# Alameda County Government Services & Operations Climate Action Plan

Online Draft Review Forum Summary | November 1 to 15, 2022

## Forum Objective

Alameda County hosted an [online draft review forum](#) via the Konveio digital outreach platform to obtain public input such as suggestions for improvement or clarity on the draft Alameda County Climate Action Plan for Government Operations and Services.

## Methodology

Participants could register for the forum or comment anonymously on the draft document. Participants could also complete a general feedback form. Instructions were provided in writing and by video for how to comment.

The forum remained visible but not open to participation for several months after it closed to comments. All non-anonymous participants were thanked and notified when the forum closed.

## Forum Details

- **Duration:** November 1 to 15, 2022
- **Site Visitors:** 775
- **Registrants:** 40
- **Commenters:** 54 (including commenters who did not register)
- **Comments and Feedback Form Submittals:** 212

## Demographics

To streamline participation, visitors were not asked demographic questions. Google Analytics indicated that site visitors' locations in Alameda County included the cities of Alameda, Berkeley, Dublin, Fremont, Hayward, Livermore, Oakland, Piedmont, Pleasanton, San Leandro, and Union City, as well as unincorporated communities Castro Valley, Sunol, and the Eden area. Visitors also came from other locations in California, the United States, and beyond.

## Promotion

The draft review forum was promoted broadly through social media and email lists, as well as with targeted outreach to community organizations and through County libraries. The focus was reaching people who live, work, or study in Alameda County. The draft plan was also shared with sustainability professionals within and outside of Alameda County who are familiar with local government climate action.

To increase participation, outreach communication noted that participants would be entered into a raffle for a $100 gift card. A soft launch of invited participants ensured the site had comments and ratings prior to launch.

Outreach messages and graphics were shared in English, Spanish, and Traditional Chinese. Through Google Translate, the forum was available in 98 languages.

## Overarching Feedback and Takeaways

Participants could choose to comment on the section or sections of their choice. The plan document was divided into 13 sections, including six action areas, a four-part plan overview, and three appendix or reference sections. Participants could respond to pre-populated questions or click on any part of the document to comment, and generally preferred to comment rather than respond to questions. Participants could also respond and build on other participants' comments and did so occasionally. The forum administrator responded selectively to thank participants or to clarify misunderstandings, such as directing participants to another section if they noted that a certain topic was missing from the entire plan that was covered elsewhere.

The sections that received the most comments were the Plan Overview section on Goals and Principles, the Built Environment Action area section, Community Resilience action area section, and the Transportation action area section. No comments were made on the reference sections.

Participants provided content recommendations that were considered and included as practicable in plan revisions. The categories of content recommendations included:

- Clarifying how measures recommended in the plan would be put into action;
- Changing wording, such as for terms considered confusing or outdated;
- Adding policies or structures to ensure that outlined work will happen cohesively and with sufficient scale;
- Expanding proposed coordination and collaboration within the County, regionally, and across sectors, such as for climate-related training, emergency response, and neighborhood outreach cooperatives;
- Further prioritizing the needs of those most vulnerable to climate change, such as those experiencing homelessness and poverty;
- Increasing transparency and accountability on plan outcomes through consistent communication and publicly shared quantitative metrics;
- Making goals more ambitious;
- Prioritizing mental health during climate shock events (and in general, because climate anxiety is affecting community members' mental health);
- Ensuring employees' needs are met, such as by including the perspectives of temporary, part-time, and new employees in future needs assessments.

Some suggestions were outside the plan's purview, such as changes to the County's adopted Vision 2026. Some suggestions related to the activities of other government agencies such as residential services in cities or public transportation; where relevant, these were noted for sharing with city or unincorporated area climate action teams. Some commenters made formatting suggestions such as including photos, which is planned for the graphically designed version of the plan document.

Significant changes made in response to draft review comments are described in the Community Engagement section of each measure in the plan document, along with descriptions of significant changes made in response to earlier community feedback.