

DATE: November 7, 2019

FILE: 5380-03

TO: Chair and Directors
Comox Strathcona Waste Management Board

Supported by Russell Dyson
Chief Administrative Officer

FROM: Russell Dyson
Chief Administrative Officer

R. Dyson

RE: Regional Organics Compost Project – November 2019

Purpose

To provide the Comox Strathcona Waste Management (CSWM) Board (Board) with a summary of the regional organics processing facility location, cost and timeline, and recommend final siting and next steps.

Recommendation from the Chief Administrative Officer:

1. THAT staff continue to work with participating municipalities to develop the indicative design, cost estimates and purchasing documents for the regional organics project based on the regional organics processing facility located at the Campbell River Waste Management Centre – Block J and the regional organics transfer station located at the Comox Valley Waste Management Centre;
2. THAT staff apply to the New Building Canada Fund grant program for a project scope change based on siting the regional organics facility at Block J and an extension for grant funding beyond March 2020.

Executive Summary

Regional Organics project siting:

- The Agricultural Land Commission (ALC) has approved six hectares of disturbed land within Block J for the construction of an organics processing facility and retroactive approval of gravel extraction and the storm water management pond (Appendix A).
- The area approved by the ALC is less than the area requested. Our consultant, Jacobs, has analyzed the available area and reached the following conclusions:
 - This area can accommodate a facility to process 14,500 tonnes/year of comingled food and yard waste and a small portion of Industrial, Commercial, Institutional (ICI) waste (preliminary layout attached as Appendix B).
 - The approved area cannot accommodate future expansions of the processing facility to process multifamily food waste or ICI waste.
 - A request for additional Block J lands will need to be made in the future for expansion to occur. Options for expansion will continue to be further reviewed as the project progresses.
- The City of Campbell River has adopted a zoning amendment including organics processing as a permitted use on Block J on November 4, 2019 meeting.

- Block J is the preferred site over the Norm Wood Environmental Centre (NVEC) site due to lower capital costs, zoning for a composting, improved proximity to neighbours and adjacency to existing landfill operations.

Capital project cost:

- Capital cost estimates based on construction in 2021 for the regional organics facility at Block J and a Transfer station at the Comox Valley Waste Management Centre (CVWMC) – total \$14,700,000.
- Capital costs are funded by \$5.5M in grants and \$9.2 in reserves and these amounts are included in the preliminary 2020-2024 Financial Plan.
- A scope change request to the New Building Canada Fund grant program is required to site the facility at Block J and an extension to use grant funding beyond the March 2020 to complete the project.

Operational Costs:

- Annual operating cost for a regional facility are estimated to be approximately \$1.3M, equating to \$90 per tonne.
- Based on the above, tipping fees for the regional organics program are estimated to range from \$125 to \$155 per tonne. Staff will work closely with our consultant over the next months to identify cost savings and efficiencies with the objective of achieving a target tipping fee of that is less than or comparable to municipal solid waste.
- Final tipping fees will be brought to the Board for consideration together with the procurement process' recommendation in spring 2020.
- The impact to taxpayers and the cost per household is still being finalized. The current estimated cost per month per household is \$7.80 (including curbside pickup).
- This cost is not in addition to current curbside costs but rather replaces the current Yard-Waste pickup. In addition, when curbside organics is implemented municipalities often reduce garbage pickups to once every two weeks (as implemented in Cumberland). This further reduces curbside costs for residents.
- Based on the above the implementation of the organics program may only impact curbside collection costs by a few dollars per month per household. CSWM will work closely with municipalities over the next several months to refine these impacts and report back to the board.

Public engagement:

- The CSWM service has provided adjacent property owners to Block J a letter addressing concerns heard at the August 26, 2019 City of Campbell River public hearing.
- Public consultation will happen early in 2020 and we will be seeking feedback on design and operations. The public engagement plan is attached as Appendix C.

Next steps with timeline:

- Prepare and submit a scope change request to the New Building Canada Fund for siting the facility at Block J, November 2019.
- Agreement with municipal feedstock suppliers, March 2020.
- Develop the indicative design and procurement documents, November 2019 to March 2020.
- CSWM Board tender award, April 2020.
- Facility design, May 2020 to October 2020.
- Facility construction, November 2020 to August 2021.
- Phased curbside collection, September 2021 to December 2021.

Prepared by:

Concurrence:

Concurrence:

G. Bau

A. McGifford

M. Rutten

Gabriel Bau, P.Eng.
 Manager of CSWM Projects

Andrew McGifford, CPA, CGA
 Senior Manager of CSWM
 Services

Marc Rutten, P.Eng.
 General Manager of Engineering
 Services

Stakeholder Distribution (Upon Agenda Publication)

City of Campbell River	✓
City of Courtenay	✓
Town of Comox	✓
Village of Cumberland	✓

Appendix A – Agricultural Land Commission resolution regarding Block J non-farm use application

Appendix B – Organic processing facility layout within the approved area by the ALC

Appendix C – Public Engagement Plan



Agricultural Land Commission
201 – 4940 Canada Way
Burnaby, British Columbia V5G 4K6
Tel: 604 660-7000
Fax: 604 660-7033
www.alc.gov.bc.ca

October 30, 2019

ALC File: 58826

Gabriel Bau
Comox Valley Regional District
DELIVERED ELECTRONICALLY

Dear Gabriel Bau:

Re: Application 58826 (FLNRORD) to conduct a non-farm use in the Agricultural Land Reserve

Please find attached the Reasons for Decision of the Island Panel for the above noted application (Resolution #389/2019). As agent, it is your responsibility to notify the applicant accordingly.

Review of Decisions by the Chair

Under section 33.1 of the *Agricultural Land Commission Act* (ALCA), the Chair of the Agricultural Land Commission (the “Commission”) has 60 days to review this decision and determine if it should be reconsidered by the Executive Committee in accordance with the ALCA. You will be notified in writing if the Chair directs the reconsideration of this decision. The Commission therefore advises that you consider this 60 day review period prior to acting upon this decision.

Request for Reconsideration of a Decision

Under section 33(1) of the ALCA, a person affected by a decision (e.g. the applicant) may submit a request for reconsideration. The request must be received within one (1) year from the date of this decision’s release. For more information, refer to *ALC Policy P-08: Request for Reconsideration* available on the Commission website.

Please direct further correspondence with respect to this application to Kendall Andison at ALC.Island@gov.bc.ca.

Yours truly,

A handwritten signature in black ink, appearing to read 'K. Andison', is written over a light blue horizontal line.

Kendall Andison, Land Use Planner

Enclosures: Reasons for Decision (Resolution #389/2019)
Schedule A: Decision Map

cc: City of Campbell River (File: P1900024)
58826d1



AGRICULTURAL LAND COMMISSION FILE 58261
REASONS FOR DECISION OF THE ISLAND PANEL

Non-Farm Use Application Submitted Under s. 20(2) of the *Agricultural Land Commission Act*

Applicant: Ministry of Forests, Lands, Natural Resource
Operations and Rural Development

Agent: Gabriel Bau, Comox Valley Regional District
(CVRD)

Property: Property Identification Number: 12445651
Legal Description: Block J, District Lot 85,
Sayward District
Civic Address: 6300 Argonaut Road, Campbell
River
Area: 19 ha (18.7 ha in the ALR)

Panel: Linda Michaluk, Island Panel Chair
Honey Forbes

OVERVIEW

- [1] The Property is located partially within the Agricultural Land Reserve (ALR) as defined in s. 1 of the *Agricultural Land Commission Act* (ALCA).
- [2] The 19 ha Property is broadly divided into an approximately 13 ha forested area and an approximately 6 ha disturbed area as per Schedule A: ALC Decision Map. The disturbed area includes an approximately 2.9 ha gravel extraction site (2.7 ha in the ALR) and an approximately 1.2 ha stormwater management pond (all in the ALR). The gravel extraction and stormwater management pond are supplementary to a landfill located immediately adjacent to the south of the Property that has been in operation since 1963.
- [3] In 1985, the Commission approved gravel extraction by way of time limited permits on the Property; however, all approvals expired in 2001. In 2018, the stormwater management pond was constructed without the Commission's approval.
- [4] Pursuant to s. 20(2) of the ALCA, the Applicant is applying to the Agricultural Land Commission (the "Commission") to:
- a. seek retroactive approval for the existing gravel extraction site and stormwater management pond (approximately 3.9 ha); and,
 - b. construct and operate an approximately 6.9 ha regional compost facility (the "Proposal")

The total proposed non-farm use area is 10.8 ha.

- [5] The first issue the Panel considered is whether to allow the retention of the existing gravel extraction and a stormwater management pond as supplementary uses for management of a community landfill.
- [6] The second issue the Panel considered is whether the regional compost facility is an appropriate use of the Property.

- [7] The Proposal was considered in the context of the purposes of the Commission set out in s. 6 of the ALCA. These purposes are:
- (a) to preserve the agricultural land reserve;
 - (b) to encourage farming of land within the agricultural land reserve in collaboration with other communities of interest; and,
 - (c) to encourage local governments, first nations, the government and its agents to enable and accommodate farm use of land within the agricultural land reserve and uses compatible with agriculture in their plans, bylaws and policies.

EVIDENTIARY RECORD

[8] The Proposal along with related documentation from the Applicants, Agent, local government, third parties, and Commission is collectively referred to as the “Application.” All documentation in the Application was disclosed to the Agent in advance of this decision.

[9] The Panel conducted a walk-around site visit on August 14, 2019 in accordance with the *ALC Policy Regarding Site Visits in Applications*, (the “Site Visit”). A site visit report was prepared in accordance with the *Policy Regarding Site Visits in Applications*. The site visit report was certified as accurately reflecting the observations and discussions of the Site Visit by the Agent on September 19, 2019 (the “Site Visit Report”).

BACKGROUND

[10] In 1985, ALC Application 18943 was submitted to the Commission by the District of Campbell River to remove fill from the Property for coverage of the adjacent landfill. The Commission conditionally approved the application by way of ALC Resolution #302/85 and granted the Applicant a permit to extract gravel until 1988.

[11] In 1988, a request was submitted by the District of Campbell River to extend the three-year gravel extraction permit issued under ALC Resolution #302/85. The Commission considered that the landfill was expected to last another 6 to 8 years and conditionally

approved the application by way of ALC Resolution #745/88. The Applicant was granted a permit to extract gravel for an additional 6 years until 1994.

[12] In 1996, a request was submitted by the District of Campbell River to extend the gravel extraction permit by an additional 7 years retroactive to September 1994 (the expiry date of the last permit). The Commission conditionally approved the extension request in a letter dated January 29, 1996. Any and all approvals for gravel extraction ended in 2001.

[13] Over the course of 2012 and 2013, ALC staff corresponded with CVRD staff and advised that the gravel extraction permits had expired. Additionally, ALC staff advised the CVRD that the construction of the proposed stormwater management pond would likely necessitate a non-farm use application. The stormwater management pond was constructed in 2018 without approval of the Commission.

[14] On July 05, 2019 the Application was submitted to the Commission.

[15] On August 14, 2019, the Panel and ALC staff conducted a Site Visit. During the Site Visit, the Agent and ALC staff discussed the history of correspondence between the ALC and CVRD with respect to gravel extraction and the construction of the stormwater management pond.

[16] At the time of the Application, the reclamation condition outlined in Resolutions #302/85, #745/88 and the 1996 ALC letter have not been met. Further, the ALC has no record of any of the required annual reports outlined in the 1996 ALC letter after the initial submission in 1996.

[17] On September 17, 2019 the CVRD submitted a letter requesting the ALC retroactively approve the existing gravel extraction and stormwater management pond (3.9 ha) in addition to the proposed regional compost facility. In the same letter, the CVRD submitted a revised plan that proposed to reduce the footprint of the compost facility from 10.3 ha to 6.9 ha.

EVIDENCE AND FINDINGS

Issue 1: Whether to allow the retention of the existing gravel extraction and a stormwater management pond as supplementary uses for management of a community landfill.

[18] The Application submits that both the current gravel extraction activities and stormwater management pond are supplementary to the adjacent landfill and that both activities are essential to the landfill's current functioning. More specifically, the stormwater management pond is integral to the current stormwater management system as approved by the Ministry of Environment. The Application also submits that the landfill is scheduled to close in 2023 and that the gravel extraction site will be utilized to provide aggregate for final closure of the landfill.

[19] The Panel considered that the CVRD is a regional district that employs professional planning staff and finds that there is a reasonable expectation that local government should secure and be in compliance with provincial permits and legislation. As such, the Panel must express concern at the activities that have proceeded without ALC approval and in contravention of the permits. Despite the non-compliance to date, the Panel must consider the impact of the non-farm use as though it had not already been established.

[20] The Panel considered that the stormwater management pond is integral to the functioning of the landfill, and that rehabilitation of that site as well as the gravel extraction areas would be challenging at this time and highly disruptive to the functioning of regional solid waste services. For these reasons, the Panel finds that the existing gravel extraction site and stormwater management pond are necessary for the continued management of the community landfill.

Issue 2: Whether the compost facility is an appropriate use of the Property.

[21] The Panel considered that the Applicant reduced the size of the proposed compost facility from 10.3 ha to 6.9 ha, in part to minimize the impact on agricultural land. The facility would be partially located on the disturbed portion of the Property (i.e. the segment containing the gravel extraction and stormwater management area), but would also extend onto an

approximately 4.8 ha undisturbed area of the Property. The Panel finds that siting the compost facility beyond the previously disturbed portion of the Property will utilize agricultural land for non-agricultural purposes. In doing so, the Property's long-term agricultural utility would be negatively impacted by reducing or eliminating the potential for ALR land to be used for agriculture.

[22] During the Site Visit, the Agent explained that organic waste from the Comox Valley will be transported to the proposed compost facility and that once the landfill closes in 2023, municipal solid waste will be shipped to the Comox Valley landfill in Cumberland. The Panel considered that after the landfill closes, the existing landfill scale and transfer station will remain to service the compost facility. Correspondingly, the Panel understands the Applicant plans to utilize existing infrastructure, rather than utilizing additional land for the same purpose. In addition, the Panel appreciates that the composting facility will facilitate a regional strategy for handling compost.

[23] For these reasons the Panel recognizes the value of siting a regional compost facility on the Property; however, the Panel is not amenable to expanding the non-farm use beyond the already disturbed area (approximately 6.0 ha).

DECISION

[24] For the reasons given above, the Panel approves the existing gravel extraction site and the stormwater management pond (approximately 3.9 ha) as supplementary uses to the adjacent landfill.

[25] For the reasons given above, the Panel refuses the Proposal to construct and operate a regional compost facility on the Property.

[26] However, the Panel approves the construction and operation of a regional compost facility within the already disturbed 6.0 ha area of the Property (inclusive of the 3.9 ha

gravel extraction site and stormwater management pond), subject to the following conditions:

- a. the non-farm use is to be confined to the approximately 6.0 ha disturbed area of the Property as per Schedule A: ALC Decision Map;
- b. the submission of a plan detailing a revised compost facility that is in substantial compliance with Schedule A of this decision;
- c. approval for non-farm use is granted for the sole benefit of the Applicant and is non-transferable; and
- d. should the Applicant choose to not construct and operate a regional compost facility, that the gravel extraction site should be remediated upon closure of the adjacent landfill.

[27] This decision does not relieve the owner or occupier of the responsibility to comply with applicable Acts, regulations, bylaws of the local government, and decisions and orders of any person or body having jurisdiction over the land under an enactment.

[28] This is a unanimous decision of the Panel.

[29] A decision of the Panel is a decision of the Commission pursuant to s. 11.1(5) of the ALCA.

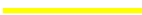

[30] Resolution #389/2019
Released on October 30, 2019

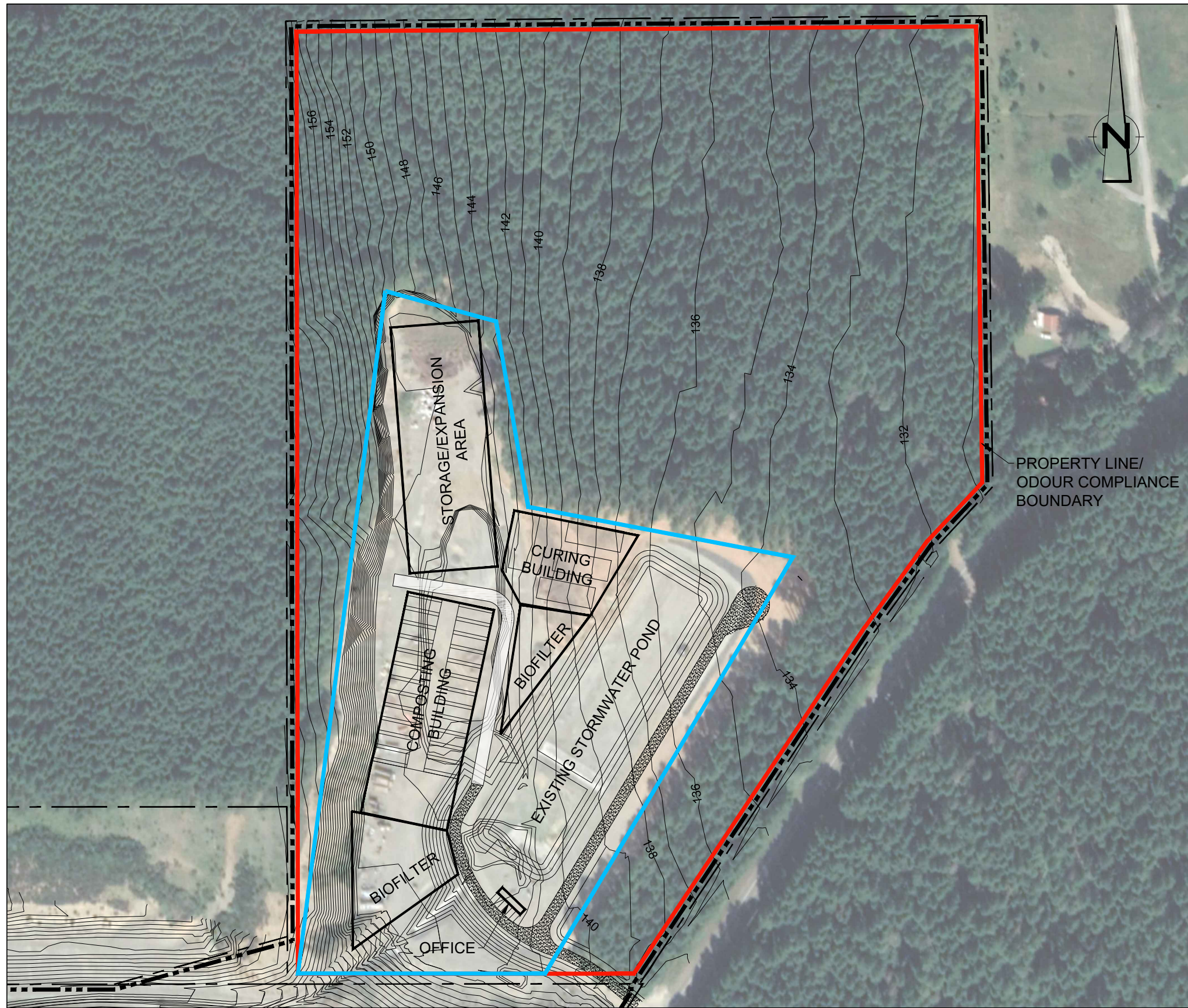


Linda Michaluk, Panel Chair

On behalf of the Island Panel



	Conditionally approved non-farm use (approximately 6.0 ha)
	The Property



Legend

- Block J
- Conditionally Approved Non-farm Use

Compost Facility Design Assumptions

Capacity = 14,500 tonnes of feedstock per year

- SF + MF Food Waste = 29%
- SF + MF Yard Waste = 49%
- Commercial Food Waste = 22%

Active Composting Stages:

- Stage 1 = 9 Gore Piles (3 weeks each)
- Stage 2 = 6 Gore Piles (2 weeks each)
- Stage 3 = 4 Gore Piles (1 week each)
- Each Pile = 20m x 6m x 3m high
- Vol = 240 cu.m. each

Curing:

- 4 piles (6 weeks each)
- Each Pile = 32m x 12m x 3.7m high
- Vol = 1,100 cu.m. each

Storage / Expansion Area:

- 10 piles (6 months storage = 9,000 cu.m.)
- Each Pile = 17.5m x 21m x 3.7m high
- Vol = 900 cu.m. each

Estimated Footprints

Composting Building:

- Receiving Area = 50m x 30m
- Active Composting = 50m x 98m
- Total Building Footprint = 50m x 128m = 6,400 sq.m.
- Required Biofilter Footprint = 2,976 sq.m.

Curing Building:

- Total Building Footprint = 3,200 sq.m.
- Required Biofilter Footprint = 1,487 sq.m.

Storage / Expansion Area:

- Footprint = 50m x 140m = 7,000 sq.m.

Entrance / Service Road:

- Length x Width = 170m x 7m
- Footprint = 1190 sq.m.



COMOX VALLEY REGIONAL DISTRICT
14,500 TPY COMPOSTING FACILITY
CONCEPTUAL SITE PLAN



Regional Organics Project Phase 1 Public Engagement Plan

OVERVIEW

A new organics processing facility will begin design in 2020 to increase the diversion of food waste in the Comox Strathcona Waste Management (CSWM) service area – a key goal set by the 2012 Comox Strathcona Solid Waste Management Plan. Two locations are under consideration: Norm Wood Environmental Centre and Block J, adjacent to the current landfill in Campbell River. The facility is scheduled to be operational by summer 2021.

With over 111,000 people living within a growing Comox-Strathcona region, a composting facility has significant ability to divert waste from the landfill extending the long-term life of the landfill.

At the start of collection, the composting facility will process organics received from the communities of Courtenay, Cumberland Campbell River and Comox. The facility has the capacity to collect 14,500 tonnes per year and to support other smaller member communities should they desire in future. The facility is funded through a combination of senior government grants, tipping fees and tax requisition.

It is important that the public and stakeholders are aware of the plans for a regional organic facility and the opportunity to provide input early in the planning process is important. Phase 1 of the Public Engagement Plan will help the CSWM Board and its member municipalities to understand the public's information needs, concerns, and key considerations related to a new facility during the planning and design phase.

Phase 1 of the plan will determine how residents like to receive information related to recycling and composting. This data will help to inform Phase 2, which will be developed in 2020 and implemented in 2021-22 and will include working with municipalities on education materials for the public about curbside collection of co-mingled food and yard waste.

AUDIENCES

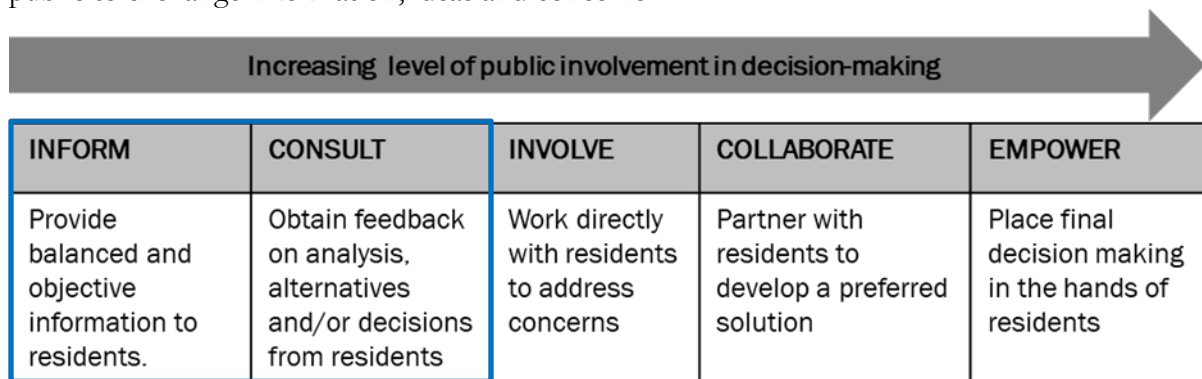
Residents	<ul style="list-style-type: none"> • Impacted property owners • Residents participating in municipal curbside collection programs • Media
Partners	<ul style="list-style-type: none"> • City of Campbell River, Town of Comox, City of Courtenay, Village of Cumberland, Strathcona Regional District
Internal	<ul style="list-style-type: none"> • CSWM Board • CVRD

Stakeholders	<ul style="list-style-type: none"> • First Nations • Environmental Groups • Regulators (including Ministry of Environment, Ministry of Forests, Lands, Natural Resource Operations and Rural Development and Provincial Agricultural Land Commission) • Contractors
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ENGAGEMENT GOALS

It is important that the public and stakeholders are aware of the plans to design a facility and the opportunity to provide input early in the planning process, and for the CSWM to understand the public's information needs, concerns, and key considerations related to a new facility.

The International Association of Public Participation (IAP2) spectrum of public participation was used to define engagement goals of “inform” and “consult” for this project. These goals are about providing information, listening and acknowledging concerns and commitment to work with the public to exchange information, ideas and concerns.



Goal 1: Inform adjacent neighbours about the planned facility

- Provide balanced and objective information to adjacent property owners about the planned location of the facility, why it is needed and how impacts will be mitigated. Reassure there will be opportunities to have their concerns considered as part of the facility design process

Goal 2: Inform the public about the project

- Educate the community about the importance of solid waste management and the role composting serves in achieving the CSWM's solid waste diversion goals
- Generate interest and awareness among residents and stakeholders about the CSWM's composting facility being planned

Goal 3: Consult adjacent neighbours, interested residents & stakeholders on facility design

- Create a variety of opportunities for citizens and stakeholders to provide input about important considerations and concerns they would like addressed within the design and operations
- Hear from the community about how they would like to stay informed and involved in the project as it proceeds
- Report back on how public input was used

Goal 4: Inform the public about key milestones during planning and construction

- Provide balanced and objective information to residents, partners and stakeholders including highlighting key milestones such as siting, contract award and facility design
- Develop information that is accessible and interesting to citizens across the Region by using plain language, visuals and multiple channels

OPERATIONAL MILESTONES

Phase 1 of engagement supports the planning and design phase of the project and information collected from the consultation will be utilized by the successful contractor as part of the facility design. An information campaign throughout 2020 will keep the public informed about the project.

Phase 2 will support the construction, commissioning and municipal delivery of curbside collection. This phase will be developed in 2020 and implemented in 2021 and 2022.

Milestone	Fall 2019	Winter 2020	Spring 2020	Summer 2020	Fall 2020	Winter 2021	Spring 2021	Summer 2021	Fall 2021	Winter 2022	Spring 2022	Summer 2022	Fall 2022
Procurement method approval - CSWM Board	█												
Siting decision - CSWM Board	█												
Agreement with municipal feedstock suppliers	█	█											
Procurement process		█											
Tender Award - CSWM Board			█										
Regulatory approvals			█	█									
Facility design				█	█								
Facility construction						█	█	█					
Facility commissioned								█	█	█	█	█	
Phased in curbside collection								█	█	█	█	█	█

TOOLS

Project Webpage	A one-step resource for all audiences to stay current on the project
Media	Local print, radio and television media can help to tell the story of solid waste management
Social Media	A cost-effective and immediate way to create awareness and share updates with the community
Stakeholder Outreach	Direct communication with interested parties ensures a transparent process
Briefing Notes	Consistent key messaging ensures effective project communications

Frequently Asked Questions (FAQ)	Can be used on website, in staff and board briefing materials and to prepare staff at open houses
Poster and Post Cards	Distributed through high traffic locations and key audiences across the region
Paid Print, Radio and Online Advertising	Paid advertising will assist in raising awareness about consultation events and online survey opportunities
Infographics	Helps to make complex information easier to understand.
Interactive Boards	Display boards will assist in conveying information at public events
Online and Print Survey Tool	Collecting information via a survey will assist with reporting findings
Online Consultation Portal	The public consultation will be housed on a portal that will be used throughout the life of the project to communicate updates to the public

TIMELINE AND ACTIVITIES

While public engagement activities will span throughout the project, this stage of the communications and consultation process will occur between November 2019 and February 2020, with a report expected to be presented to the CSWM Board in March 2020.

May – November 2019

- Reach out to local First Nations about the project to see if concerns exist
- Provide balanced and objective information to adjacent property owners via direct mail and face to face meetings about the planned location of the facility, why it is needed and how impacts will be mitigated
- Present at City of Cambell River’s zoning amendment public hearing and follow-up with neighbours about concerns identified
- Develop public consultation strategy including goals and objectives, risks, stakeholders, strategies and techniques, and evaluation measures
- Craft key messaging and context for public information and engagement tools
- Compile relevant planning and background documents

November 2019 – January 2020

- Develop stakeholder contact database
- Develop templates for various tools including print and online ads, fact sheet, survey, and display materials
- Expand online presence to host overview, background information and related documents
- Develop social media and traditional media materials to launch and support process
- Create infographics that help convey how solid waste is managed and benefits of the organics facility
- Identify key channels and publications to raise awareness and reach specific audiences
- Develop key questions and discussion points for collecting public input
- Design survey including privacy impact assessment

- Direct outreach by letter/email to neighbours and stakeholder groups with information about consultation and options and opportunities to provide input
- Host two open houses areas to engage public in conversations about the organics facility
- Launch online survey and provide print options at CSWM customer service areas and open houses
- Promote survey and events widely through social media, earned media and paid print and online advertising
- Work closely with local media to convey the options and strategies being considered and the context and implications of each
- Monitor all questions and comments to continually inform communications and consultation activities
- Continue awareness-raising through social media throughout consultation period

February – March 2020

- Prepare “What We Heard” consultation summary report for this phase of consultation, to inform development of recommendations
- Share report and outcome of Board meeting with public and key stakeholders and outline next steps and future opportunities to stay informed or provide input
- Letter to be mailed/emailed to key stakeholders, or attendees who requested updates
- Update website with information about next steps
- Issue media release and conduct media interviews
- Share on social media
- Share with municipalities and key stakeholders

March 2020 – December 2020

- Ongoing information campaign and continued online engagement to support key milestones in the planning and construction phase
- Develop strategy for Phase 2 of the engagement plan to support construction, commissioning and municipal delivery of curbside collection

EVALUATION

The “What We Heard” engagement summary will outline the process undertaken and how it was communicated, questions posed, comments received, key themes and metrics for engagement. The summary should also include copies of the materials utilized including ads, media releases, display panels, and photos of the events.

Public participation should be measured and evaluated continually through the process and reported on upon conclusion of the process. These measures will help determine and demonstrate the breadth of engagement and the public involvement as a result.

Measure of process and success include:

- Attendance at face-to-face events
- Respondents to survey – print and online
- Number of stakeholder meetings and presentations

- Diversity and representation of participants at events and respondents to survey
- Media coverage – volume and accuracy
- Social media engagement
- Correspondence and enquiries