



Springfield Climate Action and Resilience Plan Community Engagement Summary

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General Overview

Goal of the public outreach and engagement:

Partners for a Healthier Community (PHC), in collaboration with Arise for Social Justice, the City of Springfield, Pioneer Valley Planning Commission, and Springfield Climate Justice Coalition, build community buy in and support for the City of Springfield Climate Action and Resilience Plan. The following strategies were vetted by the working group comprised of the before mentioned groups. Through facilitated discussions led by PHC, each strategy was agreed upon by consensus, approved by the City, collectively designed, implemented, and evaluated.

Outreach and Engagement efforts consisted of 4 key strategies.

1. Informative and interactive Community Meetings to educate and engage residents, especially low income residents and communities of color. These were 2 hours in length.
2. Direct outreach and Interviews with Key Sector Stakeholders to find out what they were already doing, areas that they were interested in doing more, and barriers they might be experiencing
3. A Half Day Workshop for a broader range of stakeholders that included residents, community organizations, city departments, and key sector stakeholders. The first half of the workshop was designed to educate participants on the work that had been done on the Climate Action and Resilience Plan to date and introduce some top recommendations that were surfacing based on national best practices, resident input from the community meetings, and input from the key sector stakeholder meetings. The second half was dedicated small group work to do a deeper dive into action planning on seven topics that emerged for the work to date.
4. Citywide Survey was developed among the partners with content advised by best practices, partner input, and vetted by PHC Research and Evaluation Team. It was administered online and in person.

Outreach and Promotion

Recruitment and promotion efforts were done through a multi-tiered approach by phone, email, website posts, social media through all the CARP partners, print media, and in person announcements at community meetings. A press release by the City with a general announcement of the CARP work and opportunities to get involved was issued by the City and all CARP Partners promoted the launch and engagement events.

The Community Meetings were promoted collectively and through one on one outreach. Each individual strategy had targeted promotion and recruitment efforts (Attachment A).

Challenges: Short period of time to promote and recruit. Coordinating/complimenting City Press release with partner organization's efforts.

Community Meetings

3 Community meetings were scheduled, two with a neighborhood focus and one with a citywide focus. A meeting facilitator guide was designed by PHC and given to each CARP group work partner playing a role in the meetings (Attachment B). Food and childcare were provided at each meeting. Each meeting was 2 hours.

Dates/Times/Location/Attendance (Appendix C)

- April 13, 2017 5:00-7:30 Rebecca Johnson Elementary School, 28 in attendance, including 2 City Councilors
- April 18, 2017 5:00-7:30 Brightwood Library, 15 in attendance, including 1 City Councilor
- April 29, 2017 1:00-3:30 Central Library, 39 in attendance, including 1 City Councilor

Communication/Promotion

- Flyer for Community Meetings was distributed door to door by youth interns for the neighborhood meetings
- Flyer was distributed at community meetings by PHC and Arise
- Facebook Event Page for Community Meeting was created
- Email invitations to community meetings went out through constant contact
- Posts were made on LiveWell Springfield, Partners for a Healthier Community, and Arise for Social Justice Facebook Pages
- Posted on Partners for a Healthier Community website with a link to register for the meetings.
- Personal phone calls were made to Arise constituents

Meeting Design

The Community Meetings were designed in 4 parts, each part intentionally informative and interactive, with opportunities to provide input on city actions to include in the final CARP and to share opportunities to take individual action (See Appendix D).

The 4 parts included:

- Education Stations (Green House Gas Emissions Assessment, Vulnerability Study, and the Timeline Gallery Walk that highlighted events in Springfield's history related to extreme weather, energy use/transportation, and climate justice activism). Timeline was conceived of by PHC, content provided by PVPC, Arise for Social Justice, and UMass History Department, and design and production was done by UMass Department of Civic Engagement and Community Outreach.
- "My Community" Card Game engaged participants to sort and discuss assets they "have" and assets they "still need" to be more resilient and actions to address climate change. This was a small group activity that involved discussion and prioritization. All participants left with their deck of cards and were encouraged to use them as a tool to have discussions about climate action and resilience with their family, friends, and other community members. The game was created by PHC, content provided by PVPC,

and design and production was done by UMass Department of Civic Engagement and Community Outreach.

- Prioritization Exercise was a dotting exercise that included a list of possible actions that the city could take based on best practices and space was included for participants to add actions to the list that supported some of their own priorities and priorities that emerged after playing the My Community card game. Participants had 5 sticker dots to place on their priorities (Appendix E).
- “One Commitment and One Request” was the closing activity. Each participant was asked to make one personal commitment toward climate action and resilience and one request to the city to help them with climate action and resilience (Appendix F).

Meeting Evaluation

Participants were asked to fill out a short meeting evaluation. Across all three meetings the leaders and the activities were rated very high. Some folks would have liked a larger space that was more conducive to the small group work; some would have liked to have more time for discussion and networking. (See Appendix G)

Challenges

The short time frame of the project constrained outreach efforts and limited the number of community meetings that could have been organized. The project would have benefited from more time, effort, resources toward community engagement among communities of color.

Opportunities

Continue to use this meeting design, or its individual components, to further educate, engage, and activate residents and other stakeholders.

Stakeholder Meetings

A series of meetings with key sector stakeholders were scheduled over 2 weeks. A list of stakeholders by sector were drafted collaboratively by PHC and PVPC, and approved by the City. Outreach was done to 34 stakeholders from 6 sectors. There were 9 meetings held, with a total 19 people participating, with representation from each of the 6 sectors. See complete list of stakeholders that outreach efforts occurred. Individuals and their sector who attended a meeting are highlighted. PVPC led the meeting and PHC took notes.

Communication and Promotion

All stakeholders identified received invitations via emails, followed up by individual calls. Adjustments and accommodations were made as needed to schedule as many meeting as possible (i.e. call in, or one on one meets arranged).

Meeting Design

The meetings were structured to collect information about what each stakeholder/sector was already engaged in doing to address climate change and resilience, ask sector specific questions about future action that they might take, and invite them to share barriers they are experiencing and/or anticipate in climate action and resilience measures.

Rich information was collected from these meetings! (Appendix H1-H8) All key sector stakeholders were also invited to the half day Stakeholder Workshop on May 12th.

Challenges

Process would have benefited from more time for outreach and scheduling to increase the number of stakeholders participating in the sector meetings.

Opportunities

Continue efforts to engage key sector stakeholders. Follow up with all the key sector stakeholders with recommendations listed in the plan. Continue to outreach to key sectors to educate them on the plan and next steps, inform them of future opportunities to engage, receive updates on the progress of their efforts, and establish communities of practice as the City Climate Action and Resilience Plan progresses.

Stakeholder Workshop

Workshop was held on May 12, 2017 from 7:30am -12:30pm at La Quinta Hotel in Springfield. Breakfast and late morning refreshment provided. 56 people attended.

The stakeholder workshop included City staff, key sector stakeholders, and residents engaged through the community meetings. The workshop was developed using the model of the Community Resiliency Building Workshop Guide <https://www.communityresiliencebuilding.com/>.

The workshop opened featuring what had already been done in developing the plan so far, including the Timeline, UMass vulnerability study, Green House Emission Assessment, the My Community Card Game, and poster presentations by students that were done through UMass School of Landscape Design and Architecture. PVPC presented each of the studies in detail and the risk matrix they developed to assist in making recommendations for the plan that accounted for best practices, current city policies and existing city improvement plans' analysis, and ideas that emerged through the key sector stakeholder meetings and community meetings. And an overview of the Community Engagement Efforts was presented in detail by PHC. Two hours were then dedicated to small group action planning on 7 promising actions the city can begin to implement (see notes from small group work). These action plans will be incorporated into the final plan as a road map to jump start the plan implementation.

Small Group topics included

- Micro-grid Downtown
- Solar
- Maximizing MassSave
- Trees
- Regulatory Change – Green Streets
- Building Confidence in City Government
- Transportation Demand Management

Communication and Promotion

City departments were requested by the Mayor to be represented at the workshop since this is a cross departmental plan. Outreach was done to full list of key sector stakeholders, all attendees at community meetings, the Live Well Springfield Coalition members, Pioneer Valley Asthma Coalition Members, Springfield Climate Action Coalition members, and personal calls to thought leaders for each focus area.

Meeting Design

Meeting included

1. Educational opportunities as the meeting opened (Timeline, poster presentation by PVPC and UMass students of the School of Landscape and Architecture, and brief introduction to My Community Card Game)

2. Presentations by CARP Planning team on the Climate Action and Resilience Plan process
 - a. Overview by PVPC
 - b. Vulnerability Study presented by PVPC on behalf of UMass School of Landscape and Architecture
 - c. Green House Gas Emission presented by PVPC
 - d. City Departments Assessment and Prioritization input presented by PVPC
 - e. Community Engagement presented by PHC
 - f. Risk Matrix and recommendation selection process presented by PVPC
3. Action planning in small groups on 7 key strategies that were identified by best practices, community input, and stakeholder meetings. Each small group was assigned a facilitator (see facilitator's guide), a note taker, and two thought leaders to help guide the discussion.
4. Reporting out to larger group.
5. Meeting evaluation
Participants were asked to fill out a short meeting evaluation. Leaders and the activities were rated very high. Some folks would have liked to have more time for discussion, to move across small group topics, and have a designated structure to the smalls group work. (Appendix I)

Challenges

Process would have benefited from more time for outreach and scheduling to increase the number of stakeholders participating in the workshop.

Opportunities

Continue efforts to engage work groups to advance plan recommendations. Follow up with all the stakeholders that attended the workshop with recommendations listed in the plan. Establish routine communication with workshop attendees to educate them on the plan and next steps, inform them of future opportunities to engage, receive updates on their progress with their efforts, and establish communities of practice as the city CARP plan progresses.

Citywide Survey

A citywide survey was designed by PHC based on similar surveys conducted in other cities in the US as part of their Climate Action and Resilience Planning process. It was then reviewed by CARP workgroup and PHC Research and Evaluation Team before finalized. The survey asks questions about individual actions to address climate change and increase resilience, and asks questions about prioritizing potential actions the city can take to mitigate the effects of climate change and increase resilience to acute climate events. The survey was available in print form and online (Appendix J). As of May 23, 2017, 203 surveys have been collected.

Communication and promotion

The survey was administered at each of the community meetings. It was also promoted by PHC, Live Well Springfield Coalition, Pioneer Valley Asthma Coalition, Arise for Social Justice, and the Springfield Climate Justice Coalition email networks and social media. Handouts and email messages with the online survey link were distributed at each of the community meetings, the workshop, community events, and on social media.

Challenges

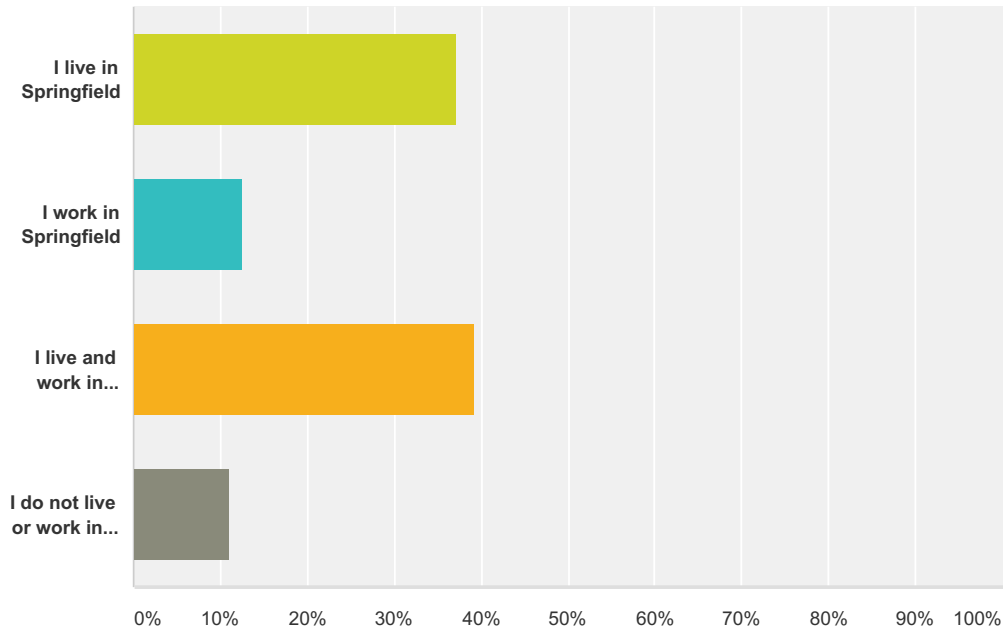
It was difficult to create a short survey and took time to agree on goals and format for the survey. Survey is long, which made it challenging to get folks to participate and we were not able to provide an incentive to take it.

Opportunities

Extend the deadline for the survey. Consider ways to shorten the survey and provide an incentive to take it.

Q1 Do you live or work in Springfield?

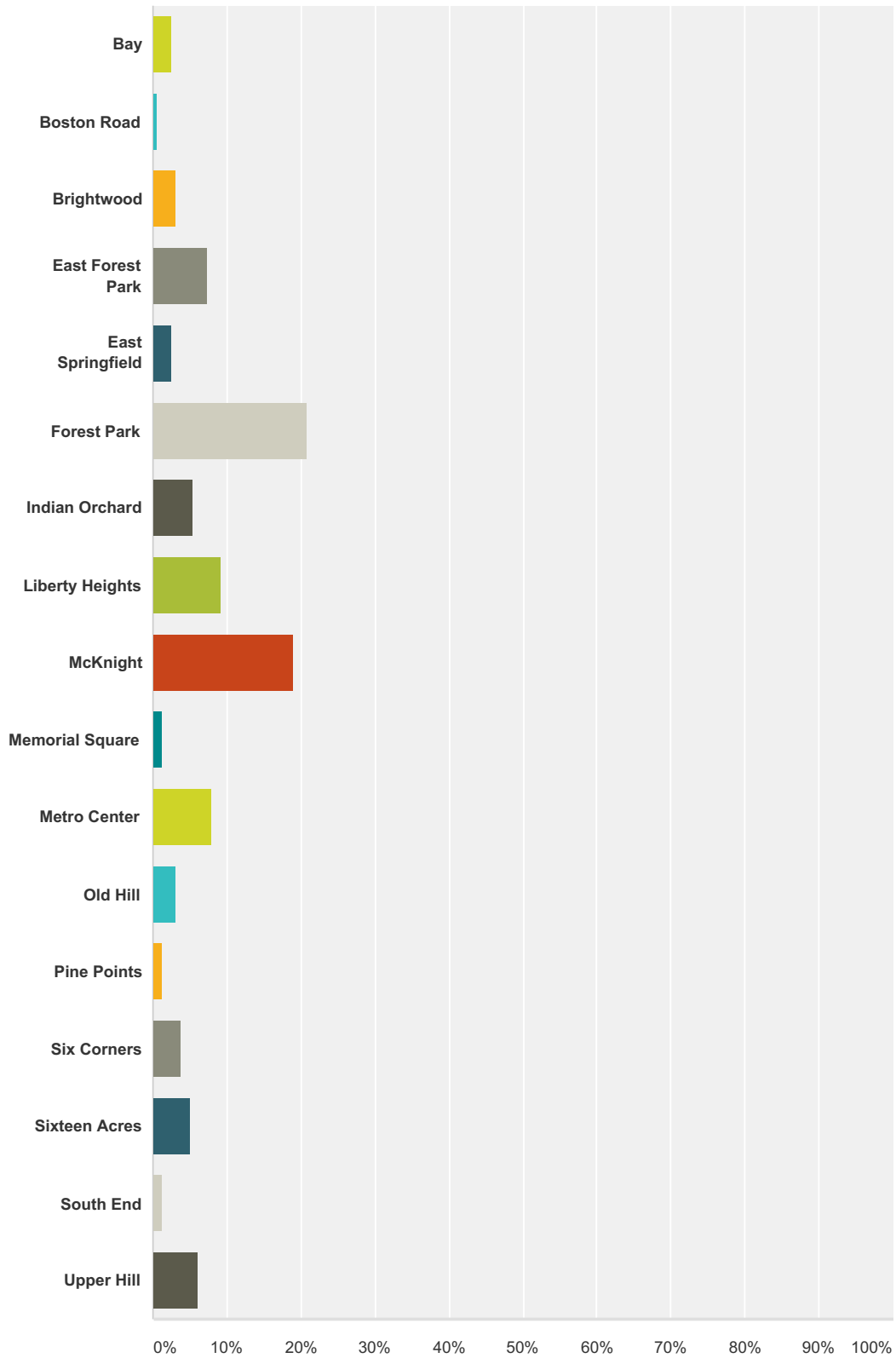
Answered: 199 Skipped: 1



Answer Choices	Responses	
I live in Springfield	37.19%	74
I work in Springfield	12.56%	25
I live and work in Springfield	39.20%	78
I do not live or work in Springfield	11.06%	22
Total		199

Q2 What neighborhood do you live in?

Answered: 163 Skipped: 37

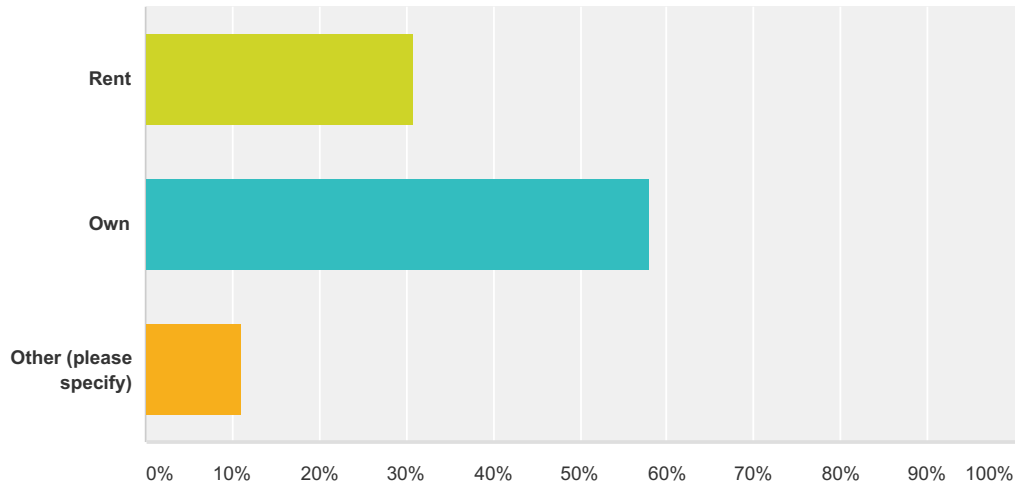


Springfield Climate Action & Resilience Planning Resident Survey

Bay	2.45%	4
Boston Road	0.61%	1
Brightwood	3.07%	5
East Forest Park	7.36%	12
East Springfield	2.45%	4
Forest Park	20.86%	34
Indian Orchard	5.52%	9
Liberty Heights	9.20%	15
McKnight	19.02%	31
Memorial Square	1.23%	2
Metro Center	7.98%	13
Old Hill	3.07%	5
Pine Points	1.23%	2
Six Corners	3.68%	6
Sixteen Acres	4.91%	8
South End	1.23%	2
Upper Hill	6.13%	10
Total		163

Q3 Do you rent or own your home?

Answered: 200 Skipped: 0



Answer Choices	Responses
Rent	31.00% 62
Own	58.00% 116
Other (please specify)	11.00% 22
Total	200

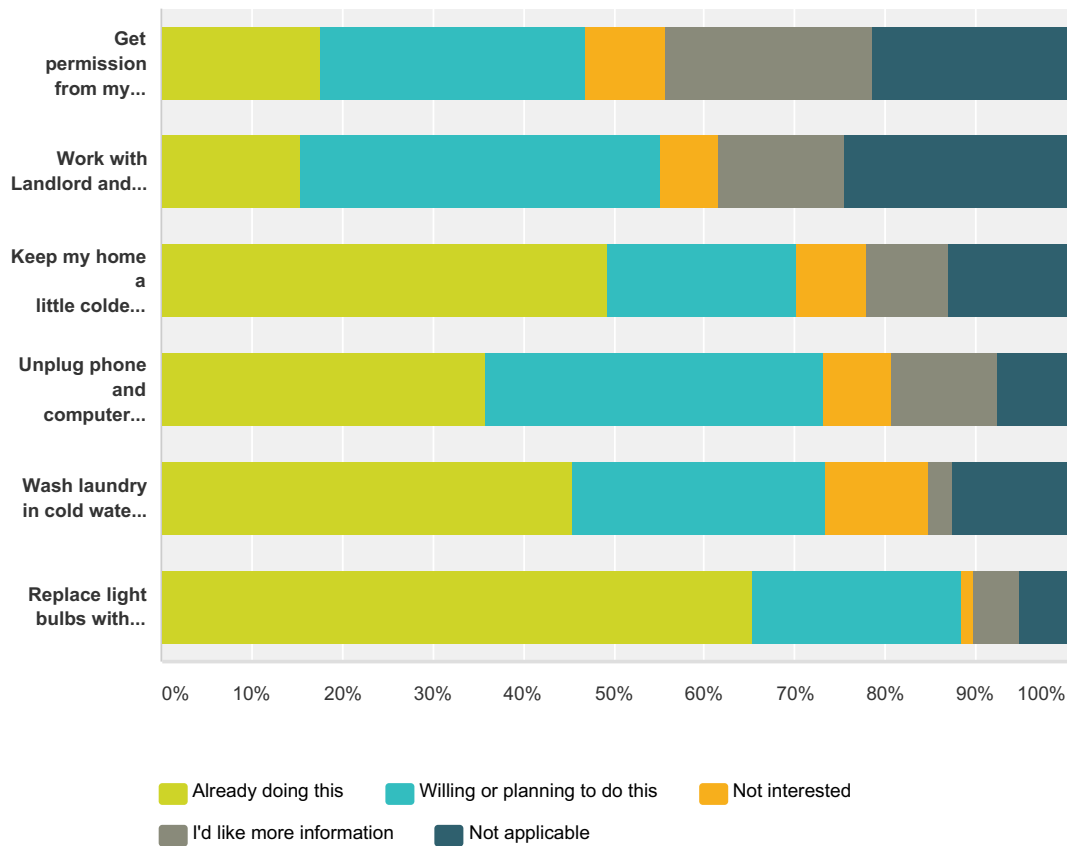
#	Other (please specify)	Date
1	Lives with Family member	5/26/2017 7:03 AM
2	Rent Room	5/26/2017 6:23 AM
3	NA	5/26/2017 6:20 AM
4	NA	5/26/2017 6:17 AM
5	No!	5/26/2017 5:55 AM
6	Live with parents there	5/26/2017 5:14 AM
7	Shelter	5/26/2017 3:16 AM
8	own home but renting in suburbs	5/16/2017 12:58 AM
9	neither	5/8/2017 8:21 AM
10	Live with family	5/5/2017 2:42 AM
11	My partner owns the home we live in	5/4/2017 5:18 AM
12	Own, but not in Springfield	5/3/2017 12:45 AM
13	work	4/28/2017 4:52 AM
14	live in a family house	4/28/2017 3:04 AM
15	work	4/25/2017 11:42 PM
16	Work in Spfld	4/24/2017 9:11 AM
17	homeless	4/23/2017 4:13 AM
18	Don't live there but volunteer there	4/22/2017 12:58 PM

Springfield Climate Action & Resilience Planning Resident Survey

19	Granby	4/22/2017 3:04 AM
20	Family home	4/20/2017 3:33 AM
21	Family home	4/20/2017 3:29 AM
22	My mom owns her home	4/20/2017 2:52 AM

Q4 Which home energy saving actions are you willing to take at home?

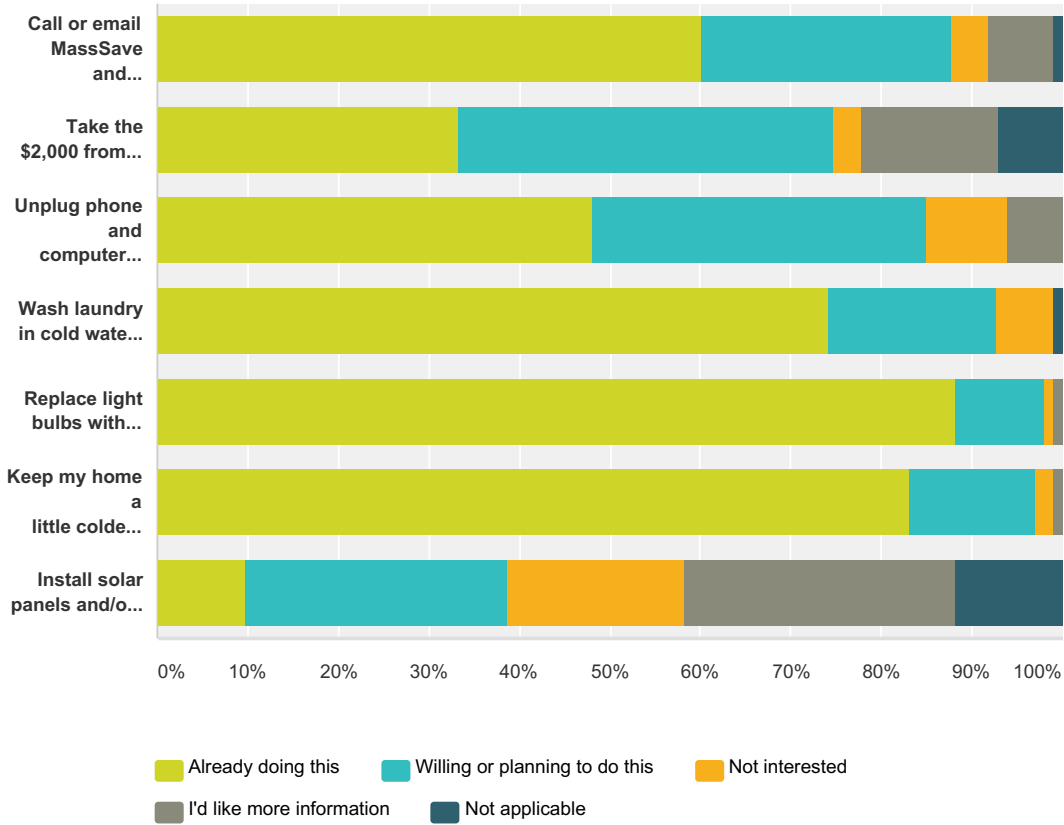
Answered: 80 Skipped: 120



	Already doing this	Willing or planning to do this	Not interested	I'd like more information	Not applicable	Total
Get permission from my landlord to call/email MassSave and receive a FREE home/apt Energy Audit	17.72% 14	29.11% 23	8.86% 7	22.78% 18	21.52% 17	79
Work with Landlord and MassSave to implement Audit recommendations to make my home/apt more energy efficient	15.38% 12	39.74% 31	6.41% 5	14.10% 11	24.36% 19	78
Keep my home a little colder in winter and warmer in summer to conserve energy	49.35% 38	20.78% 16	7.79% 6	9.09% 7	12.99% 10	77
Unplug phone and computer chargers and other energy using appliances when not in use	35.90% 28	37.18% 29	7.69% 6	11.54% 9	7.69% 6	78
Wash laundry in cold water and/or air dry laundry	45.57% 36	27.85% 22	11.39% 9	2.53% 2	12.66% 10	79
Replace light bulbs with energy efficient LED light bulbs.	65.38% 51	23.08% 18	1.28% 1	5.13% 4	5.13% 4	78

Q5 Which home energy saving actions are you willing to take at home?

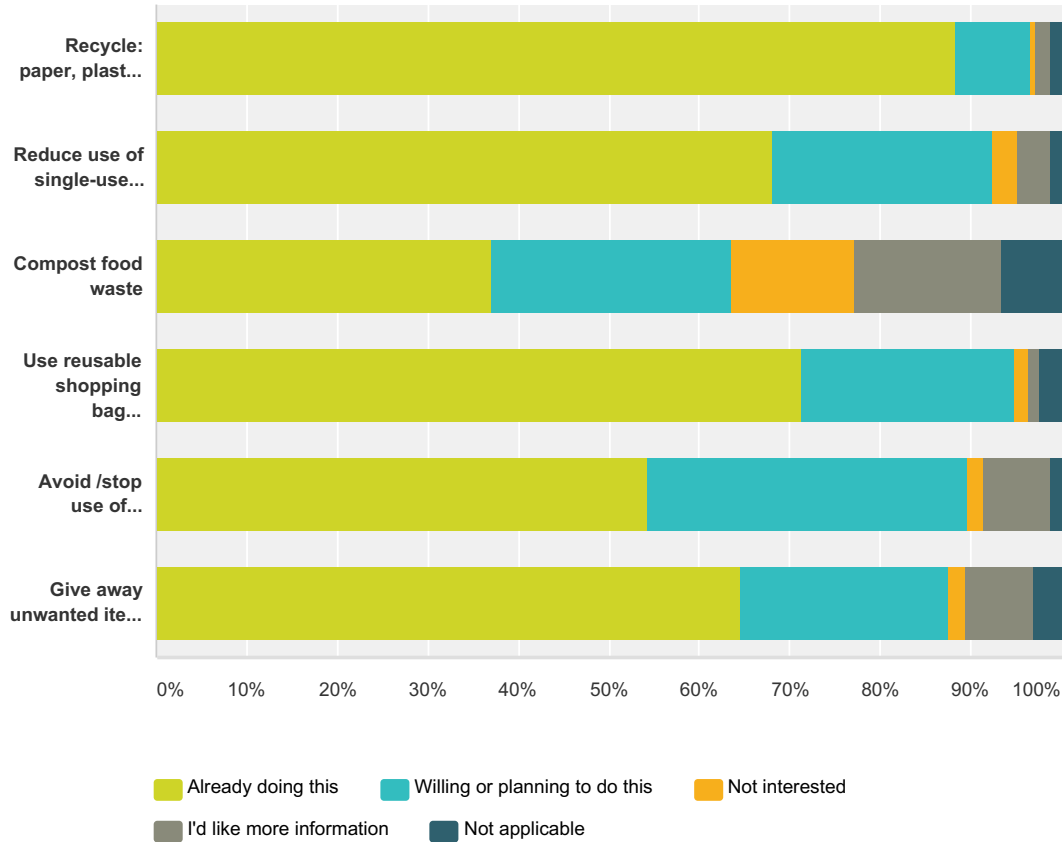
Answered: 105 Skipped: 95



	Already doing this	Willing or planning to do this	Not interested	I'd like more information	Not applicable	Total
Call or email MassSave and receive FREE home/apt Energy Audit	60.20% 59	27.55% 27	4.08% 4	7.14% 7	1.02% 1	98
Take the \$2,000 from MassSave and implement the audit recommendations to make my home more energy efficient	33.33% 33	41.41% 41	3.03% 3	15.15% 15	7.07% 7	99
Unplug phone and computer chargers and other energy using appliances when not in use	48.00% 48	37.00% 37	9.00% 9	6.00% 6	0.00% 0	100
Wash laundry in cold water and/or air dry laundry	74.23% 72	18.56% 18	6.19% 6	0.00% 0	1.03% 1	97
Replace light bulbs with energy saving light LEDs	88.24% 90	9.80% 10	0.98% 1	0.98% 1	0.00% 0	102
Keep my home a little colder in winter & warmer in summer to conserve energy	83.17% 84	13.86% 14	1.98% 2	0.99% 1	0.00% 0	101
Install solar panels and/or participate in community shared solar	9.90% 10	28.71% 29	19.80% 20	29.70% 30	11.88% 12	101

Q6 Only 15% of Springfield residents recycle. What waste reduction actions are you willing to take?

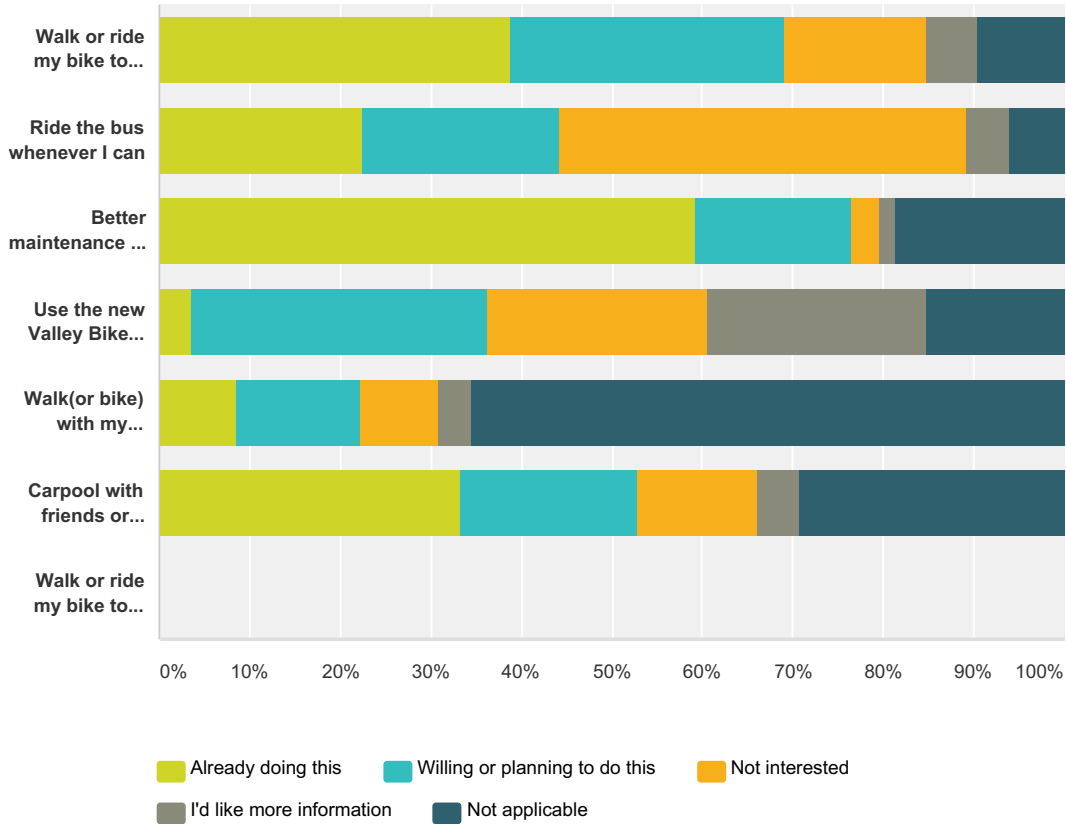
Answered: 174 Skipped: 26



	Already doing this	Willing or planning to do this	Not interested	I'd like more information	Not applicable	Total
Recycle: paper, plastic, glass, and metal	88.44% 153	8.09% 14	0.58% 1	1.73% 3	1.16% 2	173
Reduce use of single-use items, such as bottled water	68.05% 115	24.26% 41	2.96% 5	3.55% 6	1.18% 2	169
Compost food waste	37.13% 62	26.35% 44	13.77% 23	16.17% 27	6.59% 11	167
Use reusable shopping bags for groceries and other shopping instead of throwaway plastic bags	71.35% 122	23.39% 40	1.75% 3	1.17% 2	2.34% 4	171
Avoid /stop use of Styrofoam and plastics that can't be recycled	54.34% 94	35.26% 61	1.73% 3	7.51% 13	1.16% 2	173
Give away unwanted items through Craigslist, Freecycle or Nextdoor Metro instead of putting in trash	64.50% 109	23.08% 39	1.78% 3	7.69% 13	2.96% 5	169

Q7 Driving creates more pollution than taking public transportation, walking, and biking. Which transportation actions are you willing to take?

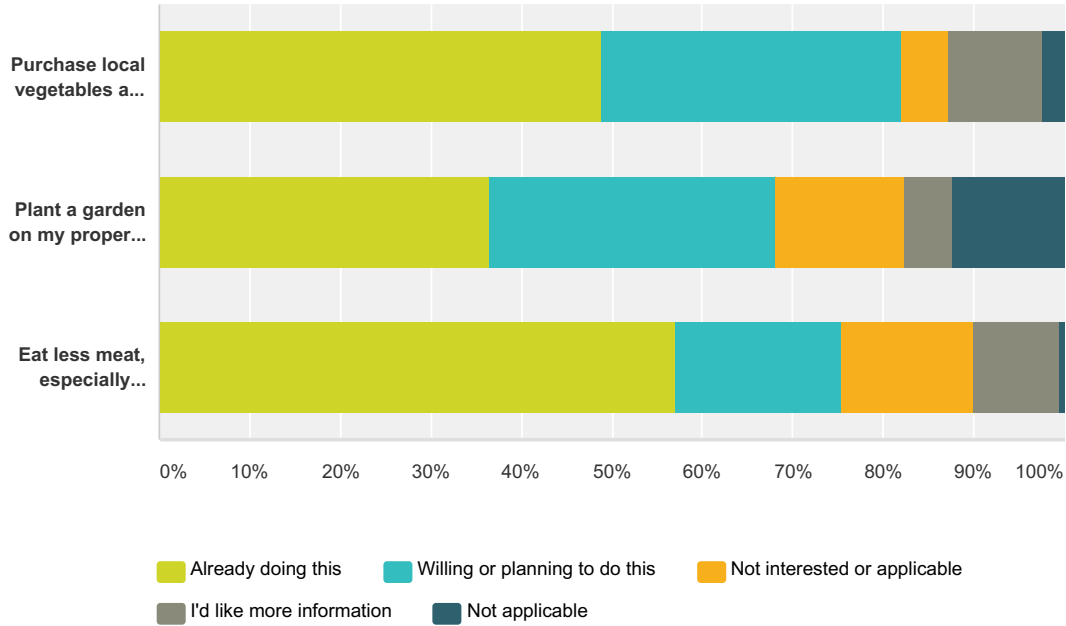
Answered: 172 Skipped: 28



	Already doing this	Willing or planning to do this	Not interested	I'd like more information	Not applicable	Total
Walk or ride my bike to locations when possible	38.79% 64	30.30% 50	15.76% 26	5.45% 9	9.70% 16	165
Ride the bus whenever I can	22.42% 37	21.82% 36	44.85% 74	4.85% 8	6.06% 10	165
Better maintenance of my current car to make it more efficient--air in tires, regular oil changes, etc	59.28% 99	17.37% 29	2.99% 5	1.80% 3	18.56% 31	167
Use the new Valley Bike share when it is available in April 2018	3.64% 6	32.73% 54	24.24% 40	24.24% 40	15.15% 25	165
Walk(or bike) with my children to school (if applicable)	8.64% 14	13.58% 22	8.64% 14	3.70% 6	65.43% 106	162
Carpool with friends or co-workers	33.33% 56	19.64% 33	13.10% 22	4.76% 8	29.17% 49	168
Walk or ride my bike to locations when possible	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

Q8 Purchasing local food, growing your own food, and choosing to eat less meat can help reduce air pollution and make Springfield more self-reliant. Which food choices actions are you willing to take?

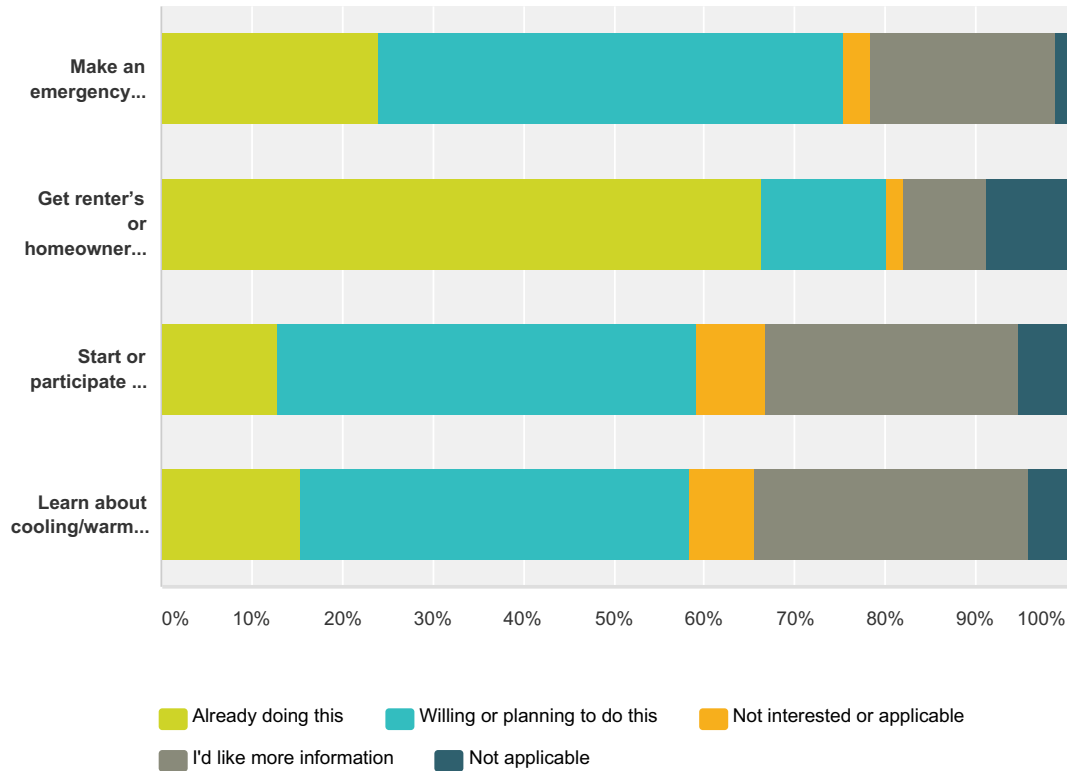
Answered: 172 Skipped: 28



	Already doing this	Willing or planning to do this	Not interested or applicable	I'd like more information	Not applicable	Total
Purchase local vegetables and fruit at the Go Fresh mobile market or other farmer's market OR join a Community Supported Agriculture (CSA) like GTC	48.84% 84	33.14% 57	5.23% 9	10.47% 18	2.33% 4	172
Plant a garden on my property or at a community garden	36.47% 62	31.76% 54	14.12% 24	5.29% 9	12.35% 21	170
Eat less meat, especially beef. (Beef cattle produce methane gas that contributes to air pollution.)	57.06% 97	18.24% 31	14.71% 25	9.41% 16	0.59% 1	170

Q9 We need to be prepared for emergencies like tornadoes, snowstorms and power outages. Which emergency preparedness actions are you willing to take?

Answered: 173 Skipped: 27



	Already doing this	Willing or planning to do this	Not interested or applicable	I'd like more information	Not applicable	Total
Make an emergency preparedness kit for my family, with supplies to shelter in place for at least 3 days	23.98% 41	51.46% 88	2.92% 5	20.47% 35	1.17% 2	171
Get renter's or homeowner's insurance and encourage others to do so	66.28% 114	13.95% 24	1.74% 3	9.30% 16	8.72% 15	172
Start or participate in a volunteer "check in on elders" initiative in my neighborhood	12.87% 22	46.20% 79	7.60% 13	28.07% 48	5.26% 9	171
Learn about cooling/warming centers in my neighborhood and tell my neighbors and friends	15.48% 26	42.86% 72	7.14% 12	30.36% 51	4.17% 7	168

Q10 What are some of the challenges that might prevent you from taking these kinds of actions?

Answered: 77 Skipped: 123

#	Responses	Date
1	Doing most	5/26/2017 6:50 AM
2	Accessibility and Lack of Public Information	5/26/2017 6:47 AM
3	\$\$ and Access	5/26/2017 6:44 AM
4	Transportation Funds	5/26/2017 6:10 AM
5	Time	5/26/2017 6:05 AM
6	Having our own place	5/26/2017 5:56 AM
7	None	5/26/2017 5:53 AM
8	I am in so project, I have to let a couple things go	5/26/2017 5:49 AM
9	Drive a great deal for my job	5/26/2017 5:43 AM
10	Transportation	5/26/2017 5:38 AM
11	None	5/26/2017 5:34 AM
12	Not Knowing where things are	5/26/2017 4:34 AM
13	Finances	5/26/2017 4:23 AM
14	Mobility Issue	5/26/2017 4:09 AM
15	Age	5/26/2017 4:05 AM
16	About going solar whenever they are calling about it, they check your credit	5/26/2017 3:48 AM
17	Springfield zoning regarding types of roofs where one can install solar.	5/23/2017 7:52 AM
18	Don't have a house.	5/19/2017 1:58 AM
19	Being elderly myself!	5/16/2017 11:16 AM
20	Caring for Ill family members	5/16/2017 1:06 AM
21	Condo Association	5/16/2017 12:30 AM
22	money	5/15/2017 3:35 AM
23	better public transportation.	5/15/2017 3:33 AM
24	Willing but need info and support.	5/15/2017 3:26 AM
25	Safety	5/15/2017 2:39 AM
26	Transportation	5/15/2017 2:26 AM

Springfield Climate Action & Resilience Planning Resident Survey

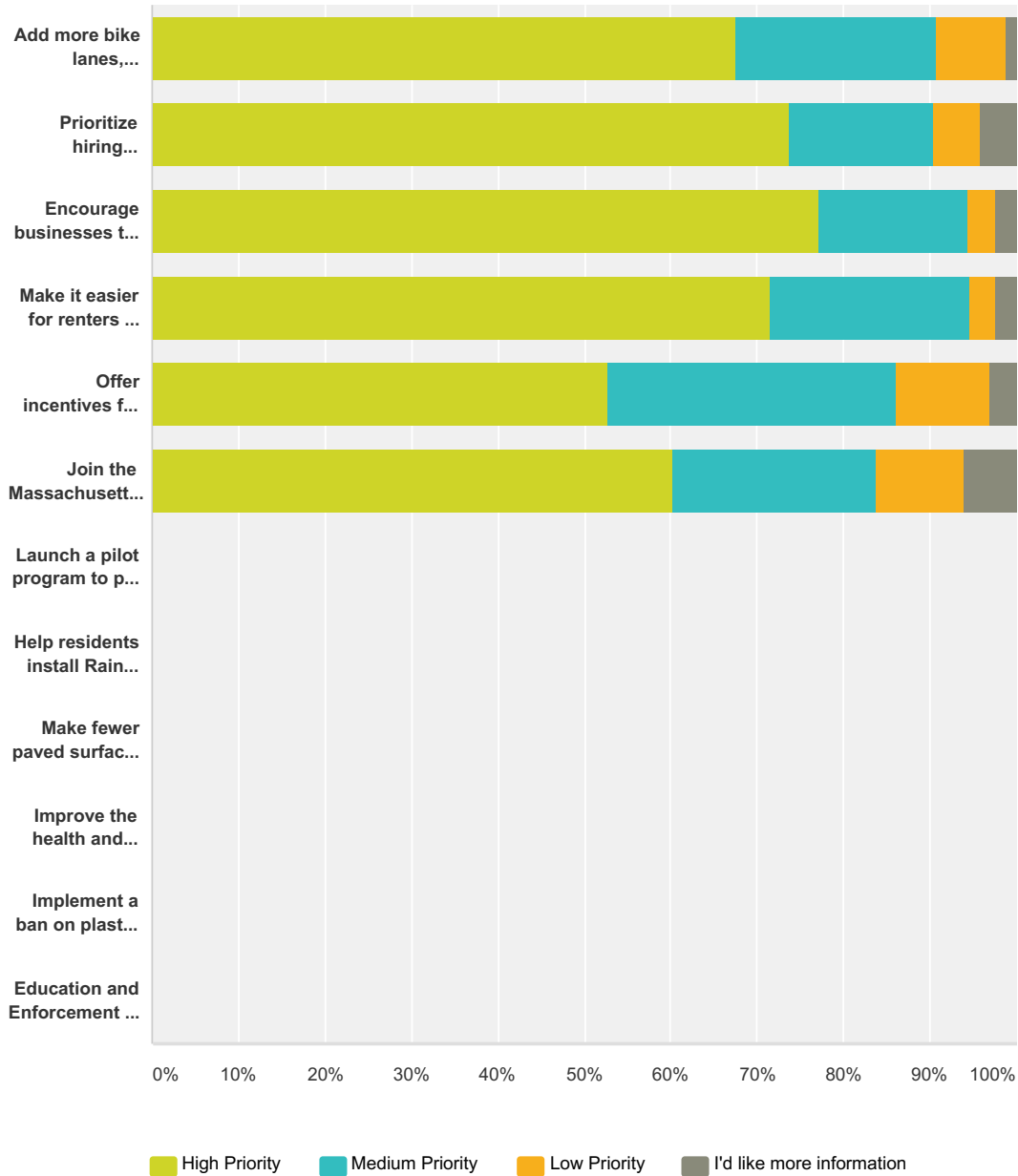
27	In terms of composting food--I don't have time to maintain a backyard compost pile, but I would be eager to compost if the city picked up the food. In terms of transportation, my job takes me to various locations. For the locations in Springfield, I don't feel safe riding my bike on city streets. We don't really have a biking culture. I have seen a number of plans online for developing bike paths in the city, but it seems that we aren't making progress on any bike paths in my neighborhood (aside from adding a bike lane on Plumtree). In terms of taking a bus--it would be great if there were a more regular shuttle to the train station once the new station is open. This might encourage me to take the train when I commute to Hartford or to other CT locations. In terms of Solar Panels, I think I need more info that doesn't feel like a sales call. I know there is some interesting new technology with solar roof shingles (vs the panel sitting on top of the roof). I would like more info about this. And, in terms of donating to Freecycle or Nextdoor--I do this fairly regularly. And, I think it would be great to have different "libraries" in Springfield. Another city I lived in had a "tool library" and a "toy library." It seems like Make-It Springfield has the potential of being a place to really support people in our city to get better at repurposing stuff. But, it's located downtown where parking isn't so convenient. It would be great if there were better drop-off locations. In terms of using reusable shopping bags--I always do but my partner never does. I think that as long as stores continue to have plastic bags as an option, people will continue to take them. We really need to ban them as a city (and as a state) in order for the majority of people to make different choices. It would be great to pair a city-wide plastic bag ban with a Make-It Springfield project where people come together to make re-usable bags to be located at stores around the city.	5/13/2017 3:22 AM
28	Landlord limits on energy Audit & changes, composting and gardening. Working on it.	5/12/2017 12:29 AM
29	MassSave requires the removal of all knob and tube wiring to help pay for insulation, totally impractical. They will subsidize replacement of windows, impossible in historic districts. All they could do was give me some lightbulbs. There are lots of old houses in Springfield!	5/11/2017 12:43 PM
30	Not sure how to compost food waste in an apartment.	5/11/2017 7:49 AM
31	I have limited resources, but I do try reduce waste and economize. I appreciate the efforts of other who work towards those goals.	5/11/2017 4:44 AM
32	Lack of a job or a home make doing much of this impossible.	5/8/2017 1:55 PM
33	Laziness	5/8/2017 7:24 AM
34	i have very bad arthritis in my knees and it is difficult to get around at times	5/8/2017 7:18 AM
35	Lack of information	5/5/2017 3:38 AM
36	2 things: 1. Health, wireless things cause illness and are ubiquitous. 2. Bike use: distance of places, danger of biking, weather. Zoning could be changed to allow small biz or farmer's market in residential areas as suggested on an NPR show once.	5/5/2017 2:47 AM
37	Qs about renter's insurance eligibility, don't know what should be in an emergency kit, don't know my neighbors	5/4/2017 5:22 AM
38	It is difficult to ride my bicycle on the roads with my children in the bike stroller behind me because there is not enough room on the roads, and the sidewalks are difficult with the uneven cement and cracks. I would ride more if the city was more "bike-able," but I will persist!; I would like to take the bus to go grocery shopping but there is a limit to how many bags you can bring on the bus.; I have a backyard garden, but need to get my soil tested so that it can produce at optimal levels. I do not know where to find places that test soil; I would like to use city compost but last year when I asked it was not available until May. I had already planted my entire garden by then so I had to buy bags of compost and have soil delivered from East Springfield. Thank you!	5/1/2017 2:35 PM
39	I would love to bike to work - but right now the roads don't feel very safe - no bike lanes, very few bikers on road, and this is a barrier. I would love to compost but my apartment doesn't have space for a garden (to have my own composter) and the city doesn't offer organic waste pickup which would be ideal.	4/29/2017 4:21 AM
40	Health issues	4/28/2017 7:29 PM
41	money for things like more expensive light bulbs, etc, safety of our streets when it comes to bike riding and lack of bike racks at places like grocery stores, post office, etc	4/28/2017 5:10 AM
42	None at this time. I am an educate on most of these situations and encourage others to get involve.	4/28/2017 5:01 AM
43	special needs toddler; parent with dementia	4/27/2017 11:49 PM
44	Inconvenience and time	4/25/2017 3:02 PM
45	I am willing to do as much as i can, unfortunately i have very bad arthritis in both knees so what and when i can do is limited.	4/25/2017 5:38 AM
46	finances	4/25/2017 3:52 AM
47	Lack of time, lack of money, potential barriers with landlord, no space to have garden at apartment, differences in opinion with other tenants in residence	4/25/2017 2:31 AM

Springfield Climate Action & Resilience Planning Resident Survey

48	Finding the time.	4/25/2017 2:05 AM
49	not having the extra money to fund a personal emergency supply kit	4/25/2017 12:36 AM
50	laziness, comfort, convenience	4/25/2017 12:19 AM
51	Don't use the bus but have one energy efficient car and planning to trade in for hybrid.	4/24/2017 11:09 AM
52	Lack of knowledge.	4/24/2017 5:52 AM
53	Must priority expenses. Many time between paying electric and fuel cost there are not fund left.	4/24/2017 5:36 AM
54	Lack of information	4/23/2017 11:27 PM
55	Sometimes these are things a landlord will not allow.	4/23/2017 9:46 PM
56	not knowing that they exist	4/23/2017 2:22 PM
57	I'm homeless, because the fucking economy is dead, rent is too high and there are no fucking jobs. Where was the progressive movement on these issues?	4/23/2017 4:16 AM
58	My apartment is very energy-wasteful because of leaky loose-fitting windows but at least I put plastic over most of my windows in the winter. I work in Northampton so driving is my only option.	4/23/2017 4:07 AM
59	The more convenient / easy it is to implement, the more likely I am to go along. More community recycling events for awkward items etc. make it easier to comply.	4/23/2017 3:09 AM
60	i am a very frequent visitor in Springfield and am looking for space to do art. While I'm looking it's important to be able to pass on information to my friends in Springfield. I'd like any information available for this purpose	4/22/2017 8:40 AM
61	For me buses and bike paths are not realistic options - not enough of them and too far from home and the closest of these don't go very directly to my work. We need to invest more in these two parts of our transportation infrastructure.	4/22/2017 8:10 AM
62	Walking issues, car transportation is down due to parking tickets, and Age.	4/22/2017 4:21 AM
63	I do live in Chicopee which produces its own electricity from hydro-power and recently installed solar arrays. The City of Chicopee has recently instituted a single stream waste system. I am fearful of riding a bike in traffic so I will stay with my car for transportation.	4/22/2017 3:55 AM
64	Public transportation schedule is too infrequent in my area to make it a viable alternative to driving. I always take public transportation when I visit Boston or New York.	4/22/2017 3:14 AM
65	Busy at work.	4/22/2017 2:26 AM
66	wen it comes to getting rid of food waste, in in a dilemma. don't know how to this of out correctly	4/22/2017 1:40 AM
67	Time, resources, lack of access to convenient transportation choices other than the car	4/22/2017 12:27 AM
68	Can't compost in my apartment. Springfield needs to start collecting garbage separately from trash. Not physically able to bike-- what are plans for elders?	4/22/2017 12:25 AM
69	Bus riding is generally inconvenient because the bus arrives +/- 10min and are infrequent. Adds lots of time to my travel, and there is plenty of parking. Would prefer to ride my bike and see more bike racks. My driving is my greatest carbon footprint, and 95% of it is for work going to different residences. I could quit the job, but another person would fill the role of carbon emitting traveler. I could get a better garden going with chicken fertilizer, but they are not allowed in Springfield. Would like to see more emphasis and urgency put into the public schooling with regards to recycling and waste reduction, anti idling, and local, healthy foods.	4/21/2017 12:39 PM
70	live in a condo so need community solar and have no place for compost so need community compost	4/20/2017 3:43 AM
71	Lack of knowledge, lack of willingness, lack of ambition	4/20/2017 3:38 AM
72	Age, health	4/20/2017 3:34 AM
73	Renting an apartment	4/20/2017 3:28 AM
74	Time	4/20/2017 3:25 AM
75	Crime brings down the quality of my house/neighborhood	4/20/2017 3:11 AM
76	Not having the information	4/20/2017 3:04 AM
77	Very busy schedule. I am a full time mom and student and already on a tight budget.	4/20/2017 2:59 AM

Q11 Which actions do you think are the most important for the City to take? Indicate whether this is a high priority, moderate priority or low priority. If you do not know what the action is or need more information to make a decision, then please select “I'd like more information.”

Answered: 169 Skipped: 31



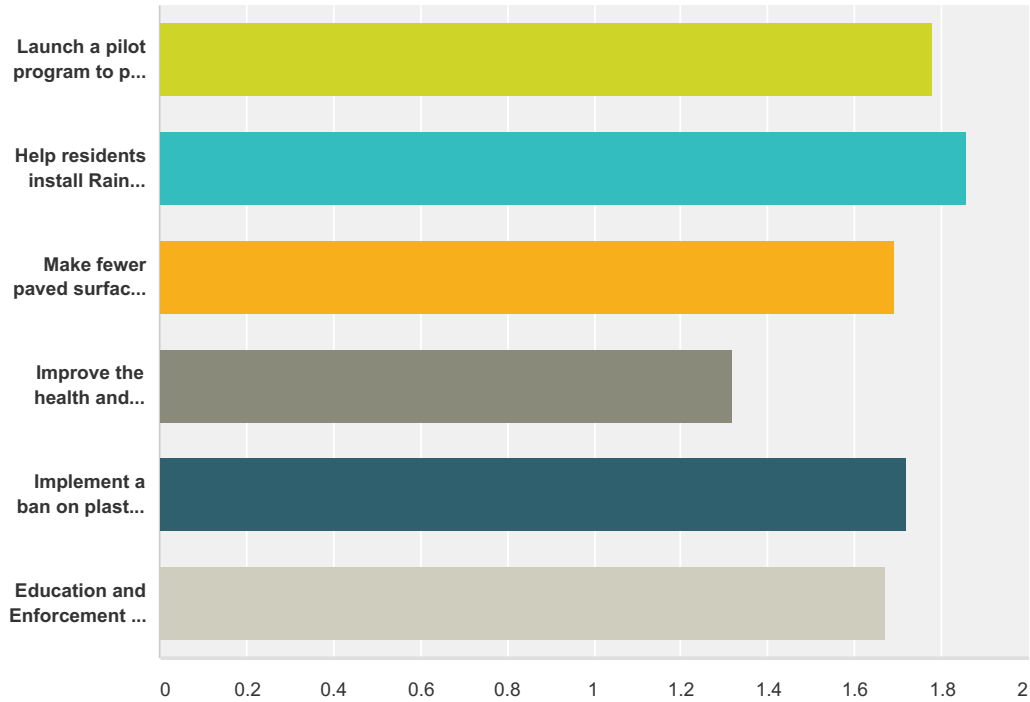
	High Priority	Medium Priority	Low Priority	I'd like more information	Total	Weighted Average

Springfield Climate Action & Resilience Planning Resident Survey

Add more bike lanes, sidewalks and visible crosswalks.	67.48% 110	23.31% 38	7.98% 13	1.23% 2	163	1.43
Prioritize hiring Springfield residents who are unemployed or under-employed for climate action and resilience work	73.65% 123	16.77% 28	5.39% 9	4.19% 7	167	1.40
Encourage businesses to reduce energy use.	77.16% 125	17.28% 28	3.09% 5	2.47% 4	162	1.31
Make it easier for renters to take advantage of free MassSave energy efficiency building assessments and installations.	71.52% 118	23.03% 38	3.03% 5	2.42% 4	165	1.36
Offer incentives for developers to include bikeshare, carshare or electric charging stations in new buildings.	52.69% 88	33.53% 56	10.78% 18	2.99% 5	167	1.64
Join the Massachusetts Solarize program to make it easier for home or apartment building owners to install solar panels.	60.24% 100	23.49% 39	10.24% 17	6.02% 10	166	1.62
Launch a pilot program to pick up residential food waste to get this out of the waste stream.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Help residents install Rain Gardens on their property to soak up stormwater which can lead to flooding.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Make fewer paved surfaces to slow the "urban heat island" effect--where there is lots of pavement, the temperature is hotter.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Improve the health and number of shade trees.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Implement a ban on plastic bags and/or styrofoam.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Education and Enforcement of the State Anti Idling Law that prohibits vehicles from running their motors while parked	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

Q12 Which actions do you think are the most important for the City to take? Indicate whether this is a high priority, moderate priority or low priority. If you do not know what the action is or need more information to make a decision, then please select “I'd like more information.”

Answered: 167 Skipped: 33



	High Priority	Medium Priority	Low Priority	I'd like more information	Total	Weighted Average
Launch a pilot program to pick up residential food waste to get this out of the waste stream.	45.40% 74	38.04% 62	9.82% 16	6.75% 11	163	1.78
Help residents install Rain Gardens on their property to soak up stormwater which can lead to flooding.	38.27% 62	43.21% 70	12.35% 20	6.17% 10	162	1.86
Make fewer paved surfaces to slow the "urban heat island" effect--where there is lots of pavement, the temperature is hotter.	52.47% 85	30.25% 49	13.58% 22	3.70% 6	162	1.69
Improve the health and number of shade trees.	76.97% 127	17.58% 29	2.42% 4	3.03% 5	165	1.32
Implement a ban on plastic bags and/or styrofoam.	56.36% 93	23.03% 38	13.33% 22	7.27% 12	165	1.72
Education and Enforcement of the State Anti Idling Law that prohibits vehicles from running their motors while parked	53.33% 88	31.52% 52	9.70% 16	5.45% 9	165	1.67

#	Other suggestions (please specify)	Date
	There are no responses.	

Springfield Climate Action & Resilience Planning Resident Survey

Q13 What other actions could the City take to make Springfield and its residents more resilient?

Answered: 64 Skipped: 136

#	Responses	Date
1	More solar energy in the city building	5/26/2017 6:50 AM
2	Free Trash Bins	5/26/2017 6:45 AM
3	Raise Awareness About Bike paths, walking paths and rec areas for families	5/26/2017 6:32 AM
4	City Clean up	5/26/2017 6:11 AM
5	More Information	5/26/2017 6:05 AM
6	They should have more community meetings	5/26/2017 5:54 AM
7	Lower the cost of rentals	5/26/2017 5:50 AM
8	Lower cost of rentals + utilities, Assist individuals with creating their own gardens, educate and engage members in community gardens	5/26/2017 5:44 AM
9	Not sure	5/26/2017 5:34 AM
10	The Police don't even curb speeders; I don't see them going for idlers	5/26/2017 4:46 AM
11	Work with businesses to landscape parking lots with trees, shrubs + Force the issue to maintain them from refuse	5/26/2017 4:25 AM
12	Add more Collections	5/26/2017 4:03 AM
13	Establish a program that help residents who wan to go solar	5/26/2017 3:49 AM
14	Impose fines on illegal dumping	5/26/2017 3:26 AM
15	staff to educate residents about how to take advantage of energy saving programs, reduce waste, and install or participate in community solar.	5/23/2017 8:11 AM
16	educational and awareness	5/19/2017 1:58 AM
17	Make known what's currently or planning to be available	5/16/2017 1:14 PM
18	Springfield is supposed to be "The City of Homes". So I think by helping homeowners stay in the city would be a big priority. If the city is safe folks would feel better about staying in the city. Secondly I would like a third trash barrel pick up for yard waist, which could be composed and then let folks get the good results of the composting. Next the city needs to start in the elementary grades teaching students about how to keep our city clean, no more littering allowed ever! Fourth we need jobs for the city's young people please please please find jobs for them.	5/16/2017 11:27 AM
19	More community gardens and better clean up of tree belts and city streets. Too much litter! Leads to sloppy behavior from citizens and is unappealing to visitors=potential neighbors.	5/16/2017 9:40 AM
20	Clean coal combustion power	5/16/2017 12:34 AM
21	Dredge Watershops Ponds - our waterways need love and work	5/16/2017 12:02 AM
22	Eliminate traffic congestion. Reduce demolition vs preservation. End promotion of economic segregation that creates vulnerability.	5/15/2017 2:32 AM
23	The natural processing from posters, using modified existing ponds, sounds promising!	5/12/2017 12:31 AM
24	Adopt PACE	5/11/2017 7:51 AM
25	More jobs and training. It is hard to consider energy saving costs when basic necessities are lacking and areas are dangerous and difficult to live in.	5/11/2017 4:45 AM
26	Expect residents to act responsibly in these matters	5/10/2017 1:30 PM
27	Houses and other residential buildings, especially those heated by oil and wood, produce an enormous amount into the air. Efforts to clean/capture/ decrease these polutiats could have significant positive results	5/10/2017 1:07 PM

Springfield Climate Action & Resilience Planning Resident Survey

28	What about intercity buses? Most of Springfield's pollution is CAR pollution. Yet all intercity bus lines drop dead by 7pm. Service is completely non existent north of Holyoke. We need commuter bus lines in and out of the city to reduce car usage by out-of-towners. And we need robust intercity bus service so the people of Springfield can get to jobs outside of the city and beyond the 'tofu curtain'.	5/8/2017 1:59 PM
29	Items to have in a back pack to go in an emergency that can be used over a 5 day stay elsewhere.	5/8/2017 7:27 AM
30	offer them money to help implement these things.	5/8/2017 7:20 AM
31	Solar incentives/info	5/5/2017 3:39 AM
32	Make more people aware that wireless can impact weather by using large amounts of hidden energy (more than wired, hidden in infrastructure costs) and adding electrostatic to ionosphere and by increasing agitation of atoms/molecules,. Further, that energy-saving devices can also add emissions of EMFs that cause health problems. See Bioinitiative Project online for research on health problems.	5/5/2017 2:51 AM
33	create incentives and resources for pooling resources. Eg., "lending libraries" for tools, machinery, exchange of services. Assistance to property owners and residents for obtaining and maintaining trees. Helping individuals learn how to pool resources to make actions more affordable. Eg., I can't afford a new roof and solar panels. If 20 or 50 property owners collectively contracted, would it make it more affordable for each of us? If a 3rd party (or the city) took an inventory of trees in a neighborhood and notified individual property owners and tree companies what needed to be done, could property owners collectively contract with a single company? Maybe the city could assist in the bidding process while the property owners pay the cost. Maybe govt or grant funds could be used to subsidize the cost to property owners.	5/4/2017 5:36 AM
34	Work with all apartment owners.	5/2/2017 7:46 AM
35	But in place what is on the survey that is it.	4/28/2017 5:07 AM
36	Our recycling program needs help. especially in schools. Janitors often dump recycling (separated by students and staff) in the garbage! They are understaffed and say they don't have time. apartments and business also not recycling . Fines need to happen and more education	4/28/2017 3:36 AM
37	EcoTeams, Low-Carbon Diet and All Together Now programs	4/27/2017 11:52 PM
38	support a carbon fee state wide bill	4/27/2017 2:07 PM
39	Procure more EV buses and official city cars. Look into Community Shared Solar for neighborhoods, low-income and otherwise.	4/27/2017 4:46 AM
40	Recent high winds damaged and destroyed many trees in Forest Park. The City removed some of the downed trees, but others, many others, remain from this recent storm and past disasters (the October storm.) In addition, many trees in the Park are dead or dying.... This beautiful park, one of the largest urban parks in the US, needs attention. Springfield should commission an assessment and preparation of a plan for cleaning/restoring and maintaining Forest Park. The opening of the EcoCenter is an excellent first step... but a plan is needed!	4/26/2017 8:33 AM
41	what ever is needed	4/25/2017 5:39 AM
42	pick up trash more than once a week but possibly twice a week and more days to set out clothing and non recycle items so it promotes less illegal dumping in my neighborhood	4/25/2017 3:55 AM
43	Education is key because if changes take place, residents like to know why. Having pilot or test programs is a great idea because it allows to see how it goes and get feedback from the residents.	4/25/2017 2:33 AM
44	Switching over to 100% renewable electricity on the grid, taking an aggressive stance on implementing the BRT project studied along State Street, working to open up the riverfront path so that it's actually useful as a transportation facility, aggressively building on-road bicycle facilities and pedestrian facilities (esp. mid-block crossings) to encourage non-automotive transportation and slow down vehicular traffic.	4/25/2017 2:08 AM
45	i think all these actions listed are essential and high-priority! start a composting program that is very well-informed and well-taught that has incentives, and people are enthused and motivated to do it...citizens, city and land all would benefit! have each ward have a designated emergency meeting place, with stocked supplies. during the tornado the school meeting place was good, but if there are more places, more peoples needs can be met.	4/25/2017 12:40 AM
46	enforce littering laws, support CSAs	4/25/2017 12:26 AM
47	Make city buildings more energy efficient - ideally solar for electricity and heating.	4/24/2017 11:15 AM
48	Increase energy efficiency in all City buildings and facilities, add solar panels to City buildings and parking lots (canopy-type), increase efficiency of all City vehicle fleets, accelerate CSO improvements, actively encourage ride sharing (Uber/Lyft/Zip Car)	4/24/2017 9:44 AM

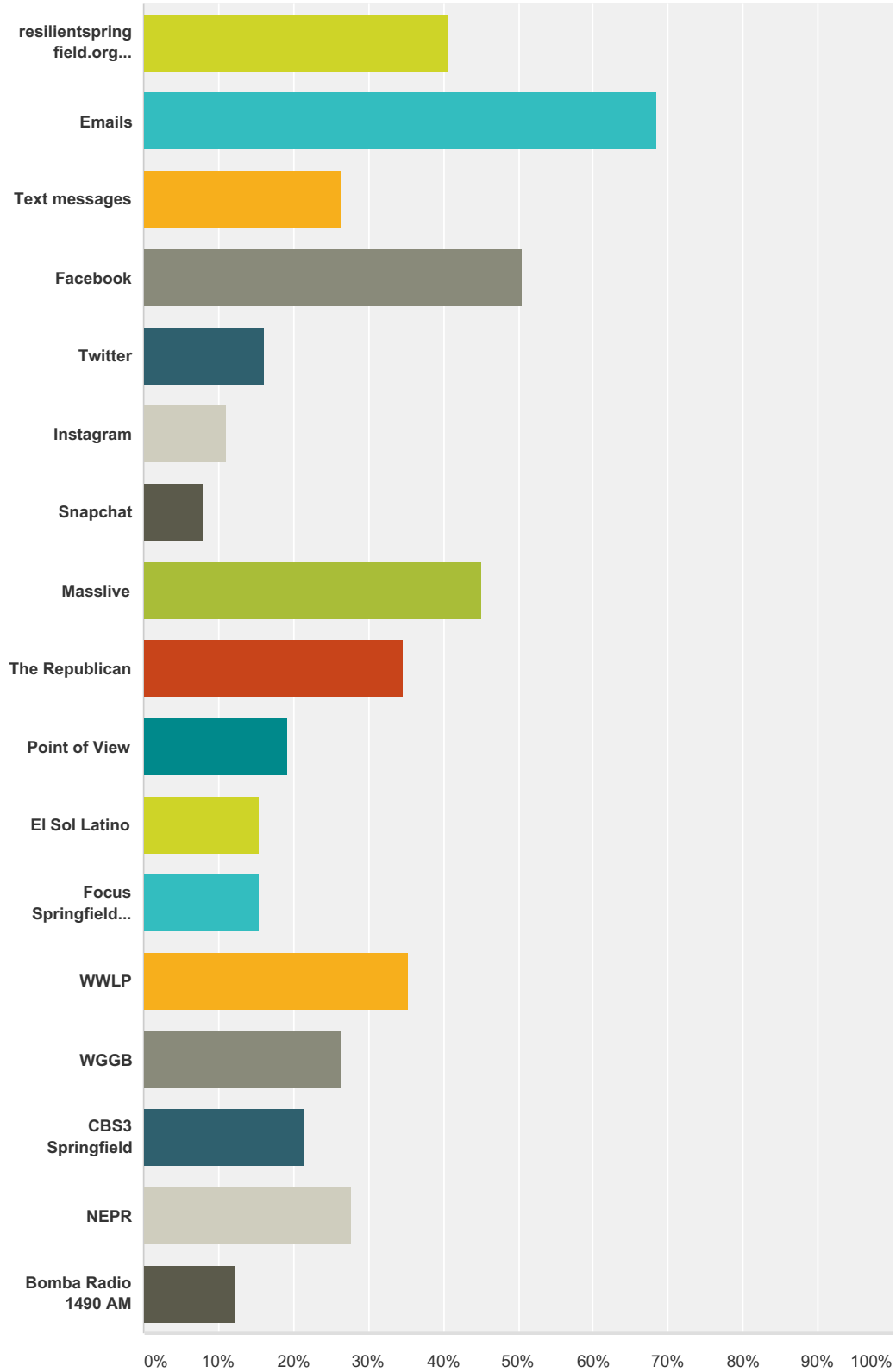
Springfield Climate Action & Resilience Planning Resident Survey

49	Allow residents to start community gardens on city owned vacant lots. this would improve the look of neighborhoods, along with improving the soil and makes a welcoming feeling. the understanding could be for a specific number of years or if lot is sold the city would work with residents to locate another lot.	4/24/2017 5:41 AM
50	Perhaps a tax incentive for homes to be tested and the most energy efficient in certain classes get a certain percentage off their taxes.	4/23/2017 9:48 PM
51	interact with places such as WNEC since they have instituted sustainability classes and made some buildings climate friendly	4/23/2017 2:26 PM
52	Hire more people to keep the parks and public lands clean and usable.	4/23/2017 4:19 AM
53	Less new construction and more rehabilitation of existing buildings, and as a result, the neighborhoods the buildings are in. Tax credits perhaps.	4/23/2017 4:12 AM
54	Ensure no restrictions on gardens and clotheslines.	4/22/2017 4:20 AM
55	Stop biomass burning plant in East Springfield.	4/22/2017 3:16 AM
56	Restore the quality of our parks.	4/22/2017 2:28 AM
57	Offer incentives to businesses to solarize or otherwise reduce energy usage. Get better public transportation.	4/22/2017 12:28 AM
58	1. Initiate a Community Choice Aggregation 2. Use the CCA to take the demand side management funds out of the hands of the utility, and use the money to target energy efficiency programs in targeted low income areas. 3. Convert to LED streetlighting and buy the leased poles. 4. Bond Community shared solar projects, using the low cost of money the city would have. Loan the money to residents so that they can buy into a Community Shared Solar Farm. The city gets paid back via the SREC money. If residents default, the city can become an offtaker for the energy. 5. use the Community Choice Aggregation monies to buy out leased street lights and convert to LEDs. 6. Create a program to allow residents to harvest down wood after a storm. Residents could help clear and keep wood for their fireplace or woodstove. Might save the city cost of some clearing and the residents cost of fuel. 7. Mandate that polystyrene be removed from the school lunch program. 8. Mandate composting and recycling in the public schools and enforce it with dedication to the project, and measure the results. 9. Appoint a resiliency / climate change prevention coordinator. 10. Create a district heating zone downtown. Allow any and all businesses to tap into it. 11. Create a microgrid around the armory to support the police station and other essential gov actions for long duration power outage. 12. Add scanners on all the offramps of 91 and 291 and charge people a climate fee for travelling through Springfield. Use this fee to pay for further green measures. 13. start a community compost lot for yard waste and food waste. 14. Build an anaerobic digester to electricity facility and use all the municipal and residential food waste. Or possibly sewage waste. 15. Start a 10% challenge to encourage all residents to reduce their energy consumption by 10% as compared to last year. Have them track it on web site, and post monthly status. 16. Offer free bus week to get people familiar with riding the bus. Add lighted bus shelters with bus schedules lit. 17. Pass the MPG / energy efficiency rating requirement for all house sales. Will create auditor jobs, but may hinder sales or add \$500 to the sale. 18. Promote growing food locally. 19. Use waste heat from waste to energy plant to add district heating., perhaps the anaerobic digester. 20. Divest from fossil fuels 21. Pass a zoning law for particulate emissions. 22. Develop a city wide PACE loan program, where the city provides free loans based on recouping the money with property tax increases. 23. paint non main streets and all parking lots white to reduce heat absorption. Paint all municipal flat roofs white, or reflective paint. 24. Plant more trees downtown. 25. Can we create a floodplain upstream to protect against CT river flooding?	4/21/2017 1:12 PM
59	Support local grocery stores. Endorse having state increase gas/carbon tax (which would both reduce fossil fuel use and provide funds to implement all of above)	4/20/2017 3:42 AM
60	The Mayor needs to request that climate change under President Obama continues, as well as funding and advocacy.	4/20/2017 3:36 AM
61	Put more info out everywhere	4/20/2017 3:28 AM
62	Help homeowners update their electrical wiring/remove knob and tube, so that they can insulate their house	4/20/2017 3:11 AM
63	Teach the people more about the climate	4/20/2017 3:05 AM
64	Implement Safe Routes to school program with ADA accommodations	4/20/2017 3:01 AM

Q14 What is the best way to share updates on the Climate Action and Resilience Plan with you? (Select all that apply)

Answered: 162 Skipped: 38

Springfield Climate Action & Resilience Planning Resident Survey



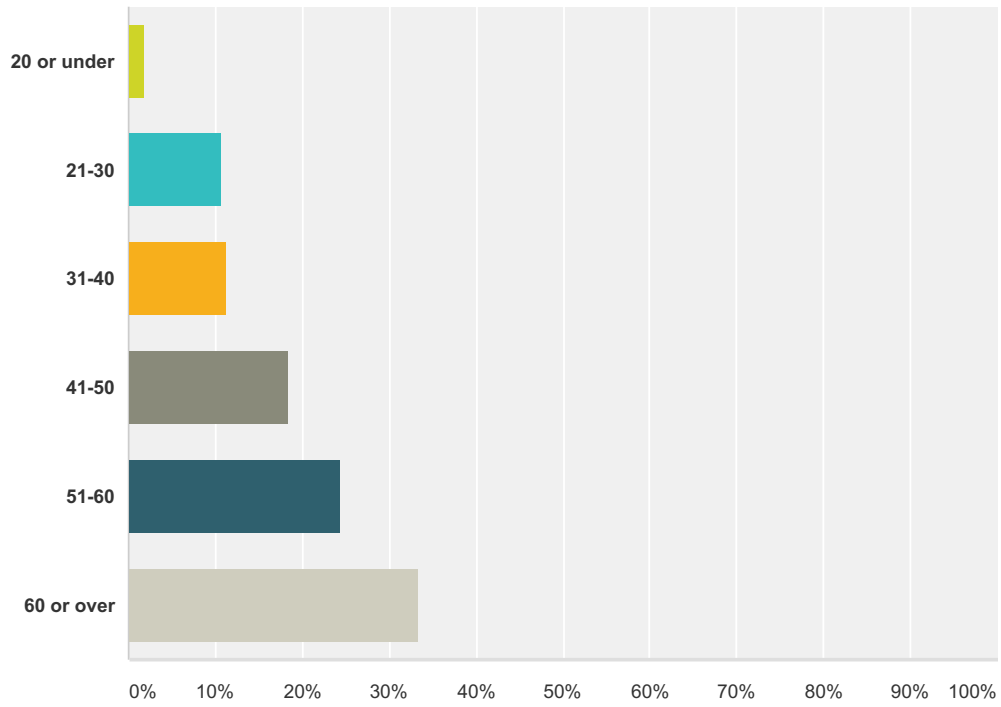
Answer Choices	Responses
resilientspringfield.org website	40.74% 66
Emails	68.52% 111

Springfield Climate Action & Resilience Planning Resident Survey

Text messages	26.54%	43
Facebook	50.62%	82
Twitter	16.05%	26
Instagram	11.11%	18
Snapchat	8.02%	13
Masslive	45.06%	73
The Republican	34.57%	56
Point of View	19.14%	31
El Sol Latino	15.43%	25
Focus Springfield Television	15.43%	25
WWLP	35.19%	57
WGGB	26.54%	43
CBS3 Springfield	21.60%	35
NEPR	27.78%	45
Bomba Radio 1490 AM	12.35%	20
Total Respondents: 162		

Q15 How old are you?

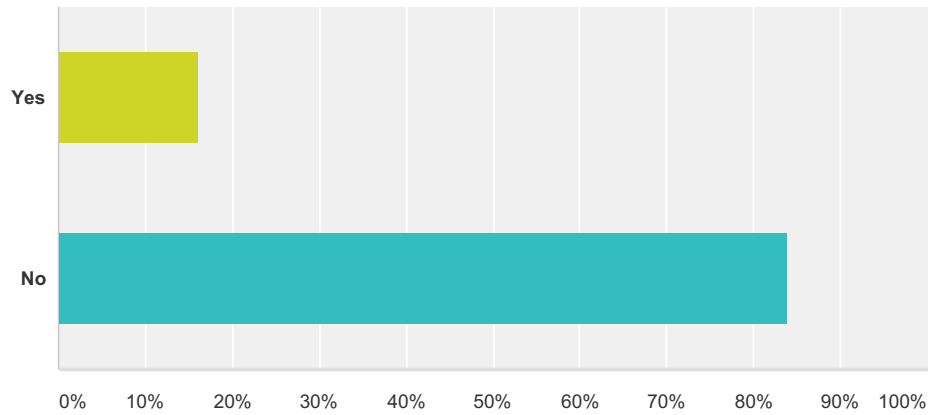
Answered: 168 Skipped: 32



Answer Choices	Responses	
20 or under	1.79%	3
21-30	10.71%	18
31-40	11.31%	19
41-50	18.45%	31
51-60	24.40%	41
60 or over	33.33%	56
Total		168

Q16 Are you Latino?

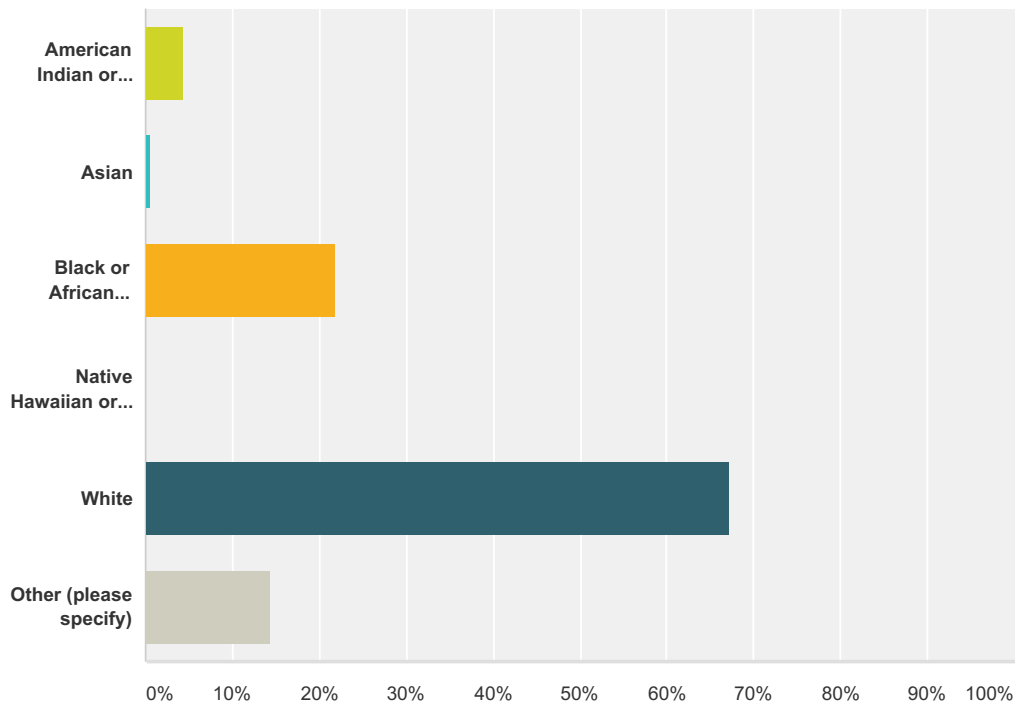
Answered: 168 Skipped: 32



Answer Choices	Responses
Yes	16.07% 27
No	83.93% 141
Total	168

Q17 What is your race? (select all that apply)

Answered: 159 Skipped: 41



Answer Choices	Responses
American Indian or Alaska Native	4.40% 7
Asian	0.63% 1
Black or African American	22.01% 35
Native Hawaiian or Other Pacific Islander	0.00% 0
White	67.30% 107
Other (please specify)	14.47% 23
Total Respondents: 159	

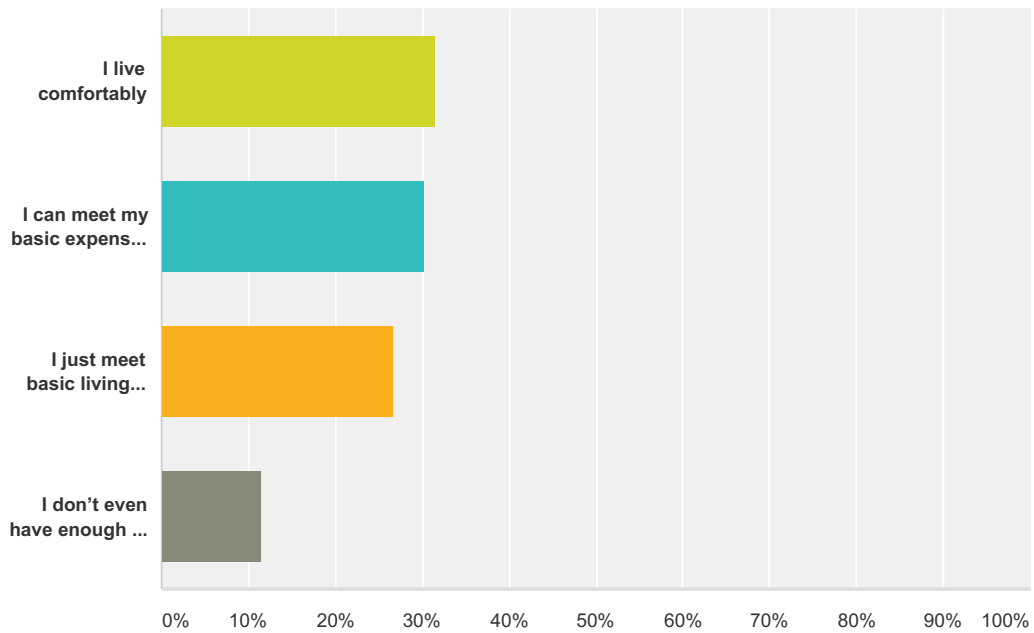
#	Other (please specify)	Date
1	Hispanics	5/26/2017 5:55 AM
2	Human	5/26/2017 5:00 AM
3	NA	5/26/2017 4:01 AM
4	Hispanic	5/26/2017 3:19 AM
5	Mix of Puerto-Rican, African, European,Native Indian	5/26/2017 3:16 AM
6	Latin American	5/23/2017 3:09 PM
7	N	5/16/2017 11:15 AM
8	I think.	5/16/2017 9:41 AM

Springfield Climate Action & Resilience Planning Resident Survey

9	Puerto Rican	5/11/2017 4:29 AM
10	immigrant	5/8/2017 2:00 PM
11	Human	5/8/2017 8:27 AM
12	N/A	4/28/2017 5:15 AM
13	Puerto Rican	4/25/2017 3:04 PM
14	Afro-Latina of Carribbean Descent	4/24/2017 5:56 AM
15	Immigrant	4/23/2017 4:20 AM
16	Arab American	4/22/2017 7:30 PM
17	Multiple	4/22/2017 3:18 AM
18	Puerto Rican	4/22/2017 2:07 AM
19	Latin American	4/22/2017 1:47 AM
20	Mix/mulata/Puerto Rican	4/20/2017 3:17 AM
21	Puerto Rican	4/20/2017 3:08 AM
22	Hispanic	4/20/2017 3:05 AM
23	Hispanic	4/20/2017 2:55 AM

Q18 How would you describe your own personal financial situation?

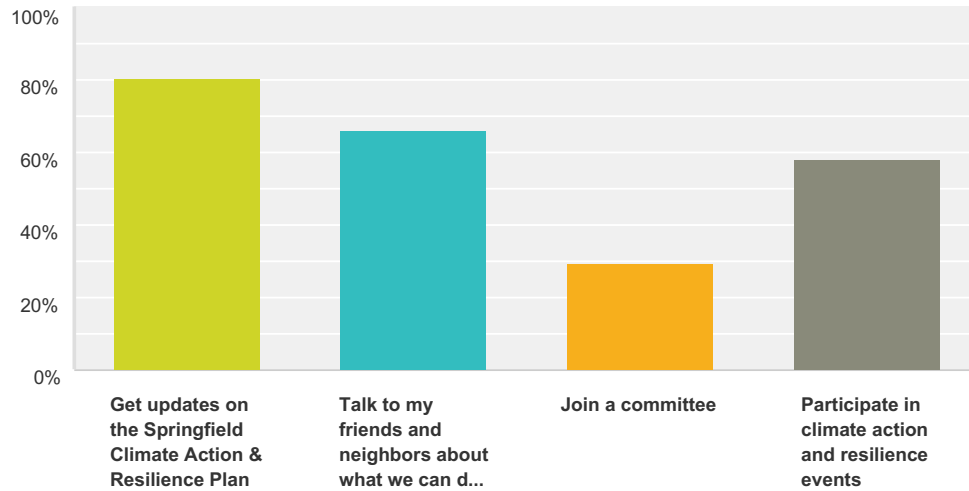
Answered: 165 Skipped: 35



Answer Choices	Responses
I live comfortably	31.52% 52
I can meet my basic expenses with a little left over for extras	30.30% 50
I just meet basic living expenses	26.67% 44
I don't even have enough to meet basic expenses	11.52% 19
Total	165

Q19 Join us in making Springfield a more Resilient City! Below are some actions you take. Which are you willing to do (select all that apply)?

Answered: 138 Skipped: 62



Answer Choices	Responses
Get updates on the Springfield Climate Action & Resilience Plan	80.43% 111
Talk to my friends and neighbors about what we can do to reduce energy use and make Springfield healthier place to live	65.94% 91
Join a committee	29.71% 41
Participate in climate action and resilience events	57.97% 80
Total Respondents: 138	