

PUBLIC ENGAGEMENT FRAMEWORK: HOW EPCOR WILL INTERACT WITH THE COMMUNITY ON PROJECTS AND OPERATIONS AT GBWWTP

Through collaboration, EPCOR and special interest groups, recreational users and residents near Gold Bar Wastewater Treatment Plant (GBWWTP) created the following spectrum to guide public engagement for operations and planned work at the facility.

Communication will be an important component for all levels of engagement					
		Public Engagement			
	Communications (Inform, listen and Learn)—will be an important component for all levels of Engagement	Advise (Share info)	Refine (Work together and build a plan)	Create (Work side by side and build a shared plan)	Decide (You decide)
EPCOR's Commitment	<ul style="list-style-type: none"> - 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 danger and emergency response procedures - We will inform the community about activities at the site that have impacts on traffic, noise, etc. 	We will listen to and acknowledge concerns and aspirations and share how public input (if received) influenced the decision.	We will work directly with you throughout the process to ensure your feedback is understood and considered. We will ensure that your feedback is directly reflected in the alternatives developed and share how the public input influenced the decision.	We will partner with you in each aspect of the decision including the development of alternatives and identification of the preferred solution. We will look to you for advice and information in formulating solution and incorporate your advice into the decisions to the maximum extent possible.	We will place final decision making in your hands. We will implement what you decide.
Why	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.	To assist you in understanding what we do and why we are doing it. Flag any concerns prior and consider them in the plan.	To obtain your input on problems, alternatives, opportunities and/or solutions.	To obtain your input on every aspect of the work and involve you in complex discussions that may impact your community.	To have you lead on community initiatives.
When	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).	During ongoing operations, and for small, low-impact projects (e.g. crane on site, planned maintenance work leading to odours).	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).	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).	For community based projects (e.g. New MT bike trail through GB land).
How (Suggested Techniques)	<ul style="list-style-type: none"> - Newsletters - Social Media - Interviews - Websites - Community Newspapers - Signs in Gold Bar Park - Facility Tour - Through partners (e.g. community leagues) 	<ul style="list-style-type: none"> - Survey - Newsletters - Social Media - Interviews - Websites - Focus Groups - Open House - Signs in gold bar park - Community Liasion Committee (CLC) - Community Newspaper 	<ul style="list-style-type: none"> - Survey - Interviews - Focus Groups - Online Engagement - Open House - Workshop - Pop-up engagement in Gold Bar Park - Community Liasion Committee (CLC) 	<ul style="list-style-type: none"> - Workshop - Drop-in Engagement - Community Liasion Committee (CLC) 	<ul style="list-style-type: none"> - Workshop - Drop-in Engagement - Community Liasion Committee (CLC)