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1. Background

Fraser Surrey Docks (FSD) is a multi-purpose marine terminal located on the Fraser River in Surrey, BC. It handles containers, forest products, steel, agricultural products and other items. FSD has been an integral and responsible part of the community since 1962.

FSD’s existing business has decreased significantly since 2009 and we are looking for opportunities to serve new customers. As a result, FSD is proposing to construct a direct transfer coal handling facility (the Project) on the existing terminal site and has applied to Port Metro Vancouver (PMV) for approval. The Project would allow FSD to maintain and increase employment opportunities, increase export revenues for BC, and generate other local economic benefits.

While pursuing these goals, FSD recognizes its responsibility to protect the local environment and minimize the impact of our operations.

2.0 Phase 2 – Community Engagement, Open House

March 13 - June 7, 2013

2.1 Purpose

The purpose of FSD’s Phase 2 Community Engagement, Open House was to provide updated project information and to communicate the mitigation measures FSD will implement to address coal dust, noise, traffic impacts, coal barge impacts, potential coal impact on marine life, and the emergency preparedness questions and concerns that have been raised. In addition, the Open House was designed to gather feedback from the public and stakeholders both in the immediate neighbourhood and wider community.

The feedback received during the Open House expressed concerns in six key areas:

1. Dust and air quality
2. Noise
3. Marine traffic safety
4. Vehicle traffic impacts
5. Emergency response
6. Marine environment impacts
2.2 How Input Will Be Used
Public and stakeholder input received during the Open House is summarized in this report. This feedback has been and will continue to be reviewed and considered by FSD and, as necessary, adjusted for in the final project mitigation measures. The feedback will also be provided to PMV for consideration in their project permit process. FSD’s direct response to Open House feedback themes will be included in the Project’s Phase 2 Consideration Memo.

2.3 Participation
- 185 participants attended two open houses
- 52 completed feedback forms were received
- 38 other email submissions were received
- 2 letters were received
- 11 phone calls were received

2.4 Engagement Methods

Discussion Guide and Feedback Form
52 completed Feedback Forms were received during. The Discussion Guide and Feedback Form, were developed for the Open House, provided updated project information, revised impact mitigation measures, and emergency preparedness procedures regarding the proposed Project. The document included a feedback form to gather input from the public and stakeholders.

The Discussion Guide and Feedback Form were distributed in two public open houses and were available on the FSD website http://www.fsd.bc.ca/index.php/company/community-outreach/.

A copy of the Discussion Guide and Feedback Form can be found here: http://www.fsd.bc.ca/_documents/FSD_Discussion_Guide.pdf

Online Engagement
All consultation materials were available on the project website (www.fsd.bc.ca/index.php/company/community-outreach), including an online version of the feedback form that could be submitted to the project team directly from the website. Of the 52 completed feedback forms, 25 were received online.
Open Houses
The Phase 2 Discussion Guide and Feedback Form were provided to those who attended the two open houses. Display boards summarizing the engagement topics were set up around the room and participants had the opportunity to have one-on-one or small-group discussions with Project experts, including FSD staff, BNSF staff, Lafarge staff, PMV staff, and independent technical experts, including staff from Levelton Consultants and Triton Environmental.

Open House Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, May 23, 2013</td>
<td>5:30 pm to 8:30 pm</td>
<td>Sheraton Vancouver Guildford Hotel</td>
</tr>
<tr>
<td>Saturday, May 25, 2013</td>
<td>1:00 pm to 4:00 pm</td>
<td>15269 104th Avenue, Surrey</td>
</tr>
</tbody>
</table>

Public Notice of Open House

Public Notice of opportunities to participate in Community Engagement – Phase 2 Open House was provided in the following ways:

- **Mail drop Invitations**: Approximately 8955 postcards were distributed to neighbouring communities in Surrey and New Westminster approximately [10] days prior to the first open house. Please refer to Appendix 1 for a sample of the mail drop and Appendix 2 for the mail drop location maps.
- **Invitation and Reminder Emails**: Approximately 600 emails were sent to invite people to, or to remind people about the open houses approximately 10 days before the first open houses. Please refer to Appendix 3 for an email sample.
- **Tweets**: 108 individuals currently follow FSD on Twitter. We sent 9 tweets leading up to the Open House to advise our followers of the details. Please see Appendix 4 for the tweet schedule and details of each tweet.
- **Advertising**: Ads were placed in the following newspapers inviting members of the public to attend open houses and to participate in online consultation. Please also refer to the advertisement sample in Appendix 5.

<table>
<thead>
<tr>
<th>Date</th>
<th>Publications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday, May 14, 2013</td>
<td>Surrey/North Delta Leader</td>
</tr>
<tr>
<td></td>
<td>Surrey Now</td>
</tr>
<tr>
<td>Wednesday, May 15, 2013</td>
<td>Delta Optimist</td>
</tr>
<tr>
<td></td>
<td>New West News Leader</td>
</tr>
<tr>
<td></td>
<td>The Record</td>
</tr>
</tbody>
</table>
3.0 Summary of Feedback

Results presented in this report consist of feedback from community members who completed a feedback form, made email submissions and phone calls or submitted a written letter. Following is the breakdown of feedback received by type:

1. 52 feedback forms
2. 38 emails
3. 11 phone calls
4. 2 letters

We have posted the Feedback in order of number of responses received; therefore, those topics which received most attention are listed first. The numbers represented in brackets next to the comments are the number of mentions.

3.1 Dust/Air Quality

63 comments were generated regarding dust & air quality. The following topics were most frequently mentioned:

- More pollution, affecting air and water quality. (23)
- Air will be affected in Lower Mainland. (10)
- Residential neighbours of the terminal will have to clean up the dust. (6)
- Coal dust will increase risk of asthma and other diseases such as cancer. (6)
- Coal dust is not a healthy alternative and should not be allowed in or near residential areas. (5)
- Coal is dirty no matter what you do to treat it. (5)
- Coal dust can’t be eliminated. (3)
- Adjacent residential areas have to wash their houses and decks more often because of coal dust. (3)
- Dust mitigation must always be present. (3)
- Too many health risks as a result of coal dust. (3)
- Monitor coal dust lost along the rail line. (2)
- Good job on coal dust prevention. (2)
• Dust suppression technology used by BNSF has come a long way. (2)
• Air/dust always escapes. (2)
• Coal train cars should be tarped/covered. (2)
• There is no way to contain all of the particulate. (2)
• The dust mitigation technology FSD plans to utilize is top notch.
• Dust suppression technology prevents coal dust from escaping cars and barges compared to the ports.
• FSD has shown that they have the methods to prevent coal dust.
• Increase in smog due to increased traffic.
• Conveyor being enclosed is essential.
• The other area is the “temporary stockpile” – it will need its own mitigation measures.
• Water treatment is a very weak solution. Water will dry in transportation and escape into the air.
• Mercury is released from the coal.
• Very concerned about coal dust from trains and barges.
• FSD has done a good job at presenting coal dust mitigation techniques.
• A prevailing South East wind would blow coal dust as far as North Burnaby.
• FSD needs to measure small but cumulative build-up of dust at the terminal.
• There aren’t any sensitive receptors to measure particulate in New Westminster.
• There are already coal trains travelling through the area.
• Interfor (FSD’s neighbor) would like to see monitoring of dust levels around their facility to ensure the safety of their workers and that there is no impact to their equipment and products.
• The cars are not covered and therefore will likely release significant loads of dust.
• The coal dust will travel and pollute residential areas, lush green parks, lawns and gardens.

3.2 Noise

39 comments were in reference to proposed noise mitigation. The following topics were most frequently mentioned:
• Major concern regarding the increase in train noise. (16)
• Operation noise will be disruptive. (5)
• Constant noise for areas in South Surrey, New Westminster and Delta from trains, cars and loading coal to barges. (3)
• Many more train cars dumping coal. (2)
• BNSF needs to reduce noise of train whistles. (2)
• Operations should not take place during the evenings. (2)
• In the Crescent Beach area, trains leave the area at a high rate of speed. If trains were to speed up or slowdown 10 minutes earlier or later, it would make all of the difference.
• Noise carries over water.
• No issues with the new facility making noise because the dock was there first.
• The noise level at FSD has been increasing over time.
• Lives nearby and has no issue with noise.
• Noise levels in White Rock are unacceptable.
• FSD is very respectful in regards to keeping noise at a low level.
• Train noise in Delta is already problematic.
• Need continuous welded rail to reduce noise at rail joints.

3.3 Marine Traffic Safety

32 included comments regarding impacts to marine traffic safety. The following topics were most frequently mentioned:

• Increase in water pollution. (8)
• Fish are already in trouble – this will make it worse. (4)
• Accidents will inevitably happen. (3)
• The increase in barges on the river will lead to more accidents. (3)
• Will the Fraser River Salmon Run still exist with the increase in barges? (3)
• FSD has a fantastic track record in marine traffic safety. (2)
• In the event of a spill, who will be financially accountable for the clean-up? (2)
• A runaway barge could damage the Alex Fraser Bridge.
• Coal is much safer to transport than oil, LNG and other commodities.
• The barges could leak.
• Loss of Vancouver Coast Guard station is concerning for the increase in traffic.
• Blowing coal dust from the barges. Diesel particles from tug smoke stacks.
• The increase in barges will be an eyesore.
• It will have no impact on marine life.

3.4 Impact on Vehicle Traffic

18 included comments regarding impacts on vehicle traffic. The following topics were most frequently mentioned:

• Roads are already too congested. (8)
• Keep the current Elevator Road ingress and egress. Also get a holding area for semi-trucks so they won’t impede single car users.
• Want to see an overpass at Elevator Road as there are hundreds of people transiting this area. Also, an overpass for foot traffic is paramount at Elevator Road to access transit on River Road.
• Increased truck traffic as a result of the expansion.
• South Surrey and New Westminster is overloaded with traffic of heavy trailers.
• Crossings need safety barriers with crossing signal lights, such as Old Yale Road.
• More planning needs to be done to mitigate the increased train traffic at the Crescent Beach crossing. Government funding is needed.
• The Pattullo Bridge can’t accommodate the increase in traffic due to its age.
• Access to surrounding businesses is a concern.
• There should be no impact on vehicle traffic because the coal is moved by rail.
• Vehicle traffic is negatively affected at rail/road crossings, especially at Crescent Beach.

3.5 Emergency Response

52 included comments regarding emergency response. The following topics were most frequently mentioned:

• There is no way to mitigate all of the air and water pollution that will result from this project. (4)
• Would like to see an emergency response team at FSD. (2)
• If there is an earthquake, there will be a large mess to clean up. (2)
• Concerned that fire and ambulance services will not have access to the Gunderson Slough area.
• No one will see what is happening on site.
• Railway crossings have to have 136lbs of rail for coal trains to be safe.
• Increased risk of fire as a result of coal.
• A railway underpass would be an improvement for traffic congestion in the Crescent Beach area.
• If there was a fire at FSD, fire embers would blow across the river to New Westminster, spreading the fire.
• The federal government is cutting back on environmental and marine safety resources.
• There is no way to mitigate all risks since not all of the risks are foreseeable.
• In the event of a spill, the emergency plans would be ineffective at cleaning the coal that has been spilled.
• FSD has been around a very long time and they know how to handle an emergency if a problem should arise.
3.6 Marine Environment

13 included comments regarding impacts to the marine environment. The following topics were most frequently mentioned:

- The waterways will be threatened and marine life affected. (7)
- The marine environment will suffer. The coal dust will get in the gills of many of the smelts and kill them off.
- FSD is very conscience of the environment.
- Coal is inert. It is safe to transport.
- Coal is safe to transport by Transport Canada standards.
- BNSF or PMV should pay for ongoing water and contaminant studies at 2 or 3 key locations along the route.
- FSD’s anti-dust technology addresses most concerns.

3.7 Pile Driving

5 included comments regarding pile driving. The following topics were most frequently mentioned:

- The noise from pile driving will be disruptive. (2)
- This should only happen during the day from 8am-5pm.
- Should be done from 7am-4pm.
- Pile driving is good because it creates more construction jobs.

3.8 Lighting

4 included comments regarding lighting. The following comments were made:

- FSD should not have a graveyard shift.
- This will impact the neighbourhoods – need more details on the impact of the light.
- Lights should be shaded to minimize impacts to adjacent areas.
- Lighting is perfect and not bright at all. It looks very cool at night time.
3.9 Additional Comments:

Climate Change:

- Lack of consideration of global climate change.
- Canadians should have nothing to do with something that will directly impact the health of our shared planet. When the coal is burned, it will increase the air pollution and global warming of planet earth.
- B.C. should put a carbon tax on every tonne that is shipped through the province.
- Wetting down coal does not seem to be a good use of fresh water.
- Climate change should be an area of consideration for this project.

Port Growth:

- Coal terminals should not be allowed within 5 miles of any residential area.
- Houses near coal terminals get covered in black coal.
- Shipping thermal, soft coal is a crazy idea. Ship only metallurgical coal at Roberts Bank, Neptune Terminals and Prince Rupert.
- We need planning and infrastructure parity with the East-West corridors serving Roberts Bank.

Economic Impacts:

- Homes in the surrounding area of FSD are losing value as a result of this proposed project. (4)
- Project is short-sighted. (4)
- Please put jobs back in BC.
- Please continue growing our exports.
- Please continue supporting our economy and job growth by exporting commodities in a safe and efficient manner.
- Coal is necessary for the developing world.
- This is the right choice for FSD. The local economy will benefit.
- Coal is essential to the global energy market. Without it, the third world has no source of electricity to elevate themselves out of poverty.
- What happens to FSD when WA opens their coal terminal?
- We will no longer make major purchases like a hybrid vehicle in Surrey.
- We support industry. We support FSD.
- We need more jobs in this province and fully support this plan for FSD and hope to hear soon that it will be progressing ahead to the construction phase.
- Glad to see this project at FSD. It will increase jobs at FSD.
Health:

- Cancer kills and already too many people suffer from it. (2)
- Coal is a safe product to handle.
- Serious risks of soil, groundwater and other contamination leading to strong medical opposition.
- Project would poison drinking water.
- This project benefits few, while risking the lives of thousands.

Consultation Process:

- Concerned that what the public has been told won’t in fact be acted on. (4)
- Neighbours did not receive community mailers or postcards. (3)
- Hold open public forums.
- Very little information has been provided to the residents of North Delta.
- A formal letter should be sent to every household. The postcards and flyers looked like junk mail.
- Public hearings should be required for this project.
- Those living in the affected neighbourhoods/households should hold a vote on this project.
- The postcard was the only way that people found out about the open houses.

General Comments:

- The U.S. should pick up the unpopular task of handling U.S. coal. (3)
- A well-done, thought through presentation.
- FSD has gone above and beyond industry standards.
- We support your project.
- Should ensure environmental monitoring.
- Why isn’t the U.S. using their own ports to export their resources? Canada is being used as a dumping ground for dangerous goods.
- FSD is turning Canada into China.
- All of FSD’s mitigation plans are false.
- The BNSF tracks separate North Delta residents from a major recreational trail and spawning grounds on Cougar Creek.
- Supporting FSD’s coal expansion project
- The Fraser River Delta Ramsar Site consists of over some 20,000 acres. The Fraser River Delta Site is recognized for its international ecological importance for migratory birds and fish species and diverse habitats that support a multitude of species.
The route travelled by the coal train cuts right through the Ramsar designated sites of Serpentine WMA, Boundary Bay WMA, Burns Bog ECA, Burns Bog boundary parcels and of course to the South Arm Marshes WMA.
Appendix 1: Mail Drop Open House Invitation

DIRECT TRANSFER COAL FACILITY
PUBLIC OPEN HOUSES

Please join us to learn more about Fraser Surrey Docks and the Direct Transfer Coal Facility Project

DATES & TIMES:  Thursday, May 23, 5:30pm – 8:30pm
                 Saturday, May 25, 1:00pm – 4:00pm

LOCATION:       Sheraton Guildford
                 15269 104 Avenue
                 Surrey, BC

For more details on the open houses or the project, please contact us:

TELEPHONE:      604.582.2244
E-MAIL:         E-mail: community@fsd.bc.ca
WEBSITE:        www.fsd.bc.ca/company/community.htm

Staff and experts will be discussing the project and available to answer any questions.

We hope we’ll see you there!
Appendix 2: Mail Drop Open House Invitation Distribution Map and Postal Codes

Total Distribution: 8955

Below you will see postal code range + number sent within range

V3M (New West) (Annacis Island)

- LC0003: 297
- LC0005: 315
- LC0006: 302
- LC0001: 382
- LC0002: 305
- LC0004: 351

V3V - FSD

- LC0022: 361
- LC0023: 313
- LC0027: 298
- LC0031: 219

V4C

- LC0094: 290
- LC0086: 289
- LC0092: 374

V3L – The Quay

- LC00035: 485
- LC00037: 717
- LC00040: 932
- LC00041: 1,071
- LC00042: 1,164
- LC00043: 490
Maps:
Appendix 3: Stakeholder Email Sample

Fraser Surrey Docks has been a proud and important part of the local community for over 50 years, contributing to the local, provincial and federal economies, and providing good jobs for employees who live in our communities. We are one of the largest multipurpose marine terminals on the west coast and have a proven track record of safety and quality cargo handling.

During this time, our terminal activities have changed and grown to accommodate shifting market requirements. As part of this process, FSD is proposing to construct a direct transfer coal facility on our existing terminals site. To maintain our strong community relationships and focus on being an environmentally responsible operation, we want to keep our neighbours aware of what we are doing. That is why we are committed to an ongoing and transparent dialogue with our community about the proposed coal handling project.

Since last September, we have been consulting with our neighbours, municipal governments and other stakeholders about this project. In our first phase of community consultation, we sent an information flyer to over 3200 local residents describing our proposed project, inviting their input and letting them know how they can submit comments or questions. In addition, for the past six months, we have been talking to many other individuals and groups in the community either by phone or in person.

As part of our Phase 2 community consultation program, we will be hosting two open houses. These two open houses will provide project information, in addition to outlining how we have responded to concerns and our proposed mitigations for the project. Staff and experts will be available to answer any questions that you may have. We hope you will join us.

Open house details

When:
Thursday, May 23rd: 5:30pm - 8:30pm
Saturday, May 25th: 1:00pm - 4:00pm

Location:
Sheraton Guildford Hotel
15269 104 Ave
Surrey, BC

If you have any questions regarding the upcoming open house sessions, please visit the FSD website at http://www.fsd.bc.ca/index.php/company/community-outreach/ or contact:

Brittany Allison
Public Affairs Advisor
Fraser Surrey Docks
Brittanya@fsd.bc.ca
# Appendix 4: Tweet Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Tweet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fri, May 10</td>
<td>FSD’s Direct Transfer Coal Facility Public Open House will be on May 23 &amp; 25. Learn more: [Insert link] #SurreyBC</td>
</tr>
<tr>
<td>Mon, May 13</td>
<td>Learn more about FSD’s upcoming Direct Transfer Coal Facility Public Open Houses: [Insert link] #HaveYourSay #SurreyBC</td>
</tr>
<tr>
<td>Wed, May 15</td>
<td>FSD is hosting Direct Transfer Coal Facility Open Houses on May 23 &amp; 25. We hope to see you there! [Insert link] #SurreyBC</td>
</tr>
<tr>
<td>Fri, May 17</td>
<td>Mark your calendar: May 23 &amp; 25 in #SurreyBC for Direct Transfer Coal Facility Open Houses: [Insert link] #SurreyBC</td>
</tr>
<tr>
<td>Mon, May 20</td>
<td>Learn more about FSD’s upcoming Direct Transfer Coal Facility Public Open Houses: [Insert link] #HaveYourSay #SurreyBC</td>
</tr>
<tr>
<td>Wed, May 22</td>
<td>Come visit us tomorrow for the Direct Transfer Coal Facility Public Open House: [Insert link] #SurreyBC</td>
</tr>
<tr>
<td>Thu, May 23</td>
<td>FSD’s Direct Transfer Coal Facility Public Open House is today. Details here: [Insert link] Come visit us! #HaveYourSay #SurreyBC</td>
</tr>
<tr>
<td>Fri, May 24</td>
<td>Learn more about FSD’s upcoming Direct Transfer Coal Facility Public Open Houses: [Insert link] #SurreyBC</td>
</tr>
<tr>
<td>Sat, May 25</td>
<td>FSD’s Direct Transfer Coal Facility Public Open House is today in #SurreyBC. Come visit us! [Insert link]</td>
</tr>
</tbody>
</table>

Note: The link brought people to the FSD website page, where all of the Public Open House details were posted.
Appendix 5: Open House Advertisement in Newspapers

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PUBLIC OPEN HOUSES

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WWW.FSD.BC.CA