

CITY OF WHITING QUALITY OF LIFE PLAN

March 25, 2015



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1. Mission Statement

The City of Whiting is committed to providing a safe, clean and healthy community by continually improving the quality of life for its current and future residents. We will strive to assist all of our community partners in making sound environmental decisions in accordance with best available technology and practices. We plan to do this by:

1. Fostering environmental leadership, community awareness, educations and cooperation among its employees, residents, business entities and our neighboring communities and industries.
2. Encouraging the conservation of fossil fuels and the use of alternative fuel sources throughout the City.
3. Utilizing pollution prevention practices to protect our air, soil and water.
4. Promoting energy and resource efficiency and being proactive in implementing alternative energy options across the City's operation.
5. Committing to operate in compliance with relevant environmental legislation, regulations and voluntary commitments.
6. Protecting the natural resources in the diverse eco-system in which we live.
7. Sharing environmental decisions and performance information with the community.

Attachment (A) - A signed copy of Resolution No. BPW-2015-04 by the City of Whiting Board of Public Works adopting the Clean Community Mission Statement

2. Roles and Responsibilities

The purpose of this procedure is to identify and communicate the roles and responsibilities associated with implementing and maintaining the City of Whiting's Quality of Life Plan (QLP).

Mayor

The Mayor is responsible for:

- Communicating the City of Whiting's Mission Statement;
- Providing the resources necessary to develop and implement the Quality of Life Plan (QLP), including associated procedures and goals;
- Appointing and supporting the Stakeholder Committee Leader;
- Reviewing the Quality of Life Plan (including objectives, targets, and action plans) with the Stakeholder Committee Leader on an annual basis;
- Ensuring compliance with all applicable environmental laws, regulations, and permit conditions; and
- Incorporating environmental and pollution prevention planning in the development of new processes and services, and modification of existing processes and services.

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Stakeholder Committee Leader

Definition: The individual(s) identified within the stakeholder committee who has the responsibility and management authority for implementing the Quality of Life Plan.

The Stakeholder Committee Leader is responsible for:

- Day to day control over the Quality of Life Plan and associated documents;
- Providing Quality of Life Plan performance updates to the Mayor to identify areas for improvement/modification;
- Implementing, monitoring, and maintaining the QLP, including associated procedures and goals;
- Coordinating quarterly stakeholder committee meetings and annual QLP audits;
- Serving as the municipality's liaison to IDEM's CLEAN Community Challenge Program Manager; and
- Incorporating environmental and pollution prevention planning in the development of new processes and services, and modification of existing processes and services.

Stakeholder Committee

Definition: A cross-functional team made up of individuals within the community that helps to facilitate Quality of Life Plan implementation.

The Stakeholder Committee is responsible for:

- Meeting quarterly to identify changes in operations which require revisions to the QLP;
- Providing assistance to the Stakeholder Committee Leader with Quality of Life Plan development, implementation, monitoring, and maintenance (including Quality of Life Plan procedures and goals);
- Performing other QLP tasks as assigned by the Stakeholder Committee Leader;
- Working with their respective departments to implement the stakeholder committee's initiatives;
- Organizing and participating in employee training as indicated in the Quality of Life Plan;
- Participating in audits on the Quality of Life Plan and associated documents annually after the date of CLEAN designation; and
- Incorporating environmental and pollution prevention planning in the development of new processes and services, and modification of existing processes and services.

The Stakeholder Committee is comprised of the following municipal representatives.

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Name	Title/Department	Phone	E-mail
Joseph Stahura	Mayor	(219) 659-7700	jstahura@whitingindiana.com
Mark Harbin	Green Initiatives	(219) 659-7700	mharbin@whitingindiana.com
Denise Sejna	City Attorney	(219) 659-7700	dsejna@whitingindiana.com
Steve Spebar	Streets and Sanitation	(219) 659-1219	sspebar@whitingindiana.com
Bruce Stolman	Purchasing	(219) 659-7700	bstolman@whitingindiana.com
Marty Jakubowski	Parks and Recreation	(219) 659-0860	mjakubowski@whitingindiana.com

3. Environmental Goals

Identifying and Prioritizing Aspects and Impacts

The purpose of this procedure is to establish methods for identifying and prioritizing the potential environmental aspects associated with municipal activities and services.

Environmental Aspect: An element of a community's activities or services that can interact with the environment.

Environmental Impact: Any change to the environment, whether adverse or beneficial, wholly or partially resulting from a community's activities or services.

- A. The Stakeholder Committee will meet to identify and prioritize the municipality's environmental aspects. This process includes:
 1. Identifying which municipal operations, services, or departments to include in the Quality of Life Plan. The City of Whiting has identified the scope of this Quality of Life Plan to include the operations undertaken at the following departments: city hall, parks, streets and sanitation, fire, police, and utilities.
 2. Identifying the activities occurring within those operations to determine the municipality's environmental aspects. This is done during a site visit from IDEM and using IDEM's *Environmental Impacts for Municipal Operations Database*;
 3. Determining what potential environmental impacts are associated with each aspect;
 4. Establishing and defining ranking criteria to determine the significance of each aspect;
 5. Prioritizing the aspects in order of their significance; and,
 6. Selecting the threshold number to determine significance.

Attachment (B) - a list of the prioritized aspects and impacts, including the ranking criteria and their definitions.

Identifying Objectives and Targets

The purpose of this procedure is to establish methods for establishing objectives, targets, and action plans for each identified environmental aspect.

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1. The City of Whiting will select a minimum of five environmental aspects to work on during each three year CLEAN designation period. The Stakeholder Committee will determine objectives, targets, and action plans associated with each aspect.
2. The Stakeholder Committee will document and update the objectives, targets, and action plans at least quarterly in preparation for the CLEAN Community Challenge Annual Performance Report.
3. New departments or operations being added to the Quality of Life Plan will be evaluated for environmental aspects and potential environmental impacts using procedural Step A above.

Attachment (C) - the City of Whiting's five environmental aspects, including legal requirements, targets, action plans, and measurement parameters.

4. Implementation and Operation Procedures

Document Control

The purpose of this procedure is to establish methods for controlling documents associated with the City of Whiting's Quality of Life Plan (QLP) including creating, maintaining, revising, and using QLP documents.

Creating Documents

1. Five environmental goals have been selected by members of the Stakeholder Committee. Once these goals have been approved by the IDEM Representative documents will be created per the timelines found in the action plan that will be used to evaluate progress if not measurable or to record progress if the goal can be measured quantitatively. Work instructions will be created as a set of guidelines to explain each goal and how the baseline is established and progress evaluated or measured.
2. Documents will be created by the administrative assistant, based upon suggestions from the stakeholder committee. Once created they will be reviewed by the committee and revised for final use.
3. New documents will indicate they are related to the Quality of Life Plan (in a header or title) and contain the date of creation and revision date (if applicable). The Stakeholder Committee Leader and administrative assistant will be responsible for ensuring that these documents are available to the people who need them. Once the documents have been created they will be reviewed by the Mayor and stakeholder committee, edited as needed and submitted for use.
4. Approved documents will be sent electronically to the Stakeholder Committee Leader. All documents will be maintained by the Stakeholder Committee Leader. All documents and records will be maintained in e-format and paper copies will be maintained that have not been marked for deletion. The e-formatted copies will be maintained on a hard drive and the paper copies will be maintained in file cabinets in the Stakeholder Committee Leader's office.

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5. Requests for additional documents including necessary details can be submitted to the Stakeholder Committee Leader and forwarded to the Administrative Assistant as needed.

Document Revision

1. Quarterly meetings will be used as reference points for discussion regarding committee satisfaction with document quality and need for revision.
2. If revision is necessary it will be decided at the meeting in bullet point 1 above that either the Stakeholder Committee Leader or the administrative assistant will do the edit.
3. All documents will be labeled with date of creation or revision
4. Obsolete documents will be labeled obsolete and date determined as such.

Managing Documents

1. Document management will be a process that begins with stakeholder input, with document creation done by the administrative assistant, review and editing by the stakeholder committee, approval by the Mayor and final version creation dated and labeled.
2. The administrative assistant will be responsible for document management and documentation will be provided as to the document management process.
3. Paper documents will be stored in the Stakeholder Leader's Office in a file labeled IDEM Clean Community Challenge. The latest version and the most prior version will be maintained, labeled and dated. Paper documents will be uncontrolled documents. Earlier versions will be destroyed as new versions are created. Electronic Versions will be stored on a hard drive and will serve as control documents from which paper versions are created.
4. The stakeholder committee will be advised immediately upon creation of new versions via email. Version verification will be part of quarterly reviews. The general community will be notified on the city website.
5. The mayor, web master and stakeholder committee chair person will have access to and ability to review all documents.

Archiving Documents

1. The Stakeholder Committee Leader or administrative assistant will be responsible for managing outdated QLP documents in the "QLP Document Archive" folder on the hard drive. Documents which become outdated are removed from points of issue to prevent their unintended use. Those documents will be replaced with an updated version.
2. Approved revisions that have been labeled and submitted. Outdated documents will be stored electronically in a file and in a folder that is labeled archived documents

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Record Keeping

The purpose of this procedure is to establish methods for maintaining and disposing of records relating to the City of Whiting's Quality of Life Plan.

Record Definition: A document stating results achieved or providing evidence of activities performed. These include complaint records, training records, incident reports, inspection records, audit results, and records of legal requirements such as permits.

1. Documents generated as support for the City of Whiting QLP will be considered part of that plan and must be preserved and evaluated for revision, archiving or destroyed as decided by the stakeholder committee with approval by the Mayor. They will be labeled and dated for reference
2. Good record keeping will provide the support needed to review the history and progress of the QLP.
3. All environmental and QLP related records will be maintained as indicated in the Record Retention Table (Attachment D).
4. QLP related records may be destroyed any time after their retention period and approval by the Clean Challenge Committee.

Communication

The purpose of this procedure is to establish methods for managing internal and external communications regarding environmental issues.

Internal Communication

1. Normal modes of communication for city employees occur over the phone, through email, or face to face.
2. The Board of Public Works provides oversight.

External Communication

1. Inquiries can be made to the Office of the Mayor via phone, email, or walk in. It is then decided how to appropriately handle the inquiry/complaint.
2. An inquiry/complaint will be addressed immediately if possible; otherwise it is forwarded to the appropriate party for resolution and a follow up is done either by phone or email.
3. City Hall Department Heads or the Mayor will follow up depending upon the inquiry or complaint. Acceptance of an inquiry or complaint for action is deemed sufficient proof that the inquiry/complaint will be forwarded to the appropriate personal.
4. All inquiries and complaints are acknowledged as soon as possible.
5. Follow up is given once an inquiry/complaint is resolved or unresolvable.

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Emergency Preparedness and Response

The purpose of this procedure is to identify and respond to environmental emergencies and prevent and mitigate the associated environmental impacts.

CITY OF WHITING, INDIANA DISASTER PLAN

City officials in Whiting have long supported a comprehensive emergency action plan to protect our citizens. The City of Whiting Disaster Plan serves as the formal written plan that establishes the chain of command and the operating procedures to be used by City departments during an emergency.

The entire plan is based around the use of the incident management system as presented in the following nationally recognized standards; OSHA 1910.150 & 155 NFPA 1561, 471 and 472 and the national response plan as stated in HSPD-5, National Incident Management System.

This plan establishes a clearly defined chain of command. It has the ability to expand and contract as the incident dictates. If necessary, this plan is capable of managing simultaneous events. A number of special guides are also included to address special needs that may arise during the course of a disaster.

Disaster incidents seldom involve only one City agency. This guide recognizes this and mandates the use of a unified command system. The lead agency will be the department responsible for the first tactical objective at each event. However, true to the incident management system, as the incident matures the lead agency may change as the situation dictates. All involved departments have equal input on the development and implementation of the incident action / operational plan. To make this plan successful, regular multi-agency training utilizing the plan must take place. Evaluations of this training along with experiences gained through actual use of the plan will be incorporated into the annual revisions of this plan.

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NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)

FEMA's Emergency Management Institute (EMI) encourages organizations to use the NIMS compliant courses. A list of the NIMS compliant courses, which follow the NIMS guidelines, are available at this website: <http://training.fema.gov/IS/crslist.aspx>.

Utilizing The National Incident Management System To Manage Multi-Agency Operation

The incident management system has two (2) goals. The first is to develop a system that provides all emergency responders with a safe environment on the scene of any emergency incident. The second goal is to establish a system capable of managing an emergency incident of any size ranging from a single unit response to an incident requiring local, state, and even federal assistance. This system is used by **all** emergency response agencies in the federal contingency plan. The system can be used to manage **any** emergency situation or simultaneous multiple incidents. The City of Whiting utilizes NIMS for emergency management.

Employee Training

The purpose of this procedure is to establish methods for educating municipal employees of environmental issues relating to the City's activities and developing a system to maintain training records.

The City of Whiting will ensure employees' environmental awareness and competence through one or more of the following methods:

- Departmental meetings
- Bulletin Boards/Fact Sheets
- E-mails
- Memos

Awareness and training for potential environmental hazards consists of on the job training from experienced staff. Department heads are responsible for maintaining records of training provided to the staff.

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5. Monitoring and Progress Review

Internal Audit

The purpose of this procedure is to establish methods for conducting audits on the City of Whiting's Quality of Life Plan (QLP). The purpose of a QLP audit is to determine if the QLP:

- Is functioning effectively as a written document or if modifications need to be made;
 - Has been properly implemented, monitored, and maintained; and
 - Continues to meet Indiana CLEAN Community Challenge program requirements.
1. The Stakeholder Committee Leader will schedule an audit of the Quality of Life Plan at least annually. The stakeholder committee will participate in the audit.
 2. The audit will include the Quality of Life Plan, its associated documents, and procedures.
 3. The audit will also include a comparison of all objectives and targets to the baseline data established for each action plan.
 4. The audit will also look for evidence that the procedures identified in the QLP are being implemented and that they continue to be effective.
 5. The stakeholder committee will record audit notes and findings using the Quality of Life Plan Audit Form provided by the CLEAN Community Challenge Program or a similar audit form created by the municipality.
 6. Deficiencies identified during the audit will be assigned to a stakeholder committee member for follow up. Results from follow up activities will be shared at quarterly stakeholder committee meetings.
 7. During the annual audit, results from previous audits will also be reviewed to determine if deficiencies were resolved.
 8. Audit results will be shared with the Mayor and department heads.
 9. Audit results will be included in the CLEAN Community Challenge Annual Performance Report which is due to the Indiana Department of Environmental Management and municipal officials each year on the first Monday in March.
 10. Audit results are stored in accordance with the Quality of Life Plan Record Keeping Procedure.

6. Community and Business Outreach

The purpose of this procedure is to establish methods for:

- Informing the community and local businesses of important issues relating to the municipality's environmental performance; and
- Informing the community and businesses of the municipality's progress toward achieving objectives and targets.

The Stakeholder Committee Leader will ensure at least one of the following methods to inform the community and local businesses on important issues relating to the municipality's environmental performance and on the municipality's progress towards achieving objectives and targets:

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1. Environmental performance information and progress towards objectives and targets will be shared with the residents and businesses of the City of Whiting throughout the year using one or more of the methods identified below.
2. The Stakeholder Committee Leader will retain copies of information shared with the community and businesses regarding the city's environmental performance and progress towards objectives and targets. These copies may include printed and electronic copies of meeting notes, presentation notes, webpage views, letters, brochures, copies of press releases, etc.
 - Website
 - Press releases
 - Social Media
 - Quarterly city newsletters
 - Utility Bills
 - Phone, mail, e-mail
 - Meet and greet events
 - Door to door information sharing
 - Semi-annual recycling and hazardous waste pick up newsletter
 - City council meetings

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7. History of Revisions

Date of Revision	Description of Change	Person Responsible for Revision
March 25, 2015	Submittal of Quality of Life Plan, Application, Letters of Support, and Environmental Initiatives	Stakeholder Committee Leader

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Environmental Regulatory Records			
Name of Record	Person Responsible	Location	Retention Timeframe
NA			

Quality of Life Plan Records			
Name of Record	Person Responsible	Location	Retention Timeframe
Audit Results	Stakeholder Committee Leader		5 Years
Communication & Outreach Records	Stakeholder Committee Leader	Mayor’s Office	5 Years
Environmental Initiative Tracking Sheets	Stakeholder Committee Leader	Mayor’s Office	5 Years
Stakeholder Committee Meeting Minutes	Stakeholder Committee Leader	Mayor’s Office	5 Years
Training Records	Stakeholder Committee Leader	Mayor’s Office	5 Years