

# EASTSIDE COMMUNITY DIALOGUE

wastewater treatment + resource recovery

## CALWMC – Report on Public Engagement

February 24, 2016



Making a difference...together

# Approach

- To provide a picture of citizen and stakeholder comment. Testing acceptability of multiple options.
- Not a vote or referendum
- Phase 1: surface key values, priorities, approaches and themes – dialogue based.
- Phase 2: taking options to test for acceptability

# Framework

- We were asked to test seven options for wastewater and two approaches to solids processing.
- Listened for all responses and alternatives.
- Need some basis or ground or there is no frame for the dialogue.
- How does information move through the process? Room for dialogue/ dissent.

# Presentation Summary

- Activities and Promotion
- Participation
- Streams of public input (online, face-to-face)
- Key Themes

# Activities and Promotion

- Promotion – CRD report
  - Online, paid, earned media, existing networks
  - Began promotion January 16 and then gave ourselves 10 days for the first open house and then at least two weeks notice for subsequent sessions

# Activities

- Online – Survey, emails, website for info
- Face-to-Face – open houses, workshops, briefings, stakeholder sessions
  - These netted questionnaires, direct emails, survey responses, notes and flipcharts at sessions



# Activities

- **Storefront – Centennial Square CRD offices**  
**January 26 – February 19**  
Through sign ins and daily counts we estimate 185 drop-ins came into the CRD storefront.





# Open Houses & Workshops

## Jan 30- Feb 17

- Jan 30, Gordon Head United Church – Open House (40 participants)
- Feb 9, Burnside Gorge Community Centre – Workshop (22 participants)
- Feb 10, Victoria Conference Centre – Workshop (26 participants)
- Feb 11, Songhees Wellness Centre – Open House (26 participants)
- Feb 13, University of Victoria, Cadboro Commons – Workshop (35 participants)
- Feb 14, Burnside Gorge Community Centre – Open House (22 participants)

# Stakeholder Meetings & Briefings

- Jan 25, Burnside Gorge Community Association Briefing (12 participants)
- Feb 12, Victoria West Community Association Briefing and Dialogue (30 participants)
- Feb 12, Rock Bay Business Briefing (2 participants + 5 calls and door knocking discussions)
- Feb 14, Burnside Gorge Community Association, Residents Briefing and Dialogue (22 participants)
- Feb 15, Greater Victoria Chamber of Commerce and Tourism Victoria Briefing (4 participants)

# Stakeholder Meetings & Briefings

- Feb 15, Local place making, tech and cultural creative briefing (4 participants)
- Feb 16, Local conservation organizations (35 participants)
- Feb 16 CUPE briefing and conversation (5 participants)
- Feb 17, Burnside Gorge Residents Briefing and Dialogue (7 participants)

# Metrics - touchpoints

JANUARY 25 – FEBRUARY 20

- 260 participants at meetings, open houses
- 185 Storefront drop-ins
- 937 surveys Eastside
- 68 surveys
- Emails – 80 overall more coming in

# Promotion

- Radio, print, social media, door knocking, mail outs.
- 91,000 residents received notification by mail
- Requests for mailed copies
- Municipal halls
- 26,000 reach via digital ads
- Door knocking in some neighbourhoods

# How did we reflect this input?

- A report that gives a picture to decision-makers about public participation and input.
- Reflects face-to-face conversation, data gathered online and every time someone contacts us.
- Show themes, questions, problems and new ideas.
- Trend lines in a complicated dialogue

# How Did We Get Here?

- Process began last spring
- East and Westside Political stewardship
- Eastside Process
  - 3000 points of contact with public between April – July 2015.
  - Municipally sanctioned, publicly supportable, technically feasible
  - Option sets through study and analysis



# What Did We Ask?

- Survey questions testing for acceptability + open ended
- Face-to-Face – presentation, questions
  - Overall impressions – what is important to you
  - What can you / can't you live with (pressure points)
  - What questions do you have?

# Key Themes

- Cost
- Location
- Need for infrastructure?
- Environmental benefit
- Innovation
- Trust
- Action

# Options Themes – Phase 2

- **Treatment** – values, forward focused
  - Tertiary (dialogue, questionnaires, survey commentary)
- **Cost – Complexity – Impact**
  - 1a, 1b, and 2 balancing impact, cost, performance (survey before and after the change, questionnaires, survey commentary, stakeholders, open houses)

# Options - Key Themes

- **Solids innovation**
  - Concern for residential location, interest in innovation and integration municipal waste stream, more cost benefit analysis

# Listening for All Perspectives

- Cost (siting, infrastructure, need for infrastructure – no treat, go back to McLoughlin) survey commentary, dialogues, questionnaires
- Location (cost, disruption to downtown Victoria) survey, commentary, dialogues, questionnaires
- Innovation (siting, approach to distributed, approach to supplier proposals, tech first then site) survey, commentary, dialogues, questionnaires

# Themes

Diverse Voices Coalesced (need, cost, location, innovation)

- McLoughlin
- No treatment
- Cost associated with locations, conveyance
- Conveyance disruption
- Sites for further study
- Innovation (deep shaft, distributed)
- Some turning to urban design & innovation

# Consultation Challenges – Public Fatigue/ Participation

- Too much, too complex info, must have decision makers choose.
- Why are we still having this conversation?
- Too little info, more technical info required
- The wrong information – where is my option set or preferred research?

# Stakeholder Conversations





# Themes

- **Stakeholders**

- Those who would be most affected – sought their input and contribution
- Those with specific organizational or disciplinary focus
- Burnside Gorge Community Association, Conservation, Business, Labour



Source: HDM  
No Blame

# Wrap Up

- Appendices
- Coded qualitative
- All correspondence and questionnaires
- Notes and flipcharts

# Thank you

- Eastside Public Advisory Committee
- Urban Systems
- CRD staff team
- Stakeholders & citizens who came in spirit of participation, shared opinions, thoughtful.

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Thank you for participating!



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# Rock Bay/ Burnside Sites

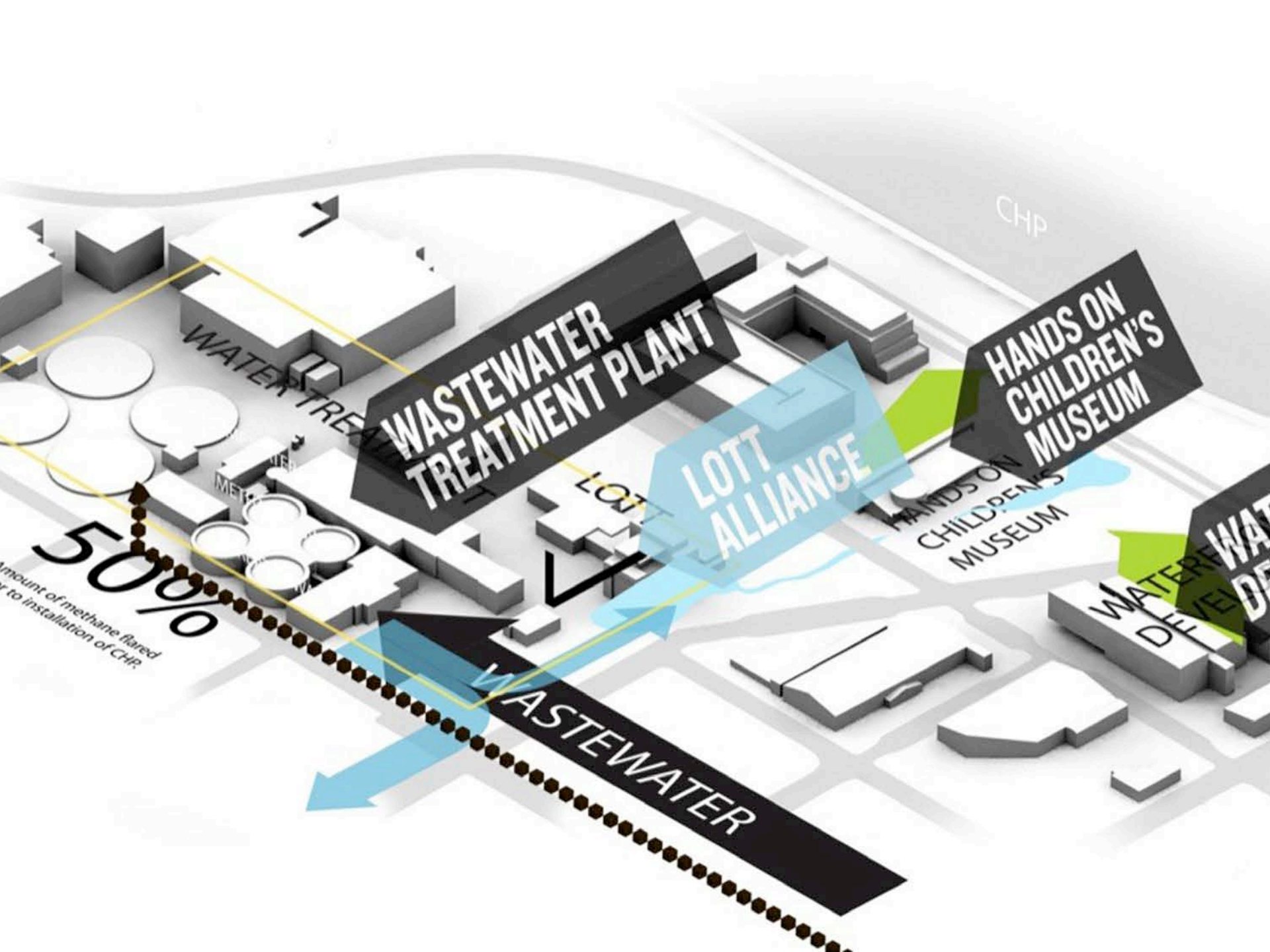
## Scale

- XL - Example North Vancouver, Olympia (7-10 acres)
  - 90,000 - 300,000 people
- Large – Olympia, Edmonds Washington (5 -7 acres )
  - 50,000 – 80,000 people
- Medium – Saanich Peninsula ( 2.5 – 3 acres)
  - 20,000 – 50,000 people
- Small -- Sechelt (1 - 1.5 acres)
  - Up to 20,000









**WASTEWATER TREATMENT PLANT**

**HANDS ON CHILDREN'S MUSEUM**

**LOTT ALLIANCE**

**WASTEWATER**

**50%**

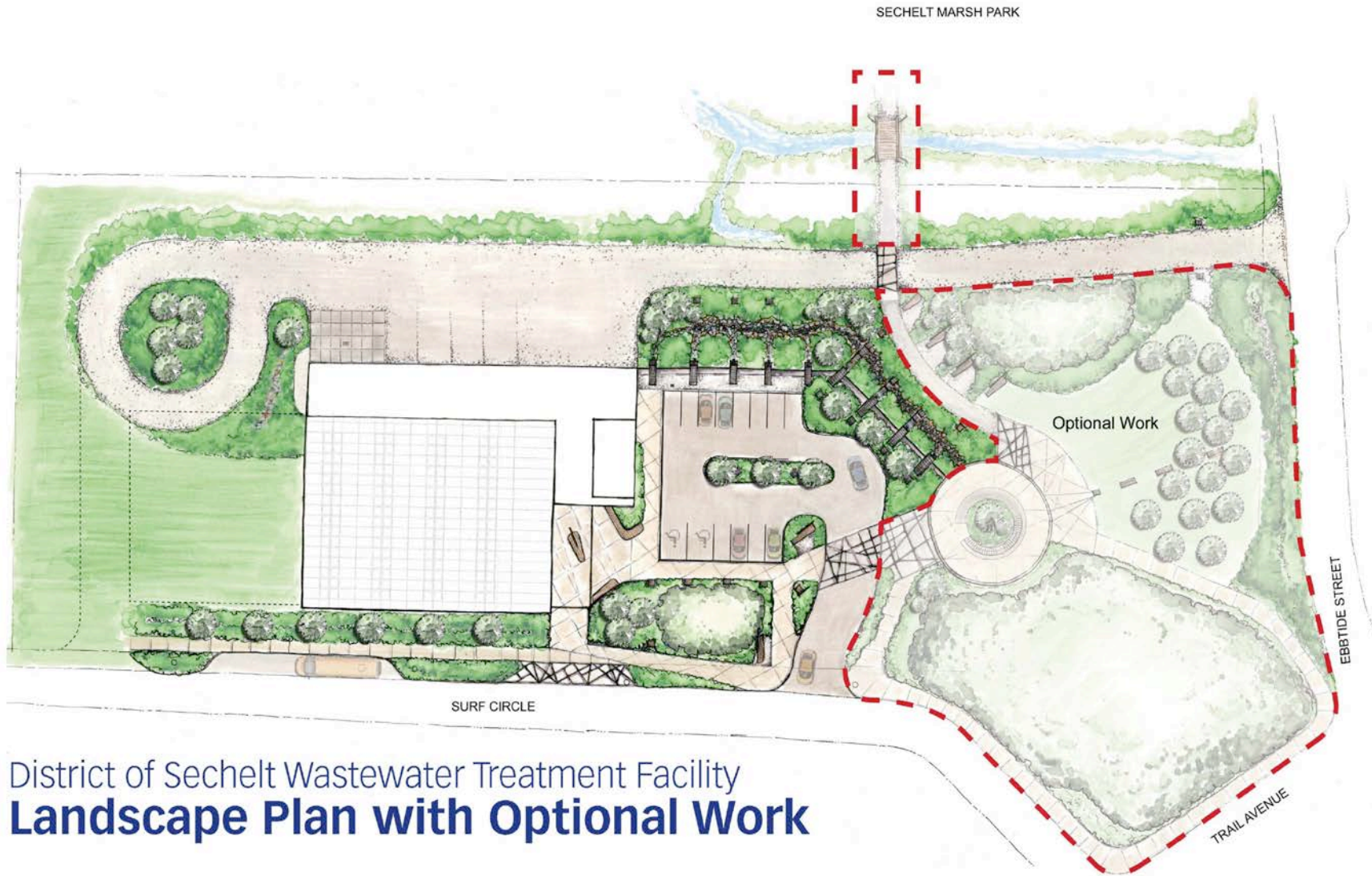
Amount of methane flared prior to installation of CHP.

CHP

WATER TREATMENT

HANDS ON CHILDREN'S MUSEUM

WATER DEVELOPMENT



District of Sechelt Wastewater Treatment Facility  
**Landscape Plan with Optional Work**



# Mitigation/ Planning

- Disruption
  - Conveyancing
  - Construction
  - Noise
  - Truck traffic
  - Ongoing discussion

# Commitment

- The rest of the site can be mixed use
- Whatever format makes sense to the city/market/neighbourhood.
- Givens: waterfront access, view preservation, integration with surrounding streets and development
- We can work with the City to make it right.

# What do you want to see here?

- Design Guidelines
- Public Use
- Activation
- Amenities for the community

# Questions and Small Groups

# Listening & Harvesting Feedback

- Speak to our facilitators – they will capture everything.
- Please fill out questionnaire tonight – we will make everything available for your review.
- Send us an email: [wastewater@crd.bc.ca](mailto:wastewater@crd.bc.ca)
- Take the survey online: [www.coreareawastewater.ca](http://www.coreareawastewater.ca)





Next steps

