



ISO 14001 Internal Audit Report

Camden County Municipal Utilities Authority
Camden, New Jersey

Communication & Outreach

Audit Conducted by:

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SUMMARY

The CCMUA conducted an internal audit of our Environmental Management System Communication & Outreach. The purpose was to examine the Authority's process and procedures for outreach and communication. This includes our environmental policy.

SUMMARY OF AUDIT FINDINGS

The Authority has several methods which are used to communicate our environmental policy and programs. These are; through the Camden Collaborative Initiative, the Authority's web site (ccmua.org), the organizations the Authority belongs to, internal meetings and memos, external meetings, mailings to our customers, the Green Ambassadors, the Camden PowerCorps and site tours. This audit has found that these efforts are sufficient for outreach and communication.

FINDINGS

On January 24, 2013, the Camden County Municipal Utilities Authority, with the support of City of Camden, Cooper's Ferry Partnership, New Jersey Department of Environmental Protection, and the United States Environmental Protection Agency, launched the Camden Collaborative Initiative. The Collaborative is building upon the success of environmental initiatives underway, made possible by the efforts and resources of multiple partners that have come together to address the complex environmental issues present in the City. The Camden Collaborative Initiative or CCI was formed to realize the many opportunities to maintain, restore, and enhance the environmental resources in the City of Camden.

The Authority staff meets frequent meetings with all groups of the Camden Collaborative Initiative. These meetings and discussions serve as a method to communicate our environmental programs. The meetings often lead to new projects with the CCI members or groups of members. The Authority supports these projects by providing staff to attending the meetings, providing meeting space. Authority staff and consultants usually work on the ensuing projects. The Authority also funds part or all of the costs of the many projects started through this process. Appendix A is a list of the CCI partner organizations.

The Authority web site documents the environmental work accomplished by our Authority often in partnership with the CCI members. The web site address is printed on every invoice mailed to each of the Authority's 160,000 customers. The web address is printed on letterhead, available through any web search and is updated frequently with additional information. The web site is frequently updated with new information and links. An abstract listing the environmental content of the web site is attached in Appendix B.

The Authority is a member of and communicates with the organizations listed in Appendix C. This communication and outreach can take several forms including working with other organization members to share ideas or, through the Authorities Executive Director/Chief Engineer, leading initiatives

that ultimately benefit the wastewater and stormwater community. Our Director is often asked to present at events held by the members on this list, CCI members and additional organizations.

Our Authority mails bills quarterly to all of our customers. The Authority is able to mail an insert with these bills. The majority of the inserts are about environmental topics. Often as part of outreach to our community, an insert for one of the CCI partners is mailed with our bill with no cost for our partner. Other inserts are designed by Authority Staff or CCI partners at the request of our Authority. Appendix D contains a schedule of the recent environmental insert topics.

Distributing the Authority's Environmental Policy and Mission Statement is an important aspect of our communications. The Authority web site has a page with this statement. The statement has been sent to all staff members each year and is given to all new employees.

Site tours are given on request. Several thousand people tour the Authority's treatment plant each year. The tours are scheduled in advance and are lead by our Director or other Authority staff. The sewer treatment process is explained to the tour groups. The tour usually begins at the model of our facility in the lobby of the Administration Building.

The Authority formed two educational programs for Camden youth. The Green Ambassador program began four (4) years ago. This program hires a group of Camden High School Students for five (5) weeks each summer. These students learn about environmental activities of our Authority and those of the CCI partners. The ambassadors pass this information on to other members of their community.

The Camden PowerCorps began during 2015. This is an AmeriCorps program supported by our Authority and Camden City. The members learn about the environmental activities of our Authority during their service. They maintain green infrastructure sites, County and City Parks and property.

1. Adventure Aquarium
2. American Water
3. Americorp Watershed Ambassador
4. Art Aware
5. Brownfield Redevelopment Solutions, Inc.
6. Camden Center for Youth Development
7. Camden Charter Schools
8. Camden Children Garden
9. Camden City School District
10. Camden Coalition of Healthcare Providers
11. Camden Community Charter School
12. Camden County
13. Camden County Environmental Affairs
14. Camden County Municipal Utilities Authority
15. Camden County Police Department
16. Camden County Soil Conservation District
17. Camden County Technical School
18. Camden Diocese
19. Camden Greenways
20. Camden Lutheran Housing
21. Camden PowerCorps
22. Camden Public Schools
23. Camden Redevelopment Agency
24. Camden's Promise Charter School
25. Campbell's Soup
26. CDM Smith
27. Center for Aquatic Sciences
28. Center for Creative Land Recycling
29. Center for Environmental Transformation
30. Center For Family Services
31. Cherry Hill Township
32. City of Camden
33. City of Camden Public Works
34. Citizens Campaign
35. Community Planning & Advocacy Council
36. Cooper Grant Neighborhood Association
37. Cooper's Ferry Partnership
38. Covanta
39. Delaware River Basin Commission

40. Delaware River Keeper
41. Delaware River Urban Waters Federal Partnership
42. Delaware Valley Regional Planning Commission
43. Department of Education
44. Environment of New Jersey
45. Go Green Initiative
46. Food and Water Watch
47. Food Banks of New Jersey
48. Food Corps
49. Heart of Camden
50. Hope Works
51. Housing Urban Development
52. Mastery Charter Schools
53. Morgan Village Circle Development Corporation
54. National Parks Service
55. The Nature Conservancy
56. The Neighborhood Center
57. New Jersey Conservation Foundation
58. New Jersey Department of Environmental Protection
59. New Jersey Tree Foundation
60. Newton Creek Watershed Association
61. New Jersey Department of Education
62. Partnership for the Delaware Estuary
63. Philadelphia Zoo
64. Pinelands Preservation Alliance
65. Pollution Control Financing Authority of Camden County
66. Rails to Trails
67. Re Community
68. Rowan University
69. Rutgers Cooperative Extension Water Resources Program
70. Rutgers University
71. Rutgers University-Camden Office of Civic Engagement
72. Rutgers University Water Resources
73. Saddlerswoods
74. Salvation Army
75. Southern New Jersey Perinatal Cooperative
76. South Jersey Port Corporation
77. Student Conservation Association
78. Sustainable Camden County
79. The Food Trust

80. The Nature Conservancy
81. The Student Conservation Association
82. The Trust for Public Land
83. Tri County Sustainability Alliance
84. Tri-State Transportation Campaign
85. United States Environmental Protection Agency
86. Urban Promise
87. U.S. Department of Housing and Urban Development
88. United Way of Greater Philadelphia and Southern New Jersey
89. Volunteers of American
90. YMCA of Burlington and Camden Counties

Web page Template Sidebar (on each page)

- What's New section highlighting news directly involving CCMUA activities or recognition
- Other News section highlighting relevant news (typically environmental)

Mission Statement

- Statement of CCMUA mission: The Camden County Municipal Utilities Authority is committed to protecting water quality, odor minimization, cost efficiency, minimizing carbon footprint, and community service.

Home Page:

- Service area description
- Collection system description
- Explanation of impact of wastewater treatment system on service area

Education:

- Description of the wastewater treatment process at the plant
- Explanation and consumer-targeted materials on non-flushable materials
- Discussion of tracing PCB sources in sewer systems
- Informational material on wastewater industry best practices
- Information on strengthening water and wastewater infrastructure, including links to resources and material prepared in-house on use of state revolving funds for financing infrastructure improvements
- Past bill inserts covering topics including
 - Delaware River fauna
 - Non-flushable materials
 - Regional trails network
 - Conservation practices
 - Watersheds
 - Stormwater runoff and pollution reduction
 - Solar energy generation at the CCMUA plant

Green Initiatives

- Green Infrastructure (Camden SMART), with link to separate page
 - Background, history, need, goals
 - Links to detailed project descriptions, photo albums, site plans and related Camden SMART media coverage, presentations, literature, and partner pages
- Links to articles and video on CCMUA's Climate Change Adaptation actions

- Link to CCMUA’s Water Conservation page, providing locally produced information and links to EPA’s WaterSense informational material
- Link to CCMUA’s Energy Self-Sufficiency page, with videos, press coverage, and other material covering CCMUA’s net-zero energy goal, resiliency, and green energy measures (including solar panels)
- Link to CCMUA’s Environmental Management System page, with an explanation of EMS and links to past performance reports
- Link to CCMUA’s Camden Collaborative Initiative page, with an explanation of the partnership created to improve the environment and quality of life of Camden’s residents
- Link to CCMUA’s Living Shorelines explanatory poster that describes CCMUA’s Phoenix Park Living Shoreline site

News Archive

- Collection of all previous “What’s New” entries. Many of these have an environmental subject.

Frequently Asked Questions

- Explanations of wastewater and sludge treatment, industrial pollution, and odor complaints, as well as the background leading to the CCMUA’s creation and plant location, and billing.
- CCMUA’s Environmental Policy Statement

- American Academy of Environmental Engineers
- American Society of Civil Engineers
- Association of Environmental Authorities
- Camden County Chamber of Commerce
- Chamber of Commerce of SJ
- Jersey Water Works
- Mid-Atlantic Biosolids Association
- National Association of Clean Water Agencies
- New Jersey Business & Industry Association
- New Jersey Future
- U.S. Water Alliance
- Value of Water Coalition
- Water Environment Research Foundation
- Water Environment Federation

ENVIRONMENTAL MAILINGS

Appendix D

<u>DATE</u>	<u>DESCRIPTION</u>
• 3/01/17 & 4/01/17	MORE ABOUT THE CIRCUIT TRAILS
• 12/01/16 & 1/01/17	HIDDEN TREASURES IN DELAWARE RIVER
• 6/01/16 & 7/01/16	TOILETS ARE NOT TRASHCANS
• 3/01/16 & 4/01/16	THE CIRCUIT TRAILS
• 12/01/15 & 1/01/16	CAMDEN COUNTY CONSERVES
• 3/01/15 & 4/01/15	WONDERS OF WATERSHEDS
• 1/01/14	STORMWATER RUNOFF & THE HEALTH OF OUR WATERWAYS
• 4/01/13 & 6/01/13	HOW TO PREVENT STORMWATER POLLUTION
• 1/01/13 & 3/01/13	SOLAR ENERGY & SUSTAINABILTY
• 7/01/12	GREEN CHALLENGE
• 3/01/12 & 4/01/12	CAMDEN COUNTY CONSERVES
• 10/01/11	7 SMART STEPS