

# Public Engagement



# Principles

1. Accessibility
2. Transparency
3. Diversity
4. Expanding Civic Literacy
5. Clear decision-making process

# Public Engagement Objectives

- maximize public engagement on sites, scenarios and costs
- educate options – benefits/drawbacks
- educate on resource recovery options
- identify further information requirements
- engage a wider demographic for wider public feedback
- identify and address concerns of citizens
- solicit constructive input to help guide decision making
- general public acceptance

# Challenges

- presenting accurate complex information
- engaging citizens who have not yet engaged
- continuing productive conversations with engaged citizens
- meeting tight timelines
- integrating processes while respecting community values and expectations
- avoiding misconceptions that process is the “decision maker”

# Methodology

- **Earned media**
  - Press releases
  - Editorial meetings
  - Events
- **Social media**
  - Twitter
  - Facebook
  - Web sites
- **Paid advertising**
  - Black Press
  - Online TC
  - Used Victoria
  - Facebook
  - Postcard drop
- **Targeted meetings and open houses**
  - Community/neighbourhood associations
  - Business associations
- **Newsletter**
- **Online feedback**

## **Colwood Mayor urges residents to speak up about sewage information**

Share

[RSS](#)

Jan 26, 2016

The Mayor of Colwood is urging residents to complete the wastewater treatment survey that comes out today and to speak up about the need for complete and accurate information on wastewater treatment options and costs.

“There has been a lot of fuss made about ensuring the region meets funding timelines,” said Mayor Hamilton. “What funders - including taxpayers - really want is accurate information they have confidence in, and consistent progress toward a solution that they will be proud to partner on.”

As taxpayers [complete this latest survey](#), they should know that significant work is underway to amend how the costs have been calculated, particularly in the options that include a Colwood plant. The option with plants at Rock Bay and Colwood tags Colwood taxpayers with a tax increase of almost \$800 per year, in a community where only about 30% of homes are even connected to sewer service. Municipal engineers and consultants are reviewing assumptions about overflow capacity required and alternatives to outfalls that could significantly reduce costs.

The costs presented in the survey are based on three assumptions that Mayor Hamilton questions. First, that a Colwood sewage treatment plant would not share in the federal and provincial grants; second that Colwood alone should bear the full cost of the plant; and third, that full overflow backup is required in the Rock Bay plant with Colwood taxpayers on the hook for that as well.

It is critical that our region does not base decisions about one of the largest infrastructure projects this generation will face on incomplete information. It is time to get the facts about options and costs from the industry experts who have proven success building wastewater facilities, and show funders that we are making progress toward a forward thinking solution.

# WE WANT YOUR INPUT ON WASTEWATER TREATMENT

Drop in to an open house near you:

<b>Langford City Hall</b>	<b>Wednesday, Feb 10</b>	<b>5-8 pm</b>
<b>Songhees Wellness Centre</b>	<b>Thursday, Feb 11</b>	<b>5-8 pm</b>
<b>Colwood City Hall</b>	<b>Saturday, Feb 13</b>	<b>1-4 pm</b>
<b>View Royal Town Hall</b>	<b>Monday, Feb 15</b>	<b>5-8 pm</b>
<b>Esquimalt Municipal Hall</b>	<b>Tuesday, Feb 16</b>	<b>5-8 pm</b>



**Township of Esquimalt**

Published by Ritchie Morrison [?] · February 16 at 8:11am · 🌐

▼

Wastewater Treatment Open House tonight at Esquimalt Municipal Hall. Join the conversation and provide your input. Online survey available until noon on February 20, 2016. <https://www.crd.bc.ca/.../westside-wastewater-esquimalt-open-...>



**LEARN MORE: [CoreAreaWastewater.ca](https://www.coreareawastewater.ca)**



WESTSIDE SOLUTIONS  
Wastewater Treatment & Resource Recovery

**EASTSIDE** COMMUNITY DIALOGUE  
wastewater treatment + resource recovery



CRD  
Making a difference...together

229 people reached

Boost Post

 **TownshipOfEsquimalt** @EsquimaltBC · Feb 16  
 #CoreAreaWastewater treatment open house tonight at #Esquimalt Municipal Hall. Join the conversation!



**Westside Wastewater Esquimalt Open House**

Feb 16, 5pm-8pm

[crd.bc.ca](http://crd.bc.ca)



February 10, 2016



Over the past year, the four participating municipalities of the Westside Select Committee (Colwood, Esquimalt, Langford and View Royal) and Songhees and Esquimalt Nations have been working towards developing and presenting wastewater treatment and resource recovery options to Westside residents.

After much hard work and many innovative ideas from the public and technological specialists, the Westside Select Committee has entered into a new phase in moving towards a solution for wastewater treatment in the region. Combined with the Eastside process, seven option sets have been identified for consideration:

- 1 centralized plant;
- 1 centralized plant with a higher level of treatment;
- 2 plants;
- 3 plants;
- 3 plants with a higher level of treatment;
- 4 plants; and,
- 7 plants.

[Click here to view the Citizens' Guide to Wastewater Treatment Options.](#)

Possible sites for these plants include the Westside sites at Esquimalt, Esquimalt Nation, Langford, Colwood, and View Royal combined with the Eastside locations at Rock Bay, Saanich Core and East Saanich. Detailed information can be found online at [coreareawastewater.ca](http://coreareawastewater.ca) and [WestsideSolutions.ca](http://WestsideSolutions.ca), or at municipal and First Nations band offices.

Public input is taking place during February 2016; a total of five (5) open houses will be hosted for Westside residents. In View Royal, the open house will take place:

- **February 15, 2016, 5:00 – 8:00 PM, View Royal Town Hall, Council Chambers**



**Langford City Hall** <sup>Third Floor</sup> 877 Goldstream Ave.

Wed, Feb 10 5-8 pm



## Co-Chair's Corner

Thank you to all who took part in the first phase of Westside Solutions public consultation. Your input contributed to the important layer of community considerations that were a critical factor in the detailed technical and financial analysis. We look forward to hearing from you during this next phase of consultation, and together, find a solution that brings the best value for taxpayers, takes a forward thinking approach to resource recovery and protection of our environment, and takes into account the economy and quality of life of our communities.



Mayor Hamilton  
Colwood



Mayor Desjardins  
Esquimalt

## What's the scoop at the CRD? Tech Talk

Watch for opportunities to provide input as plans progress. We are working to align Westside public engagement efforts with our counterparts on the Eastside when topics are regional in nature. This could include online and educational initiatives, as well as joint open houses and/or workshops.

Technical information on both Eastside and Westside option sets is anticipated to be presented at the Core Area Liquid Waste Management Committee (CALWMC) meeting on November 4, 2015. At that time, the Engineering Team will evaluate capital and lifecycle costing, to be presented to the CALWMC on December 2, 2015.

The Engineering Team presented their interim findings to the Westside Select Committee on their analysis of a one plant, two plant and four plant options on the Westside. The Committee received the information and instructed the Engineering Team to continue with evaluating the three options accounting for the flows from Vic West and Saanich West. The Engineering Team is taking this information and applying order of magnitude costing to the option sets to give us a clearer picture of how much each option will cost. When this information becomes available, we'll be coming to you for insight into what you would like to see in a facility and how much you're willing to pay for it.

# Community Meetings

- Targeted
  - community associations
  - neighbourhood/resident associations
  - business associations
  - Chamber of Commerce
    - Westshore Chamber and Esquimalt Chamber
- General
  - requests for information
  - information sessions as requested

# Community Meetings

Participation	Date	Attendance
Langford	February 10, 2016	~20
Songhees Wellness Centre (Joint with Eastside)	February 11, 2016	~30
Colwood	February 13, 2016	~75
Westshore and Esquimalt Chambers	February 15, 2016	~20
View Royal	February 15, 2016 (AM)	~30
Esquimalt	February 16, 2016	~85





# Westside Survey Snapshots

Acceptability for liquid treatment - Westside residents	One plant secondary	One plant tertiary	Two plant	Three plant secondary	Three plant tertiary	Four plant	Seven plant
Very acceptable	33	34	23	9	10	5	6
Somewhat acceptable	35	32	30	20	17	18	9
Not very acceptable	14	14	18	29	23	23	16
Not at all acceptable	17	16	26	38	46	50	66
No opinion	2	4	3	4	4	4	3
Very + Somewhat Acceptable	68	66	53	29	27	23	15

# Westside Survey Snapshots

Please choose 3 options, in no particular order, that are in your view, acceptable options for wastewater treatment.	Pre-change	Post change
Two Plant - Rock Bay & Colwood - Secondary & Tertiary	69	51
One Plant - Rock Bay - Tertiary	70	47
One Plant - Rock Bay - Secondary	62	43
Three Plant Esquimalt Nation, Rock Bay & Colwood - Tertiary	25	20
Three Plant - Esquimalt Nation, Rock Bay & Colwood - Secondary	21	15
Seven Plant - Langford, Colwood, View Royal, Rock Bay, East Saanich, Saanich Core & Esquimalt	13	10
Four Plant - Esquimalt Nation, Rock Bay, Colwood & East Saanich	10	11
No answer/None of the above	9	34

# Westside Survey Snapshots

Preference for solids treatment site	West %
Hartland Landfill	35
Rock Bay	37
No preference	28

# Westside Survey Snapshots

Q. Please rank your top three considerations among the following:	Top consideration	Top 1 <sup>st</sup> , 2 <sup>nd</sup> or 3 <sup>rd</sup> consideration
Truck traffic for moving solids	20	42
Ability to be integrated with waste like food scraps, wood and construction waste, yard waste	16	41
Proximity of facilities to residential and business	13	42
Disposal of treated solids	11	45
Ability to generate resources like gas	13	35
Potential emissions	12	34
Piping to move solids	6	28
Ability to integrate into place	8	24

# Westside Survey Snapshots

Ranking of your HIGHEST, SECOND HIGHEST and THIRD HIGHEST priorities for this project.	Highest priority	Highest 1 <sup>st</sup> , 2 <sup>nd</sup> or 3 <sup>rd</sup> priority
How the project costs will affect my taxes	45	75
Level of water quality being discharged into the ocean	26	51
Opportunities for water reuse and heat recovery	9	43
Location of the treatment plants	10	36
How the treatment facilities will integrate with my neighbourhood and community	5	24
Completing the project on time	4	30
How construction will impact the quality of life in my neighbourhood	1	12
How truck traffic will impact the quality of life in my neighbourhood	0	12

# Qualitative Themes

- Financial
  - Primary
    - Cost escalations
    - Conflicting information
    - Fairness of cost allocations affecting smaller communities and people on septic systems
    - Cost effectiveness of proposed solution
  - Secondary
    - Maintaining grants

# Qualitative Themes

- Environment
  - Primary
    - Discharge quality – particularly how to deal with pharmaceuticals and micro-plastics
    - Impact on marine environment and wildlife
    - Water re-use opportunities
  - Secondary
    - Heat re-use opportunities

# Qualitative Themes

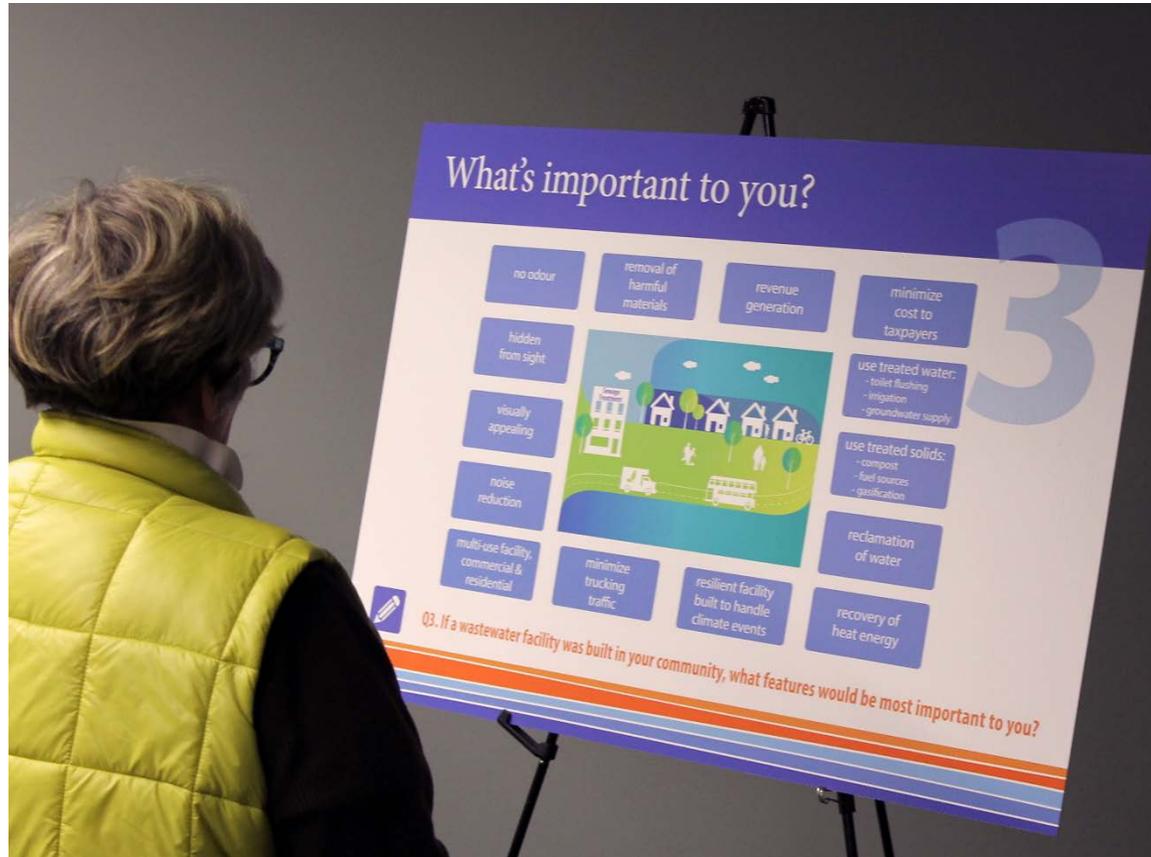
- Community Impacts
  - Primary
    - General acceptance of Westside sites
    - Truck traffic and construction disruption must be kept to a minimum
    - General acceptance that a facility could be successfully integrated into a community
  - Secondary
    - Interest on the part of some community members to pursue a option that deals with the Westside

# Qualitative Themes

- Other
  - confusion on why Rock Bay is in every option
  - no analysis of impact on business taxes
  - no analysis of impact on tourism if the stalemate continues
  - frustration over conflicting information
  - frustration of the length of time it is taking to make a decision

# Summary

- Public events/community meetings fairly well attended
  - New people attended
  - Clear that majority of attendees came to learn more
- Provided the opportunity for residents to register concerns specific to their community
  - i.e. concerns around those on septic versus sanitary system
- Process well supported by staff and elected representatives
- Survey
  - Representative of Westside – but not each municipality
- Key themes
  - High concern around financial impacts and fairness
  - Support for a continued commitment to environmental values and resource recovery
  - Westside sites acceptable – but close attention must be paid to minimize disruption and integrate with the community



**Thank you**