



BUFFALO
SEWER AUTHORITY

QUEEN CITY CLEAN WATERS



HALLMARK
PLANNING & DEVELOPMENT

QCCW Stakeholder Advisory Committee

Agenda

- 1 Queen City Clean Waters Initiative Update - Rosey
- 2 QCCW Interactive Website Engagement
- 3 Queen City Clean Water Fair Recap
 - Strengths/Weaknesses
 - Opportunities for Next Year
- 4 Community Engagement
- 5 Updates from SAC

Queen City Clean Waters Initiative Update

QCCW Interactive Website Engagement

August Engagement Activity

Total Views: **2,666**

Total Visits: **1,966**

Total Visitors: **1,318**

Total Contributions: **68**
(64 Survey Respondents & 4 Comments on
Share Your Insights)

Views - The number of times a Visitor views any page on a Site.

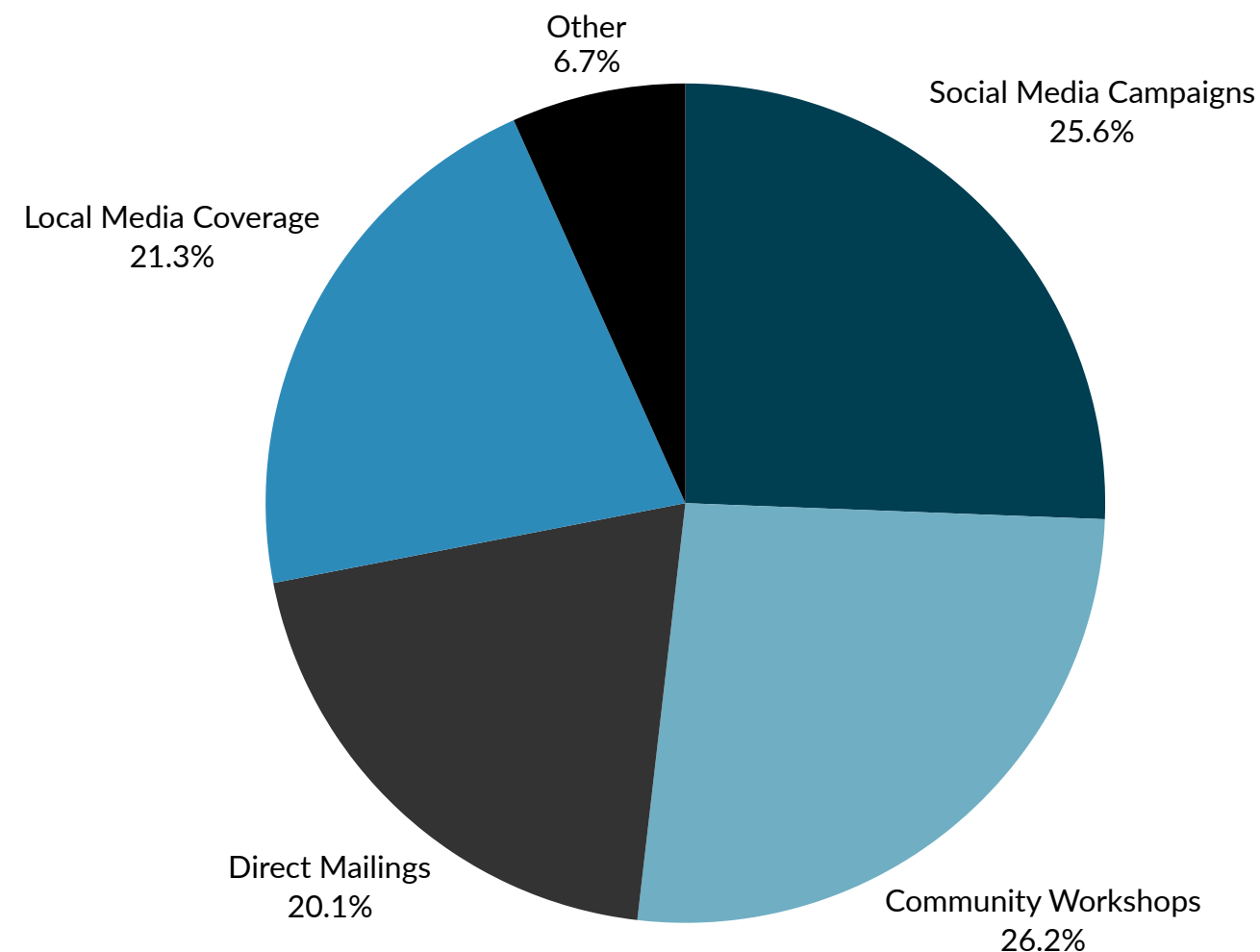
Visits - The number of end-user sessions associated with a single Visitor.

Visitors - The number of unique public or end-users to a Site. A Visitor is only counted once, even if they visit a Site several times in one day.

Contributions - The total number of responses or feedback collected through the participation tools.

Survey Results

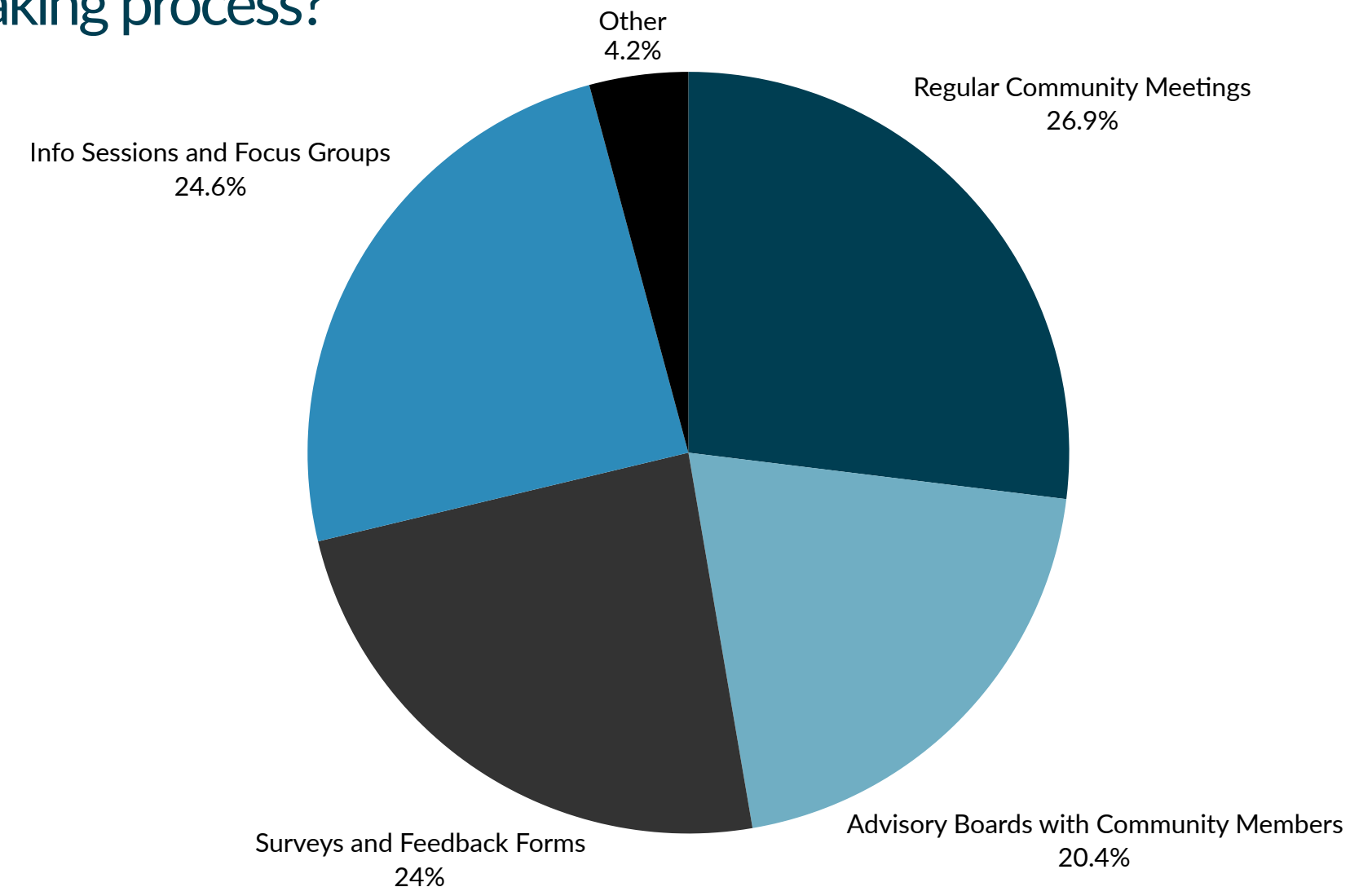
1. What are the best ways to reach and engage the Buffalo community in conversations about sewer infrastructure improvements?



Other:

- BMHA Housing Authority Meeting
- In person events where you talk to people
- Slow Roll
- Radio
- Billboards
- The Buffalo News (paper print editions - especially Sundays)
- Use not for profits to spread word
- Door to Door
- Local Block Club attendance and frequent site location billboard "coming to your area"!
- billboard advertising on bus sides, signage at intersections, community tent sittings in neighborhood (on site)

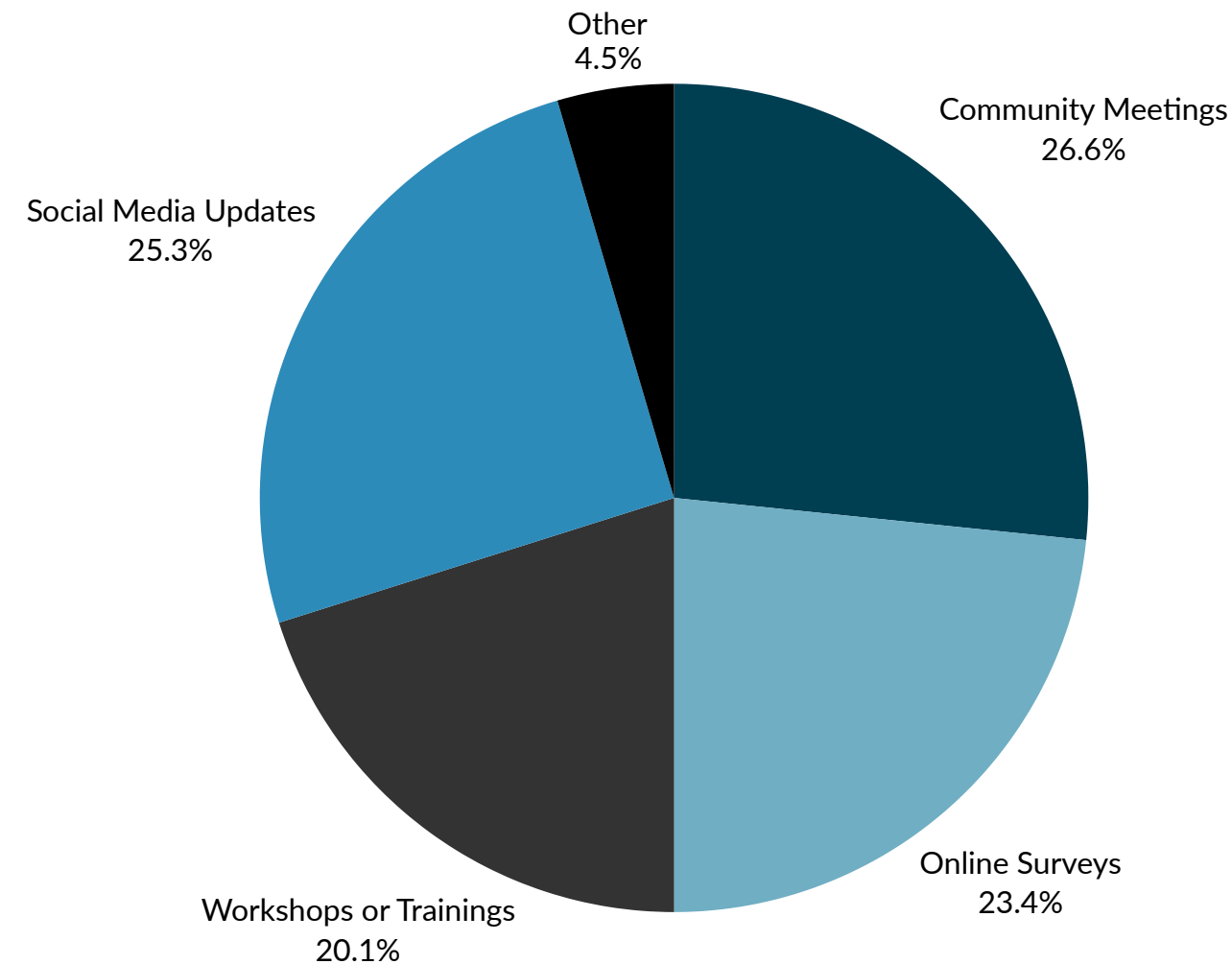
2. How can we ensure that community voices are genuinely represented and valued in the decision-making process?



Other:

- Door to door
- need all because the easiest participation is to say "NO" which comes from unexpected groups
- regular meetings, info sessions for micro learning/education exchange, feedback survey on the exchange
- Get REAL community members on the advisory boards
- Neighborhood outreach
- online information with ability to provide feedback, ask questions and receive answers
- Tabling at as many community events/festivals to reach folks where they are at

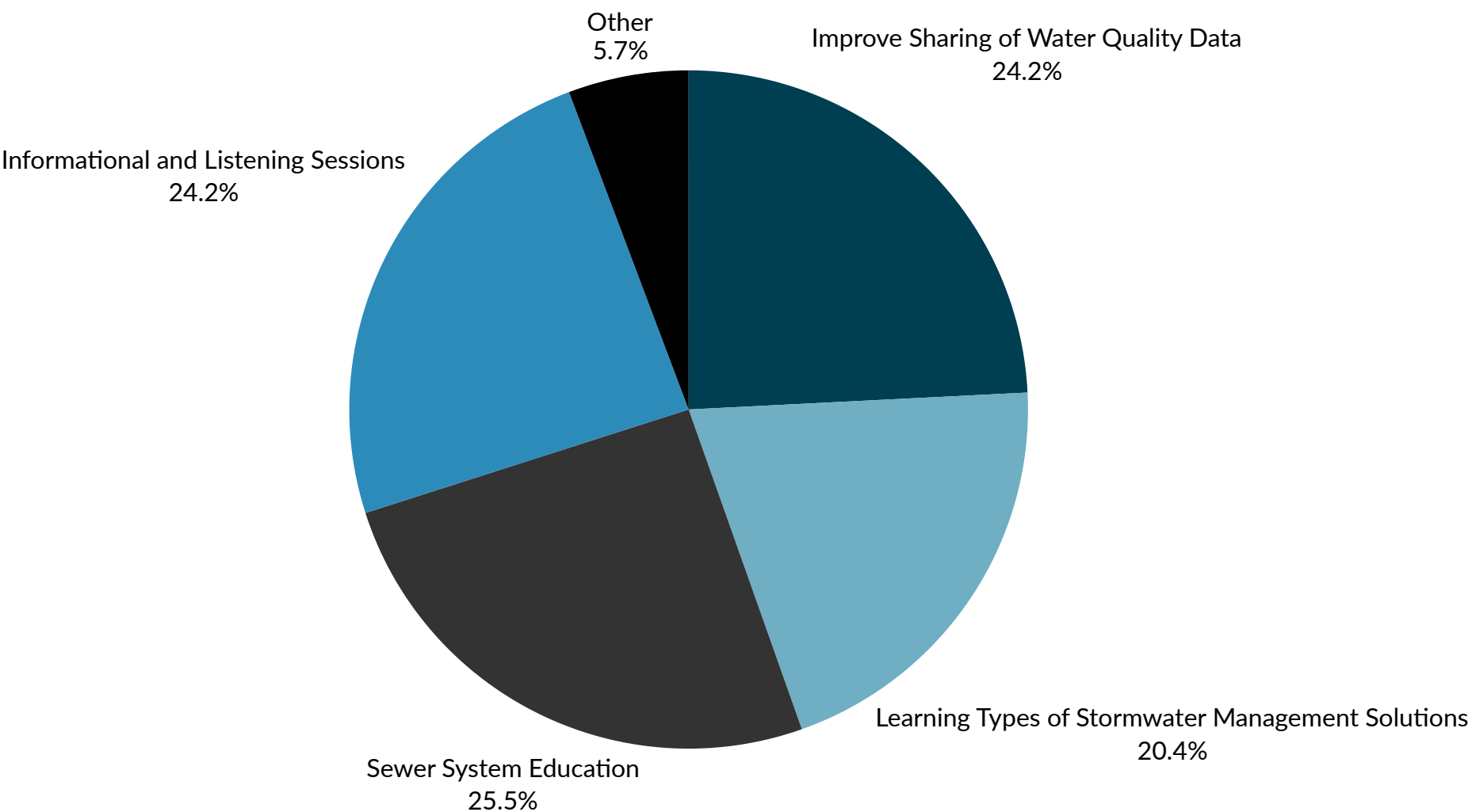
3. How would you prefer to be engaged in future discussions or decision making about sewer infrastructure improvements?



Other:

- Direct mail, with the option to follow-up.
- Direct mailings with survey or voting opportunities
- Email or Text
- The Buffalo News - print edition
- Challenger and Criterion local Newspapers
- direct email
- meet at the worship centers neighbor that site and environmental groups to leverage their contact to community counterparts

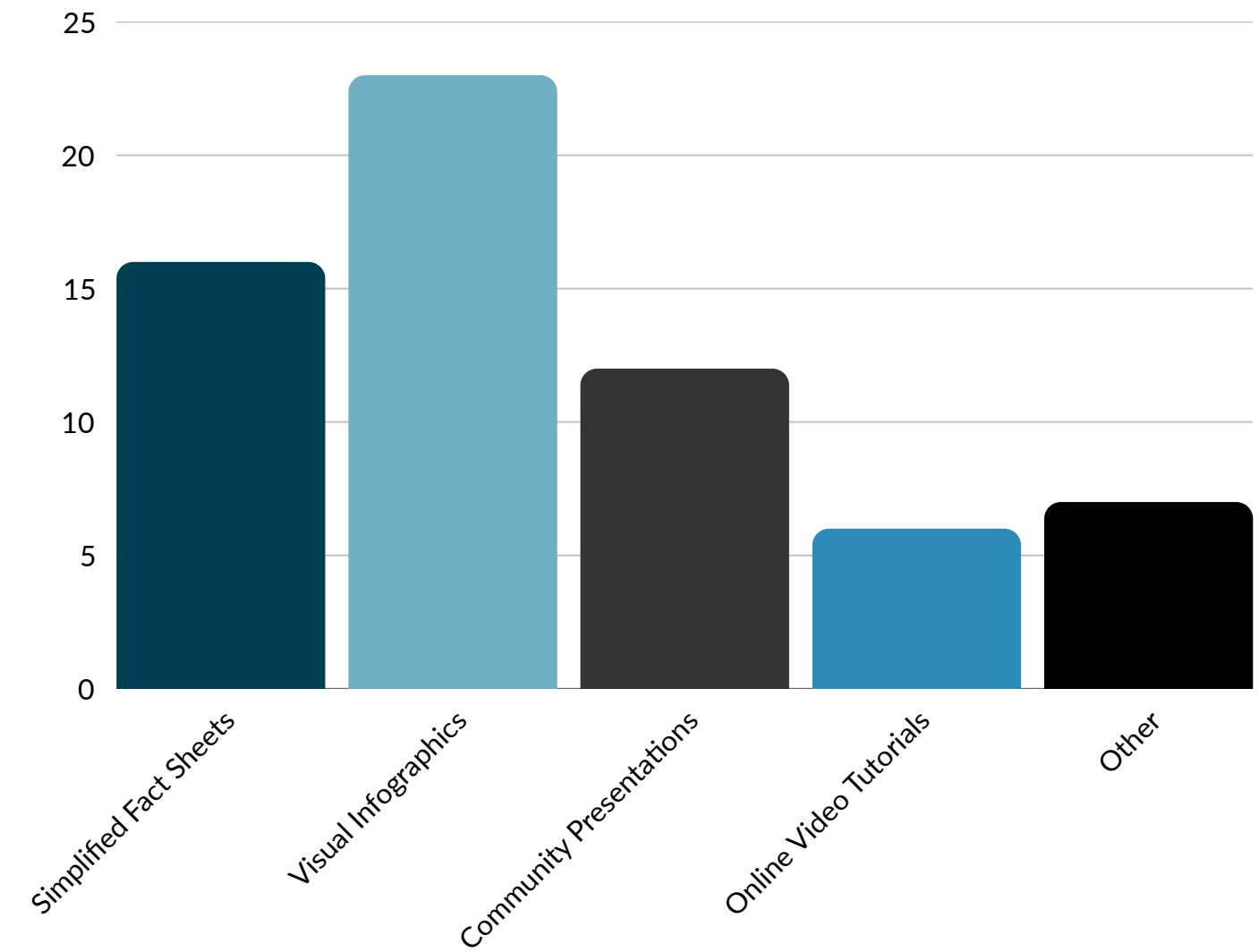
4. What additional resources or support would be most helpful to improve sewer infrastructure and waterways testing/improvements in your community (such as Niagara River and Scajaquada Creek)?



Other:

- Focus all funding on infrastructure improvements. The problems are well known. It's time to talk less and do more.
- Publish testing results data, possibly using this website
- The Buffalo News - print edition
- Videos, social media
- Cartoon Like Videos get the information out in a visual easy to understand what
- Independent Studies
- Teaming up with schools to teach kids about this. Host lunch and learns throughout the city with interactive learning opportunities.
- Civic education in all schools (public and private).
- town hall set up in summer, monthly on progress and distribute FAQs

5. How can we make technical information about the Queen City Clean Waters Initiative accessible and easy to understand for everyone?

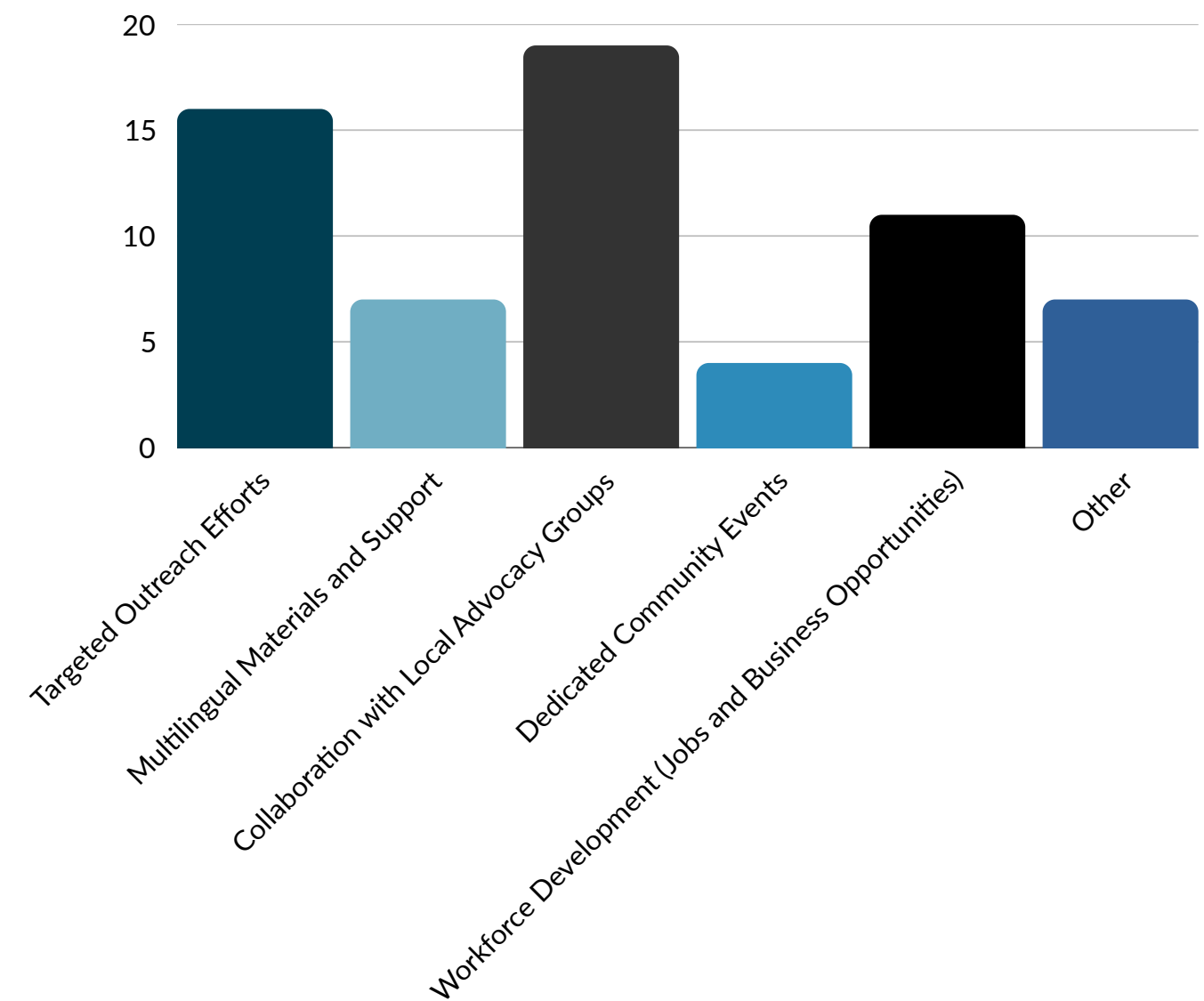


- Other:
- accuracy and clarity of information, unbiased, science-based.
 - all of the above and use community bulletin boards, FB
 - All of the above!
 - Cartoon like tutorials as mentioned in the previous answer.
 - youtube

6. What partnerships could help us better connect with the community? (Rank in Order 1 = Least, 5 = Best)

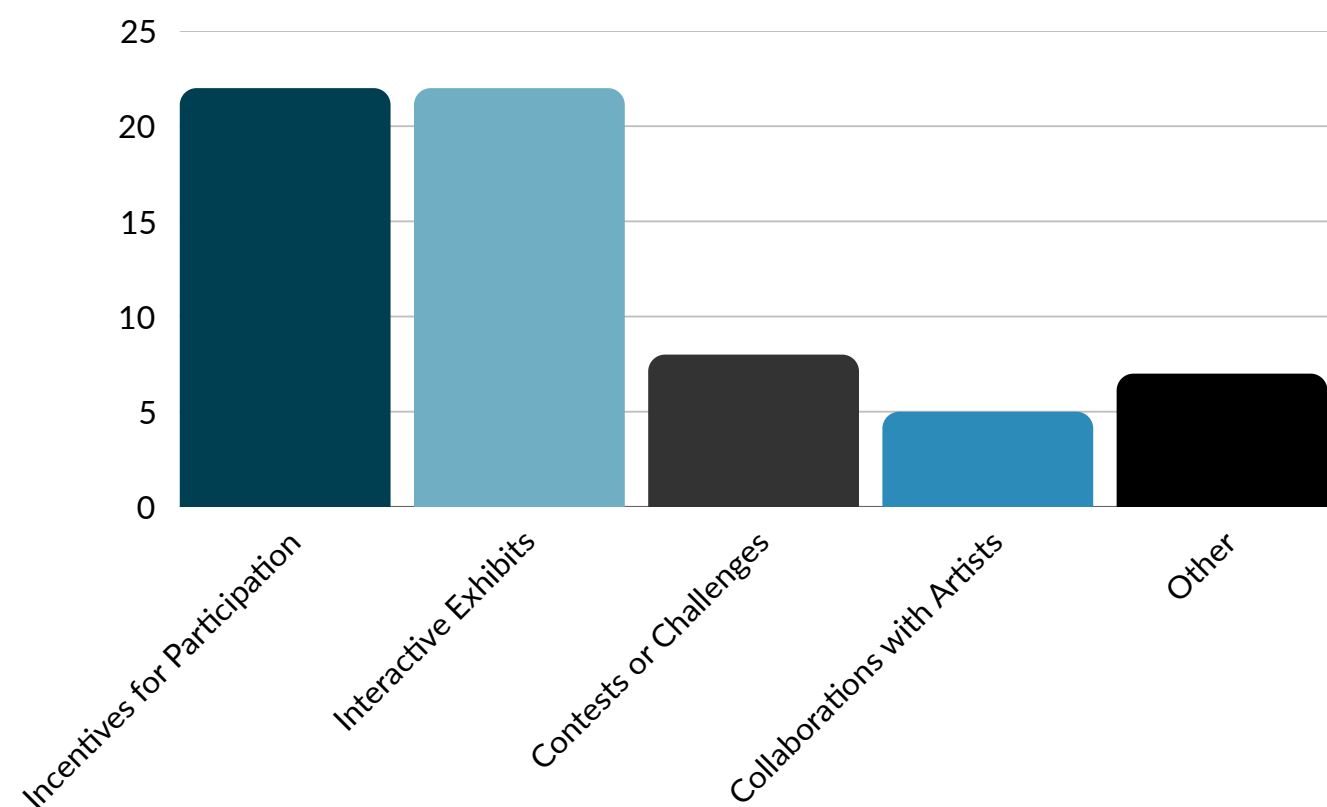
1. **Buffalo Public Schools**
2. Local Businesses
3. Community Leaders
4. Nonprofit Organizations
5. Workforce Development

7. How can we engage underrepresented or historically marginalized communities in this process?



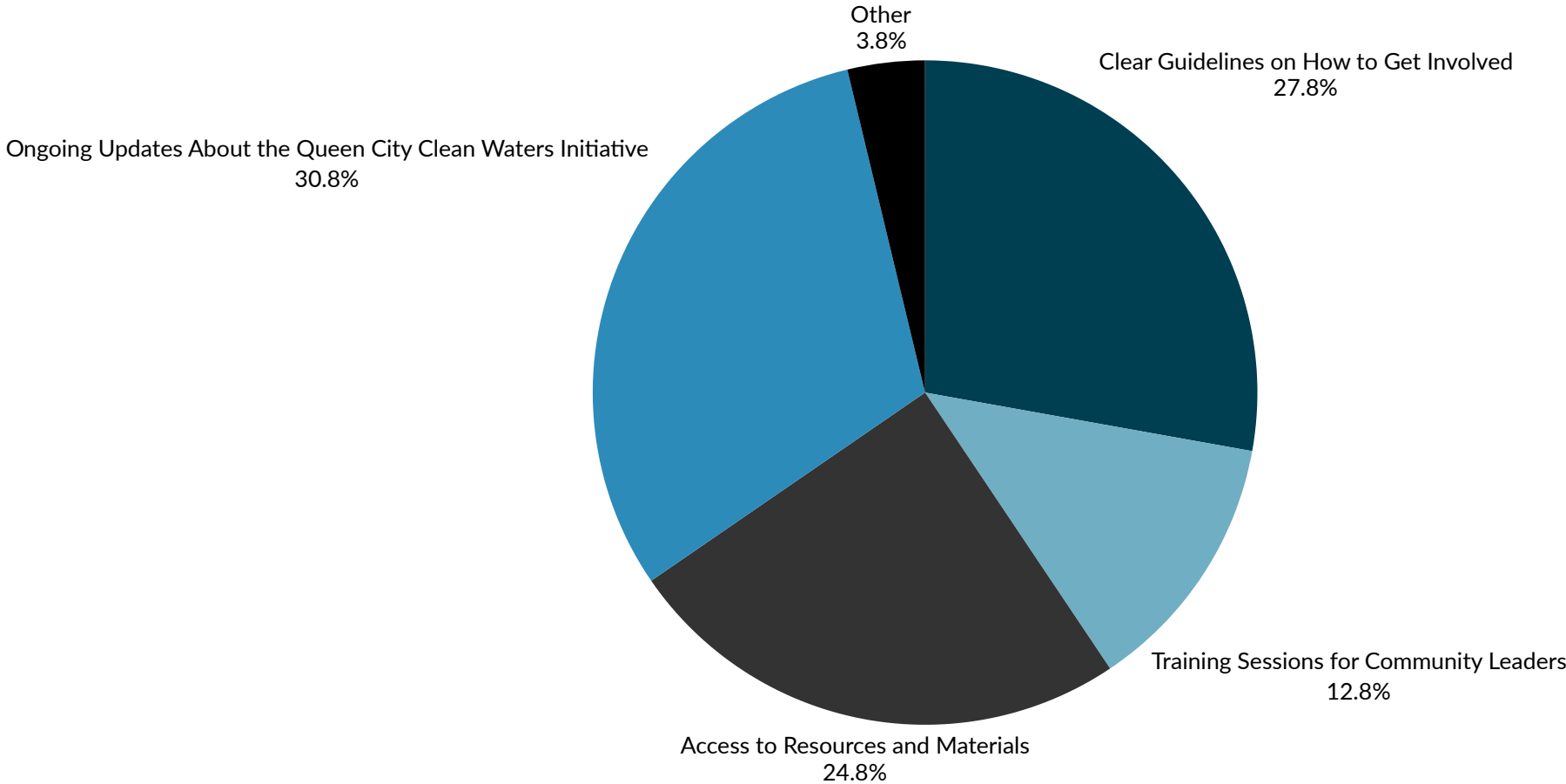
- Other:
- All of the above !
 - Churches and pastors
 - Door to door
 - Forums for residents' input and these suggestive opportunity kept in records
 - multilingual and targeted outreach, collab at cultural specific events

8. What is a creative idea for building public interest and participation in this Queen City Clean Waters Initiative?



- Other:
- why is 'public interest' important? Participation important? All public needs is confidence that work is being done to make things better.
 - People need to see that their time and energy isn't bein wasted - this means that results need to be both meaningful and communicated. These items may generate interest in the contest, but not the project.
 - Be open and transparent with current CSO discharge practices. We have old infrastructure, the sewer water needs to be treated and not directly discharged. Tie the investment \$\$ to providing clean water.
 - Artist collab and contests with kids BPS
 - Anything that gives people the opportunity to explain how they would handle sewage and stormwater if left to their own devices.
 - All of the above !

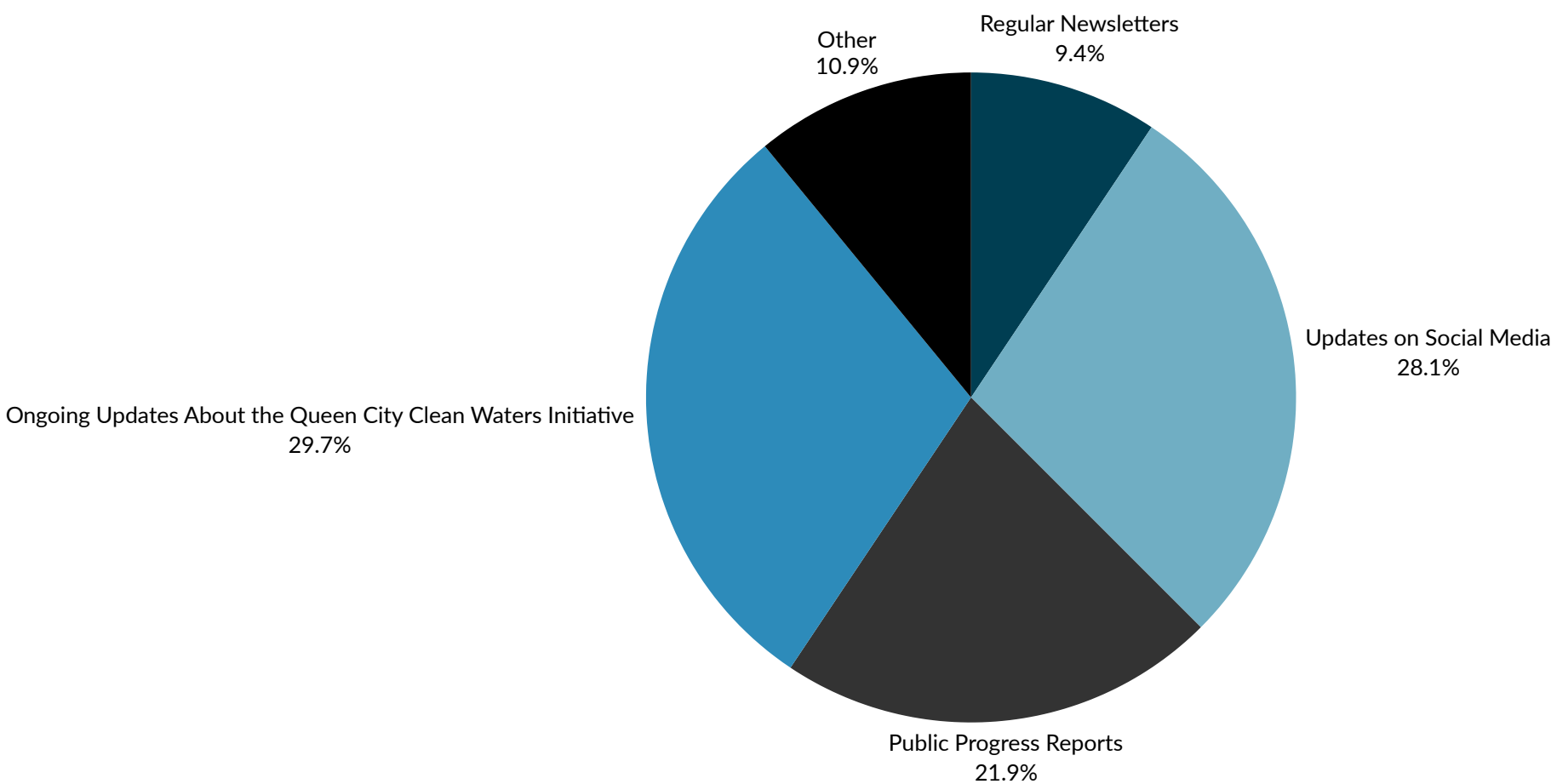
9. What information or support would you need to feel empowered to participate in or promote the Queen City Clean Waters initiative?



Other:

- Add a 'Project Type' overview maybe to the interactive map page?, shows what an RTC is, an SPP, InLine Storage etc
- Schools and public libraries are critical locations for whatever is done
- Detailed project proposals. For example, I found nothing on this website.
- Clear plan with high confidence of having meaningful positive impact and clear communication about progress - ability to see progress occurring
- Access to advisory committee by at least 1 residentially affected person willing to take part regardless of technical experience

10. How can we ensure ongoing communication and transparency with the community as the Queen City Clean Waters Initiative progresses?



Other:

- All of above and alternative outlets
- All of the above !
- Both ongoing updates in local media as well as social media
- Contact city council off
- published newsletter on social media, progress report in local media, mailer to direct neighbors at site

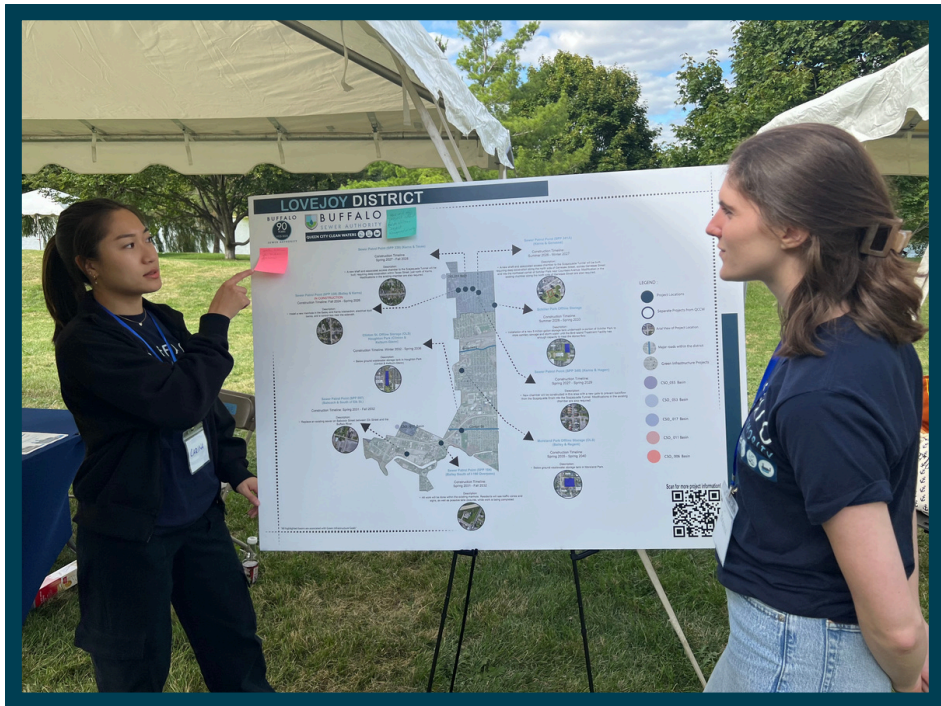
11. Is there anything else you would like us to know about water quality, health concerns, or community benefits that should be included in the Queen City Clean Waters initiative?

- What is the meaning of "green infrastructure". How would the public schools be involved. Teachers are already swamped with pressures to do things outside of the regular curriculum. I realize clean water is a science issue; topic is not in all grade level.
- Community Benefit commitment/Ensure local business employment inclusion.
- What can be done about the Scajaquada Creek? Can it be unburied?
- An interactive map that allows city residents to identify things like a smelly manhole and then get a response that's also on the map. The map could include the entire system with the ability to zoom in on a project and get an animation short.
- Educate the public so we all can take responsibility
- How does the QCCWI differ from the BSA? One and the same
- You need to be language inclusive. Many non-English speakers in the city.
- Stay ahead of federal chaos and non-fluoridation
- Curious about waterway access along the Niagara River
- Fluoride
- Swim in Lake Erie
- Figure out an incentive program similar to .5 for cans or the biannual Stars check.
- Even though there are concerns, the water is delicious in Buffalo/Erie Co. compared to many other places in the country. We need to encourage people to choose to drink this delicious water rather than waste money on single serve plastic water bottles.
- I appreciate the community outreach and public notification, but please don't go overkill. Ultimately, we want clean water with good, sustainable, resilient infrastructure. Paying a consultant to manage a social media account doesn't help the design.

Queen City Clean Waters Fair Recap

QCCW Fair Recap

- 132 Registered Attendees; 50+ Volunteers; About 100 Bookbags Given Away



QCCW Fair Recap

- Strengths
- Weaknesses
- Opportunities for next year



Community Engagement

Upcoming & Current Engagement Strategies

- Masten District Breakfast
- Ellicott District Breakfast
- Meetings in Lovejoy Council District



Updates from SAC



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Questions?

