

# Public Involvement

## A Key to our Wastewater Success



**MARK HOLTZEN, PE**

**BRYANT KUECHLE, MA**



**THE  
LANGDON  
GROUP**



**GATEWAY  
MAPPING  
INC.**

OTHER J-U-B COMPANIES

# Presentation Outline

1. Why Public Involvement
2. Case Studies
3. Lessons Learned
4. Questions and Comments

**WASTEWATER SYSTEM IMPROVEMENTS**

**Existing Conditions & Bond Election**

The wastewater collection system consists of two pumping stations and approximately 11.5 miles of pipe, some of which is 70 years old. The treatment facilities include plant headworks, treatment lagoons, a disinfection system and a pump station.

The City discharges treated wastewater to 40 acres of irrigated cropland in warmer months under a Wastewater Land Application permit issued by the IDEQ. During colder months, treated wastewater is discharged to Cedar Draw Creek, as authorized under an NPDES permit issued by the EPA.

Passage of the bond demonstrates community support for the project and strengthens the City's position when applying for State and Federal grant money. Grants will reduce the amount of loan money necessary to fund the project, helping to minimize increases in user rates. Approval of the bond would provide a safe, reliable wastewater system that would comply with regulatory requirements and meet the current and future sewer needs of the community.

To assist with the funding process, Title has selected assistance from The Region IV Development Association, Inc. a private, not-for-profit corporation established to encourage development and diversification in the economy in South-Central Idaho.

If voters do not pass the bond, the City may be required to allow a judge to decide whether the upgrades are necessary and ordinary. This judicial confirmation process would delay the project and limit the City's grant funding opportunities. With the increasing costs of concrete, steel

and fuel, a postponed project could result in significant construction cost increases, and in turn, higher user rates. Non-approval of the bond may also result in violations of the City's Land Application and NPDES permits, leaving the draw open for fires or other possible from IDEQ and EPA.

**Call to Action**

The City has authorized J-U-B and The Langston Group (TLG), an Idaho public involvement firm, to help develop a new wastewater system that will be efficient, cost-effective and compliant with regulatory criteria.

Working closely with the public to develop a system that meets the current and future needs of the community is essential to a successful project. A community workshop is scheduled for Wednesday, September 6 at the Filer Fire Station (228 Main St.). The public is invited to stop by any time between 4 and 7 pm. At the workshop, participants will learn more about the project and facility upgrade alternatives; share their perspectives; identify potential issues; and make recommendations.

If community members belong to a civic organization or community group that would prefer the project team conduct a workshop at their regularly scheduled meeting, please contact The Langston Group at 800-252-8929.

**CONTACTS**

Dan Adams  
The Langston Group  
1-800-252-8929  
dadams@langstongroupinc.com

Mark Holtzen  
J-U-B ENGINEERS  
208-733-2414  
mholtzen@jub.com

**PHOTO BELOW: Eroded 1930's era Filer city sewer line, taken from 2003 video inspection.**



# Why Public Involvement



- Facilitate Communication and Problem-Solving Between Those Who Create and Implement Projects and Those Who are Affected by Them
- Public is Demanding a Seat at the Table
- Engaging Those Affected by Decisions Before They are Made Usually Leads to Better Supported and Sustainable Outcomes

# Public Involvement Methods



- Community Advisory Committees
- Presentations to Active Civic Organizations
- Open Houses
- Informational Flyers
- Direct Mailers
- Guest Editorials
- Booth at Local Establishments
- Social Media
- Websites
- E-Newsletters
- On-Line Surveys

**S-T-A-R**



**Situation**

**Task**

**Action**

**Result**

# SITUATION

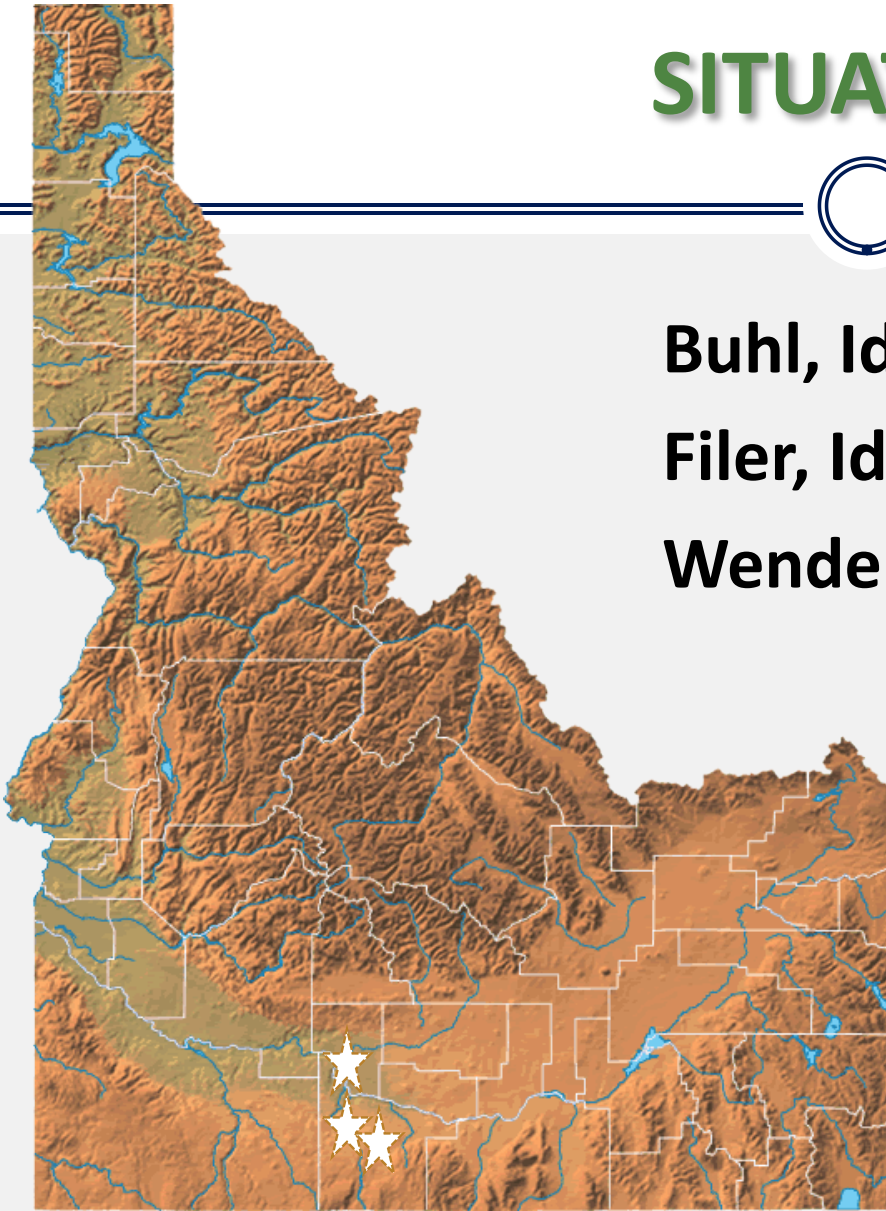


**Buhl, Idaho** (Population 3,985)

**Filer, Idaho** (Population 1,620)

**Wendell, Idaho** (Population 2,338)

*All Three Communities  
Facing Issues with their  
Wastewater Collection  
and Treatment Facilities*



# Situation – Buhl



# Situation – Buhl



- ~40% of Collection System Deteriorated and Undersized
- Inlet Siphon Plugged on Multiple Occasions
  - Sanitary Sewer Overflows
- Design Capacity of Treatment Lagoons Exceeded
  - EPA Fined City for Non-Compliance with NPDES Permit
- Moratorium on New Growth
- Possibility of Losing Industries
- Limited Funds for Capital Improvements
- History of Failed Bonds





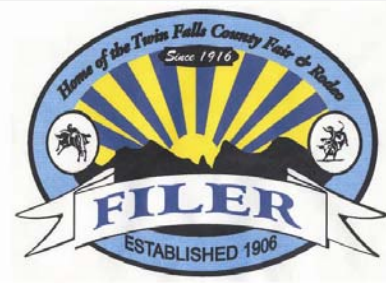
# Situation – Filer



# Situation – Filer



- ~60% of Collection System Deteriorated and Undersized
  - Most Pipe 30-70 Years Old Concrete
- Design Capacity of Treatment Lagoons Exceeded
  - Inadequate Aeration and Storage Capacity
  - Cannot Meet NPDES Permit Requirements
- Slow-Rate Land Application Site Issues
  - Undersized for New Phosphorus Limits
  - Inadequate Buffer Zones
- Moratorium on New Growth
- Limited Funds for Capital Improvements



# Situation – Wendell



# Situation – Wendell



- Design Capacity of Treatment Lagoons Exceeded
  - Inadequate Aeration and Winter Storage Capacity
  - Failed Seepage Tests
- Slow-Rate Land Application System Issues
  - Insufficient Land Area and Buffer Zones
  - Undersized Irrigation Pumps and Disinfection System
  - IDEQ Fined City for Non-Compliance with Reuse Permit
- Moratorium on New Growth
- Limited Funds for Capital Improvements



# Situation – Needed Improvements



City	Wastewater Collection System	Wastewater Treatment Plant
Buhl	Replace/Rehabilitate 36,500 LF of Sewer Line	Replace Lagoons with New Oxidation Ditch Treatment Facility
Filer	Replace/Rehabilitate 38,700 LF of Sewer Line	Replace Lagoons with New MBR Treatment Facility
Wendell	Replace 2,500 LF of Sewer Line	Upgrade and Expand Treatment Lagoons Expand Slow-Rate Land Application System

# Task



- Pass Revenue Bond Elections to Pay for Improvements

City	Bond Amount <sup>A</sup>	Change in Monthly User Rates
Buhl	\$15 Million	From \$18 to \$45-\$65
Filer	\$12.5 Million	From \$15 to \$60-\$80
Wendell	\$11.2 Million	From \$20 to \$60-\$80

A – 2006 Dollars

# Action



- Partner with Regulatory Agencies
- Situational Assessment
  - Key Stakeholder Interviews
  - Third Party Neutral

# Action



- **Public Education**
  - Public Health
  - Economic Impacts
  - Value of Public Support
  - Permit Violation
- **Public Involvement**
  - Engage Each Unique Community and Let Them Guide the Decision Making Process



# Action – Buhl



## BUHL Wastewater Bond VOTE: TUESDAY, August 1, 2006

### Bond Election will Determine Buhl Facility's Future

Since the original construction of its wastewater collection and treatment system in the mid-1960's, the City of Buhl has experienced steady residential, commercial, and industrial growth, and anticipates continued development in the future.

The City is concerned about meeting the current and future community wastewater needs and to remain in compliance with Idaho Department of Environmental Quality (IDEQ) and Environmental Protection Agency (EPA) regulations.

In January 2005, the EPA fined the City of Buhl \$38,000 for not complying with the discharge limits in their National Pollution Discharge Elimination System (NPDES) permit.

- The City of Buhl will face additional sanctions if upgrades to its wastewater system are not made.
- Without improvements, serious environmental and public health threats will become greater areas of concern.
- IDEQ will not approve any new connections to the wastewater treatment facility until the City first places a bond issue before the public.

A ballot measure to approve funding of a new wastewater treatment facility in Buhl will go before voters in an August 1 bond election. The measure proposes a \$15 million bond to pay for construction of a new facility to service the City.

For more information, contact Dan Adams, The Langdon Group, at 800-252-8929 or Mark Holzen, J-U-B ENGINEERS, 753-2414.



JUB ENGINEERS, INC.  
753-2414

# VOTE TUESDAY AUGUST 1, 2006

## Bond Election will Determine Buhl Facility's Future

Since the original construction of its wastewater collection and treatment system in the mid-1960's, the City of Buhl has experienced steady residential, commercial, and industrial growth, and anticipates continued development in the future.

As growth occurs, the City has become increasingly concerned about the ability of the wastewater facilities to meet the current and future community wastewater needs and to remain in compliance with Idaho Department of Environmental Quality (IDEQ) and Environmental Protection Agency (EPA) regulations.

In January 2005, the EPA fined the City of Buhl \$38,000 for not complying with the discharge limits in their National Pollution Discharge Elimination System (NPDES) permit.

The City of Buhl will face additional sanctions if upgrades to its wastewater system are not made. Without improvements, serious environmental and public health threats will become even greater areas of concern.

Additionally, IDEQ will not approve any new connections to the wastewater treatment facility unless the City first places a bond issue before the public for new wastewater collection and treatment facility improvements and consideration of sewer rate increases.

A ballot measure to approve funding of a new wastewater treatment facility in Buhl will go before voters in an August 1, 2006 bond election. The measure proposes a \$15 million bond to pay for construction of a new facility to service the City.



# Action – Filer



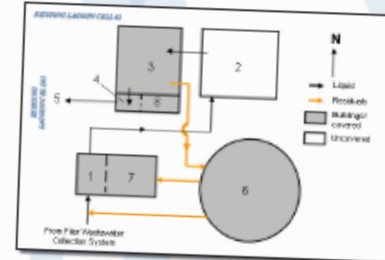
Filer, Idaho

## WASTEWATER SYSTEM IMPROVEMENTS

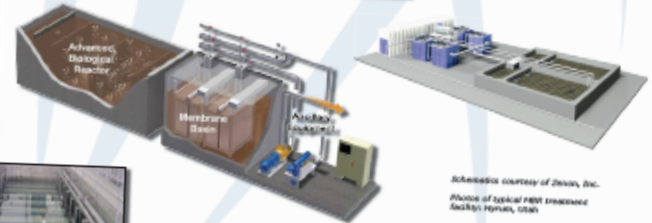
PREFERRED TREATMENT OPTION

### Replace Lagoons with Advanced MBR Treatment Technology

- Membrane Bioreactor (MBR)
- Operating in Star, Idaho
- Being installed in Jerome, Idaho
- Produce high quality "Class A/B" reclaimed treated wastewater accepted by IDEQ for irrigation on lawns and parks, land application, discharge to Cedar Draw, and groundwater recharge
- Potential to offset potable water demands



1. **Pretreatment:** Measure flow, remove debris and sand or grit
2. **Biological treatment zones:** Breakdown wastewater for filtration, create biological treatment mass
3. **Membrane filters:** Separate water from wastewater and pollutants
4. **Disinfection:** UV irradiation removes final pollutants
5. **Storage and Distribution:** Use existing lagoon cells for storage or discharge to Cedar Draw
6. **Aerobic solids treatment:** Further treat residuals (solids and biological mass) from filtration process
7. **Dewatering:** Dewater solids for disposal
8. **Operator:** Plant operations center



Schematics courtesy of Zeeva, Inc.  
Photo of typical MBR treatment facility: Reno, USA



J-U-B ENGINEERING, INC.  
MEMPHIS, TENNESSEE, U.S.A.



THE LANGDON GROUP, INC.

# Action – Wendell



## Wastewater System Improvements

Wendell's existing wastewater treatment system and land application sites are at or over capacity, which results in periodic violations of the city's Idaho Department of Environmental Quality (IDEQ) land application permit. Without a new wastewater treatment facility and/or upgrades, Wendell will remain out of compliance with IDEQ regulations and may be forced to pay additional fines from an already depleted city budget.

### Nov. 7 bond election will determine facility's future

A ballot measure to approve funding of the wastewater facility improvements in Wendell will go before voters in the Nov. 7 election. The measure proposes an \$11.2 million bond to authorize the city to pay for the facility upgrades.

Voter passage of the bond demonstrates community support for the project and strengthens the city's position when applying for state and federal grant money. Grants would reduce the amount of loan money necessary to fund the project, helping minimize increases in user rates. Approval of the bond would also provide a safe, reliable wastewater system that complies with regulatory requirements and meets the current and future sewer needs of the community.



To provide additional information about the existing wastewater system and planned improvements, two community events are scheduled:

## TOWN HALL MEETING

October 10 • 7 p.m.

Wendell High School Auditorium, 750 East Main St.

Join Mayor Strickland and J-U-B Engineers to find out more about the condition of the wastewater system and why improvements are needed.

## PUBLIC OPEN HOUSE

October 18 • 4-7 p.m.

Wendell City Hall, 375 East First St.

Stop by any time between 4 and 7 pm. City officials and project engineers will be on hand to answer questions and receive comments.



Don Adams  
The Langston Group, Inc.  
(800) 252-8929  
adam@langstongroup.com



Robert Hagstrom  
J-U-B Engineers, Inc.  
(208) 733-2614  
rob@jub.com

# Result



Times-News

# MAGIC VALLEY

INSIDE: Obituaries, D2-D4

## Buhl passes revenue bonds

City can now move forward on wastewater treatment plant

By Blair Koch  
Times-News correspondent

BUHL — Buhl residents came out to cast their ballots Tuesday in favor of two bonds totaling \$22 million.

"We had 392 votes," said Buhl City Clerk Sharon Sheets.

Over two-thirds of voters

approved each bond, with 282 voting yes and 110 casting votes against the water bond. The wastewater bond also passed with 289 approving and 102 dissenting, with one voter abstaining, said Sheets.

The number of registered voters in Buhl was not readily available.

With the approval of the bonds the city can now move forward on constructing an arsenic treatment facility, improving fire protection and replacing water and sewer lines, as well as building a new wastewater treatment plant.

"I feel pretty good about the bonds passing," said Mayor Charles Sheridan. "I thought that maybe one of the bonds would pass and not the other and am pleased that voters passed both issues."

Sheridan explained that the next step is to contract with engineers to pinpoint the project specifics and also explore alternative funding, such as grants and loans.

"I would guess that the engineering phase is going to take at least year," Sheridan said. "It will be awhile before anyone sees any dirt moving."

*Blair Koch lives in Buhl. She can be reached by e-mail at [blair\\_20@hotmail.com](mailto:blair_20@hotmail.com) or by calling 316-2607.*



Decision While can  
2006 for mar

Wendell  
and Filer  
say yes to  
wastewater  
bonds

By Blair Koch  
Times-News correspondent

# Buhl Status



- WWTP Start-Up in October 2011



# Filer Status



- WWTP Start-Up in September 2011
- Collection System Work Completed Summer 2011



# Lessons Learned



- Public Involvement is an Integral Component of Your Project Success
- Keep Community Engaged: No Lulls in the Outreach
- Integrate Cost Effective Online Media Tools

# Cost Effective Methods of Public Engagement



## WEB SITE

Columbia River Crossing - Windows Internet Explorer  
http://crtcsc.com/

File Edit View Favorites Tools Help X Convert Select

Favorites AP Stylebook Online langdo... RT-Idaho CMS Login

Columbia River Crossing

Home  
Background  
Public Involvement  
Questions? Comments?  
Maps  
Links

follow us on twitter

ALTERNATIVES FOR FURTHER EVALUATION MAP

### Columbia River Crossing Study Tri-Cities, Washington

Public has opportunity to learn more about Columbia River study at Oct. 13 Meeting

The public was able to learn more about the Columbia River Crossing Study – Tri-Cities and the detailed analysis of the four alternatives under consideration at a public meeting on Wednesday, October 13th at 6:30 p.m. at the Chiawana High School Auditorium, 8125 W. Argent Road, Pasco.

Click here to view the meeting agenda: [10/13/10 CRCS Public Meeting Agenda](#)

"The Steering Committee felt it was important to give the public one more opportunity to learn about the study, ask questions and provide comment before we move on to the future project phases, including environmental analyses," said Mark Kushner, Benton-Franklin Council of Governments Transportation Director.

### Detailed Information on Four Alternatives Available

The study has proceeded from initial concerns about congestion at the "Blue Bridge" to a broader study of the region and possible river crossing locations that might relieve the Blue Bridge traffic and also deal with future traffic increases around the area.

The Steering Committee is ready to do its final review. The goal of this review is to narrow the four alternatives to the three "best" alternatives. The Committee's top three alternatives will then be forwarded to the Benton-Franklin Council of Governments Board for action.

The following documents provide a summary of the process used for the study as well as detailed information that will be used by the Steering Committee for analysis in their decision making process. They are linked here so you can review the same information that the Committee members have received:

Done Internet



# Cost Effective Methods of Public Engagement



## SOCIAL MEDIA



twitter

facebook®

The screenshot shows a Windows Internet Explorer browser window displaying the Twitter profile for CRCSC - Tri-Cities (@CRCSTC). The browser's address bar shows the URL <http://twitter.com/#/crcstc>. The profile page includes the following information:

- Profile Name:** CRCSC - Tri-Cities
- Username:** @CRCSTC
- Location:** Tri-Cities, Washington
- Website:** <http://www.crcstc.com>
- Stats:** 13 Tweets, 0 Following, 30 Followers, 3 Listed
- Following:** 0
- Followers:** 30

The main content area displays a timeline of tweets from CRCSTC:

- Tweet 1 (30 Nov):** CRCSTC CRCSC - Tri-Cities. New comments should be directed to Benton-Franklin Council of Governments: [www.bfcog.us](http://www.bfcog.us). Thank you for participating in this important study.
- Tweet 2 (30 Nov):** CRCSTC CRCSC - Tri-Cities. Public comment period closed for Study Phase - Nearly 2,000 responses received. Comments/survey results can be viewed at [www.crcstc.com](http://www.crcstc.com).
- Tweet 3 (5 Nov):** CRCSTC CRCSC - Tri-Cities. Columbia River Crossing Study summary of public meeting and Steering Committee recommendation available at [www.crcstc.com](http://www.crcstc.com).
- Tweet 4 (5 Oct):** CRCSTC CRCSC - Tri-Cities. Detailed info on 4 Alternatives for the Columbia River Crossing Study plus public opinion survey results are available at [www.crcstc.com](http://www.crcstc.com).
- Tweet 5:** CRCSTC CRCSC - Tri-Cities. Columbia River Crossing Study public meeting October 13th. Read

The right sidebar contains a 'What's Next?' section with the following steps:

1. Get Twitter on your phone
  - Set up mobile notifications
2. Set up your profile
  - Upload a profile picture
  - Write a short bio

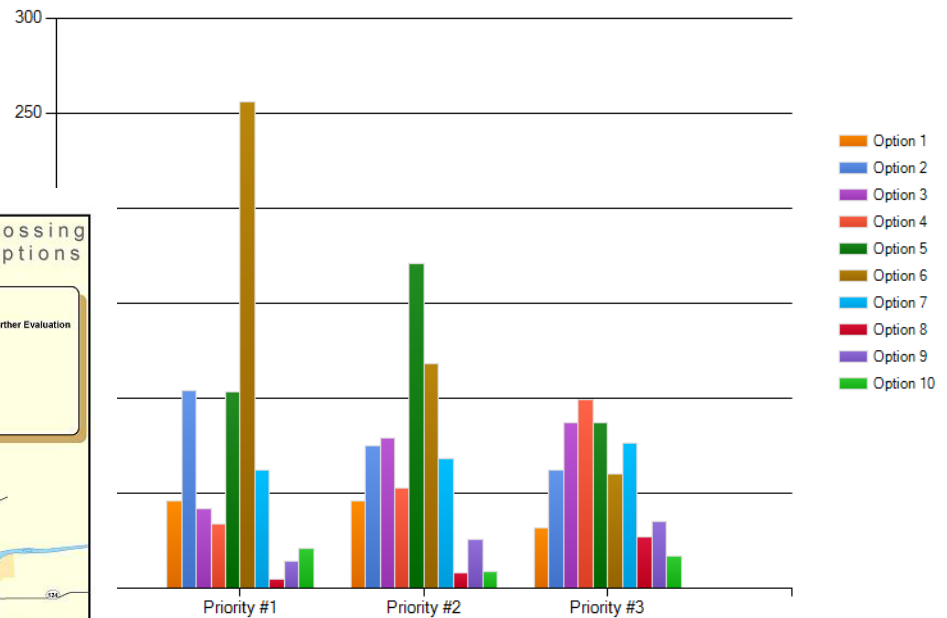
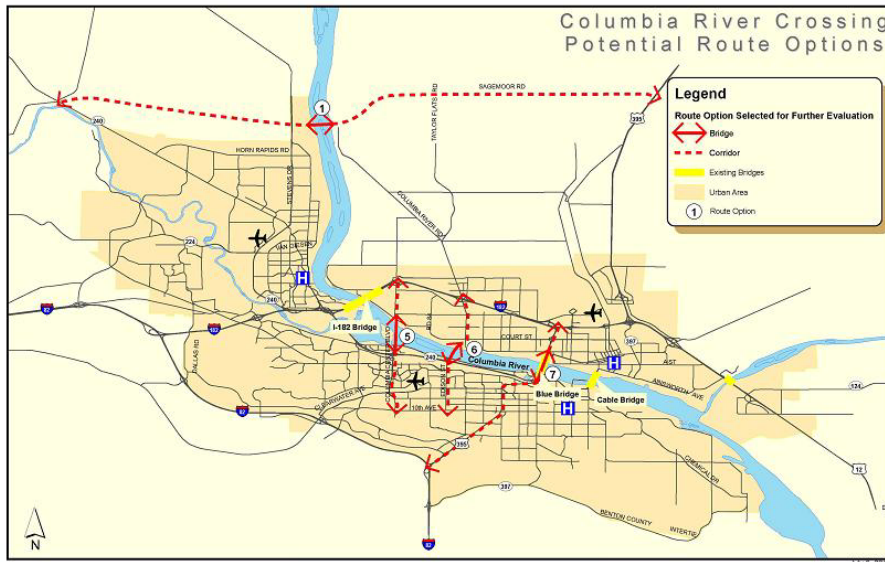
At the bottom of the sidebar, there are links for 'About', 'Help', 'Blog', 'Status', 'Jobs', 'Terms', 'Privacy', 'Shortcuts', 'Businesses', 'Media', 'Developers', 'Resources', and '© 2010 Twitter'.

# Cost Effective Methods of Public Engagement



## ONLINE SURVEY

Please give your opinion as to the BEST potential new Columbia River Crossing location (s) to meet the existing and future long-range REGIONAL TRAVEL NEEDS (ALL USERS) to cross the Columbia River. For each "Priority," select the option that corresponds with the numbered crossing locations on the map below.



# Cost Effective Methods of Public Engagement



## E-NEWSLETTER

From: Columbia River Crossing Study - Tri-Cities [aking@hwlochner.com]  
To: Bryant Kuechle  
Cc:  
Subject: News from the Columbia River Crossing Study - Tri-Cities

Having trouble viewing this email? [web version](#)

August 2010

### Columbia River Crossing Study - Tri-Cities E-Newsletter #2



Follow us on

#### Questions? Comments?

Please direct all questions  
and comments to the  
Project Manager:

Al King, P.E.

H.W. Lochner, Inc.

Phone: (360) 438-2837

Email:  
[aking@hwlochner.com](mailto:aking@hwlochner.com)

The appropriate project  
team member will contact  
you in a timely manner.

New survey will help prioritize top four potential Columbia River bridge locations in the Tri-Cities.

To help the Benton-Franklin Council of Governments (BFCOG) Steering Committee prioritize the remaining four potential bridge locations, a new survey has been launched through the Columbia River Crossing Study - Tri-Cities project website, [www.crcstc.com](http://www.crcstc.com).

The public will also have the opportunity to fill out and submit a written version of the survey at the Washington State Department of Transportation booth at the Benton-Franklin County Fair, Aug. 24-28.

"The response we received through our first survey was incredible," said Mark Kushner, BFCOG Transportation Director. "Our hope is that with this second survey, the Tri-Cities community will again provide our Steering Committee with valuable public input as they prioritize the remaining alternatives."

The original survey, launched on April 29, generated more than 1,100 responses and 300 written comments. Of the 10 initial alternatives, four surfaced as the clear favorites. On May 20, the Steering Committee met to review the alternatives and advanced those four to the next level of screening. The four alternatives are:

#1 --A new span from the North Richland area to Franklin County using Sagemoor Road.

# Cost Effective Methods of Public Engagement



## ELECTRONIC OPEN HOUSE

Welcome

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## West Davis Corridor Environmental Impact Statement (EIS)

### Alternatives Screening Results Open Houses

February 8, 2011  
West Point City Hall, West Point


February 9, 2011  
Legacy Events Center, Farmington

February 10, 2011  
West Haven Elementary School, West Haven



WEST DAVIS  
CORRIDOR

[Contact Us](#)

CLICK TO LISTEN 

BACK  

# Public Outreach Planner



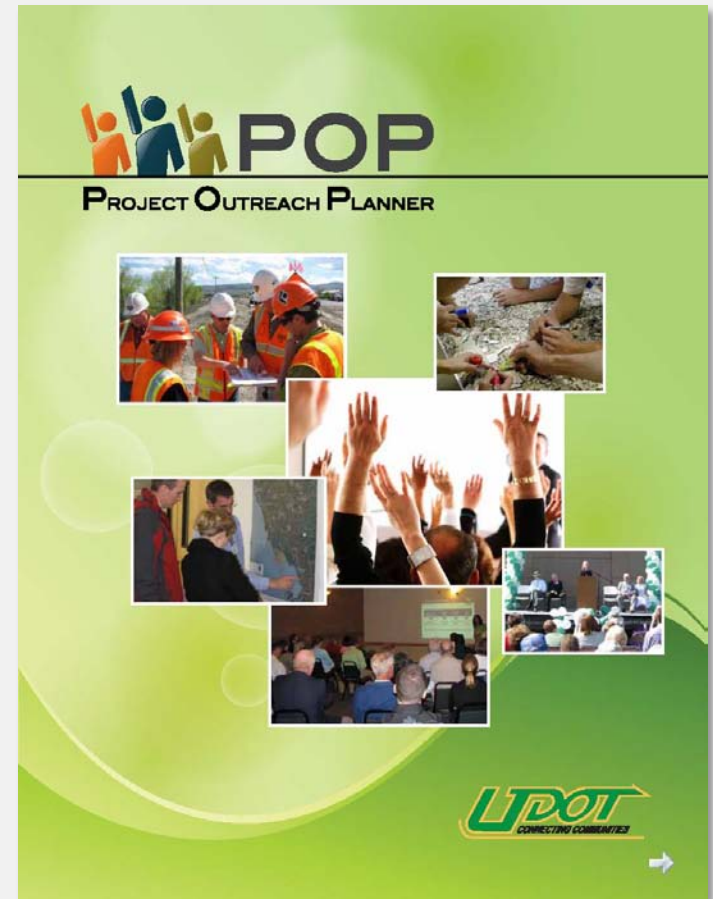
CLEAR FORM

PRINT FORM

## Outreach Analysis Worksheet

**Instructions:** Select the most appropriate answer to each question by clicking on the pull down menu and clicking on your response. Answers will be automatically totaled and the POP Level displayed below.

1. What is the level of the environmental document?
  2. What is the anticipated level of political impact?
  3. How much agency and special interest (cities, counties, school districts, activist groups, etc.) involvement do you anticipate?
  4. What is the functional class for the roadway?
  5. What is the anticipated study/project duration?
  6. What is the study/project budget? (Amounts in 2010 dollars.)
  7. What is the potential for stakeholder conflict surrounding this study/project?
  8. Historically, how has the public reacted to transportation projects in the area?
  9. How many residential or business properties are immediately adjacent to this study/project?
  10. What is the likely level of impact to facility users (motorists, peds, non-motorized, etc.)?
  11. What is the number and complexity of right-of-way impacts?
- P.O.P. SCORE:**
- P.O.P. LEVEL:**
- \*\*Additional Scoring Considerations*
- Is the project D/B or CMGC?
- Adds 0.5 to the score.*
- Is the project an Orange Book Project?
- Subtracts 0.5 from the score.*



[www.udot.utah.gov/go/pop](http://www.udot.utah.gov/go/pop)

# Public Involvement

## A Key to our Wastewater Success



**QUESTIONS?**

**COMMENTS?**



**THE  
LANGDON  
GROUP**



**GATEWAY  
MAPPING  
INC.**

OTHER J-U-B COMPANIES