

APPENDIX 1 – EVENT REPORT NOV. 6 & 8, 2018, OPEN HOUSES

EVENT SUMMARY & FEEDBACK OVERVIEW

OPEN HOUSES, Comox Valley Sewer Service LWMP + Treatment Plant



Date/Location: Nov. 6 & 8, Comox Valley Water Pollution Control Centre, 5-7 pm

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OVERVIEW

As the Comox Valley Regional District launches the Comox Valley Sewer Service Liquid Waste Management Plan process, an opportunity to teach the public about the existing service and the basics of the planning process was identified. To inform the public, two open houses were held at the sewage treatment plant, incorporating open house-style displays and tours of the facility.

1. EVENT DETAILS

- Approximately 110 people attended the open houses: est. 52 at the first (Nov. 6) and est. 60 at the second (Nov. 8).
- Eight information display boards were on display in the facility's atrium, outlining the sewer service, upgrades to the treatment plant and introducing the LWMP process.
- The wastewater treatment plant staff worked hard leading to the event to make sure all was tidy, ensuring small repairs were complete, additional lighting was available and the facility was highly presentable.
- Reflective open house signs were created and posted at intersection to help direct visitors to the event despite the dark area and night-time event.
- Tours beginning and ending at the atrium ran intermittently as groups collected throughout the evening. Roughly four/five tours ran each night, with stops at each stage of treatment, the air scrubber system and the lab.
- Kris La Rose, senior manager, water & wastewater, served as event host, with support from other CVRD staff (Marc Rutten, Mike Imrie + treatment plant crews). They were supported by ZINC Strategies consultants.
- Comment forms were available to all, however 0 were received.
- Seven members of the LWMP public advisory committee attended to hear feedback from the public, as did seven elected officials from Courtenay, Comox + CVRD.

2. PROMOTION/OUTREACH

As free, public events, the Open Houses were promoted via regular media and social media channels, specifically:

- A news release was issued Oct 22 and was published in local media outlets.
- Newspaper print ads ran Oct 25, 30 & Nov. 1, radio ads ran Oct 29 – Nov 5 inclusive.
- Posters and save-the-date cards were shared at community hubs (rec centre, coffee shops, etc).
- Social media event was posted on Facebook and promoted, reaching 2,617 people and generating 35 event responses.
- Sewage commission members were advised/invited by email

3. THEMES OF FEEDBACK

The open houses provided a learning opportunity for many in the service area with a wide range of understanding about the system and LWMP processes. Attendees were enthusiastic about learning about the process and asked many questions of the tour guide and the public.

Attendees were engaged, prepared with questions and comments, and were very respectful and appreciative of answers provided by the project team.

WASTEWATER TREATMENT PLANT OPERATIONS
<ul style="list-style-type: none">• Degree of treatment: How compare to other areas? How are pharmaceuticals treated? Paint/heavy metals/perfumes?• Interest in odour management, and potential impact of increased flows. Opinions ranged on level of odour. Regardless, smell generally – and mitigation - was focus for many participants.• Concerns raised over potential impact of natural disasters• Interest in learning about how homeowners can make the system work better: ie: help educate about dental floss/wipes issues, reduce water use with number of flushes.
ENGAGEMENT IN WASTE MANAGEMENT PLANNING
<ul style="list-style-type: none">• A fair amount of education required about the basics of the service area (ie: including both Courtenay and Comox, and that local septic waste is processed at the plant).• Questions about what components of the system are included in the planning process• General positive response to the plan getting underway and the attendance by advisory committee members. Interest in ongoing/future engagement opportunities.
PLANNING FOR THE FUTURE
<ul style="list-style-type: none">• High interest in whether the plant can serve growing area, and if not, how it will be accommodated.• Concern about what will be needed in the future throughout the sewer system given the ongoing population increases in the Comox Valley• Comments about the challenges of wastewater infrastructure planning + construction in established areas where existing residences are.

4. SUMMARY AND FOLLOW-UP

The event was a good introduction to the community -teaching them about the treatment plant and the start of the sewer planning process. People who attended were enthusiastic about the opportunity to learn more about this key infrastructure – with families coming with children, along with engaged, informed adults on their own.

As follow up to the Open Houses, the below actions will be taken

- **CONTACT LIST UPDATED:** New addresses provided at the event will be added to the email list.
- **EVENT MATERIAL SHARED:** Images of posters and informational handouts will be shared on the LWMP website + the ConnectCVRD page.

IMAGES



APPENDIX 2 – FACILITATOR’S REPORT: NOV. 27 & 28, 2018, FACILITATED SESSIONS

CVRD LWMP Public Consultation Report



December 10, 2018

**Revised January 7, 2019 to include
feedback comments**

BACKGROUND

This report documents the outcomes of the two public consultation workshops held November 27 & 28, 2018 conducted to solicit feedback on goals developed for the CVRD LWMP by the Technical Advisory Committee and Public Advisory Committee (TACPAC) meeting held November 30, 2018.

The Comox Valley Regional District (CVRD) provides liquid waste management for the City of Courtney and the Town of Comox at the Comox Valley Water Pollution Control Centre (CVWPCC). As the communities grow capacity to deliver liquid waste to the CVWPCC must be expanded by increasing conveyance capacity (installing new pipes in the ground) and potentially upgrading of the CVWPCC to provide a higher level of wastewater treatment.

Consultation for the LWMP is proposed to include four sessions over the life of the Liquid Waste Management Plan development process. The first phase included an online consultation and two workshops sessions held in June of 2018. This report documents the workshop components of the second phase of the public consultation process which will also include a parallel online consultation process.

The input from the workshops and online process will provide input to the PACTAC as they develop a shortlist of options to review.

Future consultation phases are proposed to include:

Mar 2020 Open House #2 (CVRD) - Report back to community on consultation value, results and affect. Supported with online information.

THE PURPOSE OF THE PHASE 2 CONSULTATION WORKSHOPS

The purpose of the workshops was to gain feedback on the goals for the Liquid Waste Management Plan (LWMP) components developed by the PACTAC.

THE WORKSHOP CONSULTATION PROCESS

At each of the two workshops attendees were organized in small groups to discuss and then rank the importance of goals developed for each of the LWMP components: conveyance, treatment and resource recovery. The goals generated by the PACTAC were distributed to each participant in a workbook; copies of the workshop workbook and ranking sheets are attached to this report as Appendix 1.

In total 37 complete ranking sheets were submitted. Attendees were asked to record where they live, and data was sorted by place of residence. The following table shows the distribution by place of residence of attendees. It is interesting to note that there were virtually equal numbers of residents from Courtenay and Comox and a significantly high number of attendees from Area B which is not a participant in the service but is impacted by the service.

Workshop Attendees by residence location	
Comox	10
Courtenay	11
Electoral Area A	1
Electoral Area B	15

WHAT DID THE PUBLIC TELL US?



Workshop results are summarized in the tables below and is presented by component and participant place of residence

CONVEYANCE: November 27 & 28 Workshop Results Courtenay and Comox

	CONVEYANCE Courtenay					CONVEYANCE Comox					CONVEYANCE Area A					CONVEYANCE Area B				
	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI
Technical Goals																				
Ensure infrastructure is resilient to climate change, natural disasters and seasonal impacts.	9	1				9					1					14		1		
Ensure operations are able to adapt to changing conditions.	9	1				8	1				1					14		1		
Maximize the use of existing infrastructure and road right-of-ways.	4	4	3			2	5	1				1				2	4	4	2	3
Ensure long term viability of infrastructure.	9	1				7	1	1			1					10	3	2		
Utilize innovative design.	3	5	2			6	3	1			1					9	3	3		
Affordability Goals																				
Consider long term financial impact, including minimizing lifecycle costs through asset management.	4	1	3	2		6	3				1					4	7	4		
Maximize opportunity for grant funding.	9		1			5	3				1					6	4	3	1	
Economic Goals																				
Maximize opportunities to enhance the local economy.	3	5	2			4	3	2					1			3	6	4		2
Environment Goals																				
Minimize risks and potential impacts to sensitive environments.	9	1				9					1					13	1	1		
Maximize energy efficiency and mitigate climate change impacts.	5	5				9					1					9	4	2		
Social Goals																				
Minimize noise and odour impacts to community.	7	1	1			6	2	1			1					14	1	4		
Minimize disruptions to communities along conveyance routes.	3		3	2		1	6	2					1			10		8		1
Maximize opportunities for community and recreational amenities.	3	5	1	1		2		4						1	3	1				1

CONVEYANCE COMMENTS FROM FEEDBACK FORMS:

Courtenay:

Are there any goals you think should be deleted?

- Innovative design

Are there any goals missing that you think should be included?

- Maximize fairness in impact and cost to residents?
- Fairness
- 1 Assessment from other communities that e.g. in last 5 years have funding similar issues e.g. Gibsons 0 over investment 2) historical dimension of dealing with crises complaints controversy 2a) lawsuits

Other

- Let's not pay for someone to develop a new system/process
- Noise and odor impacts – not likely to work well

Comox

Are there any goals you think should be deleted?

- Some need to be elaborated upon

Are there any goals missing that you think should be included?

- Reduce rainwater infiltration

None

Other

- Minimize the number of septic systems and make them hook up to system
- I would have found it helpful for these goals to be explained by the PAC with examples
- Get the sewage lines away from the foreshore. The sooner we begin to do this the sooner this probably long-term project can be completed.
- Minimize septic systems consider more real regionalization
- No loss of salmon habitat
- Minimize gas emissions

Area A

Are there any goals you think should be deleted?

None

Are there any goals missing that you think should be included?

- Reduce rainwater infiltration

Area B

Are there any goals you think should be deleted?

Utilize innovative design. Maximize opportunity for grant funding.

Are there any goals missing that you think should be included?

- Fairness to users
- Risk management because of previous law suites and public demonstrations – nuisance law

Other:

- Get an Area B rep on the sewerage commission, building a newer better treatment plant
- Planning to create development where there are existing services
- These are mandatory not important
- 30-year-old plant there is a limit on what you can change
- Infrastructure should remain in jurisdiction it serves. Impact on adjacent properties such as smell, noise, pollution.
- Inclusion of all end users
- Revise principle objective – get all the pipes out of the estuary and convey all overland route
- Decommission all pipes in estuary – do all overland as only option – representative for areas affected
- Removal of existing pipes in the estuary that potentially affect environment in the long run.
- The use of existing infrastructure could very well mean we are pigeon holing ourselves. Have all options been explored?



Observations on the Conveyance data overall:

- The rankings for all goals from Courtenay and Comox residents are very similar.
- Overall all goals were ranked relatively high – the majority were ranked very important and important.
- There were a minority of rankings in the somewhat and not important categories.

Observations on the technical goals (Courtenay & Comox):

- rankings were highest for:
 - *Ensure infrastructure is resilient to climate change, natural disasters and seasonal impacts.*
 - *Ensure operations are able to adapt to changing conditions.*
 - *Ensure long term viability of infrastructure.*
- rankings were significantly lower for:
 - *Maximize the use of existing infrastructure and road right-of-ways.*
 - *Utilize innovative design.*
- Rankings for the technical goals from residents of Area B are similar to those from Courtenay and Comox residents except for a higher rating for innovative design from Area B residents

Observations on the affordability goals (Courtenay & Comox):

- rankings were highest for:
 - *Maximize opportunity for grant funding.*
- rankings were lower for:
 - *Consider long term financial impact, including minimizing lifecycle costs through asset management.*
- rankings for the affordability goals from residents of Area B were more distributed across the rankings.

Observations on the economic goal (Courtenay & Comox):

- rankings for the economic goal *Maximize opportunities to enhance the local economy* were relatively evenly distributed across the rankings by all participants.

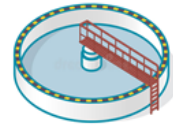
Observations on the environment goals (Courtenay & Comox):

- rankings were highest for:
 - *Minimize risks and potential impacts to sensitive environments from Courtenay residents and Area B residents.* Comox residents ranked this goal equally with *Maximize energy efficiency and mitigate climate change impacts.*
- rankings were lower for:
 - *Maximize energy efficiency and mitigate climate change impacts* from Courtenay residents and Area B residents

Observations on the social goals (Courtenay & Comox):

- rankings were highest for:
 - *Minimize noise and odour impacts to community including Area B residents*
- rankings were lower for:
 - *Minimize disruptions to communities along conveyance routes except Area B residents ranked this goal higher*
 - *Maximize opportunities for community and recreational amenities.*

TREATMENT: November 27 & 28 Workshop Results Courtenay and Comox



	TREATMENT Courtenay					TREATMENT Comox					TREATMENT Area A					TREATMENT Area B				
	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI
Technical Goals																				
Ensure infrastructure and operations are resilient to climate change, natural disasters and seasonal impacts.	8	1				10					1				13					
Ensure operations are able to adapt to changing conditions.	8		1			7	3				1				11	4				
Maximize the use of existing infrastructure and road right of ways.	2	4	1			3	4	3				1			3	5	1	5		
Ensure assets are relevant for the long term.	7	1	1			7	2	1			1				9	6	1			
Ensure the system has enough capacity to meet future growth.	7	2				8	1	1							8	2	1			
Affordability Goals																				
Consider long term financial impact, including minimizing lifecycle costs through asset management.	4	2	2	1		5	4	1				1			4	7	5			
Maximize opportunity for grant funding.	3		1			6	3	1			1				12	3	3			
Environment Goals																				
Ensure treatment of wastewater exceeds current standards	9					5	3				1				11	4				
Remove artificial contaminants such as pharmaceuticals and micro plastics from wastewater.	6	2	1			8	2				1				13	1				
Ensure energy efficiency and mitigate climate change impacts.	6	1	2			8	2				1				10	4	1			
Social Goals																				
Minimize noise and odour from treatment plant	5	3	1			5	4	1				1			13					
Maximize opportunities for partnerships that achieve a community benefit	4	3	2			5	2	3					1		6	5	3			
Maximize opportunities for community and recreational amenities at/around the treatment plant.	2	2	2	1	1	1	4	3	1				1		4	4	4	2		

TREATMENT COMMENTS FROM FEEDBACK FORMS:

Courtenay:

Are there any goals you think should be deleted?

None

Are there any goals missing that you think should be included?

None

Other

- Anticipate flexible design for add-on capacity; Must be tertiary at minimum; Generating employment and local big opportunities; Maintain standard that was a hard-fought victory in the late 70's and early 80's protect fisheries and beach
- 1) develop the economic opportunities for Comox Valley and Vancouver Island 2) ? bounce the plans or e.g. project watershed polling, market & commodity research – synergies ecological and technical opportunities 3) what are possible components for community fundraising hub? Life after Cumberland's
- To me these questions seem to be very directed to have us come to an already decided outcome
- Exploring opportunities to decentralize operations e.g. Kingfisher Hotel, utilizing parks or liquid distribution
- Stop storm water effluent as best you can and start the process as soon as you can before this study goes to politics

Comox

Are there any goals you think should be deleted?

None

Are there any goals missing that you think should be included?

None

Other

- We need to take into consideration all sources of wastewater including septic systems stormwater and commercial sanitary waste
- 100 year storms
- Any work with other ?? should be considered. Consider more regional solutions.
- Cost of conveyance to a central treatment plant compared to two or more local plants. The existing plant is very nearly if not already at capacity. Further treatment options should be localized and decentralized plants rather than enlarging the existing plant.
- Once again, an example would have been helpful to go from

Area A

Are there any goals you think should be deleted?

None

Are there any goals missing that you think should be included?

- Nitrates endocrines? Use of modular units Meet expected 50 year standards

Area B

Are there any goals you think should be deleted?

None

Are there any goals missing that you think should be included?

Zero nuisance at perimeter of plant, mandatory criteria to not meet these constitutes public nuisance!

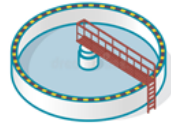
Risk management because of previous lawsuits – nuisance law

Other

- An Area B rep on the sewer commission, a new treatment plant
- Decommission all pipes in the estuary, all should be overland, representative from all areas affected
- Apparently, the state of the art system in Sechelt is already over capacity
- Allow development or at least prioritize development along existing lines to minimize adverse effects of septic
- Disaster recovery plan made available to neighbours of plant
- Include a rep from Area B we get al the noise smell and no say protection of well water
- Whole valley solution not just population growth
- Remove all pipes from the estuary – keep pipes overland representatives for areas affected
- I stress that the Brent Road plant is built on a sandpile and we should consider other options rather than put all eggs into one sandy basket

Observations on the Treatment data overall:

- The rankings for all goals from Courtenay and Comox residents are relatively similar.
- Overall all goals were ranked relatively high – the majority falling into the very important and important categories.
- A small proportion of the rankings fall into the neither important or unimportant categories.
- Area B residents tended to rank all of the goals higher than did Courtenay and Comox residents.



Observations on the technical goals (Courtenay & Comox):

- rankings were highest for:
 - *Ensure infrastructure and operations are resilient to climate change, natural disasters and seasonal impacts.*
 - *Ensure operations are able to adapt to changing conditions.*
 - *Ensure assets are relevant for the long term.*
 - *Ensure the system has enough capacity to meet future growth.*
- rankings were significantly lower for:
 - *Maximize the use of existing infrastructure and road right of ways*
- Rankings for the technical goals from residents of Area B are similar to those from Courtenay and Comox.

Observations on the affordability goals (Courtenay & Comox):

- rankings for the affordability goals tended to be distributed except for a high very important ranking for *Maximize opportunity for grant funding*

Observations on the environment goals (Courtenay & Comox):

- rankings were highest for:
 - *Ensure treatment of wastewater exceeds current standards*
- rankings were lower for:
 - *Remove artificial contaminants such as pharmaceuticals and micro plastics from wastewater.*
 - *Ensure energy efficiency and mitigate climate change impacts.*
- Rankings from Area B residents were very high for all environment goals with the majority of them in the very important category.

Observations on the social goals (Courtenay & Comox):

- rankings were highest for:
 - *Minimize noise and odour from treatment plant including Area B residents*
- rankings were lower for:
 - *Maximize opportunities for partnerships that achieve a community benefit*
 - *Maximize opportunities for community and recreational amenities at/around the treatment plant.*

RESOURCE RECOVERY November 27 & 28 Workshop Results Courtenay and Comox



	Resource Recovery Courtenay					Resource Recovery Comox					Resource Recovery Area A					Resource Recovery Area B				
	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI	VI	SI	NIU	SU	NI
Technical Goals																				
Use commercially available technology.	5	2	3			4	2	2				1			11	2	2			
Anticipate future demand for resources.	7		3			7	1	1			1				10	3	2			
Improve performance of treatment plant.	6	2	1			6	2	1			1				13		2			
Affordability Goals																				
Explore opportunities to recover heat and energy and offset costs at CVWPCC	8	1	1			5	4				1				11	2	2			
Explore economically productive use of reclaimed water.	9					4	4	1				1			10	4				1
Select resource recovery options that will maximize grant funding opportunities.	8	1	1			4	4	1			1				11	2	1	1		
Explore the potential for external partners to help reduce capital costs.	4	1	3			3	2	4							5	2	6			1
Economic Goals																				
Explore options that can have a positive impact on or grow the local economy	6	1	3			5	1	3					1		6	5	2	1		
Environment Goals																				
Maximize climate change mitigation	6	3	1			8	1					1			9	4	2			
Restore or enhance environmental habitat	7	3				7	1	1			1				10	4	1			
Social Goals																				
Protect public health	9					8	1				1				15					
Ensure ability to maintain irrigation of public parks and gardens during water restrictions.	4	6	1	2		3	4	1		1		1			8	2	3	2		

RESOURCE RECOVERY COMMENTS FROM FEEDBACK FORMS:

Courtenay:

Are there any goals you think should be deleted?

- No external partners

Are there any goals missing that you think should be included?

- Community garden is important to keep irrigation during restrictions

Comox

Are there any goals you think should be deleted?

Are there any goals missing that you think should be included?

Other

- Too vague, too aspirational. Would be preferable to have 3 different examples of a plan to work from.
- Quite vague goals without knowledge of more presentation of technical solutions
- Series of notes on form: new plants, design competition by local construction groups, DFO and salmon, global warming, remove phosphorous, fertilizer and RNG by Fortis BC, hands free public address

Area A

Are there any goals you think should be deleted?

Are there any goals missing that you think should be included?

- Explore opportunities for carbon sequestration. Explore UV decontamination as opposed to Ch

Other

- PPP?

Area B

Are there any goals you think should be deleted?

- Irrigating people's gardens is a nice product but shouldn't be a goal
- Protecting public health is not a goal but a mandatory criterion
- Overflow ponds what capacity to adversely affect other development?
- Be careful of public – private partnerships

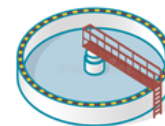
Are there any goals missing that you think should be included?

- Protection of residential areas having wells and septic systems
- Protection of ground water – wells aquafer

Other

- Electoral Area B should have input in the decision making. The goal is to have full public representation.
- It is a vast improvement over what we had with the last sewage commission. We hope town councillors are more open to listening respectfully and hearing feedback

- Would like to have more input on principal objectives
- There is no one representing our Area on the sewage commission Area B
- Hard to comment when we haven't seen what is planned
- Better representation for Area B on sewage commission!
- Plans to include Area B on sewerage commission, discussion of a new state of the art treatment plant



Observations on the Resource Recovery data overall:

- The rankings for all goals from Courtenay and Comox residents are relatively similar.
- Overall all goals were ranked relatively high – the majority falling into the very important and important categories.
- A small proportion of the rankings fall into the neither important or unimportant categories.
- More rankings in the neither important or unimportant category in the Resource Recovery rankings.
- Area B residents tended to rank the resource recovery goals more highly than did Courtenay and Comox residents.

Observations on the technical goals (Courtenay & Comox):

- rankings were fairly distributed across the very, somewhat and neither important or unimportant categories.
- Area B residents ranked these goals very high compared with Courtenay and Comox residents

Observations on the affordability goals (Courtenay & Comox):

- rankings were highest for:
 - *Explore opportunities to recover heat and energy and offset costs at CVWPCC*
 - *Explore economically productive use of reclaimed water.*
 - *Select resource recovery options that will maximize grant funding opportunities.*
- Rankings were lower for: *Explore the potential for external partners to help reduce capital costs.*
- Courtenay, Comox & Area B ranking were quite similar

Observations on the economic goal (Courtenay & Comox):

- Courtenay, Comox & Area B ranking were quite similar (VI & SI) for: *Explore options that can have a positive impact on or grow the local economy*

Observations on the environment goals (Courtenay & Comox):

- Courtenay, Comox & Area B ranking were quite similar (VI & SI) for: *Maximize climate change mitigation & Restore or enhance environmental habitat*

Observations on the social goals (Courtenay & Comox):

- Courtenay, Comox & Area B ranking were quite similar (VI) for: Protect public health
- rankings were lower for:
 - *Ensure ability to maintain irrigation of public parks and gardens during water restrictions.*

NEXT STEPS

The results of the two consultation workshops will be discussed at the Dec 11, 2018 Technical Advisory and Public Advisory Committees (PAC/TAC) along with the online consultation results and will be considered as they develop a shortlist of options to review.

Appendix 1: Workshop Instructions and ranking pages



CVRD LWMP Public Engagement Workshop Instructions

Background: The CVRD is developing a liquid waste management plan (LWMP) for the City of Courtney and the Town of Comox. The LWMP process is being guided and supported by Technical and Public Advisory Committees (PACTAC) made up of professionals, elected officials from Courtney and Comox, and members of the public.

One of the early steps in the LWMP process is to develop goals for the management of liquid waste. These goals will ultimately be used to evaluate different options for conveyance, treatment and resource recovery of liquid waste.

Draft goals were developed by the Technical and Public Advisory Committees at a meeting held on November 23, 2018.

The purpose of this workshop is to gain feedback from the public on the draft goals developed by the Technical and Public Advisory Committees to ensure they reflect the goals of the community.

The process for this evening includes:

- A short presentation on the LWMP process
- A short presentation on the existing CVRD liquid management system
- Presentation of the PACTAC draft goals
- Small group discussion of the draft goals
- Individual feedback on the draft goals

Following the presentations there will be an opportunity to discuss the various goals with a small number of workshop participants. Take time to consider some of the following questions in your discussions:

- Do you agree with the goals outlined by the PACTAC?
- Are there goals that you think should be removed?
- Are there any goals missing that you think should be included?

Following the group discussion please record your individual thoughts on the relative importance of the draft goals on the attached form. Also note any goals you think should not be included and any goals you think should be added.

When you are finished please drop the form at the door before you leave.

How important are these goals to you?

I live in Courtenay Comox Other please specify where _____

CONVEYANCE

Principal Objectives:

Decommission Willemar Bluffs section of pipeline

Increase capacity for future growth

	Very important	Somewhat important	Neither important or unimportant	Somewhat unimportant	Not important
Technical Goals					
Ensure infrastructure is resilient to climate change, natural disasters and seasonal impacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure operations are able to adapt to changing conditions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize the use of existing infrastructure and road right-of-ways.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure long term viability of infrastructure.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utilize innovative design.					
Affordability Goals					
Consider long term financial impact, including minimizing lifecycle costs through asset management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize opportunity for grant funding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Goals					
Maximize opportunities to enhance the local economy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment Goals					
Minimize risks and potential impacts to sensitive environments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure energy efficiency and mitigate climate change impacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Goals					
Minimize noise and odour impacts to community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minimize disruptions to communities along conveyance routes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize opportunities for community and recreational amenities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any goals you think should be deleted?

Are there any goals missing that you think should be included?

How important are these goals to you?

TREATMENT

Principal Objectives:

Upgrades to meet regulatory requirements

Increase capacity for future growth

	Very important	Somewhat important	Neither important or unimportant	Somewhat unimportant	Not important
Technical Goals					
Ensure infrastructure and operations are resilient to climate change, natural disasters and seasonal impacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure operations are able to adapt to changing conditions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize the use of existing infrastructure and road right of ways.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure assets are relevant for the long term.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure the system has enough capacity to meet future growth.					
Affordability Goals					
Consider long term financial impact, including minimizing lifecycle costs through asset management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize opportunity for grant funding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment Goals					
Ensure disinfection of wastewater exceeds current standards.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure treatment of wastewater exceeds current standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remove artificial contaminants such as pharmaceuticals and micro plastics from wastewater.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure energy efficiency and mitigate climate change impacts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Goals					
Minimize noise and odour from treatment plant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize opportunities for partnerships that achieve a community benefit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maximize opportunities for community and recreational amenities at/around the treatment plant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any goals you think should be deleted?

Are there any goals missing that you think should be included?

How important are these goals to you?

RESOURCE RECOVERY

Principal Objectives:

Explore opportunities to recover and reuse resources from wastewater

- Water
- Heat/energy
- Nutrients

	Very important	Somewhat important	Neither important or unimportant	Somewhat unimportant	Not important
Technical Goals					
Use commercially available technology.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anticipate future demand for resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve performance of treatment plant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordability Goals					
Explore opportunities to recover heat and energy and offset costs at CVWPCC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explore economically productive use of reclaimed water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Select resource recovery options that will maximize grant funding opportunities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explore the potential for external partners to help reduce capital costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Goals					
Explore options that can have a positive impact on or grow the local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment Goals					
Maximize climate change mitigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restore or enhance environmental habitat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Goals					
Protect public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ensure ability to maintain irrigation of public parks and gardens during water restrictions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any goals you think should be deleted?

Are there any goals missing that you think should be included?

How satisfied are you with this workshop as an opportunity to have your voice heard?

Very satisfied Satisfied Somewhat satisfied Not satisfied

APPENDIX 3 – CONNECTCVRD ANALYTICS: NOV. 28-DEC. 7, 2018, GOALS AND OBJECTIVES

Survey Report

27 November 2018 - 09 December 2018

Goals and Objectives - Comox Valley Sewer Service Planning

PROJECT: Help shape the future of our Sewer System in
Courtenay and Comox

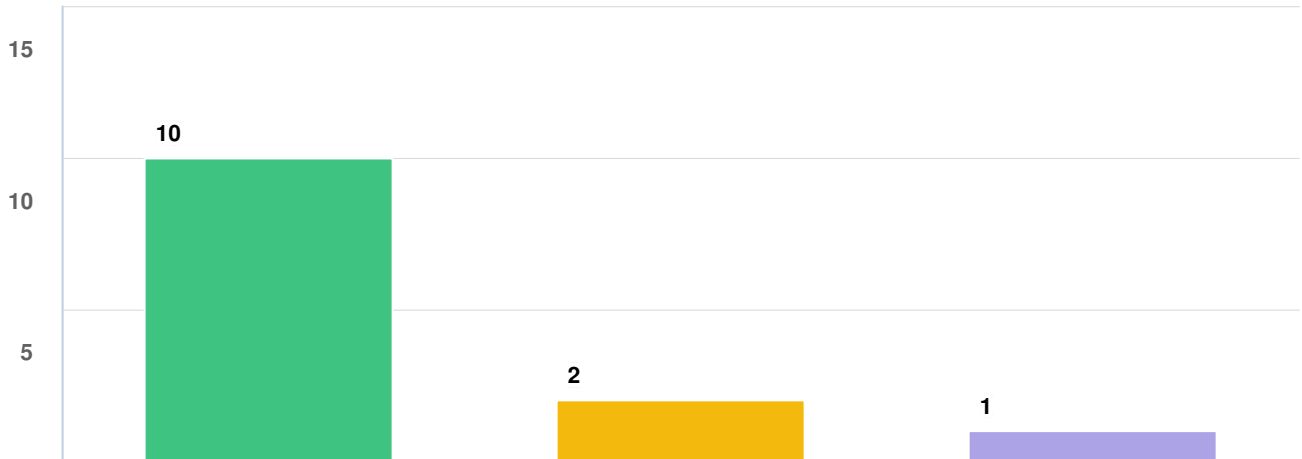
Connect CVRD



CONVEYANCE

The first series of questions focuses on CONVEYANCE: How important are these goals to you regarding conveyance (the pipes and pump stations that move wastewater from homes/businesses to the treatment plant).

Q1 Ensure infrastructure is resilient to climate change, natural disasters and seasonal impacts.

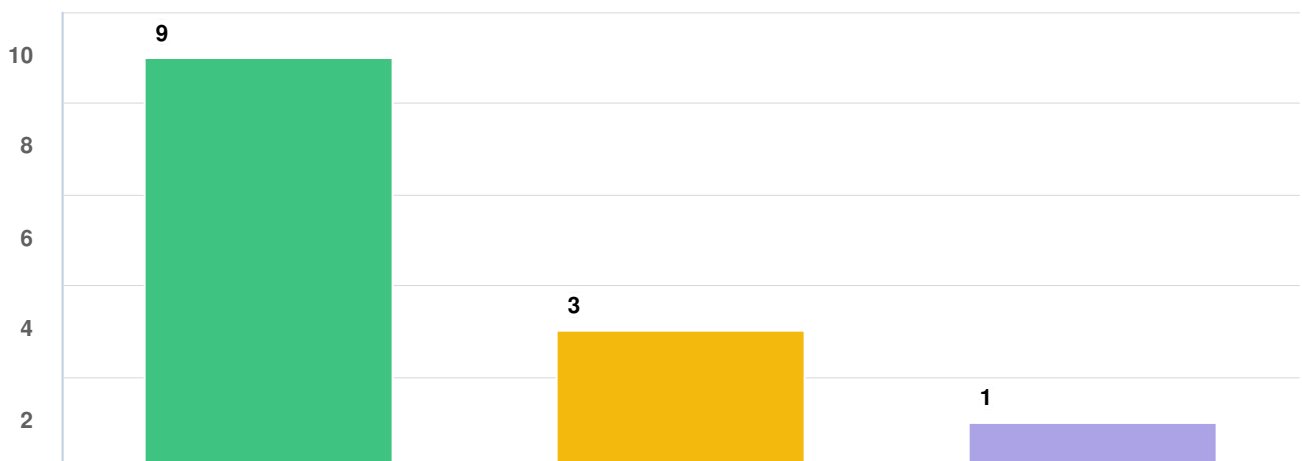


Question options

Very Important Somewhat important Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q2 Ensure operations are able to adapt to changing conditions.

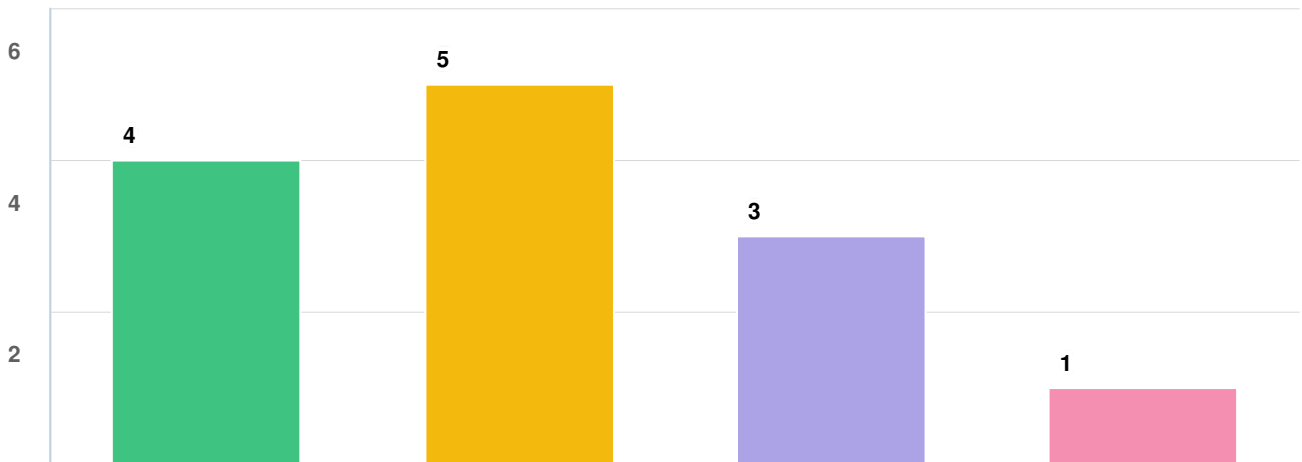


Question options

Very important Somewhat important Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q3 Maximize the use of existing infrastructure and road right of ways.

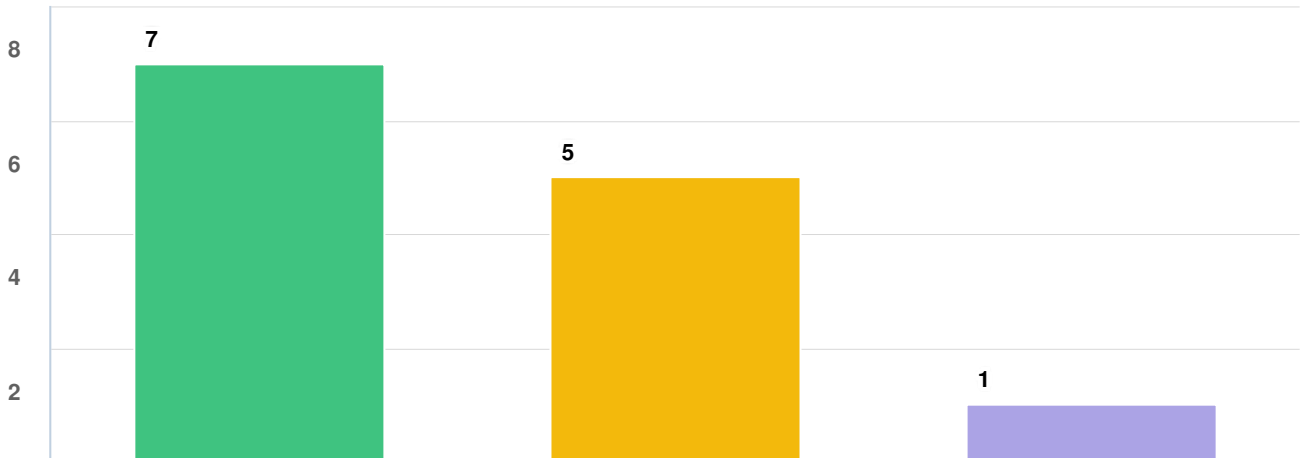


Question options

- Very Important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant

Optional question (14 responses, 0 skipped)

Q4 Ensure long-term viability of infrastructure.

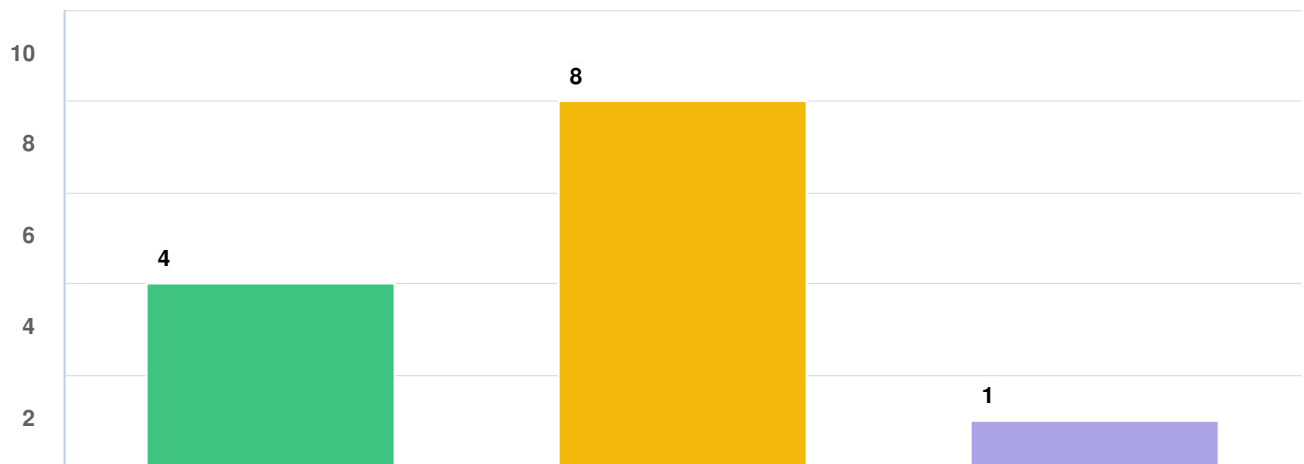


Question options

- Very Important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q5 Utilize innovative design.

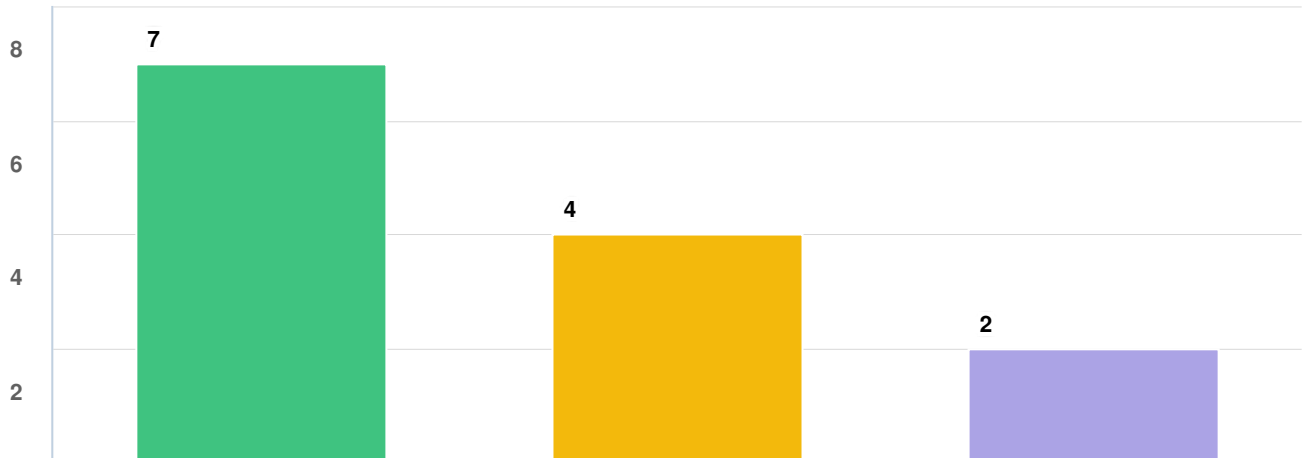


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q6 Consider long-term financial impact and minimize lifecycle costs

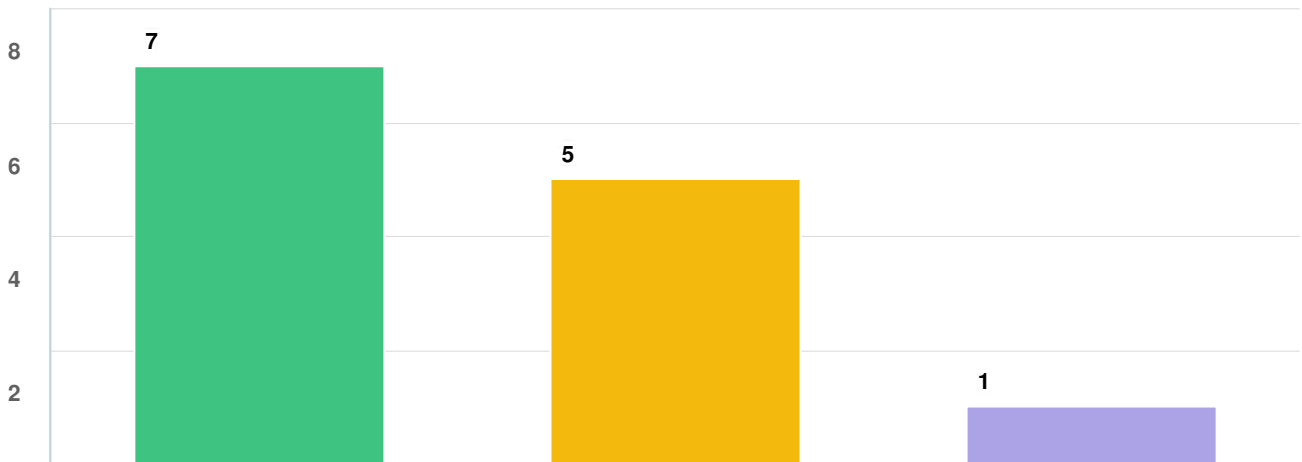


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q7 Maximize opportunity for grant funding.

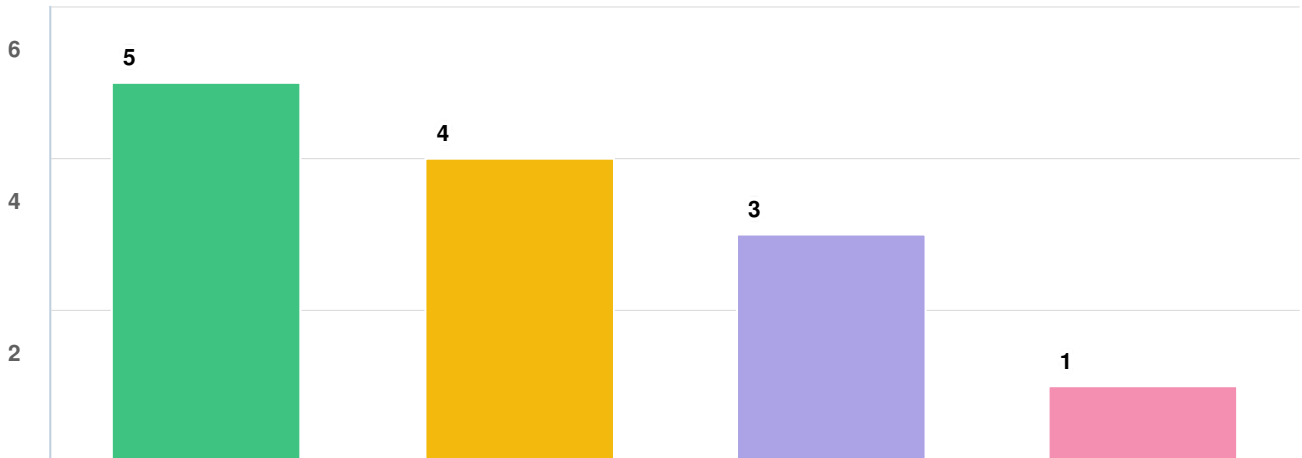


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q8 Maximize opportunities to enhance the local economy.

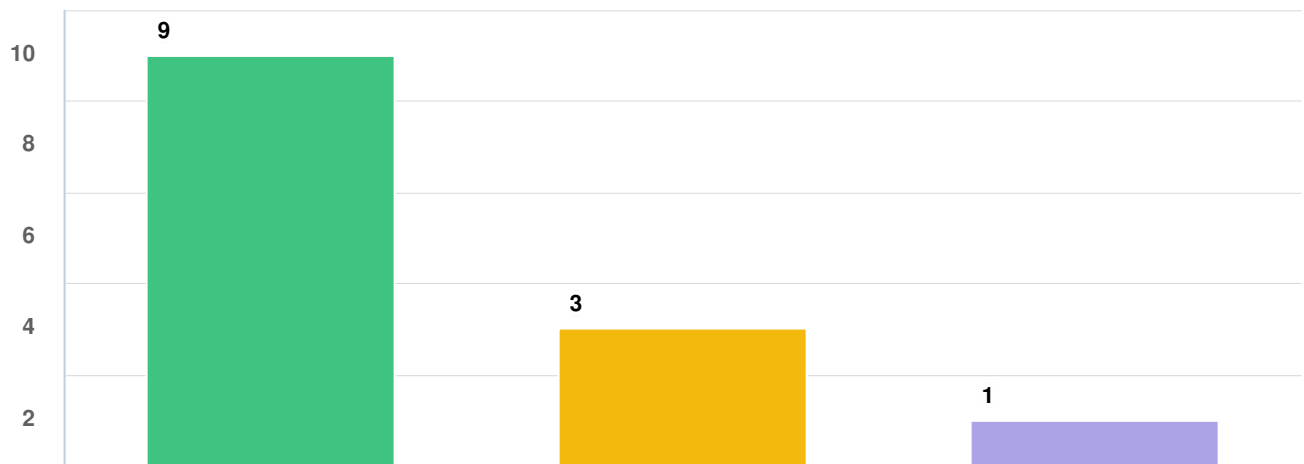


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q9 Minimize risks and potential impacts to sensitive environments.

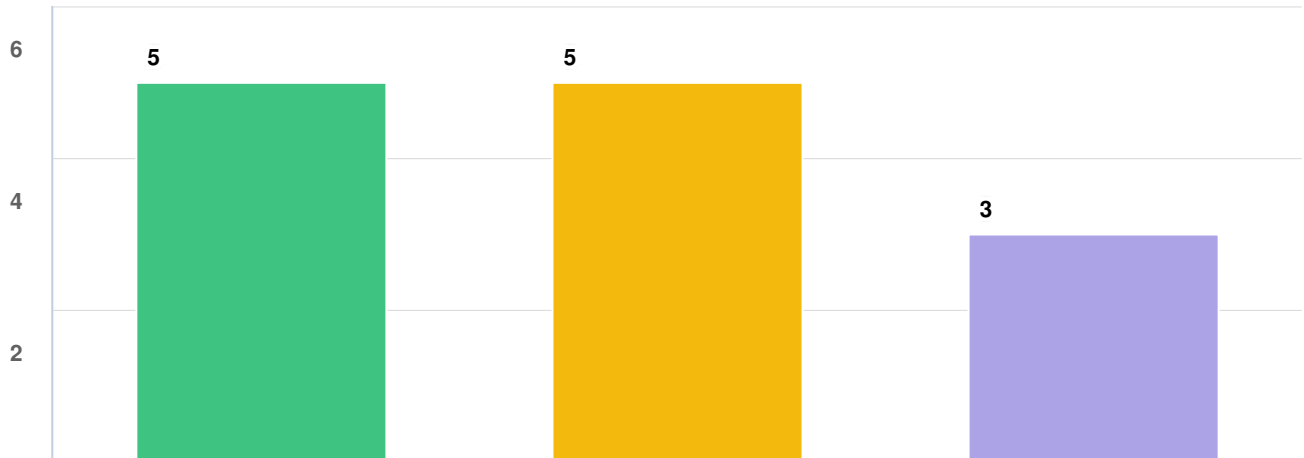


Question options

- Very important
- Somewhat important
- Somewhat unimportant

Optional question (14 responses, 0 skipped)

Q10 Maximize energy efficiency and mitigate climate change impacts.

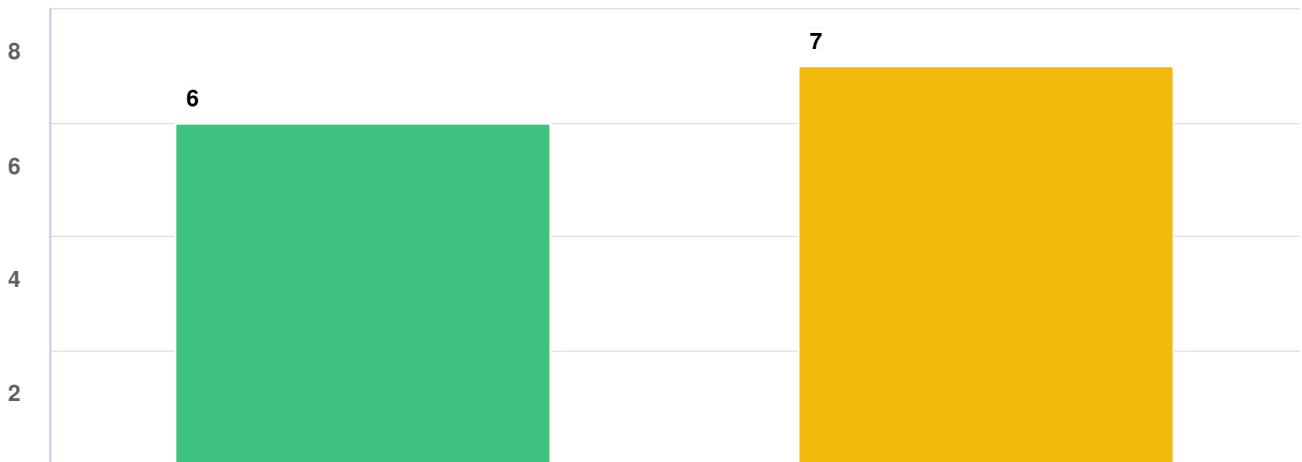


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q11 Minimize noise and odour impacts to the community.

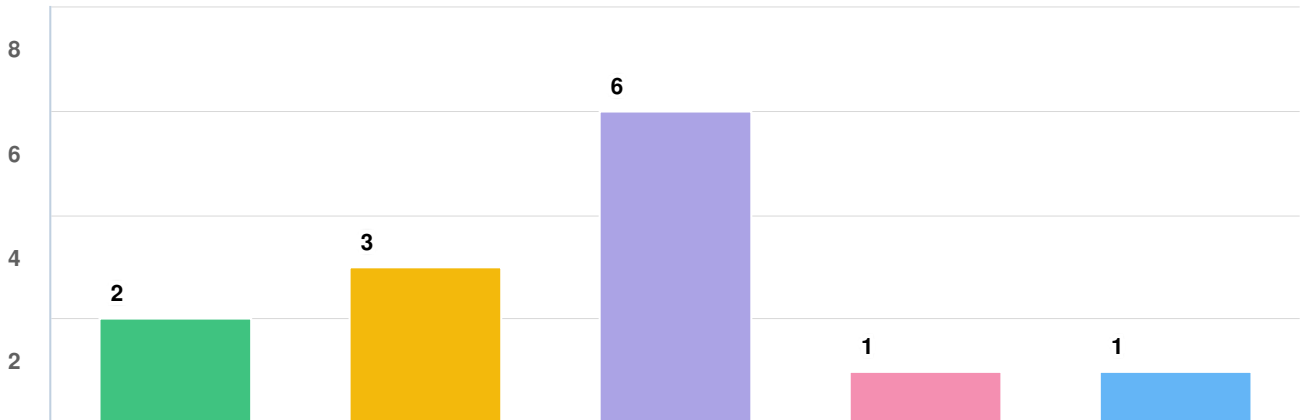


Question options

- Very important
- Somewhat important

Optional question (14 responses, 0 skipped)

Q12 Minimize disruptions to communities along conveyance routes.

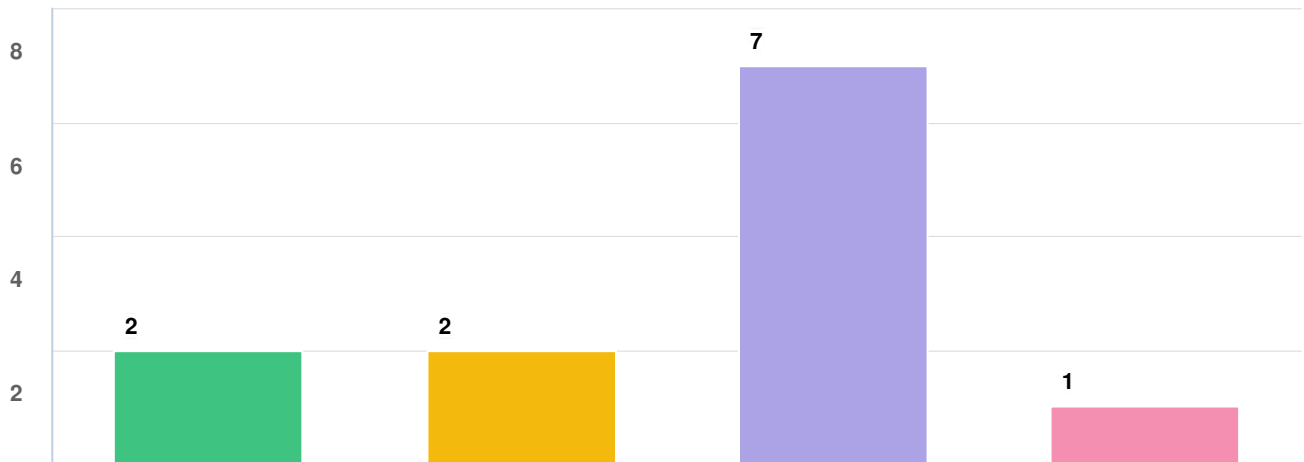


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q13 Maximize opportunities for community and recreational amenities.



Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q14 | Are there any goals you think should be deleted regarding CONVEYANCE?

peatrlorian

11/30/2018 11:57 AM

Less car focus

Linvann

12/03/2018 09:13 AM

On budget

salty

12/04/2018 10:36 AM

Maximize opportunities to enhance the local economy...

Jennysteel

12/06/2018 09:29 PM

Optional question (3 responses, 11 skipped)

Q15 | Are there any goals missing that you think should be included regarding CONVEYANCE?

Albert Englehart

11/30/2018 10:54 AM

At the very least, all areas in the city of Comox should be connected to the sewer system vice septic. We should not be dumping untreated waste back into the environment if we can help it.

peatrlorian

11/30/2018 11:57 AM

Bike lanes

mary.payne

12/01/2018 09:13 AM

A timeline was not part of the survey

Linvann

12/03/2018 09:13 AM

Progress reports with learnings and recommendations.

Amanda Smith

12/06/2018 08:53 AM

Are you going to use ozone and this system to treat our waste?
<https://www.rdkb.com/Services/EnvironmentalServices2014/LiquidWaste.aspx>

Susan Ruth

12/06/2018 07:24 PM

upgrading the storm water system so that it does not impact the sewage lines.

Jennysteel

12/06/2018 09:29 PM

Should try to reduce the amount and nature of the household effluent coming into the system through public education

Eugene

12/07/2018 04:19 PM

Energy generation potential of the project

ggeiger

12/08/2018 10:02 AM

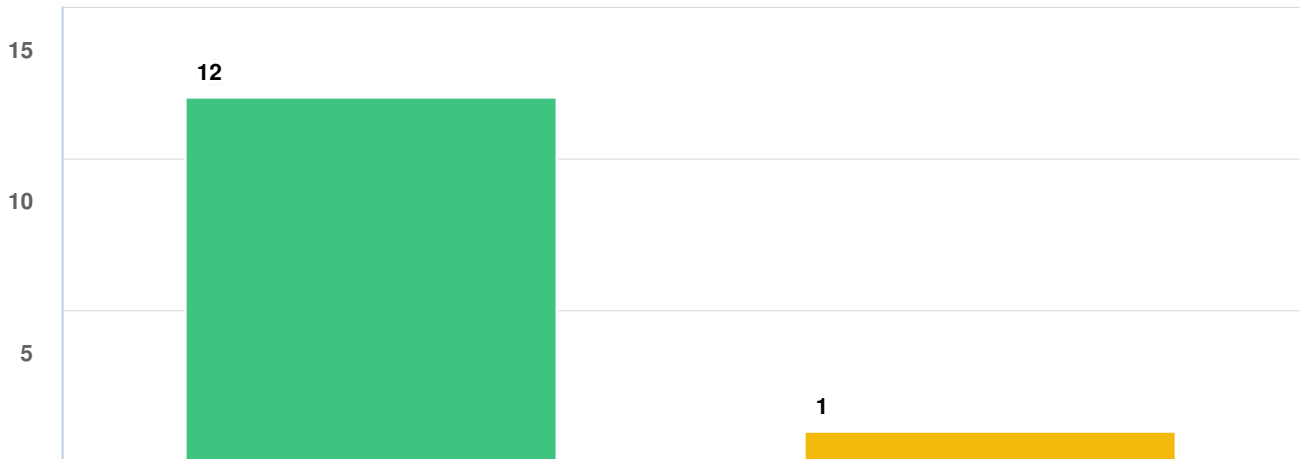
If there is a rural impact or ideas involving rural land , large land owners should be consulted eg. Comox Valley Farmers Institute .As they have a large impact on economy.

Optional question (9 responses, 5 skipped)

TREATMENT

This second series of questions focuses on TREATMENT: How important are these goals to you when it comes to treatment of wastewater (the collection and treatment of all wastewater collected - ensuring it's at a safe standard before discharging into the marine environment)?

Q16 | Ensure infrastructure and operations are resilient to climate change, natural disasters and seasonal impacts.

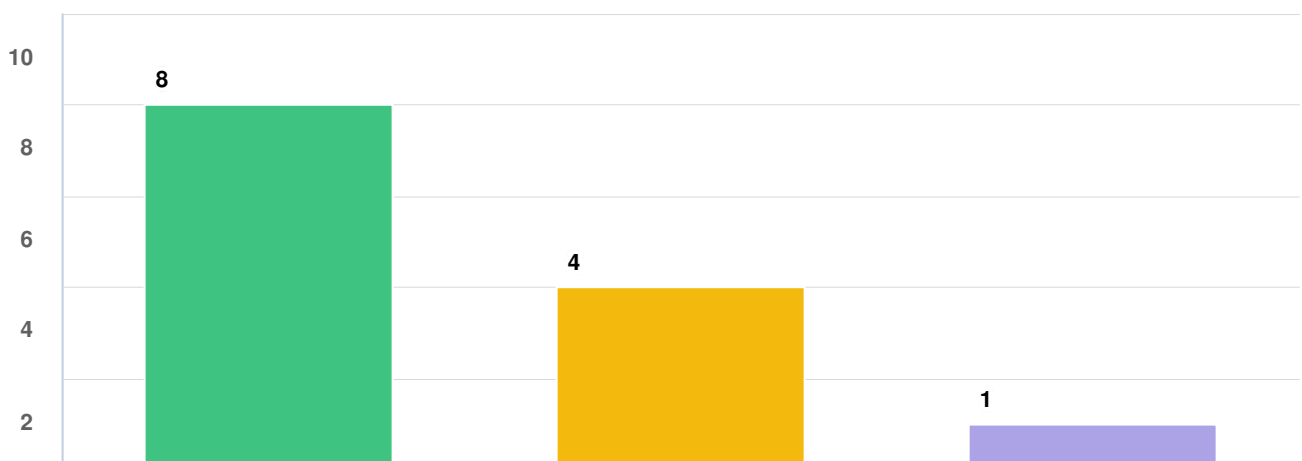


Question options

● Very important ● Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q17 | Ensure operations are able to adapt to changing conditions.

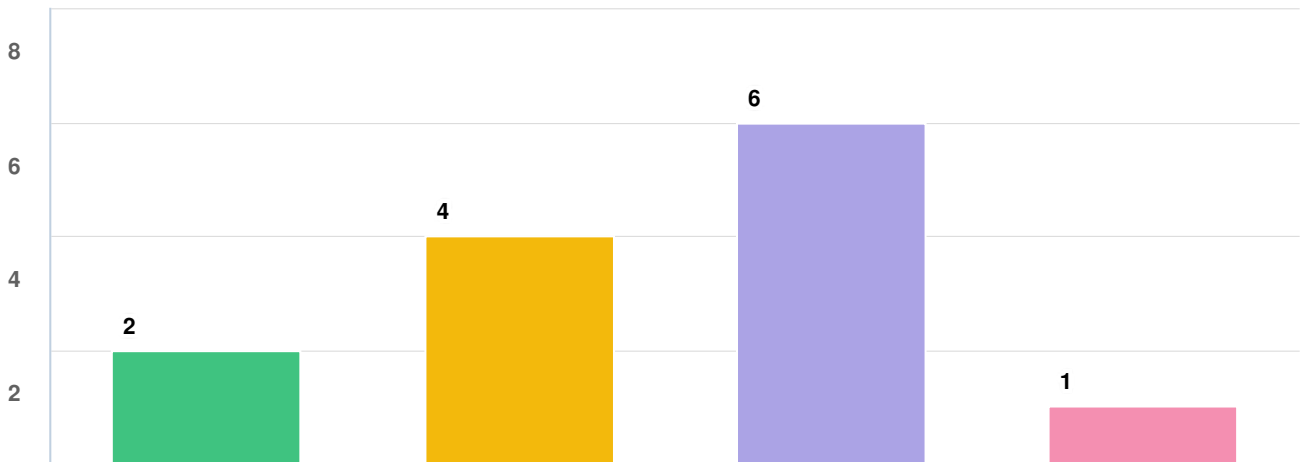


Question options

● Very important ● Somewhat important ● Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q18 Maximize the use of existing infrastructure and road right-of-ways.

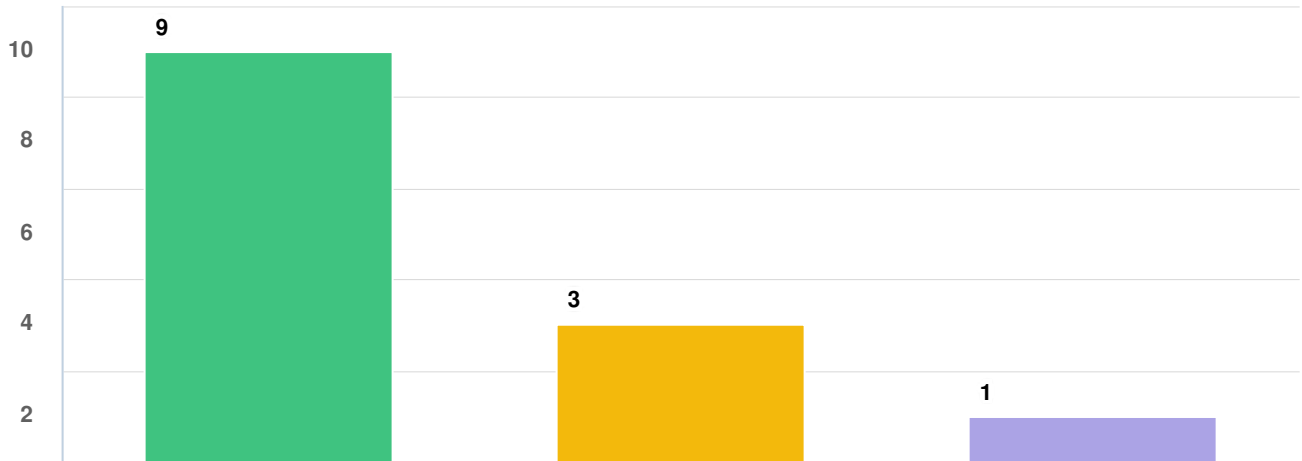


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant

Optional question (14 responses, 0 skipped)

Q19 Ensure assets are relevant for the long term.

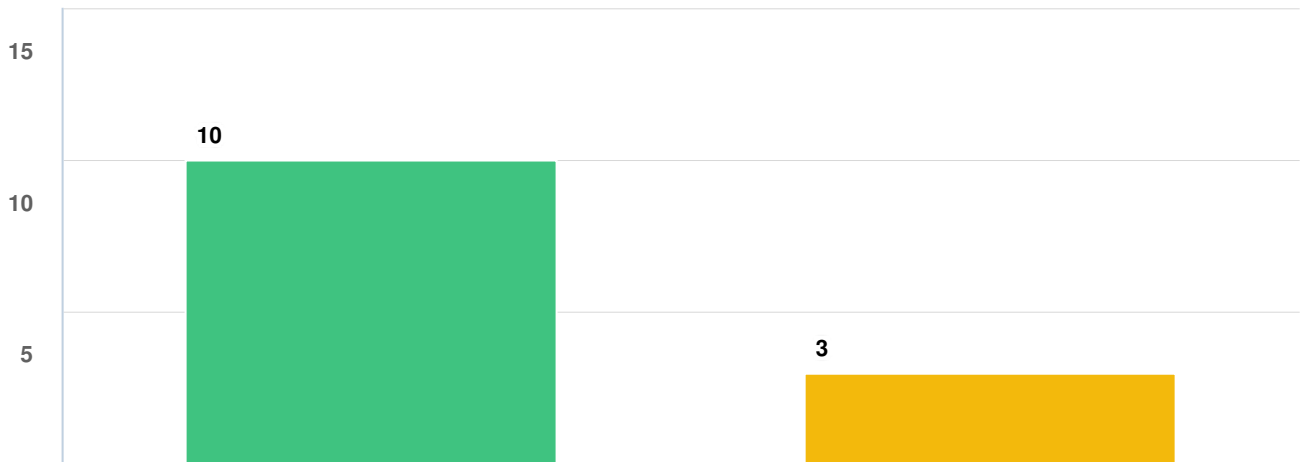


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q20 Ensure the system has enough capacity to meet future growth.

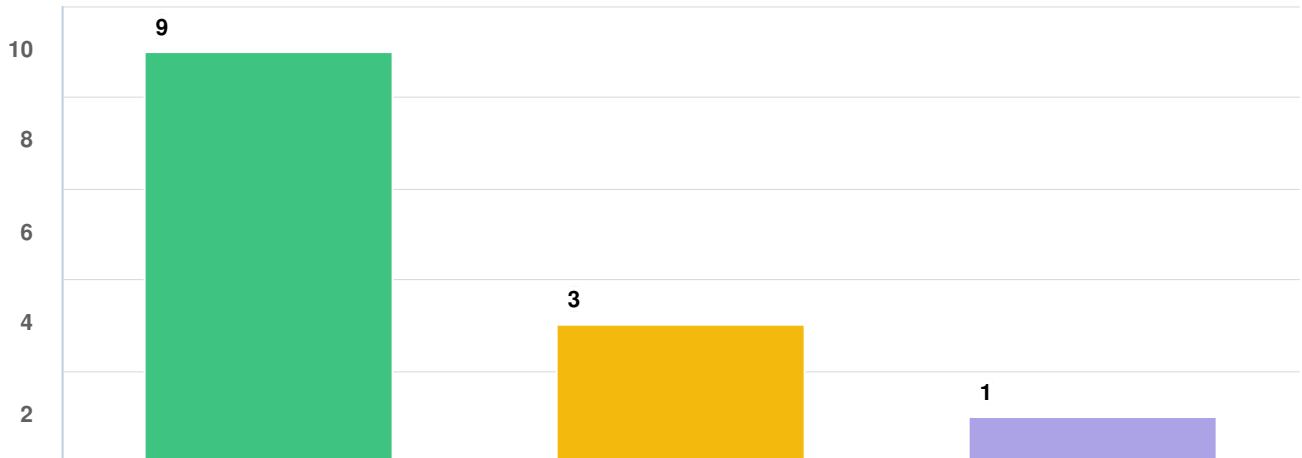


Question options

- Very important
- Somewhat important

Optional question (14 responses, 0 skipped)

Q21 Consider long-term financial impact and minimize life cycle costs.

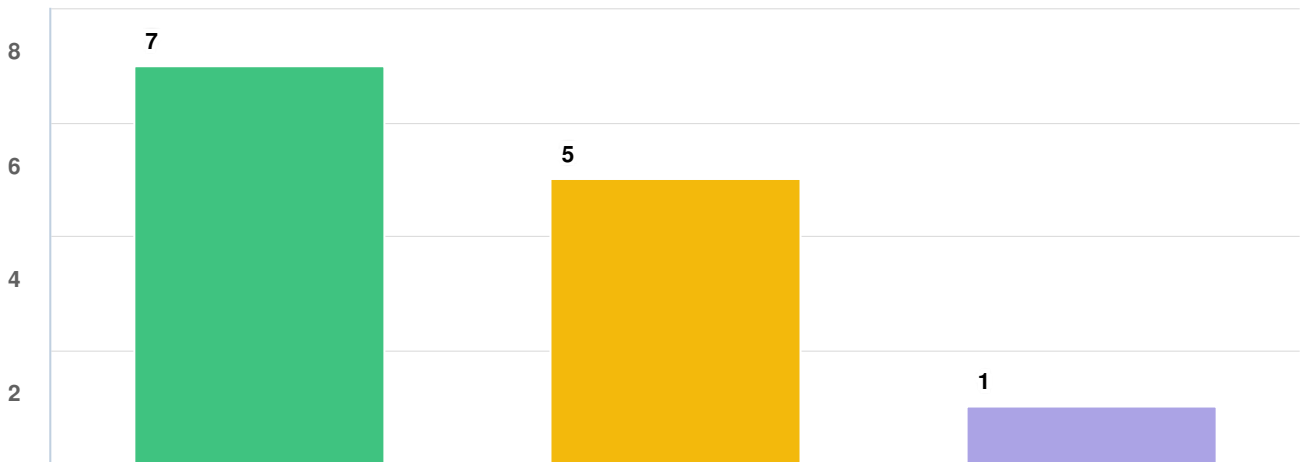


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q22 Maximize opportunity for grant funding.

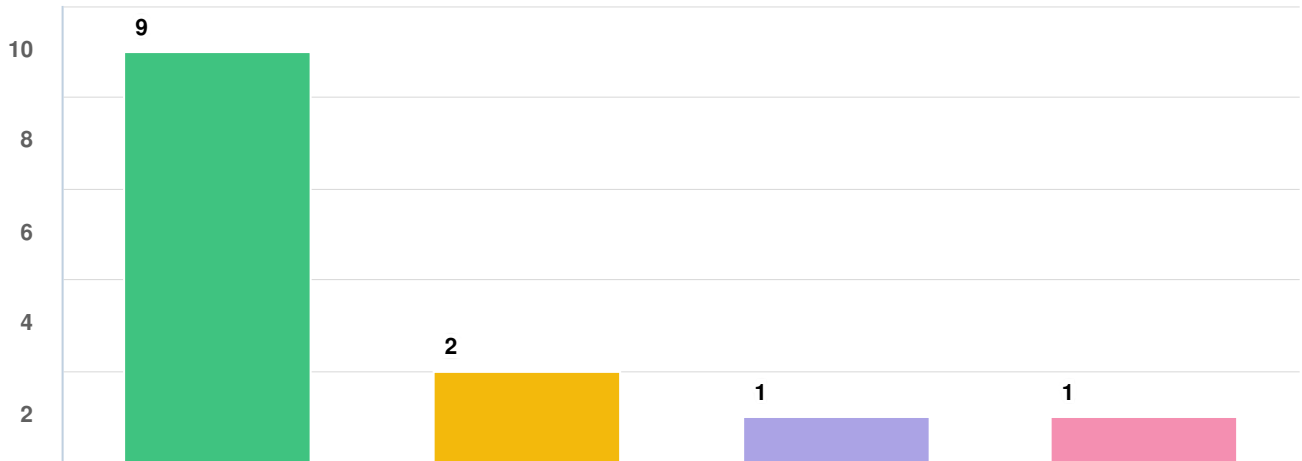


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q23 Ensure treatment of wastewater exceeds current standards.

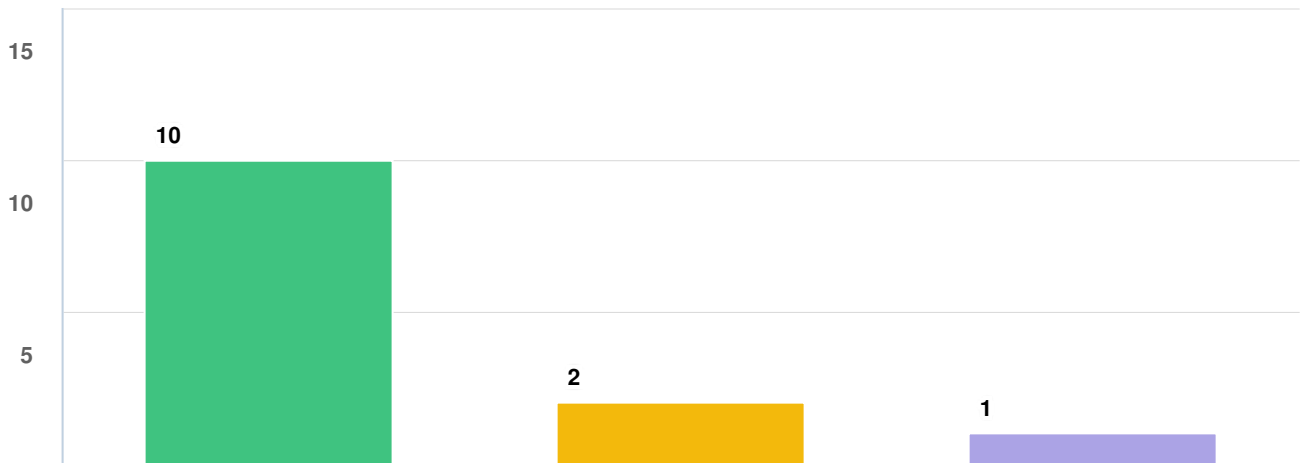


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant

Optional question (14 responses, 0 skipped)

Q24 Remove artificial contaminants such as pharmaceuticals and microplastics from wastewater.

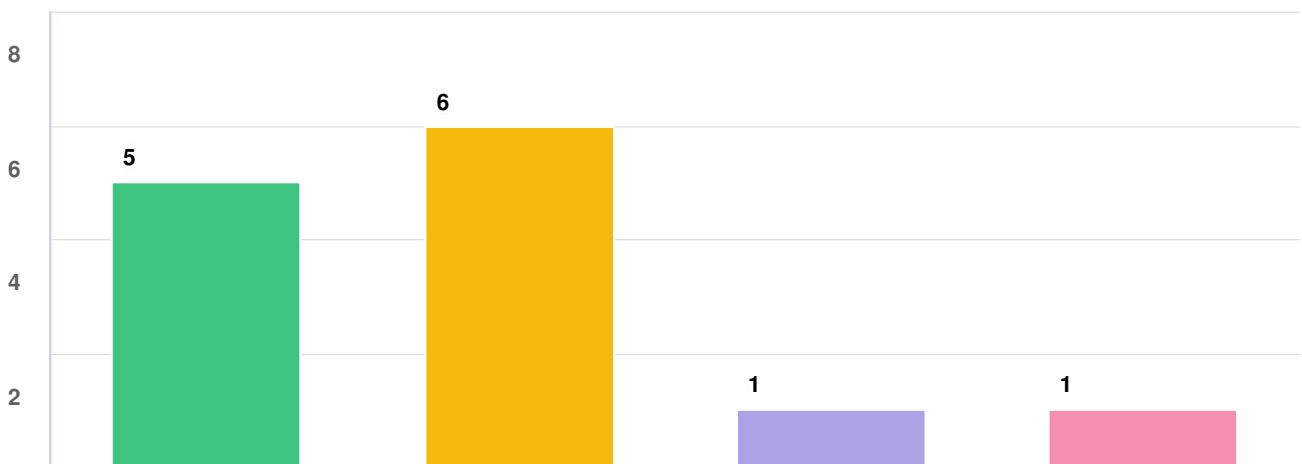


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q25 Maximize energy efficiency and mitigate climate change impacts.

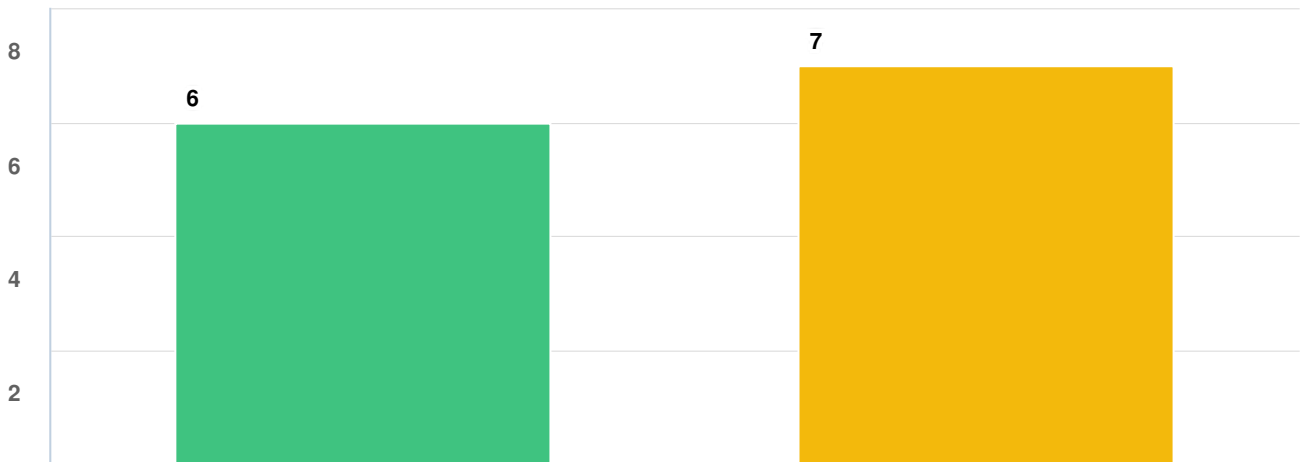


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant

Optional question (14 responses, 0 skipped)

Q26 Minimize noise and odour from treatment plant

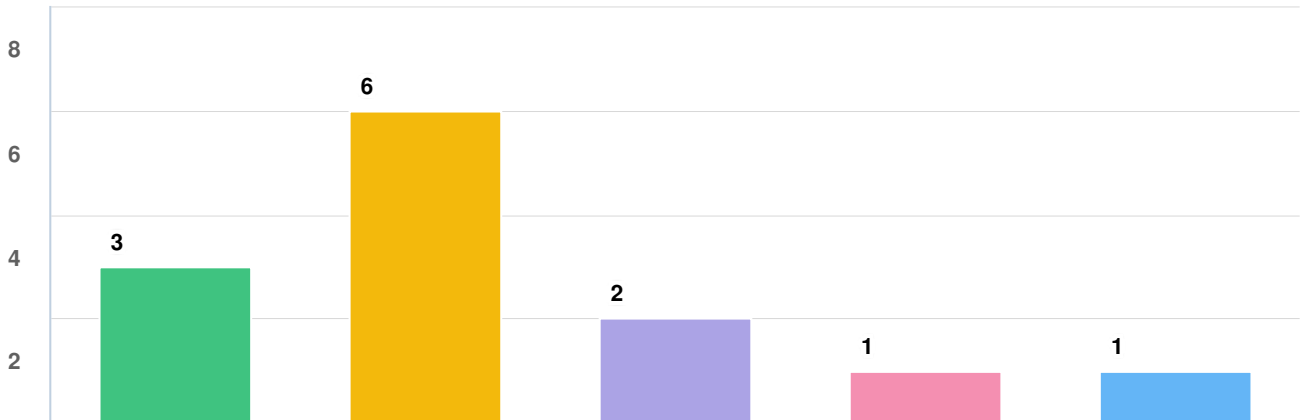


Question options

- Very important
- Somewhat important

Optional question (14 responses, 0 skipped)

Q27 Maximize opportunities for partnerships that achieve a community benefit.

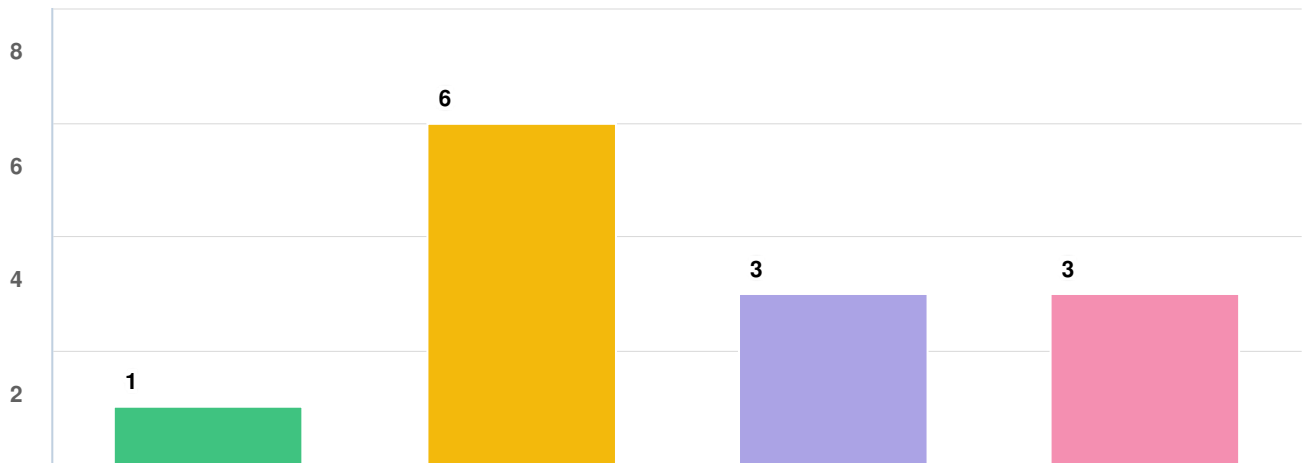


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q28 Maximize opportunities for community and recreational amenities at/around the treatment plant.



Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q29 | Are there any goals you think should be deleted regarding TREATMENT?

DaveM

11/29/2018 10:27 AM

no

Linvann

12/03/2018 09:13 AM

Cost is the critical factor a goal may be to remove all pharmaceutical but if the cost is exorbitant the goal can not be met.

Poorpi

12/05/2018 06:01 PM

Mitigate climate change should go but energy efficiencies must stay

Susan Ruth

12/06/2018 07:24 PM

if "Maximize opportunities for partnerships that achieve a community benefit " code for public-private partnerships, absolutely not. Thanks.

Jennysteel

12/06/2018 09:29 PM

Minimize odour and noise is NOT acceptable -- they both must be eliminated. CVRD placed its plant in a residential community so there should be no odour or noise beyond the plant boundaries.

ggeiger

12/08/2018 10:02 AM

I dont know what the goals are i can't find them.

Optional question (6 responses, 8 skipped)

Q30 | **Are there any goals missing that you think should be added regarding TREATMENT?**

DaveM

11/29/2018 10:27 AM

no

Albert Englehart

11/30/2018 10:54 AM

Continue to expand the sewer system to include as many residents of the CVRD as possible

mary.payne

12/01/2018 09:13 AM

Timeline

Linvann

12/03/2018 09:13 AM

Reporting and what will be done to dispose of whatever contamination is removed ie what will you do with micro plastics, or chemicals once removed?

Amanda Smith

12/06/2018 08:53 AM

Are you going to use ozone and this system to treat our waste?
<https://www.rdkb.com/Services/EnvironmentalServices2014/LiquidWaste.aspx>

Eugene

12/07/2018 04:19 PM

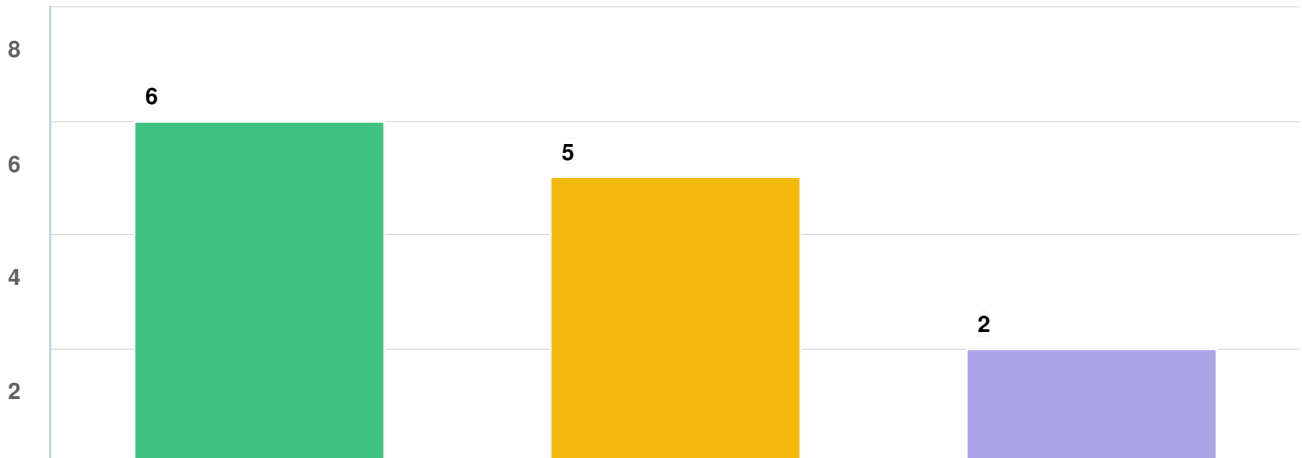
Maximize energy generation potential

Optional question (6 responses, 8 skipped)

RESOURCE RECOVERY

This third series of questions focuses on RESOURCE RECOVERY: How important are these goals to you when it comes to exploring opportunities to recover and reuse resources from wastewater (ie: water, heat/energy/nutrients) rather than releasing/discharging.

Q31 Use commercially available technology.

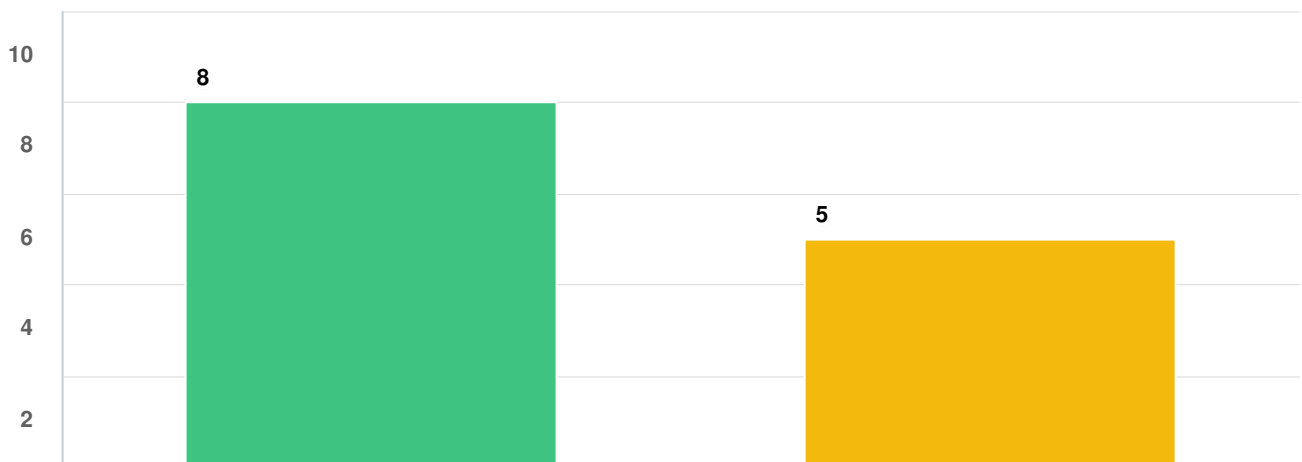


Question options

● Very important ● Somewhat important ● Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q32 Anticipate future demand for resources

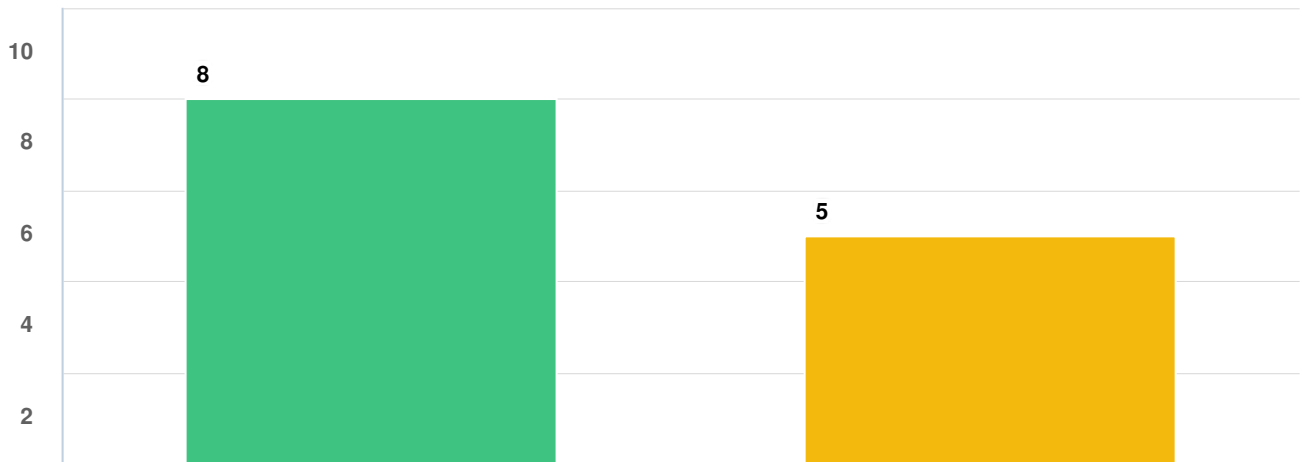


Question options

● Very important ● Somewhat important

Optional question (14 responses, 0 skipped)

Q33 Improve performance of treatment plant.

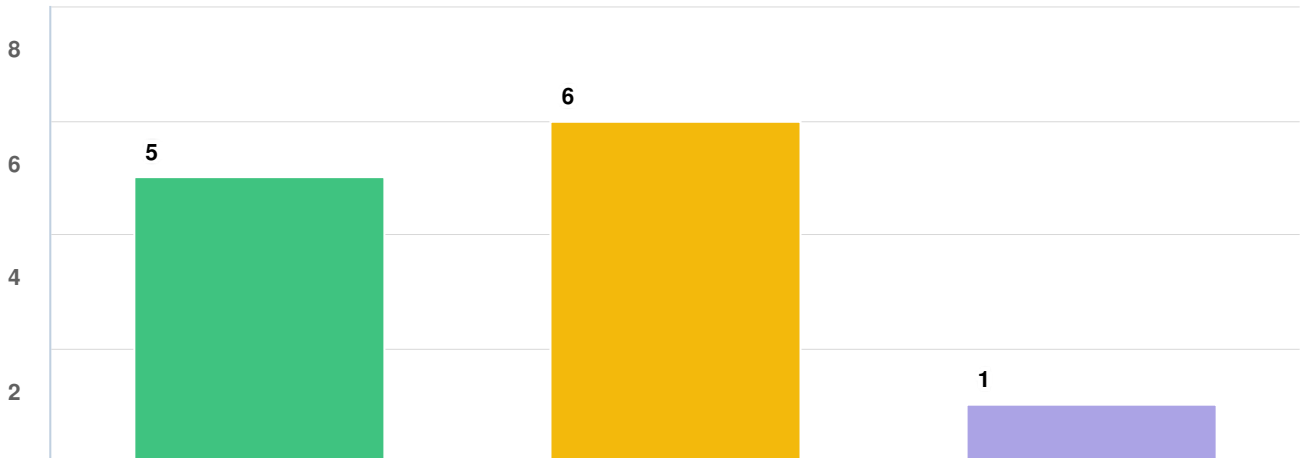


Question options

- Very important
- Somewhat important

Optional question (14 responses, 0 skipped)

Q34 Explore opportunities to recover heat and energy and offset costs at treatment plant.

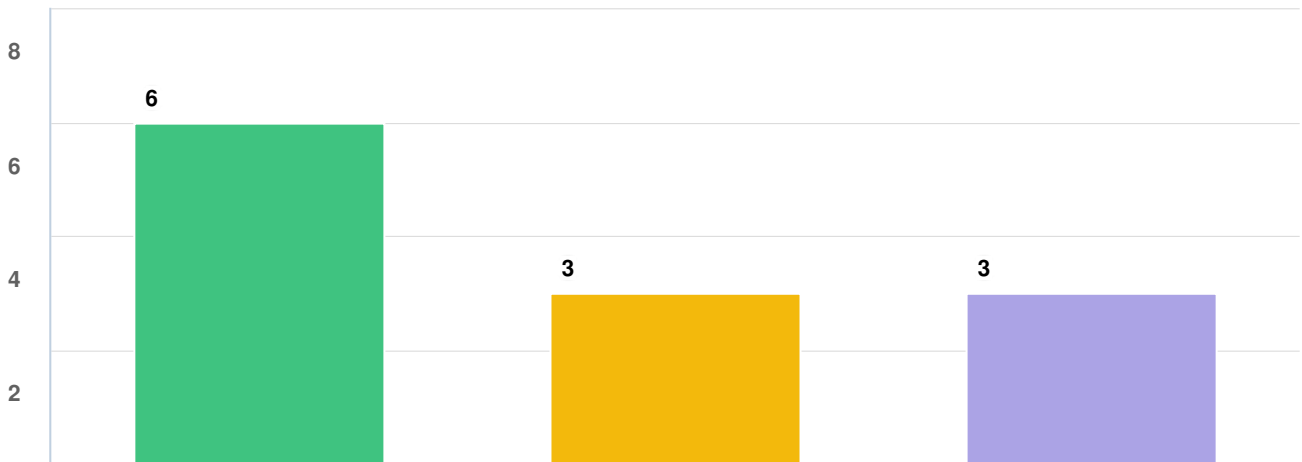


Question options

- Very important
- Somewhat important
- Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q35 Explore economically productive use of reclaimed water.

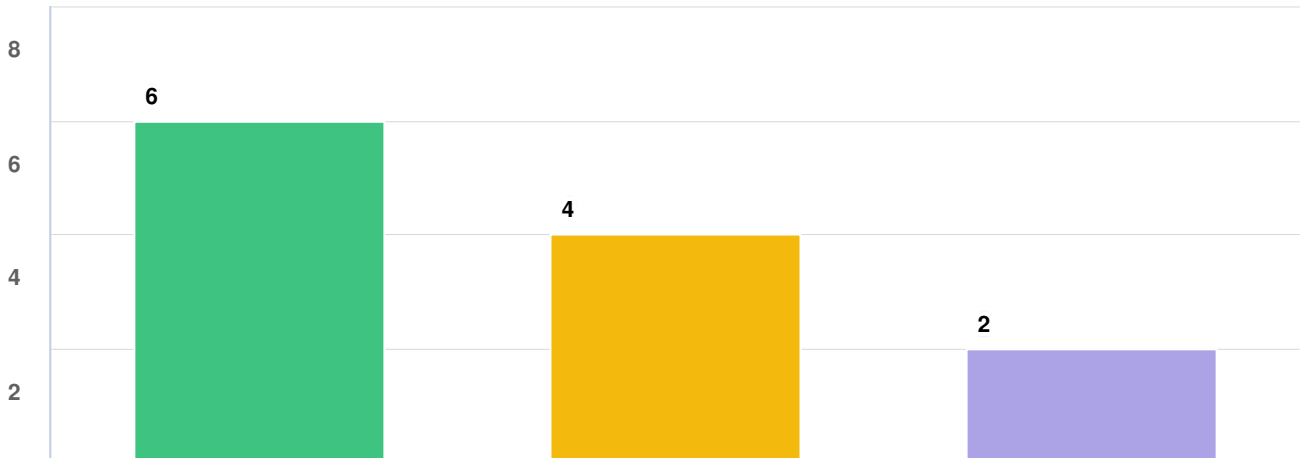


Question options

Very important Somewhat important Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q36 Select resource recovery options that will maximize grant funding opportunities.

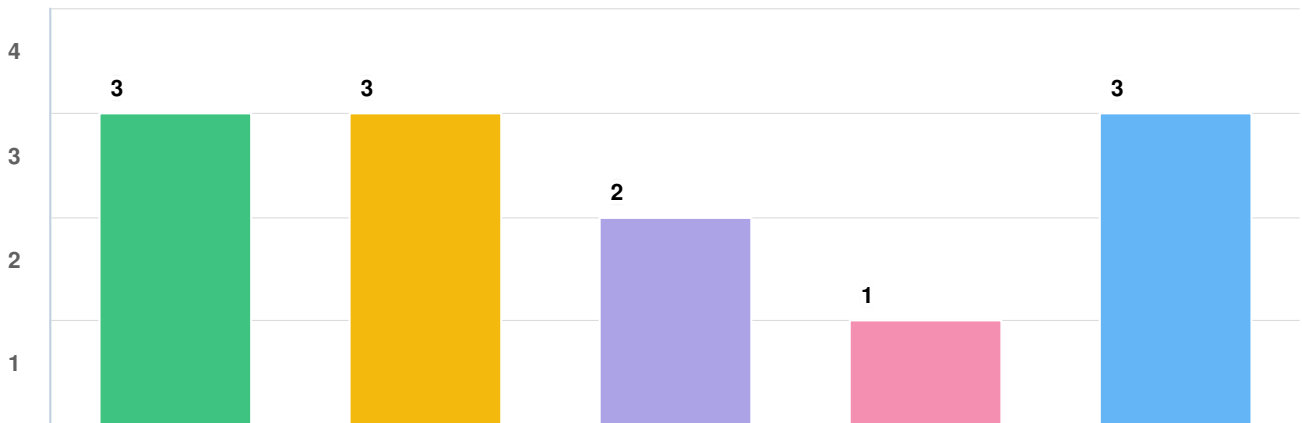


Question options

Very important Somewhat important Neither important or unimportant

Optional question (14 responses, 0 skipped)

Q37 Explore the potential for external partners to help reduce capital costs.

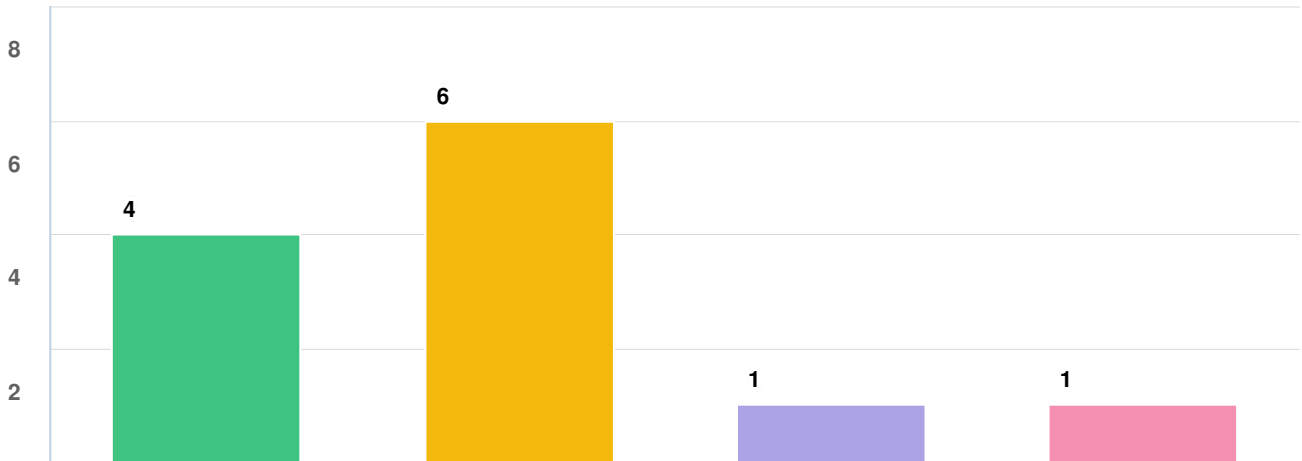


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q38 Explore options that can have a positive impact on or grow the local economy.

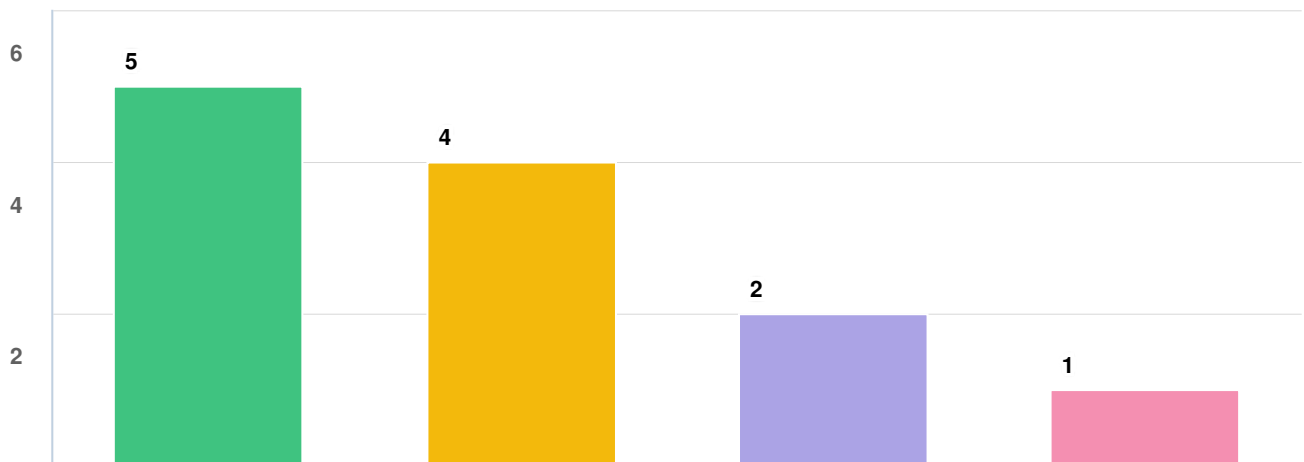


Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant

Optional question (14 responses, 0 skipped)

Q39 Maximize climate change mitigation

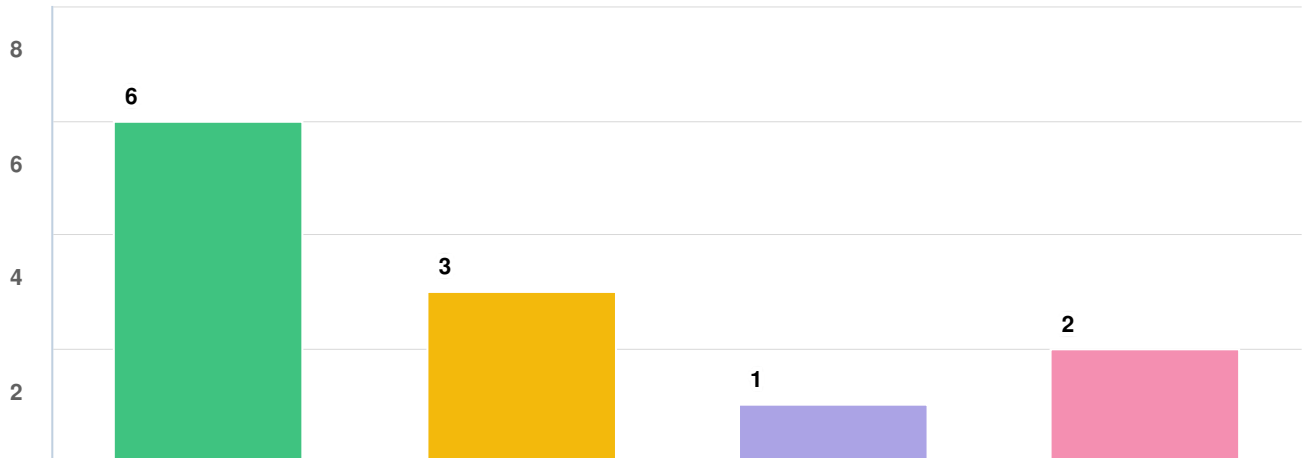


Question options

Very important Somewhat important Neither important or unimportant Not important

Optional question (14 responses, 0 skipped)

Q40 Restore or enhance environmental habitat

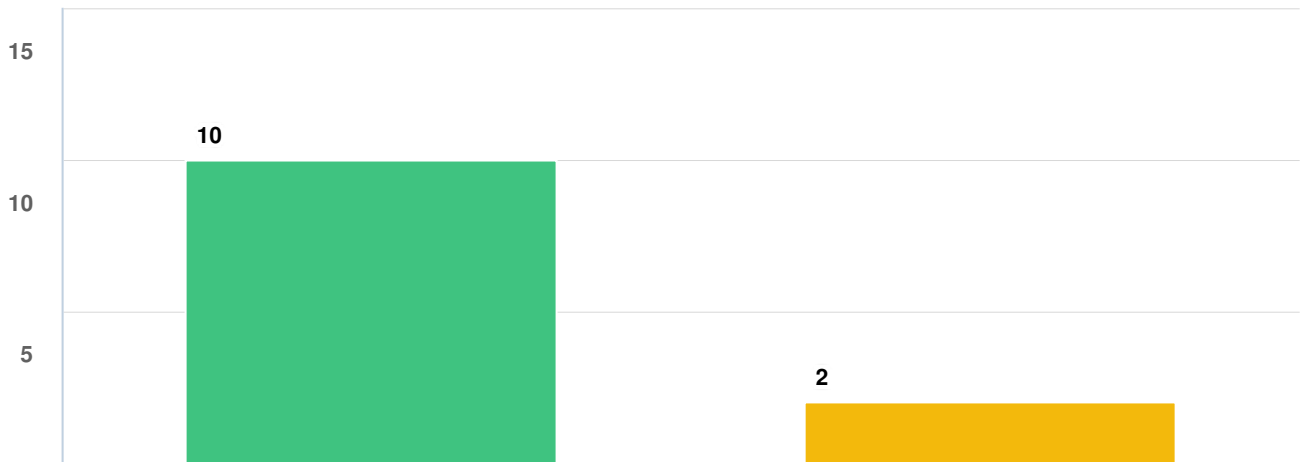


Question options

Very important Somewhat important Neither important or unimportant Not important

Optional question (14 responses, 0 skipped)

Q41 | Protect public health

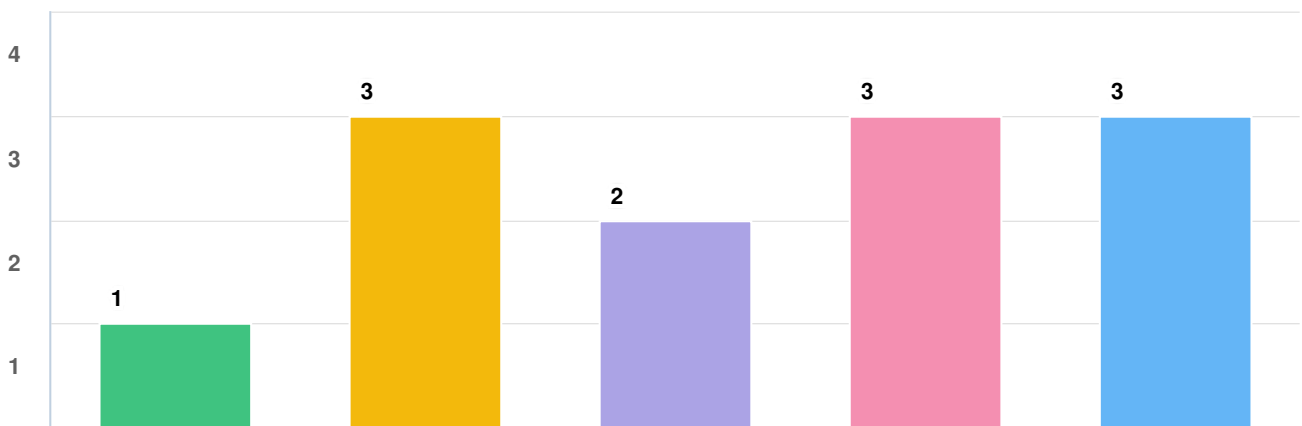


Question options

- Very important
- Somewhat important

Optional question (14 responses, 0 skipped)

Q42 | Ensure ability to maintain irrigation of public parks and gardens during water restrictions.



Question options

- Very important
- Somewhat important
- Neither important or unimportant
- Somewhat unimportant
- Not important

Optional question (14 responses, 0 skipped)

Q43 | Are there any goals missing that you think should be included regarding RESOURCE RECOVERY?

Linvann

12/03/2018 09:13 AM

Check out success of Okotoks Ab water treatment and their objectives for downstream Sheep River. Learn from the best on what is economically achievable.

Poorpi

12/05/2018 06:01 PM

Composting

ggeiger

12/08/2018 10:02 AM

Using treated waste water for irrigation to Local farms

Optional question (3 responses, 11 skipped)

Q44 | **Are there any goals you think should be deleted regarding RESOURCE RECOVERY?**

Linvann

12/03/2018 09:13 AM

Restore or enhance env habitat. Scope is too big, focus down to what is achievable.

Poorpi

12/05/2018 06:01 PM

Watering parks and gardens, only high cost playing fields should be maintained

Susan Ruth

12/06/2018 07:24 PM

"Maximize opportunities for partnerships that achieve a community benefit." would this mean that the solid waste used for composting would no longer be possible. What is the cost benefit analysis trading one for the other?

Optional question (3 responses, 11 skipped)

Q45 | **Where do you live? (Courtenay/Comox/Electoral Area?)**

Albert Englehart

11/30/2018 10:54 AM

Comox

mary.payne

12/01/2018 09:13 AM

Courtenay

jonmcdon23

12/02/2018 09:07 AM

Courtenay

Linvann

12/03/2018 09:13 AM

Courtenay

salty

12/04/2018 10:36 AM

Area B

Poorpi

12/05/2018 06:01 PM

Courtenay

Amanda Smith

12/06/2018 08:53 AM

Comox

Susan Ruth

12/06/2018 07:24 PM

Electoral area B, north Courtenay

Jennysteel

12/06/2018 09:29 PM

Electoral Area B - Curtis RAoad


ggeiger

12/08/2018 10:02 AM

Courtenay and area c

Optional question (10 responses, 4 skipped)

APPENDIX 4 – SAMPLE ADVERTISEMENTS



LET'S TALK
POOP

Come Learn About Your Sewer Service

Ever wonder what happens after you flush? Attend an open house at the sewage treatment plant and take a tour of the facility to learn more about our sewer system and help us plan for the future.


JOIN US:
Tuesday, November 6 or Thursday, November 8
5:00 pm to 7:00 pm
Comox Valley Water Pollution Control Centre
445 Brent Road, Comox

Or learn more online at: connectcvrd.ca/lwmp

For more information:
Call: 250-334-6000
Visit: comoxvalleyrd.ca/lwmp



comoxvalleyrd.ca



LET'S TALK
POOP

Setting Goals for Sewer Service Planning


We're planning for the future of our sewer service, and we need your help. Committees are working to set the goals and objectives that will guide our planning and help us arrive at long term solutions for our sewer service. We've got some ideas and we're asking the community if we are on the right track.

JOIN US IN PERSON:

Tuesday, November 27	Wednesday, November 28
5:00 pm to 7:00 pm	5:00 pm to 7:00 pm
Comox Golf Club	The Westerly Hotel
1718 Balmoral Ave, Comox	1590 Cliffe Ave, Courtenay

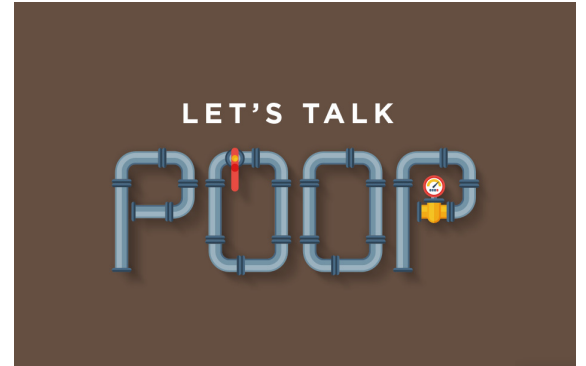
JOIN US ONLINE: connectcvrd.ca/lwmp

For more information:
Call: 250-334-6000
Visit: comoxvalleyrd.ca/lwmp



comoxvalleyrd.ca

Posters: Distributed at recreational facilities throughout Courtenay/Comox area



LET'S TALK
POOP


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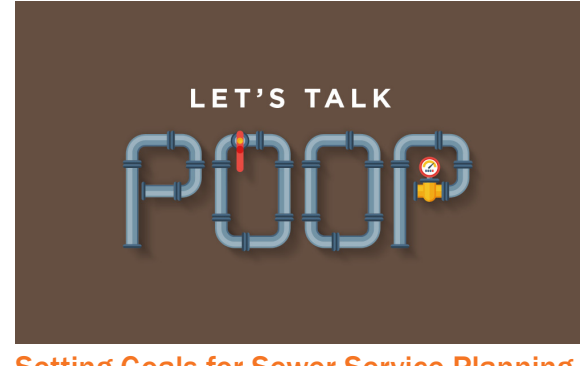
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JOIN US ONLINE: connectcvrd.ca/lwmp

For more information:
Call: 250-334-6000
Visit: comoxvalleyrd.ca/lwmp



comoxvalleyrd.ca

Social Media Ads: Facebook & Instagram



Comox Valley Regional District (CVRD)
Sponsored · 🌐

We are starting work on a long term plan for the sewer system in Courtenay and Comox.



CONNECTCVRD.CA

We Want to Hear From You

No need to hold it in! Tell us if we are off to a good start.

[Learn More](#)

👍 Like

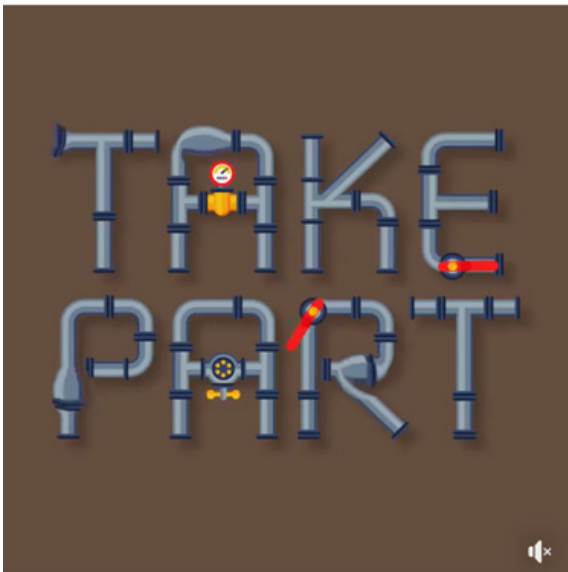
💬 Comment

➦ Share



Comox Valley Regional District (CVRD)
Sponsored · 🌐

We are starting work on a long term plan for the sewer system in Courtenay and Comox.



CONNECTCVRD.CA

We Want to Hear From You

Review our work to-date and let us know if we are on the right track.

[Learn More](#)

👍 Like

💬 Comment

➦ Share

Radio Ad Scripts

PROJECT: CV Sewer Service LWMP Open House
MEDIA: 30 second ads
CAMPAIGN: Open House Invite
RUN DATES: Oct 29-Nov 5, 2018
FREQUENCY: TBD

SCRIPT

SOUND OF TOILET FLUSHING

Ever wonder what happens to the water when you hear that sound? Learn more and help plan for the future of our sewer service at two wastewater treatment plant open houses, hosted by the Comox Valley Regional District.

Stop by to take a tour and learn about the planning process getting started for sewer service in Courtenay and Comox. Your input is important.

So – if you want to make sure this <TOILET FLUSH> keeps working for us all, join us between 5 and 7 Tuesday November 6th or Thursday November 8th at 445 Brent Road.

Learn more and share your comments at connectcvrd.ca

PROJECT: CV Sewer Service LWMP
MEDIA: 30 second ads
CAMPAIGN: Facilitated Session 2 Invite
RUN DATES: Nov 19-26
FREQUENCY: TBD

SCRIPT

We're planning for the future of our sewer service, and we need your help.

Join us to provide input on what the main goals and objectives should be for the planning process that is now underway. Our staff and committees have some ideas – and we want to make sure we're on the right track from the beginning.

Facilitated sessions will be held Tuesday November 27 at Comox Golf Club OR Wednesday November 28 at the Westerly Hotel. Both from 5 to 7 p.m. Can't be there in person? Share your feedback online at [connect cvrd<dot>c-a<backslash>l-w-m-p](http://connectcvrd.ca/l-w-m-p)

Learn more at [comoxvalleyrd<dot>c-a](http://comoxvalleyrd.ca).

APPENDIX 5 – INFORMATIONAL MATERIALS



Comox Valley Sewer Service

Liquid Waste Management Plan Project Backgrounder

Wastewater planning for Comox Valley

The Comox Valley Regional District is planning how the sewer service will be managed in the years and decades to come, and your feedback is critical to finding a solution that's appropriate and sustainable.

Liquid Waste Management Plans

The liquid waste management plan process is used by local governments in BC to develop strategies for managing wastewater. It includes:

- the collection/review of existing information
- development of options for future services
- identification of a preferred option
- completion of required studies/assessments on preferred option
- development of financial and implementation plans

The plan can take up to two years to move through the full process – and is ultimately submitted to the provincial government for review and consideration for approval.

What's being planned:

The planning process will look at the Comox Valley Sewer Service, which services Courtenay and Comox, and how best to address the future needs of those communities and inevitable infrastructure upgrades that will be required. It includes collection, conveyance (pipes and pump stations) and the treatment plant. It will consider options for providing reliable sewer service for the years to come, including consideration of anticipated future growth in our communities.

Hearing from you

Members of the public are encouraged to weigh-in by attending workshops and open houses, or contributing to online consultations.

To get involved:

Visit our website at www.comoxvalleyrd.ca/lwmp

Or join the online discussion at www.connectcvrd.ca/lwmp

Timeline

Step-by-step wastewater planning

- **Setting the Stage and Kick Off**
- **Goal Setting:** Determining what we want to achieve with this plan.
- **Establishing a Long List:** Options for the future of the sewer service will be presented in early 2019.
- **Narrowing Down a Short List:** Feedback to the long list will help committees narrow down to some preferred options.
- **Choosing the Preferred Option:** From the short list, the preferred option will be presented to the Sewage Commission and public.
- **Drafting the Report:** Includes a summary of all the work done to date – and a report on the public's feedback during the process.
- **Report Submitted:** Stages 1 and 2 final report submitted for review to the provincial government.
- **Financing + Implementation:** If approved, the final step is to confirm funding and plan to deliver the work as outlined.



What we have heard so far

The planning process officially launched in June 2018, with the first few months focused on raising awareness of sewer services and collecting feedback on community values for sewer system planning. About 150 people provided feedback either through the online survey or by attending in-person sessions. Here's some of what we heard:

- **Environmental Protection:** Many voiced the need to prioritize the environment in decision-making. Environmental considerations were ranked #1 by participants, but there was a concern the environment may take a backseat when it comes to decision-making and cost.
- **Long-Term Plan:** There was interest in seeing a long-term plan created, and followed, to ensure that it is in line with community development and land-use planning. Developing long-term plans for service outside of the existing service area was also identified.
- **Concern for Current System:** Many emphasized the importance of moving forward with improvements given risks posed by aging/over-stretched infrastructure and septic systems. There was eagerness to see solutions delivered as soon as possible.

Public Advisory Committee members announced

The Public Advisory Committee (PAC) is a group that represents community interests – the people, areas and environments that are served and potentially impacted by the Comox Valley Sewerage System. The PAC meets simultaneously with the Technical Advisory Committee (TAC), an advisory group of technical experts who also gather relevant input and provide recommendations.

PAC members play an essential role in:

- Reviewing and considering Official Community Plans, Sustainability Plans
- Considering public opinion and feedback
- Providing feedback on documents prepared by CVRD project staff and consultants
- Providing input and recommendations to the Comox Valley Sewage Commission

After extensive recruitment, eight residents were appointed to the PAC in September 2018:

- Area B (2): Marie Holm, Mary Lang
- Town of Comox (3): Ray Craig, Donald Jacquest, Kevin Van Velzen
- City of Courtenay (3): Sheila Carey, Kevin Niemi, Tamera Servizi

To get in touch with a PAC member from your area, or to ask questions about the planning process, contact the CVRD offices at **250-334-6000** or send an email to engineering@comoxvalleyrd.ca.

Comox Valley Water Pollution Control Centre

Sewage Treatment in the Comox Valley

Opened in 1984, the Comox Valley Water Pollution Control Centre is a sewage treatment facility operated by the Comox Valley Regional District (CVRD) for the communities of Courtenay, Comox and CFB Comox.

The sewage treatment plant processes wastewater from 40,000 users, discharging an average daily flow of 17,000m³ of treated water to the Strait of Georgia 3km offshore – the equivalent of about seven Olympic-sized swimming pools.

How is the sewage treated?

Treatment includes physical and biological processes to remove solids and ensure the water meets regulatory standards prior to discharge. Regular testing is conducted to ensure the system is working effectively.

Solids from the treatment process are collected and taken to the CVRD's biosolids composting facility, where the biosolids are used to produce the CVRD's Skyrocket, a nutrient-rich mulch that can be used for landscaping, orchards, flower gardens and lawns.

How are odour issues being addressed?

Odour from the plant has been a concern for residents near the facility since shortly after the plant opened, with the CVRD working for many years to address the complaints. Remediation work included the installation of a wet chemical air scrubber system and moving the composting facility off-site.

Over the summer/fall of 2018 several additional upgrades to the treatment plant were installed to further reduce odour:

- Retrofitting the existing air scrubber to increase efficiency
- Installation of permanent covers over the primary clarifiers and permanent ducting to collect foul air
- Installation of dual bed activated carbon (AC) polisher to treat air and reduce odours before discharge to the environment



The dual bed activated carbon polisher 'polishes' air by filtering out odour.



The existing air scrubber – which cleans the air of odour – undergoes a retrofit.

Share your voice online

Connecting with ConnectCVRD

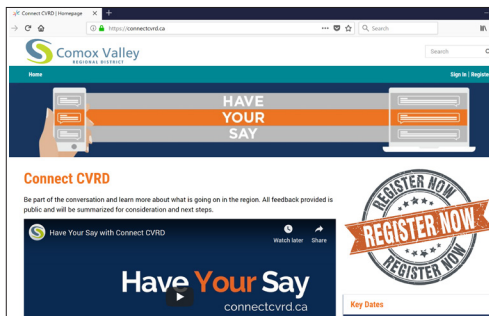


Offering more ways to share your feedback

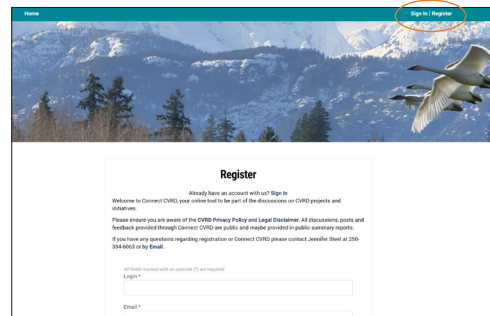
ConnectCVRD is an online engagement tool the Comox Valley Regional District introduced in order to offer a new opportunity for the community to provide feedback on important initiatives. Accessible from home, any day at any time, ConnectCVRD allows people to review information and provide their comments when it's suitable for them.

Ready to sign up? Here's how:

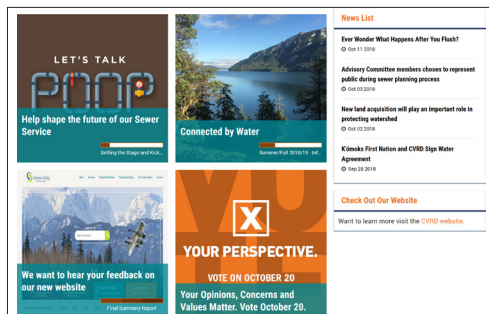
Step 1: Visit <https://connectcvrd.ca> in your favourite Internet browser.



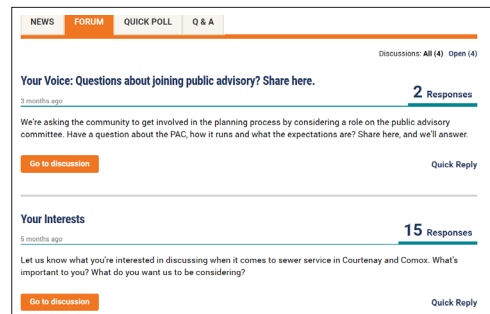
Step 2: Click on "Register" at top, right hand menu bar, fill out the form, and submit.



Step 3: You're In! Click on the topic you're interested in.



Step 4: Participate: Ask questions, fill out surveys, review posted materials.



Hearing from you

You're invited to participate in as many of the topic pages as you'd like. Your voice is important – share your thoughts.

Questions? Email engineeringservices@comoxvalleyrd.ca or call 250-334-6000.



Comox Valley Sewer Service

Public Consultation Workshops
November 27 & 28



WELCOME!

We're planning for the future of our sewer service and committees are working to set the goals and objectives that will guide our planning. We've got some ideas and tonight we're asking you for feedback on whether we're on the right track.

What to expect tonight:

- **Welcome**

Please sign in, create a nametag, grab some refreshments and find a seat.

- **Introduction to the Sewer Planning Process**

CVRD staff will give an overview of the liquid waste management planning process and how our infrastructure may be affected by this process into the future.

- **Goals and Objectives Review**

Learn about the goals/objectives that have been drafted by the advisory committees – we invite you to speak up about any additional goals you feel are missing from the list.

- **Provide Feedback**

Move through a discussion within a group, to review each of the goals/objectives and complete a feedback form with your final input on each goal.

- **Questions?**

The project team are wearing nametags identifying themselves – please feel free to ask questions and share your feedback with them.

ALSO: Learn about ConnectCVRD

Are you connected? Ask us about our online consultation tool.

How your feedback will be used

Feedback from this workshop will be provided to the public and technical advisory committees at their next meeting. Comments will be considered as the goals and objectives are finalized and the planning process moves forward.

Welcome to the Comox Valley Water Pollution Control Centre

Today, you can take a tour of the facility to learn more about our sewer system. You can also find out more about the management planning process – and how you can help us plan for the future of sewer services in Courtenay and Comox.



1. Welcome

- Please sign in, create a nametag and help yourself to refreshments.

2. Gather Info

- Review the info boards situated around the room.
- Grab some takeaway information to learn more about the treatment plant and/or the management planning process.

3. Take a Tour

- Tour times are: **5:30, 6:00 & 6:30**
- Tours will be directed by a treatment plant staff member, and last about 20 minutes.

4. Let Us Know What You Think

- Feel free to ask questions and share your feedback with members of the project team.
- Complete a comment/feedback form.



→ ALSO: Learn about ConnectCVRD

Let us introduce you to our new online consultation tool.

Visit: www.comoxvalleyrd.ca/lwmp

Email: engineeringervices@comoxvalleyrd.ca

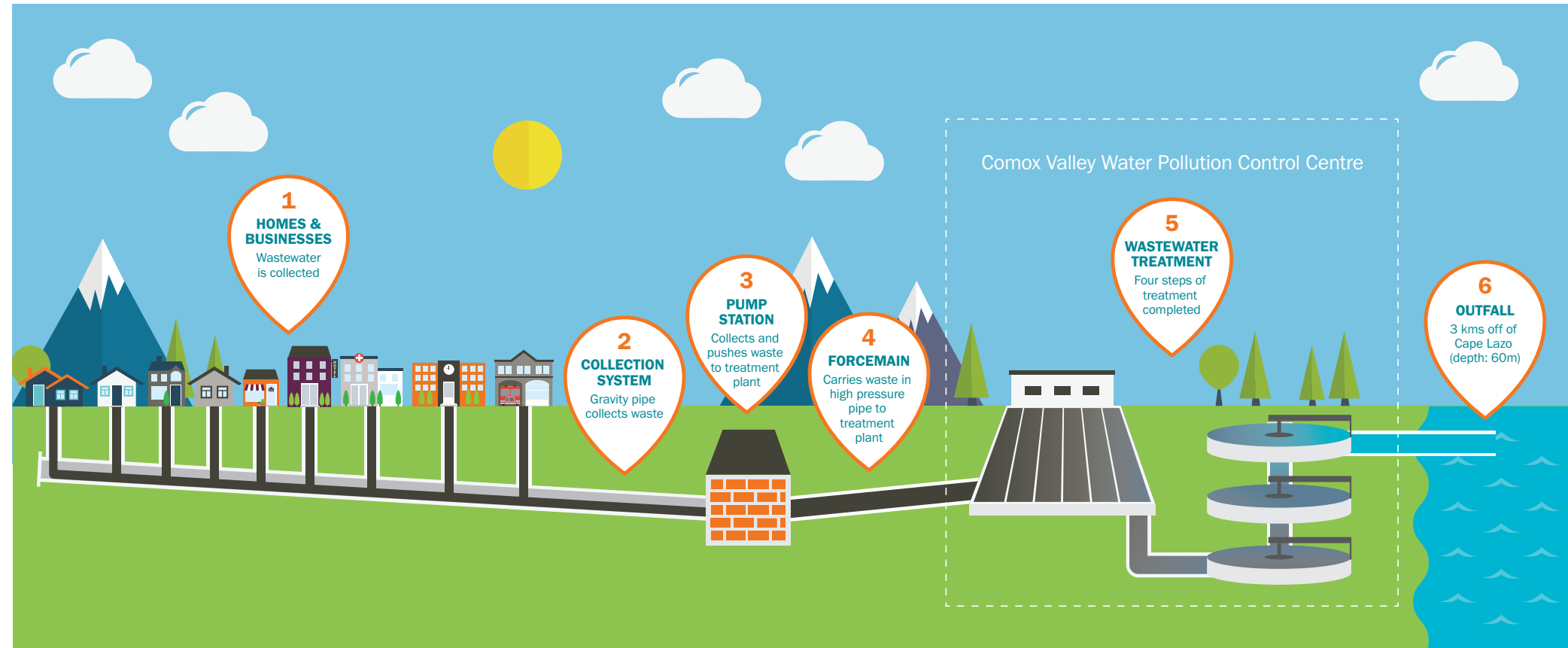
Phone: 250-334-6000

 **Comox Valley**
REGIONAL DISTRICT

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WHAT HAPPENS AFTER YOU FLUSH?

Wastewater Management in the CVRD



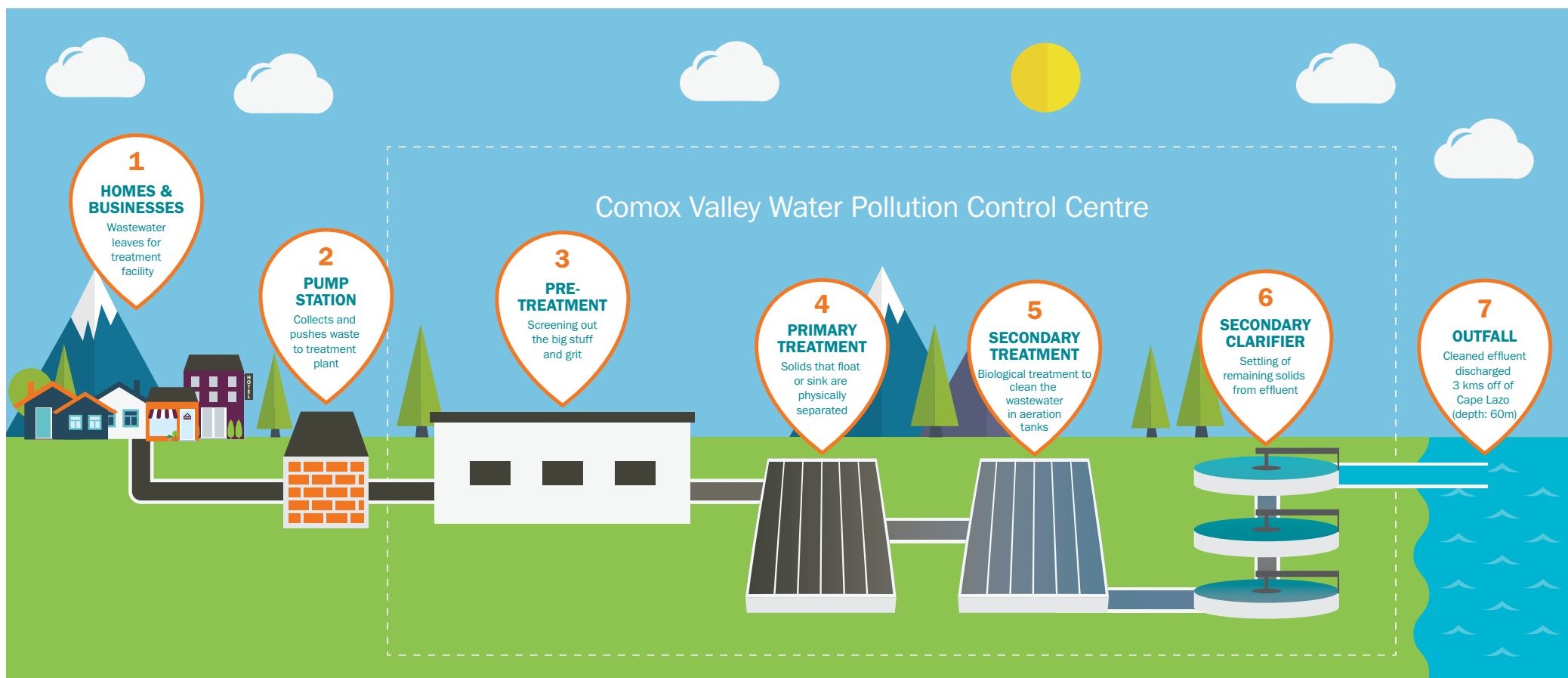
Visit: www.comoxvalleyrd.ca/lwmp

Email: engineeringservices@comoxvalleyrd.ca

Phone: 250-334-6000

WHAT HAPPENS AFTER YOU FLUSH?

Treating wastewater in the CVRD





Visit: www.comoxvalleyrd.ca/lwmp

Email: engineeringservices@comoxvalleyrd.ca

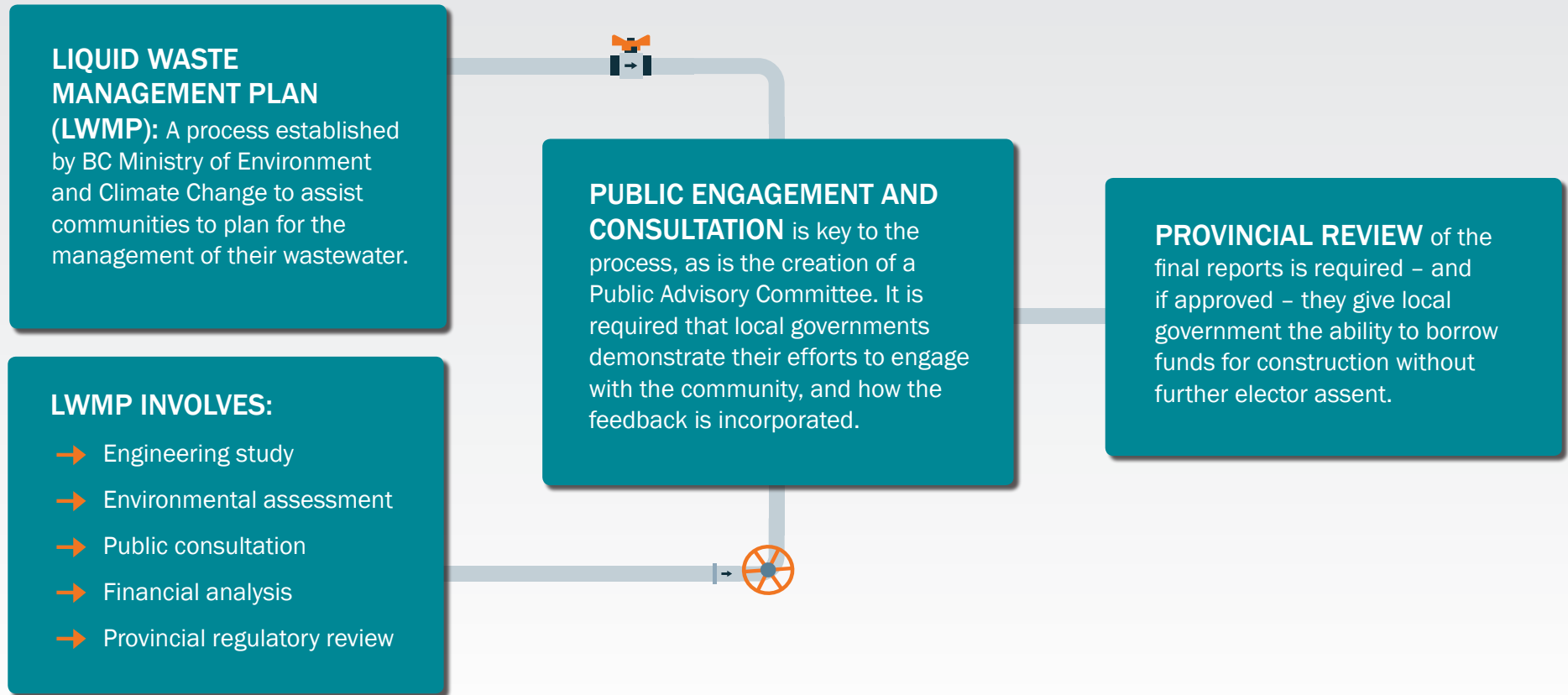
Phone: 250-334-6000

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Planning a Future for Our Liquid Waste

Long-term planning for liquid waste management can be a complicated process. To help streamline these big projects and give local governments the ability to deliver agreed-on plans, liquid waste management plans are often used.



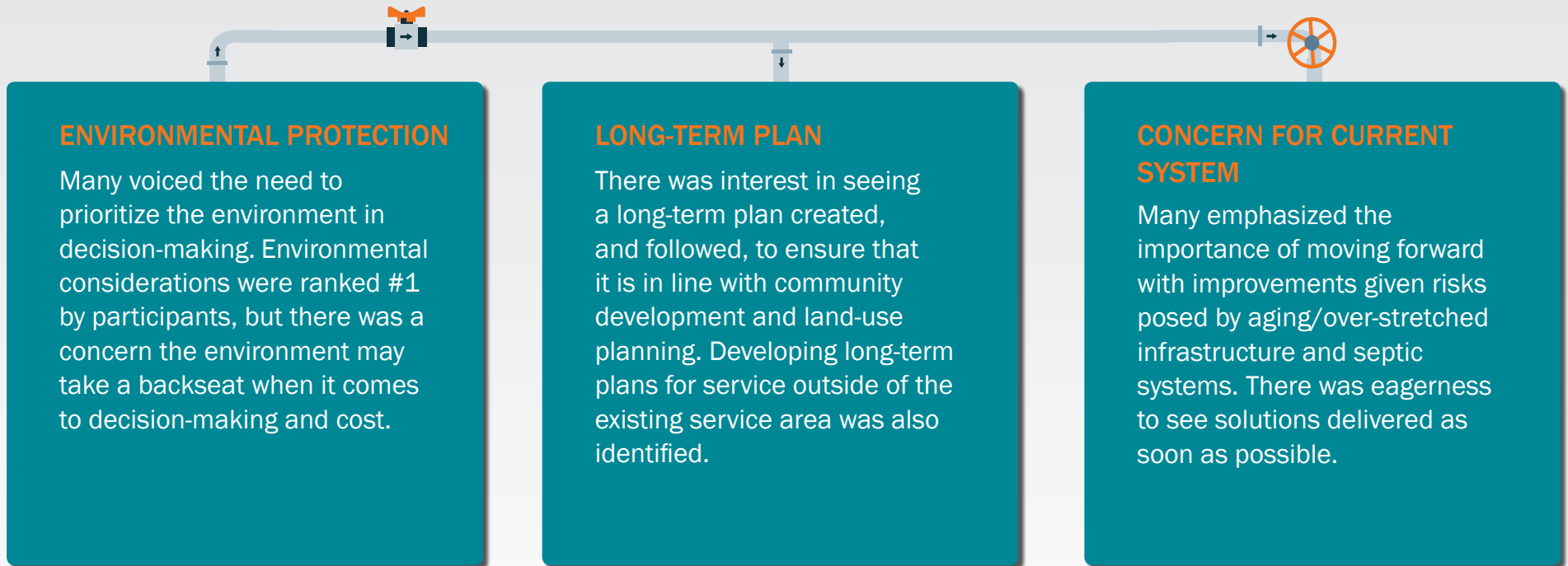
Visit: www.comoxvalleyrd.ca/lwmp

Email: engineering@comoxvalleyrd.ca

Phone: 250-334-6000

Let's Talk Poop: What We Heard

The planning process officially launched in June 2018, with the first few months focused on raising awareness of sewer services and collecting feedback on community values for sewer system planning. Here's some of what we heard:



DID YOU KNOW? About 150 people provided feedback on this stage either through the online survey or by attending in-person sessions.

Visit: www.comoxvalleyrd.ca/lwmp

Email: engineering@comoxvalleyrd.ca

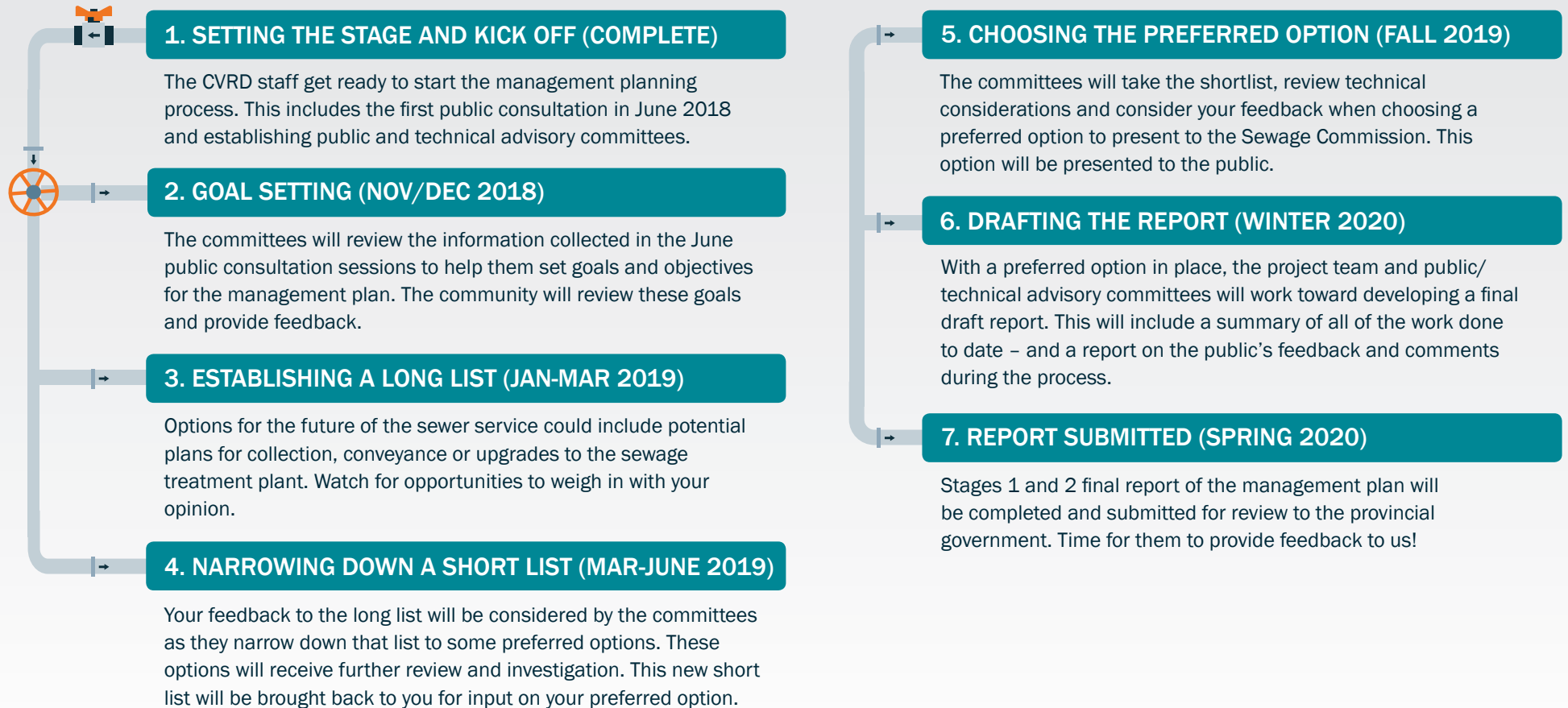
Phone: 250-334-6000



comoxvalleyrd.ca   

Planning and Public Engagement: Timeline

The Liquid Waste Management Plan process is roughly 18 months with some distinct stages that require public input.



Visit: www.comoxvalleyrd.ca/lwmp

Email: engineering@comoxvalleyrd.ca

Phone: 250-334-6000

Public Advisors Provide Direction

The public advisory committee (PAC) is a group that represents community interests – the people, areas and environments that are served and potentially impacted by the Comox Valley Sewerage System. The PAC meets simultaneously with the Technical Advisory Committee (TAC), an advisory group of technical experts who also gather relevant input and provide recommendations.

After extensive recruitment, eight residents were appointed to the PAC in September 2018:

AREA B



MARIE HOLM



MARY LANG

TOWN OF COMOX



RAY CRAIG



DONALD JACQUEST



KEVIN VAN VELZEN

CITY OF COURTENAY



SHEILA CAREY



KEVIN NIEMI



TAMERA SERVIZI

MEMBERS PLAY AN ESSENTIAL ROLE IN:

- Reviewing and considering Official Community Plans, Sustainability Plans
- Considering public opinion and feedback
- Providing feedback on documents prepared by CVRD project staff and consultants
- Providing input and recommendations to the Comox Valley Sewage Commission

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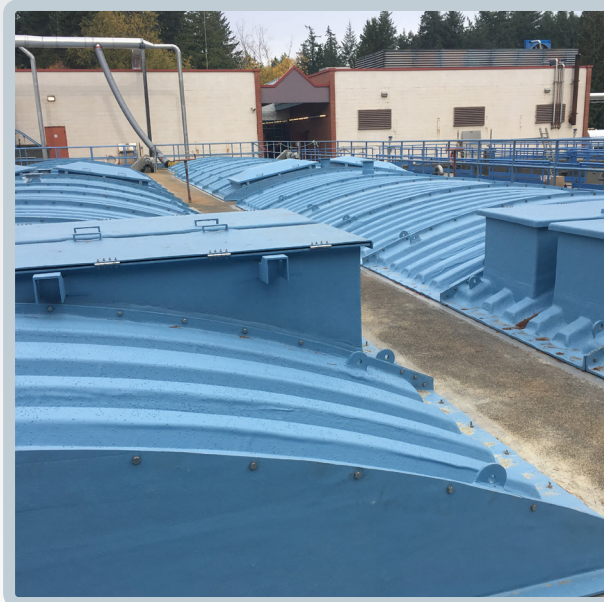
Phone: 250-334-6000

Upgrading Our Treatment Plant

The Comox Valley Water Pollution Control Centre (treatment plant) was opened in 1984 and services the City of Courtenay, Town of Comox and CFB Comox – roughly 40,000 users. To keep it operating well, and to make improvements to odour management, a series of upgrades was undertaken this year. All of this work is now complete.



Improving Efficiency: Retrofitting existing air scrubber – which cleans the air of odour – to increase efficiency.



Block/redirecting smells: Installation of permanent covers over primary clarifiers and permanent ducting to collect foul air.



Odour Reduction: Installation of dual bed activated carbon (AC) polisher to treat air and reduce odours before discharge to the environment.

Visit: www.comoxvalleyrd.ca/lwmp

Email: engineering@comoxvalleyrd.ca

Phone: 250-334-6000

 **Comox Valley**
REGIONAL DISTRICT

comoxvalleyrd.ca   

SkyRocket Compost

What happens to remaining biosolids (solid waste particles) once wastewater has been treated? These biosolids are mixed with wood chips and cured over time to make up SkyRocket compost, a nutrient-rich gardening mulch. SkyRocket is available for purchase at the Comox Valley Waste Management Centre.

DID YOU KNOW?

- The facility uses aerated bunker technology to cure solids removed from the wastewater system. These biosolids contain macronutrients and organic matter that can replenish soil and help it to retain moisture.
- SkyRocket is ideal for use in large-scale landscaping and planting projects and can also be used for residential landscaping as a soil conditioner/supplement.
- SkyRocket meets/exceeds the regulations for a Class A compost – the highest level for organic matter recycling.
- In Summer 2018, construction for an expansion to the biosolids composting facility began. The expansion will increase the facility's capacity by 35 per cent and is expected to be complete by Spring 2019.
- The expansion will include retrofits to the current infrastructure, addition of a new mixer and primary screening system, development of a new curing building and turner and replacement of the existing surface pond. It will also incorporate new heat exchanges to reduce composting time in the winter and provide additional storage room for finished product.



Finished SkyRocket is ready to be added to any garden as a soil amendment.

Visit: www.comoxvalleyrd.ca/lwmp

Email: engineeringervices@comoxvalleyrd.ca

Phone: 250-334-6000

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