

# Fraser Grain Terminal

Application Review Public Comment Period

CONSULTATION SUMMARY REPORT

January 2018

This Consultation Summary Report presents the findings from the Application Review Public Comment Period for the Fraser Grain Terminal Export Facility, undertaken by Lucent Quay Consulting Inc. (Lucent Quay) on behalf of FGT. This document has been prepared as part of an application under the Project and Environmental Review (PER) process of the Vancouver Fraser Port Authority.

Lucent Quay is a Vancouver-based communications and engagement firm with extensive experience in port-related and general transportation projects.

For more information about the consultation process, please see the Approach and Methodology section of this report.

Online feedback was collected using the Interceptum survey platform, which stores all data in Canada. The input received reflects the interests and opinions of people who chose to participate in the consultation process.

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## 1 Background

Fraser Grain Terminal (FGT) proposes to build a grain export facility at 11041 Elevator Road adjacent to Fraser Surrey Docks on port industrial lands in Surrey, B.C. It will be used to ship bulk grain products including wheat, barley, oil seeds, pulses and other specialty grains.

FGT wants to help address two major constraints in getting Canadian grain to overseas customers today – limited western Canada rail capacity, and a shortage of port industrial land for grain handling. The new facility will support Canadian farmers, increase efficiency in grain exports and build strong business relationships with customers around the world. Since 2014, exports of grain and specialty crops have increased, with India and China becoming increasingly important destinations for Canadian products.

By consolidating bulk grain handling in a state-of-the-art facility, FGT can increase efficiency and reduce bottlenecks in the grain supply chain while being a good neighbour to adjacent residents and businesses by using modern technology to effectively manage dust and noise. Preliminary analysis indicates that the Project will inject \$100 million directly into the local economy annually, and contribute another \$40 million indirectly.

### 1.1 Project Overview

The new facility and travelling ship loader will have a modern design that minimizes noise and dust from grain handling operations and will replace a derelict manufacturing warehouse on vacant port land that has not been used for more than two years. This modern facility will support Canadian trade, provide jobs for B.C. workers and minimize local air quality and noise effects through the use of innovative and safe technology.

The throughput for this proposed Project is 3.5 million tonnes per annum (Mt/a) bringing the total capacity for the terminal to 4 Mt/a with the 0.5 Mt/a from the existing joint venture grain facility currently operating at the site. The facility will receive grains by rail then transfer the agri-products to storage silos with some product loaded directly to vessels. From the storage silos, most of the grain will be loaded onto cargo ships with the remaining product transferred into containers, rail cars or trucks. The terminal will load approximately 80 bulk vessels per year (approx. 1 to 2 vessels per week), including Panamax, Supramax and Handy-size vessels. While most vessels will be fully loaded at the FGT facility, larger class Panamax vessels will be loaded to the maximum capacity according to guidelines for the river draft (depth) and may be topped up at another deepwater terminal in the Metro Vancouver area. Containers for export will be trucked to container terminals, like Deltaport. A small amount of product will be destined for distribution to customers in the Fraser Valley via rail and trucking.

New construction on the site includes:

- Unloading station and transfer tower with fully enclosed conveying equipment and a built-in dust suppression system
- 34 above-ground steel storage bins (24 x 3,000 t and 10 x 500 t)
- Travelling ship loader with telescopic cascading spout to control dust during vessel loading
- Semi-loop rail track
- Realignment of an existing rail track

- Extension to three existing holding rail tracks north east of the main grain facility site to reduce railcar shunting during unloading
- Container loading facility and storage yards
- Rail and truck loading facility
- Administration building and maintenance shop

## 2 Consultation and Engagement

On behalf of FGT, Lucent Quay led a comprehensive round of consultation in accordance with the port authority's requirements. Project stakeholders and members of the public were invited to provide comments and ask questions about the studies that were completed as part of the Project and Environmental Review (PER) application to the port authority.

### 2.1 Overview

The Application Review Public Comment Period was held from 15 November to 12 December 2017, and was designed to provide interested parties with information about the technical studies and the permit application. Opportunities to submit input and comments and answer questions were provided online and at public open houses.

All feedback received during the Application Review Public Comment Period, including comments received at open houses and on the online feedback form, is summarized in this report. The Project Team will prepare an Input Consideration Report to outline how feedback and questions will be considered during the final phases of the Project Design.

### 2.2 Approach and Methodology

FGT is working with the port authority to ensure that community interests are considered as part of the PER process. FGT's approach for the Application Review Public Comment Period was designed as a comprehensive public engagement process to provide valuable information to key stakeholders and members of the public, and generate meaningful dialogue as part of the process. The consultation plan meets all requirements outlined by the port authority for public and stakeholder consultation.

The Application Review Public Comment Period included the following activities, which are described in more detail in sections 2.3 and 2.4 of this document:

- Updated the **Project website** to make information about the technical studies and application available to the community and stakeholders
- Developed and delivered **notification materials** to inform stakeholders and local residents
  - Delivered notification postcards by hand, regular and direct mail to local residents and businesses
  - Emailed notifications to the project database
  - Emailed notification letters to municipal, provincial and federal government representatives
- Placed **advertisements** in four local newspapers

- Developed a **discussion guide and display boards**, made available for download on the Project website and in print at information meetings, that includes a Project description, summaries of the technical studies conducted and details about how to participate
- Developed an **online feedback form** to collect community and stakeholder input (paper copies were available at public meetings)
- Hosted two **community open houses**

## 2.3 Notification

The Project Team designed an effective roll out plan to notify key stakeholders, nearby businesses and local residents about the consultation process and opportunities to participate.

### 2.3.1 Notifications to Local Community and Businesses

A notification postcard was developed to encourage the local community to participate in the Public Comment Period and provide their input. The postcard was delivered to the local community by hand, direct and regular mail depending on their location. The postcard contained information about the Project and details about how to participate including dates and times for the community open houses. A breakdown of distribution is provided below:

- 1,598 postcards delivered by direct mail
- 2,129 postcards delivered by regular mail
- 200 postcards delivered by hand to residents in Surrey and Delta adjacent to River Road

See *Appendix 1* for a sample of the notification postcard and maps of the notification areas.

### 2.3.2 Emails to Stakeholders

Email letters were sent to 16 government representatives and industry organizations:

- City of Surrey, City of New Westminster and City of Delta
- Members of Parliament for Surrey Centre, Delta and New Westminster-Burnaby
- Members of the Legislative Assembly for Surrey-Whalley, Delta North and New Westminster
- Local chambers of commerce and boards of trade
- Local union and neighbouring businesses

### 2.3.3 Advertising in Local Newspapers

Advertisements were placed in four local newspapers, providing the public with information about the start and end date of the public comment period, where to find information about the Project, and details about the open houses including time and locations. Advertisements appeared in the following newspapers on the dates noted below:

- Delta Optimist, Wednesday, 15 November, 2017
- Surrey NOW-Leader, Wednesday, 15 November, 2017
- North Delta Reporter, Thursday, 16 November, 2017
- New Westminster Record, Thursday, 16 November, 2017

See *Appendix 2* for copies of the newspaper advertisements.

### 2.3.4 Project Website

A dedicated Project website ([FraserGrainTerminal.ca](http://FraserGrainTerminal.ca)) was created to provide stakeholders and members of the public with information about the Project.

Key services the website provided are:

- Background information about the Project
- Details outlining how to participate in consultation
- A link to the online feedback form
- Downloadable PDF copies of all application documents and technical studies
- Downloadable PDF copies of all consultation documents
- A link to sign-up for Project updates
- Project email and phone contact information
- Link to the port authority website for information about the application process

### 2.3.5 Project Database Communications

The Project Team maintains a Project database to send email communications to interested parties. During the public comment period 36 people signed up to receive project updates.

An email was sent to the Project database on 15 November 2017 to notify recipients about the start of the public comment period and it included a link to the Project website and details about how to participate. The email was successfully delivered to 149 people. Campaign statistics are as follows:

- 93 people opened the email (open rate of 62.4%) a total of 834 times
- 45 people clicked through to the project website (click through rate of 30.2%) a total of 82 times

An email was sent to the Project database on 7 December 2017 to notify recipients about the upcoming closing date for the public comment period. The email contained a link to the project website and a link to the online feedback form. The email was successfully delivered to 168 people. Campaign statistics are as follows:

- 89 people opened the email (open rate of 62.4%) a total of 245 times
- 35 people clicked through to the provided web links (click through rate of 30.2%) a total of 42 times. Of the 42 total click throughs:
  - 26 were to the project website
  - 16 were to the online feedback form

See *Appendix 3* for copies of the email notifications.

### **2.3.6 Posters in Community**

Posters were placed in high traffic areas in the community on 16 November 2017. The posters provided the public with information about the start and end date of the public comment period, where to find information about the Project, and details about the open houses including time and locations. Posters were placed in the following locations:

- Royal Heights Elementary School and Square One Montessori
- Annieville Elementary School
- Kennedy Seniors Recreation Centre
- Royal Heights Baptist Church
- Trinity Lutheran Church
- Ben's Market
- Annieville Market

See *Appendix 4* for a copy of the poster.

## **2.4 Engagement Methods**

A variety of engagement methods were used to inform stakeholders, nearby businesses and local residents about the permitting process, the results of the technical studies, the purpose of consultation and opportunities to participate.

### **2.4.1 Discussion Guide and Display Boards**

A discussion guide and display boards were developed for community open houses and for download from the Project and port authority websites. The eight-page discussion guide was provided as a printed take-away at the open house events and the display boards were presented for review.

The discussion guide and display boards provided the following information:

- Information about the permitting process
- A project overview
- Summary of the scope and key findings for the technical studies and plans
- Details about how to participate in consultation
- Next steps

See *Appendix 5* for copies of the discussion guide and display boards.

### **2.4.2 Online Feedback Form**

A 13-question feedback form was used to collect input as part of the Application Review Public Comment Period. Designed primarily as an online feedback form, a link to the feedback form was provided on the Project website and printed copies were available at the public information sessions.

Responses summarized by key theme can be found in section 4 of this document.

See *Appendix 6* for a copy of the feedback form. See *Appendix 7* for verbatim responses.

### **2.4.3 Community Open Houses**

Two community open houses were held during consultation, and were designed to create an opportunity for community dialogue about the Project, the results of the technical studies and the port authority permitting process.

Key areas for discussion included:

- Results of Technical Studies
- Overview of how the terminal will operate

The two meetings were informal, drop-in style events with printed reference materials available for review, including the discussion guide, display boards and full copies of all reports and the application document. Two iPads were provided for participants to access the online feedback form to provide input. The Project Team and subject matter experts were in attendance to provide information about the Project and answer questions from participants. Representatives from the port authority were also on site to answer questions pertaining to the port authority's PER process.

The public information meetings were held at the following locations:

- Inn at the Quay, 900 Quayside Drive, New Westminster  
Thursday, 30 November, 2017 from 5:30 to 8:30 p.m.
- Royal Heights Elementary School, 11665 97 Avenue, Surrey  
Saturday, 2 December, 2017 from 11:00 a.m. to 2:00 p.m.

### 3 Participation

The Application Review Public Comment Period provided a variety of methods for participation and input, including public open houses, an online feedback form, and a Project phone number and email address.

Participation results are as follows:

- 13 people attended the public information meeting in New Westminster
- 10 people attended the public information meeting in Surrey
- 13 people completed the feedback form online (no paper copies were submitted)
- 3 written submissions were received by email
- 36 people requested to be added to the Project database
- 543 unique page views on the project website were recorded
- The top 10 documents downloaded from the website totalled 5,041 hits as follows:
  - Drawings Pack 1.0 – 2,005 hits
  - Noise Assessment – 1,181 hits
  - Display Boards – 812 hits
  - Drawings Pack 1.1 – 730 hits
  - Project description and operations – 156 hits
  - Discussion Guide – 86 hits
  - Traffic Impact Study – 42 hits
  - Project Overview – 15 hits
  - Air Assessment – 11 hits
  - Geotechnical Report – 3 hits

Participants who completed the feedback form indicated that they had heard about the meeting through:

- Notification letter delivered to home or business (5)
- Friends or neighbours (5)
- Email (4)
- Local newspapers (3)
- Posters (0)

Of the three written submissions received via email:

- One submission was from a regional government representative
- One email was submitted by a local business
- One email was submitted by a local resident

Responses are summarized by key theme in Section 4 of this document.

## 4 Key Themes

### 4.1 Online Feedback Form Key Themes

Between 15 November and 12 December 2017, 13 people completed the online feedback form. Key themes from the online responses include the following.

#### **Air Quality:**

- Questions and concerns about potential effects, in particular dust and diesel particulate matter
- Questions and concerns about current air quality
- Question about accuracy of baseline study

#### **Noise:**

- Questions and concerns about potential noise effects due to ships running engines while docked at the terminal
- Questions and concerns about train noise, especially idling, shunting and whistles, in particular current noise levels
- Question about selection of sensitive receptors
- Questions about accuracy of baseline study

#### **View and Shade:**

- Concern about river views being blocked
- Question about vegetation boundary and value it brings to local residents

#### **Traffic:**

- Concern about increased train traffic and whistle noise at level crossing especially at night
- Concerns about number of container trucks entering and exiting the site

#### **Lighting:**

- Comment about current light levels being a nuisance
- Concern about increased light levels
- Questions about how impacts will be mitigated
- Comment about protecting workers

#### **Other:**

- Comment about Environment Canada enforcing any issues pertaining to species-at-risk and spills
- Comment about residents having adequate legal recourse should stormwater pollution or a spill occur
- Question about groundwater treatment center being tied into local storm or sanitary system
- Question about compatibility with Fraser Surrey Docks Direct Transfer Coal Facility project

See *Appendix 7* for verbatim responses.

## 4.2 Open House Key Themes

Meeting	Key theme
Key themes below are categorized as follows: <ul style="list-style-type: none"> <li>• Few = 1 to 3 people</li> <li>• Some = 3 to 5 people</li> <li>• Many = more than 5</li> </ul>	
<b>Open House #1</b>  Inn at the Quay, 900 Quayside Drive New Westminster  Thursday, 30 November 2017 5:30 p.m. to 8:30 p.m.  13 attendees	<ul style="list-style-type: none"> <li>• Many participants had general interest questions about the project</li> <li>• Some had inquiries about business opportunities associated with the Project</li> <li>• Few had questions and concerns about air quality impacts from dust</li> <li>• Few had questions and concerns about trains blocking the entrance to local businesses</li> <li>• Few had questions about traffic impacts during construction and operations</li> </ul>

Meeting	Key theme
<p>Key themes below are categorized as follows:</p> <ul style="list-style-type: none"> <li>• Few = 1 to 3 people</li> <li>• Some = 3 to 5 people</li> <li>• Many = more than 5</li> </ul>	
<p><b>Open House #2</b></p> <p>Royal Heights Elementary School 11665 97 Avenue, Surrey</p> <p>Saturday, 2 December 2017 11:00 a.m. – 2:00 p.m.</p> <p>10 attendees</p>	<ul style="list-style-type: none"> <li>• Some participants had questions and concerns regarding air quality impacts, in particular dust and diesel from ships and trains</li> <li>• Some had questions and concerns regarding noise effects from train whistles and idling</li> <li>• Some had questions and concerns regarding noise effects due to ships running engines while docked at the terminal</li> <li>• Few had concerns about the current noise of pipes dropping and back-up beepers on vehicles</li> <li>• Few indicated they were satisfied with the level of notification on this Project</li> <li>• Few had questions about the status of the Fraser Surrey Docks Direct Transfer Coal Facility project</li> <li>• Few had concerns and questions about the increase in truck traffic entering and leaving the site</li> <li>• Few had questions about cumulative effects assessments and whether they were required for this permit application</li> <li>• Few had safety concerns due to increased truck traffic</li> <li>• Few had questions about impacts to views</li> </ul>

### 4.3 Written Submissions

During the Application Review Public Comment Period, three written submissions were received via email. One submission was from a neighbouring business, one submission was from a local resident and one was from a regional government representative.

Questions and areas of interest identified in the submission from the neighbouring business include:

- Concerns about increased road and rail traffic and the potential impacts to access and egress
- Concerns about safety issues for staff accessing site in passenger vehicles
- Questions about any planned road improvements to mitigate increased congestion

The local resident submitted photos of recent loading procedures at the current site. Questions and areas of interest identified in the submission from the local resident include:

- Questions and concerns about potential effects on local air quality

Questions and areas of interest identified in the submission from the regional government representative include:

- Questions and clarifications about the air quality assessment
- Questions and clarifications about construction planning in the vicinity of regional infrastructure
- Questions and clarifications about planning regarding invasive species

## 5 Summary

The Application Review Public Comment Period was held from 15 November to 12 December 2017, and was designed to provide interested parties with information about the technical studies and the permit application and answer any questions they may have. Opportunities to submit input and comments were provided online and at public open houses.

The Project Team developed an online and print feedback form, and hosted two public open houses in Delta and New Westminster with the intention to introduce the Project to interested parties and receive comments about the proposed facility.

Key themes emerging from consultation conducted as part of the Application Review Public Comment Period include:

- Air quality is a key area of concern, in particular dust and diesel particulate matter impacts
- Noise is a key area of concern, in particular train whistles and idling and ships running engines while docked at the terminal
- Traffic is a key area of concern, in particular the increase in truck traffic and trains blocking traffic from neighbouring businesses

## 6 Next Steps

The Project Team will prepare an Input Consideration Report to outline how feedback and questions will be considered during the final phases of the Project Design.