

A Partnership Between:























With Facilitation by:







2012 Rain Barrel Program Report

Administered and Written by: Franklin Soil and Water Conservation District

For: Partnering Municipalities

After the completion of our second season of the GreenSpot Rain Barrel Program, all of us involved would like to say Thank You! To Columbus Mayor Michael B. Coleman; to the Columbus Department of Utilities, Anita Musser, and staff; to the Franklin County Commissioners Paula Brooks, Marilyn Brown and John O'Grady for unincorporated Franklin County; to our municipal partners Canal Winchester, Gahanna, Hilliard, New Albany, Reynoldsburg, Upper Arlington, Westerville and Worthington; to the watershed groups Friends of Alum Creek and Tributaries (FACT) and Friends of the Lower Olentangy Watershed (FLOW), and Metro Parks whose volunteers and staff conducted workshops; and mostly to the households, who participated in the program.

Overview

The City of Columbus has a variety of efforts organized to provide conservation and sustainability message and resources to residents and businesses. These programs include Get Green Columbus, Project Clean Streams, and GreenSpot initiatives. In 2011, a pilot rain barrel program was expanded through a partnership established by Mayor Michael B. Coleman with Franklin Soil and Water Conservation District, local watershed groups, and EarthMinded (a subsidiary of Greif, Inc.).

The rain barrel program began to take shape in 2009 as EarthMinded designed a new rain barrel- one that was easy to install, functional and attractive. The City of Columbus was given the opportunity to disperse free barrels to residents in one Columbus neighborhood to test the equipment and monitor results. The *RainStation* barrel proved to be both popular with residents and a great outreach tool for stormwater management. With support from the City of Columbus, Franklin Soil and Water administered the continuation of the rain barrel program, embarking on research and logistical development, leveraging further funding, and building a unique experience by working with partners to educate residents about stormwater and water conservation.



"Gateway" Best Management Practice

The EarthMindedTM RainStationTM is a simple-to-use and attractive rain barrel for home rainwater collection and storage. The large capacity, 45-gallon rain barrel connects to your downspout and automatically collects runoff water from your home's roof. Collecting rain water allows for water urtility savings for home gardeners, and is a the perfect "gateway" storm water best management practice. The rain barrel program highlights these important points and introduces participants to concepts such as cisterns and rain gardens as additional practices homeowners can employ.



On June 29, 2011 the Columbus GreenSpot Backyard Conservation Program was launched by Mayor Michael B. Coleman, Councilmember Eileen Paley, Franklin Soil and Water Director Jennifer Fish, and representatives from Greif, Inc. (EarthMinded) and watershed groups at the Marion Franklin Community Recreation Center. The rain barrel program was branded using Mayor Coleman's successful public education tool, GreenSpot. The GreenSpot program encourages residents and businesses to go through an application process to commit to a series of behaviors and behavior changes to benefit the environment.

For 2012 we worked with Greif, Inc. (EarthMinded) on design features for an improved rain barrel. The new design features a planter lid, and a better seal to prevent and reduce mosquitoes. This offer exclusively available to participating municipal partner residents and GreenSpot members allowed for the purchase of one 45 gallon rain barrel per household at the discounted rate. Barrels were purchased in volume at a discount allowing savings to be passed along to residents (barrels valued at \$119 were sold at a cost of \$50). In order to obtain the barrel, residents had to attend one of 21 in-person rain barrel workshops. Workshops were led by local non-profit watershed groups which enabled them to reach potential members and provided the groups revenue to help carry out their mission. In addition, an online option was designed by Franklin Soil and Water to allow participants to watch a rain barrel installation video, observe a slide show discussing stormwater, water conservation, the benefits of rain barrels, and take a quiz allowing residents access to purchase a barrel through PayPal in lieu of attending a workshop. Franklin Soil and Water Conservation District's 2012 goal was to expand our partnership and outreach to communities within Franklin County. The program ran from the launch date of April 2, 2012 until November 2, 2012, allowing for seven months for residents to take part.

Program Actions

The following responsibilities were laid out for the program partners allowing for clear directive. As a pilot program for Franklin Soil and Water and partners, it was important to establish and maintain a framework and keep an open line of communication.

Municipal Partners provided:

- Compensation to Franklin Soil and Water in the form of operational grants.
- Advertisement of the program and educational components through the Department of Public Utilities billing and summer newsletter, GreenSpot and Facebook pages, DPU webpage's, and municipal partner's webpages.
- Review and consultation on all outreach materials produced by partners.
- Receipt, including unloading, storage of rain barrel shipments at city facilities.

Franklin Soil and Water in cooperation with watershed groups provided:

- Outreach and advertising avenues through watershed group websites, Facebook, and neighborhood networks.
- Workshop facilitator(s) attendance at a train-the-trainer session given by Franklin Soil and Water.
- Workshop facilitation including sign-off sheet/tracking, presentation, distribution of vouchers and barrels and return of unclaimed rain barrels to Franklin Soil and Water office.

Franklin Soil and Water Conservation District provided:

- Matching program funds and procurement of rain barrels through conservation funds.
- Workshop scheduling and venue procurement.
- Educational and outreach materials with partner logos.
- Administrative needs including registration, material ordering and distribution, record keeping, reporting and progress tracking.
- Assistance on e-mail and phone calls with landowner questions and concerns.
- Funding to watershed groups for facilitation of workshops and training to members facilitating workshops.
- Development of a Web page complete with Web-based educational media, quiz, and registration ordering system that facilitated online, at-leisure workshops.
- Advertising through Franklin Soil and Water's Web site, newsletters, press releases, Facebook and bi-monthly updates to partners.
- Pick-up of rain barrels at city facilities, storage of barrels, and delivery to workshop venues.
- Facilitation of debriefing meeting with partners as a means of disseminating information on program needs and methods.
- Progress reports to the city and final 2012 program report.

Benefits

The primary benefit of this effort was that residents were actively engaged in stormwater education. By making a conscious decision to purchase and install a rain barrel, they were more likely to be open and receptive to learning more about other actions they can take to protect water quality and conserve water. This opportunity was recognized and capitalized on by requiring some form of participation in a workshop, in person or online. This directly supported existing partnering community initiatives and stormwater permit requirements.

The program used existing watershed organizations and local government partnerships as a ready-made opportunity to reach a large number of residents over a short period of time. This was a straightforward partnership for the reason that each partner had a common end goal; water conservation and stormwater outreach. Residents benefited through savings with the purchase of the discounted barrel, savings in their water bill, and education on stormwater problems and solutions would be a secondary benefit and overall purpose of the program.

This effort provided repeated conservation messages to increase knowledge retention. Residents received consistent educational messages twice (once through GreenSpot, once through rain barrel workshops – in-person and at-leisure).

A diverse audience was reached by distributing materials and hosting workshops at city libraries evenly distributed throughout the county, and at-leisure workshops on the internet, ensuring easy access to the program for all its residents.

Franklin Soil and Water Conservation District benefited by meeting its goal of having an active and effective backyard conservation program and a strong, ongoing relationship with watershed groups and local government. This reduced effort duplication and, funding costs, and improved communication and coordination between local organizations working toward similar objectives.

The GreenSpot Rain Barrel Program benefited watershed groups by building on their previous experience with education and rain barrel use and allowed exposure to the watershed group name and membership drive. The program also provided reimbursement funds to the groups for facilitating workshops allowing them resources to continue outreach to local residents.

Results 2012

The 2012 GreenSpot Rain Barrel Program for rain barrels was a tremendous success. The stormwater and water conservation message was received very well by the community and interest provoked throughout central Ohio in continuing the program into the future. Throughout the program, the outlined partners came together to reach for a common goal of educating households on stormwater, water conservation, and problems and solutions associated with these topics.

Franklin Soil and Water was able to develop a framework that will produce efficient use of time and resources and aid in leveraging resources and partners, including additional grassroots groups and civic associations, MS4 municipalities, and the inclusion of the water-minded business community within the model in subsequent years. The hours for the pilot, including research and development, program management and administration, and outreach, established a foundation for future program development and marketing.

Barrel Distribution and Education Numbers

Franklin Soil and Water and partners were successful in dispensing **964 rain barrels** (translates to number of households) at a reduced rate through the combination of 12 in-person workshops (97 barrels) and online at-leisure workshops (867 barrels) (*Appendix A with map*). There were 9 workshops that had to be cancelled due to lack of registration. The conservation and stormwater educational message reached additional numbers of residents (approximately 75-100 additional) during the 9 in-person workshops, where it was reported by watershed groups that households included a guest to participate at workshops.

Outreach and Education

In order to get the program and conservation minded message out, a multitude of media was produced for residents to utilize. Franklin Soil and Water with the help of partners was successful in producing:

- One Website, GreenSpotRainBarrels.org, as a platform for the program.
- One slide show for in-person workshop and one slide show tailored for online at-leisure with updated and enhanced graphics for 2012.
- One stormwater and water conservation quiz for use for the at-leisure workshop. This online
 option offered a one-of-a-kind experience, potentially the first in the country, that offered
 educational components paired with an incentive-based examination on what the user learned.
- One in-person workshop registration form with branding and logos for online and mailer use.
- One handout on rain barrels with branding and logos, reinforcing the conservation and stormwater message, for use at in-person and at-leisure workshops.
- One "Frequently Asked Questions" flier describing the details and requirements of the program. The flier was made available online.
- One poster with branding, logos, and QRC code for smart phone savvy consumer use, detailing
 the program and highlighting the benefits of the educational components for NPDES permit use.
 The poster was displayed at the Mid-Ohio Regional Planning Commission's Center for Energy &
 Environment Summit on Sustainability & the Environment and at EcoSummit that both occurred
 in October of 2012.
- One flier with branding and logos for distribution to Columbus Metro Libraries detailing the basics of the online at-leisure workshop.
- "All Sides with Ann Fisher" radio spot aired twice; first live on April 16th and second as a rerun on June 25th, highlighting the GreenSpot Rain Barrel Program.
- The City of Columbus Get Green 2011 Year in Review highlighted an article about the GreenSpot Rain Barrel Program.
- The City of Columbus Department of Utilities Summer "Utility Update" detailing both the water conservation and stormwater message and the GreenSpot Backyard Conservation Program for rain barrels were mailed throughout the course of the billing cycle.
- WHERE ELSE WAS THIS ADVERTISED??? I THOUGHT OTHER MUNICIPLE PARTNERS PLACED IT ON THERE WEBSITES< ETC??? Blendon Township, Sharon Township newsletters, Westerville Parks Page, What did other partners do to get the word out?? How can this be better tracked???
- Municipal partners, and watershed groups FACT and FLOW advertised workshops on their websites as well as sent targeted emails and mailings, in conjunction with our office advertisements and targeted emails.
- Participants of the program received a calendar reminder from Franklin Soil and Water
 Conservation District, discussing the importance of emptying rain barrels for maximum
 conservation-stormwater benefit and to control any mosquito concerns, as well as to remind
 participants to disconnect barrels during colder months to avoid freezing and potential cracking.
- Press releases were sent to all major media outlets (*Appendix B & C*).
- Targeted emails and phone calls were made to civic associations, neighborhood liaisons, home owners associations, nonprofit organizations, community garden groups and local This Week community newspapers about the GreenSpot Rain Barrel program.
- Online targeted advertisement through the Columbus Dispatch Digital network from June 6 June 11, 2012, including the digital network partners of The Columbus Dispatch.com, 10tv.com, ONN, Alive!, 97.1 The Fan, This Week Community Newspapers, TheBag, Columbus Parent, Fronteras, Capital Style, EasyColumbus.com, Central Ohio Home & Garden, and OH Get It.

Online Education

The online educational option allows the user a unique experience to learn about water utility savings and storm water benefits rain barrels provide. Once the slide show conclude, the user is prompted to take and pass a short quiz, before payment for a discounted barrel.

For more information on the program please go to:



www.GreenSpotRainBarrels.org



Online Program Trends

During the 2011 program online search trends for rain barrels were recorded with the intention of creating a baseline and facilitating the placement of Columbus in the top ranking of searches for rain barrels. Columbus ranked second for online searches in metro areas behind Portland in 2011. Unfortunately for the 2012 season Columbus fell out of the top ten search rankings, with Seattle, Chicago, Atlanta, Philadelphia, and Washington DC rounding off the top five. Trends reveal that interest in rain barrels peaked within the Columbus metro area in 2010 with a sharp decline in 2012. This same trend holds true throughout Ohio and even top ranking metro areas across the country with peak interest occurring in 2009 throughout the U.S.

With updates to the online program, GreenSpot Rain Barrel website and presentation for the 2012 season, Franklin Soil and Water employed the use of Google Analytics to track an overview of the audience participating in the online program (*Appendix C*). The webpage engaged 7,672 visitors over the course of the season, 6,850 of which came out of Ohio, 95% of which fell within the Columbus Metro area, and 730 visits from 49 of 50 States. The remaining 92 visitors to the webpage come from nations abroad, with Canada, the United Kingdom, Japan, India and Australia rounding off the top five countries to visit the GreenSpot Program.

One of the trends tracked under site usage was the use of technology to access this program. Mobile devices were used approximately 6% of the time. Approximately 80% of mobile use was through an Apple iPhone or Apple product. For consideration in the future with web upgrades for the program, it is noted that under browsers and operating systems used for accessing this program, that Internet Explorer was used the most (39%). Past design of the site was not always accessible using this noted browser.

Customer comments

A majority of feedback about the program by residents was positive. Participants expressed an appreciation for the opportunity to have access to low-cost rain barrels and that this was a community wide effort to expand awareness of the value of our water resources.

Complaints that were received included:

- Difficulty understanding how to access the website.
- Inability to purchase rain barrels if they were not in a participating community.
- Leaky faucet on the rain barrel and warped lids.
- Security concerns with providing credit card information through PayPal.

Franklin Soil and Water worked with residents to resolve complaints when possible. In a few cases, individuals came into the Franklin Soil and Water office and staff assisted them in viewing the presentation and taking the quiz online or assisted with registration and other concerns. Greif, Inc.

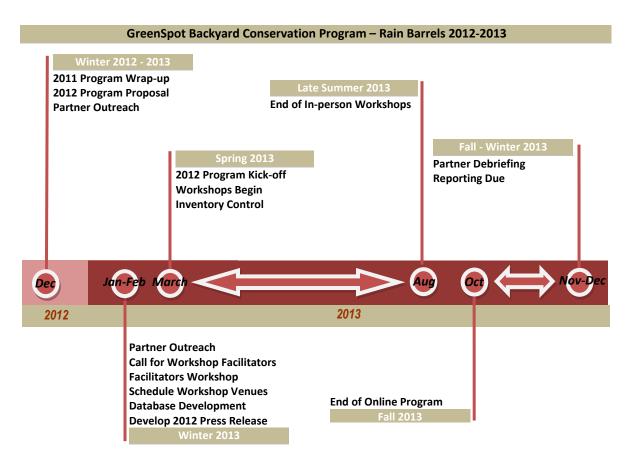
(EarthMinded) was contacted and came to our office with new replacement faucets to exchange on the rain barrels that had issues. The design team at EarthMinded worked with our office to solve the problem with warped lids. They adjusted shipping methods and manufacturing equipment to compensate and prevent future warping of the lids. Otherwise Franklin Soil and Water staff tried to provide an understanding of the complaints expressed and patiently explained the purpose and limitations of the program, as well as intentions to make improvements where we could for 2013.

Future Work and Considerations

Now that a framework and baseline have been established it is essential that partners understand how to move forward smoothly in the future. After the completion of the program in November there was a discussion with partners on what could be improved upon and simplified as we move forward for the 2013 season. The following was discussed for consideration:

Program Roll Out

The 2013 GreenSpot Rain Barrel Program for rain barrels will begin early in the season, April 2013, as our early roll out in 2012 was successful. The program will remain active until fall of 2013, to allow for roughly 6 to 7 months of participation. Many outdoor and gardening enthusiasts begin their outdoor activities early in the spring and are wrapping up activities before the first frost. A program schedule can be seen below.



Delivery of Barrels to Department of Utilities (DPU)

• DPU will continue receiving and unloading of shipments of barrels at the Fairwood facility given that the DPU is notified at least two days in advance of the delivery and given a time of delivery by the shipper. The City of Columbus has the right to refuse delivery of barrels without prior contact. This delivery system change as Franklin Soil and Water develops better storage options.

Inventory Control

- Franklin Soil and Water has agreed to improve upon a database for rain barrel inventory and management of outgoing barrels. This database will also tie into the program's mapping component, taking care to track addresses and zip codes.
- Franklin Soil and Water recommends that the program *continue* the one barrel per household policy to ensure that: inventory and storage can be better controlled; program costs stay relatively low; resale of barrels does not become a problem; we do not undercut local rain barrel distributors, and; we maximize the delivery of an educational message. It will be made clear that those household who have participated within the program over the last two years will *not* be eligible to purchase additional barrels in order to reach a new set of residents with the stormwater message.

Marketing and Outreach

- It was noted in 2011 that gardening groups, sustainability groups, and church green teams will be approached to partner with the program for workshop facilitation and as a target audience, and this is still relevant for 2012.
- Project partners will explore methods to reach out to economically disadvantaged communities, with the possibility of partnership with Habitat for Humanity and the Greater Linden Development Corporation.
- Going forward to 2013, efforts will be made to work with additional media outlets.
- Efforts will be made to update all outreach materials to include additional partner logos and updates to educational message.
- There is a notable correlation between media and outreach efforts and the numbers of participants that took part in both the online and in-person workshop. Google Analytics will continue to be utilized in the future program to continue to track any relationship between the two.

Workshops

- Consideration will be made for targeted workshops in conjunction with outreach to additional municipal partners.
- Franklin Soil and Water will ask that participants are registered 5 days in advance to allow for processing. Franklin Soil and Water reserves the right to cancel workshops if they do not meet a participant threshold per workshop location. In the case of cancelations, facilitators and registrants will be notified 3 to 4 days in advance. Franklin Soil and Water will work closely with watershed groups to ensure that the groups assist in marketing workshops to garner participant numbers to avoid these circumstances.
- For the program year 2012, a "youcher system" was developed for in-person workshops to be handed out to participants who may have been missing from the sign-in sheet and registration or payment was not received before the workshop date. This system will be continued and potentially expanded with targeted workshops. The voucher system will not be advertised for the program.
- As previously discussed, outreach to additional groups for inclusion of workshop facilitation will be made available.
- Facilitators asked about what to do in cases of workshop no-shows and extra barrels. Consideration will be given to this concern.
- Registration materials will be provided to facilitators complete with a sign-in sheet for
 participants to check off before the workshop, initial after the workshop and before exchange of a
 barrel.
- Notification to registrants on confirmation of registration to workshops was sent by email and/or by phone.

Web site

- The Web site, ColumbusRainBarrels.org, did undergo revision with clear and concise language, the addition of outreach materials, an update to the slide show educational message and quiz contents, and the addition of interactive graphics for a more dynamic experience. Continued revisions may be made to the 2013 web site to improve upon the system and outreach.
- Development of an online mapping component is still in consideration, so that residents can visualize the impact of the program. Franklin Soil and Water is in the process of exploring several systems in conjunction with other program areas that would aid in tracking the impacts of these programs, including the GreenSpot Rain Barrel program.

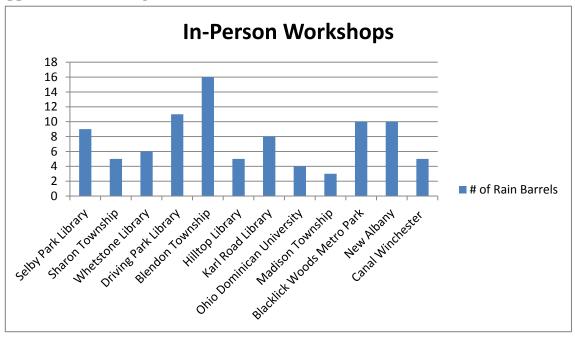
Customer Service

- Franklin Soil and Water will continue kept track of complaints and compliments.
- Franklin Soil and Water will work with participants of the program to ensure their satisfaction, offering replacement parts when necessary.
- A survey email has be developed for participants of the program to gauge satisfaction, to determine if the barrels were installed, and gauge interest in installation of additional BMP's in the future. Survey will reach participants across multiple years.

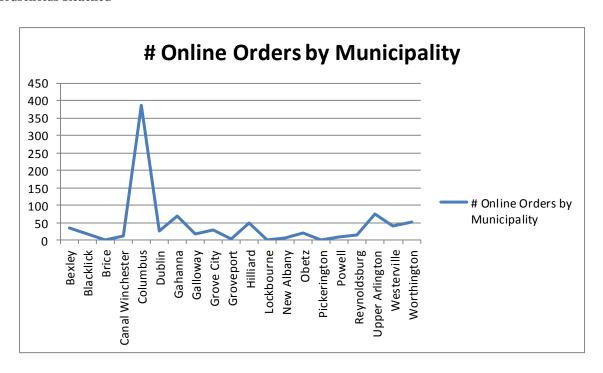
Continued Program Strengthening and Broadening the Impact

• In regards to future program needs, Franklin Soil and Water will continue with the commitment of strengthening the program through sustained research and partnership building and collaboration. Educational components for outreach will continue to be clarified in the manner and method they are delivered. The GreenSpot Rain Barrel Program has the potential to be expanded with new concepts that build on the rain barrel as a "gateway BMP" such as rain gardens and other green infrastructure. Throughout the continued program cycle Franklin Soil and Water expects to build on these program concepts to produce a proposal that will take the existing program into the next step from "gateway" BMP to residential green infrastructure; moving from education to tangible water quality solutions.

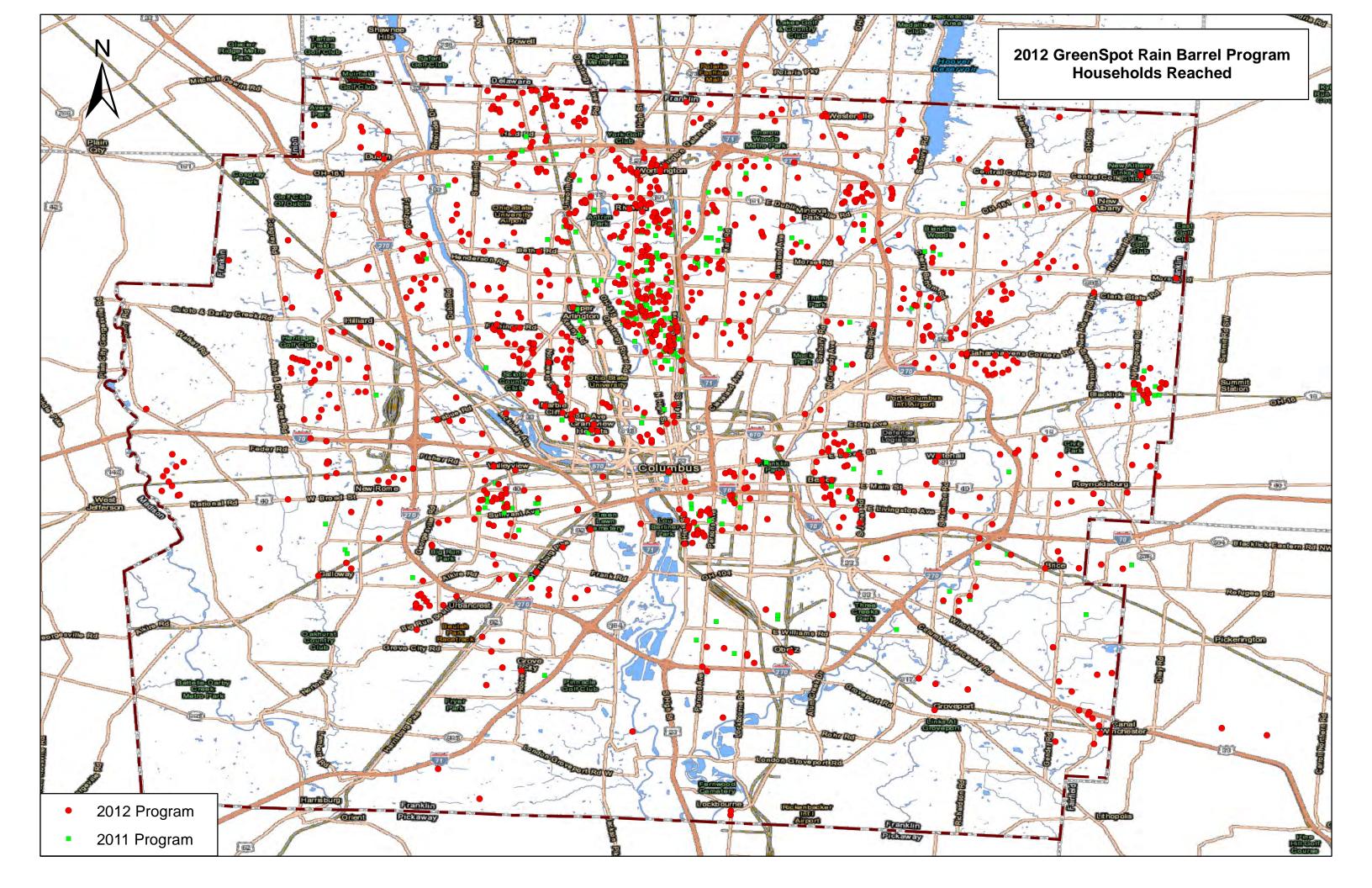
Appendix A: Workshop Results



129 Households Reached



867 Households Reached



Appendix B: Public Relations and Outreach

"All Sides with Ann Fisher"

WOSU Talk Radio Show, Featuring Ryan Pilewski Discussion on GreenSpot Rain Barrel Program and the Benefits of Rain Barrels Aired on 04/16/12 and 06/26/12

GreenSpot Program Flash Link Targeted Advertising *The Columbus Dispatch Digital Network Advertising* Ran from 6/4/2012 to 6/11/12

<u>City of Columbus Department of Utilities</u> <u>Get Green Columbus</u> <u>Community Events Calendar for Franklin County, Ohio</u>

^{*}Outreach does not include Facebook announcements from Franklin Soil and Water and partners.

Appendix C: Program and Outreach Materials





Registration Form available online, at Franklin Soil & Water office (mailer), & printed for libraries distribution.





Handout available through workshop and online for program participants.



FAQ sheet available on online home page of program



Press Release





Outreach Poster for MORPC Summit for Sustainability & the Environment and EcoSummit



Outreach Poster to Libraries



City Of Columbus Department of Utilities Billing Statement Insert on Program



Reminder Postcard

Visits City 4,667 1. Columbus 2. New Albany 492 3. Dublin 300 279 5. Hilliard 221 6. Westerville 203 7. Reynoldsburg 149 8. Grove City 88 9. Galloway 63 10. Pickerington 37 11. Cleveland 29 29 12. Lewis Center 24 13. Delaware 14. Cincinnati 18 15. Marysville 18 17 16. Newark 17. Blacklick 16 18. Northwood 16 19. Pataskala 15 20. Canal Winches 13 21. Akron 11 22. Dayton 11 23. Lancaster 11 24. Tallmadge 11 25. Strongsville 10

Online Program Visits- Google Analytics



Region		Visits	4
1.	Ohio		6,850
2.	Michigan		91
3.	Illinois		90
4.	New York		75
5.	Pennsylvania		39
6.	California		32
7.	Texas		32
8.	Florida		30
9.	Indiana		28
10.	Georgia		24









200 May 2012

June 2012

July 2012 ★ Apr 16, 2012 Anne Fisher

 ★ May 22, 2012 City of Columbus Billing

 ★ Jun 6, 2012 Digital Dispatch Campaign Start

 ★ Jun 11, 2012 Digital Dispatch Campaign End

 ★ Jun 25, 2012 Anne Fisher ReRun

 ★ Jul 13, 2012 City of Columbus Billing

 ★ Oct 25, 2012 EMAIL Blast

October 2012

August 2012 September 2012

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