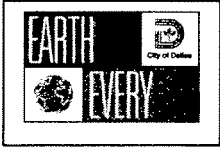
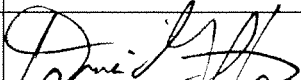


**City of Dallas
Environmental Management System**



EXTERNAL COMMUNICATION PROCEDURE

Document Number:	OEQ-EMS-019	Reviewed By:	EMS Core Team
Issue Date/Effective Date:	12-16-09/01-16-10	Approved By:	Eric Griffin
Revision Number:	Rev 2	Signature	

1.0 POLICY

Citizen, business and community outreach is achieved by communicating this Policy and educating on clean air, water and environmental stewardship for the sustainable development of the City of Dallas (City). The City's Environmental Policy is available for public viewing via the internet.

2.0 PURPOSE

This procedure describes the proper channels for receiving, documenting, and responding to communications with external interested parties and regulatory agencies concerning the City of Dallas Environmental Management System (EMS) program. This procedure also describes the City's community environmental awareness outreach efforts.

3.0 SCOPE

This procedure applies to all City departments, facilities and employees when engaged in related work activities with the EMS fenceline.

4.0 RESPONSIBILITY

4.1 **Office of Environmental Quality (OEQ)** is responsible for:

- 4.1.1 Communicating with the Public Information Office regarding media related environmental inquires.
- 4.1.2 Documenting external requests within 5 working days using Intelx thus maintaining records according to OEQ-EMS-008, Documents and Records Management Procedure.
- 4.1.3 Responding to agency inquires, as appropriate.
- 4.1.4 Assisting other departments with environmental inquires, as requested.

City of Dallas
Environmental Management System

4.1.5 Communicating the EMS to external interested parties, as appropriate.

4.2 **Department of Intergovernmental Services** is responsible for assisting OEQ in responding to legislation.

4.3 The **Office of Public information** is responsible for responding to media related environmental inquires with the assistance of the OEQ and maintaining records of such response.

4.4 **Environmental Management Representative (EMR)** is responsible for reviewing and responding to external EMS inquires with Department wide impact and requesting OEQ involvement if appropriate.

5.0 PROCEDURES FOR ENVIRONMENTAL INQUIRIES RELATED TO THE EMS

5.1 The City has established a documented organizational structure for responding to external inquires. The table below describes the mission of each department.

Table 1: City of Dallas, Communication Table: Lead Department

Office of Environmental Quality	Intergovernmental Services	Office of Strategic Customer Service	Public Information Office (PIO)
Responsible for protecting and improving the environment by leading and guiding the City of Dallas in our efforts on environmental compliance, pollution prevention and continual improvement.	To develop partnerships and serve as a primary point of contact for the City to local, regional, state and federal levels of government and other independent agencies.	To take steps towards improving city services by focusing on customer needs, benchmarking and the performance of City services in relation to accountability, responsiveness and the quality of the service experience for the Dallas communities . SCS manages the 3-1-1 system for non-emergency calls.	To serve as the City's liaison with the news media and to facilitate an accurate and consistent flow of public information to the City's various constituencies.

5.2 External inquires from interested parties concerning the EMS may be received by any City employee. To prevent the unauthorized release of EMS information, the inquiry/request shall be forwarded to the Department EMR if the inquiry is of a departmental nature and to OEQ if it is of a City wide nature.

City of Dallas
Environmental Management System

- 5.3 Depending on the type of inquiry, OEQ and/or the EMRs will evaluate and determine the appropriate lead department for responding to the inquiry. *Lead departments are those listed in the Communication table in section 5.1*
- 5.4 External communication which requires OEQ response/action will be entered into the Communication module of Intelex. Response to these issues shall be completed within 30 days and the status of the issue updated in Intelex at the conclusion of the 30 days. A communication record will not be closed in Intelex until response is confirmed.
- 5.5 Records of all responses shall be maintained by the department manager/EMR who received the initial inquiry.
- 5.6 All open records request must go through the Public Information Office. Open records requests are tracked in the City CRMS system.

6.0 PROCEDURES FOR ENVIRONMENTAL OUTREACH

- 6.1 The City has several departments that provide environmental communication to external stakeholders, including:
 - 6.1.1 Equipment and Building Services
 - 6.1.2 Dallas Water Utilities
 - 6.1.3 Public Works and Transportation
 - 6.1.4 Park and Recreation
 - 6.1.5 Sanitation Services
- 6.2 These City Departments have many channels for communicating environmental awareness to external stakeholders. For the purpose of this procedure, OEQ is responsible for the EMS program and conducts the following activities regarding environmental outreach efforts:
 - 6.2.1 Insertion of the environmental policy in City contract documents.
 - 6.2.2 Including the environmental policy in all City procurement documents, including bid specifications.
 - 6.2.3 Participation in community events. Example: Earth Day Celebration
 - 6.2.4 Updating the OEQ webpage regarding EMS related initiatives.
 - 6.2.5 Making available the environmental awareness video.

City of Dallas
Environmental Management System

- 6.3 EMS Core Team recommendations for outreach are considered when OEQ personnel meet to discuss outreach event planning for the year.
- 6.4 The City has chosen not to communicate its significant environmental aspects to external stakeholders, unless requested by senior management.

7.0 RELATED DOCUMENTS

OEQ-EMS-008, Documents and Records Management Procedure

8.0 DEFINITIONS

Interested party – Person or group concerned with or affected by the environmental performance of an organization.

9.0 CHANGE HISTORY – Rev. 1

Added information regarding open record requests and how the City should handle requests regarding EMS from an outside interested party.

Rev. 2

References to “ISOsoft” were changed to “Intelex” throughout the document. In Section 4.1.2, deleted option to substitute a communication log for Intelex records. In Section 5.1 (Table 1), added reference to the 3-1-1 non-emergency call system under Office of Strategic Customer Service. In Section 5.4, clarified that an Intelex communication record will not be closed until OEQ confirms a response. In Section 5.6, replaced “City Attorney’s Office” with “Public Information Office” and added that open records requests are tracked in the City CRMS system. Added Sanitation Services in Section 6.1.5 as a department providing environmental communication to external stakeholders.