

#### Transportation and Climate Change Resource Center

REAL SOLUTIONS FOR CLIMATE CHANGE

## How can State DOTs Communicate Climate Change and Energy Challenges to the Public?

DECEMBER 2, 2010

CONNIE ROSER-RENOUF, George Mason University

JOAN ROHLFS, Metropolitan Washington Council of Governments

LIZ HORMANN, Oregon Department of Transportation









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#### **Global Warming's Six Americas:**

Audience Segmentation for Effective Communication On Climate Change

DECEMBER 2, 2010



Presented by:

Connie Roser-Renouf, PhD Research Professor, Center for Climate Change Communication George Mason University

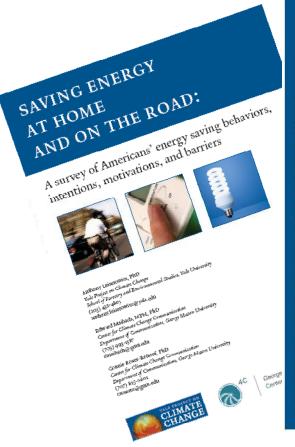


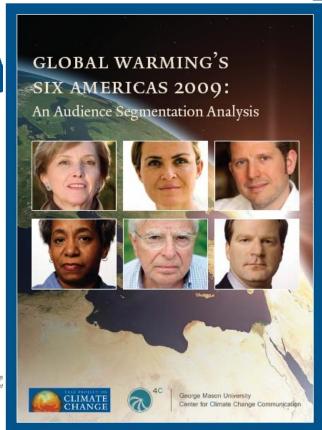


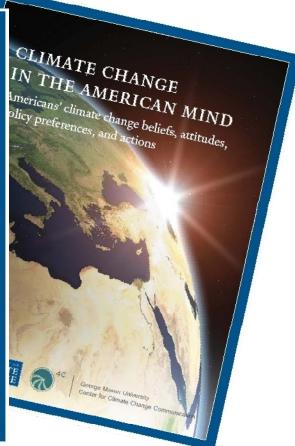




## Public Opinion Research on Global Warming Attitudes, Beliefs & Behaviors







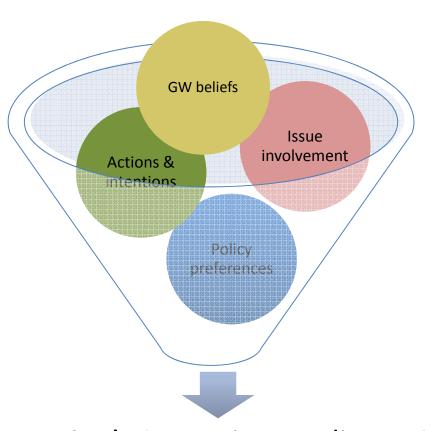






## People *differ* in their concern, their levels of knowledge, their values & beliefs

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Effective communications provide people with information targeted to their informational needs.

Global Warming's 6 Americas Audience Segments







### Global Warming's Six Americas Audience Segments



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**Figure 1:** Proportion of the U.S. adult population in the Six Americas

\*Proportion represented by area\*

Alarmed 18% Concerned 33% Cautious 19% Disengaged 12% Doubtful 11% 7%

Highest Belief in Global Warming Most Concerned Most Motivated Lowest Belief in Global Warming Least Concerned Least Motivated

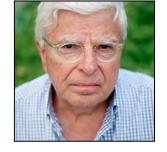
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### Change in Segment Sizes, 2008 - 2010





Highest Belief in Global Warming Most Concerned Most Motiveted Lowest Bellef in Global Warming Least Concerned Least Motivated

Proponent recovered to use

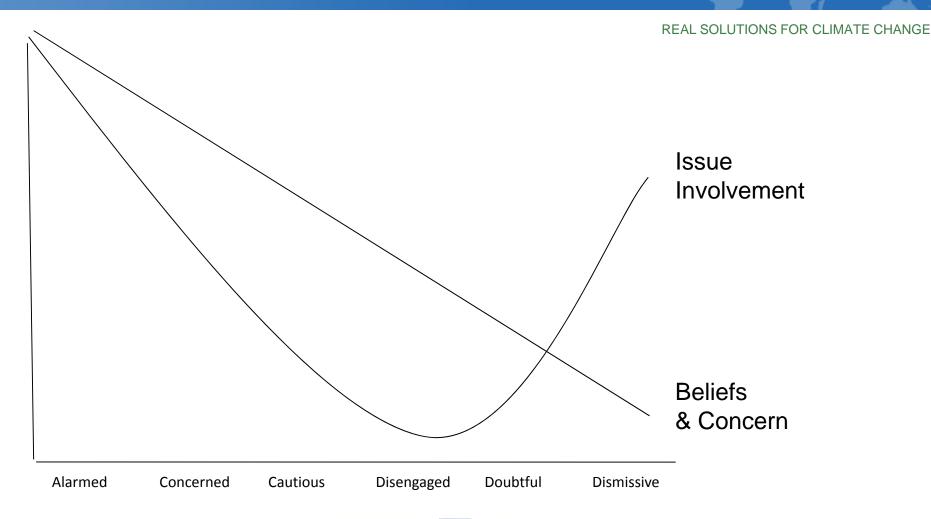
Source: Yale Projection Climate Change Communication







### Patterns Distinguishing the Segments

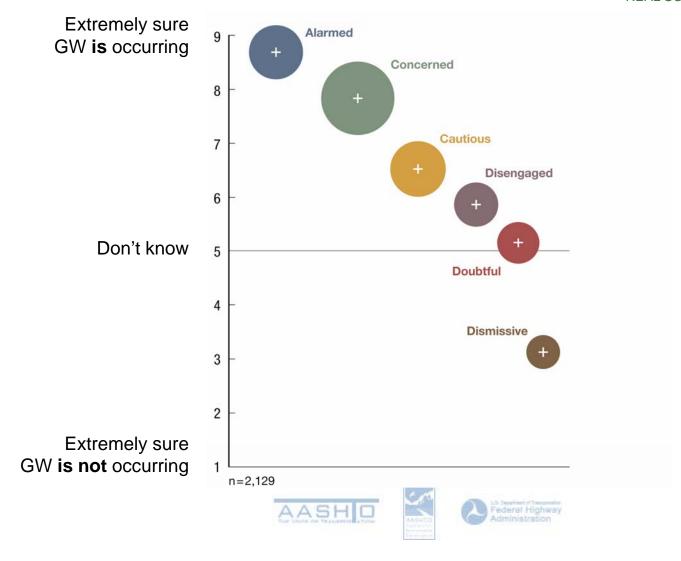




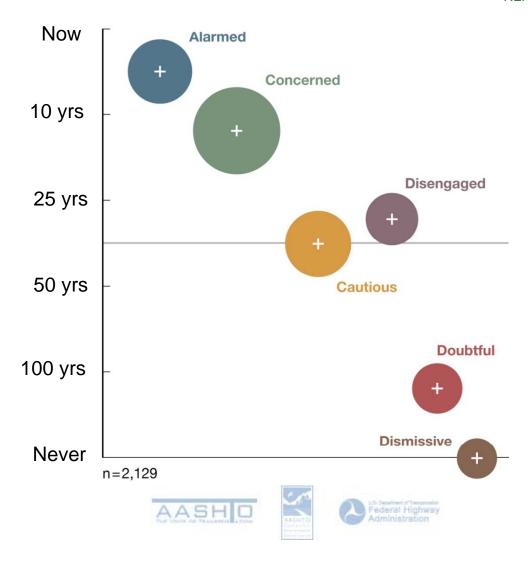




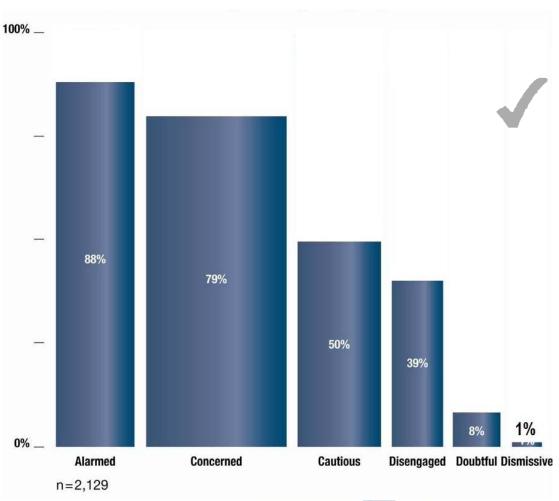
## Certainty about the reality of global warming



## When will global warming harm people in the US?



# Assuming global warming is occurring, what's causing it?



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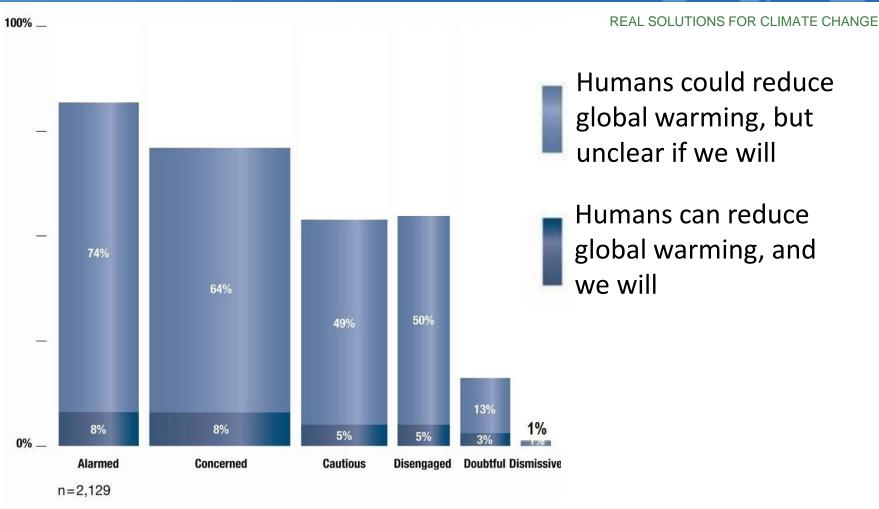
Caused mostly by human activities







## Can we reduce global warming?

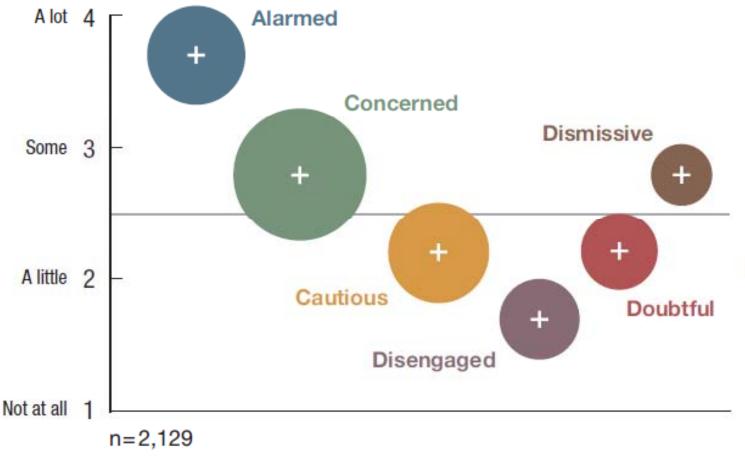








## How much had you thought about global warming before today?

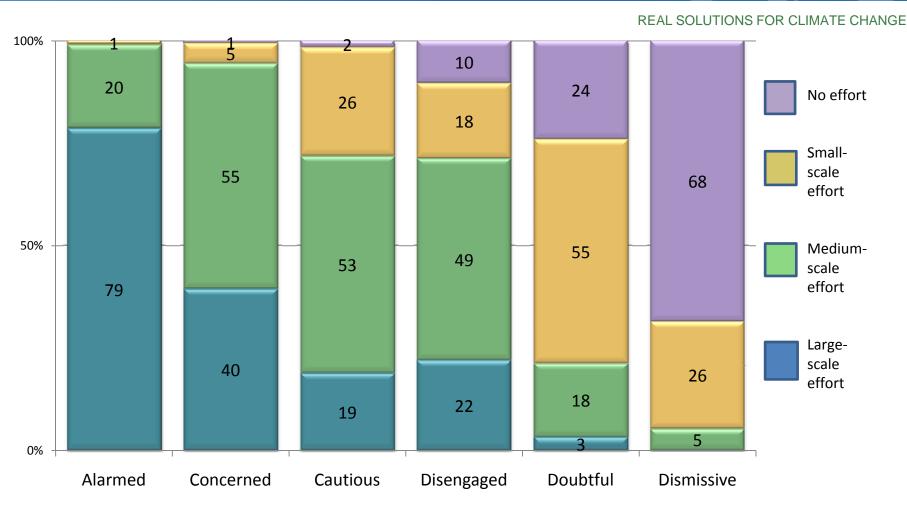








# How much effort should US make to reduce global warming?

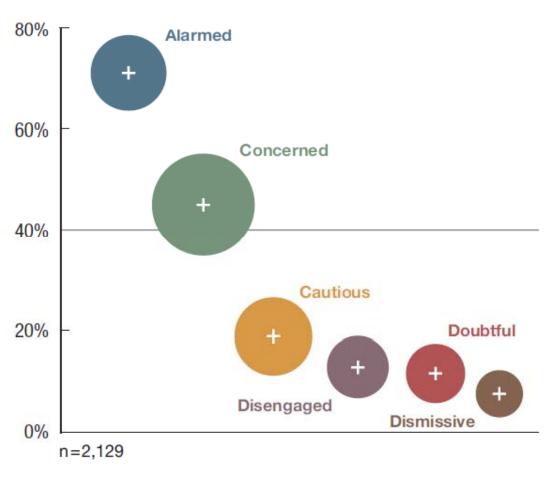








## Consumer Activism: Proportion that has rewarded companies that are taking steps to reduce global warming

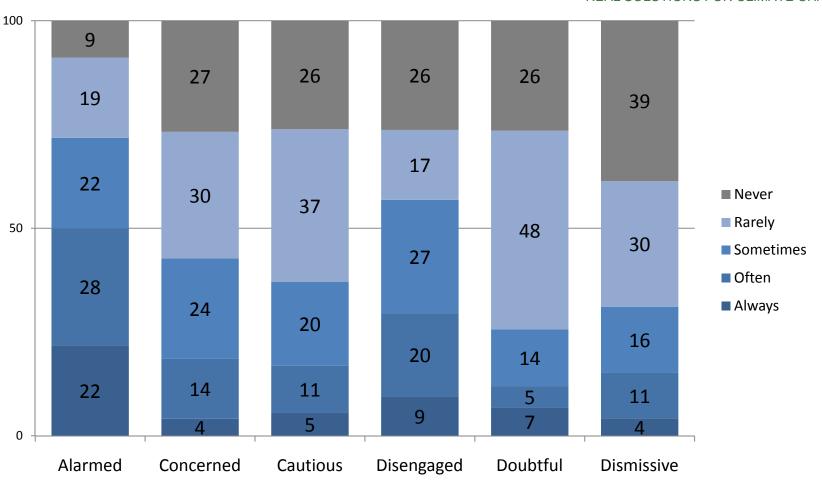








### How often bikes or walks instead of driving

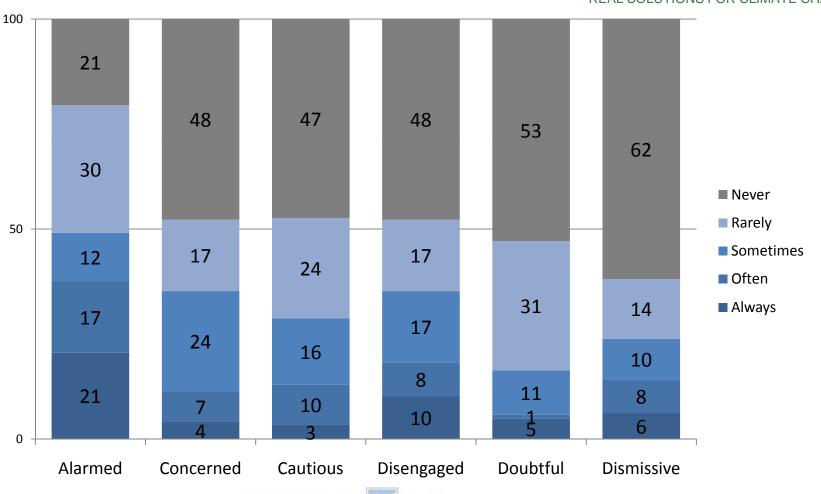








### How often takes public transportation

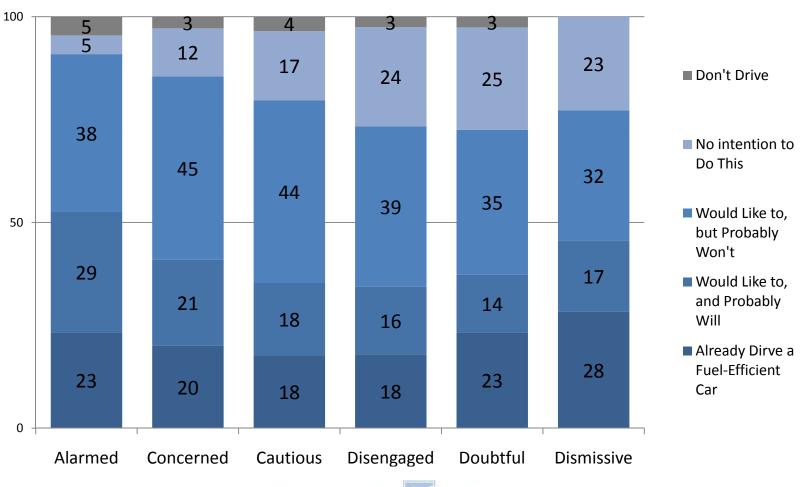








### Readiness to Purchase Fuel-Efficient Car









# What can we infer from these data? What do we know about social marketing to help us influence the 6 target audiences?

- Beliefs, issue involvement & policy support vary a great deal among the segments, but...
- Transportation behaviors do not.
- The same behaviors can arise from entirely different sets of beliefs.
- To change the transportation behaviors of the segments, provide them with the information & attitudinal support they need to build their desire to change.







#### **Alarmed Alice**

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I'm certain that global warming is real: very high

It will be bad for people: very high

People caused it: very high

People can fix it: very high

My actions make a difference: could but aren't



Focus on conservation behaviors and activism: Alice is an opinion leader.

Teach her what she can do, help her understand that it will make a difference, & encourage her to talk to others about actions we can take to reduce the threat







#### **Concerned Claudia**

REAL SOLUTIONS FOR CLIMATE CHANGE

- I'm certain that global warming is real:
- It will be bad for people:
- People caused it:
- People can fix it:
- My actions make a difference:

high

high

very high

high

could but aren't



#### Focus on what she can do & how it will help:

Help her understand the immediacy & human risks. She's willing to reduce her emissions, but doesn't know how & worries that it won't make a difference. Teaching her about the impacts of her actions will increase her reduction efforts.







#### **Cautious Carl**

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I'm certain that global warming is real: weak

• It will be bad for people: weak

People caused it: weak

• People can fix it: low

My actions make a difference: low



Normative messages may change what he does: Carl will follow the crowd. Don't talk about the number of people doing the wrong things – instead point out & praise the right actions. The more he believes others are concerned & are changing their behavior, the more he will as well.







### Disengaged Diane

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• I'm certain that global warming is real: low

• It will be bad for people: low

• People caused it: low

• People can fix it: low

My actions make a difference: low



Narratives may capture her: Diane isn't aware of the danger. She needs to understand the impacts on people here and now, for her children & for future generations. Try narratives that increase her emotional involvement with the issue using a female heroine who becomes aware & takes action to protect herself & her loved ones.







#### **Doubtful David**

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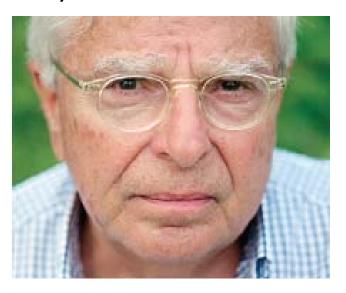
• I'm certain that global warming is real: divided opinions

• It will be bad for people: very low

People caused it: very low

• People can fix it: low

My actions will make a difference: low



Focus on energy independence, economic opportunity, and responsible stewardship: David is not likely to be persuaded on the issue, but may be influenced by framing in terms of his core values.







#### Dismissive Dan

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• I'm certain that global warming is real: very low

• It will be bad for people: very low

• People caused it: very low

• People can fix it: very low

My actions make a difference: very low



**Not a promising target audience:** Dan is unlikely to change his beliefs about climate change, but may be willing to reduce his energy use to save money.







## All 4C reports can be downloaded at: climatechange.gmu.edu

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The Yale Center for Environmental Law and Policy; the Betsy and Jesse Fink Foundation; the 11<sup>th</sup> Hour Project; the Pacific Foundation; and an RWJF Investigator Award in Health Policy Research from the Robert Wood Johnson Foundation.











#### Transportation and Climate Change Resource Center

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### **Model for Climate Communication:**Clean Air Partners

December 2, 2010

Presented by:



Joan Rohlfs Environmental Resources Program Director Metropolitan Washington Council of Governments







#### Outline

- Air Quality Communication Challenge, 1992
  - Metropolitan Washington Region AQ Planning
- Transportation and AQ agencies adopt Public Education Campaign
  - Ozone Action Days, Forecasting
  - Color-coded Ozone Map
  - Media Campaign, Surveys
  - Ride Free on Code Red
- Lessons Learned







# Metropolitan Washington, DC-MD-VA Air Quality Planning Region



- Approximately 3,000 square miles
- Includes 5.2 million people and 3.2 million jobs
- The Metropolitan Washington Air Quality Committee (MWAQC) develops SIPs for the Washington, DC-MD-VA Nonattainment area







## Air Quality Planning in Metropolitan Washington Region

- 1992:The Metropolitan Washington region was classified as a non-attainment area for ozone
- A regional air quality planning committee was certified by Maryland, Virginia and the District
- Members include 21 local governments, and the state air quality agencies and state DOTs (MDOT, VDOT, DDOT)







## Metropolitan Washington Air Quality Committee (MWAQC)

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## Effective coordination between transportation and air quality issues

- Overlapping membership between MPO and MWAQC local elected officials
- Coordination between transportation and air quality staff







## Air Quality Communication Challenges in the Early 90s

- Confusion between ground-level ozone and stratospheric ozone.
- Mandate to reduce ozone pollution in region
- Public unaware of their contribution to ozone pollution
- Common behaviors contributed to pollution (single occupancy driving, use of polluting consumer products)
- Engaging business community to act







### Collaboration: Air and Transportation

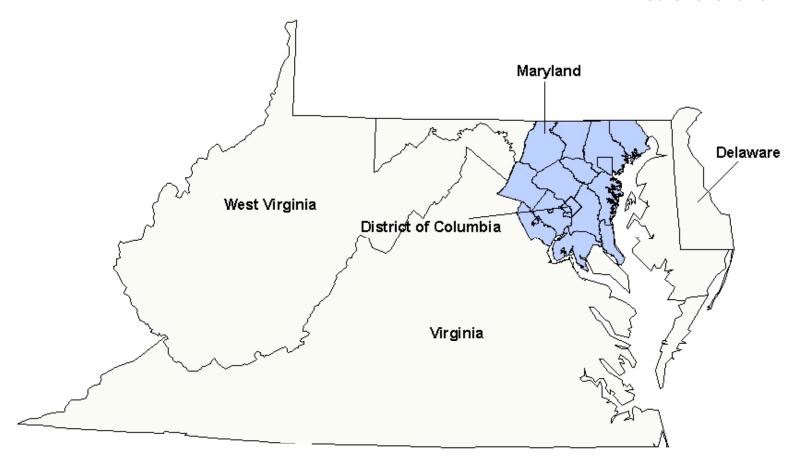
- A joint task force was created between MDOT, DDOT, VDOT and the state air agencies in MD, VA and the District
- State transportation agencies funded a joint public education/outreach campaign with private partners (utilities)
- Metropolitan Baltimore nonattainment area contiguous to Washington region, joined campaign







## Clean Air Partners Region









#### **ENDZONE** Partners

- ENDZONE Partners created to promote voluntary actions to reduce emissions (1995)
- Partnership consists of state air and transportation agencies, advocacy groups and major employers across the region.
- Funding from MDOT, VDOT and DDOT in the Washington and Baltimore regions to support the partnership.







### Public Education Campaign

- Purpose: Promote voluntary actions to reduce emissions
- Campaign:
  - Develop a daily air pollution forecast
  - Use color-coded forecast to convey health risk
  - Recruit employers to notify employees during episodes of bad air ("Ozone Action Days")
  - Develop summer media campaign (TV, radio)







### Color Coded Action Guide

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### AIR QUALITY ACTION GUIDE

Your "how to" guide for cleaner air

Air Quality Rating	Steps to Protect Your Health and Our Environment
GOOD 0-50	Enjoy the great outdoors.  Rather than drive - bike or walk when possible. Conserve energy. Replace incandescent bulbs with CFLs. Plant a tree to improve health and air quality.
<b>MODERATE</b> 51-100	Some pollution. Even moderate levels pose risks to highly sensitive groups.  Bundle errands. Eliminate unnecessary trips. Check AirAlerts to see if tomorrow's forecast is unhealthy. Perform regular maintenance on your car.
UNHEALTHY For Sensitive Groups 101-150	Pollution levels are harmful to children, older adults and anyone with a respiratory or heart condition. Limit physical outdoor activity.  Don't drive alone. Carpool, take public transit.  Refuel your car in the evening.  Put off lawn care until air quality improves.  Use a gas or electric grill instead of charcoal.
UNHEALTHY 151-200	Everyone should limit strenuous outdoor activity when the air is unhealthy to breathe.  Telework and take public transit. Turn off lights and electronics when not in use. Avoid lawn mowing or use an electric mower. Sign up for health alerts at cleanairpartners.net. Don't use chemicals on your lawn and garden.
VERY UNHEALTHY 201-300	Pollution levels are very unhealthy for everyone.  Avoid any physical outdoor activity.  Follow all of the action steps above.

#### Do Your Share for Cleaner Air.

Visit Cleanairpartners.net to get your daily AirAlerts and discover additional steps you can take each day to improve our region's air quality, protect your health, and reduce the risks of climate change.



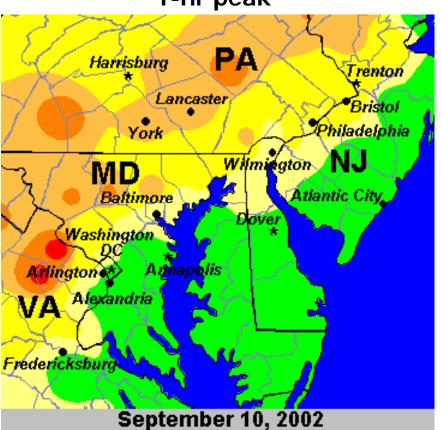




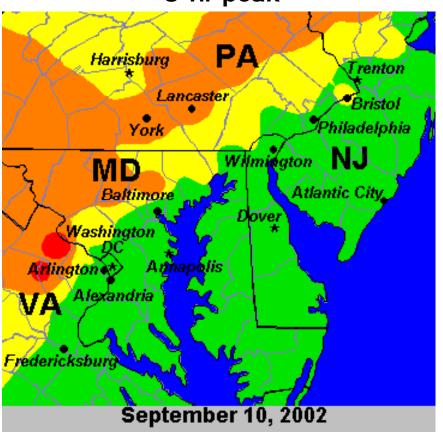
# Ozone Map: September 2, 2002

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### 8-hr peak









# Media Campaign

- Television meteorologists announced the air quality forecast during the summer
  - A few meteorologists used the ozone map during bad air episodes
- Drive-time radio advertising was major focus
- Radio weather forecasters announced the air quality forecast
- Campaign was funded by sponsors like BG&E,
   Commuter Connections (ride-share program)







# Surveys Used to Measure Effectiveness of Campaign

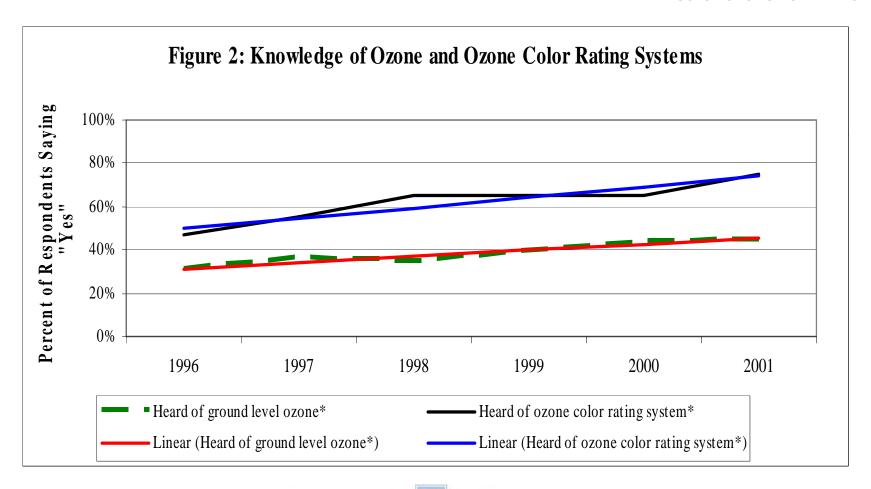
- Knowledge of and awareness of air pollution
- Attitudes towards air quality issues
- Knowledge of health risks
- Awareness of Color code
- Willingness to change behavior
- Motivation for changing behavior







# Increased Awareness in 5 years



# Surveys of Attitudes and Behaviors

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# Respondents changed or limited their own or someone else's outdoor activities because of bad air quality

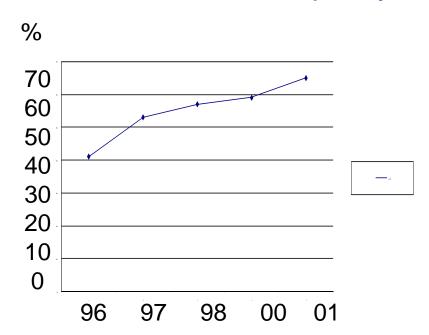
• 1996: 41%

• 1997: 53%

1998: 57%

• 2000: 59%

• 2001: 65%









# Ride Free on Code Red

- Local transit systems provided free bus rides on Code Red Days, 1999-2009
- Received media attention
- Cost estimated for one transit provider:
- \$100,000/day
- Program discontinued after two summers with few Code Red Days







# Clean Air Partners, 1997- present

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From: Clean Air Partners [mailto:airalerts@cleanairpartners.net]

Sent: Wednesday, September 01, 2010 3:23 PM

To: Jennifer Desimone

Subject: AirAlert: Unhealthy Air (Code Orange) Forecasted for Thursday, September 02, 2010



### Do Your Share for Cleaner Air

Check the Air Quality Action Guide to Learn How to Protect Your Health

Contact Us:

Metropolitan Washington Area (202) 962-

Metropolitan Baltimore Area (410) 732-9575

### Your Daily Air Quality Forecast

#### Thursday, September 2

Metropolitan Washington	Unhealthy	Code	Pollution levels harmful to children and anyone with
	for Sensitive Groups	Orange:	breathing or heart conditions
Metropolitan Baltimore	Unhealthy	Code	Pollution levels harmful to children and anyone with
	for Sensitive Groups	Orange:	breathing or heart conditions
Western Maryland	Moderate	Code Yellow:	Some pollution - poses risks to highly sensitive
Eastern Shore	Moderate	Code Yellow:	Some pollution - poses risks to highly sensitive

### Extended Three-Day Forecast

### Air Quality Action Tips

Green	Good	If you are considering purchasing new appliances and products for the home, look for the ENERGY STAR which use less energy and can save you money.	
Yellow	Moderate	Use a hybrid or fuel-efficient car.	
Orange	Unhealthy For Sensitive Groups	Put off lawn care for a day or two until the air is healthier.	
Red.	Unhealthy	Check the AirAlert for your extended forecast to see if tomorrow's air quality is going to be unhealthy.	
Purple	Very Unhealthy	Postpone outings on gasoline or diesel-powered recreational boats because they are high pollution sources.	







# Clean Air Partners' Media Campaign

- Private sponsorship funds support media campaign.
- Radio, Online, Transit, and Social Media.
- Cross promote other programs, such as Commuter Connections.









# Web Site and Social networking









# **Education Curriculum**

- Developed an air quality curriculum for 6<sup>th</sup> graders
- Activity kits, poster contests
- Introduced air quality curriculum to science teachers in Baltimore-Washington regions
- Summer camps, after school programs









# Climate Change Added to Mission

- In 2007, Board of Directors expanded the mission of the organization to include greenhouse gases and their contribution to climate change.
- Incorporated new messaging /actions to address climate change and energy efficiency.







# Climate Change Messaging

# Developed a climate change unit as part of education curriculum.











# **Lessons Learned**

- State transportation agencies have funded education campaign for 16 years
- Audiences in Metropolitan Baltimore-Washington region are considered well-informed about air quality colorcodes and actions needed
- Some successes (ozone map, color coded system, education curriculum)
- Some mixed results (Ride Free on Code Red)
- Air quality has improved!







# For Further Information

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www.cleanairpartners.net

jrohlfs@mwcog.org









### Transportation and Climate Change Resource Center

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# Communicating Climate Change: Oregon Department of Transportation's Approach

December 2, 2010

Presented by:



Liz Hormann Sustainability Planner, Oregon Department of Transportation







# What is Transportation's Role in Climate Change?

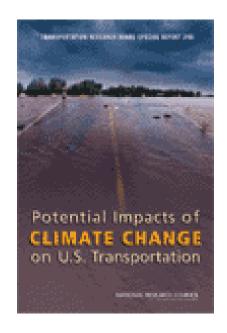
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# **Mitigation**

The transportation sector accounts for about one-third of all greenhouse gas emissions in the United States.

# **Adaptation**

TRB Special Report 290 – the transportation system and infrastructure will be impacted by climate change.





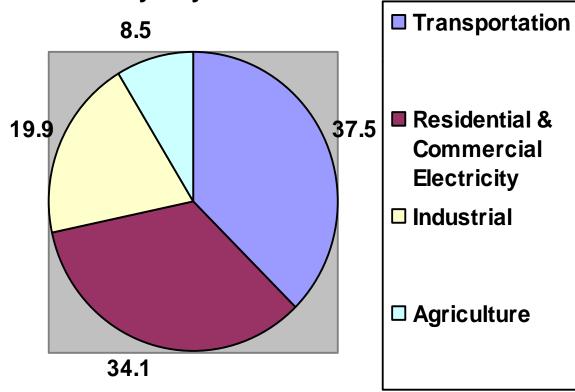




# Climate Change and Transportation

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Oregon GHG Emissions Percentage By Key Economic Sector 2007









# Oregon Climate Change Law

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House Bill 3543 (Climate Change Integration Act) created specific greenhouse gas emissions reduction goals for the state:

- 1. By 2010, arrest the growth of Oregon's greenhouse gas emissions and begin to reduce them.
- 2. By 2020, achieve greenhouse gas levels that are 10 percent below 1990 levels.
- 3. By 2050, achieve greenhouse gas levels that are at least 75 percent below 1990 levels.







# Climate Change Communication at ODOT

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### 1. Internal Committees:

- ODOT Climate Change Executive Group
- ODOT Climate Change Technical Advisory Committee
- Sustainability Council and Plan
- Workshops

### 2. External and Communication Tools:

- Factsheets
- Websites, etc.

## 3. Legislative Requirements:

 SB 1059 and formal communication strategy done by outside consultant







# Who is the Audience?

- Public citizenry
- Internal ODOT staff
- External stakeholders
  - Other state agencies
  - Private businesses and companies
- Oregon University System and Research Centers
- Legislature









# Climate Change Executive Group

- Comprised of senior executive staff
- Provide overall direction within ODOT regarding climate change and transportation issues
- Directs the work of the Climate Change TAC:
  - Research
  - Communication







# **ODOT Climate Change TAC**

- Internal ODOT committee comprised of staff from various departments, including: environmental, policy, planning, maintenance, research, facilities and fleet, and freight.
- Goal: develop a communication plan, tools, and consistent message for ODOT regarding climate change.







# **Focus Areas**

- (1) Health And Safety
- (2) Social Responsibility
- (3) Environmental Stewardship
- (4) Land Use And Infrastructure
- (5) Energy And Climate Change
- (6) Material Resource Flows
- (7) Economy















# Sustainability Plan and Climate Change

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# **Developing a Comprehensive Sustainability Plan:**

- Volume I: Setting the Stage, the Vision for ODOT's Sustainability
- Volume II: Sustainability Management for ODOT's Internal Operations

### More to come...

 Volume III: Sustainability Management for Oregon's Transportation System







# ODOT Climate Change Website

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The website acts as a clearinghouse for information on what ODOT is doing for climate change and how individuals can help reduce their GHG emissions.

www.climatechangeodot.com









# SB 1059 Requirements

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### **ODOT** and **DLCD** are to:

- Develop a state-level strategy to reduce greenhouse gases from transportation.
- Develop a greenhouse gas reduction toolkit.
- Develop guidelines for scenario planning.
- Provide information to support Land Conservation and Development Commission GHG reduction target rulemaking.
- Conduct outreach and education to the public.
- Report to the legislature about costs and progress.







# SB 1059 – Communication Plan

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SECTION 6. The Department of Transportation and the Department of Land Conservation and Development, after consultation with and in cooperation with other state agencies and the Oregon University System, shall:

- 1) Educate the public about the need to reduce greenhouse gas emissions from motor vehicles with a gross vehicle weight rating of 10,000 pounds or less; and
- 2) Educate the public about the costs and benefits of reducing greenhouse gas emissions.







# Opportunities to Partner with Others

- Oregon Global Warming Commission
  - Communications and Outreach Committee
- Other State Agencies involved in climate change efforts
  - Statewide Climate Change Adaptation Framework
  - Interagency Hazard Mitigation Team
- Other partnerships, organizations and universities
  - Oregon Climate Change Research Institute
  - Climate Leadership Initiative
  - Oregon Sustainability Board







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For copies of these slides and webinar recording, go to AASHTO's website: <a href="http://environment.transportation.org/center/products-programs/climate-change-webinars.aspx">http://environment.transportation.org/center/products-programs/climate-change-webinars.aspx</a>

These materials will also be available on AASHTO's climate change website, where you can also find more information on climate change:

http://climatechange.transportation.org/webinars/

# Thank you!





