

## Q&A

### **Why is there a cost of publishing/why do members get to use it internally?**

Being able to publish the **Emissions tab** is included as a benefit of your ICLEI USA membership, as well as customizing and viewing the other dashboard tabs internally. Every local government can publish its baseline and targets to a public URL today. The **Dashboard Add-On** unlocks the possibility for publication of the other three tabs: **Transitions, Interventions, and Indicators**. The Add-On flips the switch from internal planning and preparation to public-facing communication. Publishing each of the tabs will enable its respective visitor analytics.

### **What can I customize, and what can I not?**

The Dashboard tabs pull from their respective data points in the backend of ClearPath 2.0, meaning that, for example, the Emissions tab feeds from the inventory and goal that have been provided by the local government. The Transitions tab is a product of the work done in the scenario modelling part of the platform.

When it comes to storytelling and imagery, ClearPath 2.0 users can (and should) customize as many aspects as possible to ensure a local look and feel of the published dashboard. This can be complemented by adding your local government logo and an impressum.

### **Does the dashboard automatically update when I make changes?**

No, the published dashboard does not automatically update every time you work in ClearPath 2.0. You can make changes, add new data points, or new interventions in the backend until you are ready for them to be added to your published version. You can always check the preview of your dashboard with the latest changes in the "Preview" section of the dashboard. Once you're ready, you can click republish, and the live version will update.

### **Partners often work across different sectors - energy efficiency, transport, land use, and conservation. How does the dashboard make the interconnections between these efforts visible, rather than showing isolated sector views?**

The dashboard aggregates emissions data and reduction pathways from all sectors into a single total. In the top-level view of the **Transitions tab**, each sector's contribution is shown as a slice of a unified diagram, making it clear how individual efforts combine into an overall pathway. From this shared overview, users can drill down into any sector to see its specific reduction trajectory and the interventions driving it - while always understanding how those actions affect - and depend on - the system as a whole.

### **How much time does it take to upload the data and publish the dashboard for public use?**

The timeline depends on which parts of the dashboard are to be published. The **Emissions dashboard** can usually be set up within a few days to a few weeks. For many users, this work is largely complete because existing emissions inventories have been migrated from ClearPath 1. The main effort then goes into shaping the narrative and storytelling around the emissions. For users without an inventory, the Data Playbook can be used to efficiently create one.

The **Interventions tab** can also be completed for publication within a few weeks if actions, policies, and commitments are already documented, as the work mainly involves structuring and inputting existing information. The **Transitions tab** and **Indicators tab** varies more, depending on internal alignment, existing plans, pathway development, and whether modeling targets already exist. Once live, all parts of the dashboard can be updated punctually without the need for starting from scratch. This is especially useful when new data points become available for individual sectors (e.g. number of registered electric vehicles in the municipality that gets published annually), and thus can be immediately updated and added to the published dashboard.

### **To Carrie Whitlock: How are members of the public engaging with the dashboard, and what motivates them?**

We see active engagement with the dashboard from a diverse group, including climate-engaged residents, advocacy groups, the development community, students, and community members involved with planning processes. It helps to provide a more interactive experience rather than a one-way communication to a passive audience. Many of the users are motivated by transparency and by the ability to see whether climate commitments are translating into real action. We know this engagement is happening because we have seen it used in community and advisory meetings and heard the positive feedback from stakeholders. Over time, we anticipate the dashboard will lead to more informed and specific questions from the public. We also feel we are reaching beyond the typical audiences we engaged with previous PDF-reports, as our communications strategy sought to make sure storytelling and narrative are inclusive and adapted to our community, making the climate topic more human for our residents to be able to understand and connect with.

### **To Carrie Whitlock: How much internal stakeholder engagement is required to reach the current state?**

Getting to the current state is an iterative process that has unfolded over months and years. We work with multiple departments, including sustainability, transportation, public works, community development, and police through focused working sessions. The key is to establish clear ownership of data and actions and not wait for everything to be perfect before publishing. We treat the dashboard as a living tool that improves over time and supports coordination across the organization.

### **Can I report KPI progress for organizations outside municipal government?**

We present sector-wide emissions and targets even when the city does not control all the levers. While many of the interventions shown are those led directly by the jurisdiction, we also include actions delivered through partnerships, utilities, regional bodies, or other external actors. This allows us to show system-level progress while being clear about where authority, influence, and responsibility actually sit.

### **Are the example dashboards shown out of the box or custom?**

The visual structure of the dashboards within ClearPath 2.0 follows an out-of-the-box structure that is available to all users and is customized with local data, storytelling and images. They all follow the same framework covering emissions, transitions, interventions, and indicators, which helps maintain consistency and comparability between local governments.

### **How easy is it to track new policies and assign actions to external stakeholders?**

ClearPath 2.0 users can add and update policies and actions at any given time, and clearly tag them by sector and responsible actor. Actions can be assigned to organizations such as transit authorities, utilities, or regional agencies that are not city departments. This makes it possible to track progress and accountability without implying direct control over those organizations. The platform allows for individual updates to actions without the need to do a full review of the entire action catalogue.

### **How can I use the dashboard to move beyond a climate-only conversation?**

We recommend local governments use the dashboard to frame climate action through its connections to housing, health, mobility, food systems, affordability and economic resilience. By showing these intersections, climate becomes an entry point rather than a silo. We also recommend ClearPath 2.0 users bring non-climate departments into dashboard conversations so that climate goals are embedded in broader community priorities and everyday decision-making.

### **How can I consistently track data over time?**

Focus should be spent on tracking the underlying activity shifts that drive emissions outcomes, rather than emissions alone. Because following up on data is time-consuming, it makes sense to select a limited set of indicators that closely correlate with where efforts are actually focused in terms of interventions, instead of trying to track every possible activity shift. Each activity shift that is part of a transition pathway can be tracked year over year and is visually displayed in the pathway diagram, which makes progress easy to follow and supports ongoing course correction by adding or adjusting measures as needed.

## **What are you learning about making dashboards genuinely useful for diverse users?**

We are learning that clarity, relevance, and storytelling are critical. For citizens, plain language, visual signals of progress, and clear information about what is happening right now and how it relates to their everyday life make the dashboard more useful and trustworthy. From a regional government perspective, having comparable views across jurisdictions and a shared language for coordination is essential. Overall, the dashboard is most valuable when it actively supports decisions and collaboration rather than simply reporting data.

The dashboard also complies with the requirements of the Web Content Accessibility Guidelines (WCAG) 2.1 at conformity level AA, the internationally recognized standard for digital accessibility.

During the development and design of the platform, we ensure that content is perceivable, operable, understandable, and technically accessible to all users. This applies to, among other things, the structuring of content, color contrasts, keyboard operability, and clear navigation within the application.

Both the internal user interface and the public dashboard follow these principles. Compliance with accessibility requirements is regularly reviewed and continuously incorporated into the further development of the platform.