



QUEEN CITY CLEAN WATERS



HALLMARK
PLANNING & DEVELOPMENT

QCCW Stakeholder Advisory Committee

FEBRUARY 2026

Agenda

- 1 Community Engagement Updates
 - Interactive Website
 - Engagement Activities
- 2 Project Highlight - Breckenridge St. CSO
- 3 Feedback from Stakeholders: What projects do you want to hear more about?
- 4 Updates from SAC

- # Community Engagement
- Interactive Website
 - Engagement Activities

January 2026 Engagement Activity

Total Views: **4,337**

Total Visits: **3,139**

Total Visitors: **1,959**

Total Contributions: **88**
(82 Survey Respondents; 5 Comments on Share
Your Insights; & 1 Social Map Contribution)

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

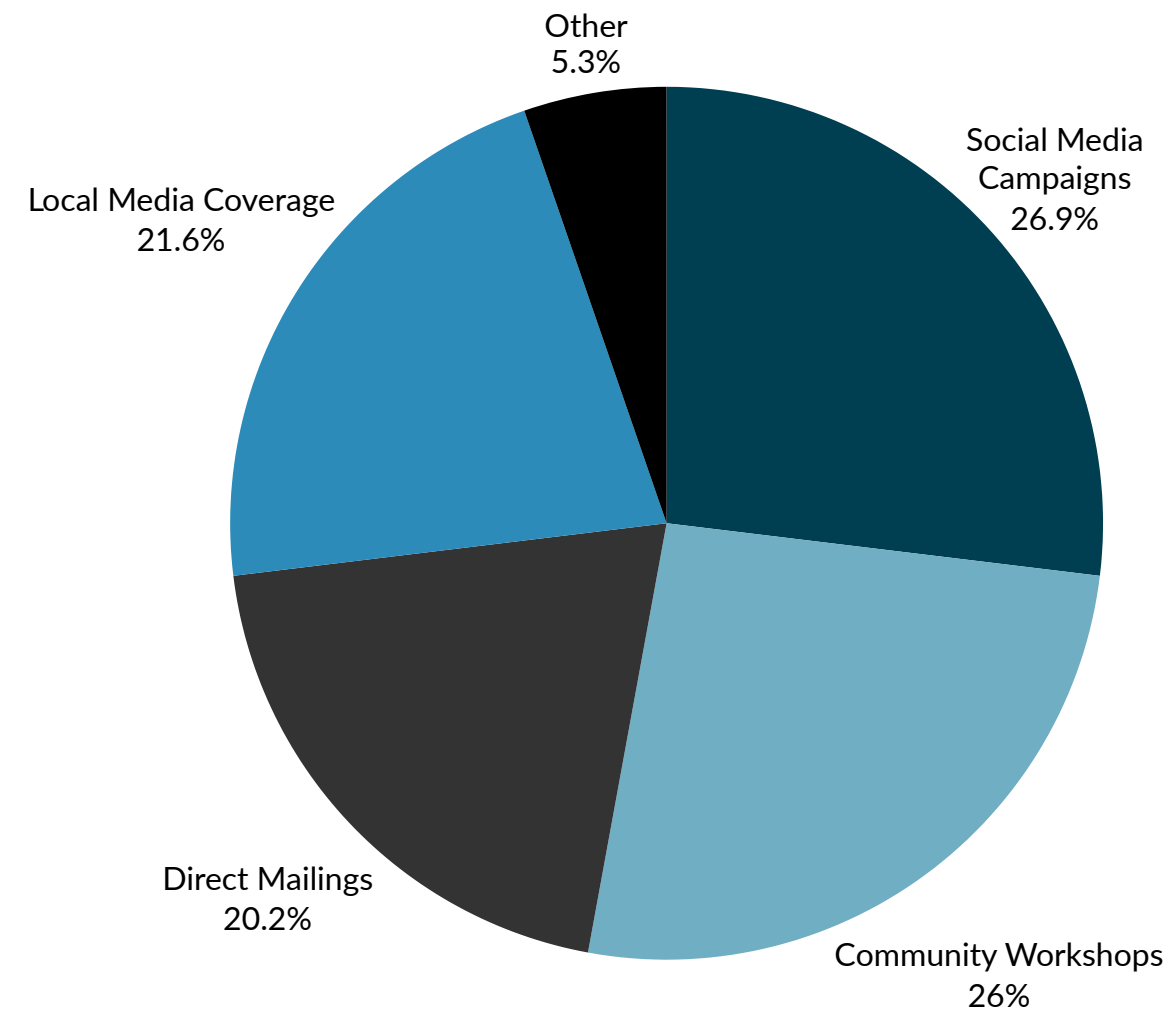
Visits - The number of end-user sessions associated with a single Visitor.

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

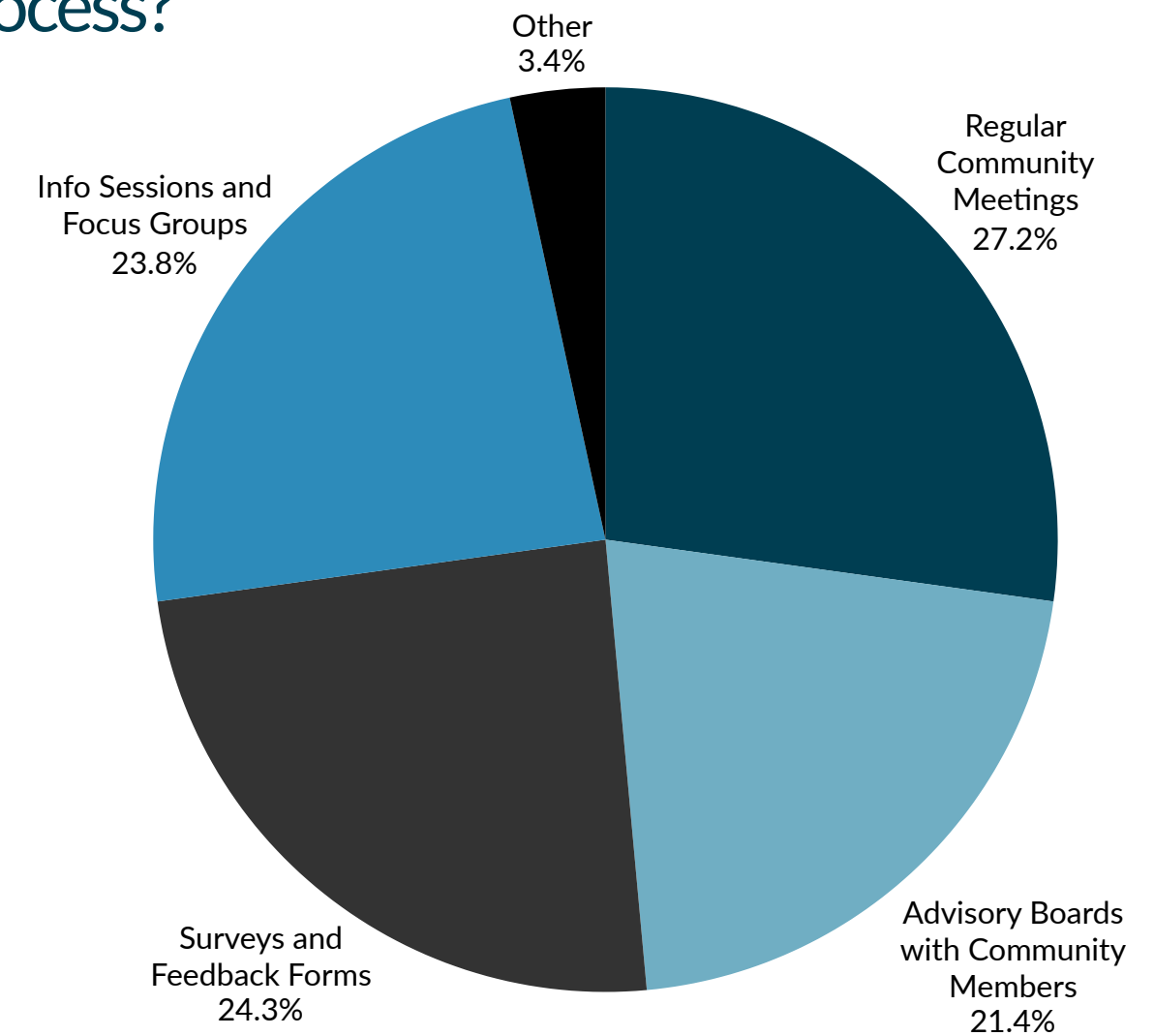
1. What are the best ways to reach and engage the Buffalo community in conversations about sewer infrastructure improvements?



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)

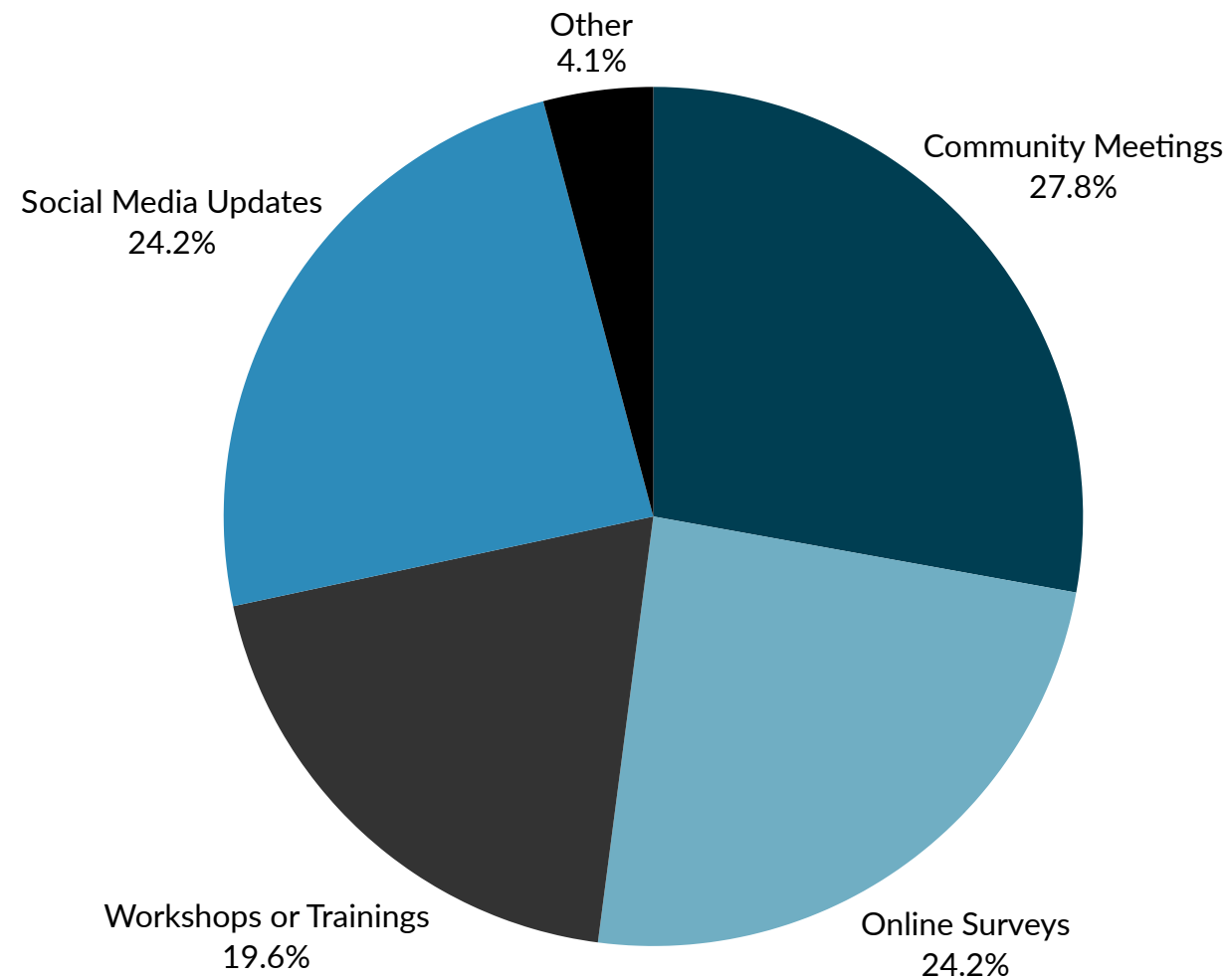
2. How can we ensure that community voices are genuinely represented and valued in the decision-making process?



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

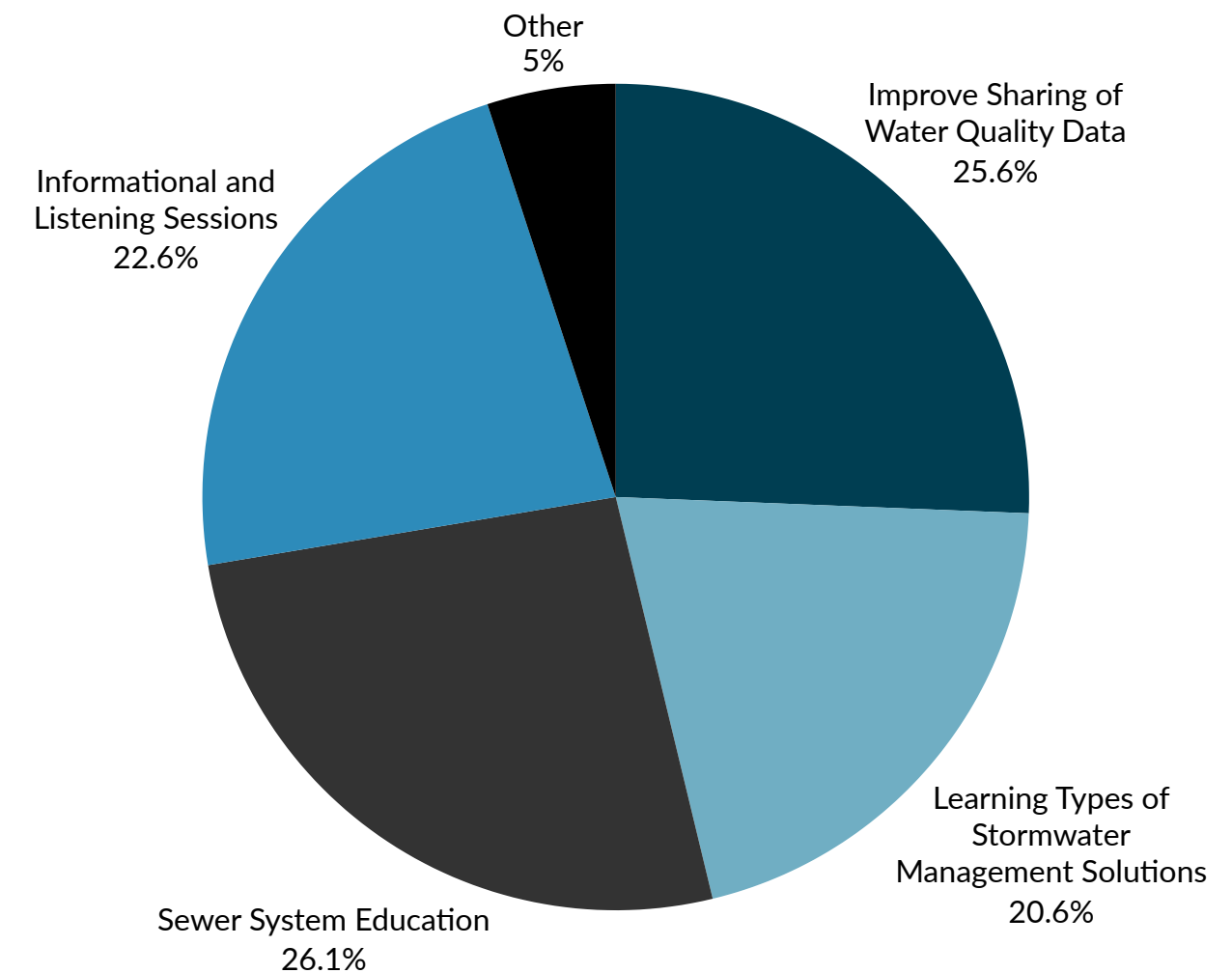
3. How would you prefer to be engaged in future discussions or decision making about sewer infrastructure improvements?



Other:

- Boat Rides
- 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

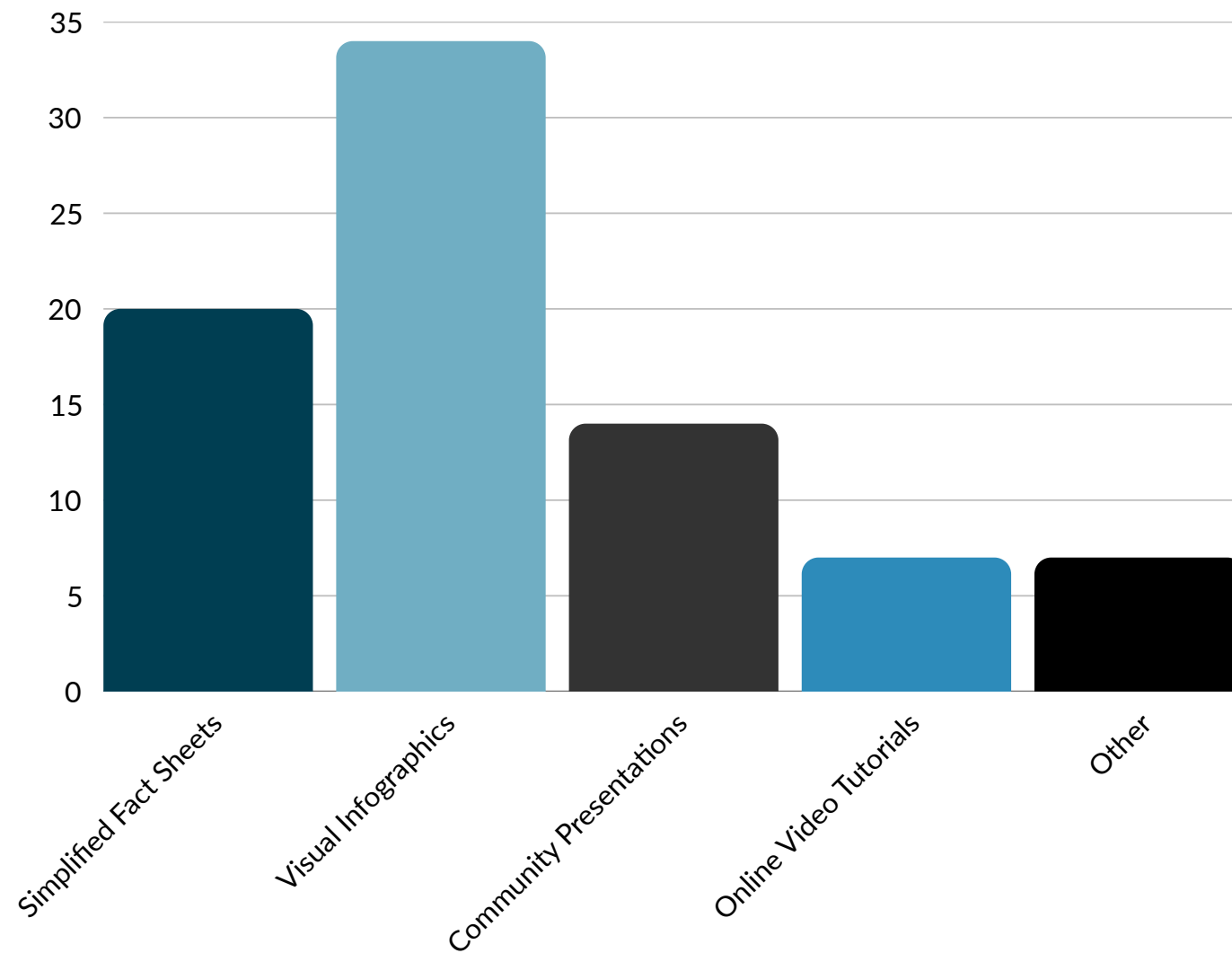
4. What additional resources or support would be most helpful to improve sewer infrastructure and waterways testing/improvements in your community (such as Niagara River and Scajaquada Creek)?



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?



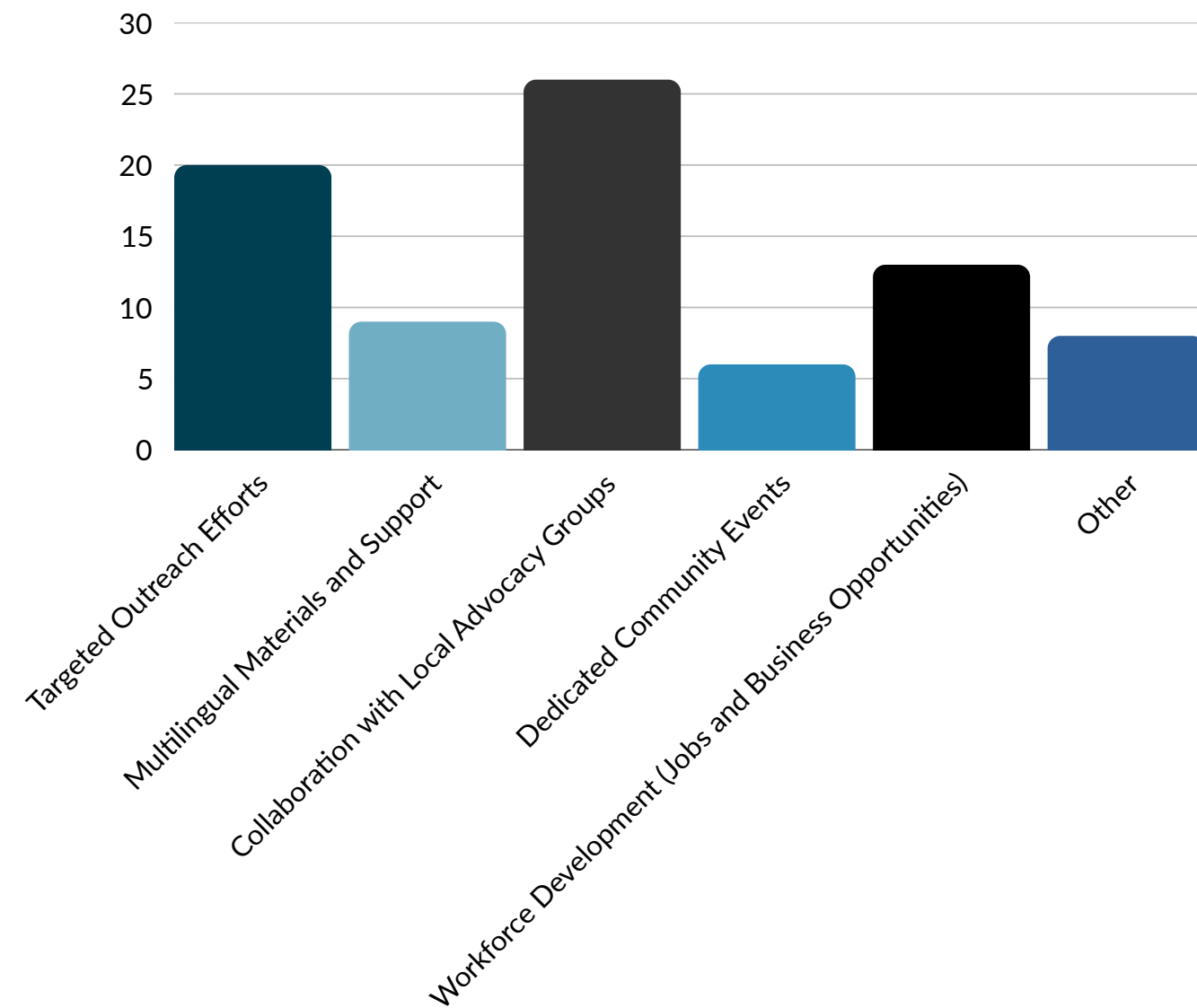
Other:

- 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. Community Leaders
3. Local Businesses
4. Nonprofit Organizations
5. Workforce Development

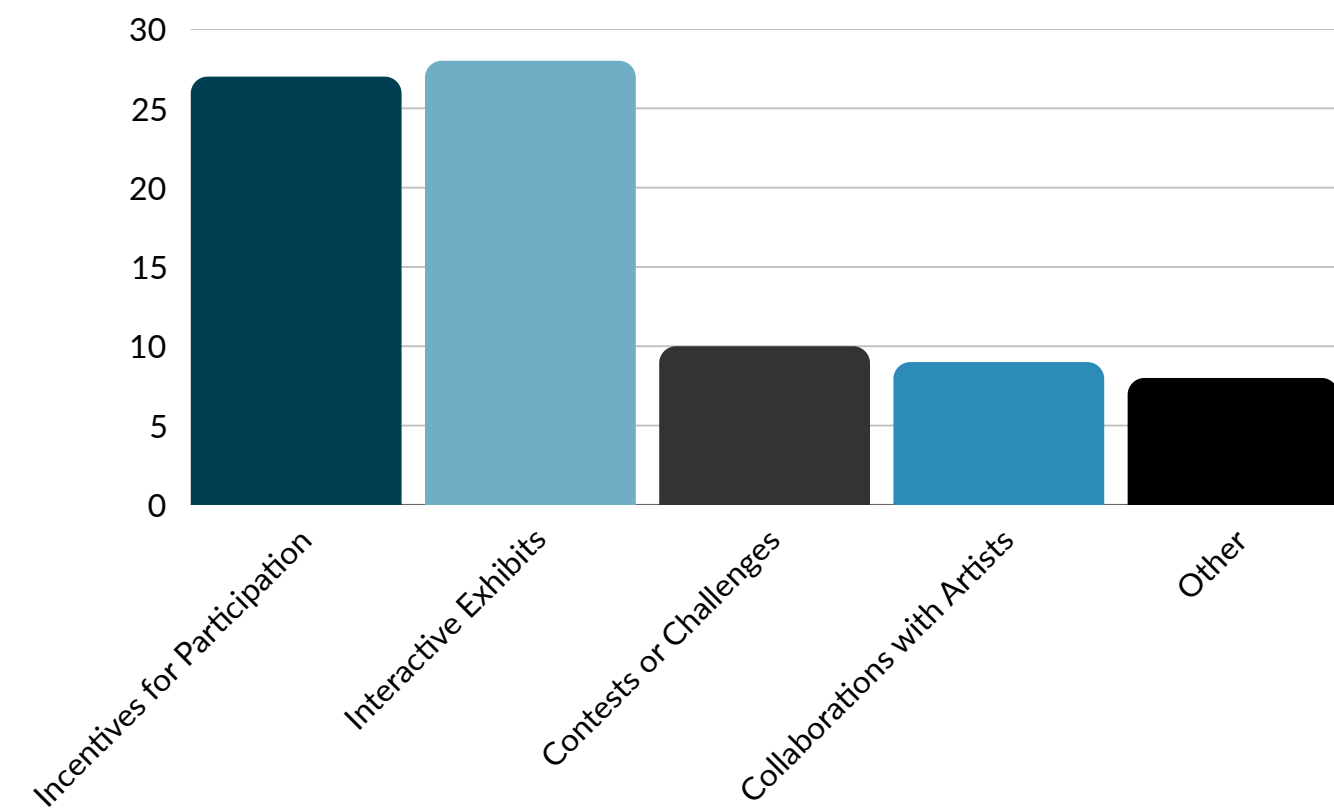
7. How can we engage underrepresented or historically marginalized communities in this process?



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

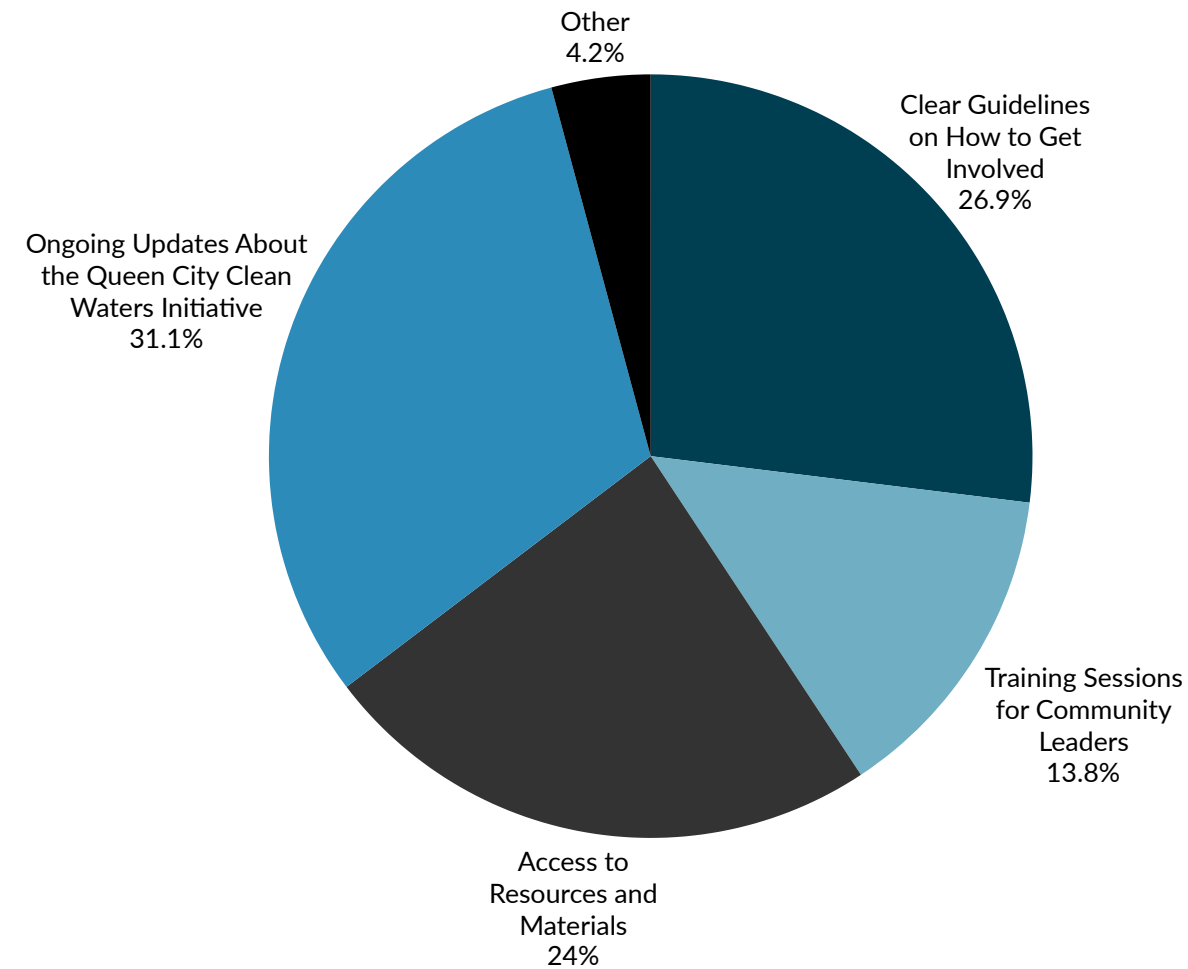
8. What is a creative idea for building public interest and participation in this Queen City Clean Waters Initiative?



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 !
- Actual plans to address the replacement lead pipes and old buildings

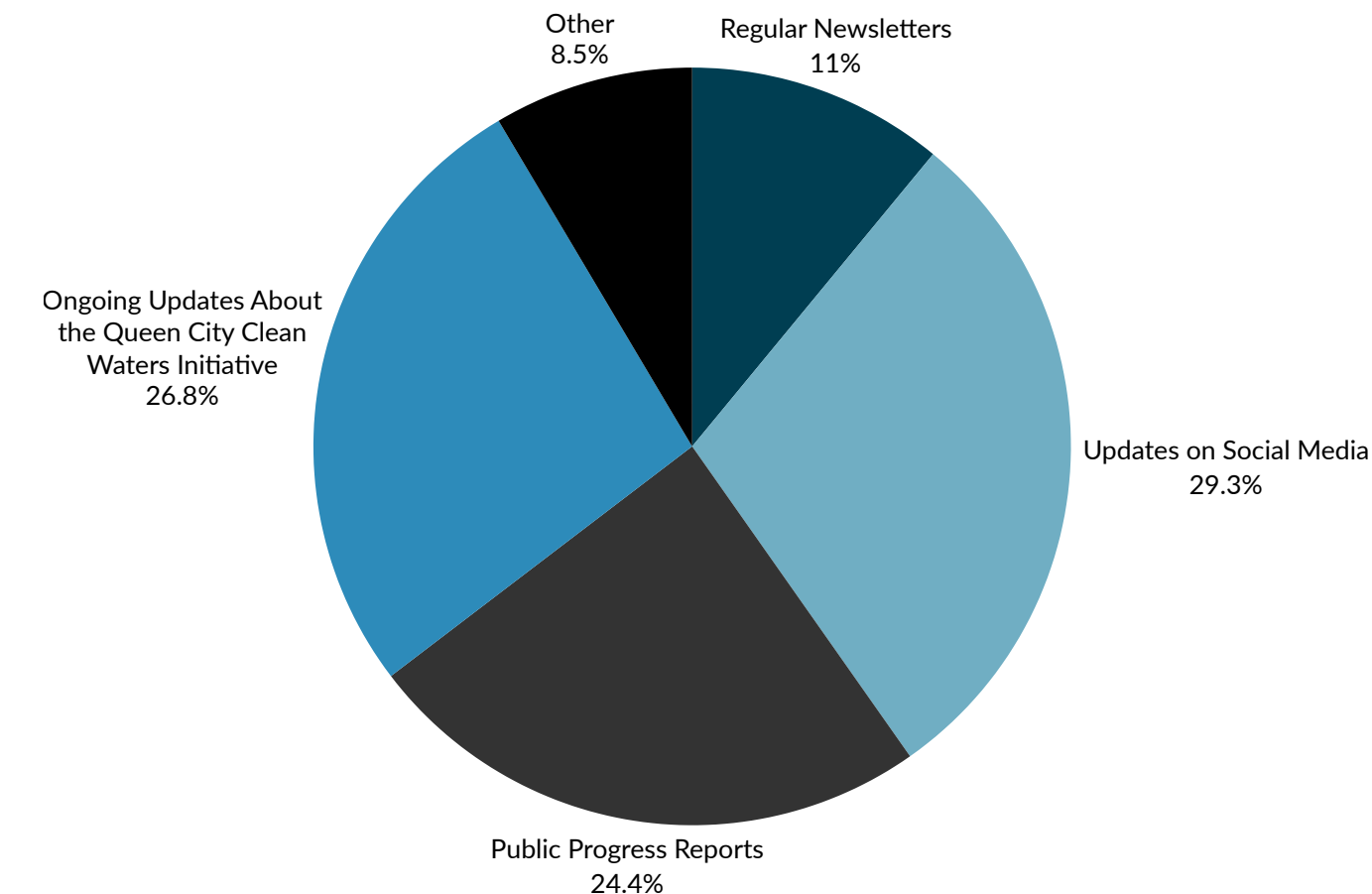
9. What information or support would you need to feel empowered to participate in or promote the Queen City Clean Waters initiative?



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
- Actual plans to revamp the city's water facilities

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?

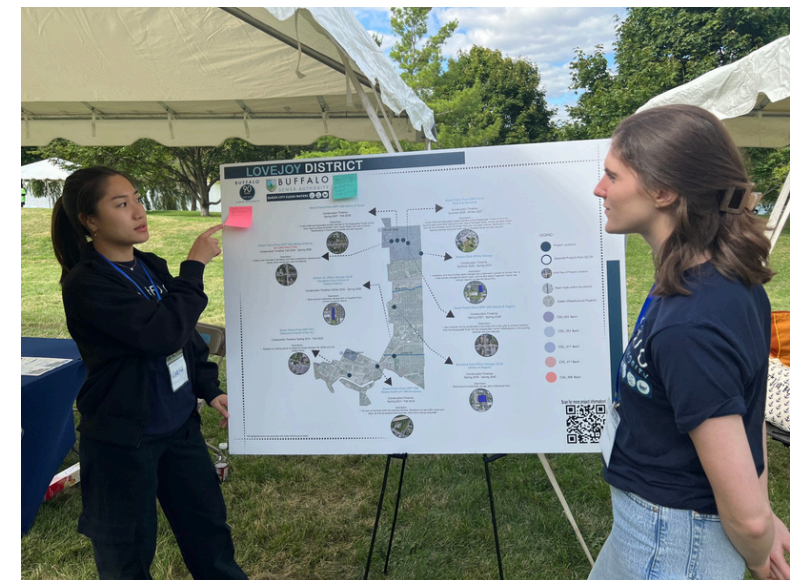
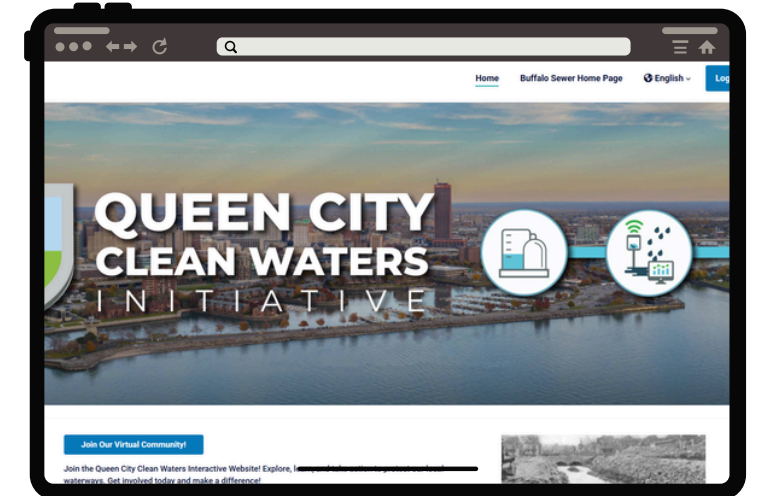
- What is the meaning of "green infrastructure". How would the public schools be involved. Teachers are already swamped with pressures to do things outside of the regular curriculum. I realize clean water is a science issue; topic is not in all grade level.
- Community Benefit commitment/Ensure local 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.
- Progress toward solving our sewer overflow problem has been very disappointing. We've talked about this issue as a community for far too long with not nearly enough progress made toward solving it. This issue needs to be a top priority for WNY.
- I really appreciated the recorded presentation for the south district. I would also like to know what challenges are being faced so that I can reach out to my representatives.
- I'm interested in making sure that any lead pipes are fully replaced and having a timeline for that, also updates on water quality alerts for local waterways in the event of combined sewer overflow during heavy rainfall
- Address the smell at bird island pier
- Regular reports on water quality that are easy to read.
- We love and benefit from clean water!

QCCW Interactive Website & Informed Engagement

- We use the QCCW Interactive Website & Survey as a way to inform our engagement - please share the site!! <https://buffaloqccw.org/>

Examples of Engagement Strategies Informed by the Survey/Site:

1. **Increased social media presence:** Buffalo Sewer has worked to create monthly social media calendars and has consistently been posting on all of their social media.
2. **Partnership with Buffalo Public Schools:** The consistent #1 answer for partnerships for us to explore has been with the Buffalo Public Schools. We are currently exploring education programs with the Buffalo Public Schools, specifically for the Green Infrastructure projects.
3. **Multilingual and targeted outreach:** Currently partnered with the International Institute of Buffalo to create outreach material in multiple languages and to reach the various New American communities of Buffalo.
4. **Visual Project Representations:** We have created project posters, infographics, 3D renderings, used the enviroscape, etc.



QCCW Survey: What We Have Learned

- There is a need for more **awareness about what the Buffalo Sewer Authority does**. Specifically, how they differ from Buffalo Water.
- Finding ways to incorporate **more visual representations** of the work Buffalo Sewer is doing is important. Currently, we are working to reimagine our visual representations for the upcoming festival season/Annual QCCW Fair.



Engagement Activities

- Snow Roll - February 14th
- Restore! Humboldt Parkway - February 18th
- Connection with Green Together WNY - February 20th



Breckenridge Street Combined Sewer Overflow (CSO) Control Project

BSA Capital Projects Program Management Team:



Hallmark Planning & Development | e3 Communications | International Institute of Buffalo |
CORE Environmental | Watts Architecture & Engineering | NASCO Construction Services |
Atlantic Testing Laboratories | CWD Consulting | Frandina Engineering and Land
Surveying | Jade Stone Engineering | JKMuir | KHEOPS Architecture, Engineering and
Survey | People Inc.



BRECKENRIDGE STREET COMBINED SEWER OVERFLOW (CSO) CONTROL PROJECT

Why is Buffalo Sewer doing this project?



To improve the City's existing sewer infrastructure and reduce combined sewer overflows (CSOs).



Replace and rehabilitate sewers that are over 100 years old and redirect them on a different path to the wastewater treatment plant.



Will reduce CSOs to the Black Rock Canal.



BRECKENRIDGE STREET COMBINED SEWER OVERFLOW (CSO) CONTROL PROJECT



New Combined (Storm and Sanitary) Sewer in the center of **West Ave.** between **Lafayette Ave.** and **Breckenridge St.**, and a New Water Main

Limits of New Road Pavement

Reconnect Building Sewers and Replace Lead Water Services to Existing Building (both sides of **West Ave.**; approximate houses shown)

Replace Combined Sewer on Each Side of **West Ave.** between **Lafayette Ave.** and **Breckenridge St.**

Install a Liner in the Existing Sewer in the Center of **Breckenridge St.** between **West Ave.** and **Herkimer St.**

BRECKENRIDGE STREET COMBINED SEWER OVERFLOW (CSO) CONTROL PROJECT




? How Will Construction Impact Local Business and Services?

- Construction won't directly impact local businesses.
- Detours will ensure that emergency services can access all locations despite any road closures.

? How Will Parking and Bus Service Be Impacted?

- Temporary changes to parking may occur during construction
- Bus services will continue with detoured routes. Updates will be provided in advance.

What are the benefits?

-  Improve Water Quality in the Black Rock Canal
-  Prevent 8 Million Gallons of Combined Sewer Overflows in a Typical Year
-  Remove lead water lines

BRECKENRIDGE STREET COMBINED SEWER OVERFLOW (CSO) CONTROL PROJECT

Traffic Impacts

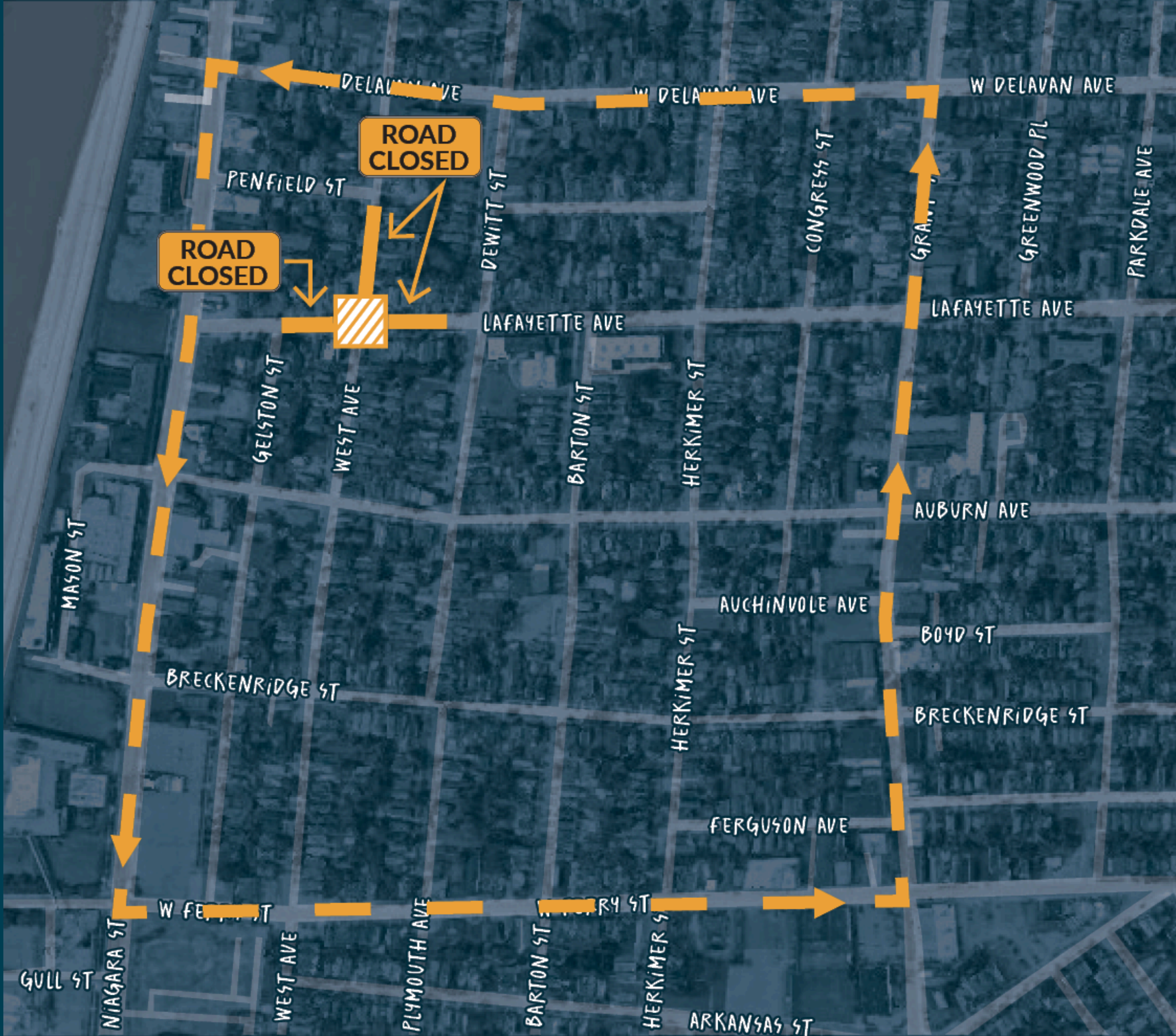
During construction, residents can expect:

- Partial or full road closures
- Sidewalk closures
- Limited street parking
- Possible detours



BRECKENRIDGE STREET COMBINED SEWER OVERFLOW (CSO) CONTROL PROJECT

Lafayette Avenue and West Avenue Closure Detour



BRECKENRIDGE STREET COMBINED SEWER OVERFLOW (CSO) CONTROL PROJECT

Expected Timelines

- Boring test pits will start in a couple weeks
- Road closure for Phase 1 work zone will start in approximately one month
 - Digital message boards will be in place at least one week prior to closure
- Construction will finish by end of 2028.
- Construction will be phased (generally one block at a time).
- The phased approach will help minimize temporary disruptions.



How will this work be funded?

Buffalo Sewer will pay for this project with low-interest loans and will seek New York State grant funds to supplement the project funding.

Community Engagement & Outreach

Stakeholder/Event	Outreach Action(s)
Phase 1 Construction Work Zone Property Owners	Notice sent by certified mail twice; contractor needs to perform pre-construction inspections of the full interior and exterior of houses/buildings within 100 feet of the construction area.
Construction Field Office Open House	Schedule a date/time to invite stakeholders to field office (1215 Niagara Street) to meet construction staff and learn about the project
Councilmember Rivera	Previously notified by email about pre-construction inspections; will email them again about construction start, road closure/detour, open house invitation
Construction Work Zone Residents	Deliver door hangers two weeks ahead of construction start; invite to open house
Buffalo News Readers	Walking tour scheduled with Buffalo News environmental reporter Mackenzie Shuman on March 5th; advertise construction field office open house

Community Engagement & Outreach

Stakeholder/Event	Outreach Action(s)
Native American Magnet (PS 19)	Email school principal; drop off project info flyers for distribution to students' parents/guardians
West Buffalo Charter School	Email school principal; drop off project info flyers for distribution to students' parents/guardians
Jericho Road Community Health Center	Email facilities director; drop off project info flyers for distribution to staff/patients
NFTA Bus Route 26 Riders	Email Senior Transportation Planner at NFTA to post notice of route detour on bus prior to construction start
Project Webpage Visitors	Will be regularly updated as construction progresses https://buffalosewer.org/construction-projects/queen-city-clean-waters/breckenridge-cso-project/
BSA Social Media Followers	Share posts about construction start and route closure/detour, open house invitation

What projects would you be
interested in learning more
about?

Updates from SAC



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SEWER AUTHORITY

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Questions?



