



California Department of Motor Vehicles

“Working Green, Driving Green, Living Green”

DMV’s Accomplishments Towards Becoming a “Green Place of Work”

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CALIFORNIA DMV: DRIVING CHANGE
CUSTOMER-FOCUSED • SOLUTION-ORIENTED • INNOVATIVE

1. Letter from the Director

From the buildings we own and operate, to the products we buy, and the partners with whom we work, the California Department of Motor Vehicles (DMV) has a long-standing commitment to embracing practices and policies to conserve energy, save resources, and reduce our impact on the environment.

We at the DMV serve as a leader for the rest of the state in working smart and living Green. With that in mind, the Department has launched a comprehensive effort to advance its Green activities statewide under the slogan, “Working Green, Driving Green, Living Green.”

The commitment to “Working Green” can be seen in our efforts to pursue the highest standards in environmentally-friendly designs for new offices and to retrofit existing offices to save energy and water. DMV has committed to constructing its new facilities and redesigning designated leased facilities to meet the U.S. Green Building Council’s (USGBC) Leadership in Energy and Environmental Design (LEED) standards and achieve at a minimum Silver LEED certification.

“Working Green” extends beyond 228 DMV facilities around the state to include our most valuable asset – nearly 9,000 dedicated employees. We promote a “Green Culture” that encourages our employees to make a positive impact on the environment – using less power, creating less waste, and increasing the amount of recyclable material kept out of landfills.

“Driving Green” helps employees minimize their environmental impact on the way to and from work. The Department encourages commuters to catch a bus, ride the train or light rail, carpool, bike or walk to work. These commuters not only save money, but keep thousands of pounds of pollutants out of the atmosphere every day.

When they are not on the job, DMV employees are encouraged to embrace “Living Green” – saving electricity, recycling, buying energy-efficient appliances and removing toxic cleaning products from their homes. By caring for the environment at work and at home, DMV employees can set an example for their families, co-workers, other agencies and other states.

I want to thank DMV employees for a job well done. But there is still more to do. With the help of our headquarters units, field offices, telephone service centers, driver safety, occupational licensing offices, and investigations units across the state, DMV will continue to innovate and find ways to do our part to care for the environment and to preserve California’s natural wonders for generations to come.

GEORGE VALVERDE
Director, Department of Motor Vehicles

2. Overview of Green Achievements

Facility Achievements

2009	<ul style="list-style-type: none"> • Opened three new environmentally-friendly field offices. • Combined five <i>Telephone Service Centers</i> (TSC's) into one new, energy-efficient Riverside Call Center. • Achieved Leadership in Energy and Environmental Design (LEED) New Construction Gold Certification for the Tracy Field Office. • Achieved LEED New Construction Silver Certification for the Clovis Field Office. • Pursued LEED Silver Certification at more than twenty DMV facilities. • Awarded an Architect's Institute of America – Design Award for the <i>Lease to Own</i> DMV Tracy Field Office. • Awarded a City of Riverside Beautification Award for <i>DMV Riverside East Field Office.</i>
2008	<ul style="list-style-type: none"> • Received statutory authority to redevelop the DMV San Francisco Field Office facility into a mixed-use project. A similar proposal is being pursued at the <i>DMV San Diego Field Office.</i> • Provided data needed to complete environmental benchmarking of all facilities and comply with Governor Schwarzenegger's <i>Green Building Initiative</i> Executive Order, which mandates reducing electricity consumption in state buildings 20% by 2015.
2007	<ul style="list-style-type: none"> • Achieved LEED New Construction Gold Certification for the San Ysidro DMV Field Office. • Developed the DMV Facilities Green Leasing Program to address energy inefficiencies and to implement sustainable building practices in existing leased facilities and future leased projects.
2006	<ul style="list-style-type: none"> • Awarded a San Diego Excellence in Energy (SANDEE) Award for excellence in environmentally-friendly construction for the San Ysidro Field Office. • Joined the United States Green Building Council (USGBC). • Sent a representative to the 2006 USGBC “Green Build” Conference.
1998	<ul style="list-style-type: none"> • Began a floor-by-floor renovation of Sacramento Headquarters Building East to install energy and resource-efficient features and reduce ongoing operations costs.

Resource Achievements

2010	<ul style="list-style-type: none"> Expanded environmentally-friendly online services, providing customers with access to vehicle title histories and other information through the National Motor Vehicle Title Information System (NMVTIS) database and DMV information and services through DMV iPhone applications.
2009	<ul style="list-style-type: none"> Continued the “Greening” of DMV’s facilities to include: drought-tolerant landscaping, cool roofs, photovoltaic (solar) panels, hands-free faucets, water-efficient landscaping systems, and sustainable materials.
2008	<ul style="list-style-type: none"> Received the “Best Application Serving the Public” for the Audio Version of the California Driver License Handbook from <i>Government Technology Magazine</i> during its <i>Best of California Event</i>. Completed Document Imaging and Storage Replacement (DISR) Project that replaced microfilm cameras and processing chemicals to scan and store documents with high-speed, high-volume digital scanners.
2007	<ul style="list-style-type: none"> Received a 2007 Green California Leadership Award from <i>Green Technology Magazine</i> for a Waste Management and Recycling Program that exceeds standards set by the State of California. Implemented an Environmentally Preferable Purchasing Practices Program.
2006	<ul style="list-style-type: none"> Presented DMV Director’s Special Recognition Award for “Leadership in Sustainable Practices” to an employee for recycling and repurposing existing facilities materials with substantial savings to state government.
2004	<ul style="list-style-type: none"> Significantly increased the use of electronic processes, saving paper, printing and postage costs.

Energy Achievements

2009	<ul style="list-style-type: none"> Installed solar panels at DMV Tracy Field Office, helping to dramatically reduce the office’s carbon footprint. Other offices will be retrofitted with this technology as it becomes feasible.
2008	<ul style="list-style-type: none"> Received an Outstanding Environmental Leadership Award for Energy and Resource Conservation from the <i>American Association of Motor Vehicle Administrators (AAMVA)</i> at its <i>Region IV Conference</i>. Implemented the Computer Power Management Initiative, an in-house energy management solution designed to move computers to a more energy-efficient mode when not in use. Awarded Energy Star Award from the <i>United States Environmental Protection Agency (EPA)</i> for substantial reductions of greenhouse gas emissions. Purchased Energy Star office equipment and enacted a policy to ensure all future equipment will be <i>Energy Star</i> compliant when feasible. Became first California state department to join the Energy Star Low Carbon Information Technology Campaign, a nationwide effort to recognize organizations for reducing energy consumed by computers. Completed the retrofit of building light fixture bulbs and ballasts with high-efficiency components at the DMV Headquarters West Building.

2007	<ul style="list-style-type: none"> Established a cooperative agreement with a coalition of the four largest Investor Owned Utilities (IOUs) to pursue energy assessments of 43 DMV field office locations to improve efficiency and realize savings. Conducted an LED Task Lighting Demonstration Project with the <i>California Lighting Technology Center</i> at UC Davis.
2006	<ul style="list-style-type: none"> Established a “Solar Energy Initiative” for and placed photovoltaic solar panels at the <i>DMV San Ysidro</i> and <i>South Sacramento Field Offices</i>. Awarded San Diego Gas & Electric (SDG&E) Sustainable Communities Program Award as part of the utility’s <i>Sustainable Communities Program</i>.

Green Culture Achievements

2009	<ul style="list-style-type: none"> Received a Green California Culture Award from <i>Green Technology Magazine</i> for aggressive internal efforts to promote sustainable operations. Received a Sacramento Workplace Excellence Leadership (SWEL) Award in the Large Government Organization category from the <i>Sacramento Area Human Resource Association (SAHRA)</i> for its personnel, training, and environmental policies. Recognized <i>DMV Shuttle</i> drivers for their Outstanding Customer Service in Making Public Transportation Accessible to DMV employees.
2008	<ul style="list-style-type: none"> Received a Green California Commendation from <i>Green Technology Magazine</i> for aggressive internal efforts to promote sustainable operations.
2007	<ul style="list-style-type: none"> Launched “Save Time. Go Online.” marketing campaign to encourage customers to conduct secure transactions through the DMV website.
2006	<ul style="list-style-type: none"> Launched “Green DMV” Intranet pages to educate employees about Green initiatives, promote Green events, and recognize Green accomplishments. Established the e-mailed “Green Tip of the Week” to DMV employees. Created a regular “Green News” column in <i>The Spirit</i>, DMV’s employee newsletter. Established a DMV “Green Team” with representatives from throughout DMV.
1999	<ul style="list-style-type: none"> Started hosting Earth Day, Bike to Work Day, Bike to Work Week and other Green events.

3. Green Buildings and Facilities

“Preserving Assets & Increasing Efficiency”

Overview of Facilities-Related Achievements

Sustainable or Green building is the practice of designing, constructing, operating and maintaining buildings that are highly energy and resource-efficient. In its 228 offices throughout the state, DMV has embraced these concepts by:



- > Pursuing LEED certification for new construction and redesigned lease properties.
- > Retro-commissioning existing facilities and systems back to their originally-designed level of energy efficiency or higher, as well as identifying and implementing cost-effective energy conservation measures.
- > Establishing a Green Leasing Program to implement sustainable building practices in existing leased facilities and future leased projects.
- > Receiving statutory authority to redesign two existing field office facilities into high-density, mixed-use developments that will accommodate not only DMV services, but commercial, residential, or retail uses.



The **Leadership in Energy and Environmental Design (LEED) New Construction Gold Certification** plaque awarded to the DMV Tracy Field Office in 2009.



A wall plaque explaining environmentally friendly features of the award winning DMV Tracy Field Office.

DMV's Environmentally Friendly Facilities in 2009

DMV opened three new environmentally-friendly field offices in 2009: Clovis, Riverside East and Tracy. Developed with every green consideration possible – from water conserving landscaping outside to energy efficient air conditioning and lighting within – these offices were also designed from conception to include LEED standards. Two of the offices have already been certified as Silver and Gold LEED award winners.

In March 2009, the **DMV Riverside East Field Office** was officially recognized for its *Energy and Environmental Design with Silver Leadership in Energy and Design (LEED) Certification* by the U.S. Green Building Council. “This is very exciting for the DMV,” said Director Valverde. “Now every customer who enters will know our dedication to creating an environmentally sustainable California.” The facility features natural and energy efficient lighting and heating. The building was constructed so as to reduce harmful pollutants, and the surrounding landscape is composed of native drought tolerant plants that require minimum watering.



The **Riverside East Field Office** also won a local award for beautification.



The **DMV Tracy Field Office** features environmental design.

Additionally, the Department combined five Telephone Service Centers (TSC's) into an energy efficient **Riverside Call Center** in June 2009. This location now houses call center activity previously performed by offices in San Diego, Irvine, Santa Ana, North Hollywood and Van Nuys.

The consolidation takes advantage of a new telephone system that creates a “virtual” call center. This “virtual” call center allows calls to be routed to any agent anywhere within the state while providing efficiencies in facility costs and overhead expenses.

LEED Certification

In his 2004 Executive Order, Governor Schwarzenegger created the *Green Building Initiative* and directed California state government to lead by example in improving the energy and environmental performance of the facilities it owns, leases, retrofits or maintains. To help reach these goals, DMV has aggressively pursued energy-efficient and sustainable building designs to achieve LEED Silver Certification or higher for both new construction and existing facilities through the U.S. Green Building Council's (USGBC) Leadership in Energy and Environmental Design (LEED) Green Building Rating System™.

The U.S. Green Building Council (USGBC), a 10,000 member non-profit trade organization, developed the LEED System to promote a whole-building approach to sustainability. The LEED System is the nationally accepted benchmark for the design, construction and operation of high performance green buildings.

LEED-certification demonstrates that a building is profitable, environmentally-responsible, and a healthy place to live and work. LEED-certified buildings:

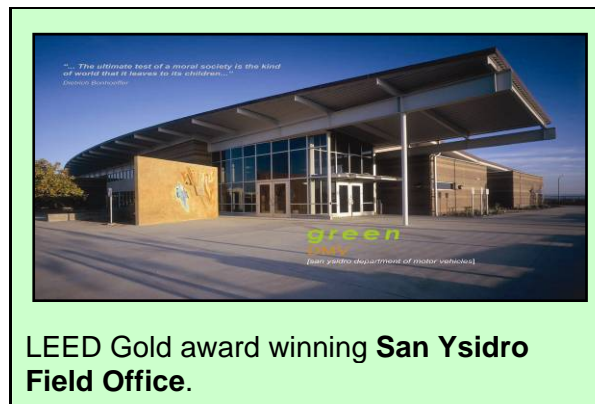
- Lower operating costs and increase asset value
- Reduce waste sent to landfills
- Conserve energy and water
- Are healthier and safer for occupants
- Reduce harmful greenhouse gas emissions

Depending on the degree a project utilizes sustainable sites, water and energy efficiency, recycled and renewable materials and resources, indoor environmental quality and innovation, a project can earn LEED Certification, Silver, Gold or Platinum designation. DMV is a proud member of the USGBC, and DMV offices are eligible for LEED Certification for new construction, commercial interiors, and existing buildings.

In 2007, the San Ysidro field office received LEED *Gold Certification* for new construction. Incorporating environmentally-friendly features such as electricity-generating solar panels, glazed windows and skylights to lower electricity, heating and cooling costs, the office uses recycled, locally-manufactured materials, and features highly-efficient irrigation technology, drought-tolerant landscaping, and low-flow fixtures.

In 2006, the San Ysidro project received an incentive check from *San Diego Gas & Electric's Sustainable Communities Program* which provides funding to deserving public and private entities to further promote Green building endeavors.

DMV continues to construct its new facilities and redesign designated leased facilities to meet LEED standards and achieve *Silver Certification* or better.



LEED Status of DMV Facilities

(Current as of February 2010)

Facility / Project Name	Office Status	LEED Certification Level*	LEED Status
DMV-Owned Facilities			
San Ysidro	Open	Gold NC	Awarded
Fresno	In Planning	Silver NC	Pursuing
Headquarters Building – 5 th Floor ¹	Open	Silver CI*	Pursuing
Headquarters Building – 6 th Floor	In Planning	Silver CI*	Pursuing
Leased Facilities			
Tracy	Open	Gold NC	Awarded
Clovis	Open	Silver NC	Awarded
Riverside East	Open	Silver NC	Awarded
Riverside Telephone Service Center	Open	Silver CI & NC	Pursuing
West Hollywood	Open	Silver NC	Pursuing
Sacramento ITM	Open	Silver CI	Pursuing
Bakersfield Business Service Center / Driver Safety Office	Open	Silver CI	Pursuing
Lompoc	In Planning	Silver CI	Pursuing
Stockton Investigations	In Planning	Silver CI	Pursuing
El Monte / Lincoln Park	In Planning	Silver NC	Pursuing
Lodi	In Planning	Silver NC	Pursuing
Rancho Cucamonga	In Planning	Silver NC	Pursuing
Stockton	In Planning	Silver NC	Pursuing
Thousand Palms	In Planning	Silver NC	Pursuing
Central CA Telephone Service Center / Commercial Drivers License	In Planning	Silver NC	Pursuing
Fairfield Business Service Center	In Planning	Silver NC	Pursuing
LA Metro Business Service Center	In Planning	Silver CI & EB	Pursuing

* NC = New Construction

CI = Commercial Interior

EB = Existing Building

Mixed-Use Development

DMV, in partnership with the *Department of General Services* (DGS), plans to redesign and reconstruct two extremely valuable state-owned properties in San Francisco and San Diego into mixed-use facilities that will incorporate state-of-the-art government services, along with additional space for residential, commercial and retail tenants. The projects will add high-density, above-retail housing in existing urban neighborhoods and help realign the job-housing balance, which could ultimately lessen the impact on the environment by reducing commute times and urban sprawl. In addition, the proposed new buildings will be constructed to qualify for LEED Certification.

¹ Note: In August 2009, DMV sought LEED-New Construction for the 5th and 6th floor combined to include the building re-skin. USGBC is reviewing the request to combine the projects, and their decision may take between 6 to 12 months.

Green Leasing Program

DMV-leased facilities represent more than half of the total number of DMV offices statewide. In 2007, the department implemented the **DMV Facilities Green Leasing Program** to address energy inefficiencies and to implement sustainable building practices in existing leased facilities and future leased projects. Many older facilities have since been extensively retrofitted to use:

- Water efficient fixtures – which conserve approximately 75,000 gallons of water per month.
- Water-efficient ground sprinklers.
- Drought-tolerant landscaping.
- Green housekeeping, janitorial and pest control.
- Energy-efficient lighting.
- Energy-efficient heating, ventilation, and air conditioning systems.
- Cool roofs.
- Solar power generation where applicable.
- Recycled materials.

Retro-Commissioning Existing Facilities

Retro-commissioning is an event in the life of a building that applies a systematic process for improving or optimizing a building's overall performance and its maintenance and operations. Teams evaluate heating and air conditioning, plumbing and other mechanical elements of a building to be sure they are as efficient or more efficient than when originally installed.

The department has embarked on a program to retro-commission DMV-owned buildings above a specified square footage consistent with the *Department of General Services* (DGS) guidelines to ensure that energy-consuming systems are commissioned back to their originally-designed level of energy efficiency, or higher.

Headquarters Renovation

After deciding to remove asbestos applied between every floor when DMV's **Sacramento Headquarters Building East** opened in 1962, the department launched an ambitious, concurrent renovation plan to completely remodel all six floors of the facility to improve energy efficiency and reduce ongoing operations costs. The remodeled floors feature energy-efficient glass, sunscreens and insulation systems, energy-efficient lighting and mechanical systems, and water-saving restroom fixtures. The project will also ultimately add a solar, electricity-generating *photovoltaic* (PV) system to the building's roof.

4. Green Resources Management

“Conserving Materials & Cutting Waste”

Overview of Waste-Related Achievements

The environmental reminder to “reduce, reuse, recycle” conveys the underlying principles behind DMV’s waste management policies:

- Reduce needless consumption and the generation of waste.
- Reuse items that can be reused or find another purpose for them.
- Recycle any leftovers and only dispose what you must.



In that spirit, DMV has implemented several department-wide programs and processes to reduce waste, reuse items, recycle, and buy recyclable products in all of its offices.

Save Time. Go Online.

The department encourages customers to reduce pollution and save time and a trip to a field office by going online to DMV’s website for an increasing number of services, including license and vehicle registration renewal, selection of personalized plates, changes of address, and payment of fees via secure transactions.



DMV’s Innovative Online Applications in 2009

In 2009 and working into 2010, DMV has continued these efforts adding a number of important functions to its online capabilities for customers:

- Vehicle title histories and brand information are now available to consumers through the **National Motor Vehicle Title Information System (NMVTIS)**. The database greatly improves the tracking of vehicles across state lines for law enforcement and motor vehicle agencies. It also allows consumers to learn about the history of a vehicle prior to making a purchase.
- iPhone users will now have DMV information and services at their fingertips with a new **DMV iPhone application** called “**DMV Now.**” DMV created an application that allows iPhone users the ability to find a local offices, provide directions, take sample written drivers tests, access DMV driver education videos, and access other important DMV alerts.

Paperless Processes

With more than 23 million licensed drivers and 33 million registered vehicles in California, DMV processes tens of millions of documents each year. The Department has made a concerted effort to handle all of that paperwork through paperless, electronic processes whenever possible – and achieved savings not only in paper, but printing and postage costs as well.

Here are just a few of the ways the department is saving paper:

Process	Outcome
Electronic Reporting of Vehicle Insurance Information	26,000,000 policies reported electronically since January 2006
Internet Vehicle Registration Renewal	450,000 transactions processed per month
Internet Notice of Release of Liability	73,000 transactions processed per month
Internet Change of Address	13,000 transactions processed per month
Internet Special Interest/Personalized Plates	8,000 transactions per month
Electronic Wholesale Report of Sales (Auto Auctions)	1.8 million reported electronically since July 2005
Electronic Contracts Packages	127,500 pages and \$2,625 postage saved annually
Electronic Manual Distribution	30,000 pages saved annually
E-Mail Alert Service – Memos & News	Approximately \$178,000 saved annually
Electronic Policy Change Review Process	1,800 pages saved annually
Electronic Access & Security Printouts	Cut paper usage 75%
Employer Pull Notice via Virtual Private Network	37,381 printouts and corresponding postage saved annually
Electronic Handbook of Registration Procedures	\$33,300 saved annually
Electronic Fast Facts Brochures	\$17,000 in printing costs saved annually

Additionally, DMV has made dozens of handbooks, guides, memos, manuals and forms available electronically to employees via the department’s Intranet site, and to the public via the Internet, saving both paper and printing costs.

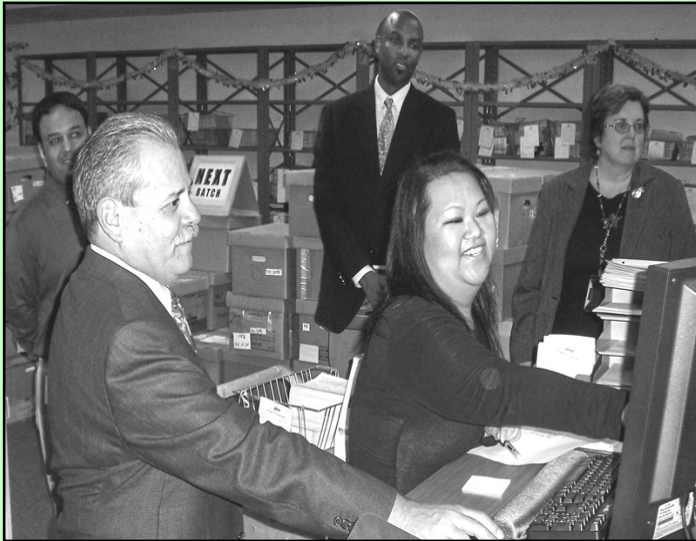
“Saving Paper”

A DMV employee received \$100 for her paper-saving suggestion that Human Resources Branch reduce the number of printed job notices, since the number of individuals taking printed copies has lessened due to online posting and e-mail distribution of job notices.

- Excerpt from December 2009 *The Spirit*, DMV’s employee newsletter

Storing Documents Digitally

Implemented in 2008, the **Document Imaging and Storage Replacement (DISR) Project** eliminated a time-consuming process of capturing and storing millions of documents by replacing microfilm cameras and processing chemicals with high-speed, high-volume digital scanners. The scanners deliver high-quality images and could ultimately read and save documents for the entire department. Remote access to the scanned documents will facilitate quicker responses, eliminate paper and postal resources when retrieving documentation for DMV employees, law enforcement agencies, courts and other customers. This is just one of many new and exciting ways the department is working to convert from paper hard copies to digital storage.



Document Storage Goes Digital

“The microfilm process, while state-of-the-art when originally purchased, became labor intensive and had been with us since the 1980s,” said then CPD *Deputy Director Kathleen Rose*. “The cameras assigned an individual code to each document, but if there was a problem developing the film, thousands of documents on that roll of film had to be re-assembled, the numbers taped over and the documents

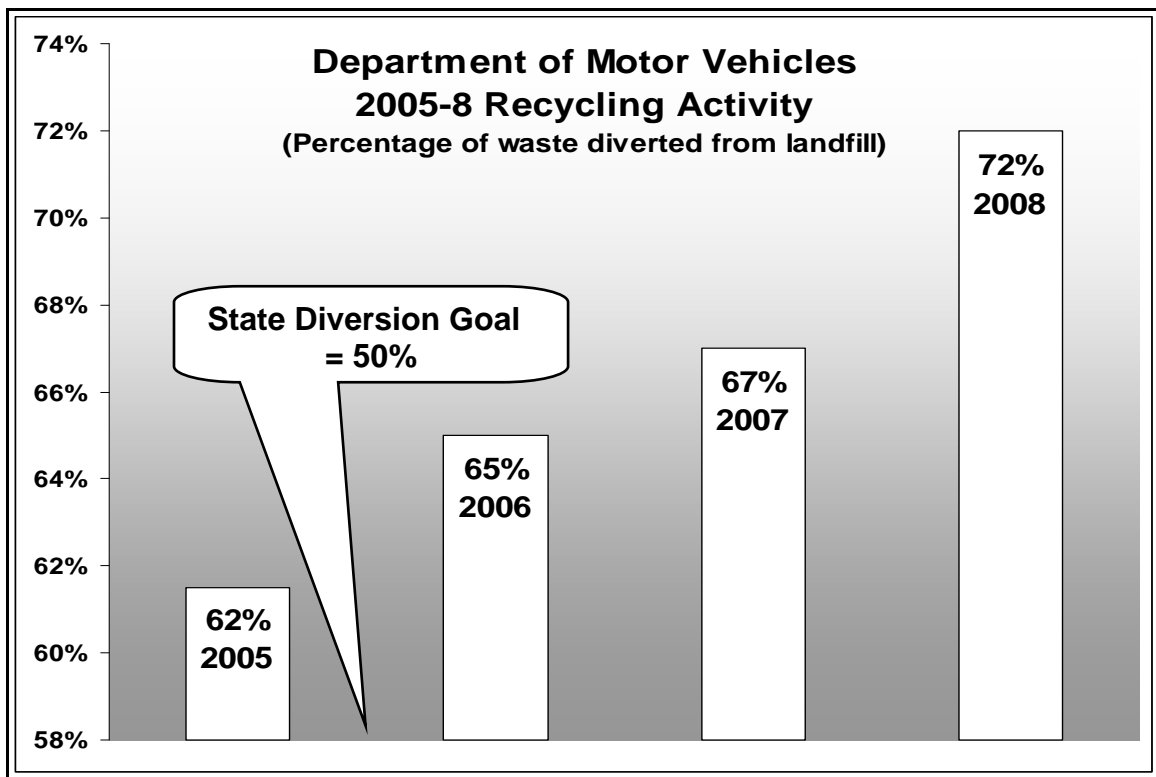
photographed again. This was extremely time-consuming, labor-intensive and costly. The new process is much simpler, in some cases three times faster, and will save the department valuable time and money.”

- Excerpt from February 2008 *The Spirit*, DMV’s employee newsletter

Award-Winning Waste Management

Assembly Bill 75, passed in 1999, required that all state agencies develop waste management plans and cut the amount of garbage sent to landfills in half after 2004. DMV has not only met, but surpassed, that goal every year by implementing a Waste Management and Recycling Program. In 2005, the Department diverted 62% of total generated waste. Diversions rose to 65% in 2006, 67% in 2007, and 72% in 2008. The department anticipates continued increases in future years. However, due to changed measurement standards, data was not available in 2009 yet.

DMV’s success earned a “Green California Leadership Award” from the *Green Technology* organization for developing innovative ways to coordinate and facilitate waste management while protecting confidentiality, controlling cost, streamlining communication and securing the collection of data in 228 offices statewide.



The DMV Recycling Coordination Unit

DMV has an employee who deals with all sorts of recycling issues, the **Departmental Recycling Coordinator**, has been proud to report that DMV has long been part of a trend minimizing the amount of waste products that DMV ships to landfills. The *Coordinator*, in addition to other duties, also reports recycling data every year to *CalRecycle*, formerly the *California Integrated Waste Management Board*.

Some of the many steps, the **Departmental Recycling Coordinator** has taken to reduce waste product diversion to landfills include:

- Placing 92 additional recycling containers in the *DMV Headquarters Complex*, which were received from another Department that was no longer able to use them (They were “recycled” recycling containers!)
- Educating employees about new federally mandated battery recycling procedures
- Enhancing battery recycling by providing battery recycling kiosks in selected workplace lobbies, where employees can dispose of batteries from both work and home
- Changing hard copy paper forms to electronic versions to save on paper costs
- Combining and re-evaluating the need for existing forms so there will no longer be a large supply of paper forms in the warehouse
- In 2008, 335 paper forms became obsolete or were converted to electronic form versions
- Pallet recycling, an environmentally friendly practice
- Increased re-use of recyclable shrink wrap

DMV Recycling Findings 2006-08 (In pounds of garbage recycled)				
Waste Type	2006	2007	2008	2009
Items Recycled at DMV Field Offices				
Beverage Containers	12,902 pounds	13,686 pounds	15,323 pounds	2009 data not yet available.
Mixed Paper	1,057,572 pounds	1,256,769 pounds	1,506,639 pounds	
Self Haul Green Waste	40,042 pounds	44,253 pounds	45,673 pounds	
Items Recycled on DMV Headquarters Campus				
Cardboard	51,420 pounds	64,802 pounds	75,776 pounds	2009 data not yet available.
Newspaper	3,430 pounds	70,250 pounds	175,736 pounds	

Environmentally Preferable Purchasing Program

DMV has also implemented an *Environmentally Preferable Purchasing* (EPP) program to procure goods and services that have reduced impact on human health and the environment compared to competing products serving the same purpose. Purchasers are urged to seek out recycled products and buy those that offer as many of the following characteristics as possible:

Product Descriptions	Environmentally-Preferable Characteristics
<ul style="list-style-type: none"> • Water-based • Odorless • Fragrance-free • Non-toxic • Energy Star certified • Post-consumer content 	<ul style="list-style-type: none"> • Greatest durability • Lowest energy use • Fewest batteries • Multi-functional • Easiest maintenance and repair • Lowest life cycle cost • Responsible manufacturing • Least packaging

Contractors used state-of-the-art equipment to meet specific requirements for recycling a wide variety of products, including:

- | | |
|----------------------|---------------------|
| • Paper | • Surplus furniture |
| • Cardboard | • Office equipment |
| • Glass | • Food containers |
| • Plastic | • Hazardous waste |
| • Toner cartridges | • Green waste |
| • Used batteries | • Scrap metal |
| • Building materials | • Composting |

Santa Monica office gets trashy

Santa Monica management is asking employees to bring their trash to work!

Yes, it's true! Employees who do not or are unable to recycle at home are being encouraged to help save the environment by bringing their plastic bottles and cans to work. *Motor Vehicle Field Representative Eva Bethley*, who's overseeing the project, takes several bags a week to the recycling center near the office along with other recycled products collected from the employee break room.



- Excerpt from November 2007 *The Spirit*, DMV's employee newsletter

Reusing Facilities Resources

Beyond reducing and recycling, DMV employees do their best to reuse resources like surplus, modular furniture and office equipment. One particular employee struck gold in overlooked aluminum components. **DMV's JoAnn King**, a member of the **Facilities Operations Branch** who directs the activities of the *DGS Direct Construction Unit (DCU)* at the Department's *Sacramento Headquarters*, realized that instead of replacing \$55 cast-aluminum "monuments" to house electrical connections every time a workspace is upgraded, the monuments could be refurbished and either converted or reused indefinitely.

During the ongoing floor-by-floor renovation of the *Sacramento Headquarters Building East*, teams salvaged, cleaned and reused approximately 175 monuments on each of the first four floors, saving more than \$40,000. For her efforts, King earned the first-ever *Director's Special Recognition Award for Leadership in Sustainable Practices*.

DMV's Involvement with the ARRA

DMV works closely with the *Department of General Services (DGS)* to evaluate its properties as part of the **American Recovery and Reinvestment Act (ARRA)**. The DGS is in the final stages of contracting with Johnson Controls, Inc. Upon execution of the contract, Johnson Controls will perform *American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE)* Level 1 evaluations of DMV owned offices and recommend solutions to reduce the consumption of energy and water by replacing, and/or retrofitting building equipment, including new remotely controlled *Heating Ventilation and Air-Conditioning (HVAC)* systems.

DMV Headquarters' "Green Cafeteria"

DMV employees are not alone in their commitment to "Going Green." Headquarters cafeteria contractors have also made major contributions to the effort with new, environmentally-friendly business methods.

Some of the cafeteria's Green business practices include: replacing Styrofoam containers destined for landfills with recyclable plastic packaging, replacing white paper napkins with products made from recycled paper, using storage bins with lids to cut down on plastic wrap, and recycling kitchen containers including metal cans.

Instead of coming in early each morning to turn on all of the ovens and steamers and then not turn them off until they left in the afternoon, the chefs created a "use it and turn it off" policy to cut power usage. Not only does it save energy and money, but it also keeps the kitchen cooler and running more efficiently.

KG Cafe Goes Green

Some other smaller things we're doing that might not be readily noticeable to diners include: Wearing and laundering cloth hats instead of using the old paper style; using salt in our ice baths, where the food is kept cold, so there is less melting and less waste, which also saves on power.



We use all the recycled products we can and are always looking for ways to cut back on waste. Fresh foods are an absolute must now, which also reduces waste in the long run. The majority of our vendors are also going "green" in a number of different ways. That really helps us to continue the expansion of our own conservation programs, which in turn benefits all of our valued customers who use our great cafeteria.

- Excerpt from December 2007 *The Spirit*, DMV's employee newsletter

5. Green Power

“Reducing Energy Use & Promoting Energy Efficiency”

Overview of Energy-Related Achievements

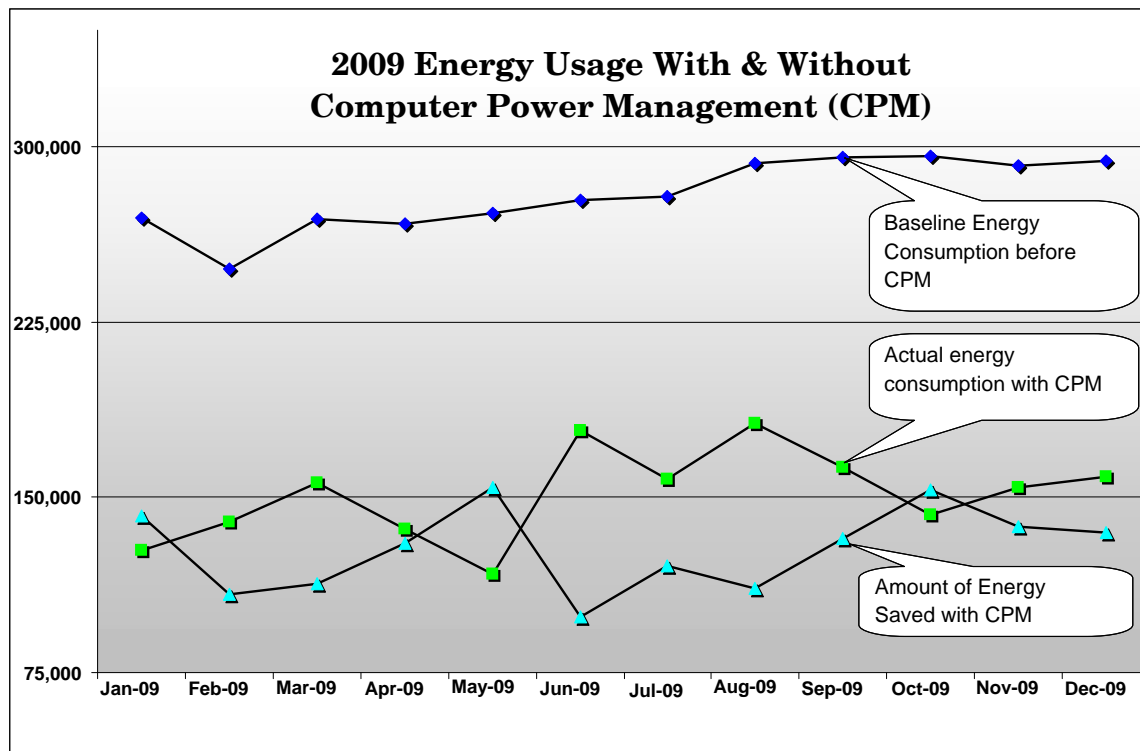
Governor Schwarzenegger's *Green Building Initiative* Executive Order also called for reducing the electricity consumption in state buildings 20% by 2015. To reach that goal, DMV has embarked on a number of programs and partnerships while continually evaluating new products to reduce energy consumption.



Computer Power Management (CPM) Initiative

One of the most innovative solutions implemented to date has been usage of the **Personal Computer (PC) Power Management Software**, which has nearly cut DMV's monthly energy usage by personal computers in half since implementation in January 2008. The **Computer Power Management Initiative** is an in-house energy management solution that uses existing software programs to aggressively move computers into more *energy-efficient mode*, when not in use.

DMV also uses state-of-the-art network servers and is now researching *virtualization technology*, which should cut DMV's energy usage even more in the near future.



DMV has already seen substantial savings from its Computer Power Management Initiative (CPM) in its second year of operation. Even with an increasing number of computers in use and thus baseline energy consumption, CPM has allowed DMV to lower its overall energy consumption with substantial energy savings.

DMV Energy Savings with CPM in 2009
(In kWh)

Month	Baseline Energy Consumption	Energy Consumption With CPM	Energy Savings
January	269,608	127,399	142,209
February	247,807	139,357	108,449
March	269,108	156,124	112,984
April	266,898	136,335	130,564
May	271,555	117,376	154,179
June	277,422	178,607	98,815
July	278,692	158,011	120,681
August	292,905	181,587	111,318
September	295,566	162,921	132,645
October	296,231	142,851	153,380
November	291,816	154,532	137,284
December	293,933	158,957	134,975

DMV is now on track to save just under 1.5 million kilowatt hours annually, reduce electricity costs by just under \$200,000.00 per year, and avert the release of nearly 1.9 million pounds of greenhouse gas emissions into the atmosphere each year.

Participation in this program helped DMV become the first California state department to join the *Energy Star PC Power Management Campaign*, an initiative whose other charter members include *Dell Computer, Fox Entertainment Group, Hewlett-Packard, and Microsoft*. The campaign later honored DMV as a *Charter Participant* in the **Low Carbon IT Program**.

DMV Green “Tip of the Week”
“Switch to Rechargeable Batteries”

With the increased popularity of portable electronic devices such as video games, music players, and electronic children’s toys, we are using more and more batteries.

Consider giving a battery charger and supply of rechargeable batteries with any electronic game or toy you give as a gift this year. Besides being good for the environment, rechargeable batteries will also save them money!

- Weekly “Green Tip” e-mail sent to all DMV employees on December 23, 2009



Energy Conservation

During periods of peak energy use such as prolonged summer heat waves, DMV and other state agencies put conservation measures, sometimes referred to as *voluntary curtailment measures*, into effect in offices across the state to cut consumption by up to 25%. The measures require employees to turn off non-essential electrical equipment, reduce overhead lighting by 50%, set thermostats to 78 degrees, keep doors and windows closed, and close window blinds to block direct sunlight, or open them to eliminate the need for overhead lighting.

DMV and the “Million Solar Rooftops” Plan

The **Department of Motor Vehicles** is pioneering the use of electricity generated from *photovoltaic* (PV) solar panels at offices in both **DMV San Ysidro** and **DMV South Sacramento Field Offices**. These pioneering experiments have been promising and have led to other such installations at the **DMV Tracy Field Office** and elsewhere. Both systems are part of *Governor Arnold Schwarzenegger’s Million Solar Rooftops Plan*, which aims to provide 3,000 megawatts of additional clean energy while reducing greenhouse gas output by three million tons.



The Department is also pursuing a program that would install small solar panel systems in state-owned field offices by the end of 2010.

The use of solar panels is another example of DMV’s continuing efforts to incorporate energy and resource strategies while producing monetary savings for California’s taxpayers. Additionally, generating solar electricity has the potential to make a significant contribution to DMV’s future energy needs.

Solar Panels at Tracy Office Reduce Carbon Footprint

The architects and project managers for the new **DMV Tracy Field Office**, were presented the **Design Excellence Award** at the Sierra Valley Chapter of the *American Institute of Architects* bi-annual awards banquet. The Tracy Field Office, which opened for business in December 2008, sought a *USGBC (LEED) Silver Certification* but was instead awarded the more prestigious **LEED Gold Certification**, the second highest award available.

In this award winning facility, the architects built in some of the most innovative educational features ever installed in an office building. Certain parts of the construction offer windows into the outer walls showing how recycled denim materials provide insulation, key features are explained throughout the lobby area under natural lighting with warm coloring that makes the office a pleasant environment for the DMV staff and customers. On the roof, solar panels help to reduce the office’s carbon footprint; thereby reducing the greenhouse gas emissions in accordance with *Executive Orders* from *Governor Schwarzenegger*.

DMV is currently working on the new **DMV Stockton Field Office**, which is scheduled for completion in 2010 and will include many of the environmentally friendly features from the Tracy facility.

Ongoing Energy Efficiency Strategies

In 2008, the **United States Environmental Protection Agency (EPA)** awarded DMV an *Energy Star Award* for substantial reductions of greenhouse gas emissions. The department has made a concerted effort to purchase *Energy Star*-rated office equipment and enacted a policy to ensure that all future equipment be *Energy Star* compliant when feasible.

The Department has also:

- Conducted an **LED Task Lighting Demonstration Project** with the *California Lighting Technology Center* at UC Davis, piloting a system for overhead and task lighting for department-wide use.
- Educated employees about using **Energy Saver Features** on office equipment including copy and fax machines, helping to dramatically reduce energy usage.
- **Purchased motion sensors and automatic switches** allowing lights to automatically turn off after a certain period of inactivity.

DMV has partnered with a coalition of investor-owned utilities throughout the state to initiate a rooftop mechanical system “tune-up” program at 43 DMV field office locations within the territories of participating providers. With rebate incentives and labor provided by the utilities, HVAC system technicians measure the performance of mechanical systems, make adjustments, and implement cost-effective efficiency measures, which will result in substantial energy and cost savings.

The Department uses the following energy conservation measures for facility maintenance projects:

- **Energy-efficient lighting systems** are specified when replacing existing inefficient systems. Since 1998, DMV has completed more than 50 lighting retrofit projects.
- **Energy-efficient mechanical systems and automated control systems** are specified when replacing existing systems. Since 1998, DMV has completed more than 40 major mechanical system repair and replacement projects.
- **Energy-efficient roofing materials** are used when replacing less efficient materials. Since 1998, DMV has completed more than 30 energy-efficient roofing systems.
- **Motion sensors and surge protectors** are required for all offices and workstations where task lighting and monitors can shut off automatically upon non-occupancy.

Depending on funding availability, DMV will continue to modify facilities and procedures to implement the following energy conservation technologies and processes:

- Maximize use of outside air economizers to supplement mechanical refrigeration in air conditioning systems.
- Restrict high-demand start-up and use of major mechanical equipment (chillers, cooling towers, pumps, etc.)
- Decrease lighting loads by reducing overhead lighting where possible and continue ongoing lighting retrofit strategies.
- Continue the installation of energy-efficient mechanical systems, energy-efficient roofing systems, and automatic motion sensors.
- Purchase and install the most energy-efficient equipment as part of ongoing building maintenance and repair strategies.

6. Green Culture and Education

“Planting the Idea for Working, Living, Driving Green”



“Green Culture” Takes Root at DMV

A “Green Culture” has flourished at DMV, affecting all aspects of the department’s daily business. Through departmental programs, communication and more, DMV employees continue to look for new ways to care for the environment both at work and at home.

DMV Recognized As A Green Leader

DMV continues to be recognized for its commitment to being an environmentally friendly organization.

DMV won the **2009 Green California Leadership Award** in the category of *Green Culture*. The *Green Culture* award was given to the Department for its aggressive internal efforts to promote sustainable operations by *Green Technology*, an organization dedicated to encouraging environmentally-responsible business.

“Your award is especially noteworthy in view of the large number of submissions we received,” said Racquel Palmese, the Managing Editor of *Green Technology Magazine* which sponsored the contest.

Director George Valverde accepted the award on behalf of DMV at a special event celebrating the closing of the *Green California Summit and Exposition* in Sacramento.



DMV Director George Valverde receives a Letter of Appreciation from Green Technology Regional Director, Cindy Dangberg.

- Excerpt from February 2009 *The Spirit*, DMV’s employee newsletter

Spreading the Green Word

In order to communicate the value of “Going Green,” DMV has established a comprehensive, internal program to educate employees about Green issues. In 2006, the department established a “Green Team” which includes representatives from every part of the organization. In March 2007, DMV launched a “Green DMV” Intranet site to educate employees about Green initiatives, promote Green events, and recognize Green accomplishments. The department e-mails a “Green Tip of the Week” to employees and DMV’s employee newsletter features a regular “Green News” column.

The department encourages employees to keep reusable beverage containers at their

desks as an alternative to disposable cups. DMV supports water cooler clubs, encourages brown bag lunches, and takes other steps to help employees minimize consumption. DMV's Headquarters facility also offer child care services on-site, thus saving fuel and commute time, while giving parents the opportunity to see their children more often.



DMV Director George Valverde (center) is flanked by members of the *Executive Team & Facilities Operations & Management Support Branch* following the department's award of the **2009 Green Culture Award** at the annual *Green California Summit & Exposition*.

- Excerpt from April 2009 *The Spirit*, DMV's employee newsletter

DMV Environmental Events

The department also hosts celebrations for Earth Day, Bike to Work Week, and other environmental events.

The **DMV Earth Day Celebration** is scheduled every April and the 2009 Celebration was a great success. At one of the last Earth Day events, the department organized and celebrated the creation of the "Green DMV" logo with the participation of more than 600 DMV employees and representatives from vendors such as Pacific Gas & Electric, the Department of General Services, Regional Transit, and the El Dorado County Transit Authority.

The Earth Day event continues to provide resources and information to assist DMV employees from every level of the organization. The Department leads the way in

providing knowledge to reduce their impact on the environment by learning new ways to conserve resources and improve environmental efficiencies.

In May 2009, in honor of **National Bike Month**, DMV employees embraced the bicycle as a fun and useful alternative to their usual commute transportation. Employees who participated in the month's activities discovered that bicycling to work offers greatly reduced costs when compared to driving, reduces environmental impact, and provides an enjoyable form of exercise.

Activities sponsored by the Department included a Smart Cycling Clinic, presented by instructors certified by the League of American Bicyclists. Employees who attended were able to learn more about the benefits of cycling, safe and effective cycling techniques, route planning and how to select the necessary cycling accessories.

DMV also hosted a **Ride Your Bike to Work Day** with funding provided by the *Sacramento Transportation Management Association*. "We worked together with the *DMV Cafeteria* to provide a breakfast bag for the employees who rode their bikes to work," the *DMV Transportation Coordinator* explained. Employees who commuted to work by bicycle also received a free T-shirt for their participation. A number of employees have continued biking to work after discovering the opportunity at DMV.

DMV, a SWEL Place to Work

The Department was recently honored in 2009 with the **Sacramento Workplace Excellence Leadership (SWEL) Award** in the *Large Government Organization* category. "This award is a clear recognition of our employee focused commitment, as the DMV continues to emphasize career development and interpersonal improvement," said Director George Valverde.

The *Sacramento Area Human Resource Association* (SAHRA), which sponsors the award, were extremely impressed with the Department's training programs, including the **Analyst Training Program** and the **Leadership Development Academy**. Both programs partner the DMV with Sacramento area colleges as a way to develop important employee skills which help to create a happy and knowledgeable workforce with improved customer service skills.

The Bee was also impressed with the DMV's dedication to the community and to reducing its environmental impact. "The Department encourages volunteerism in annual charitable activities, including the *National Heart Walk and Breast Cancer Awareness*," wrote *the Bee*. "The Department works to reduce, reuse and recycle items such as electrical components, printer cartridges and paper."

DMV in the Green Community

The DMV is an active member of the wider green community among private and public service organizations. Not only does DMV seek to be a “Green” leader, but the Department actively promotes green culture at green conferences and events.

The Department’s participation and even leadership in the various communities to which it belongs have a wide-reaching influence.

California DMV’s Director George Valverde recently served as the Chairman of the Board of an important organization known as **American Association of Motor Vehicle Administrators (AAMVA)**.



The DMV booth with staff at the **2009 Green Technology Summit**. This same booth is brought to events around the state to educate customers about DMV services and promote environmentally friendly practices.

At the 2009 AAMVA International Conference in San Diego, the departmental representatives participated in a presentation on environmentally friendly business practices as well as hosting a booth on the same topic at the Conference.

These are just a few of the ways that DMV sets the example as a green leader in California.

DMV lends a hand in Yosemite Center upgrade

What does the DMV have to do with the cascading waterfalls, grazing deer and majestic trees of Yosemite National Park? Sales of Yosemite special interest license plates helped pay for half of a \$1.3 million makeover of the exhibits inside Yosemite’s Visitor’s Center, which have now been updated



With help from local elementary school students, officials from the Yosemite Fund and National Park Service unveiled the “kid height” displays, which highlight how geology, climate, fire, wildlife and people helped make the park what it is today. While half of the exhibits’ cost came from Yosemite license plate sales, the rest was made up through park entrance fees and private donations.

- Excerpt from July 2007 *The Spirit*, DMV’s employee newsletter

Supporting Environmental Programs

California offers a variety of personalized or “vanity” license plates. These “Environmental License Plates” raise hundreds of thousands of dollars for the *Departments of Fish & Game, Parks & Recreation, California Resources Agency, Lake Tahoe, State Coastal and Sierra Nevada Conservancies, Environmental Protection Program*, and other governmental entities.

In addition, DMV offers the following “Special Interest License Plates,” which raise money to fund various environmental causes:

- **Yosemite** – Trail repair, wilderness restoration, Visitor’s Center exhibits.
- **Coastal** – Adopt-a-beach, coastal cleanup, school camps.
- **Tahoe** – Bike trails, beach access, river, habitat and lake restoration.

Fees paid to DMV also fund air quality programs through the *Air Resources Board (ARB)*. California’s *Department of Transportation (Caltrans)*, receives 15% of DMV fees, which are used to fund highway and bridge construction and improvements, including *high-occupancy vehicle (HOV)* or carpool lanes, and managing water runoff.

Oxnard employee greens her office



Oxnard employees got a little help in spreading their “green” message from one employee’s 13-year-old grandson.

It all began when office manager George Torres challenged his employees to wear green for their Green Tuesdays. Licensing Registration Examiner Patricia Rivera mentioned this to her grandson, Alex; he took it to a whole new level.

Alex and Rivera created slogans, pictures and art celebrating the green ideal and made them into a collage that is attached to the office bulletin board. Now employees and customers are encouraged by their creation to do their part in helping to make our planet green.

“Pat created an atmosphere of positive energy in the office when she displayed her project,” said Torres.

Torres also said that employees have created an office recycling program for aluminum cans and plastic bottles and are using the money they net for their employee fund.

- Excerpt from May 2008 *The Spirit*, DMV’s employee newsletter



Shuttle Drivers **Leonard Hazewood** and **Tony Sims** were recently recognized by *DMV Director Valverde* for the outstanding customer services they provide to DMV employees.

- Excerpt from December 2009 *The Spirit*, DMV's employee newsletter

Increasing the Use of Public Transportation

DMV makes it economical and easy for employees around the state to commute using energy-efficient public transportation.

Employees who take *Light Rail*, catch a bus, ride the train, carpool, vanpool, bike, or walk to work, save money. The use of public transportation also reduces their impact on the environment and they feel more relaxed at the end of their commutes.

Many commuters save even more as the state provides 75% of mass-transit costs up to \$65 monthly.

The Department provides a shuttle service to drive Headquarters employees

both to and from Sacramento Regional Transit (RT) Light Rail stations and bus stops. RT makes public transit bicycle-friendly by providing bike racks on both buses and trains all day, every day of the year.

DMV Green “Tip of the Week” Beware of the “Vampire Mode”

Electronic devices in standby, or “Vampire Mode,” use about 5 percent of all the energy consumed in the United States each year. It's surprising how much energy a cell phone charger, computer, DVD player, or small kitchen appliance consumes when it is turned “off” and not in use, but still plugged in. Even when not in use, they still use energy when plugged into an electrical outlet. We can really make a difference by unplugging these devices when not in use. An easy way to do this is to plug one or more devices into a “power strip” that allows you to switch off the electricity to those devices.

- Weekly “Green Tip” e-mail sent to all DMV employees on July 14, 2009

7. DMV Awards

This section provides a sampling of the awards that DMV has received in recognition of its ongoing commitment to “Green” programs and policies.



Green California Culture Award - 2009
Green California Commendation - 2008
Green California Leadership Award - 2007
Green Technology Organization

The *Green California Leadership Awards* for outstanding leadership and environmental achievement are selected on the basis of extensive questionnaires submitted to the *Green California Leadership Awards* advisory panel. Nominations are evaluated against criteria including innovation, problem-solving, relation to specific goals of state laws, executive orders or mandates, measurable results and demonstrated benefits to human beings or the environment.

LEED Gold Certification Award

United States Green Building Council (USGBC)

DMV Tracy Field Office

- 2009

DMV San Ysidro Field Office

- 2007

The *Leadership in Energy and Environmental Design (LEED) Green Building Rating System™* encourages and accelerates global adoption of sustainable green building and development practices through the creation and implementation of universally understood and accepted tools and performance criteria.



City of Riverside Beautification Award

City of Riverside

Greater Riverside Chambers of Commerce (GRCC)

Keep Riverside Clean and Beautiful (KRCB)

DMV Riverside East Field Office

2009

Awards are presented by the *Mayor of Riverside* to buildings and facilities within the *City of Riverside* that capture outstanding landscape, cleanliness and curb appeal.

Architect's Institute of America

- Design Award

Architect's Institute of America (AIA)

DMV Tracy Field Office

2009

The AIA has long recognized individuals and organizations for their outstanding achievements in support of the architecture profession.





Sacramento Workplace Excellence Leadership (SWEL) Award

The Sacramento Bee Newspaper
2009

DMV received a *Sacramento Workplace Excellence Leadership (SWEL) Award* in the *Large Government Organization* category from the *Sacramento Area Human Resource Association (SAHRA)*, for its personnel, training, and environmental policies.

“Best Application Serving the Public” Award

Government Technology Magazine
Audio Version of the California Driver License Handbook
2008



Government Technology is the national magazine of record covering solutions for state and local government in the information age. Through in-depth coverage of IT case studies, emerging technologies, and the implications of digital technology on the policies and management of public sector organizations, *Government Technology* chronicles the dynamics of governing in the information age. *Government Technology Awards* represent excellence in public governance. *Government Technology* is a division of e.Republic.



Energy Star Award

US Environmental Protection Agency
2008

Each year, the *US Environmental Protection Agency (EPA)* and the *US Department of Energy (DOE)* honor organizations that have made outstanding contributions to protecting the environment through energy efficiency.

Outstanding Environmental Leadership Award for Energy and Resource Conservation

American Association of Motor Vehicle Administrators (AAMVA)
2008



American Association of Motor Vehicle Administrators

AAMVA Awards foster a tradition of excellence in the motor vehicle and law enforcement community. *AAMVA Energy & Resource Conservation* awards recognize outstanding service in providing measures and initiatives that reduce energy or resource consumption.

San Diego Gas & Electric
Sustainable Communities Program Award
SDG&E
2006



San Diego Gas & Electric (SDG&E) presented DMV with a \$13,815.00 incentive check, as part of the utility's innovative *Sustainable Communities Program* which provides funding to deserving public and private entities to further promote Green building endeavors.



San Diego Excellence in Energy
(SANDEE) Award
San Diego County
DMV San Ysidro Field Office
2006

The *San Diego Excellence in Energy* (SANDEE) Awards recognize outstanding projects and activities that have achieved significant energy savings and/or contributions toward the goals of the *San Diego Regional Energy Strategy 2030* through the implementation of energy efficiency, energy conservation, renewable energy measures, and CO₂ reduction in *San Diego County*.