

**LIFE IN THE HEARTLAND**  
**COMMUNITY Q & A**  
**SPRING 2017**

## **BACKGROUND**

In support of face-to-face engagement and in order to properly offer residents an opportunity to ask questions and learn about ongoing activity, Life in the Heartland added a community engagement component to the Community Information Evening, which was held in Josephburg on April 12, 2017.

Approximately 200 people attended the free public event, and 25 community members took the opportunity to ask questions and share their thoughts, which were recorded verbatim. An independent third-party consultant was hired to engage with attendees.

Questions and comments were then grouped into themes and the Life in the Heartland partner organizations worked together to provide the following responses and background information addressing each query.

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## TRAFFIC

Question/Comment	Life in the Heartland Response
<p><b>“Industry has an impact on traffic”</b></p> <p><b>Some examples cited:</b></p> <ul style="list-style-type: none"> <li>- increased noise</li> <li>- speeding</li> </ul>	<p>The entire region is experiencing growth, which results in pressures on existing infrastructure. Industrial facilities are being constructed, resulting in more commuters, need for materials and supplies, as well as transporting finished goods. Use of area roads and highways is the primary mode of transportation in the region.</p> <p>In order to minimize the impact of additional traffic on the surrounding communities, industry members have implemented the following actions, among others:</p> <ul style="list-style-type: none"> <li>• <b>Zero tolerance policies</b> for unsafe driving as well as education/awareness programs at site and for employees and contractors to influence positive driving behavior</li> <li>• <b>Support and/or funding for additional policing and enhanced traffic enforcement</b> of highways/roads in the area</li> <li>• Addition of <b>flashing speed signs to influence adherence to local speed limits</b></li> <li>• Major construction projects have used <b>modularized construction as opposed to ‘stick-built on site’</b>. This method allows for the construction of up to 70% of a major facility in modules or segments. The modules are built at specialized fabrication facilities in the Capital Region and then transported to site. This greatly reduces the delivery of parts/equipment and number of employees that are required on the actual Heartland-area construction site. Since the work is spread throughout the region’s fabrication facilities, the traffic concentration is reduced at any one particular location.</li> <li>• Very large projects may <b>utilize mass transit programs</b>, where buses each bring workers to the site. Bussing programs proved successful during construction at Shell Scotford and NWR’s Sturgeon Refinery (program currently ongoing). The rationale behind a bussing program includes the scope of the project, the expected reduction of the numbers of cars travelling during peak periods, and other factors.</li> <li>• Industry site leaders coordinate their shift start and finish times to minimize peak traffic loading.</li> </ul>

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	<p>Traffic increase, although sometimes a challenge, is an indicator of the health of our local economy and communities. Operating, maintaining or expanding existing facilities, and new facility construction means direct and indirect jobs, which are important to the region.</p> <p>Industry’s most notable impact on local traffic is during construction and turnarounds. More employees, contractors, goods, materials, and more are required on site. Industry aims to conduct their business in a safe manner, and that includes getting workers and materials to and from site.</p>
<p><b>“Parking in front of resident’s homes for bus commuters is an issue. There are cars idling, increased noise and workers in close proximity to residents making it a safety concern.”</b></p>	<p>As mentioned above, bussing programs are utilized to help reduce traffic congestion during major construction projects, and an unintended consequence of this is parking congestion near pick-up locations.</p> <p><b>Designated Pick Up Locations (Park &amp; Ride)</b> Pick up locations for workers are strategically distributed throughout the larger Capital Region, considering the concentrations of workers and adequate parking space available. In some cases, workers will drive to a pick up location and park for the duration of a workday. Owners operating the bussing programs cannot enforce parking regulations off of their sites, however they strive to be responsive to issues that arise.</p> <p><b>Reporting Concerns</b> If contacted by the public with concerns, owners will amend their bussing program to improve safety and alleviate these concerns. If bus commuters are parking illegally or causing safety concerns with their behavior, local bylaw enforcement is encouraged.</p> <p><b>Status of Bussing Program for Sturgeon Refinery</b> North West Redwater Partnership’s bussing program is already winding down. At peak construction, there were 100 coaches. It is currently reduced to 82, with the numbers dropping monthly as workforce numbers decline. As workforce numbers at the NWR site drop below a critical mass, the service will cease to be offered. At that point, all workers remaining will travel to site by private passenger vehicle.</p>
<p><b>“Highway 28 and 651 needs improvement”</b></p>	<p>Highways 28 and 651 are two important routes in the transportation network for our region. These highways, in addition to many others, get a large number of travelers destined for locations in and beyond the Heartland.</p>

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	<p><b>Upgrades Determined by Alberta Transportation</b>          Alberta Transportation determines highway maintenance and upgrade needs. Twinning Highway 28/28A from Highway 37 north to Twp Road 571 is listed on Alberta Transportation’s website as a highway project though ‘construction is not included on the three-year program.’ For more details on highway projects in the Edmonton and surrounding region visit:  <a href="http://www.transportation.alberta.ca/projects/edmontonarea.aspx">http://www.transportation.alberta.ca/projects/edmontonarea.aspx</a></p> <p><b>Additional Planned Upgrades for Our Region</b>          Heartland industrial companies in Sturgeon County have been advocating for traffic signal controls at three key intersections along Highway 643 from 28A at Gibbons east to the heavy industrial-zoned area.</p> <p>The installation of new signal controls are at various stages of progress for the following intersections:</p> <ul style="list-style-type: none"> <li>• 28A/643</li> <li>• 825/Opal Road/643</li> <li>• Range Road 220/643</li> </ul>
<p><b>“Train and traffic noise in Sturgeon County has increased 200%. Will this continue to increase and what is being done to manage rail-crossing intersections?”</b></p>	<p>The Railway Association of Canada confirms a ~3% increase in freight rail traffic across Canada over the last decade. In that same 10 years, the average number of rail cars per train has gone from below 80 to above 100.</p> <p><b>Local Rail Activity</b>          Locally, more rail traffic is a direct result of increased movement of goods by rail in our region. A lot of those goods are flowing through our region to and from terminal operations in the Heartland. Several companies have recently expanded their rail capacity.</p> <p><b>Managing Safety</b>          The Railway Association of Canada reports the railway industry has invested more than \$20 billion since 1999 to ensure the safety of its infrastructure. Specific procedures are also followed, such as whistling at all public crossings.</p> <p>Crossing belonging to either CN or CPR are federally regulated and do not fall under provincial jurisdiction.</p> <p>Residents wishing to eliminate whistling at a crossing in their community must first contact their municipality. At their discretion, the municipality may contact the railway company that owns the</p>

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	<p>crossing to discuss the matter. If warranted, the municipality must then follow the procedure outlined by the Transport Canada Guideline Number 1, “Procedure &amp; conditions for eliminating whistling at public crossings”.</p> <p>Trains must begin sounding its whistle a quarter mile from the crossing and repeat whistling until the train is on the crossing. These rules apply 24 hours a day and whistles must be sounded even if a crossing has lights, bells and crossing gates.</p> <p>There are also various public safety awareness campaigns, such as <a href="#">Operation Lifesaver</a>, whose goal is to prevent collisions between trains and motor vehicles and also to prevent trespassing incidents.</p> <p><b>New Regulations</b> Crossing safety is a shared responsibility for the whole of society. Transport Canada adopted regulations in 2014 to ensure rail companies, government, and local authorities work collaboratively to improve safety at crossings. This includes establishing enforceable standards, clearly defining the roles of companies and local road authorities, and ensuring the sharing of key safety information.</p> <p>Sturgeon County and CN have recently exchanged information as part of these updated regulations and will continue to review crossing information to evaluate any further works required to reach compliance. Any required upgrades to existing crossings must be completed by November 27, 2021 as per Transport Canada regulations.</p> <p><b>Reporting Concerns</b> Questions or concerns about rail and crossing safety should be directed to the rail company if possible to help find a solution:</p> <ul style="list-style-type: none"> <li>• CP Community Connect – 1.800.766.7912</li> <li>• CN Public Inquiries – 1.888.888.5909</li> <li>• CN Police (for a crossing emergency) – 1.800.465.9239</li> <li>• Transport Canada Rail Safety Branch – 1.844.897.7245</li> </ul>
<p><b>“What is being done to protect the infrastructure?”</b></p>	<p>In addition to information provided above on bussing programs, modularized construction, and planned upgrades for our region, there is currently a <b>High Load Corridor Study</b> underway by the Government of Alberta (also known as the heavy load study).</p> <p>The study will determine the needs of overweight and over-dimension routes across the province, including Alberta’s Industrial</p>

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	<p>Heartland. This study will make recommendations to address municipal and industrial needs for safely transporting oversized loads into and through the region.</p>
<p><b>“A traffic circle on Highway 15 would support traffic flow on the congested bridge near Fort Saskatchewan.”</b></p>	<p>Alberta Transportation has included the intersection of 15/37/825 on the list of provincial highway projects.</p> <p>Here are the details of their plans as taken from <a href="#">Alberta Transportation’s website</a>:</p> <p><b>Intersection of Highway 37/15 and Highway 37/825</b> The two intersections are in very close proximity to each other and operate at capacity during the morning and evening rush hours resulting in congestion in all directions. After considerable conceptual planning, two options for intersection realignment were presented at a Public Open House in February of 2014; Option 1 was comprised of 2 roundabouts and Option 2 was two “T” style signalized intersections. Further to the Public Open House feedback was gathered and a report was prepared. As a result further technical evaluation of the intersection scenarios was performed by the project consultant and a configuration was selected to optimize the existing alignments and available right of way to minimize the overall project impact.</p> <p>The configuration selected is a Dual “T” intersection concept with traffic channelization, added lanes and ramps, illumination, and traffic control signals for both intersections. Currently the project consultant is preparing the design and will be contacting affected landowners to advance the project to a construction ready status. This project is included in the current provincial construction program.</p>

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## JOBS

Question/Comment	Life in the Heartland Response
<p><b>“What jobs are available in the Heartland?”</b></p>	<p>Currently, the workforce at industrial companies in Alberta’s Industrial Heartland exceeds 6,500 employees and long term contractors. There are also approximately 23,000 indirect jobs related to our region.</p> <p>Companies range in size from several employees to several thousand employees. Skilled tradespeople make up the largest portion of the workforce, but a wide variety of job functions are required: management, labour, research, environment, safety, and more. In addition to positions at major industrial companies, there are jobs in service and supply, government, and non-profit organizations that support industry in the region.</p> <p>The Life in the Heartland website has a page dedicated to Employment Resources that lists links to the career pages for over two dozen companies, municipalities, and employment-related organizations.</p> <p>Visit: <a href="http://www.lifeintheheartland.com/employment-resources/">www.lifeintheheartland.com/employment-resources/</a></p> <p>If you’re on Twitter, follow these accounts for job postings (not all postings are related directly to the Heartland):            @AB_Top_Employer            @Alberta_Job            @Edmonton_Job</p>

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## MAJOR PROJECTS

Question/Comment	Life in the Heartland Response	
<p><b>“What are the major projects coming?”</b></p>	<p>Below is a list of the major projects announced or under construction. Visit <a href="http://www.industrialheartland.com">www.industrialheartland.com</a> and click on Project Status to access the most current details on industrial projects in the region.</p>	
<p><b>Alberta Carbon Trunk Line</b>  Multiple Municipalities</p>	<p>In Construction</p>	<p>This pipeline will capture CO2 from Heartland facilities and transport it to southern Alberta for enhanced oil recovery. Target completion in 2017.</p>
<p><b>ATCO Energy Solutions – Salt Cavern Expansion</b>  Strathcona County</p>	<p>In Construction</p>	<p>This project expands salt cavern storage capacity by 400,000 cubic meters. Completion expected in 2017.</p>
<p><b>Enbridge – Norlite Pipeline</b>  Multiple Municipalities</p>	<p>In Construction</p>	<p>This pipeline will connect Enbridge’s Stonefell site to Suncor in Fort McMurray. Construction commenced in summer 2015 with completion expected in 2017.</p>
<p><b>Inter Pipeline – Propane Processing Facility</b>  Strathcona County</p>	<p>Announced</p>	<p>The proposed project will process about 22,000 bpd of propane. Target completion is 2021.</p>
<p><b>North West Redwater Partnership – Sturgeon Refinery</b>  Sturgeon County</p>	<p>In Construction</p>	<p>Major construction activity peaked in 2016. Phase 1 of the 50,000 barrel per day bitumen refinery is scheduled for completion by the end of 2017.</p>
<p><b>Pembina Pipeline – Canadian Diluent Hub</b>  Strathcona County</p>	<p>In Construction</p>	<p>Construction commenced on this large-scale condensate and diluent terminal in May 2016. Completion expected in mid 2017.</p>

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<b>Pembina Pipeline – Propane Processing Facility</b> Sturgeon County	Announced	The proposed project is a joint venture with Petrochemical Industries Company. The facility will process about 22,000 bpd of propane. Target completion is 2021.
<b>Pembina Pipeline – Redwater Fractionator &amp; Storage III</b> Sturgeon County	In Construction	Pembina’s RFS III project is the third fractionator at their Redwater site. It is expected to be completed in 2017.
<b>Plains Midstream – NGL Fractionation Expansion</b> Fort Saskatchewan	In Construction	This multi-phase project will expand fractionation and storage capacity as well as add rail and truck loading. Target completion in 2017.
<b>TransCanada – Grand Rapids Pipeline</b> Multiple Municipalities	In Construction	Construction continued through 2016 for this 460 km dual pipeline system. Target completion in 2017.
<b>TransCanada – TC Terminals</b> Strathcona County	In Construction	Construction began in 2014 for this 1.9 million barrel storage facility. Target completion in 2017.

## COMMUNITY SUPPORT

Question/Comment	Life in the Heartland Response
<b>“There is concern over having transient people in community.”</b>	<p>Issues can arise when a large temporary workforce is utilized, leading to an increase in transient population. In our region, many of the permanent, full time employees live within the greater Capital Region.</p> <p>Temporary and contract workforces are often sourced from communities in the region.</p>

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	<p><b>Ensuring Strong Local Communities</b></p> <p>Despite the challenging economic conditions, it is the goal of industry, non-profits, and government to ensure our local communities are sustainable and resilient.</p> <p>Corporate Social Responsibility programs are well entrenched with many industrial companies. Locally, <a href="#">community investment programs</a> can be accessed by non-profit groups to fund environment, education and social impact initiatives.</p> <p>Municipalities and local agencies also offer support for individuals in the community who need assistance. It is up to those individuals to seek support for their employment, social, housing, child, education, training, or health related needs. A list of programs and supports can be obtained from your local municipality.</p>
<p><b>“Who cares for the community when industry negatively impacts the residents?”</b></p>	<p>As industry and municipalities grow, there will be changes in the community. Some of these include traffic, physical landscape, noise, and emissions (both residents and industry).</p> <p>Industry, municipalities, and local agencies work together to implement reasonable and effective regulatory policies and to plan for the changes that accompany growth. This includes:</p> <ul style="list-style-type: none"> <li>• finding ways to minimize impacts like additional noise (i.e. the Northeast Capital Industrial Association has adopted a first-of-its-kind Regional Noise Management Plan)</li> <li>• monitoring air quality, i.e. Fort Air Partnership works with industry, government to educate the public on air quality</li> <li>• maintaining and enhancing the environmental landscape (i.e. tree planting, stocked fish ponds)</li> <li>• working together to solve challenges brought on by traffic (i.e. local organizations are working with the provincial government to move forward with planned upgrades to roads, intersections, and bridges)</li> <li>• Community Advisory Panels in the area to understand and anticipate community needs and concerns</li> <li>• coordinated mutual aid plan for effective emergency management</li> <li>• mass notification for emergency communication</li> <li>• UPDATEline 1-866-653-9959 for current information sharing</li> </ul>

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- creation of the Life in the Heartland initiative to ensure we maintain open lines of communication with everyone in our region

We are always looking for additional input, and welcome suggestions. Residents are encouraged to contact us directly through email, telephone, social media, or at events we attend.

We also engage with the community on a regular basis to help identify areas where we can improve, learn more about the community's opinions, and guide our priorities and focus.

Specific examples of engagement:

- Life in the Heartland conducts two public information evenings every year where residents can learn more about industry activity and provide their thoughts and comments. Over two dozen companies and organizations attend, which allows residents to discuss their concerns face to face with local company representatives.
- Life in the Heartland conducts a formal telephone poll every few years to gauge opinions and determine areas of improvement. Life in the Heartland and our partner organizations use this information to guide future activities. This includes areas where more resources are required, the type of information we provide, the ways we communicate with the public, and the areas that are best/worst managed according to respondents.

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# LIFE IN THE HEARTLAND

Question/Comment	Life in the Heartland Response
<p><b>“What does the Life in the Heartland organization do?”</b></p>	<p>Life in the Heartland was created in 2009 to ensure that residents in our region have access to information about local industrial activity, and have opportunities to ask questions. The initiative is a partnership of four organizations:</p> <ul style="list-style-type: none"> <li>• <a href="#">Alberta’s Industrial Heartland Association</a></li> <li>• <a href="#">Fort Air Partnership</a></li> <li>• <a href="#">Northeast Capital Industrial Association</a></li> <li>• <a href="#">Northeast Region Community Awareness Emergency Response</a></li> </ul> <p>Information is focused on specific topics related to the region:</p> <ul style="list-style-type: none"> <li>• Safety and emergency response</li> <li>• Air quality</li> <li>• Water quality/quantity</li> <li>• Land use planning</li> <li>• Transportation</li> <li>• Industrial development</li> <li>• Community investment</li> <li>• Employment</li> </ul> <p>There are a variety of ways to connect in with us.</p> <p>ONLINE</p> <ul style="list-style-type: none"> <li>• Website: <a href="http://www.lifeintheheartland.com">www.lifeintheheartland.com</a></li> <li>• Social Media: Facebook and Twitter (@LifeinHeartland)</li> <li>• Newsletter (email <a href="mailto:info@lifeintheheartland.com">info@lifeintheheartland.com</a> to subscribe)</li> </ul> <p>FACE TO FACE</p> <ul style="list-style-type: none"> <li>• Involvement at community events such as trade fairs</li> <li>• Community information meetings held twice per year</li> </ul> <p>UPDATEline</p> <ul style="list-style-type: none"> <li>• Information about current activity you may see, hear or otherwise notice can be found on the UPDATEline 1-866-653-9959. Put it in your phone today.</li> </ul>

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