

# WTP4 Transmission Main Community Outreach Report



Public involvement is critical to the success of any City project. This report summarizes Austin Water's efforts to engage the community in the planning and design stages of the WTP4 project.

*August 11, 2009*

## *Transmission Main Public Meeting*

### *Planning:*

The COA staff and the project team determined that the most efficient way to communicate to the entire WTP4 Transmission Mains project area would be to combine information for the JTM and the FTRM into one public meeting. Concordia University was chosen because of its proximity to the WTP4 site, its accommodating size, and relative location to the water transmission mains project area. To plan these meetings, the public involvement team held several strategy sessions with City staff, the WTP4 project team, and both water transmission mains project teams.

### *Meeting Announcement:*

To promote awareness and attendance for public meetings the public involvement team utilized several methods:

- **Postcard Mailing:** A postcard invitation was mailed to over 8,600 businesses and residences on July 11, 2009 to announce the August 11, 2009 meeting. The mailing area was comprised of a database provided by the public involvement team and is illustrated in Figure 10-4. The postcard is represented in Figure 10-5.
- **Email Notification:** The postcard invitation was emailed

to all contacts in the enhanced WTP4 database on July 22, 2009 for the first public meeting.

- **Email Reminder:** An email reminder was emailed to all contacts in the WTP4 database on August 10, 2009.
- **Website:** The meeting announcement was posted on the WTP4 website.

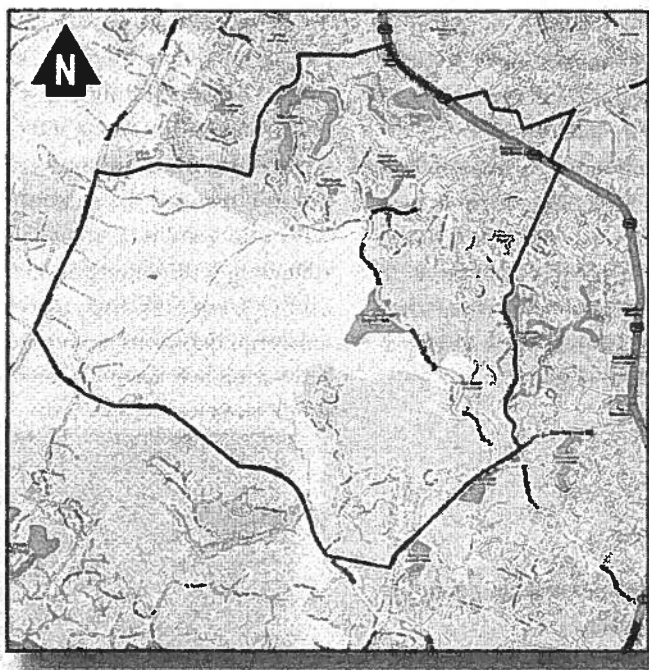
### *Materials:*

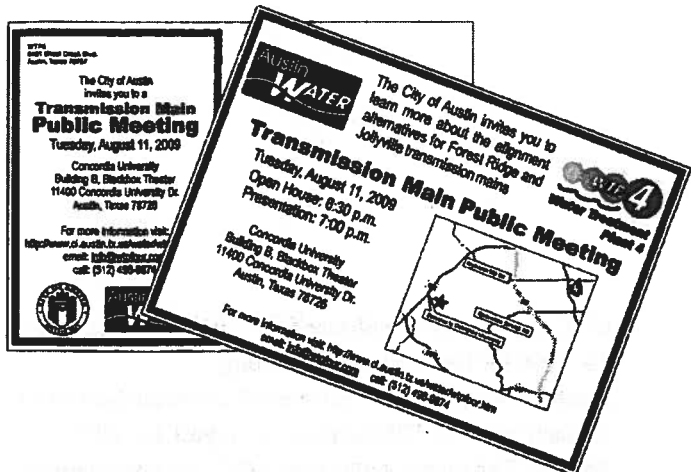
The public involvement team created several communication materials for the public meetings.

- **Frequently Asked Questions (FAQs) Handout:** The FAQs included detailed information about the water transmission mains including the cost, possible construction methods, the preliminary engineering process, environmental factors, alternative route selection criteria, and the public involvement process.
- **Comment Card:** The comment cards were created to provide attendees the opportunity to submit written comments and questions.
- **PowerPoint Presentation:**

The meeting presentation included: a WTP4 overview, JTM and FTRM overview and considerations, public involvement process, and the project timeline.

- **Interactive Mapping Process:** An interactive mapping process was created by the public involvement team to allow an additional method for collecting input from citizens. The process included large area maps where citizens could identify potentially unknown points of interest to the project team. Participants were given labels to apply to the maps in appropriate locations and team members at the station logged descriptions and comments which corresponded to these labels. This process was successful in facilitating a more detailed dialog with attendees.





**Meeting Summary:**

On Tuesday, August 11, 2009, the COA held a public meeting to update the community on the status of the JTM and FRTM, review the route alternatives, the route selection process, and to gather input from the public. It consisted of a brief presentation, as well as an open house, where attendees visited different stations to view exhibits, and chat one-on-one with staff experts. The stations included: Water and Wildland Conservation, Environmental, Route Alternatives, Construction Methods, Water Treatment Plant 4, and Public Involvement. The attendees were very interested in learning about water conservation techniques, and the strict environmental process being used to preserve the sensitive BCP. All comments received were considered in selecting a final route for each water transmission main.

**WTP4 Open House  
October 13, 2009**

**Meeting Announcement:**

To promote awareness and attendance for the open house, the WTP4 Team utilized several methods:

- **Postcard Mailing:** The postcard invitation was mailed to the entire WTP4 database consisting of over 18,000 businesses and residences on October 6, 2009. This database includes all addresses identified by the public involvement team.
- **Email Notifications:** The first email notification postcard was sent on October 6, 2009 to the entire WTP4 database. The postcard was emailed again on October 12, 2009 to the WTP4 database to remind all of the upcoming meeting.
- **Website:** The meeting announcement was posted on the WTP4 website.

**Materials:**

The JTM Team presented the same materials used at the previous public meeting including:

**FAQs Handout:**

The FAQs included detailed information about the water transmission mains including the cost, possible construction methods, the preliminary engineering process, environmental factors, alternative route selection criteria, and the public involvement process.

**Comment Card:**

The comment cards were created to provide attendees the opportunity to submit written comments and questions.

**Meeting Summary:**

The October 13, 2009 Open House was held to update citizens on the entire WTP4 project including: Lake Travis intake, water transmission mains route alternatives, the plant layout, building renderings, environmental safeguards, and project schedule. Both the JTM and FRTM Teams were present to answer questions and collect input on the projects. A water transmission mains station was available with maps which illustrated the route alternatives and environmental considerations, a tunneling demonstration video, and a tunneling profile illustration. Director of the Austin Water Utility, Greg Meszaros, presented a project status update and answered questions from the audience. After the presentation, attendees again visited with team members and comment cards were collected.



**Neighborhood Focused Public Meeting**  
**Tuesday, March 30, 2010**  
**6:30 to 8:30 p.m.**  
**Hallmark Baptist Church**  
**9023 Old Lampasas Trail**  
**Austin, Texas 78750**

The City of Austin held a public meeting to discuss a proposed construction site located at the intersection of Old Lampasas Trail and Spicewood Springs Road on Parks and Recreation Department-owned property for the Jollyville Water Transmission Main. This site will be used for a contractor's staging area and tunnel shaft during construction of the water transmission main from Water Treatment Plant 4 (WTP4) to the Jollyville Reservoir. The meeting was held at the Hallmark Baptist Church which is approximately 0.3 miles from the proposed construction site.

**Meeting Announcement:**

Meeting notification postcards were mailed to 136 property owners within a quarter-mile of the site on March 5, 2010. Additionally, the following neighborhood associations were contacted by phone or email for meeting notification:

- Bull Creek Ranch HOA
- Canyon Mesa HOA
- Ridge at Balcones Neighborhood Association
- Spicewood Hills Neighborhood Association
- Tanglewood Estates Neighborhood Association
- The Mountain Neighborhood Association
- Upper Bull Creek Neighborhood Association

The meeting was also announced in a story about WTP4 on March 29th on KUT radio station.

**Presentation:**

The presentation consisted of a WTP4 project overview, an overview of the recommended route for the Jollyville Transmission Main, map of the proposed construction site, tunnel construction basics, typical shaft site activities, anticipated impacts to the community, the proposed project schedule, and a discussion with Parks and Recreation Department (PAR) staff.

Robert Brennes with PAR) introduced the Chapter 26 procedure for use of parkland and reported that if it is agreed that this site would be used, there would be financial compensation

to mitigate the use and this compensation could be used to improve the land when construction is finished, or may be used at another park site within the local area.

**Exhibits:**

Exhibits used to support the presentation were:

- Jollyville Recommended Route and Tunnel Profile
- Typical Shaft Schematic
- Potential Site Layout

**Q&A:**

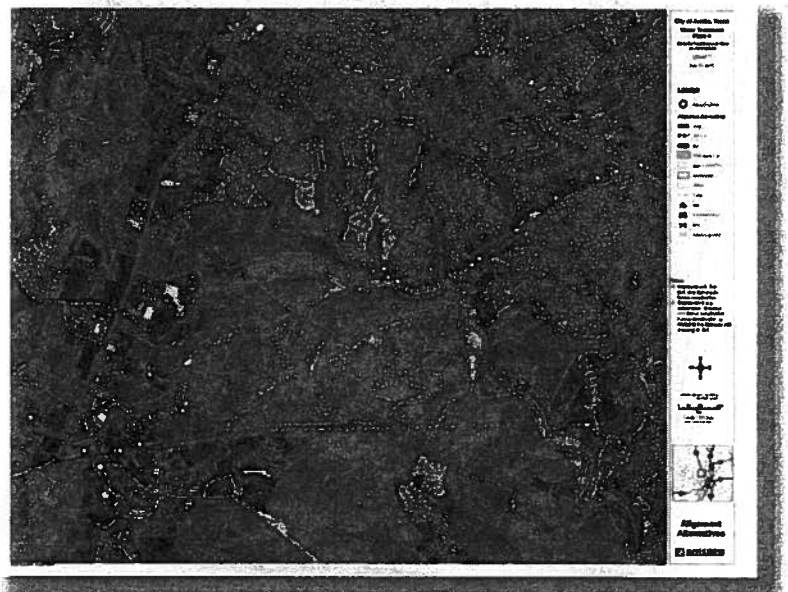
The presentation was followed by a question and answer period in which members of the public asked several questions and expressed concerns on various topics including truck traffic, noise, visual impacts, safety, post construction use of the site, and construction schedules.

**Attendance:**

There were 29 members of the public, two Parks and Recreation Department staff, four City of Austin staff, and three members of the consultant team in attendance.

**Transmission Mains Public Meeting**  
**Tuesday, April 20, 2010**  
**6:30 to 9:30**  
**Concordia University**  
**11400 Concordia University Drive**  
**Austin, Texas 78726**

The City of Austin held a public meeting to present the recommended routes for the two water transmission mains that will carry treated water from WTP4 to the Forest



Ridge and Jollyville Reservoirs. The meeting was held at Concordia University and consisted of an open house format followed by a presentation and questions and answers period.

**Meeting Announcement:**

Meeting announcement postcards were mailed to 8600 households and businesses on March 20, 2010. In addition email notices were sent to the WTP4 database, consisting of almost 600 emails, on March 29, 2010. A reminder was also sent to the email list on April 19. A media release was issued on April 19, 2010. Some publications that announced the meeting included: Austin Chronicle, In Fact Daily, New 8 Austin, Fox News, the Austin Neighborhood Councils message board, and the Mountain Homeowners Association website.

**Open House:**

An open house format for the first 30 minutes of the meeting allowed attendees time to arrive and view the exhibits before the presentation. Project experts were available to discuss the water transmission mains, Water Treatment Plant 4, Environmental Commissioning, and water

conservation. Attendees received a project Fact Sheet and comment card.

**Presentation:**

A brief presentation was made by Austin Water Utility Director, Greg Meszaros and consisted of an overview of Water Treatment Plant 4, background information on the water transmission mains, the recommended routes, a review of shaft sites, a highlight of the PARD sites proposed for use and the process to use them, and next steps. Detailed information was presented on the community impacts and how the City is working to reduce these impacts. Following the presentation there was time for questions and answers and attendees were able to view project exhibits.

**Exhibits:**

Exhibit boards were used to present visual information and support the information given in the presentation.

- Forest Ridge and Jollyville Transmission Mains Route Alternatives
- Forest Ridge Recommended Route and Tunnel Profile
- Jollyville Recommended Route and Tunnel Profile
- Proposed Shaft Site Layout
- PARD Public Process
- Typical Tunneling Schematic
- Environmental Exhibits
- Water Conservation Exhibits
- WTP4 Exhibits

**Q&A:**

After the presentation concluded, attendees were given the opportunity to ask questions and verbalize comments relating to the project.

**Attendance:**

Attendees consisted of 61 members of the public, 18 City of Austin Representatives including Austin Water and Public Works Staff and 2 Parks and Recreation Representatives, and 11 members of the consultant teams.



**WTP4 Open House**  
**Tuesday, July 27, 2010**  
**12:00 p.m. to 8:00 p.m.**  
**River Place Country Club**  
**4207 River Place Blvd.**  
**Austin, TX 78730**

The City of Austin held an Open House to share information and visit with the community about Water Treatment Plant 4. Stations were designed to address specific aspects of the plant and provide an opportunity to have various staff members available who could speak to each aspect. The stations included: Project Overview, Raw Water System, Water Treatment Plant, Water Transmission Mains, Environmental Protection, Water Conservation, Systems Planning, Public Outreach, and Meet the Contractor.

**Meeting Announcement:**

Meeting notifications were sent by mail to 18,558 addresses and by email to 709 addresses in early July. An email reminder was sent again one day before the meeting to 754 email addresses. The meeting notice was also posted on the project website, and posted on a project sign located on the PARD site at Spicewood Springs Road and Old Lampasas Trail.

**Transmission Main Station and Exhibits:**

The Transmission Mains station provided information specific to the Forest Ridge and Jollyville Transmission Mains. City staff and representatives from the design engineer and the public involvement team were available to discuss the project and answer questions. Many of the attendees visited this station to ask questions about the project and to give statements and input on the project and the process. The station included the following exhibits:

**Alternative Routes Map - DRAFT:** This map illustrates the different alignment alternatives that have been evaluated during the project for both the Forest Ridge and the Jollyville transmission mains. It also includes potential shaft sites that were studied.

**Recommended Route Map - DRAFT:** This map illustrates the two routes that have been recommended for further design.

**PARD Proposed Shaft - DRAFT:** This exhibit illustrates in closer detail the location and features of the proposed shaft site on PARD property, and lists information and dates for the Chapter 26 process. The figure also shows the proposed subterranean easements required for the transmission main.

**MEET THE CONTRACTOR MEETINGS**

Meet the Contractor Meetings are held for those residing in areas immediately impacted by a construction project. The first Meet the Contractor meeting for WTP4 was held on July 15th, 2010.

Information on the transmission main is included at Meet the Contractor meetings where the plant itself is the specific topic. As new bids are awarded, additional Meet the Contractor Meetings will be scheduled. Neighbors are informed of these meetings via direct mail.

**Jollyville Conceptual Profile DRAFT:** This exhibit is a conceptual illustration of where the tunnel and main may be placed in relation to some surface features and rock formations.

**Similar Projects on Parkland:**

This exhibit shows three current shaft sites that are being used to construct the Downtown Wastewater Tunnel, and photos of three finished shaft sites in parkland.

**Questions and Comments:**

Members of the project team visited with attendees and answered questions about the project. Discussions and questions included topics such as: the alternative routes studied and how those routes were evaluated and narrowed down; shaft sites and how they are evaluated; the benefits of tunneling uphill; environmental constraints and safeguards; estimated number of trucks to travel Spicewood Springs Road; and specific traffic concerns. Comments and questions were collected verbally and via comment cards that were left by attendees.

**Attendance:**

130 members of the public attended the Open House. Many staff members and consultant team members were also in attendance.



## Additional Stakeholder Meetings

Several smaller, group oriented stakeholder meetings have been held related to the Jollyville Transmission Main and use of the Spicewood Springs site. These include meetings with:

- A homeowner in Bull Creek Ranch
- Multiple meetings with the Spicewood Springs Road Tunnel Coalition
- Greater Austin Chamber of Commerce Northwest Business Council
- Laurel Mountain Elementary PTA
- Coldwell Banker United Northwest Office
- Round Rock ISD administration
- Harvest Moon Festival and Asian American Cultural Center 10th Anniversary
- Balcones Village/ Spicewood Homeowners Association

### STAKEHOLDER COMMUNICATIONS

Since March of 2010, the project team has logged over 330 emails and phone calls with comments and questions from stakeholders, and responses from the project team. Additionally, the team has sent 11 project updates via email to more than 800 email addresses and mailed project newsletters to more than 18,000 stakeholders.

*Canyon Vista Middle School – Meetings with Canyon Vista Middle School and Round Rock ISD have yielded a greater understanding of the project and the following notice was sent to parents in the Canyon Vista MS e-newsletter August 31, 2010.*

### **CITY OF AUSTIN WATER LINE PROJECT WTP4**

The superintendent and several district leaders have met with City of Austin officials and project leaders in an effort to learn more about the project, and through those conversations the district has determined that the project does not present a danger to our students.

From our understanding the actual noise created from the project comes from loading trucks and taking debris out of the shaft which will not occur next to Canyon Vista MS. The increased traffic on Spicewood Springs is estimated to be

25 to 30 truck loads a day and the City of Austin has agreed to respect our pick-up and drop-off times in an effort to lessen the traffic congestion and the risks students face when walking to and from school. At Round Rock ISD our schools are built to withstand traffic noise and because of this fact we are not concerned with the additional noise which may be caused by 25 to 30 trucks per day.

The district is also aware of a campaign to persuade district leaders to oppose the Jollyville Water Transmission Main project and we have received several requests asking us to oppose the City of Austin project. Please understand governmental projects are not something Round Rock ISD has the ability or duty to lobby for or against. Our duty is to learn about the project, ask questions and raise any concerns if our facilities are impacted. We have done this, and through our research we are confident the City of Austin will continue to take steps to protect our schools.

The City has provided an information line at 512-498-9874 for residents and you may e-mail your questions and comments regarding the project to [info@wtpfour.com](mailto:info@wtpfour.com). Additional information regarding the project may be found at: [www.austinwater.org/wtpfour](http://www.austinwater.org/wtpfour)

Please know though we will continue to monitor the project and remain informed on how it will impact our students and staff.

### **TRAFFIC STUDY**

Over the next month, the Jollyville Transmission Main Team will be conducting a traffic study in the Spicewood Springs Road area. The work will be completed by the end of September."

**ADDITIONAL OUTREACH**

The project team has also reached out to other stakeholders and groups in the Spicewood Springs Road area to offer project information, informational meetings, and information for newsletters and websites. These groups include:

- Austin Fire Department Station 44
- Heartland Healthcare Center
- Austin Bicycle Groups
- Canyon Vista Middle School
- Laurel Mountain Elementary School
- Caraway Elementary School
- Spicewood Elementary School
- The Mountain Neighborhood
- Spicewood Estates
- Bull Creek Ranch HOA
- Canyon Mesa HOA
- Spicewood Hills
- Tanglewood Estates Neighborhood Association
- Laurel Oaks Neighborhood Association
- Upper Bull Creek Neighborhood Association
- Dominion at Great Hills (newsletter article submitted)
- Canyon Mesa HOA
- Bull Creek Foundation
- Anderson Mill Limited District
- Hunters Chase Neighborhood Association
- Neighborhood Association of Southwest Williamson County
- Indian Oaks Neighborhood Association
- Visits with Businesses near the Jollyville Reservoir

