

# Water Campaign Consultation Workshop

Capacity Building Program

Victoria, B.C.

September 20, 2006



**FCM Centre for Sustainable Community Development**  
24, Clarence Street, Ottawa K1N 5P3  
[www.sustainablecommunities.fcm.ca](http://www.sustainablecommunities.fcm.ca)

***Water Campaign Consultation Workshop, Capacity Building Campaign  
Victoria, B.C., September 20, 2006***

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***Cette publication est disponible en français sous le titre *Atelier de consultation sur la campagne pour l'eau, Programme de renforcement des capacités.****

**Federation of Canadian Municipalities  
Centre for Sustainable Community Development  
24 Clarence Street  
Ottawa, Ontario K1N 5P3**

**December 2006**



# Consultation Summary

## 1. Introduction

This report summarizes the results of a half-day consultation workshop held on September 20, 2006, in Victoria, B.C., following the *Water in the City Conference*. The purpose of the workshop was to gather information on municipal needs for capacity building related to water issues. The 33 participants included staff and elected officials from Canadian municipalities, as well as stakeholders engaged in water issues in the voluntary, academic, and private sectors and in provincial and federal governments. The workshop was held as part of the Capacity Building Program, established in 2006 by the FCM Centre for Sustainable Community Development (CSCD).

The September 2006 Water Consultation Workshop had the following objectives:

- Explain the CSCD Capacity Building Program and Water Campaign to participants; and
- Gather feedback from participants regarding their needs for capacity building on water issues, and their priorities for tools and resources to address those needs.

Participants were asked to give input on the following four questions:

1. What are the priority water-related issues in your community?
2. What capacity building activities and/or resources would you like to share or learn from other municipal governments? What other information would be useful?
3. How would you see yourself being involved in the CSCD Capacity Building Campaign for water?
4. What changes (if any) would you make to our campaign development process?

## 2. Summary of Findings

### 2.1 Suggested Capacity Building Activities and Resources

This section summarizes feedback received in response to Questions 1 and 2. Part A lists suggestions on general approaches to capacity building and preferred formats. Part B lists key topics, priority water-related issues, and suggested activities and resources.

#### A. General Suggestions on Capacity Building Approaches and Formats

- Don't reinvent the wheel; choose strategic interventions that build on what's being done.
- Focus on priority topics for municipalities, including research, planning, management and integration of water with development and land use.

- Offer a range of practical options for better water management.
- Develop simple templates, model bylaws, checklists and examples or distill these from existing resources and disseminate them.
- Encourage municipalities to share information and their experiences with other municipalities.
- Facilitate collaboration with regional, provincial and local associations on capacity building and technical issues.
- Tailor capacity building activities and resources to diverse target groups.
- Use diverse capacity building techniques and formats.

## **B. Capacity Building Topics, Issues and Needs**

This table summarizes suggested capacity building topics, issues and needs.

- Column 1, “Topics,” presents common themes that emerged from the workshop. They are listed in approximate order of priority, based on how frequently they were listed as priorities in discussions and mentioned in individual comment sheets.
- Column 2, “Issues,” summarizes responses to Question 1 on priority water issues.
- Column 3, “Capacity Needs,” summarizes responses to Question 2 on capacity building activities and resources.



| TOPICS   | ISSUES  | CAPACITY NEEDS (Activities and Resources)   |
|--|---|---|
| <b>Aging infrastructure</b>  | <ul style="list-style-type: none"> <li>- Aging infrastructure and funding for infrastructure and utility renewal.</li> <li>- Infrastructure often not owned by municipality; there is a lack of control.</li> </ul>   | <ul style="list-style-type: none"> <li>- Information and planning to help with renewal, upgrades and replacement of water infrastructure.</li> <li>- Share current costs of water infrastructure construction (“unit price review”).</li> </ul>   |
| <b>Water planning and management and integrated water management</b> | <ul style="list-style-type: none"> <li>- Effective water management and decision-making systems, including strategic planning for integrated water management.</li> <li>- How to get staff and stakeholders from different sectors and “silos” to coordinate decisions.</li> <li>- Meeting growing needs with current resources.</li> </ul> | <ul style="list-style-type: none"> <li>- Effective water management and decision-making models and systems, including case studies (e.g., Capital Regional District comprehensive infrastructure renewal program).</li> <li>- Showcase integrated approaches.</li> <li>- Models and templates for water policies and plans.</li> <li>- Harmonize existing best management practices.</li> </ul> |
| <b>Jurisdictional issues</b>   | <ul style="list-style-type: none"> <li>- Watershed planning at regional level.</li> <li>- Fragmented governance.</li> </ul>   | <ul style="list-style-type: none"> <li>- Regional water governance, planning and management; how to make it work.</li> </ul>  |
| <b>Watershed management</b>  | <ul style="list-style-type: none"> <li>- Protecting surface and groundwater quality.</li> <li>- Protecting recreational and ecological values.</li> </ul>   | <ul style="list-style-type: none"> <li>- All elements of effective watershed planning.</li> <li>- Watershed approach in land planning and development.</li> <li>- Tools to integrate recreational and ecological values.</li> </ul>   |
| <b>Water conservation</b>  | <ul style="list-style-type: none"> <li>- Demand-side management as conservation tool.</li> <li>- Regional demand management.</li> </ul>   | <ul style="list-style-type: none"> <li>- Integrated conservation programs, with simple template.</li> <li>- Options for demand-side management and incentives.</li> </ul>   |
| <b>Elected official and staff awareness and education</b>            | <ul style="list-style-type: none"> <li>- Lack of political will to change.</li> <li>- Staff tendency to use traditional approaches.</li> <li>- Need for a paradigm shift and “water-centric” vocabulary for politicians, staff and public.</li> </ul>   | <ul style="list-style-type: none"> <li>- Modular courses for politicians (e.g., Water 101, 201, etc.).</li> <li>- Tools to develop political will (e.g., enlightened self-interest).</li> <li>- Find local elected officials and staff to act as champions.</li> <li>- Possible certificate of recognition for water training.</li> </ul>   |
| <b>Stakeholder education and involvement</b>                         | <ul style="list-style-type: none"> <li>- As above.</li> <li>- Perception that we have unlimited water because we are in a rainforest.</li> </ul>  | <ul style="list-style-type: none"> <li>- Tools for stakeholder involvement and social marketing, building on FCM public participation resources.</li> <li>- Disseminate existing water awareness and education programs and resources; showcase successes.</li> </ul>   |
| <b>Access to expertise</b>   | <ul style="list-style-type: none"> <li>- Insufficient human resources.</li> <li>- Lack of knowledge on what skills are needed.</li> <li>- Lack of access to appropriate expertise.</li> <li>- Uneven skills in small communities.</li> </ul>  | <ul style="list-style-type: none"> <li>- List of water planning and management skills.</li> <li>- Training for staff in small communities.</li> <li>- Access to qualified and experienced expertise.</li> </ul>   |

| TOPICS  | ISSUES   | CAPACITY NEEDS (Activities and Resources)   |
|---|--|---|
| <b>Economic and financial tools</b>                           | <ul style="list-style-type: none"> <li>- Barriers to applying innovative rate structures.</li> <li>- Clarify the costs of water for consumers.</li> <li>- Need for life-cycle costing methods and triple-bottom-line thinking.</li> <li>- Need to promote economic tools.</li> </ul>                   | <ul style="list-style-type: none"> <li>- Models and examples of rate and taxation structures, as related to cost recovery.</li> <li>- Use of “soft infrastructure” or “soft paths” (e.g., economic tools).</li> <li>- Full cost pricing as a tool for water conservation.</li> <li>- Decentralized, small-scale, on-site economic solutions.</li> </ul> |
| <b>Integrating water issues into planning and development</b> | <ul style="list-style-type: none"> <li>- Development pressures and urban containment.</li> <li>- Supplying water for growing population: growth and maintenance of water supply and treatment.</li> <li>- Ensuring a reliable community water source from the regional water supply system.</li> </ul> | <ul style="list-style-type: none"> <li>- Water planning on a regional scale, as related to urban containment and growth strategies.</li> <li>- Integrating water management into subdivision control.</li> <li>- Simple, low-cost options and incentives for developers.</li> </ul>   |
| <b>Water efficiency</b>                                       | <ul style="list-style-type: none"> <li>- Use and overuse of potable water for irrigation.</li> <li>- Water efficiency as a tool to mitigate the economic and environmental impacts of growth.</li> <li>- Control of water losses.</li> </ul>   | <ul style="list-style-type: none"> <li>- Methods to better match water quality to use.</li> <li>- Tools (e.g., sample bylaws to include water efficiency in infrastructure and development planning).</li> <li>- Leak detection and loss control as planning tools.</li> </ul>  |
| <b>Standards</b>  | <ul style="list-style-type: none"> <li>- Meeting various maintenance standards and practices (e.g., <i>Canadian Drinking Water Quality Guidelines</i> [CDWQG], Sanitary I/I objectives).</li> </ul>  | <ul style="list-style-type: none"> <li>- Integrate water conservation into standards and codes (e.g., building, landscaping, plumbing, toilets and appliances).</li> </ul>  |
| <b>Reporting on water management</b>                          | <ul style="list-style-type: none"> <li>- Link water management to sustainability reporting and emerging concept of “public asset management.”</li> </ul>   | <ul style="list-style-type: none"> <li>- Indicators, checklists, report cards or all three for reporting on water-related issues in sustainability reporting, public asset management and triple-bottom-line reporting.</li> </ul>  |
| <b>Stormwater management</b>                                  | <ul style="list-style-type: none"> <li>- Lack of attention to stormwater management.</li> </ul>  | <ul style="list-style-type: none"> <li>- Integrated stormwater management options and tools (e.g., bylaws, enforcement and education).</li> </ul>   |
| <b>Groundwater and aquifer management</b>                     | <ul style="list-style-type: none"> <li>- Source protection of groundwater, especially aquifers.</li> <li>- Well-water and aquifer depletion.</li> <li>- Lack of clear jurisdiction for groundwater.</li> <li>- Issues with wells and septic fields in rural areas.</li> </ul>                          | <ul style="list-style-type: none"> <li>- Suggested legislation or other tools to control groundwater.</li> <li>- Examples of on-site systems.</li> <li>- Technologies and economics of decentralized, small-scale, on-site solutions (e.g., wastewater treatment technologies).</li> </ul>  |
| <b>Baseline info on water</b>                                 | <ul style="list-style-type: none"> <li>- Need for inventory and assessment of water resources.</li> </ul>  | <ul style="list-style-type: none"> <li>- Methods and tools to assess water resources and water management options; consistent measurement methods.</li> </ul>   |
| <b>Promoting innovative approaches</b>                        | <ul style="list-style-type: none"> <li>- Inertia of decision makers and public; risk aversion and unwillingness to innovate.</li> <li>- Consultants wary of innovation due to liability.</li> <li>- Water reclamation, resource recovery and reuse.</li> </ul>   | <ul style="list-style-type: none"> <li>- Innovative technologies and approaches, with examples.</li> <li>- Need to prove new methods for consulting engineers.</li> <li>- Updates on award-winning projects.</li> <li>- Tools for water recovery, especially greywater reuse.</li> </ul>  |



## 2.2 Municipal and Stakeholder Involvement in Campaign

In response to Question 3 “How would you like to be involved in the campaign?” participants expressed a willingness to be involved in the following ways:

- Share experience and resources with FCM and other municipalities.
- Participate in and co-sponsor GMF capacity building activities, and promote them to target audiences (e.g., colleagues and stakeholders who might contribute).
- Participate in training and peer review.
- Promote networking.

## 2.3 Suggestions on the Water Campaign Development Process

In response to Question 4 “What changes (if any) would you make to our campaign development process?” participants responded with the following key suggestions:

- Clearly communicate the goals and scope of the Capacity Building Program.
- Keep channels open: communicate results of the consultations and needs assessment.
- Tailor consultations and capacity building to diverse target groups and needs.

## 3. Next Steps

The input received at this consultation workshop is being used to develop a Capacity Building Program to help municipal governments meet their sustainable development goals. Additional consultation workshops are planned for 2007. For more information, please contact:

Amy Seabrooke  
Program Officer, Capacity Building  
FCM Centre for Sustainable Community Development  
Tel.: 613-907-6332  
E-mail: [aseabrooke@fcm.ca](mailto:aseabrooke@fcm.ca)

For information on upcoming capacity building activities, please visit our website at [www.sustainablecommunities.fcm.ca](http://www.sustainablecommunities.fcm.ca).