



Public Consultation Services for Implementation of Approved Southeast Collector Trunk Sewer Individual Environmental Assessment

**Presentation to
Transportation and Works Committee
March 4, 2009**

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Need for Continued Public Engagement

- ❑ Need for York / Durham Regions to continue engaging stakeholders/agencies for remaining project phases:

IEA	2004	2006	2008	2009		
Design/Approvals				2009		
Construction				2010	2012	
Post Construction						2014

- ❑ Need to proactively address and manage issues
 - ❑ e.g. approvals; pre, during and post construction activities; compliance with EA commitments, environmental mitigation measures; First Nations; property; planned enhancements; co-ordination odour control issues

Need for Strong public engagement over
Next five years



Project Complexity and Commitments



- ❑ Complexity of Project demands proactive approach to managing public / stakeholder issues
- ❑ Multiple jurisdictions (e.g. Town of Markham / City of Pickering) and broad range of approval issues
- ❑ Communications on more than 10 construction / equipment and materials contracts planned for next five years
- ❑ Expectation from public to continue with high level of communication on Project issues
- ❑ Commitment of IEA submission to continue with agency/stakeholder engagement and ongoing communication

Request for Proposal Process



- ❑ RFP closed: Nov 20 2008
- ❑ Five proposals received



- ❑ Evaluation assessments: Nov 2008 - Jan 2009
- ❑ Recommendation: Jan 2009 – AECOM
- ❑ Council approval: Mar 2009
- ❑ Award: Mar 2009



- ❑ Commencement: Apr 2009
- ❑ Completion: Dec 2014



AECOM Background



- ❑ AECOM is intimately familiar with the SEC project, having undertaken the EA and design work
- ❑ AECOM's C&C team is separate from the SEC design team, although integrated within the same company
- ❑ AECOM's C&C team has extensive local and national experience

A team focused on ***helping communities through the changes*** associated with engineering and environmental projects

Proposal – Base Items

PLANNING

- ❑ **Consultation / communications workplans**
 - ❑ Key relationships, messages and protocols for communications during each SEC phase / contract
- ❑ **Stakeholder interviews / relationship building:**
 - ❑ Ratepayers / community associations (e.g. Box Grove, Liverpool Road, Marshall Farms, Cherrywood)
 - ❑ Across jurisdictions: Pickering/Markham/Durham)
 - ❑ NGOs (Friends of the Rouge, Rouge Park Alliance)



Proposal – Base Items

OUTREACH & CONSULTATION



❑ Public meetings, workshops, drop-in centres

- ❑ Quality of life results from the project
- ❑ Dewatering and well monitoring/mitigation
- ❑ Management of construction near schools along Liverpool Road
- ❑ Odour Control Facility
- ❑ Benefits of Enhancement Projects

❑ Door-to-door outreach program

- ❑ Understand public expectations on project elements (i.e. OCF, haul routes)
- ❑ Track effects to inform issue management

Proposal – Base Items

OUTREACH & CONSULTATION



❑ Project Newsletters / Notices

- ❑ Provide advance notice of construction activity (road closures, etc.) and what they can expect to see and experience

❑ Project Website

- ❑ Provide information updates to website on regular basis

❑ Southeast Collector Advisory Committee

- ❑ Gain input to communications material and other outreach activities; 'sounding board'

Proposal – Base Items

ISSUES TRACKING & RECORDING

❑ Stakeholder Relationship Building & Issues Management

- ❑ stakeholder comments/questions (and York Region's responses)
- ❑ information sent to stakeholders
- ❑ information in the news/social media web

❑ Synoptic Papers / Summary Reports

AECOM tracks perceptions of issues so that communication programs can ***anticipate & adapt***



Project Team



Don Richardson, PhD
Project Director

Marc Rose, MES, MCIP, RPP
Project Manager/
Client Liaison

Alex Fuller, B.A., APR
Program Delivery

One company = ease of interface:

AECOM Communications & Consultation ↔ AECOM Engineering

Project Duration



- ❑ 5-year project along 15-kilometre route
 - ❑ 2009-2012 – design and construction
 - ❑ 2012-2014 – post construction
- ❑ Workplan activities include **ongoing** relationship building and issues resolution for stakeholders who may have an interest in the project

AECOM's communications & consultation approach provides **flexibility** to anticipate and resolve issues before they get bigger

Provisional Items (examples)



Meetings with Parents/School Trustees/Reps

- Presentations on project information, measures to ensure safety / mitigate construction impacts

Artist Renderings of Shaft Construction Sites

- Renderings of each shaft construction site (13) would be presented at Neighbourhood Sessions

Contractor / Site Worker Training

- Job sites tailored to community interests
- Workers trained to deal with inquiries (800# business cards)



Provisional Items (examples)



Trucker Safety/Awareness Program

- ❑ Compressed truck schedule & 4 haul routes moving 15,000 cubic metres of spoils
- ❑ Trucker training to minimize public nuisance issues: training materials in various languages – English, Portuguese, Italian, Urdu, Punjabi, Hindi, etc.

24/7 1-800 number

- ❑ Single number response system
- ❑ 1-800 number on all materials
- ❑ Business card handouts for frontline workers
- ❑ Fridge magnets for residents

Quality of Life Survey, Design & Analysis

- ❑ Random sampling via telephone survey will inform on attitudes of general public

Regular tracking of issues and comments supports early mitigation of issues

Next Steps



- ❑ Awarding contract – end of March/09



- ❑ Kick off meeting – beginning April/09



- ❑ Draft Detailed Communications & Consultation Plan – May/09



