Greenworks

PHILADELPHIA

a year in review

www.phila.gov/green





Greenworks at a Glance

Catching You Up on Philadelphia's Sustainability Plan

In 2016 the Office of Sustainability (OOS) published *Greenworks: A Vision for a Sustainable Philadelphia*, the first major update to Philadelphia's sustainability plan since it was first released in 2009. The 2016 plan set eight long-term visions that guide our work:



ACCESSIBLE FOOD AND DRINKING WATER



HEALTHY OUTDOOR AND INDOOR AIR



CLEAN AND EFFICIENT ENERGY



CLIMATE PREPARED AND CARBON NEUTRAL COMMUNITIES



OUALITY NATURAL RESOURCES



ACCESSIBLE, AFFORDABLE, AND SAFE TRANSPORTATION



ZERO WASTE



ENGAGED STUDENTS, STEWARDS, AND WORKERS

IN YOUR HAND

Greenworks: A Year in Review

This magazine highlights the actions taken by Philadelphia residents, students, community groups, artists, activists and advocates to improve their neighborhoods for today and tomorrow. It also includes resources to help individuals and communities get involved.

FURTHER READING

Visit our website at **www.phila.gov/ green** for information on Philadelphia's sustainability progress, including:

• Greenworks Dashboard

OOS publishes data on progress across each of the eight Greenworks visions on the Greenworks Dashboard.

Greenworks Exchange Monthly Newsletter

Sign up for our newsletter to stay up to date on local events, workshops, breaking news, and more! Email us at **Sustainability@phila.gov** or check out our website to join.

• Greenworks on the Ground

OOS created Greenworks on the Ground, a set of resource guides for how individuals, communities, and institutions can work towards a sustainable Philadelphia.

OOS Publications

Interested in learning more about the City's strategies around the eight Greenworks Visions? Check out our list of reports, resource guides, and toolkits for more information.

• OOS Blog

Interested in learning how Philly residents are advancing sustainability in their communities and beyond? Check out our blog for interviews with local leaders, summaries of current events, and details on local initiatives.

January 2019

Dear Friends,

Where do you envision yourself in 2030? For children that are currently in elementary school, many of them will be graduating, seeking additional education opportunities, looking for jobs, buying homes, and starting families. What kind of Philadelphia do we want our children to inherit?

We know that climate change poses risks to the next generation of Philadelphians. A recent report by the Intergovernmental Panel on Climate Change indicates that unless strong action is taken immediately to lower carbon emissions, the planet will have warmed by 1.7 degrees Celsius by 2030, resulting in increased precipitation and flooding, scorching heat waves, and rising seas. In Philadelphia, these effects would harm our neighborhoods, our health, and our economy.

That's not the Philadelphia we want to leave the next generation. And that's why Philadelphia is committed to building a vibrant, clean, and low-carbon future.

It's no surprise that young people are some of the most passionate climate advocates, as they are the ones who will be left to clean up the damage caused by previous generations. In schools around the city, students are making a difference, from reducing energy use in schools, to cultivating green space schoolyards, to training for green careers. These students are also spreading the word, encouraging their peers, their families, and their communities to become a part of the solution.

We also know all communities will not experience the effects of climate change in the same way. Some neighborhoods in Philadelphia are already as much as 20 degrees hotter than others, and this disparity could worsen as we experience climate change. Local leaders in Hunting Park aren't waiting around to see how much worse it gets: they're taking action today to talk about the impacts of rising temperatures in their communities and develop a plan to beat the heat.

This example is why the Greenworks Review is filled with the voices and stories of passionate community advocates in Hunting Park and neighborhoods like it across our great city. We need to amplify their voices—your voices—in the years to come if we want to leave the next generation of Philadelphians a city they can

I know what kind of Philadelphian I want to see in 2030. I hope you'll join us.



James Kenney

MAYOR



Christine Knapp DIRECTOR, OFFICE OF SUSTAINABILITY

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The Office of Sustainability (OOS) works with partners around the City to improve quality of life in all Philadelphia neighborhoods, reduce the City's carbon emissions, and prepare Philadelphia for a hotter, wetter future. OOS is responsible for implementing Greenworks Philadelphia, the City's comprehensive sustainability plan.

CONNECT WITH US







@greenworksphila

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How to Find a Green Job

As Philadelphia continues to shift towards a greener, healthier, and more sustainable city, job opportunities are being created for residents in the clean economy.

Learn more about green job training opportunities and how to find your next green job!



IN THE PUBLIC SECTOR

Municipal and utility employees make Philadelphia more sustainable in jobs like building maintenance, water and sewer operations, energy services, and public transportation.

- CITY OF PHILADELPHIA: www.phila.gov/personnel/JobOpps.html
- **PECO:** exeloncorp.com/careers
- PGW: pgworks.com/residential/careers/employment-opportunities
- **SEPTA:** autohire.careershop.com/septajobs



LOCAL JOB BOARDS

Many local and national partners list career opportunities through online job boards:

- DIVERSITY JOINT VENTURE FOR CONSERVATION CAREERS: Dedicated to increasing diversity in the conservation workforce. Women and people of color are encouraged to apply: www.diversityinconservationjobs.org
- GENEROCITY: generocity.org/jobs/
- KLEINMAN CENTER FOR ENERGY POLICY: kleinmanenergy.upenn.edu/ internships
- NEXT CITY: jobs.nextcity.org/register-seeker
- PHILADELPHIA ENERGY AUTHORITY: philaenergy.org/job-board/
- SUSTAINABLE BUSINESS NETWORK: sbnphiladelphia.org/get-involved/jobs/
- YOUNG PROFESSIONALS IN ENERGY: http://ypenergy.org/jobs



PowercorpsPHL



CAREER TRAINING PROGRAMS

Looking to build your skills or switch careers? Check out these local job training options:

- Energy Coordinating Agency's Knight Training Center prepares people to
 enter the growing clean energy workforce by providing industry-driven
 training including classroom theory, hands-on training, and field experience
 in energy efficiency, environmental remediation, and renewable energy:
 ecasavesenergy.org/training
- The Philadelphia Opportunities Industrialization Center and PECO have partnered to offer customized job training and job placement services for those interested in energy-oriented careers through an eight-week training program: philaoic.org/energy-job-training
- PowercorpsPHL is a City of Philadelphia AmeriCorps initiative engaging disconnected young adults and returning citizens to enter and succeed in career pathways through environmental service: powercorpsphl.org/about
- YouthBuild Philly offers residents without high school degrees a chance to build a bright future by learning valuable job skills, such as green building and advanced construction skills. Participants will receive hands-on learning in transforming abandoned properties into comfortable and affordable homes: youthbuildphilly.org/about/

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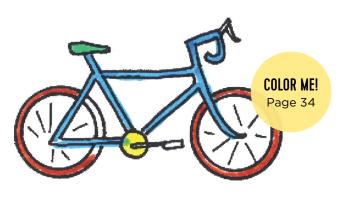
WHAT'S ONE SUSTAINABLE THING YOU DO?

NICOLE SEAHORN

WeWalkPHL walking group leader and an organizer for GirlTrek Philadelphia

"Walking is healing manifesting itself through movement. Particularly in Philadelphia's beautiful trails and parks, walking reduces stress and minimizes risks of disease. Walking in the company of others gives us the opportunity to socialize and share information, wisdom, and laughter. We confide in one another and find safety and freedom from isolation.

Through WeWalkPHL and GirlTrek, I have made many friends and shared the excitement of hidden gems that can only be appreciated on foot. I have become passionate about cultivating healthy perceptions and actions - we must learn to take care of ourselves and then begin to take care of the world around us."





Greenworks 2018 Year in Review



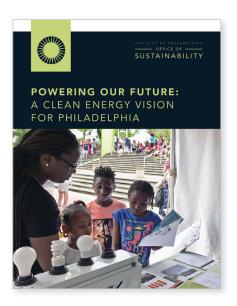
The City's Power Gets Green

Did you know the City of Philadelphia spends \$100 million each year on its energy bills? This means the City can significantly reduce regional carbon emissions by changing how it purchases electricity. That's why the **Municipal Energy Master Plan** set a commitment to get 100% of the City's electricity from renewable sources by 2030.

In December 2018 Mayor Kenney took a key step towards meeting this commitment by signing legislation to enter into a power purchase agreement to buy solar power from a new, 70-megawatt solar facility in Adams County, PA. Once completed, this facility will satisfy 22% of the City's electricity needs. Through the agreement, the City will purchase electricity from this project for 20 years at a fixed rate that is competitive with

conventional electricity prices. This long-term commitment protects the City from future price spikes, which will potentially save the City money in the long run.

This power purchase agreement demonstrates the City of Philadelphia's commitment to leading by example in greening our electricity grid. The Adams County facility will be seven times larger than the next-largest solar project in Pennsylvania. However, meeting Philadelphia's goal of achieving a clean energy future will take institutions, businesses, residents, and all levels of government working together. To further that partnership, the City will use lessons learned from this power purchase agreement to support others in purchasing clean energy in 2019 and beyond.*



A Clean Energy Vision for Philadelphia

Last year Mayor Kenney committed the City of Philadelphia to meeting the goals of the Paris Climate Agreement by limiting carbon pollution to avoid the worst impacts of climate change. The Office of Sustainability (OOS) worked with issue experts, advocates, and residents to develop a clean energy vision for achieving this goal. Following a public comment period, OOS published Powering Our Future: A Clean Energy Vision for Philadelphia in August 2018.

Powering Our Future commits the city to cut carbon pollution 28% or more by 2025, 80% by 2050, and to work toward a carbon-free regional electricity grid. The report also models the carbon and cost-savings impacts of potential strategies to achieve this vision. While many of these strategies can be implemented by city government, others require state or federal action or the efforts of local businesses, institutions, and individuals.

The biggest request made during the public comment period was a desire to understand how our local government will work quickly and proactively to cut carbon pollution citywide. In response to this feedback, OOS published the Clean Energy Vision Action Plan in September 2018. The Action Plan sets out specific strategies in which the City can lead to achieve our shared clean energy vision. It includes growing existing programs, launching new efforts to improve efficiency in large buildings, helping residents understand how their homes use energy, and advocating for key state legislative priorities necessary to meeting local goals. OOS will work with Philadelphia City Council and other partners to advance the Action Plan in 2019.*



Philadelphia Selected as Climate Leadership City

In October 2018 Philadelphia was selected as a winning city in the Bloomberg American Cities Climate Challenge. The American Cities Climate Challenge offers an unprecedented opportunity for "Leadership Cities" to spur local innovation around efforts to tackle climate change. Bloomberg Philanthropies selected Philadelphia because of our city's innovative and ambitious climate action plans to reduce air pollution and citywide carbon emissions as well as our commitment to ensuring the benefits of climate action reach every Philadelphian.

As a Leadership City Philadelphia will receive a fulltime staff person and access to technical assistance. Much of this support will go towards scaling-up efforts to reduce carbon emissions from buildings and transportation, two major sources of Philadelphia's carbon footprint. Transforming our built environment and transit systems is critical to meeting Mayor Kenney's goal of cutting carbon emissions at least 80 percent by 2050.

To achieve this transformation, the Office of Sustainability will bring together residents, businesses, and community organizations to pioneer high-impact climate solutions over the next two years. Stay tuned in 2019 for more information on how to get involved.



Philadelphia Responds to Federal Climate Inaction

In October 2017 the Environmental Protection Agency (EPA) proposed the repeal of the Clean Power Plan, a federal policy formulated to fight climate change by limiting carbon emissions from power plants. Mayor Kenney joined 240 mayors representing 52 million Americans in signing a letter to the EPA opposing the repeal. "The Clean Power Plan is a critical tool in fighting climate change and providing breathable air for all Americans," said Mayor Kenney. "The City of Philadelphia stands in favor of protecting our residents and against this decision by the Trump Administration." Philadelphians shared similar concerns at a Citizens' Hearing on the Clean Power Plan held in January 2018. Since the EPA organized only one official public hearing in West Virginia, the Office of Sustainability collaborated with Councilwoman Blondell Reynolds-Brown, PennEnvironment, and Moms Clean Air Force to host a hearing to give Philadelphians a chance to be heard by the federal government.

More than 50 people attended the hearing in City Council Chambers, including four Pennsylvania state representatives. They shared their thoughts about the Clean Power Plan and why withdrawing the Plan would ultimately be harmful to our environment, our economy, and our neighbors.

In her testimony, State Representative Donna Bullock acknowledged the inequities of climate change, stating, "when it comes to the air that you breathe, unfortunately, race matters. And while climate change impacts everyone, certain groups of people are especially vulnerable."

The full transcript of the hearing, including residents' testimonials, was submitted to the EPA, in addition to comments the City of Philadelphia submitted in partnership with other cities and states opposing the repeal.

Following the success of this hearing, the City of Philadelphia partnered with local advocates and community leaders to further respond to federal inaction. City Council hosted a second hearing in June 2018 protesting the proposed rollback of automobile standards that could worsen air quality for Philadelphia residents. In September 2018 the City filed comments challenging the Affordable Clean Energy rule, a much-weakened replacement for the Clean Power Plan. The City will continue to partner with advocates and issue experts to identify and speak up on proposed federal actions that may harm Philadelphia residents.*





Partnering to Prepare Philadelphia's Neighborhoods for Climate Change

Climate change is no longer a future challenge. Philadelphians are already feeling the impacts of a warming planet. To better understand the risks of climate change and how it can impact the health of residents, the Philadelphia Department of Public Health has convened regular workshops on climate change and health since 2015. These workshops bring together local government officials, academic experts, health care providers, and community organizations to identify how extreme heat, flooding, and other climate risks will impact our communities. Using input from these workshops, the Health Department and its partners developed a series of resources to help residents and advocates understand the impact of climate change on public health. These resources include tips for staying cool, which are featured on page 28.

One of the best ways for residents to prepare for the risks associated with climate change is to get to know one another better and develop a plan for emergencies. Philadelphia's Office of Emergency Management is helping residents do just that through the READYCommunity program. Since launching at the end of 2016, READYCommunity has provided neighborhoods across the city with resources on how to build a block-level emergency plan. These plans include citywide and neighborhood-specific hazards as well as resources for how individuals and communities can work together to respond to both natural and manmade disasters.

We also know climate change will not impact all neighborhoods equally. Some neighborhoods can get up to 20 degrees warmer than others each summer, and climate change will only make the health threats from extreme heat worse. The City of Philadelphia and community partners piloted a new effort in Summer 2018 to deal with heat in Hunting Park, one of the neighborhoods in our city most exposed to extreme heat. Check out page 26 to learn more!*

Eastwick Residents Plan for Their Future

Decades after a City-backed urban renewal project for Eastwick displaced thousands of its residents, the Eastwick community has finally had its say in what should happen with nearly 190 acres of publicly-owned land in their neighborhood.

Urban renewal taught us that development not rooted in local voices can result in an environmentally vulnerable neighborhood. Eastwick has long suffered from environmental challenges, including flooding and proximity to a "Superfund" site contaminated by hazardous waste. And local climate projections show Eastwick as one of the communities most vulnerable to increased flooding as Philadelphia experiences climate change in the years ahead.

Eastwick is preparing for future risk by organizing for action. For years, residents have mobilized for a meaningful and equitable role in shaping their community's future. In 2015 the Philadelphia Redevelopment Authority (PRA) regained the rights to large tracts of land previously under agreement with a developer from the urban renewal era. In coordination with the School District of Philadelphia, which owns two former school sites in Eastwick, PRA and the City of Philadelphia launched a joint planning and feasibility study for this section of land. A steering committee including four community representatives, one local business representative, and

members of public agencies, including the Office of Sustainability, has guided the planning and feasibility process, launched in early 2017 and spearheaded by a consultant team led by Interface Studio.

The study team considered market feasibility, community priorities, and environmental and other site challenges. The study's significant citizen input, which included three large public meetings, three roundtables, and dozens of interviews, has given light to multiple local priorities, including mitigating flooding, creating economic opportunities, and providing new amenities in the community.

The Lower Eastwick Public Land Strategy's draft recommendations were released and discussed with the community in July 2018, followed by a 90-day public comment period. While the study team suggests some land can be developed for residential, commercial, light industrial, and community space, they recommend most of the land remain open for stormwater mitigation, green space, and playing fields. In 2019 PRA expects to release a complete feasibility report and to begin exploring next steps.

The Eastwick story offers an important lesson: increasing opportunities for communities to participate in decision-making processes creates a pathway to stronger, more resilient neighborhoods.**

WHAT'S ONE SUSTAINABLE THING YOU DO?

STATE REPRESENTATIVE DONNA BULLOCK, HOUSE DISTRICT 195

"We need to expand opportunities for more families to share in the benefits of using cleaner, sustainable, and increasingly more affordable sources of energy. That is why I support programs that increase access to affordable solar energy and recently sponsored community solar legislation in the Pennsylvania House of Representatives."





Seeding Philadelphia's Urban Forest

Since 2011 Philadelphia Parks and Recreation's TreePhilly program has been bringing the urban forest to the yards of Philadelphians. TreePhilly has helped give away more than 22,000 free trees for city residents to plant in their front yards, back yards, and private community spaces.

Although the entire city benefits from tree planting, not every neighborhood has access to adequate green space. Areas with fewer urban trees need greater investment. To meet the City's goals, Tree-Philly is doubling down on its commitment to get trees to the communities that need them the most by distributing exclusively through partnerships with community-based organizations around the city.

To help accomplish these goals, this year Tree Philly announced a renewed partnership with TD Bank, who has pledged \$1.125 million to support planting 25,000 trees and shrubs in the city and developing a new city-wide strategic plan for Philly's urban forest. In addition, the TD Bank funds will further strengthen TreeKeepers, TreePhilly's workforce development program, and support new facilities at Greenland Nursery.

With renewed financial support, expanded programming, and an initiative-wide commitment to neighborhood-level partnerships, TreePhilly looks forward to another great year in the City of Arborly Love!*



Planning for Philadelphia's Clean Transportation Future

Whether it's by SEPTA or Indego, in a car or on foot, to the Eagles game or the supermarket, Philadelphians have no shortage of options for getting around our city. Because not all Philadelphians can access these options equally, we know our current transportation system must evolve to increase safety, reduce congestion, and improve Philadelphians' ability to get around affordably while cutting carbon pollution from cars, trucks, and buses. To meet these goals, the Office of Transportation, Infrastructure, and Sustainability (oTIS) published CONNECT, the City's Strategic Transportation Plan.

The plan sets new goals around traffic safety, citywide transit, high-quality streets, a competitive and sustainable transportation system, and efficient project delivery. The plan sets forth concrete actions and measurable targets to move Philadelphia toward our Vision Zero goal of eliminating traffic deaths, creating a high-quality bike network to provide transportation choices for Philadel-

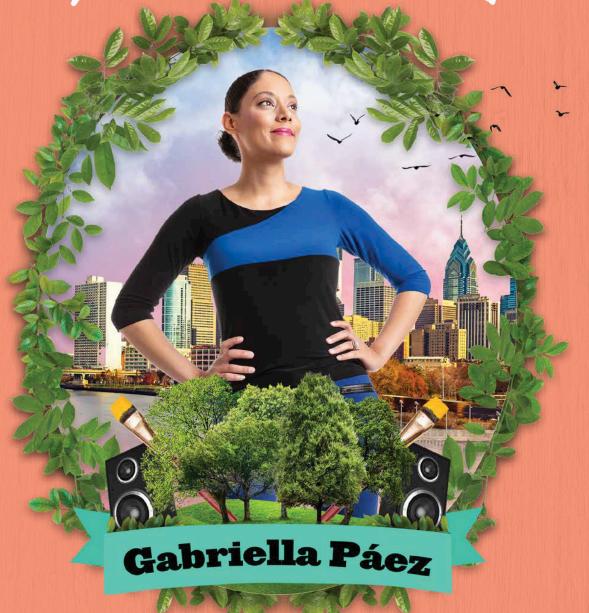
phia residents and visitors, and prioritizing local transit options through the redesign of Philadelphia's bus network.

Announcing the plan, Mayor Kenney explicitly tied the importance of our transportation network to equity: "If we are to thrive as a City, we must take steps to ensure that growth benefits the lives and daily experiences of all of our residents—especially those who have been historically underserved and live in neighborhoods that have been disconnected from jobs and opportunities for far too long."

Transportation is the second-biggest source of carbon pollution in Philadelphia, and CONNECT will help realize the Greenworks visions around both transportation and climate action. Through CONNECT, oTIS and partners across the city will work to make our streets safer and friendlier to bicyclists, pedestrians, and other low-carbon commuters, while seeking to electrify large vehicle fleets to cut carbon emissions. To learn more about CONNECT and how you can get involved, visit www.phillyotis.com.*

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FORESTOFFAME





TreePhilly.org

Three things all trees need: sun, water and Gabriella Páez. Okay, maybe not all trees need Gabriella, but for nearly 700 trees, she's the biggest reason why they're flourishing in their new homes. Gabriella, proud employee of Nueva Esperanza and SustainPHL 2018 Activist of the Year, has done some tree-mendous work through the community grant program. She not only gives away trees, she turns giveaways into celebrations with DJs, food, kid-friendly activities and more. In short, she's planted herself firmly on our "favorite people ever" list, which is why we're honored to have her as a 2018 Forest of Fame Inductree. You grow, girl.

You can make the TreePhilly Forest flourish, too. Get a tree, volunteer your time and help green your community. Learn more at TreePhilly.org.



FAIRMOUNT PARK
CONSERVANCY





2018 Successes and Looking Ahead

Philadelphia's Greenworks framework sets out eight long-term visions for a sustainable city for all. The Office of Sustainability and its partners across city government are doing their part to achieve each of those visions. Read on to learn more about recent successes across each of the eight visions and things to look forward to in 2019.



2018 SUCCESSES

- · Through the Hydrate Philly program, PPR and PDPH installed 22 new hydration stations at playgrounds and recreation centers.
- The City adopted legislation to make it easier for business owners to sell fresh fruits and vegetables outside their stores.
- PWD surveyed more than 3,000 residents from every zip code in the city about drinking water choices.

LOOKING AHEAD

- · PWD will partner with the University of Pennsylvania to educate residents on the quality and safety of tap water.
- PPR will expand its food recovery pilot that recovers excess food from the summer meals program and donates it to organizations serving food-insecure residents.
- · The City will work with stakeholders to develop a plan to coordinate and strengthen urban agriculture in Philadelphia.



2018 SUCCESSES

- · OOS launched an anti-idling training for departments, beginning with a pilot curriculum for PPR employees.
- AMS installed street-level monitoring stations at 54 locations. The stations monitor NOX, SO2, and PM2.5, among other pollutants.
- PHL upgraded its parking shuttle fleet from diesel buses to 38 clean-burning compressed natural gas vehicles.

O LOOKING AHEAD

- · AMS will evaluate data from the streetlevel monitoring infrastructure and work with relevant departments to address air quality concerns.
- OOS and OFM will develop a Clean Fleet Plan to determine the best approach to increasing the number of low- and no-emissions vehicles in the city fleet.
- PDPH and P&D will partner with the Children's Hospital of Philadelphia and St. Christopher's to expand the pilot for whole-home health intervention programs.

CITY DEPARTMENT ACRONYMS-

Philadelphia Office of Sustainability (OOS) Air Management Services (AMS) Office of Fleet Management (OFM) Office of Transportation, Infrastructure, and Sustainability (oTIS)

Philadelphia Department of Public Health (PDPH)

Philadelphia Energy Authority (PEA) Philadelphia International Airport (PHL) Philadelphia Parks and Recreation (PPR) Philadelphia Planning and Development (P&D) Philadelphia Water Department (PWD)



2018 SUCCESSES

- The City advanced new projects in support of the Municipal Energy Master Plan, including a retrofit of the Philadelphia Museum of Art, LED field lighting at PPR facilities, and a geothermal heating system at a Streets Department facility.
- The City adopted new building codes to drive energy-efficiency improvements. Philadelphia residential construction must meet the 2015 International Energy Conservation Code, and commercial construction and retrofits must meet the 2018 code.
- PEA launched a second round of the Solarize Philly program, including a focus on low- and moderate-income residents.

② LOOKING AHEAD

- · OOS will push forward with key programs and policies identified within the Clean Energy Vision Action Plan (see page 5).
- The Energy Office is assessing LED street lighting opportunities as part of the Smart Cities PHL initiative.
- The City will be incorporating energy design guidelines into the rec centers and libraries renovated through its Rebuild initiative.



2018 SUCCESSES

- Philadelphia was named one of the winners of the American Cities Climate Challenge (see page 5).
- PDPH completed a three-year program to engage stakeholders around the links between climate change and human health (see page
- · The City partnered with Hunting Park residents and community leaders to launch the Beat the Heat pilot project (see page 26).

O LOOKING AHEAD

- The Flood Risk Management Task Force will release a strategic plan for achieving the highest possible rating of the National Flood Insurance Program Community Rating System.
- OOS will publish a plan focused on climate action across every sector of the city's carbon emissions profile.
- Hunting Park residents and supporting City departments will publish a neighborhood heat plan, a key outcome of the Beat the Heat pilot.



2018 SUCCESSES

- PPR and the Fairmount Park Conservancy debuted new and upgraded public spaces across Philadelphia (see page 40).
- · PPR and community partners maintained and planted more than 7,500 trees through the TreePhilly program and other urban forestry initiatives.
- PWD and private developers have added more than 2,700 new stormwater management tools since the launch of the Green City, Clean Waters program in 2011.
- PWD collaborated with the Partnership for the Delaware Estuary, the Academy of Natural Sciences, and the Pew Center for Arts & Heritage to create the world's first city-owned fresh water mussel hatchery. The hatchery is demonstrating opportunities for mussel propagation as a natural tool to restore urban ecosystems.

O LOOKING AHEAD

- The Rebuild initiative will improve rec centers and libraries in neighborhoods across Philadelphia.
- · The City will launch a planning process to maintain and grow Philadelphia's urban
- PWD will launch a match-making program to connect green stormwater infrastructure to potential investment and maintenance partners.



ACCESSIBLE, AFFORDABLE, AND SAFE TRANSPORTATION

2018 SUCCESSES

- · oTIS published Connect, Philadelphia's first-ever strategic transportation master plan (see page 8).
- · oTIS and SEPTA celebrated the one year service anniversary of Boulevard Direct, a direct route bus along Roosevelt Boulevard between Frankford Transportation Center and Neshaminy Mall. The new route increased bus ridership 13 percent along the Boulevard.
- oTIS published its annual Vision Zero progress report, highlighting key successes including parking-protected bike lanes and the City's first elevated crosswalks on South Broad Street.
- · The City adopted legislation to expand transit-oriented development districts to three additional transit stations. These districts encourage better pedestrian environments through reduced parking requirements.

@ LOOKING AHEAD

- · oTIS and SEPTA will kick off an engagement process to redesign Philadelphia's bus network.
- The Streets Department will complete a LIDAR study of crosswalks across Philadelphia to help prioritize re-striping and other improvements.



7FRO WASTF

2018 SUCCESSES

- Philadelphia's Zero Waste and Litter Cabinet released their first annual report, highlighting key progress including the launch of the Philadelphia Litter Index and a record 27 zero-waste events citywide (see page 14).
- · PHL piloted liquids collection stations at security checkpoints to decrease recycling contamination and increase waste diversion
- · PWD established a partnership with Terracycle, a mission-based company focused on eliminating trash, to recycle rigid plastics collected from Skimming vessels and cleanup events. PWD also partnered with United By Blue to promote and support 12 clean-up events along Philadelphia waterways.

② LOOKING AHEAD

- The Food Policy Advisory Council will pilot the winners of its Compost Design Competition at several neighborhood centers.
- PPR will launch a suite of activities targeted at improving the efficiency and capacity of the Organics Recycling Center.
- The Streets Department will expand the pilot of PhilaCan, a residential trash can program which provides 35-gallon receptacles to homeowners.



2018 SUCCESSES

- City departments continued to implement programs designed to engage residents around sustainability, including PowerCorps, FarmPhilly, Future Track, and Soak It Up Adoption.
- 59 residents trained as PhilaCycle Captains, community leaders who help people sort and discard their waste at public events.
- The City established the Office of Workforce Development and launched Fueling Philadelphia's Talent Engine, a citywide workforce strategy that aligns education and job training initiatives to the needs of employers.

LOOKING AHEAD

- The City will launch an environmental justice advisory commission to provide guidance on where adverse health and environmental conditions are affecting minority and low-income residents.
- PEA received a \$1.25 million grant from the U.S. Department of Energy to grow its solar job training program.
- · Through the Aquatics and Restoration Center, PWD and PPR will pilot a curriculum in Philadelphia schools focused on freshwater mussels and urban ecology.

A City of Clean Blocks



What do you gain from working to address Philadelphia's litter problem? Breyelle Gupton's answer might be unexpected. As a member of Trash Academy, Breyelle uses games and art to educate residents about waste. In doing so, she not only improves Philadelphia's neighborhoods but also connects with neighbors, practices public speaking, and hones her artistic skills. Like other Philly residents, Breyelle is finding new ways to build community while working towards a zero waste future.

Pleasant Street Oasis

Wayne Selman didn't expect to become the Block Captain of 400 East Pleasant Street. But after just four years of living on the block, former Block Captain Janie Brock passed away and Selman was elected to carry on her legacy. He remembers walking outside one day and suddenly, his neighbors began referring to him as their Block Captain. "We choose him because we liked the way he talked," said a neighbor, who has lived on the block for more than 60 years. Despite being new to the block, Selman knew about the important role Block Captains play in their communities. Block Captains help create safe spaces everyone can enjoy and take part in. And on blocks like this, they help sustain tradition by keeping the bonds in a community strong.

Residents on Selman's block have a history of going above and beyond for one another. For years, residents have participated in the 400 East Pleasant Street Block Club, which has its own constitution and by-laws. In addition to managing trash, shoveling snow, and maintaining outdoor spaces, residents come together to celebrate important milestones. Every year residents pay their dues which then go towards block parties and gift baskets to celebrate special events like graduations, weddings, retirements and child births. The block also comes together when a neighbor has fallen on hard times: Mrs. Smith is always ready to deliver her incredible chili to her neighbors when they are sick.

Thankfully, litter is no longer an issue on Wayne Selman's Mt. Airy block. With more than 30 years under the leadership of a Block Captain, the 400 block of East Pleasant street is highly organized and well equipped to tackle waste. A block's ability to function as a "collective unit," as Selman calls it, is crucial to a neighborhoods ability to remain resilient. When asked how he still does it after 17 years as Captain, Selman says "so long as everyone is on one accord, things will run smooth and the block will stay clean. If someone falls out of line we just pull them back in."





Wayne Selman and neighbors celebrating 400 East Pleasant Street's victory in the Philadelphia Most Beautiful Committee's annual Clean Block Contest.

Philadelphia's Zero Waste Future

Each year, Philadelphians dispose of 1.5 million tons of waste, about one ton per resident. The City spends millions of dollars a year to collect and dispose of all that waste. It costs even more to clear public spaces of discarded trash and litter. Waste contributes to our city's carbon footprint and degrades the quality of our neighborhoods. That's why last year Mayor Kenney established the Zero Waste and Litter Cabinet and set a goal to become a zero-waste city by 2035.

Nic Esposito, the head of the City's Zero Waste and Litter Cabinet, sees his job as a form of community organizing. The Zero Waste and Litter Cabinet coordinates City departments and community partners to tackle Philadelphia's litter problem. The overall goal is to reduce the amount of waste we generate through policies, partnerships, programs, and the smart use of data. So far, the City has surveyed litter conditions throughout the city at the block level, created volunteer opportunities for residents to help divert recyclables from landfills and incinerators at largescale events, and begun the creation and implementation of neighborhood litter plans for communities hit hardest by issues of illegal dumping and litter. None of this would be possible without the contributions of residents.

Philadelphians have long been leading the fight against litter in their own neighborhoods and now more than ever, residents and City government are working together to scale up these efforts. Armed with new technologies and community partnerships, Philadelphia is making tremendous progress toward achieving our shared vision of a zero waste city.

Each year, **Philadelphians** dispose of 1.5 million tons of waste, about one ton per resident.



Adopt a Block

Not in Philly is an organization working to make the City's zero waste commitment a reality on the ground. The idea was developed when Dave Brindley first observed trash and litter in his West Philly neighborhood. Committed to taking small but consistent steps to address the problem, for two years Dave walked around his neighborhood once or twice a week, 15 minutes at a time. With a grabber tool in hand, he picked up plastic water bottles, snack bags, and other commonly littered items. Dave described this weekly ritual as his "Zen Garden" because it became a chance for him to unwind. He saw that residents were more likely to clean in front of their own homes while the trash accumulating on street corners and in storm drains usually went untouched.

After two years of his neighborhood activism, Dave began to observe a change. Although there were still littered items here and there, the overall quantity of trash had decreased. Because of the persistence of Dave and the neighbors who joined him, his West Philly neighborhood became more resilient to trash. Knowing that there must be others out there who would be willing to get involved, Dave was inspired to recreate this same energy in other parts of the city.

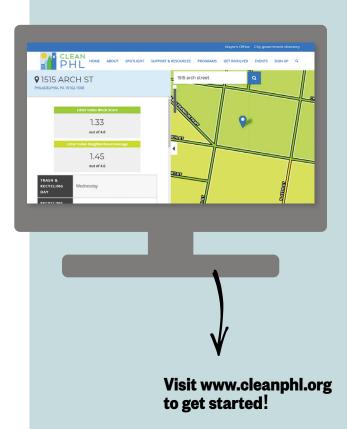
To reach a wider audience, Dave connected to the city's tech community through Code for Philly. Together they decided to create an online platform to engage residents around litter reduction. The new website would allow users to see who is actively cleaning in their neighborhood and join them. NotinPhilly.org was launched in October 2016 and features the first map-enabled adopt-a-block site in the country. The website is designed to complement existing citywide programs like the Block Captain network, Park Friends groups, and neighborhood clean-up events.

Dave believes the site's popularity citywide is due to how much litter impacts other issues beyond just the appearance of our blocks. "Improper trash disposal can impact crime, public health, and the overall walkability of a neighborhood," he says. Recent studies back him up, showing the connection between health, wellness, and one's immediate environment.

Litter Index

You already know how clean your block is, but do you ever wonder how it compares to other blocks across the city? Thanks to the new Litter Index, you can find out! The Index is a map-based survey of litter conditions throughout the city. It includes streets, parks and recreation sites, public school sites, green stormwater infrastructure, riverways, and even vacant lots. To help residents connect with one another, the index can also tell you if there is a Block Captain on your block, where the Registered Community Organizations (RCOs) are, and more.

Check out the Litter Index and find out how you can help keep Philadelphia on its path to becoming litter-free.



WHAT'S ONE SUSTAINABLE THING YOU DO?

KRISTEN NEVILLE TAYLOR

Former Artist-in-Residence, RAIR

"I contribute to my community by displaying artwork or curating exhibitions that address issues of the environment. Previously, I have used discarded materials to speak to waste culture and have a newfound interest in solar technology and its rich history. Currently, I am coorganizing a project with Ricky Yanas called The Green Sun along with participating artists and local environmental/community organizations. The project considers the origins of solar technology, its technical and economic limits, its accessibility and viability to local communities, and its role in crafting a vision of the future.



Mural Arts' "Art Collaboratory"

"When you elicit people's imagination and you work together on things, I think that you can do more," said Shari Hersh, senior project manager at Mural Arts. For more than 30 years, Mural Arts has united artists and communities through a collaborative process, rooted in the traditions of mural-making, to create art that transforms public spaces and individual lives. Working within the idea that art ignites change, the organization's practice goes beyond art for art's sake to include advocacy around key issues, including waste.

In 2015 Mural Arts launched Trash Academy as a collaboration between Southeast Philly residents, artists, environmental activists, and high school students from across the city. Trash Academy creates art-based solutions that address the issue of trash in fun and collaborative ways. Its humble beginnings started with a meeting of fewer than ten people in a vacant lot in South Philadelphia. Since then, Trash Academy has grown tremendously. In 2018 Trash Academy expanded beyond Southeast Philadelphia to include Strawberry Mansion and Southwest Philadelphia, two neighborhoods ranking high on the City's litter index due to issues of illegal dumping and litter.

Trash Academy members create new tools and test neighborhood interventions through research and exploration. They've found that not every neighborhood is burdened by trash in the same way, so it is important to work collaboratively with the residents in these communities when finding solutions.

An example of this collaboration is one of Trash Academy's most iconic collaborations: the Trashmobile. The Trashmobile is a bike attached to a hand-built cart. It is filled with student-designed games and other resources designed to educate, inform, and collect information about people's experience of trash. Trash Academy has also produced an educational video series, a public education poster, and designed wraps for the City's Big Belly solar trash compactors.

This past year Trash Academy partnered with the Zero Waste and Litter Cabinet during the first Bandit Signs Brigade Illegal Sign Roundup, which gathered more than 8,000 illegal signs. The City provided community groups 50 cents for every sign collected.

Trash Academy has repurposed the signs into something new. They have partnered with Tiny WPA to transform the bandit signs into play disks filled with facts and information about plastic waste. The disks can be used to build sculptures six feet tall, providing another opportunity for Trash Academy participants to educate their friends and neighbors about waste.

A City of Clean Blocks

In November 2018 the 400 block of East Pleasant street won the City's Clean Block Contest. Block Captain Wayne Selman had often thought about entering his block into the contest and over the years, he planted the seed by reminding his neighbors that it was something they could work towards. In fact, the block won the contest back in 1997, so he knew a victory wasn't too far from their reach. Together, they decided on a theme. Because their block was known for its beautiful gardens, they decided to go with the theme of Pleasant Street Oasis. Residents transformed the block using autumn-colored balloons and pumpkins with each house adding its own unique flare. Due to the dedication of Pleasant Street residents over the years, Selman says no matter what time of year you come to the block, it is always the same: litter free, safe, and welcoming.*

PUT THESE IN

PAPER

Remove from plastic sleeves/bags

Newspapers and Inserts

Magazines, Brochures, and

Catalogs

Junk Mail, Envelopes, Writing

Paper

Scrap Paper

Paper Bags

Phone Books

Paperback Books (no hardbacks)

Greeting Cards, Gift Wrap (non-metallic)



PLASTICS

Emptied & rinsed, lids & caps ok

All Food and Beverage

Hard Plastic Takeout Containers

Detergent and Shampoo Bottles

Pump and Spray Bottles



METALS

Emptied & rinsed, lids & caps ok

Aluminum, Steel, and Tin Cans

Empty Paint Cans

Empty Aerosol Cans

Aluminum or Steel Baking Trays/Dishes

Jar Lids and Bottle Caps

Clean Aluminum Foil



CARTONS

Emptied & rinsed

Milk

Juice

Wine

Soups



Flattened & free of grease & food

Corrugated Cardboard Shipping

Boxes

Clean (not greasy) Pizza Boxes

Paper Towel Rolls

Egg Cartons

Dry Food Boxes



GLASS

Emptied & rinsed, lids & caps ok

All Bottles and Jars







X KEEP THESE OUT

Plastic Bags

Food Waste

Wet or Food-Soiled Paper

Waxed Paper Plates, Cups, and

Takeout Containers

Greasy Pizza Boxes

Light Bulbs

Porcelain and Non-Container Glass

Cassette Tapes/VHS and Audio

Styrofoam™

Food/Beverage Containers and Shipping/Packing Material

Garden Hoses

Needles and Syringes

Batteries

Tissues, Paper Towels, and Napkins

Pots and Pans

Electronics

Straws

Solo Cups



Recycling must be put out in hard-sided bins labeled RECYCLING.

CUT ALONG DOTTED LINE AND HANG ON YOUR FRIDGE!

Need a recycling bin or materials for your garden or yard? Want to dispose of something responsibly? Here's your guide to...



FAIRMOUNT PARK ORGANIC RECYCLING CENTER

PICK UP

215-324-0746

DROP OFF

Mulch Manure Leaves

Grass Clipping

Wood Chips

Brush

Herbivore Manure

SANITATION CONVENIENCE CENTERS

These six sanitation centers accept:

Automotive tires

Appliances

267-544-9597

Christmas troos

Collectible rubbish

Recyclable materials

Mattresses and box springs

Yard waste in paper bags

Latex or water-based paint cans that are partially full can be solidified by adding an absorbent material such as kitty litter or newspaper prior to disposal

E-waste, including computers, monitors, televisions, and other computer-related equipment

RECYCLING BIN PICKUP LOCATIONS

map at bit.ly/ RecyclingBinPHL.

Get a bin from any sanitation convenience center or from these community partners that offer neighborhood locations to pick up a bin.

For more information visit www.philadelphia streets.com

Curbside 101

HOW TO SET YOUR TRASH OUT



TO YOUR SANITATION CONVENIENCE CENTER

Find your SANITATION CONVENIENCE CENTER on the facing page.

TIE Your Bags



RECYCLING BIN

PLASTIC CONTAINER ONLY

Trash Academy



Trash Academy is a "collaboratory" between community members in Philly, artists, environmental activists, and high school students from all across the city. Supported through Mural Arts' Restored Spaces initiative, Trash Academy inspires a wellspring of actions around trash issues, and tests and shares the best grassroots solutions that emerge. The collaborative and inclusive nature of Trash Academy's work is sustained and elevated by the imagination and innovation of its members. The project's diverse partnerships allow for the creation of solutions tailored to the experiences of a specific neighborhood.







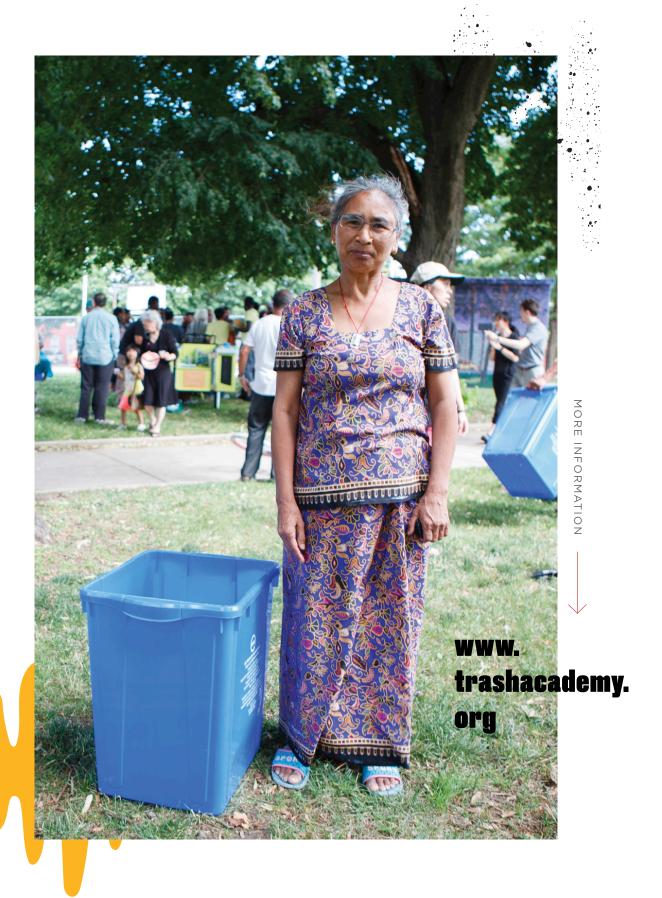


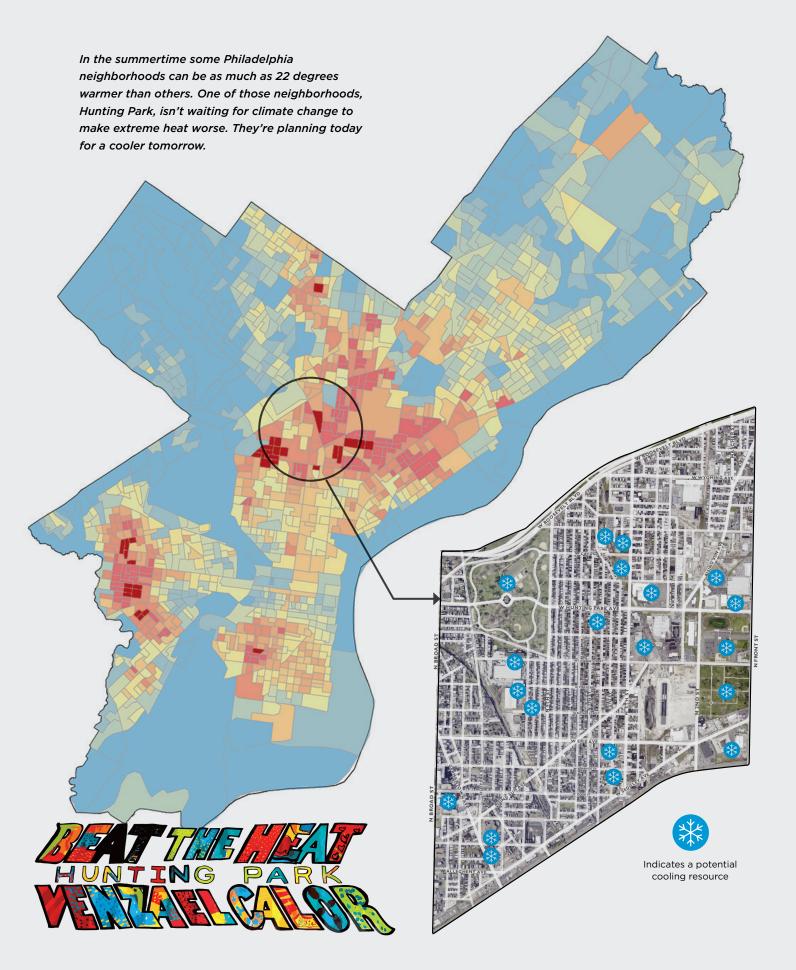












IN A CHANGING CLIMATE, HUNTING PARK RESIDENTS ARE BEATING THE

While organizing neighborhood clean-ups in Hunting Park, Jose Ferran noticed how hard it is to get neighbors outside on the hottest days of the year. Seeing first-hand how extreme heat can limit a neighborhood's ability to come together, Jose helped organize the neighborhood's first Community Heat Team. Comprised of dedicated residents and local advocates, the Heat Team is working to create a Hunting Park that is resilient, healthy, and safe, even as Philadelphia's climate changes.

Our Warming Climate

Unseasonably hot days, increased rainfall and stronger storms are just some of the ways communities are impacted by climate change. You might think of climate change as something that will impact us years or even decades into the future, but its effects can be seen today. In 2018, Philadelphia experienced seven days of 90-degree weather within the first two weeks of summer. Four of those days were declared Heat Health Emergencies, requiring activation of emergency services citywide to keep Philadel-

phians safe. As a public health issue and an environmental issue, extreme heat is a top concern. And not every neighborhood experiences heat the same way.

Due to differences in the built environment and neighborhood demographics like income and health, neighborhoods like Hunting Park are more vulnerable to extreme heat. Average surface temperature data shows that some Philadelphia neighborhoods can be as much as 22 degrees warmer than others. Low-income residents and residents of color are more likely to live in these hotter neighborhoods. This pattern of unequal exposure to risk tells us that climate change is not only a public health issue but also an issue of racial equity. As climate projections show hotter days to come, it is important to support residents as they work to make their communities more sustainable.



When asked how they prefer to stay cool in the summer, Hunting Park residents overwhelmingly expressed their love for their neighborhood pool. The pool has been an important public space in the community for a long time. In fact, it is the subject of Edith Neff's 1977 painting titled "Swimming Pool at Hunting Park." You can view the original "Swimming Pool at Hunting Park" painting at the Woodmere Art Museum in Chestnut Hill, and check out an exhibition on Neff's work at the Woodmere beginning September 21, 2019.



"At Esperanza, we are doing whatever we can to target the roots of the problems in our community, especially those social determinants of health. In the last five years we have been working on a neighborhood revitalization plan that has brought greening and beautification projects to the area."

-GABRIELLA PÁEZ

Sustainable Communities

What does a sustainable community look like? For Esperanza, a faith-based non-profit organization working in the Hunting Park neighborhood of Philadelphia, sustainability goes beyond improvements to our natural environments. Sustainable communities are equitable and resilient. In them, residents have what they need to thrive.

When describing the organization's work, Gabriella Páez, Esperanza's Community Development Coordinator, says: "At Esperanza, we are doing whatever we can to target the roots of the problems in our community, especially those social determinants of health. In the last five years we have been working on a neighborhood revitalization plan that has brought greening and beautification projects to the area. With the support of collaborators across the community, Esperanza is transforming 'el barrio' into an opportunity community where our neighbors can enjoy safe streets, good schools, green spaces, vibrant institutions and economic opportunity."

Esperanza's work ranges from economic development programs for the Latino business district in Hunting Park, bilingual housing & credit counseling services, nationally ranked schools providing high quality educational programming, immigration legal services, job training, and programming to clean vacant lots and promote community gardens.

Páez and the Esperanza team see the value in a greener Hunting Park. Through a partnership with TreePhilly and the Pennsylvania Horticultural Society (PHS)'s Tree Tenders, Esperanza has given away more than 800 yard trees to residents of Hunting Park and nearby communities. And crucially for a community with a significant Spanish-speaking population, Esperanza helped to create the City's first bilingual Tree Tenders training in April 2018.

Beating the Heat

The existing efforts of Esperanza and other neighborhood groups in Hunting Park made the community a natural fit for a new initiative by the Office of Sustainability (OOS) and City partners aimed at supporting residents most impacted by extreme heat. The Beat the Heat pilot, launched in June 2018, is a first-of-its kind initiative to ensure residents are at the center of building climate-ready neighborhoods.

The Beat the Heat pilot project is designed to help us understand why Hunting Park is so hot, what residents are already doing to cope with extreme heat, and finally, how the City and its community partners can work together to keep residents cool inside and outside of their homes. The project is led by Equity Fellow Sophie Sarkar in collaboration with a group of dedicated Hunting Park residents, members from local organizations, and representatives from City departments.

WHAT YOU CAN DO TO STAY



IN PHILLY



STAY COOL

Avoid direct sunlight

Stay in air-conditioned buildings

Wear light, loose-fitting clothing



STAY HYDRATED

Drink plenty of waterdon't wait until you're thirsty

Avoid alcohol, caffeine and sugary drinks (they can dehydrate you)



STAY INFORMED

Stay updated on local weather

Know the signs of heatrelated illness



LOOK OUT FOR OTHERS

Check on elderly and homebound neighbors

NEVER leave people or pets in a parked car on a hot day

If you see someone experiencing homelessness who needs help, call 215-232-1984

If you think someone is having a medical emergency, call 911

One of the first steps taken by the Beat the Heat partners was to establish a Community Heat Team. The goal of this team is to ensure that residents are at the forefront in the creation of the Hunting Park Neighborhood Heat Plan. Throughout the summer the Community Heat Team collected surveys at community events, organized giveaways and hosted design workshops. These efforts gauged how Hunting Park residents are currently coping with heat, educated about the Urban Heat Island Effect, and collected resident input about what can be done now and in the future to address the issue.

Why is Hunting Park So Hot?

As the Community Heat Team met with their neighbors in Hunting Park and shared the origins of the project, many residents had the same question: How did our neighborhood get so hot?

The built environment plays a large role in how hot a neighborhood can get. Some neighborhoods have more exposed asphalt, less reflective building surfaces, and older houses. All of these factors contribute to warmer surface temperatures. Conversely, trees, green space, and permeable surfaces provide shade and help bring surface temperatures down.

What causes differences in our built environments? History plays a major role in how our neighborhoods look and feel today. For example, many Philadelphia neighborhoods have experienced "redlining," the discriminatory practice of denying loans, healthcare, and other investments, including supermarkets, to Black and Latinx communities. The effects of redlining in many of these neighborhoods can be seen today. Housing and other neighborhood infrastructure, for example, is often undervalued and underinvested in in these communities.



Land use and zoning practices also play a role. Zoning, as defined by the Philadelphia Department of Planning and Development, is a "set of regulations governing land development and permitted uses for property. These laws regulate what type of uses can occur, where buildings can be located on a property, and the size of the buildings." Land use and zoning influence where streets, industry, and buildings are sited and developed, all of which can contribute to the issue of heat in neighborhoods like Hunting Park.

The good news is smart planning can also play a role in reducing high surface temperatures in neighborhoods like Hunting Park. The Department of Planning and

Development's recently released North District Plan, which includes the Hunting Park neighborhood, cites tree-planting as a key strategy for addressing climate change. According to Ash Richards, who led planning efforts in the District, "As climate change brings more hot days and hotter average temperatures, North District residents are at risk of health issues during major heat events. Trees clean pollutants from the air, absorb stormwater, protect soil from erosion, and provide habitats for pollinating birds and insects. Increasing tree canopy lowers both outdoor and indoor temperatures, reduces risk of heat exposure, and lowers energy costs for residents."



"Addressing the constant need for improvements to our landscape, our roofs, and our environment as a whole impoves the quality of life in the Hunting Park Community." —LEROY FISHER, HUNTING PARK ADVOCATE

A Call to Action for All Philadelphians

Though the weather has cooled off in Hunting Park, autumn was still a busy time for community organizations and leaders. To prepare for their 2018 Fall tree planting, Esperanza and PHS trained 23 Hunting Park residents through the Tree Tender program. With their support, more than 50 volunteers planted 39 trees throughout the Hunting Park Neighborhood. Volunteers included members of the Esperanza Tree Tenders group, students from Esperanza Academy, and volunteers from One Hope Community Church and Casa de Dios Nuevo Pacto. Many of these organizations also participated in a November 2018 wellness fair, which included food, music, dancing, a hula hoop contest, and resources from many environmental and wellness organizations.

More events like this will be needed to keep Hunting Park cool in the years ahead. To plan for that future, the Hunting Park Community Heat Team held two workshops in October and November. At these events, residents and community leaders reviewed

the results of the summer heat survey. With this information in hand, they identified opportunities for cooling solutions and began to plan for a community heat relief network to ensure neighbors are looking after one another when the weather turns hot.

Throughout the winter months, the Community Heat Team and City partners will be collaborating on the first-ever Hunting Park Neighborhood Heat Plan, which will identify clear next steps to reduce the community's high temperatures and improve the lives of residents.

For community leaders like Gabriella Páez, this mission won't end with the completion of the Heat Plan. She defines sustainability as "a collective effort to protect our planet today, for generations to come." Protecting those future generations will take the work of neighbors: "Community outreach is so important because we are not only targeting the root issues in the neighborhood, but we are actively engaging residents in the change."

BEAT THE HEAT PROJECT TEAM

Numerous organizations are working to support Hunting Park residents in developing the Neighborhood Heat Plan. Some of these include:

- Esperanza
- Hunting Park Neighborhood Advisory Committee
- Hunting Park United
- · Interfaith Power and Light
- Lenfest Center
- Mayor's Office of Policy
- McClure Elementary School
- North 10 CDC
- Office of Emergency Management
- Office of Sustainability
- Philadelphia Department of Public Health
- Philadelphia Parks and Recreation
- Philadelphia Water Department
- School District of Philadelphia
- TreePhilly





ENERGY ASSISTANCE RESOURCES

Need help paying your energy bills? To find the payment arrangement, assistance or grant program, or budget plan that best meets your needs contact:

Basic Systems Repair Program

The City offers free repairs to correct electrical, plumbing, heating, structural and roofing emergencies in eligible owner-occupied homes in Philadelphia.

© 215-448-2160

Emergency Heater Repair Hotline

The City's Division of Housing and Community Development and the non-profit Energy Coordinating Agency maintain a program for low-income residents in need of emergency repairs to home heating systems.

215-568-7190

HELP

A Philadelphia Water Department program offering residents zerointerest loans to make repairs or replace a lead service line.

? 215-685-4901

LIHEAP

LiHEAP is a federal grant program to help residents stay warm in the winter by helping to pay home heating bills. To see if you qualify, text FAST to 75308.

Neighborhood Energy Centers

Managed by the Energy Coordinating Agency, these centers provide budget counseling and intake for conservation and home repair programs that offer more permanent solutions to the problem of energy affordability. Call 215-609-1000 to find a center near you.

PECO Customer Assistance Program

This program provides a monthly credit to low-income PECO customers

1-800-774-7040

PECO Smart Ideas Program

PECO offers rebates, incentives, and programs to help you cut energy waste in your home. Call 1-888-5-PECOSAVE to learn more.

PGW Helpability Hotline

Not sure where to start with gas or home heating issues? Call PGW's Helpability Hotline at 215-235-1000.

PGW Energysense Program

Energysense offers incentives to help you improve efficiency and comfort in your home.

877-749-7658

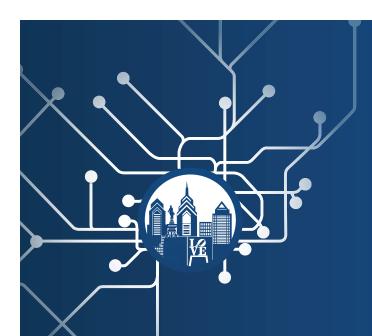
WHAT'S ONE **SUSTAINABLE THING** YOU DO?

MONICA MURRAY

STUDENT, COMMUNITY COLLEGE OF PHILADELPHIA

SEPTA is my first option for getting to school. I either walk about 15 blocks to get to the subway, or I take the bus and then just walk a few blocks. I like SEPTA because it's easy and it's not expensive. SEPTA Key has made things easier: it creates less waste compared to the old monthly passes you threw away, and you can reload it easily.





LESS CAR, MORE KARMA.

By choosing to ride septa, you're making philly a less congested, less polluted, and overall more pleasant place to live.

ISEPTAPHILLY.COM



Working together in our neighborhoods is one of the most powerful ways we can make change.

The Office of Sustainability created **GREENWORKS ON THE GROUND**, a set of resource guides on how individuals, communities, and institutions can work towards a sustainable Philadelphia. Visit **bit.ly/GWotG** or call 215-686-3495 to get copies of Greenworks on the Ground for your neighborhood.

Stay up to date on opportunities to get involved with Greenworks by signing up for our newsletter at www.phila.gov/green.



GREENWORKS ON THE GROUND



GREENWORKS



PhillyFoodFinder.org

AT **PHILLYFOODFINDER.ORG** PHILADELPHIANS CAN:

Search for all needs in one place

The toolkit brings resources together in one, easy to access place.

View information on-the-go

Users can view the site on their smartphones and in different browsers. It's a resource that providers can consult during a local health fair, or for a community member helping a neighbor.

Move beyond immediate food assistance

The website provides detailed information on applying for SNAP and other nutrition assistance programs that help low-income families buy or receive food.

Add a food resource

Are we missing something? Users can add a food resource through a simple online form at http://bit. ly/2miqazp.

VISIT

PhillyFoodFinder.org

TODAY!

WHAT PROGRAMS ARE GOOD FOR ME?

Use the chart below to see what programs may work for you and your family.

PEOPLE WITH CHILDREN











PEOPLE WITHOUT CHILDREN









DOCUMENTED IMMIGRANTS











UNDOCUMENTED IMMIGRANTS









HOMELESS INDIVIDUALS











COLLEGE STUDENTS









SENIOR CITIZENS













SNAP/Food Stamp Benefits



WIC Packages School Breakfast & Lunch Free Summer Meals for Children



Meals at Senior Centers Home-delivered Meals



Free Groceries at Food Pantries



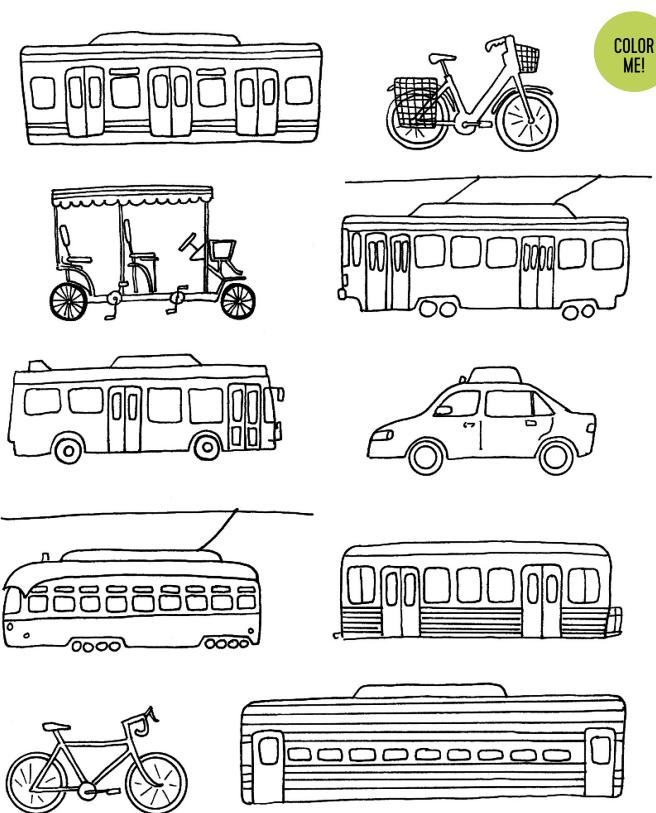
Free Meals at Soup Kitchens



Fresh Produce at Farmers Markets Which of these have you spotted around Philly?



Thank you to Philadelphia-based illustrator **Kate Otte** for allowing us to reprint a page from her coloring book, Drawn Jawn!





We know that schools are the foundation of our communities. To meet our vision of a sustainable Philadelphia for all, we need to train a generation of young people as neighborhood stewards and community advocates. By greening schoolyards, offering clean energy training opportunities, and educating both stu-

dents and teachers about sustainability, Philadelphia's young people are ready to help achieve that vision.

If you're looking to learn about sustainability in a Philadelphia school, you might check out a science lab or browse an English teacher's library for a book about nature. How many classrooms would you visit before checking out an art class?

At Abraham Lincoln High School (ALHS), art and sustainability are intrinsically linked. Through problem-based learning, Visual Arts teacher Dr. Cheryl L. Henry encourages her students to make connections to the world around them. "In problem-based learning you have to make a connection to the community. To do this, I use sustainability teaching standards alongside art standards in everything we do," she says. Her students pay attention to line, form, texture and color. They also look closely at their own environments, thinking how their art can be used to better their communities and the world.

Dr. Henry was one of 23 teachers to participate in the Sustainability and Climate Change Teacher Training Workshop held in August 2018. Throughout the three-day workshop, teachers learned how to incorporate sustainability into their lesson planning. A major takeaway from the workshop is that there are many opportunities for teachers to connect sustainability to a range of disciplines. And more importantly, opportunities for students to learn in this manner should be made accessible to all.

To create rich learning experiences for her students, Dr. Henry collaborates with teachers, historians, artists, and other experts at ALHS and beyond. In a recent project with Lisa Cephas, a biology teacher, Dr. Henry's students combined art, biology, math, and agriculture. "Art is instrumental in enhancing science knowledge," Ms. Cephas said. "By learning the process of photosynthesis in biology and drawing the process in art, students were better equipped to remember the components and structure of the plants."





To apply their new knowledge of plant growth to real world contexts, students explored alternative ways to grow plants. Students designed an experiment to determine which types of plants grow better using hydroponics. The students then illustrated the plants as they grew, focusing on how plant growth was affected by the positioning of the light.

When it comes to making these connections between education and the environment, the students at Abraham Lincoln High School are not alone. In classrooms and schoolyards across our city, students and teachers are working to build a sustainable future for Philadelphia. In fact, many students are already having an impact far beyond their schools.

How to Transform a Neighborhood Schoolyard

During most of the past three decades, the outdoor recreational area at William Cramp Elementary School was a large, bleak asphalt-covered lot without play equipment or any natural landscape areas. Avery Anthony, a student at the time, described it as "plain ground. All we do is talk and run. It gets boring and there are no games."

Cramp is in the Fairhill neighborhood, where an estimated 15,000 residents are within a ten-minute walk to the school. And as the Fairhill community began to imagine the future of Cramp's outdoor spaces, they saw an opportunity to transform the schoolyard, making it an asset for Fairhill residents.

With major support from the Trust for Public Land (TPL) and the Philadelphia Water Department, the first phases of the transformation took place in 2015. TPL is a non-profit focused on im-

proving community spaces in Philadelphia and across the United States. Their unique process relies on the collaborative efforts of students, teachers, parents, and other members of the local community. More likely than not, you've enjoyed an outdoor space TPL has helped to create. Some of you may have even been part of the design and implementation processes.

TPL brought together community leaders, City departments, and the School District to achieve the Fairhill community's vision for a truly green schoolyard at Cramp Elementary. The team, led by Cramp students, replaced much of the asphalt with colorful, synthetic play surfaces. They added a bright green artificial turf playing field with an oval running track and installed robust playground equipment with natural landscaping along the edges of the schoolyard. By 2018 Cramp's schoolyard was anything but plain ground.

Growing Tomorrow's Sustainability Leaders

The lesson from Cramp is clear: our communities value schools as centers of neighborhoods, both for their open spaces as well as the education that happens within them. Many of the educators in those classrooms are connecting the dots between the sustainable lessons students are learning from green schoolyards like Cramp and the classes they teach every day.

Education for Sustainability is defined as "learning that links knowledge, inquiry, and action to help students build a healthy future for their communities and the planet." Education for Sustainability redefines what it means to be an active member of our society.

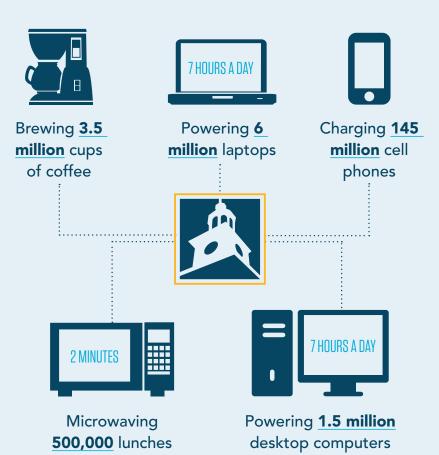
Keep Your Future Bright Turn Off The Light!

The School District of Philadelphia is completing an energy retrofit of three its largest schools. The new interior and exterior lights save 1,066,831,000 kwh annually.

\$23 Million **Project**

This project uses the savings generated by switching to LED lighting to fund even more building improvements in your school.

THAT'S EQUIVALENT TO:



"I use sustainability teaching standards in everything we do."

-Dr. Cheryl L. Henry

These goals reflect the broader mission of the School District of Philadelphia, which seeks to promote Education for Sustainability in every school as part of the Green Futures sustainability plan.

Education for Sustainability is an interdisciplinary approach to learning that focuses on the strengths of the individual while supporting the whole community. It equips students with the knowledge, skills, and habits of mind needed to identify and solve complex problems in the social and natural systems that support us. To learn more about Education for Sustainability and the Green Futures plan, visit www. philasd.org/greenfutures.

Philadelphia Students Find Their (Super)power

The Education for Sustainability curriculum is focused not only on what students can learn in the classroom, but how they can apply it within their communities. Many high schoolers will transition directly from school to the local workforce, and the clean economy is a growing source of jobs. The School District has partnered with the Philadelphia Energy Authority (PEA) and Solar States, a local solar installer, to launch Find Your Power. This program is training students how to be solar panel installers in their communities.

"The 'Find Your Power' program showed me that solar is a growing field," said one student, Auntor Ferguson, who participated in the program. "I'm glad to be hopping on the wave now."





PHOTO CREDIT: STEVE WEINIK

"Our garden's purpose is to bring the community together and teach children how food is grown and where it comes from."

-Leidy Burgos

Since launching in 2017, Find Your Power has trained more than 30 students across the city through a six-week course as part of the District's Career and Technical Education curriculum. More than ten of these students have already found work in the fast-growing solar industry. These jobs won't just provide stable careers for young Philadelphians: they're critical to achieving our city's clean energy vision. (See page 5.)

Find Your Power has been so successful, PEA won a \$1.25 million grant from the U.S. Department of Energy to grow the job training program. Through the grant, PEA and the School District will develop the first-ever Clean Energy Program of Study for high school students. This program will help more Philadelphia students take advantage of new clean energy opportunities to build stewardship and wealth in their communities.

Making Our Neighborhoods Sustainable Destinations

Back in Fairhill, residents continue to come together to create new opportunities in their neighborhood. With the support of Mural Arts and its partners, the Cramp community decided to expand their efforts to include the school's North Courtyard.

Ambiente Ecológico, a group of dedicated parents and community members, partnered with Mural Arts' Restored Spaces to bring life to Cramp School's North Courtyard. Beginning in spring 2017, they worked with Fairhill neighbors to redesign the space to fit the needs of their community. The resulting space is divided into three sections, representing three key themes: a culture kitchen, a sensory garden, and a healing garden.

Ambiente Ecológico sustains the vegetable, herb, flower and fruit plantings year-round, even when school is not in session. For one member of this team, Leidy Burgos, the garden is another opportunity for education: "Our garden's purpose has been to bring the community together through a multitude of ways and teach children general knowledge of how to identify a variety of fruit, vegetables, and herbs; and how food is grown, and where it comes from, instead of just the supermarket."

William Cramp Elementary has come a long way from the bleak asphalt lot of the past. Today, students enjoy the outdoor nature areas at Cramp during class time and recess. Their families and other members of the community access these areas during non-school hours, weekends, and holidays. The park and arbor benches are popular meet-up spots for families and small groups of friends. The new public spaces at Cramp have become a neighborhood destination.

Others are beginning to notice that the bonds within the William Cramp community are strong. William Cramp was designated as a Community School in 2016. As a result, it provides expanded medical services, after school programming, job training, and more. The school is living up to its potential as an asset to the Fairhill community, but just as important is what's happening inside the classrooms: the next generation of Philadelphians are learning how they too can support their communities.*





Philadelphia High Schoolers Rise to Sustainability Challenge

In April 2018 students from George Washington High and Lankenau High visited City Hall. This wasn't an ordinary tour: the students were at City Hall to present Mayor Kenney and City leadership with their ideas for addressing some of Philadelphia's environmental challenges.

The students developed these ideas as part of the Aspen Challenge, which provides a platform for young people to address pressing issues. Students were given eight weeks and \$500 to come up with ways to fix problems in their communities. Twenty schools from across Philadelphia participated in the Challenge, and a panel of education and entrepreneurial leaders selected two winning teams.

Students from George Washington High School proposed a program to promote drinking tap water over bottled water, and won second place. They created Phila-Mundo, an environmental club to educate and inspire students to take actions to reduce their environmental impact.

Students from Lankenau High School replaced fluorescent light bulbs in their school with LEDs and cut energy bills at school by 30%. By encouraging students to also save energy at home, they estimate that they saved another 5% on energy usage in homes.

Both projects reflect the mission of the School District's sustainability initiative, GreenFutures. To learn more about GreenFutures, visit **www.philasd.org/greenfutures**.



WHAT'S ONE SUSTAINABLE THING YOU DO?

CJ SAPONG

PHILADELPHIA UNION
PLAYER AND THE FOUNDER
OF SACRED SEEDS

"Sacred Seeds is rooted in my own growth as a professional athlete. Soccer players define ourselves by our performance and around this time two years ago, I felt like I was trekking through mud. I did some research and found I performed better and was much happier when I started getting the nutrients my body needs from the foods I eat. I started by growing microgreens on my counter and adding them to my salads and smoothies. This was an awakening experience for me and it inspired me to get creative with food. Sacred Seeds is one way I give back while off the field."



W/ JAMIE GAUTHIER

As you've walked around our city in the past year, you may have noticed some new and improved public spaces. To learn more about these parks and why public space is important for Philadelphia, we talked to Jamie Gauthier, the Executive Director of the Fairmount Park Conservancy. Jamie is a lifelong Philadelphian and a Temple and University of Pennsylvania graduate with a background in affordable housing and community reinvestment. She sees her current role with the Fairmount Park Conservancy as an opportunity to use these skills to help improve her community's public spaces.

Q: What is the Fairmount Park Conservancy? A: FPC is a private, non-profit that works closely with City government and our community partners. We are advancing the 10,200 acres of park land, including Fairmount Park and more than 150 neighborhood parks, watershed parks, and trails. We raise money, carry out physical improvements, restore the park's historic assets, and activate the park through events and other community programming.

There are no barriers to entry and no matter your race, income, your likes or dislikes, public spaces are for everybody.



JAMIE GAUTHIER

Executive Director of the
Fairmount Park Conservancy

Q: How can public space bring communities together? A: Public spaces get people out of their homes to talk and interact with one another. In a dense city like Philadelphia, public space is beneficial to our health because it provides opportunities to play and exercise.

The Fairmount Park Conservancy pushes the notion that public spaces should be used by everybody and that these spaces are integral to civic participation. Instead of seeing aspects of public spaces as disconnected, irrelevant, or unsafe, our community engagement process encourages people to dream and to take ownership over a space. We support communities to come together to reinvent these spaces to fit a shared vision.

Q: What is the relationship between public space, equity, and civic participation? A: Public spaces are equalizers. There are no barriers to entry and no matter your race, income, your likes or dislikes, public spaces are for everybody. When "activating" a public space, different people come together to create something that reflects who they are and where they are going.

Take the Hatfield House, a historic house in Fairmount Park, near Strawberry Mansion. The mansion was thought of as part of the park's distant history and it was closed to the public for some time. But through a grant from ArtPlace America, we collaborated with Amber Arts to activate this space with programming and public events. The mansion went from being a relic to a place that's alive with art showings, jazz concerts, a youth photography camp, neighborhood barbecues, workshops, and more. All for and by neighbors.

Q: Why is public space important?

A: Private spaces cannot take the place of public ones. Many private spaces can have rules that exclude people, like entry fees and dress codes. Public spaces bring people together to come to a common understanding. A community without public spaces that are accessible to all is a great inequality because these spaces also offer a neutral place to organize and to have important discussions. Take Love Park and Thomas Paine Plaza as an example. When something happens, these are the spaces people instinctively go to. Our public spaces can act as a pipeline that leads people to engage with new ideas, new opportunities, and new ways to contribute to their communities.*

ALL PHOTOS COURTESY OF FAIRMOUNT PARK CONSERVANCY UNLESS OTHERWISE NOTED.

PHL

NEW + IMPROVED PUBLIC SPACES



CENTENNIAL COMMONS

Fairmount Park, near Landsowne Dr.



FAIRMOUNT PARK HORTICULTURE CENTER

100 N Horticultural Dr.



HISTORIC HOUSES

Fairmount Park



HUNTING PARK HANDBALL COURT

1101 W. Hunting Park Ave.



LOVE PARK

15th and Arch Sts.



THE DISCOVERY CENTER

3401 Reservoir Dr.



TROLLEY TRAIL

West Fairmount Park

WHAT'S ONE SUSTAINABLE THING YOU DO?

JARED CANNON

SIMPLY GOOD JARS

Jared Cannon launched his healthy vending and catering company Simply Good Jars in 2017. "Part of my upbringing was to not waste food and to think of others before myself and I think that stuck with me on my journey. As a chef, I saw so much food going to waste. The idea that more than 30% of food is wasted and 1 in 6 Americans are food insecure was mindboggling and was the catalyst for building the business model that we're executing today."



Meet FPAC: One Member's Story

The Philadelphia Food Policy Advisory Council (FPAC) is a group of volunteers that connect Philadelphians and their local government to create a more just food system. FPAC's vision is that all Philadelphians can access and afford healthy, sustainable, culturally appropriate, local, and fair food.

Food policy councils seek to democratize decision-making on food issues that affect all of us. FPAC, led by more than 30 mayoral appointees, provides a space for community members, food systems professionals, and policy makers to connect on pressing food issues. FPAC holds smaller subcommittee meetings focused on specific food topics, and larger meetings that provide trainings and take care of official FPAC business. All FPAC meetings are open to the public, and everyone is welcome.

Interested in a specific food issue? Join one of FPAC's subcommittees on Anti-Hunger, Good Food Procurement, Food & Health, Urban Agriculture, Workforce & Economic Development, and Zero Waste. For meeting locations or questions, contact FPAC at 215-683-5736 or fpac@phila.gov.*





"Sustainability includes the workforce, how you source food, how career ladders are built into the business model, access to healthcare and benefits, and livable wages."



CALVIN OKUNOYE

ROLE ON FPAC

Appointed member, Co-Chair of FPAC & Workforce & Economic **Development Subcommittee** Co-Chair

FAVORITE PLACE FOR FOOD South Philly Barbacoa

FAVORITE FOOD TO PREPARE Fusilli Amatriciana

Calvin Okunoye used to spend his days and nights cooking at some of Philadelphia's most celebrated dining establishments. He cleaned fish at Le Bec-Fin, worked sauces and proteins at the Union League, and was executive chef at Albertinos, the classic Italian BYOB restaurant in South Philly.

Trained at Le Cordon Bleu, Calvin prepared himself for a career in the restaurant industry, but while cooking in Philadelphia, it didn't take him long to see what he refers to as the "ills of the industry." There are no career ladders in the restaurant industry and as a result, staff turnover is built into the model. Front-of-house and back-of-house staff are racially segregated and the industry has a tremendous wage gap between the predominantly white staff interacting with customers and the largely Black and Brown staff tasked with preparing the food. Calvin has seen chefs get injured, go to the hospital, and come back to finish their shifts, newly burdened by thousands of dollars in medical expenses and a lack of healthcare.

These problems became even more apparent to Calvin when he got sick on the job and told his employer that he needed a few days off to recover. When he returned to work his boss fired him. Initially looking for legal recourse, Calvin met an organizer with the Restaurant Opportunities Center (ROC) who would eventually become his mentor. The organizer urged Calvin to go to City Council and tell his story in support of a bill that would give Philadelphians paid sick leave.

Testifying in support of paid sick leave was Calvin's first foray into advocacy. He left the industry to pursue community organizing and advocacy full-time with ROC, and shortly after, the Mayor appointed him to FPAC. FPAC supports the City to develop fair policies that protect workers while creating a more just and sustainable food system. In 2015, three years after Calvin first testified in City Council, Mayor Jim Kenney signed the Promoting Healthy Families and Workplaces Ordinance that entitles employees to paid and unpaid sick leave.

Today, Calvin still works at ROC where he supports restaurant employers to "take the high road to profitability." The biggest challenge he faces as an organizer is convincing employers to see workforce development as an essential part of achieving long-term sustainability in their businesses. According to Calvin, "sustainability includes the workforce, how you source food, how career ladders are built into the business model, access to healthcare and benefits, and livable wages." If you take care of your workers, Calvin argues, your business will be more successful. Culture change in a large industry like food is slow and painstaking. But Calvin's motivation finds a spark every time he helps employers make these connections, savoring "the moment that switch turns on, when employers realize -- 'oh ok, this isn't busy-work, this is part of my job."

What Shapes Philadelphia's Carbon Footprint?



Throughout the Greenworks Review, you'll find references to climate change, a global problem facing Philadelphia and cities across our world. Climate change is caused by the mankind-induced release of carbon dioxide and other "greenhouse gases," which warm the atmosphere, leading to higher global temperatures. We're already facing the impacts of climate change today, through heat waves, severe storms, and flooding.

But we know that every step we take to limit the release of green-house gases today will help leave a better world for future Philadel-phians tomorrow. In Philadelphia, most of our "carbon footprint" (a measure of the release of greenhouse gases) comes from our buildings and industry. Transportation and waste also contribute to our carbon footprint.

To learn more about climate change and what the City of Philadelphia can do about it, check out the reports to the right. Want to help be part of the solution? One way is to consider adding solar to your home —check out our guide on the next page to learn more!



How to Know If Solar Is Right for Your Home

Adding solar panels to your home can help save you money on your electricity bills and move Philadelphia toward a clean energy future. We've put together this guide to help you decide if solar is right for your home!

DO YOU OWN OR RENT YOUR HOME?

I rent.

Ask your landlord or property manager if they've explored your building's solar potential. While you won't be able to produce your own solar energy, you can purchase clean electricity through PAPowerSwitch.com.



SOLAR RESOURCES

If you're interested in pursuing solar on your building, here are some useful resources and programs:

- Solarize Philly is a group buying program run by the Philadelphia Energy Authority to help all Philadelphians go solar at home. Sign up for a free solar assessment at www. solarizephilly.org.
- The Solar Energy Industries Association (SEIA) has a Customer Resource Portal with more information at www.seia.org

Several local and national organizations can help you find a licensed installer:

- Green Building United's Hub: www.greenbuildingunited.org/ thehub
- The Sustainable Business Tax Credit's Sustainable Business Directory: https://directory.sbnphiladelphia.
- SEIA's EnergySage Marketplace: www.seia.org
- The North American Board of Certified Energy Practitioners (NABCEP): www.nabcep.org/certified-installerlocator

WHAT'S THE STATUS OF YOUR ROOF?

,.....

I own my home.

In Need of Repairs In Good Condition

Most solar developers will require a roof in good condition. Consider the city programs listed on page 31 to assist you in making roof repairs, and be sure to make it a white roof to help cut energy bills!

HAVE YOU RECENTLY **HAD AN ENERGY EFFICIENCY AUDIT?**

WHAT'S YOUR SOLAR POTENTIAL? CHECK IT OUT AT WWW.PHILA.GOV/SOLARMAP!

.....

I'm on the map. My home isn't listed.

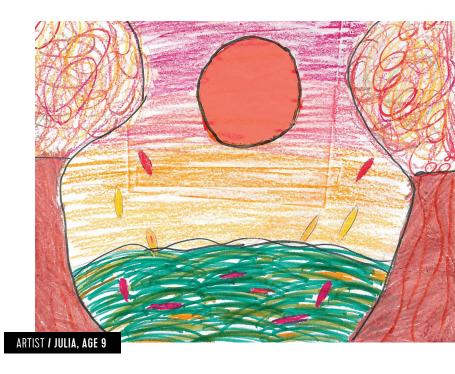
Solar could be right for your home! Check out one of the resources on this page to learn more about how to take advantage of the sun's energy to generate clean electricity for your household.

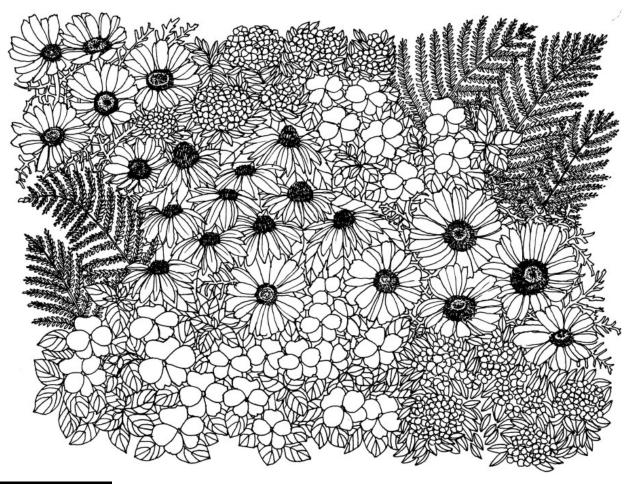
Your home may not be a great fit for solar due to nearby trees or sight-line issues. A solar contractor can review your property and help you understand its solar potential.

Consider making your home more efficient before investing in solar—this will help you get the right size solar installation for your property, improve indoor air quality and comfort, and help you save more money. Check out page 31 for energy efficiency resources.

Local Artist Spotlight

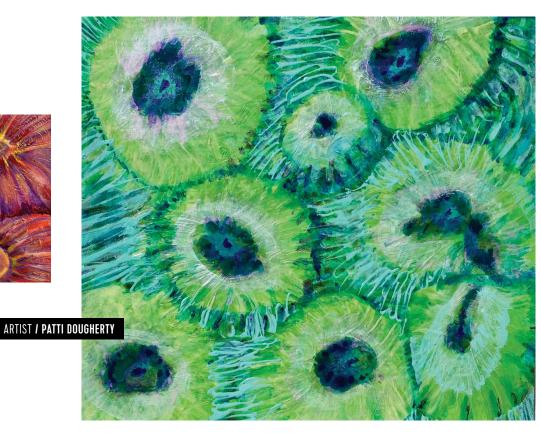
For many, visual art is a form of self-expression. Works of art can contain nods to distant histories, snapshots of the present, and our visions for the future. Art can also lend itself to imagining alternatives: new ways to see, understand, and interact with the world around us. In creating a piece of art, the artist lends their perspective and for a moment we can see the world as they see it. To get a better sense of how Philadelphians see their environments we asked local artists of all ages to submit their vision of a green and sustainable Philadelphia.





ARTIST / LAURA HAVLISH











ARTIST / JENN HALLGREN



Want to be featured in the next Greenworks Review?

Email us your art at sustainability@phila.gov.



HOW PHILLY311 CAN SUPPORT YOUR COMMUNITY

Did you know that Philly311 has received more than 600,000 service requests in the last year? Whether you need help with a tree, a missed trash pickup, a vacant lot, or have other sustainability-related questions, Philly311 has got you covered. 311 is the customer service arm of City government. By calling 311 you get a direct line of communication to the departments that manage essential services. Read on to learn more about Philly311 and its dedicated staff.

What kind of information can you get from 311?



SERVICE REQUEST

Is there a pothole on your block? 311 is the place to let the City know! Once you alert 311 to the problem, they'll ask you all the follow-up questions needed to get a service request underway. To get updates on your request, sign up for the Philly311 app!



INFORMATION REQUEST

If you're not sure who you need to talk to, 311 can help. Provide 311 staff with a summary of your request ("How do I get a recycling bin?") and they'll assist you directly or find someone who can help.



CITY DIRECTORY

If you know the name of the person or department you're looking for but don't have a number, just contact 311! They'll transfer you to the right person.

GOT IT! HOW DO I GET IN TOUCH WITH PHILLY311?









DIAL 311 OR 215-686-8686

311PHILLY@PHILA.GOV

PHILA.GOV/311

311 APP*





WALK IN! PHILLY HAS THE ONLY WALK-IN 311 CENTER IN THE COUNTRY! City Hall Room 167, open 8:15AM – 4:15PM daily



*The 311 app is available for free on the Apple and Android App Stores.





NOT SURE WHO YOU SHOULD CONTACT?

EMERGENCY: Always call 9-1-1 in an emergency.

BUSINESS DIRECTORY: Looking for information on a local

business? Call 411!

Who works @ philly 311.

Philly 311 has a staff of more than 60 employees to serve city residents and visitors. This includes 38 call agents and 3 supervisors tasked with answering your calls, emails, and web requests.

Meet Amanda and Niya ▼





AMANDA PETACCIO

311 Contact Center Specialist

"I would like people to know that Philly311 takes requests for services provided by City departments and gives information about City services, but most importantly Philly311 helps provide a voice for Philadelphians."



NIYA MOSS

311 Contact Center Agent

"Philly311 benefits the residents of Philadelphia by providing a voice for the public to ask for services, ask questions and express opinions. In my experience, Philadelphians prefer a live representative because it delivers a personal customer service experience."

---- OFFICE OF -----

SUSTAINABILITY



www.phila.gov/green







@greenworksphila

What's one sustainable thing **YOU** do? We want to know!



