGN

This year, City departments implemented Transit First campaigns to educate employees about their Transit First options. The Office of Citizen Complaints reviewed the results of the 2012 CCSF Transportation Survey and noted that many Office of Citizen Complaints employees use public transportation for work-related trips. The Department has encouraged this behavior and has purchased a clipper card for use on public transportation.

The Office of Citizen Complaints' Transit First Campaign proposed activities for the year include forwarding emails, announcements, presentations and postering received from the Department of the Environment. Two have been completed this year thus far; forwarding emails and postering.

### 6C. BIODIESEL

The Office of Citizen Complaints does not use biodiesel fuel.



## 7. OTHER SUSTAINABLE PRACTICES

### 7A. ZERO WASTE

The Office of Citizen Complaints continues to provide on-site recycling for cans, glass, aluminum, and paper products and composting. The OCC continues to purchase 100% recycled content paper and have 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 schedule a refresher training for fellow employees and to improve participation in Zero Waste programs. The Office of Citizen Complaints' Zero Waste Coordinator attended the workshops and completed the annual Waste Assessment Survey.

### 7B. CARBON SEQUESTRATION / URBAN FOREST

N/A

### 7C. 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.

### 7D. RESILIENCY AND ADAPTATION

The Office of Citizen Complaints will continue to comply with anything required of the Department of the Environment and Real Estate Division.

## 8. REPORT SUMMARY AND DEPARTMENTAL CLIMATE ACTION GOALS

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

## APPENDICES

FY 13/14 HACTO Form Submission Work Sheet.....Appendix A

## FY 13/14 HACTO Form Submission Work Sheet

We are using an application that requires you to complete the entire the [Online Reporting Form](#) in one login. This work sheet is provided as a tool to assist departments in filling out the form. After you have completed this form you can cut and paste any information directly into the form.

<b>Department Name</b>	<b>Office of Citizen Complaints</b>
<b>Contact Person / Phone</b>	Pamela Thompson/241-7721

### HACTO Base Fleet Confirmation

SF Environment has sent out an email with your department's HACTO Base Fleet information. Please acknowledge the status of the information provided to you.

#### Acknowledgement

- I acknowledge that the information provided is accurate.
- I disagree with the information provided.
- As the email noted, my department does not have any vehicles subject to HACTO.

### TRANSIT FIRST

#### 1. 1. Transit First – At Work

Section 403.a.3 of the Environment Code mandates that each department develop a Transit-First policy to reduce motor vehicle use for work-related trips. In accordance with section 403.a.5, the policy will serve as a baseline to evaluate your vehicle request in the coming year.

##### A. Public Transit

**Does your department promote or plan to promote employees to use public transit for work-related travel?** There was not much promotion for the program. The department forwards any updated information as provided.

- Yes
- No

**If Yes:**

**What resources will your department offer? Choose as many as apply**

- Clipper Card
- Communal FastPass
- Tokens
- Reimbursement
- Other

**From looking at last year's HACTO Plan, please describe the successes and challenges of promoting transit for work related travel:**

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use public transit for work-related travel?**

##### B. CityCycle (formerly known as City Bike Fleet) & Department Bikes

CityCycle is a program offered through SF Environment. City departments receive bicycles, accessories, and maintenance for free. These bicycles are housed around the City and can be used by any paid

intern or employee. Approximately 250 bikes have been distributed in the past 8 years. This year we are not accepting new requests.

**Does your department offer employees access to bicycles for work-related travels?**

Yes

**If Yes:**

**Are they part of the CityCycle program?**

Not sure

**How many bicycles are available?**

2

**How many locations have CityCycle bikes?**

1

**From looking at last year's HACTO Plan, please describe the successes and challenges of promoting bicycles for work-related travel:**

Not successful as far as work related travel. There are a couple of employees that ride their bikes to work.

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use bicycles for work-related travel?**

C. Vehicle Pool & Car-sharing

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

Yes

**If Yes:**

**From looking at last year's HACTO Plan, please describe the successes and the challenges of promoting car-sharing for work-related travel:**

All staff has taken training that was required for participating in the vehicle pool. We have two vehicles in the department but when there is a need the vehicle pool is used.

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use car-sharing for work-related travel?**

D. Video- and Tele-Conferencing

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

No

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

No

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use tele-conferencing or video-conferencing?**

Our office receive complaints from the public. Would prove challenging.

**Please use this space to describe in greater detail all of your department's Transit-First programs related to at work travel**

We currently have the clipper card and encourage staff to use the vehicle pool.

2. Transit First – Commuting

How does your department encourage its employees to use sustainable modes of transportation to get to/from work?

A. Public Transit

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

Yes

**If Yes:**

**How will you promote public transit? Choose as many as apply**

Encourage participation in the Pre-Tax Commuter Benefits program

Other

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use public transit for travel to/from work?**

B. Commuting by bicycle

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

No

**If Yes:**

**How will you promote bicycle commuting? Choose as many as apply**

**These bicycle-friendly resources are available at:**

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use bicycles for travel to/from work?** We do not have space for storage of bicycles but whatever the Department of the Environment does to promote it our department will forward the information to staff as in the past.

C. Ridesharing (Carpool & Vanpool)

**Does your department plan to promote the use of ridesharing for commuting to/from work?**

No

**If Yes:**

**How will you promote ridesharing? Choose as many as apply**

**The reserved space(s) are available at:**

**From looking at last year's HACTO Plan, please describe the successes and challenges of promoting ridesharing for commuting to/from work:**

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use ridesharing for travel to/from work?**

This is done through information received from the Department of the Environment and the transportation survey

D. Tele-commuting

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

No We do not promote telecommuting.

**If Yes:**

**From looking at last year's HACTO Plan, please describe the successes and challenges of promoting tele-commuting:**

**If No:**

**What are the reasons for not encouraging or planning to encourage employees to use tele-commuting?**

Employees need to physically be at work to access information.

Summary

**Please use this space to describe in greater detail all of your department's Transit-First programs related to commuting to/from work:**

We follow any information that is provided by the Department of the Environment

3. Transit First Campaigns

Please choose one campaign to implement in your department this year.

Poster & e-communications campaign

<http://www.sfenvironment.org/download/menu-of-transit-first-campaign-options>

**FLEET REDUCTION REPORT**

This section of your report is based on the fleet data outlined in the November 20, 2013 letter you received from the Department of the Environment.

You will need to only provide two pieces of information as part of the report.

The number of vehicles classified as, "Removed from Service for Credit" you plan to change to "Removed from Service without Replacement" by June 30, 2014.	1
The number of vehicles you plan to physically "Removed from Service without Replacement" by June 30, 2014.	0