



# **NORTH SHORE WASTEWATER TREATMENT PLANT CONVEYANCE PROJECT**

## **Engagement Summary Report**

January 8, 2019

## **PREFACE**

This report presents the findings from the North Shore Wastewater Treatment Plant Conveyance Project engagement from October 11 to November 1, 2018.

Feedback questionnaire results presented in this report were collected in part through an online survey using Metro Vancouver's online survey tool, which stores all data in Canada.

The feedback received reflects the interests and opinions of people who chose to participate in the engagement process.

## TABLE OF CONTENTS

- 1 OVERVIEW .....3**
  - 1.1 ABOUT THE CONVEYANCE PROJECT ..... 3
  - 1.2 ABOUT THIS REPORT ..... 3
- 2 ENGAGEMENT PROCESS .....4**
  - 2.1 PURPOSE ..... 4
  - 2.2 NOTIFICATION ..... 4
  - 2.3 ENGAGEMENT METHODS ..... 5
    - 2.3.1 Open House ..... 5
    - 2.3.2 Feedback Questionnaire ..... 5
    - 2.3.3 Online Engagement ..... 5
    - 2.3.4 Individual Meetings..... 5
    - 2.3.5 Enquiry Response Program..... 5
  - 2.4 PARTICIPATION ..... 5
- 3 SUMMARY OF INPUT .....6**
  - 3.1 KEY THEMES ..... 6
  - 3.2 QUESTIONNAIRE RESULTS ..... 7
  - 3.3 OPEN HOUSE SUMMARY ..... 11
- 4 NEXT STEPS .....11**

This page is intentionally blank.

# 1 OVERVIEW

## 1.1 ABOUT THE CONVEYANCE PROJECT

The North Shore Wastewater Treatment Plant Conveyance Project (the Conveyance Project) includes the design and construction of a pump station and related pipes to move wastewater from the existing Lions Gate Wastewater Treatment Plant to the new North Shore Wastewater Treatment Plant. The new plant is being constructed on West 1<sup>st</sup> Street between Pemberton Avenue and Philip Avenue in North Vancouver. Once complete, the treated wastewater will be sent from the new plant to the existing outfall under the Lions Gate Bridge.

New federal and provincial regulations require that wastewater treatment on the North Shore be upgraded from primary treatment to secondary treatment. Secondary treatment uses biological processes to remove dissolved and suspended organic compounds, resulting in much cleaner output and reduced environmental impacts. The new facility will provide a higher level of treatment to the North Shore's wastewater before it is sent into Burrard Inlet. Once complete, the existing plant will be decommissioned, and the land will be returned to Squamish Nation.

The Conveyance Project includes the following components:

- New **First Narrows Pump Station** located at the south end of Bridge Road underneath the Lions Gate Bridge
- 1,200 mm **influent sewer pipe** extending from the existing Lions Gate Wastewater Treatment Plant to the new pump station
- 900 mm **forcemain** extending from the new pump station to the new North Shore Wastewater Treatment Plant
- 2,100 mm **effluent sewer pipe** extending from the new North Shore Wastewater Treatment Plant to the existing outfall

In July 2018, the Conveyance Project was awarded to the North Shore Conveyance Partners (NSCP). Project construction started November 2018, with Project completion anticipated for late 2020.

## 1.2 ABOUT THIS REPORT

Sections 1 and 2 of this report provide the overview and background information on the Conveyance Project and the engagement process, including notification methods and participation levels. Section 3 summarizes the key findings from feedback questionnaire responses and open house comments and Section 4 outlines how input will be considered and next steps.

## 2 ENGAGEMENT PROCESS

### 2.1 PURPOSE

The purpose of the engagement process was to share Conveyance Project information and seek feedback from the community on the proposed construction impact mitigation measures.

Key objectives included:

- Raising awareness and informing people about the Conveyance Project and how it relates to the overall North Shore Wastewater Treatment Plant Project
- Presenting and seeking feedback on the proposed construction impact mitigation measures, including traffic management, air quality, noise and hours of work
- Engaging the community and interested and affected parties (IAPs) in the engagement process

The public engagement period for the Conveyance Project took place from October 11 to November 1, 2018, and included several opportunities for participation, including an open house and a feedback questionnaire. Open house materials and the online questionnaire were posted to the Project webpage at [www.metrovancouver.org](http://www.metrovancouver.org) (search: Conveyance Project) on October 25, 2018.

This report summarizes input received during the engagement period.

### 2.2 NOTIFICATION

NSCP invited public participation through a variety of methods identified in the following table.

Form of Notification	Description	Date(s)
Letter	Hand-delivered 425 open house notification letters to residents and businesses in the community to announce the launch of the engagement period and provide open house information	October 11, 2018
Email and phone	Follow up calls and email notification to approximately 450 IAPs to announce the launch of the engagement period and provide open house information	October 12, 2018
Newspaper advertisements	Two advertisements placed in the North Shore News to announce the Project open house	October 17, 2018 October 24, 2018
Online survey	Launch of online survey at <a href="http://www.metrovancouver.org">www.metrovancouver.org</a> (search: Conveyance Project)	October 18, 2018
Webpage	Launch of engagement materials at <a href="http://www.metrovancouver.org">www.metrovancouver.org</a> (search: Conveyance Project)	October 25, 2018

## 2.3 ENGAGEMENT METHODS

### 2.3.1 Open House

NSCP hosted a public open house between 4 p.m. and 8 p.m. on Thursday, October 25, 2018 at the Squamish Nation Elders' Centre in West Vancouver, B.C. Project Team members were present to answer questions and discuss community suggestions.

Each participant was asked to sign in and was provided with a copy of the feedback questionnaire. Display boards featured Project information and visual renderings of Project elements. Metro Vancouver Project representatives were in attendance to answer questions about the overall North Shore Wastewater Treatment Plant Program, as well as representatives from Squamish Nation to answer questions about land use once the existing Lions Gate Wastewater Treatment Plant is decommissioned.

### 2.3.2 Feedback Questionnaire

An eight-question feedback questionnaire asked participants to provide comments on their primary interest in the Conveyance Project, proposed construction impact mitigation measures, and participant demographics. Participants were encouraged to submit their hardcopy feedback forms at the end of the open house but could also submit forms by email to: NSCPsupport@kenaidan.com or fill in the questionnaire online.

### 2.3.3 Online Engagement

Public engagement materials, including the online questionnaire and display boards were available on the Project webpage at [www.metrovancouver.org](http://www.metrovancouver.org) (search: Conveyance Project). Visitors to the page were invited to sign up for Project updates by emailing the Project Team at NSCPsupport@kenaidan.com.

### 2.3.4 Individual Meetings

NSCP met with Squamish Nation Council members to share Conveyance Project information. While the meetings involved sharing similar information to the open house, the discussion focused on the Project in relation to Squamish Nation property, including the construction of a temporary access road and landscaping.

### 2.3.5 Enquiry Response Program

A dedicated Conveyance Project information email address (NSCPsupport@kenaidan.com) was created and provided to the public along with a 24-hour/7-day-per week information hotline monitored by the Community Liaison Officer (778-382-9011).

## 2.4 PARTICIPATION

Form of Notification	Description
Open House	41 people attended the open house 18 people requested to be added to the Project database

Feedback Questionnaires	6 people completed feedback questionnaires
Website	Approximately 78 webpage visits during the engagement period

### 3 SUMMARY OF INPUT

The following section provides a detailed summary of feedback received through discussions at the open house and the feedback questionnaires.

#### 3.1 KEY THEMES

The following represents a summary of most commonly mentioned themes for all input sources (i.e. open house discussions and feedback questionnaires):

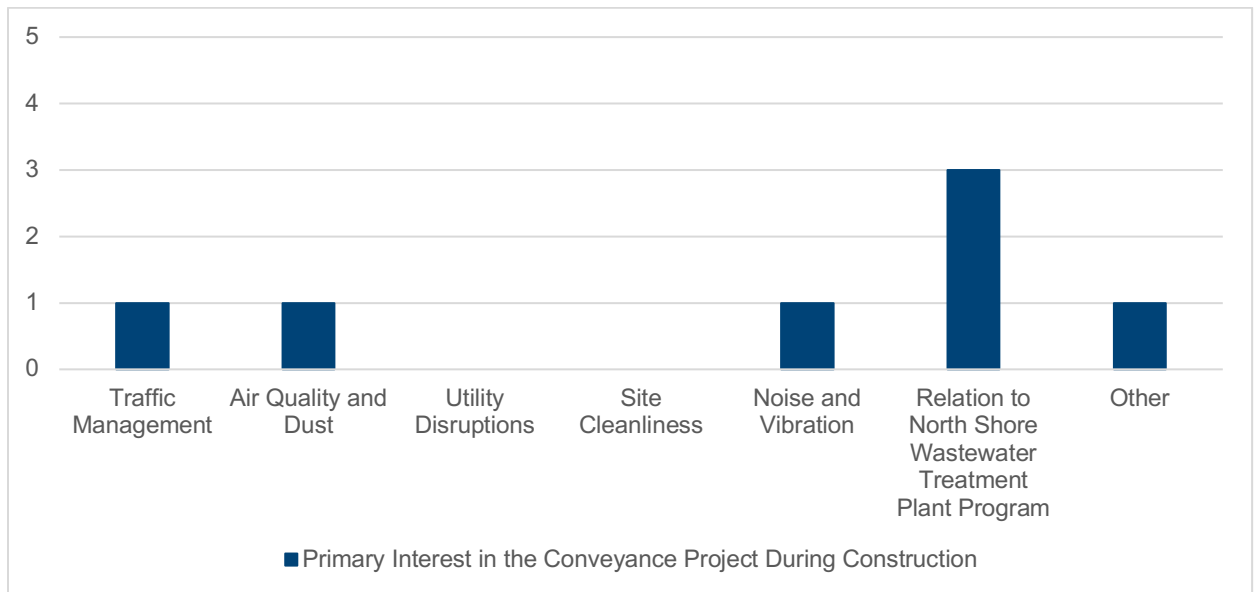
- General support for the Project as an improvement to the existing pump station and capacity challenges
- General support for decommissioning the existing plant and returning the land to Squamish Nation
- Satisfaction with the proposed measures to address potential community impacts during construction; several participants specifically noted “no concerns”, and there were no suggestions for additional mitigation measures
- Questions about the North Shore Wastewater Treatment Plant Project, including treatment process and public spaces
- Questions about intended land use after the existing Lions Gate Wastewater Treatment Plant is decommissioned



### 3.2 QUESTIONNAIRE RESULTS

#### 1. Conveyance Project Construction

Respondents were asked to identify their top two interests in the Conveyance Project during construction. A total of five responses were received, with some respondents indicating multiple interests. As noted in the graph below, the majority of respondents indicated their primary interest is how the Conveyance Project relates to the overall North Shore Wastewater Treatment Plant Program. One respondent indicated “other” and when asked to specify noted “curious”.



#### 2. Traffic Management Mitigation Measures

Respondents were asked to indicate any questions or comments about the proposed traffic management mitigation measures. Three participants provided comments or questions. Verbatim responses are noted in the table below. Personal information is removed for privacy purposes.

Issue, Comment, Question	Response
<b>Traffic Management Mitigation Measures</b>	
No questions.	Comment noted.
No, the proposed measures are well thought out.	Comment noted.

Issue, Comment, Question	Response
<p>Please take into account that there can be film locations on Pemberton Avenue and in the Norgate area.</p> <p>The Welch St./West 1<sup>st</sup> St./Pemberton Ave. intersections are already a nightmare as they are so close together and the Spirit Trail bike/pedestrian light across Pemberton Ave. at Welch St. is not coordinated with the West 1<sup>st</sup> St. light.</p>	<p>NSCP's Traffic Management Plan describes the approach to traffic management during Conveyance Project construction, including minimizing disruptions to the travelling public.</p> <p>Specific measures in the Plan include:</p> <ul style="list-style-type: none"> <li>• Constructing a temporary access road as the primary transportation corridor for the Conveyance Project</li> <li>• Coordinating with neighbouring projects and businesses in the area to avoid potential traffic conflicts wherever possible</li> <li>• Installing advance warning signs along cycle lanes and sidewalks to indicate that construction activity is ahead</li> <li>• Providing clear detour information when detours are in effect</li> </ul>

### 3. Noise Impact Mitigation Measures

Respondents were asked to indicate any questions or comments about the proposed noise impact mitigation measures. Four participants provided comments. Verbatim responses are noted in the table below. Personal information is removed for privacy purposes.

Issue, Comment, Question	Response
<b>Noise Impact Mitigation Measures</b>	
Sounds good.	Comment noted.
No questions.	Comment noted.
No questions.	Comment noted.
<p>There should be no noise issues if all the work is done in the times stated, but I suspect that some work will have to be done outside of these hours when noise can be an issue, particularly back-up beepers on equipment.</p>	<p>Conveyance Project activities will take place within the bylaw hours of Monday to Friday, 7:30 a.m. to 8 p.m. and Saturday from 9 a.m. to 5 p.m. If any work is scheduled to take place outside of these hours, NSCP will obtain approval from the appropriate Regulators (District of North Vancouver, District of West Vancouver, Squamish Nation) and provide advance notice to the community.</p>

#### 4. Air Quality Mitigation Measures

Respondents were asked to indicate any questions or comments about the proposed air quality and dust control mitigation measures. Two participants provided comments. Verbatim responses are noted in the table below. Personal information is removed for privacy purposes.

Issue, Comment, Question	Response
<b>Air Quality and Dust Control Mitigation Measures</b>	
No questions.	Comment noted.
No questions.	Comment noted.

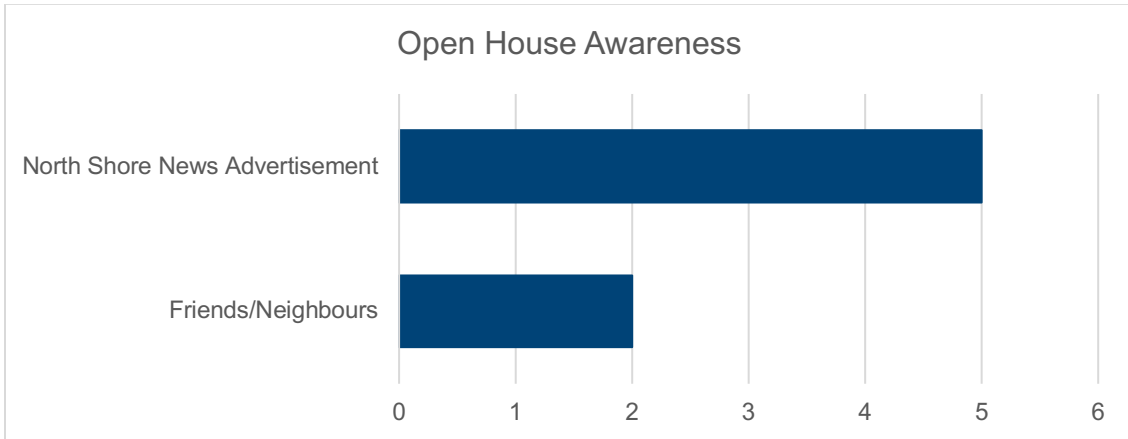
#### 5. General Conveyance Project Comments

Respondents were invited to share other comments about the Conveyance Project. Three participants provided comments or questions. Verbatim responses are noted in the table below. Personal information is removed for privacy purposes.

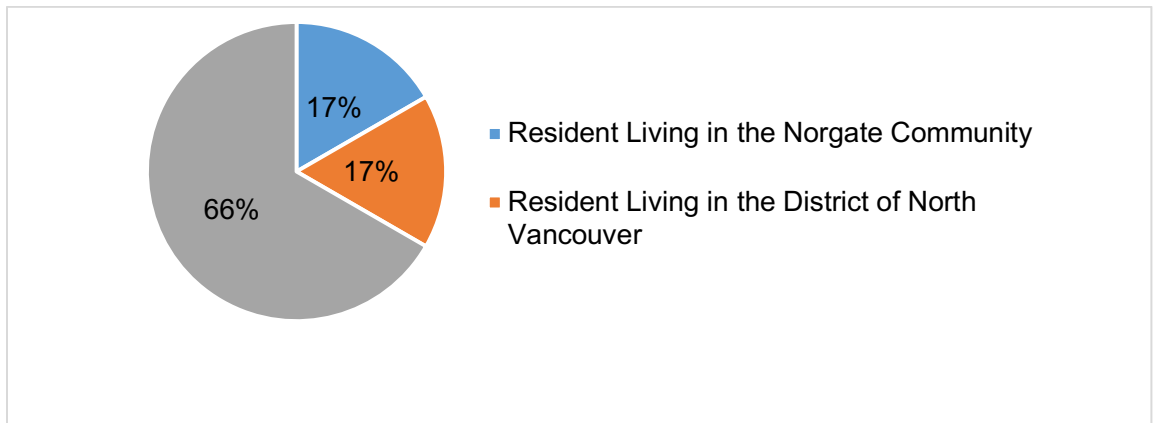
Issue, Comment, Question	Response
<b>General Questions</b>	
No questions.	Comment noted.
Where will the public plaza be located?	<p>The public plaza is part of the North Shore Wastewater Treatment Plant Project which is being delivered by ACCIONA on behalf of Metro Vancouver.</p> <p>When complete, the plaza will be located next to the public parking area on West 1<sup>st</sup> Street at Pemberton Avenue. More information can be found at <a href="http://northshorewwtp.ca">northshorewwtp.ca</a>.</p>
Hopefully it resolves some of the West Vancouver sewer capacity issues. It sounds like adequate redundancy is provided for plant, i.e. redundant pumps, plan for pipe failure, electrical supply, emergency generator back up.	<p>The Conveyance Project is designed to transport 102 million litres per day of treated water under normal conditions, and up to 320 million litres per day when stormwater enters the sewer system during wet weather. Other design features include three main pumps, one redundancy pump, odour control technology, and emergency back-up generators in the event of power loss.</p>

### Participant Demographics

6. Respondents were asked to identify how they heard about the open house. Of the six responses received, five selected the North Shore News advertisement. One participant noted multiple responses.



7. Respondents were asked to choose from a list of options which best describes their proximity to the Project area. Of the six responses received, 66% indicated that they live in the District of West Vancouver, 17% indicated District of North Vancouver and 17% indicated the Norgate community.



### 3.3 OPEN HOUSE SUMMARY

Project Team members made note of their discussions with participants at the open house, which are summarized in the following table.

Theme	Comments
Project Support	Support for the Project as an improvement over current conditions (e.g. pump station odour, improved quality of outflow)
North Shore Wastewater Treatment Plant Program	Questions about sludge removal process; discharge outfall modelling; power consumption; land use once the Lions Gate Wastewater Treatment Plant is decommissioned; public spaces and education program
Construction	Questions about the pipe construction process; timelines; noise and traffic during construction
General Project Information	Questions about the pump station capacity, redundancy and design; Conveyance Project funding; cycling infrastructure; and the temporary access road

## 4 NEXT STEPS

NSCP will consider comments received during the engagement period as Project planning continues. Results of any changes, as well as ongoing Project updates will be communicated through the Project email list and webpage.

Additionally, while the formal engagement period for the Conveyance Project has concluded, NSCP welcomes community input as the Project progresses. Enquiries can be directed to the Community Liaison Officer at [NSCPsupport@kenaidan.com](mailto:NSCPsupport@kenaidan.com).

**For more information:**

Visit: [www.metrovancouver.org](http://www.metrovancouver.org) (Search: Conveyance Project)

Email: [NSCPsupport@kenaidan.com](mailto:NSCPsupport@kenaidan.com)

Call: 778-382-9011