

From: SustainLane Government
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Subject: 40+ Free Gov't Sustainability Best Practices



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Welcome to the first issue of SustainLane Government's newsletter.

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Just Launched: Best Practices Knowledge Base!

SustainLane Government has launched a knowledge base for state and local government sustainability best practices at www.sustainlane.us. For the last month we've been taking registrations on an interim website which lacked full functionality. Now the full knowledge base is live and available for use.

I demonstrated the new system at the University of Pennsylvania last week during their Growing Greener Cities conference, produced in conjunction with the PBS television series Edens Lost and Found.

The response has been phenomenal. Officials from more than 60 cities or counties have registered on the site. While most have come from the United States, we have registrants from cities as far away as Cape Town, South Africa.

I want to thank you all for participating in this exciting new

Sample of Cities & Counties that have submitted Best Practices

- Alameda County, CA
- Boulder, CO
- Charlotte/Mecklenburg County, NC
- Chicago
- Denver
- Lakeland, FL
- Marin County, CA
- Multnomah County, OR
- Oakland, CA
- Philadelphia
- Portland, OR
- San Diego
- San Francisco
- Seattle
- St. Paul, MN
- Washington, D.C.

Categories in which Best Practices are most needed:

Forestry/ Street Greening

Water/ Wastewater

era of "bottom-up" leadership and innovation in everything from smart growth and climate change policy to green building, renewable energy and alternative fuel development.

Your expertise and personal networks are what make SustainLane Government successful; you are the next wave of the sustainability movement.

Best,

Warren Karlenzig

Chief Strategy Officer, SustainLane

BEST PRACTICE: Denver International Airport

Denver International Airport (DIA) opened in 1995 and was the 11th-busiest airport in the world in 2005. With an average of 118,870 passengers passing through the airport each day on 1,555 commercial flights, DIA depends on efficient operations to remain successful and competitive. With constant scrutiny of the environmental impacts from activities conducted at airports, it is more important than ever to ensure that employees are aware of environmental requirements and the effect of their activities on the environment. A key component of the airport's facility management is its Environmental Management System (EMS), which DIA uses to manage environmental issues and increase its operating efficiency. The EMS outlines a series of guidelines, procedures, and processes that address environmental impacts in day-to-day business activities. DIA is the first international airport in the United States to register its Environmental Management System to the ISO 14001 international standard. Businesses of all sizes can benefit from having a well-structured EMS. When integrated into the organizational structure, an EMS will identify opportunities to prevent pollution, mitigate occupational hazards, and provide an opportunity to be more efficient and organized.

PROGRAM SUMMARY: One of the most critical and beneficial components of the airport's EMS is the training program. There are several components to the program, increasing the probability that the program will be successful and ensuring that DIA's commitment to environmental protection is reinforced through multiple training opportunities. DIA's

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environmental training programs include the following components:

- **New employee orientation:** This module provides a brief overview of DIA's Environmental Policy, its EMS, significant environmental aspects, and key environmental issues such as spill notification.
- **Environmental awareness training:** This program has evolved into a "game" format where the trainer and the audience engage in Q&A sessions to encourage participation. Candy bars are distributed to participants. Each session is tailored to the specific activities conducted by audience members to ensure that the training is appropriate and useful. Various sections of the airport staff are trained on a rotating basis over a 2- to 3- year period.
- **Educational brochure:** DIA has prepared a brochure that describes DIA's EMS and explains what each employee can do to support the environmental program. This brochure is provided in English and Spanish to bridge any language barrier that may exist among DIA's employees, contractors, and tenants.
- **Environmental Focal Point (EFP) program:** This program designates key individuals from each DIA section to serve as liaison between the section and Environmental Services. The EFP is the point of contact through which environmental tips are distributed to the section and environmental updates on regulations and/or policy are disseminated. Through the EFP, the effectiveness of the EMS is transmitted through the organization.
- **Annual Environmental Reports:** DIA prepares brief, annual environmental reports describing our accomplishments for the prior year and the targets and objectives for the upcoming year.
- **Technical training:** DIA has developed various training modules within its EMS to provide specific instruction on key environmental programs. Training modules include stormwater pollution prevention, incinerator operation, sampling and analysis, waste management, and spill response. These modules provide specific instruction on key regulatory requirements in order to ensure compliance.
- **BLOG:** DIA includes environmental facts/tips in each of the weekly DIA employee electronic newsletters.

PROGRAM GOALS and EFFECTIVENESS: The goal of DIA's training programs is to raise the overall environmental awareness of DIA employees, business partners, and community. The effectiveness of DIA's training program is evaluated through several mechanisms, including:

- External compliance inspections by federal, state, or local regulators.
- Internal audits conducted by DIA Environmental Services staff to review overall conformity with the ISO 14001 EMS standard and DIA's EMS. These reviews are conducted annually.

- External audits conducted by an ISO 14001 auditor, which includes an assessment of overall awareness of DIA's environmental programs and the effectiveness of the training programs. These audits are conducted twice a year.

The programs stand out because they are audience-focused and tailored, fun, and innovative. There are typically humorous slides or video clips to highlight specific areas, candy prizes for participants, entertaining anecdotes told by the trainer, and analogies between home and work behavior that all add to the overall effectiveness of the program. The "game" module receives compliments from employees, and DIA has also received several accolades on the format of the annual environmental report. DIA's training programs have been in place since the airport opened in 1995. But significant improvements have been made to all programs, and new programs were added during the development and implementation of DIA's EMS. DIA's EMS was developed in 2001 and 2002 and was fully implemented in 2003. Through DIA's continual improvement process, these programs are constantly being evaluated to increase effectiveness. The current program components have been in effect since 2004. DIA management is totally committed to maintaining the ISO 14001 certification and overall commitment to environmental protection and sustainability principles. Therefore, the current program will continue to be an integral part of DIA's operations.

DIA was accepted into the elite CDPHE Environmental Leadership Program as a gold-level member in 2004. This program is open only to facilities that have implemented EMSs, and which have excellent compliance records and clear goals for continued improvement. In addition, DIA was accepted into the EPA Performance Track Program in September 2006 because of its outstanding environmental performance.

Knowledge Base: How Do I Get Full Access?

People are asking us how they can receive full access to all the features on SustainLane Government. Here are the rules of play. All registered users can search or browse for best practices. However, to download best practices and access the peer directory, you need to:

1. Register on the site;
2. Be an employee or elected official with a state or local government agency, office or department;
3. Work for a city, county, or state government which has already contributed a best practice. This is the "price of admission," so contact your peers to ensure we have something from your government level.

We aim to support the government professional with rapid research and discovery tools, bringing expertise in sustainable development to the front of change.

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