



**REPORT TO CORE AREA LIQUID WASTE MANAGEMENT COMMITTEE  
MEETING OF WEDNESDAY 27 MAY 2009**

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**SUBJECT**      **PUBLIC CONSULTATION SUMMARY REPORT – CORE AREA WASTEWATER  
TREATMENT PROJECT**

**PURPOSE**

To update the Core Area Liquid Waste Management Committee (CALWMC) on the public consultation for the core area wastewater treatment project.

**SUMMARY**

Attached is the public consultation summary report which incorporates the triple bottom line community principles and key themes, the survey results and a summary of public queries.

This report also documents the community engagement process.

On 13 May 2009 staff provided the CALWMC with the triple bottom line community principles and key themes that were developed through a series of community dialogues and validation sessions held across the core area municipalities.

This report and subsequent outcomes is aligned with the community engagement framework endorsed by the CALWMC on 08 April 2009.

**RECOMMENDATION**

That the Core Area Liquid Waste Management Committee receive this report for information.

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Janette Loveys  
Manager of Visitor Services / Community Development

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Dwayne Kalynchuk, PEng  
Project Director, Wastewater Treatment Project  
Concurrence

**COMMENTS**

Attachment: 1

JL:



# Public Consultation Summary Report

## Core Area Wastewater Treatment Project

May 27th, 2009 - J. Loveys  
Core Area Liquid Waste Management Committee

The logo for the Core Area Regional District (CRD), featuring the letters 'CRD' in a stylized, white, sans-serif font. The logo is positioned on a teal background that has a wavy, wave-like pattern at the bottom of the page.



## Core Area Wastewater Treatment Project **Public Consultation Summary Report**

This report serves as a summary of the key findings of the community consultation program and the validated 12 Triple Bottom Line Principles that emerged from the analysis of that input.

### **About the Wastewater Treatment Project**

In 2006, the provincial Minister of Environment stipulated that the Capital Regional District (CRD) amend the Liquid Waste Management Plan to include the provision of secondary wastewater treatment. By December 31, 2009 the CRD is responsible for reporting the regional decisions on how this will be accomplished. Those decisions must be in accordance with the Canada-wide Strategy for the Management of Municipal Wastewater Effluent.

The structure of the report:

- General Observations
- Core Area Liquid Waste Management Committee Workshop on Public Participation
- The Community Engagement Framework and Program
- The Community's Triple Bottom Line Principles
- Key Themes As Heard Throughout the Community Dialogues and Validation Sessions
- Wastewater Survey Results
- Summary of Online Public Queries
- Supporting Documents

### **General Observations**

The wastewater treatment project has been an ongoing discussion within the Capital Regional District since 2006, with many stops and starts along the way.

During 2009, residents in the core area municipalities had an opportunity to learn more information through the many Open Houses, participate in the development of the Triple Bottom Line Community Principles, complete a survey, or email their queries to CRD Staff. All of which is documented in this report.

In addition, residents or organizations have the ongoing opportunity to exercise their democratic right to be a delegation to the CALWM Committee.

While the April 8th, 2009 Community Engagement Framework might have been seen as a shift from some of the more traditional past methods of public consultation used in the CRD; it was intentionally designed to have the widest reach across the core area and to serve the CALWM Committee decision making

process more effectively. The 12 Triple Bottom Line Principles are a set of values of the participating residents surrounding the issues and therefore, should serve as one of the underpinning direction setting documents for the wastewater treatment project. The community engagement process was also designed to bring residents together so that they can begin to listen to one another and hopefully garner a better understanding that there are many different views on the issues. As well, it was an attempt to step away from the continued polarizing of the municipalities.



Process integrity played a large role in the activities and techniques utilized. The International Association of Public Participation techniques, along with ones that I have learned and developed over the past 17 years, were applied throughout the program. CRD Staff volunteers were trained and coached to be neutral facilitators and recorders. During the Community Dialogues, some baseline information was gathered around location accessibility, timing of sessions and general awareness of events and was incorporated into the process.

There was however a disempowering movement, noticed within the community. Some residents expressed that they felt they did not possess the intimate details of the project, and were either sidelined or made to feel as if they could not contribute by other residents.

I feel confident that the outcomes of this community engagement program, is a valid reflection of the opinions of those residents who chose to participate and can assist the CALWMC Committee in the decision making process for a distributed wastewater system.

## Core Area Liquid Waste Management Committee (CALWMC) **Workshop on Public Participation**

A workshop for elected officials was held on Saturday, March 28, 2009 to provide an opportunity for committee members and staff to have an open discussion on the proposed community engagement framework and to build agreement on how best to collectively move forward.



The following objectives were an outcome of the workshop and were endorsed by the CALWMC on April 8, 2009. These objectives then formed an integral part of the process:

- accountable and transparent
- inclusively facilitated opportunities
- community's need and desire to be involved
- outreach to find the "silent" community voices
- ongoing public education and information dissemination

The presentation and feedback form are attached in the Supporting Documents section of this report (Appendix A).



## **The Community Engagement Framework & Program**

The community engagement framework was endorsed on April 8, 2009 (Appendix B) and continues to provide the over arching direction for future engagement and decision making.

In all cases of exemplary public participation, integrating public input to







key decision making points is a requirement. Therefore, the timelines that were already endorsed by the CALWMC formed the timelines for the public engagement framework. Staff worked to align the public participation program and used a variety of techniques to build inclusive and meaningful engagement experiences for the public.

The community consultation program was designed to allow for the most effective process which captured resident's issues without challenging or specifically guiding responses. What was found were key themes reoccurring along with residents expressing their satisfaction with the format and outcomes. What was also identified were the many residents and organizations who made a deliberate choice to not participate in the process and attributed this to a number of reasons ranging from; the feeling that decisions were already made, not wanting to get involved with political issues, and the sense that elected officials were not listening.

There were also situations which occurred where a few residents attempted to take over the process during the Community Dialogues sessions and therefore disallowing others from participating. CRD staff used strong and inclusive facilitation skills in order to ensure everyone had an opportunity to provide their input.

The four pillars of the community engagement framework are:

#### Pillar #1

### **Education & Information**

The objectives were:

- Outreach to raise community awareness surrounding the issues
- Public education to gain a common understanding
- Opportunities for questioning and one-on-one conversations with CRD staff

The objectives were accomplished by:

- Wastewater Made Clear newspaper insert dated March 25, 2009
- Public Open Houses from March 30 to April 8, 2009 in 7 locations across the core area at which 519 residents attended
- Ongoing daily website updates with complete posting of reports and notices
- Nine presentations made at public and stakeholders meetings by the Wastewater Treatment Project Director

#### Pillar #2

### **Community Dialogues**

The objectives were:

- Various facilitated community 'conversations' were established in which residents were asked to identify what their concerns and issues are, and why they have them

- In addition, resident to resident learning techniques were incorporated
- To account for all the input recorded during the Community Dialogue sessions, a set of community 'triple bottom line' (economic, social and environmental) principles were developed
- To identify opportunities to reach out and be inclusive to all sectors of the community
- This set of principles would then be connected to the CALWMC's decision making process for the overall wastewater distributed system.
- Public participation techniques were applied in Pillar 2



The objectives were accomplished by:

- Residents had their voices heard through a series of facilitated and recorded small group exercises in 5 locations with 2 - 1 hour (5-6pm) and (7-8pm) structured sessions scheduled at each location. The sessions were offered in this format in an attempt to meet the demands of residents' daily routines
- Between April 15-May 6, 2009 many attempts were made to engage the 'silent voices' in the community. A total of 21 invitations to have the Community Dialogue format brought to residents were sent out and 4 invitations were accepted. Of those invitations accepted, 2 were in high schools (Victoria and Saanich), 1 in a seniors centre (Oak Bay) and 1 at an Earth Day community event (West Shore).
- Staff utilized community based organizations to spread the word of the Community Dialogues through their listings (for example, various Chambers of Commerce sent out notices via their membership lists)
- A total of 192 residents participated in the Community Dialogues

### Pillar #3

## Community Validations

The objectives were:

- To share, provide comment back and confirm the results of all the community dialogues and activities in the form of one set of community developed triple bottom line principles and key themes
- This pillar was an important step in the framework for transparency and consensus reaching purposes
- Public consultation techniques were applied in Pillar 3



The objectives were accomplished by:

- There were 3 locations open from 5-8pm for the Community Validations sessions
- The Draft Community Principles were posted on the website for public feedback from May 1-11, 2009
- A total of 74 residents provided comments back to assist in developing the Principles further (this number is reflective of the attendance at the validation sessions and online feedback received)
- Using the collected 332 different email addresses, a notice of the Validation sessions and link to the website was sent out.



### Pillar #4 - Upcoming

## Neighbourhood Based Siting Workshops

Once a decision has been made by the CALWMC as to what the overall wastewater system will take, staff will be prepared to engage the Saanich community. The fourth pillar will have two steps in which residents will be engaged in interactive workshops about siting, design, and fit for a possible facility in their neighbourhood.



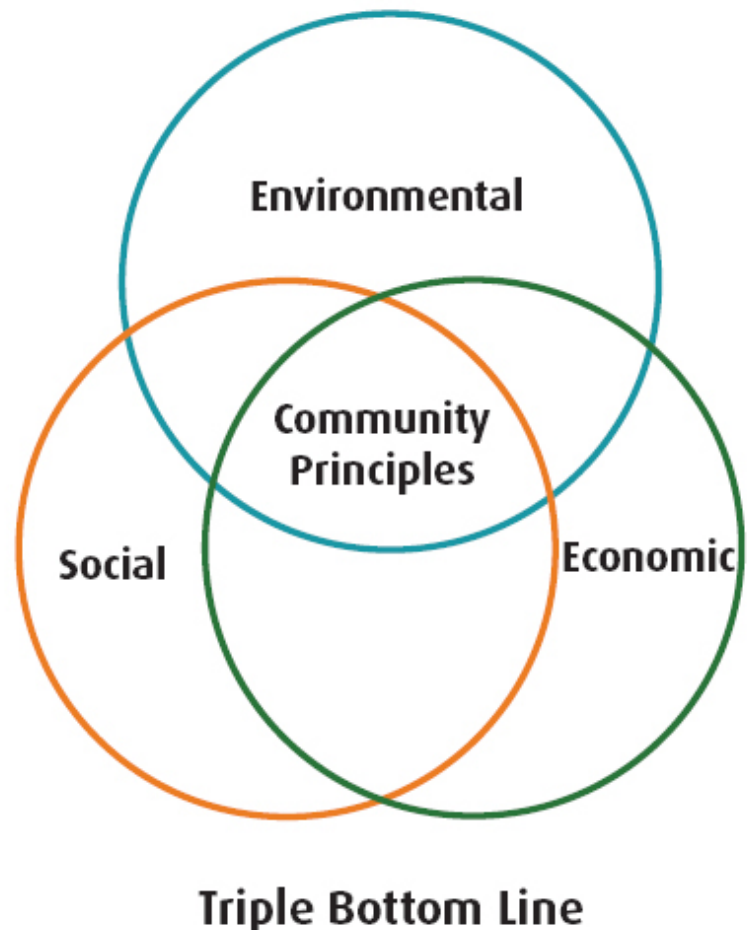


The objectives are:

- Step 1 will incorporate two Open Houses for educational and information sharing purposes, followed by a neighbourhood based workshop where residents will apply the Triple Bottom Line Principles through interactive and small group exercises in order to create a genuine environment of open discussion and agreement on a location for a facility.
- Step 2 will be a second workshop for design, fit and community benefits
- The CALWMC will receive reports which are connected to key decision making points
- Public engagement techniques will be used in Pillar 4

### The Community's "Triple Bottom Line" Principles

The Triple Bottom Line Concept Applied Through Public Participation is based on the belief that decisions throughout the community must be economically, environmentally and socially responsible, and that the triple bottom line philosophy will lead to a greater balance in decision-making and a more sustainable community over time. The 12 Triple Bottom Line Principles speak to what residents value about their community and how they want the wastewater treatment project to be implemented. The Triple Bottom Line Principles serve as touchstones – a constant reminder about what is important to the community.





		Community Developed Principles	A Summary of Representative Themes and Comments from which the Principles Evolved
<b>SOCIAL</b>	Equity and Pride	<ul style="list-style-type: none"> <li>• A successful showcase project will enhance and strengthen our community pride and reputation at every stage</li> <li>• A need to balance this project against the need for other essential social services and infrastructure</li> <li>• Strict attention paid to any growing gap in household incomes and the hardship this project will create for some (seniors and people on fixed incomes)</li> <li>• A transparent process for managing the project now and in the future</li> <li>• An equitable cost sharing process, along with sharing of any benefits, across the core area municipalities</li> </ul>	
	Awareness and Education	<ul style="list-style-type: none"> <li>• Create more and better educational materials, so that there is a widespread and inclusive public understanding of the project and related issues</li> <li>• Incorporate opportunities for educational purposes, work collaboratively with community groups and schools</li> <li>• Build more public awareness on environmental issues so that attitudes, and resulting behaviours, can change over time and encourage more personal responsibility</li> <li>• Informational materials available on all issues and presented in an unbiased manner</li> </ul>	
	Respect for the Community Character	<ul style="list-style-type: none"> <li>• Ensure the facility(ies) is aesthetically designed and acceptable to fit into neighbourhoods, residents directly involved in facility design</li> <li>• Limit impact to adjacent homeowners and businesses</li> <li>• Stringent monitoring and limit the noise or smell impact from facility(ies)</li> <li>• Incorporate attractive amenities into the design of the facility(ies) such as, public art opportunities, community space either recreational or educational</li> </ul>	



# ECONOMIC

Community Developed Principles	A Summary of Representative Themes and Comments from which the Principles Evolved
Value and Performance	<ul style="list-style-type: none"> <li>• The need for public confidence in knowing their money is being well spent while achieving optimum efficiencies in the treatment process</li> <li>• To use the necessary resources in the most efficient way now to ensure the development of the best possible treatment</li> <li>• Maximize opportunities to generate revenues from resource recovery in a responsible fiscal manner</li> <li>• Thoroughly examine creative public financing opportunities such as metered pay use or borrowing practices</li> </ul>
Accountable and Responsible	<ul style="list-style-type: none"> <li>• Open, transparent and accountable governance and management of the project is paramount</li> <li>• The need to ensure the larger public's interest is incorporated into every decision in the project</li> <li>• The need for the public to understand the full costs of the project meaning: capital and operating, now and in the future</li> <li>• Clearly understand the negative financial impacts to residents and communicate them honestly</li> </ul>
A Long Term Economic Plan	<ul style="list-style-type: none"> <li>• The need to ensure the project is integrated into the overall growth of municipalities, using a planned and holistic development approach</li> <li>• A commitment to build a strong economic future than one that is debt ridden</li> <li>• An overall efficient system that has minimal property tax impacts for residents at both the regional and municipal level</li> <li>• Ensure the economic benefits are real from resource recovery and that any benefits come back to the community</li> <li>• Plan today with a vision for tomorrow, that is sufficiently flexible to accommodate future opportunities</li> </ul>

# ENVIRONMENT

Community Developed Principles	A Summary of Representative Themes and Comments from which the Principles Evolved
Ensure Environmental Best Practices	<ul style="list-style-type: none"> <li>• Incorporate multifaceted resource recovery technologies such as heat, energy, water and all in the most effective and efficient manner possible</li> <li>• Reduction, reuse and conservation of water at all stages of the project and for everyone in the community to embrace and practice</li> <li>• Develop from the outset, safe and acceptable environmental disposal practices of sludge and biosolids</li> <li>• Limit and monitor contamination controls, work collaboratively with municipalities to ensure compliance</li> </ul>
Protect and Reduce Long Term Environmental Impact	<ul style="list-style-type: none"> <li>• Stringent and effective source control at every level (household, business, municipal and regional)</li> <li>• Necessary to remove contaminants and toxins during treatment processes</li> <li>• Upfront monitoring and unbiased assessment of all environmental impacts on biodiversity, oceans, mammals and animals and public health to ensure limited environmental impact</li> <li>• Ensure the carbon footprint of the facility(ies) respect and respond to the environmental impacts it creates in its surroundings</li> </ul>
Demonstrate "Green" Leadership	<ul style="list-style-type: none"> <li>• All components of the project meaning: construction, technology, operations, should be done in the "greenest" manner possible</li> <li>• Build in flexibility to ensure maximizing of future opportunities</li> <li>• Integrate support for local research and use of innovative and leading edge technologies for treatment and resource recovery</li> <li>• Build widespread community support and political will in leadership meaning: "walk the talk"</li> </ul>

## Key Themes

### As Heard throughout the Community Dialogues and Validation Sessions



These are the repetitive key themes that were heard throughout the Community Dialogues and Validations; they are in no order of priority:

- Equal weighting and respect for each component (economic, social, environmental) of the triple bottom line and the need to make a balanced decision
- Balance the cost and magnitude of this project against all the other valued and important community needs (hospitals, transportation, etc.)
- Honest community consultation and buy in at all stages of the project
- The will and need, both politically and in the community, for us to be exemplary leaders with this project
- To be adaptive enough to embrace future opportunities
- The need for more effective and local source control programs both at the CRD and at the municipal level
- A community desire to have a locally built, publicly owned and managed treatment facility(ies)
- To incorporate resource recovery in a strategic and well thought out way, not necessarily out of a rushed need
- For the overall project to take a phased implementation approach for a variety of reasons

## Challenges Expressed by the Community

- Concern was reinforced over the unnecessary need for treatment for science reasons, seen as an unfair provincially mandated decision
- There were equal numbers of residents expressing frustration that this entire process is taking too long and similarly, equal numbers of residents feeling rushed into making a decision
- The need for educational material to be in all forms (web based and printed) for inclusion purposes



## Opportunities Expressed by the Community

- Educational opportunities on all fronts was raised the most by residents, along with the desire to create community based and intergenerational partnerships
- The need and opportunity to reduce our collective carbon footprint and act progressively and innovatively
- Explore and encourage more ways for residents to become personally responsible for their actions
- The Community Dialogue format provided a positive experience which allowed and supported resident to resident conversations to occur.



## Wastewater Survey Results

The survey was launched online on March 28, 2009 in connection with the widely distributed Wastewater Treatment Made Clear insert and closed April 30, 2009. There were also opportunities for residents to complete the survey in a hard copy form at each Community Dialogue sessions. A total of 278 surveys were completed; 124 surveys were completed online and 154 hard copies were completed which included 86 additional comments.

During the Community Dialogues sessions, residents expressed frustration in relation to some of the questions on the survey and being asked to make





choices that they felt conflicted, or were incongruent to the decision making process. This issue was correctly recorded during the Community Dialogues as well as on the workshop feedback forms. Therefore, the Key Themes accurately record the public's desired outcome and recommendation – that all three of the principles (environment / social / economic) are weighted equally.

Victoria residents completed 30% of the surveys, Saanich residents 28%, Esquimalt residents 19% and the remainder were completed by other residents (8%), Langford (5%), View Royal (4%), Colwood (3%) and Oak Bay (3%).

Resident's main source for information about the wastewater treatment project was through newspapers (66%) followed by other (7%). Television, radio, word of mouth, CRD mailings, flyers/brochures/pamphlets, CRD website, other websites make up the remaining sources of information for residents (27%). Survey results are included in Supporting Documents (Appendix D).

## Summary of Online Public Queries

From March to May 2009 a total of 56 online emails were received. CRD staff responded to all the questions asked along with recording residents' opinions and queries on the wastewater project and the various issues of the day. Attached is the accumulative summary in the Supporting Documents section of this report (Appendix E).

## Supporting Documents

The following supporting documents are attached to this report:

Appendix 1: CALWMC March 28 workshop presentation and feedback form

Appendix 2: Approved Community Engagement Framework

Appendix 3: Advertisements for Public Open Houses, Community Dialogues and Validations

Appendix 4: Survey Results (received both online and completed hard copies)


Appendix 5: Summary of Online Public Queries

Appendix 6: Acknowledgement of CRD Staff Volunteers



**Understanding Successful  
Public Participation**

CRD CALWM Committee      Saturday, March 28, 2009



**CRD**  
Building Effective Solutions

**Workshop Agenda**

- Who am I and my role?
- Choosing the Right Consultation Approach & Strategy
- Overview of the Community Engagement Framework
- Building Key Consultation Objectives
- Your Role
- Next Steps in the Process



**CRD**  
Building Effective Solutions

**Our Workshop Goals**

- (1) understand the community engagement framework
- (2) talk about what success would look like through identifying key objectives
- (3) build agreement on those objectives in order to move forward



**CRD**  
Building Effective Solutions

**Choosing the Right Approach & Strategy**

- various perspectives on consultation strategies
- understanding the gage factors
- choosing the right approach
- language



**CRD**  
Building Effective Solutions


**Community Engagement Framework**

**Education and Information Open Houses**

- outreach to raise community awareness
- education to gain a common understanding

**Community Dialogues**

- centred around developing community principles (economic, environmental, social)



**CRD**  
Building Effective Solutions

**Community Validation on Dialogues**

- confirming the principles with the community

**Series of Neighbourhood Based Workshops**




- applying the principles through engagement around locations and solutions





# Appendix A - Supporting Documents

## CALWMC Workshop Presentation & Feedback Form

<p><b>Building Key Consultation Objectives</b> </p> <p>What I have heard from you so far;</p> <ul style="list-style-type: none"><li>• accountable and transparent</li><li>• community's need and desire to be involved</li><li>• inclusively facilitated</li></ul> <p>We need a common agreement on the objectives.....<i>they become our public commitments</i></p>	<p><b>Your Role</b> </p> <ul style="list-style-type: none"><li>• encourage residents to participate</li><li>• listen to community voices</li><li>• allow the 'space' for creative ideas and concerns to be heard</li><li>• respect for my role</li></ul>
<p><b>Next Steps</b> </p> <ul style="list-style-type: none"><li>• Report to CALWMC on April 8<sup>th</sup></li><li>• Community Dialogues to begin mid April after Open Houses</li><li>• Community Validations in mid May</li><li>• Report to CALWMC on May 27<sup>th</sup></li></ul>	<p><b>Questions / Comments</b></p>

**CORE AREA WASTEWATER TREATMENT PROJECT**

**SATURDAY, MARCH 28<sup>TH</sup>, 2009**

*"Understanding Successful Public Participation"* Worksheet

Building key consultation objectives that will assist you in making decisions

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What are your overarching objectives for public participation? Can we agree on them?

How would the public know these principles are being demonstrated?

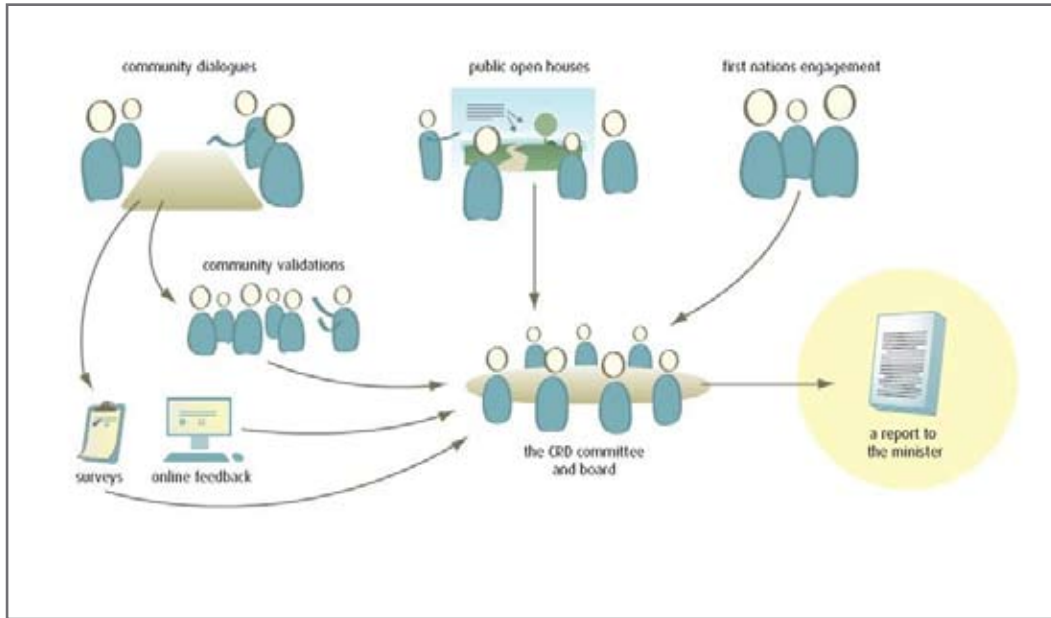
Is there anything unique to your municipality that you would like me to understand?

Are there any other factors you want to share with me?



# Appendix B - Supporting Documents

## Community Engagement Framework



Making a difference...together

### COMMUNITY ENGAGEMENT FRAMEWORK FOR THE CORE AREA WASTEWATER PROJECT

The community engagement framework has four pillars which are built upon the following objectives the CALWMC has endorsed:

- accountable and transparent
- inclusively facilitated opportunities
- community's need and desire to be involved
- outreach to find the "silent" community voices
- ongoing public education and information dissemination

#### **Educational and Information**

The first pillar is centred on education and information in the form of the open houses, the insert of March 25<sup>th</sup> and any future educational activities that take place.

Objectives:

- Outreach to raise community awareness
- Education to gain a common understanding

Details: Open Houses from March 30 to April 8, 2009 in 7 locations across the core area

#### **Community Dialogues**

The second pillar is centred on creating opportunities for the community to develop their triple bottom line principles which can be applied in the CALWMC's decision making process.

Objectives:



## Appendix B - Supporting Documents

# Community Engagement Framework

- To facilitate community 'conversations' where the community identifies and develops their triple bottom line (economic, social and environmental) principles
- Residents will have their voices heard through small group exercises in 5 locations with 2 - 1 hour structured sessions scheduled for each location and are stretched across the 4-8pm range to catch the daily routines of resident (5-6pm) and (7-8pm)
- Other opportunities (high schools, recreation centres, senior's homes and Chamber of Commerce) have been identified. Staff will go to the community with the same 1 hour structured dialogue.
- This pillar in the Community Engagement Framework is reflective of public participation techniques.

Details:

- 5 locations with each hosting 2 - 1 hour structured sessions starting April 15 until April 22, 2009.
- Other opportunities to go to the community are currently being identified and all the input will be gathered and incorporated into the Community Validations and reports back to the CALWMC.

**Community Validations**

The community will be confirming their one set of triple bottom line principles.

The third pillar is a critical step in the framework in that, it's a validation point for the community of the collective outcomes of the workshops and other activities that took place.

Objectives:

- The results on all the community dialogues and activities will be reported back to the community and this is an opportunity to confirm the one set of triple bottom line principles
- During an informal environment much like an open house setting, residents will have an opportunity to share their comments on individual worksheets.
- This pillar in the Community Engagement Framework is reflective of public consultation techniques.

Details:

- There will be 3 locations for Community Dialogues across the core area.

**Neighbourhood Based Workshops**

The fourth pillar have will two steps in which residents will be engaged in interactive workshops about siting, design and fit for a facility in their neighbourhood.

Objectives:

- The Community Triple Bottom Line Principles will be applied through interactive and hands on exercises to create a genuine environment of discussions among residents and to build some degree of consensus of how to move forward on issues.
- This pillar in the Community Engagement Framework is reflective of engagement techniques.

Details:

- Once a decision has been made by the CALWMC on May 27, 2009 as to what the system direction will take, staff will be prepared to engage the Saanich community on siting starting in the beginning of June. (Step 1 of the Neighbourhood Based Workshops)
- It is anticipated that it will take the month of June for staff to gather community's input and will have a report to the July 8<sup>th</sup> CALWMC.
- The workshop for design, fit and community benefits will not occur until the end of August and into September. (Step 2 of the Neighbourhood Based Workshops)

**Upcoming key report dates on community engagement for CALWMC:**

- The Community's Triple Bottom Line Principles on May 13<sup>th</sup>
- Summary report on all the community engagement activities on May 27<sup>th</sup>
- A report regarding the community input on sites within an approved system on July 8<sup>th</sup>



Capital Regional District   
 Making a difference...together

## Notice of Community Validations Wastewater Treatment Project

### We want to hear from you.

You are invited to learn about the wastewater treatment project and comment on the collective set of community values and principles – your environmental, social and economic triple bottom line – which has been developed based on what we have heard from residents at our open houses, community dialogues and through our website.

This set of community values and principles will be used in the decision making process for the wastewater treatment project in our region. Have we heard from you?

### Everybody has a say.

Victoria  
 Fairfield Activity Centre (New Horizons)  
 380 Cook Street  
 Monday, May 4, 2009  
 5 pm to 8 pm

West Shore  
 Upstairs at the Station House Pub  
 737 Goldstream Avenue  
 Tuesday, May 5, 2009  
 5 pm to 8 pm

Saanich  
 Lower Hall, Gordon Head United Church  
 4201 Tyndall Avenue  
 Thursday, May 7, 2009  
 5 pm to 8 pm

Capital Regional District



### Community Open Houses Wastewater Treatment Project

The Capital Regional District invites you to learn more about this exciting project at a public open house in your community. Members of the project team will be available to respond to your questions and share ideas.

The following open houses are coming to your community:

**Colwood**  
 Lookout Lounge, West Shore Recreation Centre,  
 1767 Island Highway  
**Monday March 30, 2009, 2 - 7 pm**

**Victoria**  
 Burnside Gorge Community Centre,  
 471 Cecelia Street  
**Monday April 6, 2009, 2 - 7 pm**

**Esquimalt**  
 Crowsnest Room, Archie Browning Sports  
 Centre, 527 Fraser Street  
**Tuesday March 31, 2009, 2 - 7 pm**

**Oak Bay**  
 Windsor Pavillion,  
 2451 Windsor Road  
**Tuesday April 7, 2009, 2 - 7 pm**

**Victoria**  
 Fairfield Activity Centre (New Horizons),  
 380 Cook Street  
**Wednesday April 1, 2009, 4 - 9 pm**

**Langford**  
 Upstairs Meeting Room, Station House Pub,  
 737 Goldstream Avenue  
**Wednesday April 8, 2009, 2 - 7 pm**

**Saanich**  
 Michelle Pujol Room, Student Union Building,  
 University of Victoria, 3800 Finnerty Road  
**Thursday April 2, 2009, 2 - 7 pm**

For more information, please visit  
[www.wastewatermadeclear.ca](http://www.wastewatermadeclear.ca)  
 or call 250.360.3001.

Capital Regional District



### Community Dialogues Wastewater Treatment Project

#### What is your triple bottom line ?

The Capital Regional District invites you to attend hour-long community dialogues where you can tell us what values and principles should be reflected in the decision making process for the Wastewater Treatment Project.

These one-hour interactive community dialogues will include small group exercises and facilitated discussions which will be used to develop our community's social, environmental and economic bottom line for wastewater treatment in our region.

#### Everybody has a say.

**West Shore**  
 Lookout Lounge, West Shore Recreation Centre,  
 1767 Island Highway  
**Wednesday, April 15, 2009**  
 Dialogue Sessions: 5 pm or 7 pm

**Victoria**  
 Fairfield Activity Centre (New Horizons),  
 380 Cook Street  
**Tuesday, April 21, 2009**  
 Dialogue Sessions: 5 pm or 7 pm

**Oak Bay**  
 Windsor Pavillion, 2451 Windsor Road  
**Thursday, April 16, 2009**  
 Dialogue Sessions: 5 pm or 7 pm

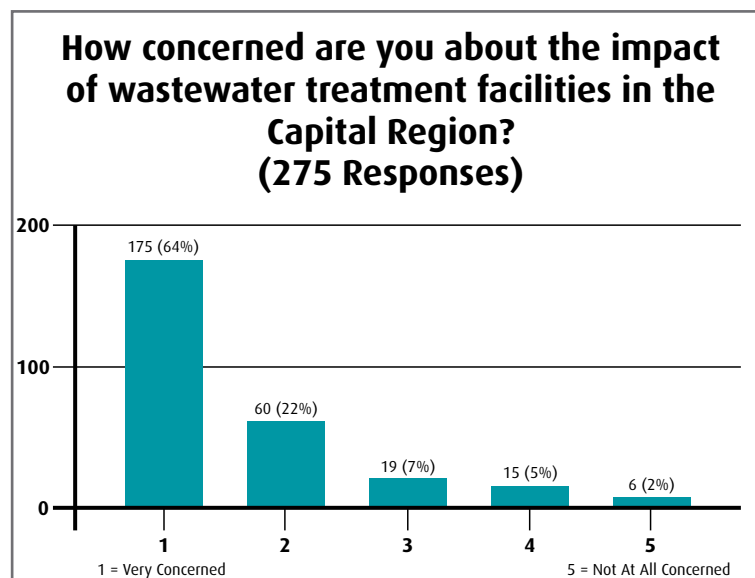
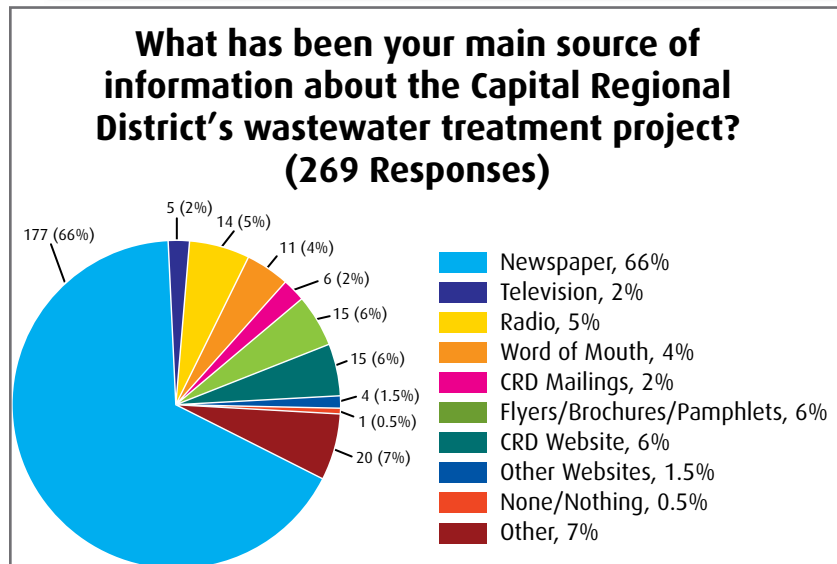
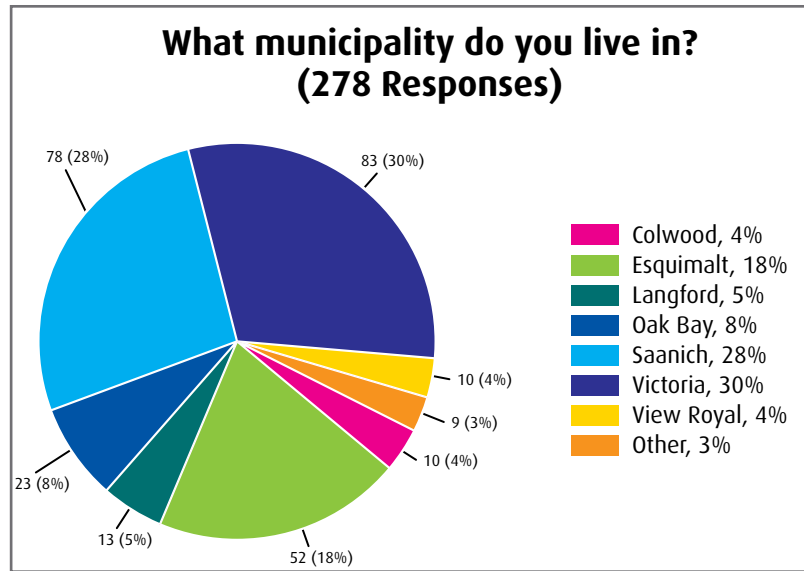
**Saanich**  
 Michelle Pujol Room, Student Union Building,  
 University of Victoria, 3800 Finnerty Road  
**Wednesday, April 22, 2009**  
 Dialogue Sessions: 5 pm or 7 pm

**Esquimalt**  
 Crowsnest Room, Archie Browning Sports  
 Centre, 527 Fraser Street  
**Monday, April 20, 2009**  
 Dialogue Sessions: 5 pm or 7 pm

For more information, please visit  
[www.wastewatermadeclear.ca](http://www.wastewatermadeclear.ca)  
 or call 250.360.3001.

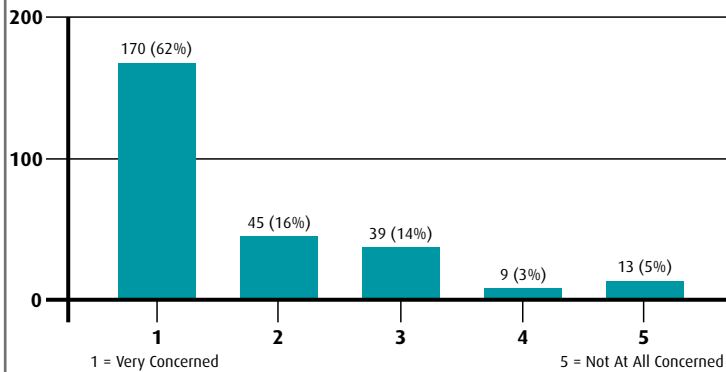


Survey Results

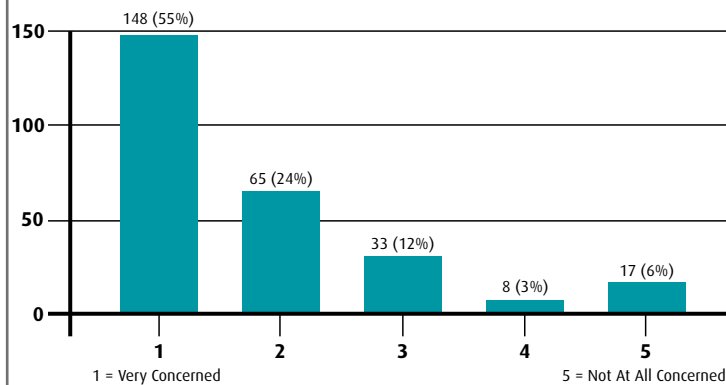




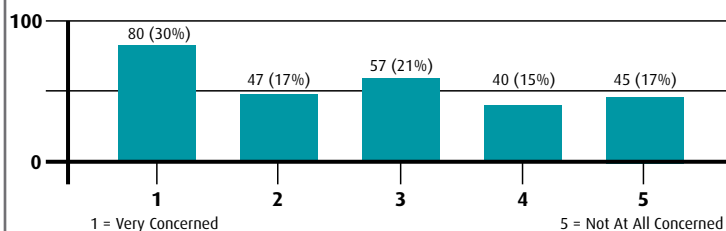
**How important is it that the CRD avoid disruption of rare or endangered species when deciding where to locate treatment plants?  
(276 Responses)**



**How important is it that the CRD build plants that provide opportunity for expansion to support community growth?  
(271 Responses)**



**How important is it that treatment plants are built as multi-use facilities that incorporate public or recreational opportunities for residents, such as community spaces, playgrounds, or commercial space?  
(272 Responses)**

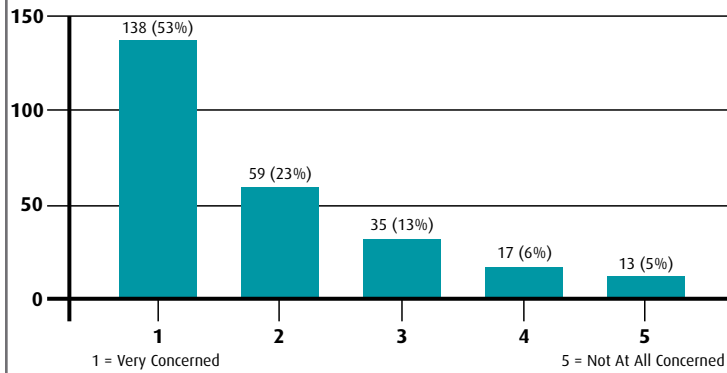




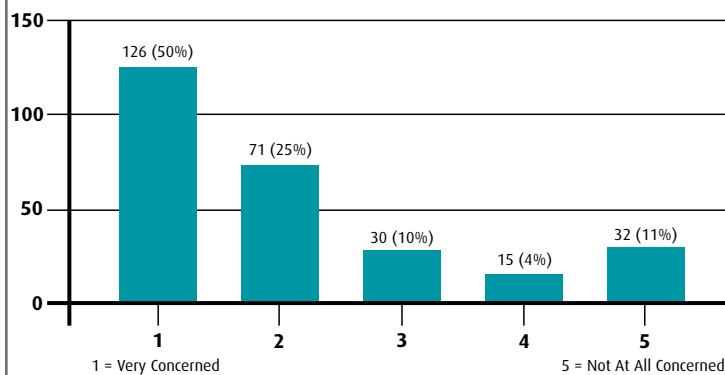


## Survey Results

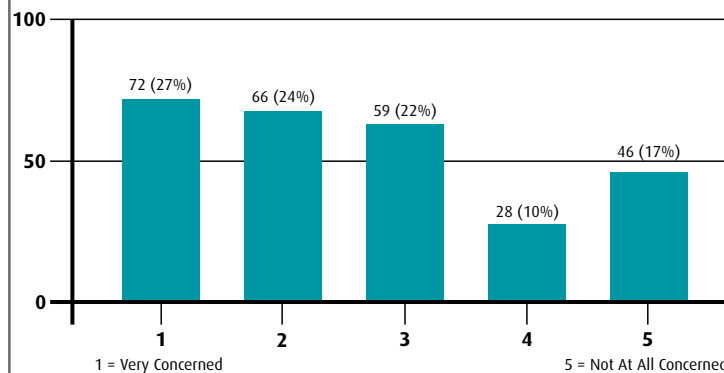
**How important is it that the CRD wastewater project reduce the discharge of untreated wet weather flows and reduce sewer overflows?  
(262 Responses)**

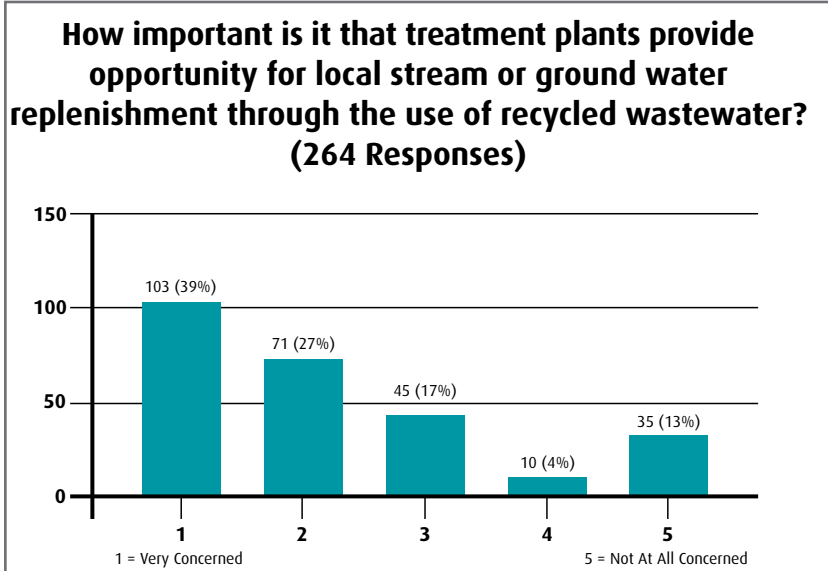


**How important is it that the CRD wastewater project use biosolids for energy production (as a biofuel or a coal substitute)?  
(274 Responses)**



**How important is it that the CRD wastewater project use biosolids in agriculture (as a soil amendment)?  
(271 Responses)**





**Rate the following from the most important to the least important consideration when planning for wastewater treatment in the Capital Region, with 1 being most important and 3 being least important. (267 Responses)**

	1	2	3
The social impact	22 (8.24%)	109 (40.82%)	136 (50.94%)
The environmental impact	181 (67.79%)	62 (23.22%)	24 (8.99%)
The economic impact	64 (23.97%)	96 (35.96%)	107 (40.07%)

**Rate the following possible characteristics of a wastewater plant from most to least important, with 1 being most important and 5 being least important. (260 Responses)**

	1	2	3	4	5
The plant has no detectable noise or odours from the outside.	48 (18.46%)	59 (22.69%)	61 (23.46%)	61 (23.46%)	30 (11.54%)
The plant was constructed for the lowest possible cost.	36 (13.85%)	31 (11.92%)	31 (11.92%)	38 (14.62%)	124 (47.69%)
The plant includes technologies for maximum water and energy reuse.	95 (36.54%)	68 (26.15%)	44 (16.92%)	25 (9.62%)	27 (10.38%)
The plant is designed to minimize local chemical storage and use.	10 (3.85%)	31 (11.92%)	73 (28.08%)	87 (33.46%)	59 (22.69%)
The plant was constructed without damaging sensitive marine and terrestrial habitats.	69 (26.54%)	71 (27.31%)	50 (19.23%)	49 (18.85%)	20 (7.69%)



## Appendix D - Supporting Documents

### Survey Results

Rate the following environmental issues from most to least important when deciding where to locate treatment plants, with 1 being most important and 3 being least important.  
(255 Responses)

	1	2	3
Treatment plants recover and reuse water, energy and biosolids.	118 (46.27%)	91 (35.69%)	45 (17.65%)
Treatment plants minimize the impact on plants, animals and habitats.	108 (42.35%)	86 (33.73%)	61 (23.92%)
Treatment plants are run as a carbon neutral operation.	29 (11.37%)	78 (30.59%)	148 (58.04%)

Rate the following social considerations from most to least important when the CRD is designing wastewater treatment facilities, with 1 being the most important and 3 being the least important.  
(256 Responses)

	1	2	3
The project has no impact on historical, cultural or archaeologically significant sites.	59 (23.05%)	79 (30.86%)	117 (45.70%)
The project minimizes sewage overflows or spills.	116 (45.31%)	92 (35.94%)	47 (18.36%)
The project minimizes truck traffic in residential areas near a plant.	81 (31.64%)	84 (32.81%)	91 (35.55%)

Rate the following economic issues from the most to the least important considerations when the CRD is completing the wastewater treatment project, with 1 being the most important and 3 being the least important.  
(249 Responses)

	1	2	3
Facilities are built and operated with the lowest possible cost to taxpayers.	84 (33.73%)	57 (22.89%)	107 (42.97%)
Plants are built in phases, to lessen the cost impact.	80 (32.13%)	109 (43.78%)	60 (24.10%)
There is no impact on property values to residents living near a treatment plant.	85 (34.14%)	82 (32.93%)	81 (32.53%)

Rate the following characteristics of a wastewater treatment project from the most to the least important, with 1 being the most important and 3 being the least important.  
(248 Responses)

	1	2	3
Treatment plant sites provide an opportunity to redevelop land for multiple uses.	43 (17.34%)	91 (36.69%)	113 (45.56%)
Fish spawning and rearing areas are not disturbed by treatment plants.	145 (58.47%)	66 (26.61%)	37 (14.92%)
There are no detectable vibrations or noise near treatment plants.	60 (24.19%)	90 (36.29%)	98 (39.52%)

## Appendix D - Supporting Documents

### Survey Results



	No. of Surveys Containing	% of Surveys Containing
<b>ECONOMICS</b>	<b>37</b>	<b>43</b>
Concerns about potential high costs through insufficient resource returns, hasty decisions to meet deadlines, cost over-runs, unproven technologies etc.	18	21
Concerns with government contribution accountability and P3 Process	15	17
Wants creative IRM that generates profit or be revenue neutral, with community profit sharing	2	2
Public dialogue process a waste of money	1	1
Supports phasing the project so as not to overburden taxpayers	1	1
<b>ENVIRONMENT</b>	<b>33</b>	<b>38</b>
Supports IRM	12	14
Terrestrial concerns (i.e., biosolids applications, carbon emissions)	11	13
Marine concerns (current practices)	3	3
Suggests alternatives, such as composting toilets, or more cost effective treatment	6	7
Source control, stormwater and/or sanitary sewage a greater priority	5	6
Overall environmental protection done cost-effectively a priority	3	3
<b>SOCIAL</b>	<b>16</b>	<b>19</b>
Concerns of impact of treatment plant on local communities (truck noise, property value etc.)	2	14
Concerns for human health with new treatment options	2	2
Concerns of disparity between municipalities - i.e. big differences in costs.	1	1
Money could be better spent on other social issues	1	1
<b>OTHER</b>	<b>33</b>	<b>38</b>
Science justifying treatment unfounded, and opposed to wastewater treatment	11	13
Dissatisfied with decisions e.g., would like referendum, wants a "not treatment" option, and/or government mandate should be challenged	6	7
Concerns over how the public was involved (consultation, surveying, advertising, general outreach)	6	7
Concerned about speed of decision process and potential results e.g. system's ability to upgrade in future	5	6
Supports a decentralized option	4	5
Wants more information – similar case studies, details of proposed projects etc.	2	2
Wants decisions sped up	1	1
Issues can be resolved if municipalities work together	1	1
Opposed to potential development in Haro Woods	1	1



## Appendix E - Supporting Documents

### Online Public Queries

	No. of Emails containing	% of Emails Containing
<b>ECONOMICS</b>	<b>19</b>	<b>34</b>
Concerned about potentially high costs through insufficient resource returns, hasty decisions to meet deadlines, cost overruns, unproven technologies etc.	16	29
Concerns with government contribution accountability and P3 Process	4	7
Wants creative IRM that generates profit or be revenue neutral, with community profit sharing	2	4
<b>ENVIRONMENT</b>	<b>20</b>	<b>36</b>
Supports IRM	9	16
Terrestrial concerns (i.e., biosolids applications, carbon emissions)	6	11
Suggests alternatives, such as composting toilets, or more cost effective treatment	3	5
Marine concerns (current practices)	2	4
Source control, stormwater and/or sanitary sewage a greater priority	2	4
<b>SOCIAL</b>	<b>7</b>	<b>13</b>
Disparity between municipalities - i.e. big differences in costs	3	5
Money could be better spent on other social issues	3	5
Concerns for human health with new treatment options	1	2
<b>OTHER</b>	<b>39</b>	<b>70</b>
Science justifying treatment unfounded, and opposed to wastewater treatment	17	30
Concerns over how the public was involved (consultation, surveying, advertising, general outreach)	15	27
Dissatisfied with decisions e.g., would like referendum, wants a "not treatment" option, and/or feels the government mandate should be challenged	12	21
Supports a decentralized option	4	7
Opposed to specific developments, such as Clover Point, Royal Bay, Haro Woods	3	5
Concerned about system's ability to upgrade in future	2	4
Wants more specific information on proposed treatment details	1	2
Requesting references to scientific studies opposing treatment	1	2
Wants decisions sped up	1	2





## Acknowledgements

Janette Loveys would like to acknowledge the following people for their support and commitment in carrying out the public engagement process. Development of the triple bottom line principles would not have been possible without the dedication and commitment of the following volunteer staff facilitators:

Maleea Acker, Corporate Communications

Douglas Adams, Environmental Services

Shannon Asdal, Regional Parks

Jim Bell, Regional Parks

Monique Booth, Environmental Services

Michael Hearst, Water Services

Sarah Hood, Human Resources

Todd Johnston, Environmental Services

Jim McAloon, Environmental Services

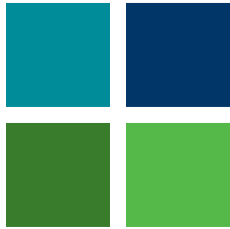
Carol Mitchell, Environmental Services

Reed Osler, Regional Parks

Kevin Reilly, Water Services

Jeff Weightman, Regional Planning

Sophie Wood, Regional Planning



# **Public Consultation** Summary Report

## Core Area Wastewater Treatment Project

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The logo for the Capital Regional District (CRD), featuring the letters 'CRD' in a stylized, white, sans-serif font. The logo is positioned on a teal background that has a wavy, wave-like shape at the bottom of the page.