APPENDIX A

Communication and Consultation Plan

JUNCTION WASTEWATER PUMPING STATION

Class EA Schedule B Phase I and II Communication and Consultation Plan

B&V PROJECT NO. 193577

PREPARED FOR

Halton Region

12 DECEMBER 2016



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REVISION HISTORY

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| Rev No. | Description of Revision | Revised By | Date |
|---------|---|-------------------------|-------------|
| 0 | First Draft | Emma Cabrera- Aragon | 1 Oct 2016 |
| 1 | Added Council Meeting Deadlines. Change Milestone Dates | Rob Lewtas | 12 Dec 2016 |
| 2 | Added FN Consultation Details. Change Milestone Dates. | Emma Cabrera- Aragon | 13 Dec 2016 |
| 3 | | | |
| 4 | | | |
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DISTRIBUTION RECORD

| | Revision No.: | 0 | 1 | 2 | 3 | 4 | 5 |
|-------|---------------|------------|-------------|---|---|---|---|
| | Issue Date: | | | | | | |
| | D McCollum | 1 Nov 2016 | | | | | |
| | D McCollum | | 12 Dec 2016 | | | | |
| Names | | | | | | | |
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1 Introduction

This Communication and Consultation Plan sets out the approach to the communication and consultation program with the public, review agencies and stakeholders as part of the Municipal Class Environmental Assessments (EA) for the proposed works to the Junction Wastewater Pumping Station (WWPS).

Halton Region (the Region) operates in a transparent and collaborative environment as evident by Council's adoption of the <u>Guiding Principles for Public Consultation and Notification</u> which cites: *"Halton Region values the views of the community and encourages public involvement on issues that affect them. ... Opportunities for open, constructive and balanced discussion will be created to solicit input from the public."* Halton Region's practice of community engagement will be upheld through the communication and consultation program for the Class EAs.

1.1 PURPOSE OF COMMUNICATION AND CONSULTATION PLAN

The purpose of the Communication and Consultation Plan is to engage the public, review agencies and stakeholders in the Class EA process by providing them with information about the project and the various alternative solutions, soliciting feedback and addressing any concerns or issues that are raised. Material used in the communication and consultation process will also detail any impacts to the community as a result of project construction and/or operation and steps to be taken to minimize or mitigate these impacts.

The communication and consultation process will also promote a positive perception of the project by showing that the Region seeks and values public comment.

1.2 BACKGROUND

The Province of Ontario's Places to Grow Act (2005) set a year 2031 population and employment growth requirement for Halton Region. Following the framework to manage growth provided in the Province's Growth Plan, Halton Region published the Sustainable Halton Water and Wastewater Master Plan (Sustainable Halton) in 2011 which describes sustainable growth and servicing strategies. Halton Region completed a Wastewater Pumping Station Master Plan (2012) to address the need to upgrade a number of pumping stations in Oakville and Burlington, focusing on the need to address normal aging and deterioration processes in the context of lifecycle management (sustainability) of these facilities, hydraulic capacity impacted by current needs and future growth demands. The Pumping Station Master Plan identified the preferred wastewater servicing strategy as the elimination of as many pumping stations as possible, but in alignment with future projects.

The 2011 Sustainable Halton Water and Wastewater Master Plan identified a 41 l/s upgrade for the Junction WWPS. This was identified as Schedule A+ environmental assessments. The location of the pumping station is shown in Figure 1-1. The Region had planned to upgrade the WWPS within the existing structure in alignment with the proposals summarized in the 2011 Master Plan, however, recent condition assessments of the pumping station identified the need for Schedule B Environmental Assessments. The condition assessment report for Junction WWPS recommended a replacement pumping station to service 2031 projected flows. The new pumping station would trigger a Schedule B Environmental Assessment.

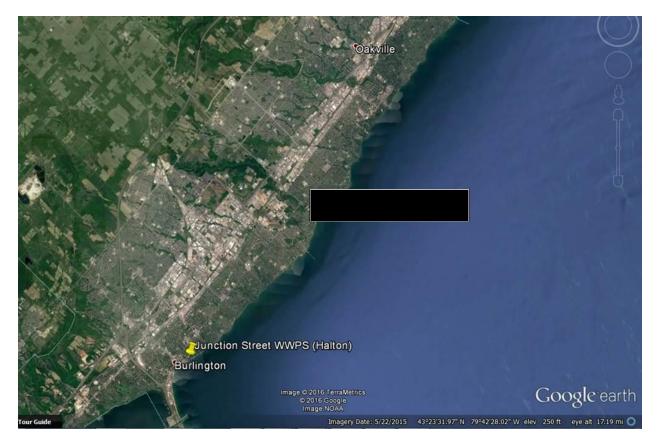


Figure 1-1: Junction WWPS

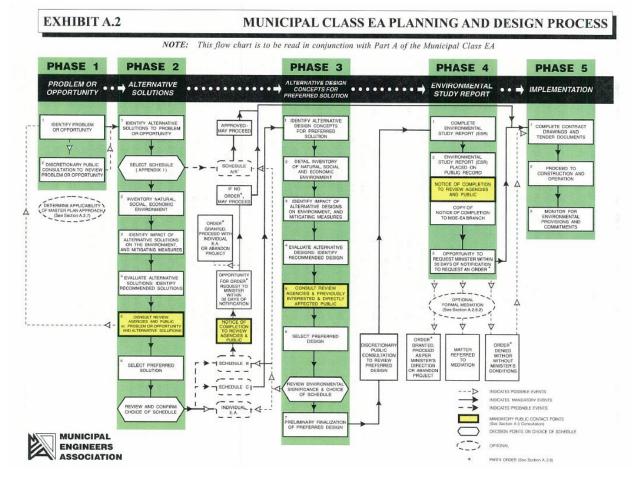
2 Municipal Class Environmental Assessment

2.1 CLASS EA REQUIREMENTS

Mandatory requirements for public notification and consultation are identified in the Municipal Class EA (2000, as amended 2011 and 2015) guidelines published by the Municipal Engineers Association (MEA). As this Class EA is Schedule B, during Phase 2 of the Class EA it is required to:

- 1. Consult review agencies and the public regarding the problem or opportunity and alternative solutions, after the alternative solutions have been evaluated and recommended solutions identified but prior to selection of the preferred solution, and
- 2. Provide notice of completion to review agencies and public once the preferred solution has been selected and the project reviewed and confirmed for schedule choice.

The Municipal Class EA Planning and Design Process is shown in Figure 2-1.





2.2 HALTON REGION CLASS EA PROCESS

Further to the public notification and consultation requirements in the MEA Municipal Class EA guidelines, the Region has requirements for a Master Plan Class EA Process. These requirements are detailed in the Public Works Business Process for Municipal Class EA Studies (Water, Wastewater & Transportation Projects), dated February 2013. The process steps for the Schedule B Class EA Process Phases I and II are outlined in Figure 2-2.

Technology, Health & Environmental Concerns - Reassurance that the health and well-being of its citizens is Halton Region's first priority and that health and safety standards will continue to be met and/or exceeded is integral to maintaining/building trust.

3.2 STAKEHOLDERS

Halton Region's practice of community engagement will be upheld through a consultation program for the pumping station EAs that is both comprehensive and inclusive. It is important that a proactive approach be taken to engage the community both to manage the process as well as to facilitate a positive perception – that the proponent seeks and values public comment.

3.2.1 Junction WWPS Stakeholders

The Junction WWPS is located in an area along Lakeshore Road that is highly urbanized with a mix of low, medium and high density housing. There are a number of businesses located along Lakeshore Road; it is a high traffic area and the roads have recently been repaved. There are bus routes running along the suggested forcemain route on Lakeshore Road between Smith Street and the WWPS, crossing Rambo Creek. Investigation of an alternative forcemain route via Martha St or Pearl Street to James Street, to avoid the Rambo Creek crossing, was recommended in the Technical Memorandum (TM) for the Scoping of Upgrade Alternatives to Junction Street Wastewater Pumping Station (EIS Inc., 2016).

The following key stakeholder groups will be targeted for engagement in the communication and consultation program:

- 1. **Immediate residents** who live in the vicinity of the Junction WWPS and along sewer routes where works are proposed.
- 2. Local businesses and organizations in the immediate area may have some concerns regarding customer traffic for the businesses around the Lakeshore Road and Smith, Martha or Pearl Street intersections. Losing convenient parking areas may drive visitors to other areas for short periods of time which would concern local businesses. The Town of Burlington, Burlington Downtown Business Improvement Areas and Burlington Transit will be consulted; their input will be critical to development of the servicing strategy proposed in the Class EA.
- 3. **Review agencies** will also be consulted individually to discuss property and design issues related to construction in, or adjacent to, the Conservation Halton floodplain associated with Rambo Creek, as well as protecting the environment during construction. Review agencies will include the Ministry of Natural Resources and the Ministry of the Environment and Climate Change. Local utility and transit organizations will also be consulted to provide input.
- 4. Black & Veatch will consult with **Conservation Halton** with regard to the current pumping station being within the Conservation Halton Flood Plain associated with Rambo Creek and the likely requirement of the forcemain crossing over or under Rambo Creek. Black &

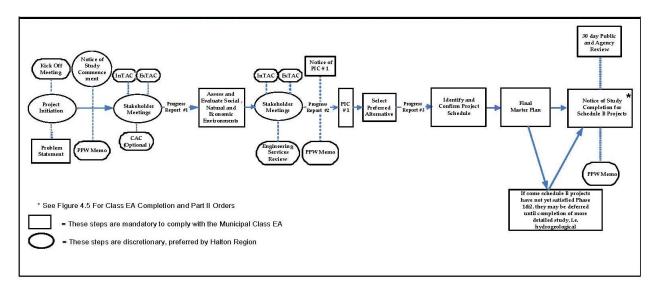


Figure 2-2: Halton Region Master Plan Class EA Process Phases I and II

3 Communication and Consultation Plan

3.1 OBJECTIVES

The key objective of the Communication and Consultation Plan is proactive engagement of the public, review agencies and any other stakeholders in the Class EA process through an open and collaborative process. A comprehensive and strategic communication and consultation program will be integral to building trust amongst the local community, ensuring timely future approvals, and mitigating any issues.

A Stakeholder Log will be generated at the commencement of the project and updated throughout the duration of the project to ensure all stakeholders and interested parties are consulted.

The Communication and Consultation Plan will also facilitate a positive perception of the WWPS modernization works through the following key messages:

- Trust and Credibility Although the Wastewater Pumping Station Master Plan established overall objectives and leading decisions, it will be important to emphasize that the modernization of the Junction WWPS is planned to address normal aging and deterioration processes in the context of lifecycle management (sustainability) of this facility and hydraulic capacity impacted by current needs and future growth demands defined in the Region's growth plans.
- Engaging the Community/Stakeholder Input Critical to consensus-building, is fostering an environment whereby stakeholders understand their contributions to be valued and desired. Stakeholders should know that they may provide their input and that there will be opportunities for participation. This might mean that after the Public Information Centre (PIC) during the Class EA project, additional communication opportunities will be provided during the construction.
- Mitigating Impacts Communications regarding any mitigation measures would speak to: the implementation of traffic management plans, adhering to air and noise by-laws, using designated truck routes and undertaking street cleaning to minimize dust. All communications would include messaging regarding the Region's 24/7 accessibility and relevant contact information.

Veatch are well aware of the requirements related to the flood plain within the area. Further communication with them will provide more opportunities to obtain their input.

- 5. The **City of Burlington** will be consulted on the Junction WWPS; their input will be critical to development of the servicing strategy proposed in the Class EA. Specifically within the City of Burlington, at a minimum, the following departments will be contacted:
 - a. Burlington Transit
 - b. Capital Works
 - c. Planning and Building
 - d. Transportation Services
 - e. Parks and Recreation
- 6. **First Nations and Aboriginal communities** all project notices will be mailed to the relevant First Nations and Aboriginal communities stakeholders. Although there is not a large First Nations presence in Halton Region, groups such as the Mississauga's of New Credit, Six Nations of the Grand River Territory and the Haudenosaunee Confederacy may have an interest in activities carried out in Halton.

3.3 ANTICIPATED ISSUES

Anticipated issues associated with the preferred solution include the following:

- Potential impact to parking and access for local business including restaurants, shops and offices at Junction WWPS (see Section Error! Reference source not found. above for details).
- Recently repaved roads at the Junction WWPS location will require sewer construction methods having minimal surface impact (such as horizontal directional drilling (HDD)).
- Crossing of Rambo Creek at the Junction WWPS location will require either jack and bore construction or HDD.
- Any construction on Lakeshore Road is likely to impact bus routes and stations in front of the Junction WWPS and along the selected forcemain route.
- Potential for work to intrude into aquatic and forested communities as well as impacted/disturbed areas that may result in impacts to vegetation, wildlife habitat and fisheries habitats.
- Potential for project works that may impact the urban forest canopy cover through impacts to private, park or municipally owned trees.
- Visual impact at Junction WWPS
- Emergency generator testing noise
- Odour

Anticipated issues related to construction include the following:

- Noise
- Dust
- Dirt
- Truck Traffic
- Parking

- Street closures
- Impact on local businesses
- Use of parklands, recreational areas and trails
- Trees and tree protection
- Potential construction in or near floodplain

3.4 COMMUNICATION AND CONSULTATION PLAN

The first step in the Communication and Consultation plan is to obtain, review and update the Region's existing mailing list of stakeholders in consultation with the Region. The Stakeholder Log will be the basis of the mailing list. The Stakeholder Log will be updated throughout the duration of the project and will be used as the basis for all written and verbal communication.

The Ministry of Indigenous Relations and Reconciliation (MIRR Ontario) guideline on consulting Indigenous communities will be followed, as detailed on the MIRR Ontario website; <u>https://www.ontario.ca/page/environmental-assessments-consulting-indigenous-communities</u>. The Aboriginal and Treaty Rights Information System (ATRIS) website (as suggested on the MIRR Ontario website) will be used to identify First Nations within the Project Study Area using a 100 km radius of the project location. A letter will be sent to the MIRR Ontario, and Indigenous and Northern Affairs Canada (INAC) asking to review the initial list of First Nations generated using ATRIS website. After the revised First Nation is completed these First Nations communities will be included in the Stakeholder Log and included in the consultation process.

A webpage on the Region's website will be created to provide additional information on the Class EA studies. This will be managed by the Region's Project Manager.

A Notice of Commencement will be mailed to those on the mailing list, published on the Region's website and published in local media (including newspapers) to formally introduce the project. The Notice of Commencement will include details of:

- The project background
- The problem statement
- Notice that a Schedule B Class EA study will be undertaken and an outline of key study elements
- Notice that a PIC will be held
- Contact details for the Project Managers at the Region and Black & Veatch
- Link to the Region's Class EA website which will contain additional information on the study

An Internal Technical Advisory Committee (InTAC) meeting and External Technical Advisory Committee (ExTAC) meeting will be scheduled for the Junction WWPS. The InTAC consists of internal advisory staff, identified in the Stakeholder Log. The ExTAC consists of key agencies in the WWPS Class EA study area as identified in the Stakeholder Log. The City of Burlington will be invited to the Junction WWPS ExTAC meeting. The goal of this meeting is to provide information and background about the project and to gather feedback about any issues or concerns.

One PIC will be facilitated for each pumping station. Advertisements for the PICs will be provided to the Region for review prior to provision in advance of the PIC to local media in accordance with the Region's communication protocols. The PIC advertisements will include the project background, the

problem statement, notice that a Schedule B Class EA study will be undertaken and an outline of key study elements, PIC location, date and time, contact details for the Project Managers at the Region and Black & Veatch and a link to the Region's Class EA website which will contain additional information on the study.

The PIC will focus on presentation of design alternatives, evaluation criteria and the preliminary preferred alternative to the public and interested agencies. The PIC advertisements, as well as all materials to be used at the PICs, will be designed by Black & Veatch and provided to the Region for advanced approval. Specifically, material prepared for the PIC will include:

- Display showing the Service Area
- Display showing Alternative Solutions considered
- Display showing Preliminary Preferred Solution
- Sign in sheets, questionnaires, comment forms

The PIC will use a drop-in centre format with the project information on display panels. The EA team will be available to speak one-on-one with the public. Questionnaire and comment/ evaluation forms will be provided to the public at the PIC to obtain their input on the information presented. The results of the questionnaire and any comments received will be compiled and analyzed. Responses will be prepared to all comments received at the PIC and submitted to the Region for review prior to publication to website and Project File.

Once the alternative solutions have been presented at the PIC, subsequent communication may be conducted with members of the ExTAC, including City of Burlington, to review the alternatives and gather any additional feedback, if required.

A Project File will be prepared to consolidate all of the project material in the Master Plan. Included in the Project File will be the three Progress Reports and, as a minimum, the information requested in Municipal Class EA guidelines issued by the Municipal Engineers Association. The Project File will be submitted to the Region for review and comments prior to its being finalized. The Project File will then be placed on public record for a minimum 30-day review period, and will be advertised to the public. Throughout the review period, Black & Veatch will readily respond to any comment or issues with a goal of final acceptance and approval at the end of the 30 days.

Following acceptance of the Project File by the Region and Council, a Notice of Completion will be published to inform review agencies and the public that the Class EA has been completed and placed for public review for 30 days. The Notice of Completion will include the following:

- Project background,
- Notice that a Schedule B Class EA was conducted
- Summary of the preferred solution
- Location of the Project File and available times for public viewing
- Information on how concerns with the Class EA can be submitted to the Ministry of the Environment and contact details for the Ministry of the Environment
- Contact details for the Region and Black & Veatch.

All communications with public and agencies will be tracked with a communications tracking log and the Region will be updated regularly. The tracking log will contain details of the person/agency name and contact details, communication method, comment and comment category (e.g., health and safety, noise, dust and dirt, truck traffic, project schedule, construction methods and impacts, costs, First nations or Aboriginal communities concerns, archaeological, utilities and other categories that arise) and comment response. The tracking log layout is shown in Table 3-1.

| STAKEHOLDE R NAME | CONTAC T DETAILS | COMMUNICATIO N METHOD | COMMEN T | COMMEN T CATEGORY | DATE COMMEN T RECEIVED | COMMEN T RESPONSE | DATE RESPONS E SENT | ADDITIONA L COMMENTS / NOTES |
|----------------------|------------------------|--------------------------|-------------|-------------------------|---------------------------------|-------------------------|---------------------------|---------------------------------------|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Table 3-1: Communications Tracking Log

The Communication and Consultation Plan tasks and timeline is detailed in Table 3-2.

Recognizing that input may be received from several sources (e.g., in-person, via email, letters, surveys, comment cards or word-of-mouth) a process for vetting all of the feedback from one source and protocols for collating the input, responding to questions and concerns and posting updates on the website, will be established.

Table 3-2: Communication and Consultation Plan

| TASK | STAKEHOLDERS | INFORMATION | DELIVERY | EFFECTIVENESS MEASURE | TIMELINE |
|--|--|---|---|---|---|
| Notice of Commencement - Junction WWPS | All stakeholders – public, review agencies and other interested stakeholders | Project background Problem statement Notice that Schedule B Class EA study will be undertaken and outline of key study elements Notice that a PIC will be held Contact details for the Project Managers at the Region and Black & Veatch Link to the Region's Class EA website | Mail Media (including newspapers) Region's website | Hits to Region's website Amount of mail returned marked "return to sender" | Prepared October 2016 for delivery early November 2016 |
| Mailing list - Junction WWPS | All stakeholders – public, review agencies and other interested stakeholders | • Name, address, phone number, email, contact history | • Email | • Number of stakeholders contacting project team that are not included on the mailing list | Early November 2016 |
| First Nations Consultation Process | First Nations Communities (for full list see Stakeholder Log) | Notice of Commencement PIC Additional Communication (see descriptions in this table) | Mail Email Media Region's Website Meeting | • Number and role of consultation participants | Throughout the Class EA Process |
| InTAC Meeting Junction WWPS | Halton Region (for full list see Stakeholder Log) | Project background Problem statement Possible alternative solutions | • Meeting | Number and role of meeting participants Demonstrated support for project | Early November 2016 |

| TASK | STAKEHOLDERS | INFORMATION | DELIVERY | EFFECTIVENESS MEASURE | TIMELINE |
|--|--|--|--|---|---|
| ExTAC Meeting Junction WWPS | Review Agencies City of Burlington (for full list see Stakeholder Log) | Project background Problem statement Possible alternative solutions | • Meeting | Number and role of meeting participants Demonstrated support for project | Mid-November 2016 Late Jan 2017 |
| Advertisement of Public Information Centre - Junction WWPS | All stakeholders – public, review agencies and other interested stakeholders | Project background Problem statement Notice that Schedule B Class EA study will be undertaken and outline of key study elements PIC location, date and time Contact details for the Project Managers at the Region and Black & Veatch Link to the Region's Class EA website | Mail Media (including newspapers) Region's website | Hits to Region's website Questions from Stakeholders prior to PIC Amount of mail returned marked "return to sender" | Mid-April to Mid-May 2017 |
| Preparation of responses to comments and input from Public Information Centre | All stakeholders – public, review agencies and other interested stakeholders | • Written responses to specific questions and concerns | Project File Region's website | Timely response to comments Responses sent to correct stakeholders | Mid-May 2017 to July 2017 Late June to August 2017 |
| Additional Communication with InTAC and ExTAC | Junction WWPS InTAC and ExTAC | Project background Problem statement Display Service Area Display Alternative Solutions Display Preferred Solution Questionnaire Comment cards | Mail Email Phone calls | Mail Email Number and role of meeting participants Demonstrated support for project | Mid-May 2017 to July 2017 Late June to August 2017 |

| TASK | STAKEHOLDERS | INFORMATION | DELIVERY | EFFECTIVENESS MEASURE | TIMELINE |
|--|--|---|---|--|--|
| Notice of Completion and placement of Project File on public display for review | All stakeholders – public, review agencies and other interested stakeholders | Project background Notice that Schedule B Class EA study was undertaken Summary of preferred solution Project File location and viewing times Ministry of the Environment contact details for comments and concerns Contact details for the Project Managers at the Region and Black & Veatch Link to the Region's Class EA website | Mail Email Region's website | Hits to Region's website Number and type of concerns sent to Ministry of the Environment and Climate Change | August 2017 September 2017 |

3.5 RISK ASSESSMENT

B&V will prepare a probability / severity risk matrix to identify risks to the successful completion of the EA process. Mitigation measures will be identified and the matrix will be provided to the Region for input and review.

3.6 COUNCIL MEETING DATES

Finalization of the Project File and Notice of Completion is subject to approval by Council. Council deadline dates are provided below to help align the deliverables to the appropriate Council Meeting.

| DATE DRAFT REPORT OR MEMO DUE TO DIRECTOR TO REVIEW | DATE DRAFT REPORT OR MEMO DUE TO COMMISSIONER'S OFFICE TO REVIEW | DATE FINAL REPORT AND MEMOS TO COMMISSIONER'S OFFICE FOR SIGNATURE | PPW COMMITTEE | REGIONAL COUNCIL |
|--|---|---|-------------------|--------------------|
| | | | | |
| Monday, November 21, 2016 | Friday, November 25, 2016 | Monday, December 12, 2016 | January 11, 2017 | January 18, 2017 |
| Monday, December 19, 2016 **Due to Upcoming Holiday Office Closure** | Monday, January 2, 2017 | Monday, January 16, 2017 | February 8, 2017 | February 15, 2017 |
| Monday, February 6, 2017 | Friday, February 10, 2017 | Monday, February 27, 2017 | March 22, 2017 | March 29, 2017 |
| Monday, February 27, 2017 | Friday, March 3, 2017 | Monday, March 20, 2017 | April 12, 2017 | April 19, 2017 |
| Monday, March 27, 2017 | Friday, March 31, 2017 | Monday, April 17, 2017 | May 10, 2017 | May 17, 2017 |
| Monday, April 24, 2017 | Friday, April 28, 2017 | Monday, May 15, 2017 | June 7, 2017 | June 14, 2017 |
| Monday, May 22, 2017 | Friday, May 26, 2017 | Monday, July 12, 2017 | July 5, 2017 | July 12, 2017 |
| Monday, July 24, 2017 | Friday, July 28, 2017 | Monday, August 14, 2017 | September 6, 2017 | September 13, 2017 |
| Monday, August 21, 2017 | Friday, August 25, 2017 | Monday, September 11, 2017 | October 4, 2017 | October 11, 2017 |

| Monday, September 25, 2017 | Friday, September 29, 2017 | Monday, October 16, 2017 | November 8, 2017 | November 15, 2017 |
|----------------------------|----------------------------|---------------------------|------------------|-------------------|
| Monday, October 23, 2017 | Friday, October 27, 2017 | Monday, November 13, 2017 | December 6, 2017 | December 13, 2017 |
| Monday, November 20, 2017 | Friday, November 24, 2017 | Monday, December 11, 2017 | January 10, 2018 | January 17, 2018 |