



# Springfield Wastewater Master Plan



## Community Engagement Plan

Reviewed by Springfield Committee for Citizen Involvement: April 19, 2022

### I. Purpose of this Community Engagement Plan

This Community Engagement Plan will serve as a guide for outreach and community engagement activities for Springfield's Wastewater Master Plan Project. It describes activities that the City of Springfield will implement to ensure that interested and affected parties, together with the project team, have adequate opportunities to provide meaningful input and feedback to one another. The Community Engagement Plan is designed with the general public, development and engineering community, decision makers, and the project team in mind as the intended audience.

### II. Introduction

#### Background

The City of Springfield operates a large and complex wastewater collection system, which includes 250 miles of wastewater pipe varying from 6 to 60 inches in diameter. This system of pipes and pumps conveys Springfield's wastewater to the Metropolitan Wastewater Management Commission's (MWMC) regional wastewater treatment plant in North Eugene, where all wastewater from the Eugene-Springfield area is treated prior to being returned to the Willamette River. Effective conveyance and treatment of wastewater is critical to the health and vitality of the Springfield community, surrounding water quality, and the local environment.

Guided by the City's Capacity, Management, Operations, and Maintenance (CMOM) Program, the City operates, maintains, inspects, and cleans its wastewater collection system. The CMOM Program helps to preserve and extend the life of wastewater infrastructure, as well as prevent overflows of wastewater into local parks, yards, streets, or waterways, known as sanitary sewer overflows or SSOs.

The City also uses a hydrologic and hydraulic model along with various inspection techniques to identify locations where maintenance holes and pipes can be repaired to reduce infiltration and inflow (I&I), groundwater and stormwater that enters the wastewater system and increases the flow being conveyed to the wastewater treatment plant. These tools have also helped the City identify downspouts, sump pumps, and area drains that are improperly connected to the wastewater system.

To provide an assessment of existing and future needs for Springfield's wastewater collection system and to develop cost-effective solutions for managing excessive wet weather wastewater flows, the City last updated its Wastewater Master Plan in 2008. All capital improvement projects identified in the 2008 plan have been constructed, so the Wastewater Master Plan is being updated again in 2022, in collaboration with contractor Murraysmith Inc.

## **Project Purpose & Outcomes**

### **Project Purpose**

The purpose of updating Springfield's Wastewater Master Plan is to identify needed improvements to the City's wastewater collection system for increased capacity for future 2042 planning year conditions.

### **Project Outcomes**

With the purpose of the project in mind, the project will result in the following outcomes:

1. Analysis of the wastewater collection system's performance and response under different hydrologic and hydraulic conditions, using historical monitoring data
2. Development of a methodology to determine future condition land use, related to potential changes in housing density in portions of Springfield's service area, and to identify areas within the City where the wastewater collection system is available for increased capacity based on these potential changes
3. Assessment of existing system capacity and identification of deficiencies in current and future 2042 planning year conditions
4. Recommendation of improvements to the wastewater collection system to increase capacity and eliminate identified deficiencies in the current and future 2042 planning year conditions. This will include a comparison of expansion vs.

rehabilitation of the wastewater conveyance system in portions of the service area, as well as identification of needed infiltration and inflow repairs.

5. Establishment of a long-term funding plan that ensures adequate revenue to address the capital needs of the local wastewater collection system, with consideration for rate impacts
6. Delivery of a Wastewater Master Plan document to discuss the planning process, technical analysis, and potential improvements to the City of Springfield's wastewater collection system, for City Council review and adoption

## III. Community Engagement

### Community Engagement Goals

The project team is committed to sharing information and gathering input regarding the needs and issues of the broader community and key stakeholders related to this planning effort.

The Community Engagement goals are to:

- **Build awareness:** Share project information through multiple communication channels to reach the development and engineering sector and the broader Springfield community, building awareness of the City's efforts to update the Wastewater Master Plan along with the final product and recommendations for improvements.
- **Create space for dialogue:** Engage with project stakeholders and the broader Springfield community, to ensure they have opportunities to provide input at key project milestones.
- **Educate the community:** Foster understanding amongst community members on the key issues related to the strategic management of Springfield's wastewater collection system and the importance of design and planning infrastructure changes to address those concerns.
- **Support informed decision-making:** Ensure clear and transparent access to technical findings and community input.
- **Accountability:** Explain how input will influence the process and demonstrate how the project incorporates this input into the final Wastewater Master Plan.
- **Timely communication:** Communicate complete, accurate, understandable, and timely information to the community and partners through the development of an updated Wastewater Master Plan.
- **Agency collaboration:** Communicate actively with Springfield agency partners and other regional public partners, including the Metropolitan Wastewater Management Commission, to inform them on how the outcomes achieved through this project will help them fulfill their shared missions to serve the community.

- **Reliability and adaptability:** Use the Community Engagement Plan as the guiding document and resource for the project team when questions arise and/or the need to revisit strategies becomes apparent.

## Engagement Process

### Setting the Stage for Community Engagement

The Springfield Committee for Citizen Involvement’s input on the Community Engagement Plan will provide foundational guidance to the project team on how to make sure they can work effectively with and meaningfully involve Springfield’s community members throughout the project.

### Decision-Making Groups

**City Council:** The Springfield City Council has the ultimate decision-making responsibility for the Wastewater Master Plan. The City Council must adopt the updated Wastewater Master Plan for it to be implemented. In addition to City Council work sessions and/or Communication Packet Memos during the development of the plan, City staff will facilitate a public hearing with the Springfield City Council for adoption of the draft Wastewater Master Plan.

## Identified Stakeholders & Issues

The project team has identified the below listed stakeholders as potentially affected interests, who will likely be affected by the project either directly or indirectly, as well as those interests who think they will be affected or otherwise need to or want to be involved in the project. Also outlined below are the likely concerns of those potentially affected interests.

<b>Potentially Affected Interests (below) &amp; Issues (right):</b>	Cost and impacts to rates	Planned capital improvements & construction disruption	Wastewater collection system quality and reliability for protection of public health and the environment	Infrastructure Design Standards	Community input and support
Springfield residents/local wastewater ratepayers	✓	✓	✓		
Development & engineering community		✓	✓	✓	

Springfield City Council	✓	✓	✓	✓	✓
MWMC Commission and regional wastewater staff	✓		✓	✓	✓

## Key Messages

Using key messages throughout project communications is helpful to maintain consistent messaging about the project’s goals and outcomes. These messages can appear on written communications, serve as talking points, and can adapt to include feedback and themes from various stages of the project.

**What’s the City of Springfield’s role related to wastewater collection and why does it matter for community members?**

- The City of Springfield is committed to strategically managing and maintaining its wastewater infrastructure, including 250 miles of wastewater pipes to meet our community’s current and future needs.
- Springfield’s pipes and pumps transport wastewater from around the city to the Metropolitan Wastewater Management Commission’s (MWMC) regional wastewater treatment plant in North Eugene. The MWMC cleans water for the Eugene-Springfield area and then returns that cleaned water to the Willamette River.
- Wastewater collection is an essential community service. Effective management of the wastewater collection system is critical to the health and vitality of the Springfield community, surrounding water quality, and the local environment.

**What is the City of Springfield currently doing to manage its wastewater collection system?**

- The City of Springfield utilizes a Capacity, Management, Operations, and Maintenance or CMOM program to guide its work associated with the wastewater collection system, including operating, maintaining, inspecting, and cleaning it.
  - This includes proactive maintenance activities such as close circuit TV inspections of wastewater pipe using a camera, high velocity cleaning, and flow metering completed by Springfield’s Operations Division of the Development & Public Works Department. Additionally, the team repairs leaking sections of wastewater pipes as needed.
  - Springfield is also guided by the MWMC’s Regional CMOM Program Plan, as all the wastewater Springfield conveys ultimately ends up at the MWMC’s treatment plant.

- Springfield has an inter-governmental agreement with the City of Eugene Wastewater Division to maintain the pump stations within Springfield.
- Springfield maintains a hydraulic model in order to predict areas in the collection system where issues may occur. Larger scale improvements that are needed are added to the City's five-year Capital Improvement Program and capital budget, to ensure sufficient financial and human resources are allocated for maintenance of the wastewater collection system.

### **What does an updated Wastewater Master Plan entail and what is the desired outcome of the project?**

- An update to Springfield's Wastewater Master Plan is important for identifying where improvements for increased capacity are needed and the best and most cost-effective way to meet those needs.
- The City's last update of its Wastewater Master Plan was completed in 2008, and all of the capital improvements identified in the plan have been completed. A 2022 update to the plan will recommend additional improvements to the City's wastewater collection system to increase capacity and eliminate identified deficiencies, in anticipation of future 2042 planning year conditions.

### **How will the development of a new Wastewater Master Plan affect local wastewater rates?**

- As part of the Wastewater Master Plan, a long-term funding plan will be developed to identify options to ensure adequate revenue to address the capital needs of Springfield's wastewater collection system.
- This long-term funding plan will be developed with consideration for rate impacts to community members and businesses and with transparency to stakeholders. The community will have the opportunity to share their input related to any future rate impacts.

### **How can community members get involved?**

- There will be opportunities at key project milestones for Springfield community members and project partners to review draft materials, ask questions, and provide input and feedback on the project.
- Recommendations from City staff and consultants for the management of Springfield's wastewater collection system will be based in scientific analysis using qualitative and quantitative data, and this information will be available to the community through the various communications channels listed below under Community Engagement Strategies.
- City staff welcome questions about the project. We are here to help you.

## Community Engagement Strategies

The activities listed below highlight the project’s specific communication strategies outside of any legal notices that may be required as part of the public hearing process.

Community Engagement Strategies			
Strategy	Purpose	Timeline	Level of Engagement
Project webpage: To include posting of current plan and draft plan updates, FAQs, key dates, and more	Provides project information in one location	Create webpage Spring 2022; updates as needed	Inform, gather feedback with any tools on the webpage
FAQs on project webpage	Share key messages, project information, answer common questions	Create initial FAQs by May 2022; updates as needed	Inform
Graphics	Share project information in a visual and easy-to-understand way; Use these graphics across multiple communications channels as needed	Summer & Fall 2022	Inform
Article(s) in MWMC and DPW external newsletters	Build awareness of the project through key messages, share updates	Ongoing/as needed	Inform
E-Updates to DPW general, Development Code, and Housing E-lists	Share periodic updates (topics, ways to stay involved, key dates)	Ongoing/as needed	Inform
Social media posts on City channels (Facebook, Instagram, and Twitter) and potentially sharing by MWMC	Build overall awareness and promote project activities and findings	Ongoing/as needed	Inform
Virtual open house and survey via StoryMap that is linked from the project webpage	Share infrastructure improvements identified for existing and future expanded system; gather feedback and answer questions	Anticipated November-December 2022, when improvement recommendations and the draft Strategic Financial Plan are received from consultant	Inform, gather feedback
News Releases	Share key messages, project information, and opportunities for community input and	As needed – 3 news releases anticipated: prior to virtual open	Inform, promote community feedback

	feedback with local media at key project milestones	house launch, prior to City Council's public hearing, and at the conclusion of the project when the Wastewater Master Plan has been finalized and adopted	
SUB Brochure	Include a short blurb in the wastewater and stormwater rates brochure, which is sent to SUB customers as a bill insert with their July bill, about the Wastewater Master Plan work. Link to the project webpage for more information.	Brochure goes to print on June 20; Included with July bills	Inform, promote community feedback
Direct Outreach	As the project progresses and specific improvements are recommended, consider opportunities for targeted outreach to affected/interested audiences, such as homebuilders, realtors, NGOs, etc.	Fall 2022	Inform, gather feedback
Analytics	Evaluate effectiveness of engagement formats	Ongoing	Analysis
Debrief meetings	After key project milestones	As needed	Analysis

## Measures of Success

Measures of success will help determine the effectiveness of community engagement efforts. Measures are based on the established Community Engagement Goals specified on page 3. The City will evaluate the effectiveness of community engagement throughout and at the end of the project. The following factors can be used to assess the engagement efforts in addition to or in relation to the Community Engagement Goals:

- Number of participants attending meetings in person or virtually
- Number of responses received to the virtual open house and survey
- Number of website views during a specified time period
- Number of people who open e-updates and click through to links contained within those messages

- Number of people who open MWMC and DPW external newsletters containing project information and click through to links contained within those messages
- Number of people who view and interact with social media posts
- How project decisions are modified as a result of public input
- Level of acceptance of project outcomes

## IV. Project Timeline

The City and contractor Murraysmith Inc. signed a contract for the project in February 2022. Below is a high-level project timeline that shows the project's intended phasing from March 2022 to February 2023. It represents the process and timeline for assessment of Springfield's existing wastewater infrastructure and the development of an updated Wastewater Master Plan.

