

TOWN OF PENDLETON QUALITY OF LIFE PLAN

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1. Mission Statement

The Town of Pendleton is committed to improving the environmental quality of our community by partnering with area businesses, community leaders, and residents to continue providing a clean, healthy, and sustainable environment to live, work, and play for current and future generations. We strive to preserve, protect, and enhance our community's natural beauty and environmental resources by:

- Committing to operate in compliance with environmental requirements and voluntary commitments;
- Taking essential steps to provide continuous environmental improvement within the community;
- Encouraging pollution prevention measures within our Town;
- By sharing environmental decisions and performance information with the community.

A signed copy of the mission statement adopted through executive order is attached as Attachment A.

2. Roles and Responsibilities

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

Town Council President

The Town Council President is responsible for:

- Approving and communicating the Town of Pendleton's Mission Statement.

Town Manager

The Town Manager is responsible for:

- 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.

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 Town Manger to identify areas for improvement/modification;

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- 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.

Name	Title/Department	Phone	E-mail
Tim McClintick	Town Manager	765-778-7776	tmccclintick@town.pendleton.in.us
Rachel Christenson	Planning and Zoning Coordinator, Planning Department	765-778-8370	rchristenson@town.pendleton.in.us
Kate Edwards	Utility Office Clerk, Utility Office	765-778-2173	kedwards@town.pendleton.in.us
Craig Switzer	Electric Department Supervisor, Electric Department	765-208-0104	cswitzer@town.pendleton.in.us
Donnie Meyer	Water & Street Department Supervisor, Water/Street Department	765-208-0094	dmeyer@town.pendleton.in.us

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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 Town of Pendleton has identified the scope of this Quality of Life Plan to include the operations undertaken at the following departments: parks, street, and wastewater treatment plant.
 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.

See Attachment B for 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.

1. The Town of Pendleton 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.

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See Attachment C for the Town of Pendleton'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 Town of Pendleton's Quality of Life Plan (QLP) including creating, maintaining, revising, and using QLP documents.

Creating Documents

1. Stakeholder committee members have been assigned tasks for the five environmental projects (Attachment C). Stakeholder committee members are responsible for creating the documents associated with those assigned tasks. The Stakeholder Committee Leader will assist as needed. The goal will be to make these documents as user friendly as possible.
2. The stakeholder committee members will bring draft documents to quarterly stakeholder committee meetings for review and discussion. These documents will be reviewed for clarity and brevity.
3. The stakeholder committee is responsible for reviewing and approving new documents to ensure they meet the needs of the department and QLP, particularly for documents relating to significant aspects.
4. 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 will be responsible for ensuring that these documents are available to the people who need them.
5. Approved documents will be sent electronically to the Stakeholder Committee Leader. All documents will be maintained by the Stakeholder Committee Leader.
6. Additional documents unrelated to the five projects will be created by the Stakeholder Committee Leader and reviewed by the stakeholder committee.

Revising Documents

1. Any municipal employee or stakeholder can revise a Quality of Life Plan document. The purpose and need for revision must be shown to the Stakeholder Committee Leader to prevent more than one person from working on a document at the same time. All revised documents must be submitted to the Stakeholder Committee for review and approval.
2. Revised documents will be identified by including the revision date on the document.
3. Obsolete documents are promptly removed from points of issue and points of use to prevent their unintended use. The Stakeholder Committee Leader is responsible for ensuring that this is done.
4. Obsolete documents, if retained for historical purposes, are clearly identified as obsolete to prevent their unintended use. The Stakeholder Committee Leader is responsible for keeping these records.

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Managing Documents

1. The Stakeholder Committee Leader is responsible for managing and editing the original copies of documents associated with the Quality of Life Plan.
2. All documents will contain the date of issue if new or the date or revision if revised.
3. Each department will have a hard copy and/or electronic copy of the Quality of Life Plan and associated documents. Municipal employees are responsible for ensuring they have the most recent version of a document. A master copy of the plan and associated documents (paper and electronic formats) will be maintained at Town Hall in the Stakeholder Committee Leader's office under the heading of CLEAN Community Challenge. In addition, a complete electronic file will be maintained by the Stakeholder Committee Leader also located in their office. The Stakeholder Committee Leader is responsible for maintaining these documents and periodically verifying their location.
4. Printed documents are identified as uncontrolled documents.
5. The Stakeholder Committee Members are responsible for revising documents as necessary and providing the updated version to the Stakeholder Committee Leader. The Stakeholder Committee Leader will then ensure that all members receive their updated copies.
6. The Stakeholder Committee is also responsible for reviewing all approved documents at least annually.

Archiving Documents

1. The Stakeholder Committee Leader is responsible for managing outdated QLP documents in the "QLP Document Archive" folder on the hard drive.
2. Documents which become outdated are removed from points of issue to prevent their unintended use. Those documents will be replaced with an updated version.
3. Documents which become outdated, but are retained for legal or other purposes, are clearly identified as obsolete to prevent their unintended use.

Record Keeping

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

Record: 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 that are generated due to environmental monitoring and measurements, environmental legal requirements, and town-wide Quality of Life Plan procedural requirements qualify as QLP records.
2. It is important to maintain evidence (records) that QLP procedures and activities are being performed. These records will be useful references as the Stakeholder Committee implements, maintains, and improves the Quality of Life Plan.
3. All environmental and QLP related records will be maintained as indicated in the Record Retention Table (Attachment D).

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4. QLP related records may be destroyed any time after their retention period.

Communication

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

Internal Communication

1. Information between departments is shared at monthly department head meetings.
2. Department heads share information with employees at department meetings on a varied basis.
3. Information is also shared with employees via e-mail and bulletin board postings.
4. Contractors are kept informed on the municipality's commitment to the environment. Contracts contain information on environmental issues relating to the particular work being performed. The department head is responsible for ensuring the contractors adhere to the contract.

External Communication

1. Inquiries and complaints are routed to a particular department depending on the nature of the inquiry, primarily through work orders or e-mails. The department is then responsible for examining the situation and creating solutions if needed.
2. Records of complaints are kept at the individual departments, either through work orders, e-mails, or a complaint form.
3. Another work order or e-mail is sent back to the utility office and the resolution to the issue is checked. The supervisor of each department is notified and they are responsible for following up on any necessary items. The town manager is also informed and will check the situation as well.

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.

1. Department heads are responsible for coordinating the response in the event of a departmental emergency.
2. Employees are aware of emergency preparedness and response procedures.
3. Emergency response activities are reviewed for effectiveness following an incident or emergency as necessary.
4. The Town of Pendleton participates in several regional emergency response plans. These include:
 - a. Madison County Emergency Management Plan (located with the Madison County Emergency Management Agency)
 - b. Departmental Spill Prevention Control and Countermeasure Plans
 - c. Municipal Separate Storm Sewer System (MS4) Plan (located in Public Works Department)
 - d. Local Emergency Planning Committee (LEPC) (information stored at Police Department)

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- e. National Incident Management System training (information stored at Public Works Department, Fire Department, and Police Department)

Employee Training

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

Environmental awareness and competency training is the foundation for employee awareness, involvement, and commitment to environmental protection as an ongoing responsibility of their work life. It is fundamental to the efficient and effective implementation and execution of the Quality of Life Plan. The Town of Pendleton ensures employees' environmental awareness and competence through one or more of the following methods:

- Monthly department head meetings
- Departmental meetings
- Annual environmental and safety training
- Annual wastewater process and maintenance training
- Bulletin Boards/Fact Sheets
- E-mails
- Memos
- Quarterly Safety Meetings

Department heads are responsible for maintaining records of the trainings provided (attendance sheets, information shared, etc.).

5. Monitoring and Progress Review

Internal Audit

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

- Is functioning effectively as written 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 Leaders 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.

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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 Town Manager 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, two months after the date of CLEAN designation.
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:

1. Environmental performance information and progress towards objectives and targets will be shared with the residents and businesses of Pendleton throughout the year using one or more of the methods identified below.
 - Website
 - Press releases
 - Utility bills
 - Town Council Meetings
 - Social Media
2. The Stakeholder Committee Leader will retain copies of information shared with the community and businesses regarding the town'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.

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7. History of Revisions

Revision Date	Description of Change	Person Responsible for Revision
3/19/2015	Original QLP created	Stakeholder Committee Leader
	Revisions made by CLEAN program manager	CLEAN program manager

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