



Freud Sanitary Pump Station

Community Engagement Plan

This community engagement plan provides a structured approach to involving the Lower East Side community in the Freud Sanitary Pump Station project, ensuring that their voices are heard, and their feedback is incorporated as warranted.

1. Objectives

- a. Objectives: Engage the community surrounding the project location and design to inform, educate, explain the need for this project, and gain support from the stakeholders.

2. Stakeholders

- a. Residents of the Jefferson-Chalmers area
- b. Recognized Community Groups representing the Jefferson-Chalmers area
- c. Detroit City Council
- d. City of Detroit Departments (i.e. DPW, PDD, etc.)
- e. Detroit Water & Sewerage Department
- f. Great Lakes Water Authority

3. Key Messages

- a. Project Benefits: Highlight the positive impacts of this project on the community.
- b. Project Details: Provide clear and concise information about what the project entails and how it will be communicated to the community as well as other stakeholders.
- c. Community Involvement: Emphasize the importance of community engagement, input, and participation. Emphasize where the community can influence the project and where changes are unable to be made due to the technical constraints/requirements of the project.

4. Engagement Schedule:

- a. GLWA will address the community engagement in three distinct phases. Each phase will include at a minimum community meeting(s) and the use of mailers and/or door hangers to ensure resident awareness.
 - i. Phase I – Planning and Pre-Construction
 1. Will include the distribution of an information mailer to residents within a 1/2 mile radius within 2 weeks.

2. Will include a community engagement meeting within 30 days.
 3. Will include coordination with the Department of Public Works to perform a traffic study to assess the impact of the project during construction.
 4. Will include all engagement methods as necessary with a focus on Informational and Consultative methods.
- ii. Phase II – Construction
 1. Will include all engagement methods as necessary with a focus on Interactive and Consultative methods.
 - iii. Phase III – Operations & Monitoring
 1. Will be utilized to further refine and better GLWA's community engagement processes.
 2. Will include all engagement methods as necessary with a focus on Informational and Consultative methods.

5. Engagement Methods

a. Informational Methods:

- i. GLWA has established a project website at [Freud Sanitary Pump Station](#) - [GLWA \(glwater.org\)](#). The website:
 1. Contains an FAQ document and detailed map of the project area.
 2. Contains other important project information such as meeting dates, presentation, links, and contact information.
 3. Will be updated quarterly or as necessary through the duration of the project.
- ii. GLWA will distribute informational mailers and/or door hangers as described below to residents within a 1/2 mile radius of the project site.
 1. To advise of the project, the project website, and upcoming planned community update meetings for the next 12 months.
 2. Once yearly to advise of the planned community update meetings for the subsequent 12-month period.
 3. When there may be traffic impacts or other project related activities that are beyond normal construction activity levels (i.e. loud noises, large vibration, etc.). These flyers will be sent out a minimum of one week prior to the activity.
 4. They may contain maps, descriptions of what will be seen and heard, reminders of the project website, and project contact information.
- iii. GLWA will communicate the start of traffic impacts on all GLWA social media channels a minimum of one week prior to and will update as necessary.

- b. Interactive Methods:
 - i. GLWA will hold community update meetings at least quarterly.
 - 1. They will be held in-person or virtual.
 - 2. All stakeholders will be invited.
 - 3. Meeting notes will be published on the project website within 2-4 weeks of the meeting.
 - 4. Action items will be documented, assigned, and tracked to closure.
 - ii. At the request of a Recognized Community Group representing the Jefferson-Chalmers area GLWA may hold an additional meeting as necessary.
- c. Consultative Methods:
 - i. GLWA will hold stakeholder question/answer periods in the community update meetings.
 - ii. GLWA will provide a follow up to any unanswered questions from the question/answer period during the subsequent community update meeting. In such case that this will not be timely to the question asked GLWA may distribute the answer at an earlier date.
 - iii. The project website contains an email address (i.e. freudsanitarypumpstation@glwater.org) for submitting questions, concerns, or suggestions.
 - iv. The project website contains a phone number (i.e. 313-822-7007) that residents may call to leave a voice mail with any questions, concerns, or suggestions.
 - v. The project team will respond to emails and voicemails in a timely manner as necessary.
 - vi. GLWA's contractor will have an onsite community liaison available to address questions and concerns on a daily basis.
- d. Leverage existing local community outreach programs. GLWA will continue its collaboration with Detroit Water and Sewage Department to leverage resources and best practices for all the methods above.

6. Timeline

- a. From project start to project end.

7. Adjusting the Plan

- a. Communication of Changes: GLWA will inform the community about any major changes to the plan and the reasons behind them.
- b. Incorporate Feedback: GLWA will make necessary adjustments to the plan based on community input as the project progresses.