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TO:	CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON APRIL 20, 2015
FROM:	JAY STANFORD, M.A., M.P.A. DIRECTOR, ENVIRONMENT, FLEET & SOLID WASTE
SUBJECT	ENVIRONMENTAL PROGRAMS UPDATES

RECOMMENDATION

That on the recommendation of the Director – Environment, Fleet & Solid Waste, the following report **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Some relevant reports that can be found at www.london.ca under City Hall (Meetings) include:

- Environmental Programs Updates (April 8, 2013 meeting of the Civic Works Committee CWC, Item #2)
- Environmental Programs Update (May 14, 2012 meeting of the CWC, Item #19)

BACKGROUND

PURPOSE AND CONTEXT

The purpose of this information report is to provide Committee and Council with a single report that provides a brief update on 11 key projects and activities within the Environmental Programs business unit that:

- addresses Committee and Council recommendations for additional updates
- indicates how the program or project contributes to Council's Strategic Plan 2015-2019
- highlights a number of the key programs and projects currently under way/in planning stages
- provides key available data and observations, and
- indicates how the program or project is addressing cost impacts and/or value to customers and the City's Community Engagement Policy

DISCUSSION

Environmental Programs business unit's key focus is on being a central area for environmental leadership, coordination with other areas, and being easily accessible by the citizens and businesses of London for many projects dealing primarily with the built environment. The business unit works closely with many Environmental & Engineering Services (EES) divisions as well as staff within Planning; Neighbourhood, Children & Fire Services; and Development & Compliance service areas.

City staff in this area apply practical municipal and private sector experience with a focus on air quality, climate change, climate adaptation, energy conservation, active transportation, transportation demand management, urban watershed management, natural landscaping, community capacity building and community engagement. Within EES, important project/program relationships and synergies exist in areas like water conservation, wastewater treatment operations, energy conservation, etc.

Community Environmental Action

- Implement community and business outreach and action; partnerships and capacity building
- Administer and evaluate existing environmental programs and initiatives

Environmental Programs Coordination and Management

- Respond to environmental inquiries and manage issues
- Undertake research and policy development
- Coordinate with other City of London divisions, Agencies, Boards & Commissions on environmental and sustainability matters

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Corporate Environmental Actions

- Design, implement, monitor and evaluate actions
- Undertake cost/benefit analyses and return on environmental investment

Benchmarking and Public Reporting

- Undertake comparative evaluations, analyses and public reporting on many programs.

2015-2019 - Strategic Plan for the City of London

Municipal Council has recognized the importance of environmental and sustainability programs and projects in its 2015-2019 - Strategic Plan for the City of London ([2015 – 2019 Strategic Plan](#)). Specifically, all 4 Areas of Focus address at one level or another environmental and sustainability matters as follows:

Strengthening Our Community

- Healthy, safe, and accessible city

Building a Sustainable City

- Robust infrastructure
- Convenient and connected mobility choices
- Strong and healthy environment
- Beautiful places and spaces
- Responsible growth

Growing our Economy

- Local, regional, and global innovation
- Strategic, collaborative partnerships

Leading in Public Service

- Collaborative, engaged leadership
- Excellent service delivery

KEY PROJECT / PROGRAM UPDATES

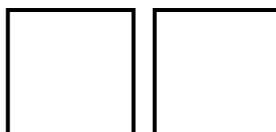
Appendix A contains an update and key specifics on 11 projects, programs and initiatives, including:

1. Community Energy Action Plan (CEAP)
2. Corporate Energy Conservation & Demand Management (CDM) Plan
3. Local Improvement Charge Program for Energy & Water (Property Assessed Clean Energy)
4. Regional Ride Share
5. Bike (Cycling) Program
6. Give Active Transportation a Go!
7. London Subwatershed Planning
8. Source Water Protection Program
9. Thames River Clear Water Revival Initiative
10. London Clean & Green
11. Enhancing Environmental Outreach and Strengthening Community Capacity (CityGreen)

ACKNOWLEDGEMENTS

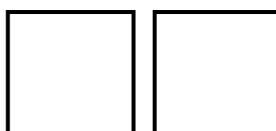
This report was prepared with assistance from Allison Miller, Transportation Demand Management Coordinator; Greg Sandle, Community Outreach Coordinator; and Ryan Craven, Acting Transportation Demand Management Coordinator.

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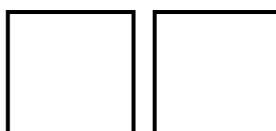


APPENDIX A

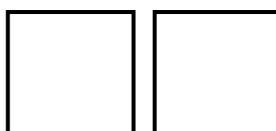
1. Community Energy Action Plan (CEAP)	
Website	www.london.ca/CEAP
Connections to Council's Strategic Plan 2015-2019	Building a Sustainable City Growing Our Economy
Brief Description	<ul style="list-style-type: none"> • The Community Energy Action Plan (CEAP) was adopted by Council in July 2014, and the timeframe for the plan is 2014-2018 • Builds upon previous climate change mitigation actions by adding economic aspects of energy use such as cost savings, revenue, and job creation • The CEAP's goals are to increase the local economic benefit of sustainable energy use, and reduce greenhouse gas emissions to 15% below 1990 levels by 2020 • The plan was developed with review and input from three-dozen Key Energy Stakeholders
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – public, communities, key energy-using sectors</p> <p>Methods – the new Active & Green Communities program will be used to engage the general public as well as communities (geographic and interest-based), while key energy-using sectors will be engaged using a mix of workshops and other direct one-on-one discussions</p>
Project/Program partners	Project Neutral (Active & Green Communities), London Environmental Network (and individual members), London Hydro, Union Gas, other Key Energy Stakeholders
Value to Customers	<ul style="list-style-type: none"> • In 2013, London spent almost \$1.5 billion on energy, and almost 90 percent of this money left London • If the CEAP's goals are met, London's annual energy costs in 2018 will be around \$250 million lower than business-as-usual
Recent Key Results	<ul style="list-style-type: none"> • City staff have developed and successfully-tested new "energy literacy" tools such as energy maps (developed with in-house GIS capabilities), infographics, and videos • City staff have hosted consultation workshops on commercial building energy management from and compressed natural gas vehicles
Next Steps	<ul style="list-style-type: none"> • Roll-out of the new Active & Green Communities engagement strategy • Update the community energy and greenhouse gas emissions inventory with 2014 data • Develop and test new sector-specific performance indicators for the CEAP's key sectors • Work on follow-up actions identified from the consultation workshops on commercial building energy management and compressed natural gas vehicles • Provide recommendations for utilizing the new capability to use Local Improvement Charges for property-specific energy and water saving retrofits (see Item 3 - Property Assessed Clean Energy)
Further information	none
Next CWC reports	<ul style="list-style-type: none"> • Active & Green Communities program (April 2015) • 2014 community energy and greenhouse gas emissions inventory (Spring 2015)



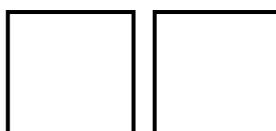
2. Corporate Energy Conservation and Demand Management (CDM) Plan	
Website	http://www.london.ca/residents/Environment/Energy/Pages/Corporate-Energy-Management.aspx
Connections to Council's Strategic Plan 2015-2019	Building a Sustainable City Leading in Public Service
Brief Description	<ul style="list-style-type: none"> • The Corporate Energy Conservation and Demand Management (CDM) Plan is a mandatory requirement of the Ontario <i>Green Energy Act</i> • The plan has a timeframe of five years (2014-2018), and was adopted by Council in July 2014 • This plan was built upon previous corporate energy management activities, some dating back to the 1990s • The plan's goal is to reduce corporate energy use 10 percent from 2014 levels by 2020, which requires a service delivery energy efficiency (energy used per Londoner) improvement of 15 percent to accommodate London's growth
Staff Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – employees, key energy-using service areas</p> <p>Methods – different employee engagement activities have been tested out under the It's Within Reach program; management from energy-using service areas were consulted in person to determine actions to include in the Plan</p>
Project/Program partners	London Hydro and Union Gas (energy conservation incentives)
Value to Customers	<ul style="list-style-type: none"> • In 2013, the Corporation spent about \$17.5 million on energy every year, and almost 90 percent of this money left London • Due to rising energy prices, this is forecast to increase to \$26 million by 2020 if energy efficiency remains unchanged • If the plan's goals are met, the Corporation's annual energy costs will be around \$4 million lower • If the plan's goals are met, the corporation's annual greenhouse gas emissions will be around 3,900 tonnes CO₂e lower per year
Recent Key Results	<ul style="list-style-type: none"> • The Corporation's energy management activities received the Community Conservation Award from the Ontario Power Authority in 2014 • Service delivery energy efficiency improved by 9 percent between 2007 and 2013, which avoided about \$800,000 in energy costs in 2013
Next Steps	<ul style="list-style-type: none"> • Update and reporting of the corporate energy and greenhouse gas emissions inventory with 2014 data • Continue implementation of the Corporate Energy CDM Plan
Further information	none
Next CWC report	<ul style="list-style-type: none"> • 2014 corporate energy and greenhouse gas emissions inventory (Summer 2015)



3. Local Improvement Charge (LIC) Program (Property Assessed Clean Energy – PACE)	
Website	Not available at this time
Connections to Council's Strategic Plan 2015-2019	Building a Sustainable City Growing Our Economy
Brief Description	<ul style="list-style-type: none"> The province has modified its regulations to allow the use Local Improvement Charges (LICs) for property-specific energy and water saving retrofits. This is similar to the Property Assessed Clean Energy (PACE) programs used by some American state and municipal governments to fund home energy retrofits and solar energy (PV and/or hot water heating) systems This can be applied to both residential and commercial properties It might be possible to use LICs for on-site stormwater management measures (e.g., green roofs, permeable pavement), but this needs to be confirmed
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – public; commercial building owners, local mortgage providers, Union Gas, London Hydro, London Home Builders Association</p> <p>Methods – to be developed, likely through a pilot project</p>
Project/Program partners	Union Gas, London Hydro, London Home Builders Association (renovator members), Upper Thames River Conservation Authority.
Value to Customers	<ul style="list-style-type: none"> Uncertainty about long-term home/building ownership plans is a known barrier for home energy retrofit programs Energy retrofits funded through LICs have the benefit of being transferrable to the new owner, thus removing the barrier associated with uncertainty regarding ownership plans The financing terms for LICs can offer longer-term, lower interest rates which allow most of the LIC repayments to be covered by utility bill savings LIC funding could also be coordinated with existing and new utility energy conservation incentive programs
Recent Key Results	<ul style="list-style-type: none"> In 2013, City of London staff participated in the multi-municipality Advisory Group for Collaboration on Home Energy Efficiency Retrofits in Ontario (CHEERIO) to evaluate the potential use of LICs across Ontario. This project addressed many of the questions and concerns that have been raised about using LICs for funding home retrofits. The results from CHEERIO has been used by the City of Toronto to implement its Home Energy Loan Program (HELP), a pilot program being monitored by other participants. HELP is currently in its first year of operation. London (along with Guelph and Durham Region) is also participating in a potential project that would evaluate and test the use of LICs for commercial buildings as well as for stormwater measures. This proposed project is still in the development stage, and funding has not been secured to date, so it is not known whether this proposed project will proceed.
Next Steps	<ul style="list-style-type: none"> Monitor and document Guelph's Energy Efficiency Retrofit Strategy business plan development Review results from Toronto's HELP activities (after 12 months of activities)
Further information	http://www.cleanairpartnership.org/cheerio
Next CWC report	<ul style="list-style-type: none"> Update and/or Recommendations for the use of LIC financing in London (Fall 2015)



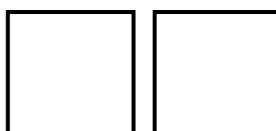
4. Regional Rideshare	
Website	www.regionalrideshare.ca (site is under development; launches early May 2015)
Connections to Council's Strategic Plan 2015-2019	Building a Sustainable City Growing our Economy Leading in Public Service
Brief Description	<ul style="list-style-type: none"> • London is a partner in a regional municipal group to expand London's rideshare service to surrounding communities. • This initiative involves two main aspects: <ol style="list-style-type: none"> 1. a web service that enables members of our communities to connect for the purpose of sharing rides to work, to health care facilities, or leisure destinations; and 2. a coordinated marketing campaign • Communities surrounding London lack transportation options. London roads face congestion problems, particularly during rush hour. Many of London's companies employ people from the surrounding region.
Community Engagement - levels and methods to be used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – London employers and public</p> <p>Methods – London employers will be engaged through the Business Travel Wise Program, targeted invitations, and general promotion. The general public will be engaged through social media, posters, billboards, etc.</p>
Project/Program partners	Huron County, Perth County, Middlesex County, Town of St. Marys, City of Stratford, and others may join Pathway Intelligence Inc. designs and manages the website
Value to Customers	<ul style="list-style-type: none"> • In 2007, London launched a web-based ridematch service for Londoners. This expansion into surrounding communities means that the potential for users to find a match is greater. • By cost-sharing, the City of London saves on the website annual fee and marketing material development • The new website provides an improved user experience
Recent Key Results	<ul style="list-style-type: none"> • So far, London has strengthened its relationship with several surrounding municipalities, which will serve well for other projects
Next Steps	<ul style="list-style-type: none"> • Develop marketing materials that London and partners can share • Promote web service to London employers and employees
Further information	Further details can be found in the April 20 th Civic Works Committee (CWC) report
Next CWC report	<ul style="list-style-type: none"> • Regional Rideshare update Spring 2016



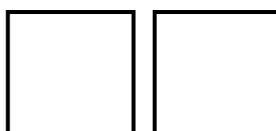
5. Bike (Cycling) Program	
Website	www.london.ca/cycling (new website under development)
Connections to Council's Strategic Plan 2015-2019	Strengthening Our City Building a Sustainable City Leading in Public Service
Brief Description	<ul style="list-style-type: none"> • Cycling is a key component of the City of London's Transportation Demand Management (TDM) program – specifically as part of Active Transportation (AT) promotion • Cycling promotion and awareness activities are closely tied Transportation Planning & Design, Parks Planning, and Parks Operations • Cycling activities are closely tied to the London ON Bikes Cycling Master Plan, now underway • Cycling infrastructure and relationships to Shift (Our Rapid Transit Initiative) is key to overall mobility in the city • Staff is working on several cycling projects, including improving bike parking, safety education, promoting routes, and gathering data
Community Engagement - levels and methods used (or to be used)	Levels – Inform, Consult (Involve), Collaborate, Empower Audiences – Public, community groups, and employees Methods – General promotion, social media, one-on-one meetings, and presentations
Project/Program partners	Cycling Advisory Committee, Middlesex-London Health Unit, Thames Region Ecological Association, London Cycle Link, local employers, etc.
Value to Customers	<ul style="list-style-type: none"> • These activities make it easier for more Londoners to ride a bicycle for transportation • Better end-of-trip facilities are also being addressed, with secure bike parking and working with employers
Recent Key Results	<ul style="list-style-type: none"> • So far, these actions have strengthened internal relationships between City service areas • Expected results include positive feedback from cyclists of all ages and abilities
Next Steps	Depends on the action. All should be completed by December 2015.
Further information	Further details can be found in the April 20 th CWC report
Next CWC report	Not required unless further details requested

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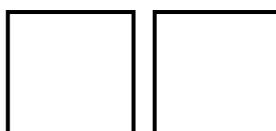
6. Give Active Transportation a Go! campaign	
Website	Not available but expected in May 2015
Connections to Council's Strategic Plan 2015-2019	Strengthening Our City Building a Sustainable City Leading in Public Service
Brief Description	<ul style="list-style-type: none"> To encourage employees to try active transportation for commuting purposes at 10 pilot workplaces (including walking, cycling and transit) This campaign is in partnership with the Middlesex-London Health Unit Various communication interventions, incentives, and prizes will be used to encourage participation The City will tie in the Business Travel Wise Program, including promotion of carpooling to both the employers and employees The campaign takes place May through August 2015
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – Employers, their employees, and general commuting public</p> <p>Methods – One-on-one meetings, targeted messaging and promotion, incentives for employers and their employees. Health Unit is taking the lead on promotion through social media and advertising to the general commuting public.</p>
Project/Program partners	<p>Middlesex-London Health Unit</p> <p>10 London workplaces (currently being finalized)</p> <p>Ontario Ministry of Health & Long Term Care (providing funding)</p>
Value to Customers	<ul style="list-style-type: none"> This pilot project will allow employees at participating workplaces to try active transportation in a fun, supportive environment, and be eligible for incentives and prizes The 10 pilot workplaces will be introduced to the Business Travel Wise Program, and opportunities to make changes to the workplace to encourage active transportation as well as carpooling Promoting active transportation can be an enhancement to a workplace wellness program and support employee health and retention
Recent Key Results	So far, this project has helped strengthen the relationship between the City and Health Unit in terms of a pro-active approach to Londoners' physical activity, wellness, and happiness in their employment
Next Steps	<p>Finalize 10 participating workplaces</p> <p>Finalize promotion and incentive packages</p> <p>Work with workplace coordinators to deliver to employees</p>
Further information	None
Next CWC report	Update and outcome report in 2016



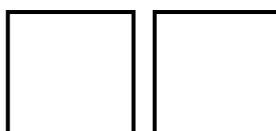
7. London Subwatershed Planning	
Website	http://www.london.ca/residents/Environment/Rivers-Creeks/Pages/Watersheds.aspx www.thecoves.ca www.thamesriver.on.ca
Connections to Council's Strategic Plan 2015-2019	<p>Strengthening Our City</p> <p>Building a Sustainable City</p>
Brief Description	<ul style="list-style-type: none"> • London is divided into 17 subwatersheds categorized by their main watershed (Thames River or Kettle Creek) and by the characteristics of the urban drainage pattern (e.g. creeks and streams) in the corresponding neighbourhoods • Program delivery is designed depending on the subwatershed issues, the infrastructure condition, and the community interest • The implementation of plans, updates, and strategies respond to each areas unique characteristics (e.g. The Coves Subwatershed Plan focused primarily on public access and water quality concerns of the 3 oxbow lakes) • High profile projects such as the 2015 London Community Foundation "Back to the River" project (the design competition for 5 km of the downtown riverfront) enables subwatershed planning principles to be incorporated
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – public, community groups, neighbourhoods, schools</p> <p>Methods – Direct delivery of materials, Briefings, Presentations, Workshops, Webpage, Videos, Social media interaction (Facebook and Twitter), Workshops, Community-led events, NGO-led seminars/workshops</p> <p>As an example, the Friends of the Coves Subwatershed Inc. are a grass-roots model of community engagement. This group has been diligently implementing their Subwatershed Plan (2004) which has now evolved into a further step, being the creation of Coves Conservation Master Plan (2014) for the associated Environmentally Significant Area. This step was made possible due to the successful acquisition of public lands recommended in the 2004 Plan.</p>
Project/Program partners	<ul style="list-style-type: none"> • Upper Thames River CA, Lower Thames Valley CA, and Kettle Creek CA. • Others are numerous and varied.
Value to Customers	<ul style="list-style-type: none"> • These initiatives provide environmental awareness, community building opportunities, and activities designed for environmental action • The process of subwatershed planning provides an integrated and ecologically supported approach to water and land management • City infrastructure, specifically related to stormwater and flooding are wisely managed through these processes
Recent Key Results	Community implementation opportunities and environmental stewardship leading to stronger neighbourhoods and improved environmental conditions
Next Steps	<ul style="list-style-type: none"> • Complete the subwatershed plans, updates and strategies • Principles and direction contained in the Draft London Plan will enhance the ability to update existing subwatershed plans and strategies and complete gap areas
Further information	www.london.ca/residents/Environment/Rivers-Creeks/Pages
Next CWC report	Not required unless further details requested



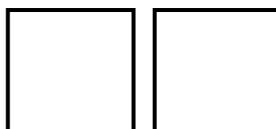
8. Source Water Protection Program	
Website	www.sourcewaterprotection.on.ca www.sourcewater.ca
Connections to Council's Strategic Plan 2015-2019	Strengthening Our City Building a Sustainable City
Brief Description	<ul style="list-style-type: none"> • Source Water Protection (SWP) - London maintains two surface water intakes to the Great Lakes via our Regional Water Supply System and local back-up wells that draw groundwater for emergency situations • Using provincial government funding, we are ensuring the safety of municipal drinking water by addressing water at the source, and working to ensure the long-term protection of local groundwater aquifers and water quality • Given our regional interests in water supply and located in two watersheds (Thames River and Kettle Creek), we are partners in two Regional Source Water initiatives (Thames Sydenham Region and Lake Erie Region) and maintain an interest in a third region (Ausable Bayfield Maitland Valley Region)
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (Involve), Collaborate, Empower</p> <p>Audiences – public, communities, businesses, neighbourhoods</p> <p>Methods – Direct delivery of materials, Briefings, Presentations, Workshops, Webpage, Social media interaction (Facebook and Twitter), Workshops, Community-led events, NGO-led seminars/workshops</p>
Project/Program partners	<ul style="list-style-type: none"> • SWP involves a Steering Committee of 20+ members for each region, representing three groups of seven municipal members, industry and key environmental groups plus First Nations, Health Unit representation and a provincial liaison • The Thames Sydenham Region has 3 First Nation representatives covering the interests of 8 First Nations • Conservation Authority staff have managed the process on behalf of the province through the Ministry of the Environment and Climate Change
Value to Customers	Water stewardship is the key message of this initiative. This program safeguards water quality in general, and specifically municipal drinking water supplies for London and surrounding watershed communities who share the regional water supply infrastructure.
Recent Key Results	Previous reports to Council have documented the stages of the work leading up to the completion of the Plan including technical and assessment work (or the “scientific” work) for the two standby well fields. Policies have been prepared for the Region including London, and the Plan has been submitted to the MOE for approval expected sometime in the Fall 2015. Implementation steps are now being planned.
Next Steps	Plan adoption by the province and implementation by municipalities using land use planning and risk management tools
Further information	Refer to the websites listed above
Next CWC report	Update reports are planned for fall of 2015



9. Thames River Clear Water Revival Initiative	
Website	www.thamesrevival.ca
Connections to Council's Strategic Plan 2015-2019	Strengthening Our City Building a Sustainable City Growing Our Economy
Brief Description	<ul style="list-style-type: none"> Thames River Clear Water Revival (CWR) is a collaborative stewardship initiative to create a water management plan for the entire Thames River from headwaters to the outlet into Lake St. Clair. The previous plan for this watershed was completed in 1975. London benefits from the existence of the Thames River flowing through the city for a whole host of reasons including environmental, social, and economic reasons. London is the largest municipality by geographic size and population in the Thames watershed and therefore a logical leader for this effort. Using federal and provincial government funding focused on water quality in the Great Lakes, we are working in conjunction with our watershed partners, to ensure the long-term protection and enhancement of the Thames River water quality Considerable interest by First Nations has resulted in four being actively represented on the Steering Committee
Community Engagement - levels and methods used (or to be used)	Levels – Inform, Consult (Involve), Collaborate, Empower Audiences – public, communities, businesses, neighbourhoods Methods – Direct delivery of materials, Briefings, Presentations, Workshops, Webpage, Social media interaction (Facebook and Twitter), Workshops, Community-led events, NGO-led seminars/workshops
Project/Program partners	CWR involves a Steering Committee composed of staff from Environment Canada, three provincial ministries, two Conservation Authorities, four First Nations, and City of London
Value to Customers	Water stewardship is the key message of this initiative. This program safeguards water quality in general, and specifically river water quality for London and surrounding watershed communities.
Recent Key Results	<ul style="list-style-type: none"> A multi-partnership Steering Committee has been created representing the wide interest in the initiative. Representation on the committee is currently from federal, provincial, First Nations, two Conservation Authorities, and the City of London. A project manager has been hired, a website created through UTRCA to help lead the initiative.
Next Steps	Water Management Plan completion
Further information	www.thamesrevival.ca
Next CWC report	Update reports are planned for fall of 2015



10. London Clean & Green Program	
Website	www.londoncleanandgreen.ca
Connections to Council's Strategic Plan 2015-2019	Strengthening Our City Building a Sustainable City Leading in Public Service
Brief Description	<ul style="list-style-type: none"> The program started in 1996 with 30 people on a Saturday morning - it now boasts participation of between 5,000 and 10,000 people over the course of over 2 months In 2012 the program grew to include both "Clean" and "Green" activities; "cleaning" including litter and graffiti removal and "greening" being the various activities to protect and improve our environment through stewardship A calendar of events is produced annually to advertise the opportunities in the community to be involved from mid-April until late June
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (involve), Collaborate, Empower</p> <p>Audiences – public, community groups, businesses, business associations, schools</p> <p>Methods - Direct delivery of materials, Briefings, , Mass media (print, radio), Presentations, Workshops, Webpage, Social media interaction (Facebook and Twitter), Workshops, Community-led events, NGO-led seminars/workshops</p>
Project/Program partners	Amway, Dillon Consulting, GoodLife, Joe Kools, Labatt Brewery, London Environmental Network, London Public Library, London Strengthening Neighbourhoods Strategy, Million Tree Challenge, Our Street, ReForest London, Thames Region Ecological Association, Thames Talbot Land Trust, Tim Hortons, Try Recycling, Upper Thames River Conservation Authority
Value to Customers	<ul style="list-style-type: none"> The event coordinates activities, advertises events and provides a way for groups to engage in community building In 2014 there was an increased focus on "cleaning" activities under the banner 12 Days of Cleaning. The goal was to make Londoners and businesses aware that there are numerous locations to drop-off items that may otherwise become litter and garbage (i.e., a focus on preventing the creation of litter, garbage and illegal dumping). Basically there is no excuse for items being littered or illegally dumped.
Recent Key Results	<ul style="list-style-type: none"> Neighbourhood strengthening, increased awareness of our actions, the condition of our neighbourhoods and how stewardship starts with the individual The material collected is substantial (18 to 20 tonnes on average) and provides the reminder that waste prevention starts at home and at your place of business As noted, the London Clean & Green Program is a collaboration between individuals, community groups, businesses and the City of London. The 2015 edition marks 20 years of being in the cleaning and greening business, a significant milestone.
Next Steps	Ongoing program with annual review
Further information	Further details can be found in the April 8 th CWC report Consult the website for events, locations and activities
Next CWC report	Not required unless further details requested



11. Enhancing Environmental Outreach and Strengthening Community Capacity (CityGreen)	
Website	No one website applies
Connections to Council's Strategic Plan 2015-2019	Strengthening Our City Building a Sustainable City Leading in Public Service
Brief Description	<ul style="list-style-type: none"> • Develop environmental information that respond to the continually changing needs and interests of Londoners • Planning and implementing outreach actives that reach a wide range of community involvement (public and private agencies; colleges and universities; local residents; artists and cultural institutions, businesses and professional organizations; service, volunteer, and faith-bases organizations; community policy and decision makers) • Responding to the needs of London's communities, partners and businesses with the long term objective of sustainable socio-economic development • Assisting other City service areas with community outreach, on topics such as "Shift London" and "London ON Bikes"
Community Engagement - levels and methods used (or to be used)	<p>Levels – Inform, Consult (involve), Collaborate, Empower</p> <p>Audiences – public, community groups, businesses, business associations, schools</p> <ul style="list-style-type: none"> • collaborative approach to outreach that engages individuals and community partners in both knowledge generation and encourage strategies that benefit the communities involved • capacity building at the community level
Project/Program partners	<ul style="list-style-type: none"> • Numerous and varied
Value to Customers	<ul style="list-style-type: none"> • Develop the capacity of individuals and groups of all ages through their actions, to improve their quality of life • Mobilize Action • Expand Reach • Self-help: People are best served when their capacity to help themselves is encouraged and enhanced
Recent Key Results	<ul style="list-style-type: none"> • Increased awareness of the community's role in environmental stewardship • In 2014, branded the outreach and capacity building program titled "CityGreen"
Next Steps	<ul style="list-style-type: none"> • Roll-out of the new Active & Green Communities engagement strategy <p>Outreach in the Community</p> <ul style="list-style-type: none"> • Invited to attend and display information at community events and festivals. Over 20 events have been confirmed and the list is expanding
Further information	CWC April 20, 2015 report on Community Energy Action Program Next Steps – Active & Green Communities engagement strategy
Next CWC report	Not required unless further details requested