

# GOLD BAR COMMUNITY PLANNING COMMITTEE

## WORKSHOP #2 – WHAT WE HEARD REPORT

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## WORKSHOP #2 DETAILS

EPCOR invited members of the public to take part in a workshop series associated with the ongoing operations at the Gold Bar Wastewater Treatment Plant (“GBWWTP” or “Gold Bar Plant”). The focus of the workshops was to discuss and gather feedback on how EPCOR can operate the Gold Bar Wastewater Treatment Plant in an environmentally and socially responsible manner that minimizes impacts on neighbours and area users, while still meeting the needs of the broader Edmonton population and Gold Bar’s ongoing operations.

The first workshop was held on February 27, 2019. EPCOR hosted the second workshop on March 19, 2019 from 6-9 p.m. in the Western A Conference Room at the Radisson located at 4520 76 Ave NW. A third-party contractor, Gay Robinson Consulting, facilitated Workshop #2.

## INVITATION

EPCOR sent an email invitation for Workshop #2 to Workshop #1 participants. These participants included members from surrounding residential communities, recreational park users, educational and research groups and representatives from the City of Edmonton (“City”) that couldn’t make it to Workshop #1. Appendix A includes a copy of the email invitation.

## WORKSHOP #2 GOALS AND OBJECTIVES

Gay Robinson Consulting and EPCOR developed the following objectives, outcomes, and outputs for Workshop #2.

### OBJECTIVES

- Work with key stakeholders to refine and rank a set of Shared Outcomes that can be used to guide activities at the Gold Bar Plant.
- Work with key stakeholders to refine a Community Engagement Framework to guide engagement activities for the Gold Bar Plant.

### OUTCOMES

Participants will:

- Have an increased level of understanding of the Gold Bar Plant’s proposed Shared Outcomes and Community Engagement Framework.
- Have an opportunity to express ideas and opinions in a safe environment.
- Believe their input will be considered in decisions related to the Gold Bar Plant’s operations.
- Have found their time spent at the session to be worthwhile.

EPCOR will:

- Have an increased level of understanding of stakeholder values and priorities.
- Have an increased level of understanding of how stakeholders wish to be engaged.

## OUTPUTS (PRODUCTS OR RESULTS OF WORKSHOP #2)

- Input on, refinements to, and ranking of the proposed set of Shared Outcomes.
- Input on and refinements to the proposed Community Engagement Framework.

## WORKSHOP ACTIVITIES AND PARTICIPANT FEEDBACK

Upon arrival, participants were asked to sit at one of the tables. Each table had a table host from EPCOR responsible for leading discussion throughout the course of the evening. The following section provides a summary of the engagement exercises completed by participants and feedback provided.

## INTRODUCTIONS

Gay Robinson Consulting welcomed participants to the workshop, reviewed discussion guidelines (see Appendix B), and asked attendees to introduce themselves with the following question:

1. Share your name and one thing you are looking forward to doing in your community or in the park and trails around the plant when the weather gets nice?

## PRESENTATION OF SHARED OUTCOMES

EPCOR presented a proposed list of Shared Outcomes that were developed based on input received from Workshop #1. See Appendix C.

## EXERCISE #1 – SHARED OUTCOMES

The purpose of this exercise was to give participants an opportunity to help revise and refine the proposed list of Shared Outcomes that were presented by EPCOR for the Gold Bar facility.

After the presentation, each table host asked participants if there were any other Shared Outcome that they wanted to add to the list. For each of the Shared Outcomes, the statements and proposed actions were reviewed and revised. Each table host worked with participants to identify the three most important changes they would like made to the Shared Outcomes and large sticky dots were used to indicate those changes. During the next section of the workshop, suggested Shared Outcomes were reviewed internally and an updated PowerPoint slide and flipchart were created. This updated version was shown to participants later in the workshop. See Appendix C for a copy of the revised shared outcomes.

## PARTICIPANT FEEDBACK

Participant's revisions to the draft Shared Outcome statements <sup>1</sup>are shown in red below.

### **Relationship**

- Develop and maintain an honest, transparent, trusting and respectful long-term relationship between EPCOR and the ~~Gold Bar community~~ Regional community stakeholders (e.g. all of Edmonton river valley, satellite communities, etc.)

### **Actions**

- Showcase transparent decision making by sharing criteria and evaluation associated with significant projects.
- EPCOR and the ~~Gold Bar~~ Regional community stakeholders will develop an Engagement Framework that defines expectations for communication, consultation and ongoing operations.
- The design, construction, and operations of the plant will follow the communication and engagement process that has been collaboratively developed with the community.
- Communications are open, honest, transparent and timely with all stakeholders including the City.
- Define the function of the utility and the revenue model.

### **Safety**

- Community, public and worker safety are protected (compilation of "Safety" and "Natural Environment" and "Odour and Noise" topics from Workshop #1)

### **Actions**

- Ensure treatment processes and work at the site meet or exceed applicable industry safety standards and regulations.
- Continue to educate the community on public safety at the site and for the surrounding area associated with projects or ongoing operations. This should include levels of "safe" exposure and aesthetic targets.
- Ensure staff and traffic (vehicles and equipment) can manoeuvre safely onsite.
- Improve public safety on Gold Bar Park Road (define what can be done and goal to improve public safety on Gold Bar Park Road).
- Limit health risks for employees in direct contact with wastewater who move between wastewater and non-processing wastewater areas at the plant.
- Minimize the use of heavy equipment.
- Immediately notify community of potential dangers to public health and safety (e.g. alarms).

### **Environment**

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<sup>1</sup> Workshop participants suggested that these Shared Outcomes are applicable to EPCOR and the City of Edmonton as opposed to being specific to Gold Bar Wastewater Treatment Plant

- Pollution is prevented. <sup>2</sup>The impact of Gold Bar WWTP on air, land, water, climate and ecosystems is reduced.
- ~~Pollution is prevented, and the environmental footprint of Gold Bar is reduced, including activities that contribute to climate change or affect ecosystems.~~
- ~~Environmental effects are minimized and positive environmental initiatives are implemented [reclamation]~~

#### **Actions**

- Meet or exceed all applicable legal regulatory requirements and industry standards and societal expectations.
- Minimize the environmental impact of treatment processes on the air, land and water.
- ~~Implement~~ Adopt new technologies to minimize or decrease Gold Bar WWTP's physical and environmental footprint impact.
- Establish a benchmark for environmental performance and demonstrate continuous improvement.
- ~~Make improvements to treat emerging contaminants of concern.~~
- Be proactive in addressing environmental concerns related to new or emerging contaminants.
- Consider opportunities for reclamation (e.g. deindustrialization).
- Explore public education opportunities related to the environment.
- Show the public the value of the wastewater treatment plant in terms of environmental protection.

#### **Quality of Life**

- Gold Bar WWTP is ~~designed~~ updated, maintained and operated in a way that ~~minimizes-reduces~~ impacts and improves quality of life, including odour, noise and enjoyment of parks and recreation (compilation of "Fitting into the Neighbourhood", "Natural Environment", "Odour and Noise" and "Recreational Access" topics from Workshop #1).

#### **Actions**

- ~~Share quality of life measures online.~~
- Support and improve recreational infrastructure and opportunities in the river valley located near the Gold Bar WWTP (e.g. playground) [Legacy]
- ~~Consider~~ Prioritize quality of life impacts (tree removal, path & trail access, noise, odour, visual, wildlife, flares and traffic) in the design, construction and operations of Gold Bar.
- Enhance the collection of customer odour reports and other impacts from community. With this information, EPCOR can adequately follow up, investigate the issue and close the issue with the community member.
- Educate the community on odour types and conditions to help improve their odour reporting information into EPCOR so we can address issues more efficiently.
- Continue to work with the City recreation team and heavy user recreational groups (e.g. Nordic Ski Club) to schedule operational activities like maintenance and construction to complement scheduled recreational events in the area where possible.
- Share quality of life measures online.
- Establish aesthetic and safety levels and compare to real time data.

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<sup>2</sup> This Shared Outcome proposes keeping "Pollution is prevented" despite multiple stakeholders recommending it be deleted. The reasoning being that this is a core priority for EPCOR, it is achievable, and the text is drawn directly from our Corporate HSE policy.

- Replace trees that have been removed in the design, construction and operation phases of Gold Bar.

### **Reliable, Responsible and Sustainable**

- Gold Bar Wastewater Treatment Plant is designed, maintained, enhanced and operated in a prudent and responsible manner (compilation of “Safety”, “Fitting into the Neighbourhood” and “Communication, Trust, and Transparency” from Workshop #1).

### **Actions**

- Gold Bar WWTP will meet or exceed regulated performance requirements, now and in the future.
- Gold Bar WWTP will be maintained in good working order, and demonstrate sustainable (from economic, environmental, and social perspectives) and reliable operation.
- Open up the Gold Bar Wastewater Treatment Plant to the public. Publicly communicate the issues and considerations associated with maintenance and operations.
- Investments and operating costs will be prudent, giving consideration to the impact on ratepayers.
- Gold Bar WWTP will be designed, maintained and operated in a way that mitigates its impact on the community, park, and river valley.
- Consider applicable design standards for all current and future projects.

## PRESENTATION OF ENGAGEMENT FRAMEWORK

EPCOR presented a proposed Engagement Framework with five different levels of engagement: Communicate, Advise, Refine, Create, and Decide. See Appendix C for a copy of this presentation

## EXERCISE #2 – ENGAGEMENT FRAMEWORK

Table hosts asked the participants two questions about the level of engagement that was assigned to their table:

1. When is that level of engagement appropriate?
2. What techniques might EPCOR use to engage at that level?
  - a. Who would the audience be for this?
  - b. What would be the frequency?

Table discussions were recorded by the table hosts.

In round two of this exercise, participants chose a different table to go to and they were encouraged to split up and not all move to the same table. Table hosts explained the level of engagement assigned to their table and summarized the input received from the first group. The participants explored the same questions as before and their input was added to the flipchart.

In round three, the process was repeated.

After the break, the table hosts reported back to the broader group on their table's discussion. A summary of key points related to the questions asked were presented.

PARTICIPANT FEEDBACK

<b>EPCOR's Commitment</b>	<b>Communication Proposed Content (Inform, Listen and Learn)</b> – will be an important component for all levels of Engagement	<b>Communication Feedback from Workshop (Inform, Listen and Learn)</b> – will be an important component for all levels of Engagement
<b>When</b>	Before and at the beginning of ongoing operations, projects, long-range planning, and operational issues (e.g. odour reporting on website, increased traffic, unplanned maintenance issue leading to odours)	<ul style="list-style-type: none"> <li>• Need to improve communication methods via the Community Liaison Committee</li> <li>• Issue pertaining to shared outcome</li> <li>• Be aware and consider information overload</li> <li>• Quality over Quantity</li> </ul> <ol style="list-style-type: none"> <li>1. Long range planning – when decisions are being made or changed</li> <li>2. Operational issues on an as-needed basis</li> <li>3. Any trail impacts or closures (depends on length of closure)</li> <li>4. Project/construction information and impacts               <ul style="list-style-type: none"> <li>○ Major milestones and before any activities can impact neighbourhood and trail users</li> </ul> </li> </ol>
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Social Media</li> <li>• Interviews</li> <li>• Websites</li> <li>• Community Newspapers</li> <li>• Signs in Gold Bar Park</li> <li>• Facility Tour</li> <li>• Through partners (e.g. community leagues)</li> </ul>	<ul style="list-style-type: none"> <li>• Would like ability to sign up or subscribe to get an email update</li> <li>• Ensure information goes out to all of Edmonton               <ul style="list-style-type: none"> <li>○ Social Media</li> <li>○ Newspapers</li> <li>○ Newsletters</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Newsletter to residents and to Community League board (communications liaison)</li> <li>2. Website notifications about any changes</li> <li>3. Community newspaper</li> </ol>

		<p>4. Signs on trails including contact information for more information</p> <p>5. Social media</p> <p>6. Hotline to get operational information with a call-back</p> <p>One stakeholder: Important to communicate to all of Edmonton region and trail users, not just community groups</p>
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EPCOR's Commitment	Advise (Share Info) – <i>Proposed Content</i>	Advise (Share Info) – <i>Feedback from Workshop</i>
<b>When</b>	During ongoing operations, and for small, low-impact projects (e.g. crane on site, planned maintenance work leading to odours)	<ul style="list-style-type: none"> <li>• Simple routine maintenance</li> <li>• Once a decision has been made and something will occur (including short term without a major impact) <ul style="list-style-type: none"> <li>○ Anything people would notice (e.g. – unusual or excessive flaring or a large equipment move that may require coordination from the public. Seeking feedback from the public on when to conduct these activities so they do not interfere with the public would be beneficial.)</li> </ul> </li> <li>• Communications on planned events should include info on why, how it came to be, when, etc. <ul style="list-style-type: none"> <li>○ Provides the public the opportunity to plan in advance or provide appropriate feedback on when the best time for the interruption to occur.</li> </ul> </li> <li>• When an unexpected event occurs. For example, when sirens go off let the public know what is going on during and after the fact let them know what happened – communication should be expedient. During the event, communication could occur through a hotline with a recorded message.</li> <li>• As follow up to the refine, create and decide processes to close the loop and obtain any feedback from the public.</li> </ul>

		<ul style="list-style-type: none"> <li>• Major projects should give a large lead time to start community consultations (example up to 5 years) to give people time to prepare thoughts and research. Smaller projects would need less time. <ul style="list-style-type: none"> <li>○ Advertise in advance times to collaborate (example – today’s group was only given one months’ notice) so interested parties can plan to attend consultations or have a representative attend. More notice the better.</li> <li>○ Long-term planning needs to be completed for the plant in advance</li> <li>○ Proactive vs. Reactive - can be collaborative when proactive. This is much more difficult at the reactive stage.</li> </ul> </li> </ul>
<p><b>How (Suggested Techniques)</b></p>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Newsletters</li> <li>• Social Media</li> <li>• Interviews</li> <li>• Websites</li> <li>• Focus Groups</li> <li>• Open house</li> <li>• Signs in Gold Bar Park</li> <li>• Community Liaison Committee (CLC)</li> <li>• Community Newspaper</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-sources of engagement</li> <li>• City liaison’s, website, social media</li> <li>• Survey – online community leagues (if a survey make it legitimate –provide a fair chance to respond “no” and a full spectrum of answers and options)</li> <li>• Use social media – make information and surveys easily accessible</li> <li>• Hotline with recorded message</li> <li>• Website with live and future construction locations and road disturbance locations (to help raise awareness regarding day to day impacts)</li> <li>• A more general “how are we doing” survey on website</li> <li>• Information of how/why you came to a decision should be included</li> <li>• Open houses</li> <li>• Signage at Gold Bar park to engage users</li> <li>• City Council should be used as a resource</li> <li>• Advise more than just the adjacent residents of engagement <ul style="list-style-type: none"> <li>○ The whole city is a stakeholder and uses the park distribution system</li> <li>○ This is a City problem, not just a cyclist problem <ul style="list-style-type: none"> <li>○ A small part of the river valley system/Ribbon of Green</li> </ul> </li> <li>○ City level park and infrastructure – Gold Bar Wastewater Treatment Plant is a resource used by all residents and they should be invested in its future</li> </ul> </li> <li>• Pop-up engagement at the park during neighbourhood events</li> <li>• Good communication means no surprises to the community or at stakeholder consultations</li> </ul>

		<ul style="list-style-type: none"> <li>○ Tell people why we need the change to provide informed decisions and opinions and provide this information prior to stakeholder consultations. <ul style="list-style-type: none"> <li>○ Population growth and contributing factors</li> </ul> </li> <li>○ Goes both ways for EPCOR and the community. The community wants to know about construction to help plan their events and EPCOR needs to know about planned events at Gold Bar Park to plant their construction</li> <li>● Consideration should be given to how EPCOR chooses the contributors for focus groups? What kind of feedback does EPCOR want to obtain? For example, if you only have the “squeaky wheels” who become activated by a particular issue involved in a focus group, much of your feedback will be negative and may not be helpful or constructive – giving you skewed results. Consideration should be given to reaching out to the community and finding balanced, interested parties before there is an issue (example, most people at this meeting are here because they were upset about a possible plant expansion, however if communications had gone out in advance and feedback sought at that time EPCOR may have gotten more informed and constructive feedback in advance of the decision).</li> </ul>
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<b>EPCOR’s Commitment</b>	<b>Refine (Work together and build a plan) – <u>Proposed Content</u></b>	<b>Refine (Work together and build a plan) – <u>Feedback from Workshop</u></b>
<b>When</b>	For medium-impact projects, long-range planning and one-off operational issues (e.g. odour monitoring - location of equipment, planned work outside fenceline leading to trail closure in summer for two weeks)	<ul style="list-style-type: none"> <li>● Objective is identified, how is not defined.</li> <li>● Conceptual options and alternatives are provided</li> <li>● Planned work impacting community like sanitary GritCould be any size projects</li> <li>● EPCOR duty to identify which project and when to consult at this stage</li> <li>● Failing to identify appropriate project and consultation strategy would be EPCOR’s responsibility</li> </ul>

		<ul style="list-style-type: none"> <li>• For some projects it's part of a continuum i.e. they must be consulted at multiple stages of the spectrum.</li> <li>• Provided examples are appropriate</li> </ul>
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Focus group</li> <li>• Interviews</li> <li>• Online engagement</li> <li>• Open house</li> <li>• Workshop</li> <li>• Pop-up engagement in Gold Bar Park</li> <li>• Community Liaison Committee (CLC)</li> </ul>	<ul style="list-style-type: none"> <li>• List looks good, but doing a poor job</li> <li>• Conversation cafes</li> <li>• Surveys need to be done right (survey options should be reflective of opinions)</li> <li>• Website is one way communication</li> <li>• Social media could be damaging to EPCOR if not done properly</li> <li>• Relationship building will lead to better communication</li> </ul>

EPCOR's Commitment	Create (Work side by side and build a shared plan) – <i>Original Content</i>	Create (Work side by side and build a shared plan) – <i>Feedback from Workshop</i>
<b>When</b>	For major stakeholder impacts related to multiple shared outcomes. An example may be perimeter signage (e.g. review perimeter signage - safety and interpretive in nature)	<ul style="list-style-type: none"> <li>• Significant change in the plant design/operation (ex – Grit facility or parking lot)</li> <li>• Trails being affected</li> <li>• Impacts outside of fenceline</li> <li>• Sphere of impact</li> <li>• Impacts to shared outcomes</li> <li>• Signage</li> <li>• Encroachments of river valley</li> <li>• Decision that would increase industrialization in river valley</li> <li>• Grit recovery facility</li> <li>• Potential to impact public safety</li> <li>• Designs that impact public</li> <li>• Long-range planning takes place</li> <li>• At the napkin stage</li> <li>• Any decision that will impact citizens QOL</li> <li>• Decisions that will increase traffic in the area</li> </ul>

<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Workshop</li> <li>• Drop-in engagement</li> <li>• Community Liaison Committee (CLC)</li> </ul>	<ul style="list-style-type: none"> <li>• Drop in event</li> <li>• Pop up event</li> <li>• Workshops</li> <li>• Multiple types of engagement opportunities</li> <li>• Engagement café</li> <li>• Identifying key stakeholders and engaging with them, reach out further after</li> </ul>
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## PRESENTATION OF UPDATED SHARED OUTCOMES

Several EPCOR employees worked to revise the Shared Outcomes and identify the three most important changes that each table would like incorporated. EPCOR presented the Updated Shared Outcomes to the group, see Appendix C for the revised content.

## EXERCISE #3 – PRIORITIZING THE UPDATED SHARED OUTCOMES

Table hosts led a discussion at their table to have participants prioritize the Updated Shared Outcomes. The participants determined, in order, their top three priorities by placing large sticky dots on flipcharts at the front of the room.

## PARTICIPANT FEEDBACK

The following is a list of priorities determined by participants at the workshop:

- 4 sticky dots were placed on Relationship
- 1/3 of a sticky was placed on Safety
- 4 sticky dots were placed on Quality of Life
- 2 1/3 sticky dots were placed on Environment
- 1 1/3 sticky dots were placed on Reliable, Responsible and Sustainable

## CLOSING REMARKS

EPCOR and Gay Robinson Consulting thanked participants for attending Workshop #2, discussed next steps and requested that all attendees completed a feedback form. Gay Robinson also stressed that honest and transparent communication only works if both EPCOR and community members commit to this form of dialogue when working with each other. Results from the feedback forms are included in Appendix D.

## APPENDIX A

### INVITATION

Good Morning Everyone,

I wanted to send a quick reminder that Workshop #2 will be held next Tuesday evening (March 19, 2019) in the same room at the Radisson (4520 76th Avenue NW, Edmonton, AB).

The workshop starts at 6:00 and a buffet dinner will be available starting at 5:45.

Please let me know if you can no longer attend, or have any dietary restrictions we can accommodate.

Thank you,

Laine Watson, RPP, MCIP  
Specialist, Community Engagement  
Public & Government Affairs, Water Canada  
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## APPENDIX B

### DISCUSSION GUIDELINES FOR WORKSHOP #2

- Respect each other
- Listen to learn and understand
- One speaker at a time; don't interrupt
- Everyone has equal chance to speak
- Focus on topic, not on individual person
- Build on each other's ideas
- Participate actively

APPENDIX C

PRESENTATION



## Gold Bar Wastewater Treatment Plant

Community Planning Committee  
Workshop #2

Welcome

1

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## Introductions

At your table provide your:

- Name
- What one thing are you looking forward to doing in your community or in the park and trails around the plant when the weather gets nice?

2

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## Workshop Objectives

- Refine and rank a set of Shared Outcomes that can be used to guide activities at the Gold Bar Plant.
- Refine a Community Engagement Framework to guide engagement activities for the Gold Bar Plant.

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## Agenda

1. Welcome & Opening Comments
2. Shared Outcomes (Presentation & Exercise)
3. Engagement Framework (Presentation & Exercise)
4. Break
5. Updated Shared Outcome & Ranking (Presentation & Exercise)
6. Next steps & Wrap-up

4

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## Discussion Guidelines

- Respect each other
- Listen to learn and understand
- One speaker at a time; don't interrupt
- Everyone has equal chance to speak
- Focus on topic, not on individual person
- Build on each other's ideas
- Participate actively

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## Shared Outcomes

- Shared outcomes are a result of input provided in Workshop #1
- These shared outcomes should be applicable whether for day to day operations, specific projects or long-term planning

Shared Outcomes:

- Relationship
- Safety
- Environment
- Reliable, Responsible and Sustainable
- Quality of Life

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## Relationship

- A trusting and respectful relationship between EPCOR and the Gold Bar community stakeholders (compilation of “Communication, Trust and Transparency” topic)

### Actions

- EPCOR and the Gold Bar community stakeholders will develop an Engagement Framework that defines expectations for communication, consultation, and ongoing operations.
- The design, construction, and operations of Gold Bar will follow the communication and engagement process that has been collaboratively developed with the community.
- Communications are open, honest and timely.

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## Safety

- Community, public and worker safety are protected (compilation of “Safety” and “Natural Environment” and “Odour and Noise” topics)

### Actions

- Ensure treatment processes and work at the site meet or exceed applicable industry safety standards and regulations.
- Continue to educate the community on public safety at the site and for the surrounding area associated with projects or ongoing operations.
- Ensure staff and traffic (vehicles and equipment) can manoeuvre safely onsite.
- Improve public safety on Gold Bar Park Road.
- Limit health risks for employees in direct contact with wastewater who move between wastewater and non-processing wastewater areas at the plant.

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## Environment

- Pollution is prevented, and the environmental footprint of Gold Bar is reduced, including activities that contribute to climate change or affect ecosystems (compilation of “Natural Environment, and Recreational Access” topics).

### Actions

- Meet or exceed all applicable legal requirements, industry standards and societal expectations.
- Minimize the environmental impact of treatment processes on the air, land and water.
- Adopt new technologies to minimize Gold Bar’s physical and environmental footprint.
- Make improvements to treat emerging contaminants of concern.

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## Reliable, Responsible and Sustainable

- Gold Bar is designed, maintained and operated in a prudent and responsible manner (compilation of “Safety”, “Fitting into the Neighbourhood” and “Communication, Trust, and Transparency”).

### Actions

- Gold Bar will meet or exceed regulated performance requirements, now and in the future.
- Gold Bar will be maintained in good working order, and demonstrate sustainable and reliable operation.
- Investments and operating costs will be prudent, giving consideration to the impact on ratepayers.
- Gold Bar will be designed and operated in a way that mitigates its impact on the community.

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## Quality of Life

- Gold Bar is designed, maintained and operated in a way that minimizes impacts on quality of life, including odour, noise and enjoyment of parks and recreation (compilation of “Fitting into the Neighbourhood”, “Natural Environment”, “Odour and Noise” and “Recreational Access” topics).

### Actions

- Share quality of life measures online.
- Consider quality of life impacts (tree removal, path & trail access, noise, odour) in the design, construction and operations of Gold Bar.
- Enhance the collection of customer odour reports and other impacts from community. With this information, EPCOR can adequately follow up, investigate the issue and close the issue with the community member.
- Educate the community on odour types and conditions to help improve their odour reporting information into EPCOR so we can address issues more efficiently.
- Continue to work with the City recreation team and heavy user recreational groups (e.g. Nordic Ski Club) to schedule operational activities like maintenance and construction to complement scheduled recreational events in the area where possible.

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## Desired Outcomes Exercise

### Review the Shared Outcomes

- Additions, deletions or changes?
- Show edits on your posters
- Pick your 3 most important changes

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## Community Engagement Framework

- Communication (Inform, Listen and Learn) will occur throughout the following levels of Public Engagement:
  - Advise (Giving information and gathering feedback)
  - Refine (Work together and build a plan)
  - Create (Work side by side and build a shared plan)
  - Decide (You Decide)
- Engagement framework follows City of Edmonton's engagement spectrum, engagement best practices and input from the last workshop.
- Different engagement levels may be used for different phases in the same project

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## Communications

<b>EPCOR's Commitment</b>	We will keep you informed. We will respond in a timely manner and resolve issues We will ensure the safety of residents through the dissemination of information about possible dangers and emergency response procedures We will inform the community about activities at the site that have impacts on traffic, noise, etc.
<b>Why</b>	To provide you with information to assist you in understanding the problem, alternatives, opportunities and/or solutions. This will also be a mutually satisfactory process for identifying, investigating and responding to complaints and concerns regarding operations.
<b>When</b>	Before and at the beginning of ongoing operations, projects, long-range planning, and operational issues (e.g. odour reporting on website, increased traffic, unplanned maintenance issue leading to odours)
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Social Media</li> <li>• Interviews</li> <li>• Websites</li> <li>• Community Newspapers</li> <li>• Signs in Gold Bar Park</li> <li>• Facility Tour</li> <li>• Through partners (e.g. community leagues)</li> <li>• Community Liaison Committee (CLC)</li> </ul>

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## Advise (Share Information)

<b>EPCOR's Commitment</b>	We will listen to and acknowledge concerns and aspirations and share how public input (if received) influenced the decision.
<b>Why</b>	To assist you in understanding what we do and why we are doing it. Flag any concerns prior and consider them in the plan.
<b>When</b>	During ongoing operations, and for small, low-impact projects (e.g. crane on site, planned maintenance work leading to odours)
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Newsletters</li> <li>• Social Media</li> <li>• Interviews</li> <li>• Websites/online engagement</li> <li>• Focus Groups</li> <li>• Open house</li> <li>• Signs in Gold Bar Park</li> <li>• Community Liaison Committee (CLC)</li> <li>• Community Newspaper</li> <li>• Pop-up Engagement in Gold Bar Park</li> </ul>

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## Refine (Work Together and Build a Plan)

<b>EPCOR's Commitment</b>	We will work <u>directly with you throughout the process</u> to ensure your feedback is understood and considered. We will ensure that your feedback is <u>directly reflected in the alternatives</u> developed and share how public input influenced the decision.
<b>Why</b>	To obtain your input on problems, alternatives, opportunities and/or solutions.
<b>When</b>	For medium-impact projects, long-range planning and one-off operational issues (e.g. odour monitoring - location of equipment, planned work outside fenceline leading to trail closure in summer for 2 weeks)
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Survey</li> <li>• Focus group</li> <li>• Interviews</li> <li>• Online engagement</li> <li>• Open house</li> <li>• Workshop</li> <li>• Drop-in Engagement</li> <li>• Pop-up engagement in Gold Bar Park</li> <li>• Community Liaison Committee (CLC)</li> </ul>

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## Create (Work Side by Side and Build a Shared Plan)

<b>EPCOR's Commitment</b>	We will partner with you in each aspect of the decision including the <u>development of alternatives and identification of the preferred solution</u> . We will look to you for <u>advice and information in formulating solutions and incorporate your advice into the decisions to the maximum extent possible</u> .
<b>Why</b>	To obtain your input on every aspect of the work and involve you in complex discussions that may impact your community.
<b>When</b>	For major stakeholder impacts related to multiple shared outcomes. An example may be perimeter signage (e.g. review perimeter signage - safety and interpretive in nature)
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Workshop</li> <li>• Drop-in engagement</li> <li>• Community Liaison Committee (CLC)</li> </ul>

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## Decide (You Decide)

<b>EPCOR's Commitment</b>	We will place <u>final decision making in your hands</u> . We will implement what you decide.
<b>Why</b>	To have you lead on community initiatives.
<b>When</b>	For community based projects (e.g. New MT bike trail through GB land.)
<b>How (Suggested Techniques)</b>	<ul style="list-style-type: none"> <li>• Workshop</li> <li>• Drop-in engagement</li> <li>• Community Liaison Committee (CLC)</li> </ul>

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## Engagement Framework Exercise

### Reviewing Engagement Framework

- Four tables designated for discussion
  - Communicate
  - Advise
  - Refine
  - Create
  
- When is that level appropriate?
- What techniques might EPCOR use?
  - For whom?
  - How often?

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**Break!**

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## Updated Shared Outcomes

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## Relationship

- **An honest, transparent,** trusting and respectful **long-term** relationship between EPCOR and the Gold Bar community stakeholders

### Actions

- **Showcase transparent decision making by sharing criteria and evaluation associated with significant projects.**
- EPCOR and the Gold Bar community stakeholders will develop an Engagement Framework that defines expectations for communication, consultation, and ongoing operations.
- The design, construction, and operations of Gold Bar will follow the communication and engagement process that has been collaboratively developed with the community.
- Communications are open, honest and timely.

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## Safety

- Community, public and worker safety are protected (compilation of “Safety” and “Natural Environment” and “Odour and Noise” topics)

### Actions

- Ensure treatment processes and work at the site meet or exceed applicable industry safety standards and regulations.
- Continue to educate the community on public safety at the site and for the surrounding area associated with projects or ongoing operations.
- Ensure staff and traffic (vehicles and equipment) can manoeuvre safely onsite.
- Improve public safety, on Gold Bar Park Road.
- Limit health risks for employees in direct contact with wastewater who move between wastewater and non-processing wastewater areas at the plant.

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## Environment

- ~~Pollution is prevented, and the environmental footprint of Gold Bar is reduced, including activities that contribute to climate change or affect ecosystems~~
- Environmental effects are minimized and positive environmental initiatives are implemented [reclamation]

### Actions

- Meet or exceed all applicable legal requirements, industry standards and societal expectations.
- Minimize the environmental impact of treatment processes on the air, land and water.
- Adopt new technologies to minimize Gold Bar’s physical and environmental footprint.
- Make improvements to treat emerging contaminants of concern.

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## Quality of Life

- Gold Bar is ~~designed~~ updated, maintained and operated in a way that ~~minimizes-reduces~~ impacts and improves quality of life, including odour, noise and enjoyment of parks and recreation (compilation of “Fitting into the Neighbourhood”, “Natural Environment”, “Odour and Noise” and “Recreational Access” topics).

### Actions

- Share quality of life measures online.
- NEW: Contribute to the future value of river valley by EPCOR and the community (e.g. playground) [Legacy]
- ~~Consider~~ Prioritize quality of life impacts (tree removal, path & trail access, noise, odour) in the design, construction and operations of Gold Bar.
- Enhance the collection of customer odour reports and other impacts from community. With this information, EPCOR can adequately follow up, investigate the issue and close the issue with the community member.
- Educate the community on odour types and conditions to help improve their odour reporting information into EPCOR so we can address issues more efficiently.
- Continue to work with the City recreation team and heavy user recreational groups (e.g. Nordic Ski Club) to schedule operational activities like maintenance and construction to complement scheduled recreational events in the area where possible.

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## Reliable, Responsible and Sustainable

- Gold Bar is designed, maintained and operated in a prudent and responsible manner (compilation of “Safety”, “Fitting into the Neighbourhood” and “Communication, Trust, and Transparency”).

### Actions

- Gold Bar will meet or exceed regulated performance requirements, now and in the future.
- Gold Bar will be maintained in good working order, and demonstrate sustainable and reliable operation.
- Investments and operating costs will be prudent, giving consideration to the impact on ratepayers.
- Gold Bar will be designed and operated in a way that mitigates its impact on the community.

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## Next Steps

- Report on tonight's discussions
- Next workshop – April, 2019

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# Thank you!

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## APPENDIX D

### FEEDBACK FORMS



**Gold Bar Community Planning Committee Workshop #2**  
**Feedback Forms**  
**Number of Feedback forms completed: 16**

Please indicate the extent to which you agree with each of the following statements.

		1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree	5 Not Sure
1.	The objectives of the meeting were clear			9	7	
2.	The information presented was easy for me to understand			10	6	
3.	I had enough information to provide meaningful input			7	9	
4.	Participation and interaction were encouraged			5	11	
5.	I had an opportunity to express ideas and opinions in a safe environment			5	11	
6.	I now have a better understanding of the Gold Bar Plant's proposed Shared Outcomes		1	8	7	
7.	I have a good understanding of the Gold Bar Plant's proposed Community Engagement Framework		4	6	6	
8.	I think EPCOR will consider community input in decisions related to the Gold Bar Plant's operations			7	4	4
		Poor	Average	Good	Excellent	Not Sure
9.	How do you rate the meeting overall?			1	9	5

10. Do you have any suggestions for improvement to this workshop?

- Wine!
- Opportunities for open debate of all principals.
- Maybe I'm just getting old and tired but I found the consultants engagement exercises tedious and of questionable utility.

- Please continue to have facilitators at the tables this worked well.
- Clarifications and questions were answered.
- There wasn't enough time to review the draft outcomes and actions. My ideas and thoughts were not captured due to time.
- During exercises lead facilitator needs to listen versus interject her opinion. Facilitator not clear with orange dots.
- No. This is well organized and our involvement is appreciated.

11. Please share any other comments that you have about the workshop:

- Dawn was awesome. She was a critical part of having the conversation stay focused and productive.
- Good techniques to draw out all voices at all tables.
- The main facilitator kept things on track.
- I don't think the conversation about engagement was effective as it was evident that people didn't understand what it involved or how to consider it.
- Good exercises. Good table discussion not enough time.