



PORT of
vancouver

Project & Environmental Review

External Guidelines for Public Consultation

Vancouver Fraser Port Authority

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Canada

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1. INTRODUCTION

These guidelines are intended to provide an overview of the public consultation process for projects on lands and waters managed by the Vancouver Fraser Port Authority. These guidelines provide a clear description of the roles and responsibilities of both the applicant and the port authority during public consultation activities.

We acknowledge that while port-related developments may provide local, regional and national benefits, they may also have potential impacts to those that live, work or operate in and around port areas. In order to consider the impacts a proposed development may have on the surrounding community, as part of the Project and Environmental Review process, may ask the applicant to seek feedback from the public. The level of public consultation will correspond with the Project and Environmental Review Category.

Any public consultation activities undertaken by applicants in advance of the Project and Environmental Review process will be taken into consideration. Additional activities may be required for a project once under review, especially for any amendments to project scope (see Project and Environmental Review Application Guide for more information).

2. APPLICABILITY

Public consultation requirements will be confirmed by the port authority during the preliminary review phase of the Project and Environmental Review process. Public consultation is not anticipated for category A projects given they are generally minor in scale with minimal, if any, impacts. For further information on the categories of review, please refer to the PER Application Guide and the PER Categories document.

The applicant is responsible for leading all public consultation activities.

3. OBJECTIVES

Our approach to public consultation is based on two-way communication and open dialogue, working together to ensure the community, the environment and the economy are all considered during project planning. We understand and respects that port communities want ongoing opportunities for input into the operation and expansion of port facilities and related transportation infrastructure. Providing opportunities helps the port authority and its tenants continue to build long-term, productive relationships in the communities in which we operate.

Through the Project and Environmental Review process, the Vancouver Fraser Port Authority provides those who may be impacted by a project the opportunity to:

- Learn about the proposed project
- Provide feedback on the proposed project
- See a summary of feedback received
- Learn how the feedback was considered
- Learn what measures may be undertaken to mitigate potential effects from the project.

4. PUBLIC CONSULTATION GUIDELINES

The following provides information of the minimum public consultation requirements in the Project and Environmental Review process. Any public consultation activities undertaken by applicants in advance of the Project and Environmental Review process will be taken into consideration.

4.1 CATEGORY A REVIEWS

Public consultation is not anticipated in category A (e.g. replacement of a pile) given projects are generally minor in scale with minimal, if any, impacts.

4.2 CATEGORY B REVIEWS

4.2.1 Overview

Projects undergoing a category B review are generally small in scope (e.g. demolition of a structure, minor upgrades to existing structures) with limited to no opportunity for public feedback; however, these projects may have a potential short-term construction impact on areas in close proximity. Applicants of proposed projects undergoing a category B review may be required to inform (i.e. notify) the public and undertake construction notification.

Depending on project location, notification to a community liaison committee may also be required. For more information on committees, see section 6 of this document.

4.2.2 Notification

If it is determined that a construction notification is required prior to work commencing, the applicant will develop a construction notice that includes the following information:

- Overview of the project;
- Area map or other renderings/images (with labels) showing the location of the work;
- General timelines and work hours;
- Potential construction impacts (e.g. noise, light, dust, traffic) and mitigation;
- Applicant contact information;

- The notification will be distributed in an area within a minimum three-block radius of the project (distribution may vary to reflect the proposed work and location), 10 business days prior to work commencing onsite. The applicant is responsible for ensuring distribution of the notification.

Applicants should also include a copy of the notice on their website. The applicant is required to track and respond to feedback received during the construction period, and provide regular updates to the Vancouver Fraser Port Authority. Should complaints be received, the port authority will determine if the applicant is required to provide additional or alternative mitigation measures to further minimize construction impacts.

4.2.3 Vancouver Fraser Port Authority Review and Approval of Materials

The draft construction notice should be provided to the Vancouver Fraser Port Authority for review five business days prior to the printing deadline. A map showing the distribution area should also be included.

CATEGORY B – CHECKLIST

- Construction notice (if required)
- Map showing notification distribution area (if notification required)
- Depending on location – information to community liaison committee

4.3 CATEGORY C REVIEWS

4.3.1 Overview

Projects undergoing a category C review generally include developments that have potential to impact the surrounding community during construction and operations (e.g. moderate to significant upgrades or expansion to existing terminals). Applicants of proposed projects undergoing a category C review are required to consult with the public, with a consultation period between 10 and 20 business days. The Vancouver Fraser Port Authority does not consider the consultation period to start until the project materials are available to the public for feedback. Projects in this category are also required to provide a report on the feedback received, how the feedback has been considered and identify any proposed mitigations and commitments.

When considering the timing of public consultation activities, applicants are encouraged to find periods in the calendar that are conducive to maximizing public consultation during the consultation period.

Depending on project location, notification to a community liaison committee may also be required. For more information on committees, see section 6 of this document.

The applicant is responsible for undertaking all public consultation activities.

4.3.2 Public Consultation Plan

The applicant will provide a public consultation plan for review and approval by the Vancouver Fraser Port Authority. The plan will outline proposed actions that the applicant will undertake in relation to their project.

The plan, at a minimum, should describe the following:

- Overview of the proposed project
- Proposed timing of public consultation activities – including proposed timing of consultation period(s), notification, and deadline(s) for feedback
- Proposed public consultation methods, such as:
 - In-person meetings (e.g. information session, small group meetings, presentations, meetings with specific interested groups) including proposed number, timing and location(s)
 - Online outreach (e.g. webpage, online feedback form, online forum, social media)
 - Others as proposed by the applicant
- Notification materials, activities and area (e.g. email to mailing lists, newspaper advertising, letter/flyer to nearby residents/businesses)
- Proposed public consultation materials (e.g. project overview, feedback form, display boards, information sheets, brochure, reports, video)
- Target audience
- How feedback will be summarized
- How feedback will be considered, and how this will be communicated to those who participated.

The public consultation plan should identify key applicant team members and their role in the development of materials and implementation of activities.

The draft plan should be submitted to the Vancouver Fraser Port Authority as part of the preliminary review phase.

4.3.3 Activities

The consultation period will be between 10 and 20 business days, during which time the applicant will be required to hold an in-person meeting opportunity (e.g. information session, presentation) that members of the public can attend to learn about the proposed project. The Vancouver Fraser Port Authority does not consider the consultation period to start until the project materials are available to the public for feedback. The applicant is required to produce a project overview that will be available at the meeting, online and by requesting a hard copy from the applicant. The applicant may wish to host other types of in-person meetings (e.g. small group meetings) or online activities, though this is not required.

4.3.4 Website and Online Outreach

The Vancouver Fraser Port Authority requires applicants to provide the public with information about the project under review by regularly updating their website/webpage and any other online and/or social media platforms they typically utilize. This includes providing information about public consultation opportunities, notifications, links to all project materials, as well as information regarding how feedback provided will be used by the applicant regarding the project.

Applicants are encouraged to set up a project-specific email address or web-based form where the public can provide their feedback.

The port authority will provide links from its website to the applicant's website.

4.3.5 In-Person Meeting

Applicants will organize an in-person opportunity for the public to learn more about the project, interact with the applicant and ask project-specific questions. This should be held at an easily accessible location in close proximity to the project location, for example a community center meeting space, community hall or a hotel. This could be in the format of an open house or presentation.

Representatives from the applicant should be present to provide information and answer questions from attendees. This may include applicant consultants who are experts on technical elements of the project. Port authority staff may attend to observe and answer questions about the Project and Environmental Review process.

4.3.6 Notification

Notification of the in-person meeting will be provided at least 10 business days prior to the start of the in-person meeting. At a minimum, this will be done through local newspaper advertising, posting information online, emails to existing mailing lists (if any), and a notification to residents and businesses within a minimum four block radius of the project (distribution may vary to reflect the proposed work and location). Key information in all notification materials will include:

- Overview of the proposed project;
- Date of the consultation period;
- Details of in-person meeting;
- Where project information materials can be found;
- How feedback can be provided;
- Contact information.

4.3.7 Project Overview and Feedback Form

The applicant will develop a project overview that includes a plain-language summary of the project application, written in a concise manner that allows members of the public to understand key elements and activities of the project. The document should include the following information:

- Overview of the proposed project
- Area map or other images/renderings (with labels) showing the location of the proposed work
- General timelines/project phases
- Potential impacts/benefits of proposed project
- Potential construction impacts (e.g. noise, light, dust, traffic)
- Proposed mitigation measures
- Contact information.

The applicant will also develop a feedback form that is available in hard copy and online to accompany the project overview, which would ask for general feedback on the proposed project as well as any specific questions regarding key topics that could be refined based on feedback (e.g. key design elements, proposed mitigation measures). The applicant will accept comments through email, mail and, if appropriate, online public consultation platforms.

All materials will be posted on the applicant's project website or webpage.

4.3.8 Display Boards/Presentation

Depending on the format of the in-person meeting, in addition to the project overview and feedback form, display boards or a presentation should be available for use at the meeting. The display boards or presentation should mirror the content of the project overview, using labelled maps and graphics where possible to explain the elements of the project.

4.3.9 Summary Report including Consideration Report

Following the close of the consultation period, the applicant will prepare a report that includes the following information:

- Overview of the proposed project;
- Details of notification methods;
- Details of the consultation materials produced;
- Details of activities undertaken;
- Level of public participation;
- Summary of feedback received;
- Consideration of feedback;

- Appendix with copies of all consultation materials.

The consideration of feedback should be in an easy to read table format, outlining either direct feedback or key themes of the feedback received, and a response that outlines how this feedback has been considered in the development of the project. Where applicable, any proposed mitigations and commitments made by the applicant should be identified.

The applicant will post this document online and send an email to the mailing list (if any). This document should be provided to the Vancouver Fraser Port Authority approximately 10 to 20 business days after the close of the consultation period, and the port authority will review this report as part of the Application Review phase.

4.3.10 Vancouver Fraser Port Authority Review and Approval of Materials

The draft public consultation plan, notification materials (including notification distribution map), project overview, display boards/presentation and feedback form should be submitted to the Vancouver Fraser Port Authority as part of the preliminary review phase.

CATEGORY C - CHECKLIST

- Public consultation plan
- 10 to 20 business days consultation period
- Project website/webpage
- Notification
- Map showing notification distribution area
- Newspaper advertisement
- Project overview and feedback form
- Display boards/presentation
- Summary report including consideration report
- Depending on location – information to community liaison committee

4.4 CATEGORY D REVIEWS

4.4.1 Overview

Projects undergoing a Category D review are generally developments that have a higher likelihood of impacts during construction and operation, and may also be of high interest to the community (e.g. change of terminal use, new major structures).

Applicants of proposed projects undergoing a Category D review are required to engage with the public and develop and implement a public consultation program that provides a variety of opportunities for the public to learn about the project and provide feedback.

Projects in this category are generally required to have two stages of consultation or opportunities for the public to provide feedback, with a consultation period of 10-20 business days per round. The first stage is to occur during the preliminary review phase, and the second during the application review phase.

When considering the timing of public consultation activities, applicants are encouraged to find periods in the calendar that are conducive to maximizing public consultation during the consultation period.

Depending on project location, notification to a community liaison committee may be required. For more information on committees, see section 6.

The applicant is responsible for undertaking all public consultation activities.

4.4.2 Public Consultation Plan

The applicant will develop a public consultation plan for review and approval by the Vancouver Fraser Port Authority. The plan will outline proposed actions that the applicant will undertake in relation to their project. The port authority will advise if additional consultation activities are likely to be required for the project; however, two stages of consultation or opportunities for the public to provide feedback, with a consultation period of 10-20 business days per round, are generally required.

Preliminary Review Phase

The first stage of consultation is to occur during the preliminary review phase, where the applicant is expected to hold a preliminary comment period to provide the public with an overview of the project, outline the technical studies to be undertaken, as well as provide the scope of the studies for public feedback.

During this stage, the applicant is expected to hold a 10-20 business day preliminary comment period. This may be an online activity or in-person meetings. The applicant is also expected to produce a summary report and consideration memo.

Application Review Phase

The second stage of consultation is to occur during the application review phase, where the applicant is expected to provide the public with more details of the project, provide results of the completed technical studies as well as any proposed mitigations.

During this stage, the applicant is expected to hold up to a 20 business day consultation period with in-person meetings. The applicant is also expected to produce a summary report and consideration memo.

In addition to the above information, the consultation plan, at a minimum, should describe the following:

- Overview of the proposed project;
- Proposed timing of public consultation activities – including proposed timing of consultation periods, notification, and deadlines for feedback;
- Proposed public consultation methods, such as:
 - In-person meetings (e.g. open houses, small group meetings, presentations, meetings with specific interested groups) including proposed number, timing and location(s)
 - Online outreach (e.g. webpage, online feedback form, online forum, social media etc.)
 - Others as proposed by the applicant
- Notification materials, activities and area (e.g. email to mailing lists, newspaper advertising, letter/flyer to nearby residents/businesses)
- Proposed public consultation materials (e.g. booklet, discussion guide, feedback form, display boards, information sheets, brochure, reports, video)
- Target audience
- How feedback will be summarized
- How feedback will be considered, and how this will be communicated to those who participated.

The public consultation plan should identify key applicant team members and their role in the development of materials and implementation of activities.

The draft plan should be submitted to the port authority as part of the preliminary review phase.

4.4.3 Website and Online Outreach

The Vancouver Fraser Port Authority requires applicants to provide the public with information about the project under review by regularly updating their website/webpage and any other online and/or social media platforms they typically utilize. This includes providing information about public consultation opportunities, notifications, links to all project materials, as well as information regarding how feedback provided will be used by the applicant regarding the project.

Applicants are encouraged to set up a project-specific email address or web-based form where the public can provide their feedback.

The port authority will provide links from its website to the applicant's website.

4.4.4 In-Person Meeting

Applicants will organize in-person opportunities for the general public to learn more about the project under review, interact with the project team and ask project-specific questions. In-person meetings should be held at a venue that is an easily accessible location in close proximity to the project location, for example a community center meeting space, community hall or a hotel.

Representatives from the applicant should be present to provide information and answer questions from attendees. This may include applicant consultants who are experts on technical elements of the project. Port authority staff may attend to observe and answer questions about the project permit process.

4.4.5 Notification

Notification of the in-person meeting(s) will be provided at least 10 business days prior to the start of the first in-person meeting. At a minimum, this will be done through local newspaper advertising, posting information online, emails to existing mailing lists (if any), and a notification to residents and businesses within a minimum four block radius of the project (distribution may vary to reflect the proposed work and location). Key information in all notification materials will include:

- Overview of the proposed project;
- Date of the consultation period;
- Details of in-person meetings;
- Where project information materials can be found;
- How feedback can be provided;
- Contact information.

4.4.6 Discussion Guide and Feedback Form

The applicant will develop a discussion guide that includes a plain-language summary of the project application, written in a concise manner that allows members of the public to understand key elements and activities of the project, provide general feedback and respond to specific questions posed by the applicant. The document should include the following information:

- Overview of the proposed project;
- Overview of topics for which public feedback is sought (e.g. elements of the project design or plans that are open to refinement as a result of public input). While topics may vary depending on the nature and location of the project, potential topics could include elements of project design, mitigation measures for potential impacts such as noise, view/visibility, traffic, dust, light, or proposed community benefits or amenities;

- Area map or other images/renderings (with labels) showing the location of the proposed work;
- General timelines/project phases;
- Potential impacts/benefits of operational changes;
- Potential construction impacts (e.g. noise, light, dust, traffic);
- Proposed mitigation measures;
- Contact information.

The applicant will also develop a feedback form to accompany the discussion guide, which should ask for general feedback on the proposed project as well as any specific questions regarding key topics that could be refined based on feedback (e.g. key design elements, proposed mitigation measures). The applicant will accept comments through email and mail and, if appropriate, online public consultation platforms such as an online forum.

All materials will be posted on the applicant's project website or webpage.

4.4.7 Display Boards/Presentation

Depending on the format of the in-person meetings, in addition to the discussion guide and feedback form, display boards or a presentation should be available for use at the meeting. The display boards or presentation should mirror the content of the discussion guide, using labelled maps and graphics where possible to explain the elements of the project.

4.4.8 Public Consultation Summary Report

Following the close of each consultation period, the applicant will prepare a summary report that includes the following information:

- Overview of the proposed project;
- Details of notification methods;
- Details of the consultation materials produced;
- Details of activities undertaken;
- Level of public participation;
- Summary of feedback received;
- Appendix with copies of all consultation materials.

This document should be provided to the port authority approximately 10 to 20 business days after the close of the consultation period. The applicant should post this online and send an email to the mailing list (if any).

4.4.9 Consideration Report

Following each summary report, the applicant will prepare a consideration report demonstrating to participants and the Vancouver Fraser Port Authority how public feedback was considered. The report should be in an easy to read table format and explain how feedback has resulted in refinements to the project or in proposed mitigation measures for potential project impacts. If feedback was considered but did not result in changes, the report should explain the reasons. Where applicable, any commitments made by the applicant should be identified.

The consideration report should be posted on the applicant's website and emailed to the mailing list (if any).

This document should be provided to the Vancouver Fraser Port Authority approximately 10 to 20 business days after the summary report, and the port authority will review this report as part of the application review phase.

4.4.10 Vancouver Fraser Port Authority Review and Approval of Materials

The draft public consultation plan, notification materials (including notification distribution map), discussion guide, display boards, feedback form and any other proposed materials should be submitted to the Vancouver Fraser Port Authority as part of the preliminary review phase.

CATEGORY D - CHECKLIST

- Public consultation plan
- Two consultation periods
- Project website/webpage
- Notification
- Newspaper advertisement
- Discussion guide and feedback form
- Display boards/presentation
- Other materials, if any (e.g. videos, brochures)
- Public consultation summary report
- Consideration report
- Depending on location: information to the community liaison committee

5. PUBLICLY AVAILABLE PROJECT INFORMATION

Projects undergoing the Project and Environmental Review process requiring public consultation will be posted on the port authority's website. This includes:

- Project permit application;
- All public consultation and notification materials;
- Technical studies;
- Project permit (if approved).

6. COMMUNITY LIAISON COMMITTEES

The Vancouver Fraser Port Authority engages with the community in a variety of ways including through community liaison committees. The port authority has three community liaison committees – detailed below – and staff will work closely with project applicants to ensure information on proposed projects within a committee's area of interest is shared with the committee for their information. Depending on the category or review and detail of the project, the port authority may require the applicant to present to the committee.

East Vancouver Port Lands Area Plan and Liaison Group

The East Vancouver Port Lands (EVPL) Liaison Group is comprised of representatives from the Burrardview Community Association, City of Vancouver, CP Rail and Vancouver Fraser Port Authority, and meets on a regular basis to monitor implementation of the EVPL Area Plan (between Victoria Drive and Second Narrows Bridge) and advise on areas of mutual interest. These meetings provide a forum to exchange information and discuss new proposals and initiatives in the EVPL area.

Information on the EVPL Liaison Group, including meeting minutes and the area plan, are available on our website: www.portvancouver.com/community/community-liaison/committees/

North Shore Waterfront Liaison Committee

The North Shore Waterfront Liaison Committee (NSWLC) was created for information sharing and transparency with the North Shore community on proposed projects in West Vancouver, and the City and District of North Vancouver. The committee provides feedback on possible community concerns with port development proposals.

Information on NSWLC, including meeting minutes, are available on our website: www.portvancouver.com/community/community-liaison/north-shore-waterfront-liaison-committee/

Port Community Liaison Committee – Delta

The Port Community Liaison Committee (PCLC) – Delta was created for information sharing and transparency regarding proposed projects in Ladner, Tsawwassen and Delta. The committee provides feedback on possible community concerns with port development proposals.

Information on PCLC, including meeting minutes, are available on our website:

www.portvancouver.com/community/community-liaison/port-community-liaison-committee/

7. CONSTRUCTION COMMUNICATION FOLLOWING PERMIT ISSUANCE

7.1 CATEGORY C CONSTRUCTION NOTIFICATION

For projects in category C, the applicant must provide a construction notification to the community at least 10 business days prior to work commencing on site. The following information should be included in the notification:

- Overview of the project;
- Area map or other renderings/images (with labels) showing the location of the work;
- General timelines and work hours;
- Potential construction impacts (e.g. noise, light, dust, traffic);
- Applicant contact information.

The construction notice will be distributed to the same area used for public consultation. The applicant is responsible for ensuring distribution of the notification.

Applicants should also include a copy of the notification on their website. The applicant is required to track and respond to feedback received during the construction period, and provide regular updates to the Vancouver Fraser Port Authority. Should complaints be received, the port authority will determine if the applicant is required to provide additional or alternative mitigation measures to further minimize construction impacts.

Vancouver Fraser Port Authority Review and Approval of Materials

A draft construction notice should be provided to the port authority for review five business days prior to the printing deadline. A map showing the distribution area should also be included.

7.2 CATEGORY D CONSTRUCTION COMMUNICATION PLAN

For projects in category D, a construction communications plan should be developed that clearly defines the communication activities that will be undertaken to keep interested and/or affected parties informed of project construction. The plan, at a minimum, should include:

- Overview of proposed construction phasing activities

- Notification activities (e.g. letter, flyer, newspaper advertisements, email to mailing list, website updates, social media)
- Timing of activities
- Target audience
- Enquiries and complaints process (e.g. tracking, response).

Construction notification should occur at least 10 business days prior to works commencing on site. The applicant is required to track and respond to feedback received during the construction period, and provide regular updates to the Vancouver Fraser Port Authority. Should complaints be received, the port authority will determine if the applicant is required to provide additional or alternative mitigation measures to further minimize construction impacts.

Vancouver Fraser Port Authority Review and Approval of Materials

A draft construction communications plan, including draft notification materials, should be provided to the Vancouver Fraser Port Authority for review following the issuance of the permit.

8. SUMMARY OF PUBLIC CONSULTATION REQUIREMENTS

The table below provides a summary of the minimum public consultation requirements and may vary based on project scope. There is no consultation requirements for category A.

	Category B	Category C	Category D
Public Consultation Plan (outlining details of public consultation activities, methods and timing)	-	X	X
10-20 business day consultation period	-	X	-
Two consultation periods (10 to 20 business days)	-	-	X
Project website or web update (applicant to create dedicated project website or web page)	-	X	X
Advertisement in local newspaper(s)	-	X	X
Community notification (e.g. letter)	-	X	X
Project Overview (project document outlining proposed project, potential impacts and mitigation measures)	-	X	-
Discussion Guide (project document outlining proposed project, potential impacts and mitigation measures)	-	-	X
In-person meeting(s) (e.g. information session, small group meetings)	-	X	X
Feedback Form (hard copy and online)	-	X	X
Display Boards/Presentation (to be used at in-person meeting/s)	-	X	X
Other engagement materials (e.g. videos, presentations, brochures)	-	-	X
Public Consultation Summary Report (produce and post report summarizing public feedback)	-	X	X
Consideration Report (outlines how feedback was considered, e.g. changes made to project, or mitigation measures)	-		X
Information to Community Liaison Committee (depending project location) (e.g. email, letter, presentation)	X	X	X
Construction Communications Plan	-	-	X
Construction Notification	X (depending on project)	X	X

9. DEFINITIONS

The Vancouver Fraser Port Authority closely follows the International Association of Public Participation (IAP2) process, and defines public consultation to mean involving those who are potentially impacted by a decision in the development of a project. Public consultation promotes transparent decisions by providing participants with the information they need to be involved and communicates to participants how their feedback affects the decision.

The terms 'inform', 'consult' and 'engage' are often used interchangeably. There are many different definitions and understandings of these terms, and the port authority defines these as:

Inform: provide balanced and objective information to assist the public in understanding a project or issue, possible alternatives, opportunities and/or solution.

Consult: provide balanced and objective information to assist the public in understanding a project or issue, and requests community feedback on analysis, alternatives or decisions.

Engage: work directly with the public throughout a process to ensure that concerns and aspirations are consistently understood and considered.

10. NOTES/LINKS TO OTHER DOCUMENTS

These guidelines are to be used in conjunction with the following, as applicable:

- *Project and Environmental Review Application Guide*
- *Project and Environmental Review Categories*
- *Stakeholder Consultation*
- *Aboriginal Consultation – Information for Applicants*

11. CONTACTS

Should you have any questions regarding these guidelines, please contact the Planning and Development Department (604) 655-9047 or PER@portvancouver.com.

12. GUIDELINES UPDATES

The most up-to-date version of this guideline is available for viewing and downloading from our website. All updated versions will be dated for clear identification. Please visit: www.portvancouver.com/development-and-permits/project-and-environmental-reviews/ to ensure that you are referring to the most relevant information.