



Summary of March 31, 2021 Public Discussion on Community Outreach & Involvement Evergreen | Philadelphia Refinery Legacy Remediation

This document summarizes the feedback received during the public discussion held on March 31, 2021 on community outreach and involvement as part of Evergreen's Legacy Remediation at the Philadelphia Refinery.

Thank you to everyone who participated!

A complete recording of the session is available on Evergreen's website: <https://phillyrefinerycleanup.info>.

Session Objectives and Approach

The purpose of the meeting was to:

- Provide an overview of the 2021 schedule of Act 2 report submissions and meeting activities.
- Gather feedback from the community members on Evergreen's community outreach activities and public involvement process.

Feedback received from this session will be considered by Evergreen as part of developing a new engagement plan.

This meeting was held virtually by Zoom and participants were able to join on their computer, mobile device or by telephone. In total, 45 individuals participated in this session.

The session began with a 15 minute presentation by Evergreen on their planned 2021 reporting and engagement activities. A copy of this presentation is available on Evergreen's website <https://phillyrefinerycleanup.info>

This presentation was followed by a 40-minute small-group discussion session. The participants were divided into 5 small groups to have an in-depth conversation on Evergreen's community outreach and public involvement. The small group discussions, facilitated by a GHD facilitator, focused on the following discussion topic(s):

1. Public Involvement activities

How would you like to get involved?

What would make public involvement activities successful and meaningful to you?

2. Learning Opportunities

How do you like to learn about the project (e.g. videos, factsheets, small group meetings)?

How else can Evergreen help enhance communication of technical information?

3. Input

The community has identified many topics that are important to them.

What are the 2-3 most important issues that you want Evergreen to focus on in the next 12-18 months?

4. Communication

What methods of communication do you prefer? (e.g. emails, social media, website, text, mailer, etc.)

Who is missing from the room? Are there people in the community who should be involved but aren't?

A dedicated GHD notetaker documented the feedback received during the small group discussions using a digital whiteboard shared with all participants. In addition, a representative from the Pennsylvania Department of Environmental Protection, US Environmental Protection Agency, City of Philadelphia and/or Evergreen also participated in each small group to listen in to the conversation and respond to project-specific questions as needed.

Summary of Feedback Received

Following the small group breakouts, all participants were brought back to the main session and each group reported back on their key discussion points. The following is a summary of the key discussion points raised. A copy of the digital whiteboards for each small group, which provides additional details used to generate the summaries below, and the report-back session are included in **Appendix A**.

Public Involvement Activities

- Provide multiple and more frequent meetings
- Provide in-person opportunities and traditional print information (e.g. mailers, postcards, flyers)
- Meaningful engagement means engaging the community's members and their experiences and not only providing technical data.
- Provide a safe space for tough conversations
- Appreciate effort Evergreen has put into recent public engagement
- Involve members of City Council and South Philly Resource Network

Learning Opportunities

- Provide simple visuals that include clear maps and visuals for all community members
- Host multiple and more frequent meetings
- Provide more learning experiences that include site tours or employment opportunities
- Provide more materials for community members (e.g. mailers, postcards, flyers)
- Spend more time explaining technical terminology
- Provide more details on climate and ecosystem affects

Input

- Share more technical details of the process
- Share results and reports on multiple outlets (e.g. website, flyers, mailers)
- Update community at every key stage of the process
- Focus on engagement effort between community, Evergreen, and other stakeholders
- Provide more lead time for documentation review
- Find opportunities face to face communications

Communication

- Provide more opportunities for community members without internet access
- Provide traditional print information (e.g. mailers, postcards, flyers)
- Involve members of City Council and South Philly Resource Network

- Provide more frequent (weekly/daily) alerts when work is being done
- Provide updates outside of community meetings (e.g. social media, email, mailers, flyers)

Next Steps

Feedback received from the community will be considered by Evergreen as part of developing a new engagement plan. Project updates will continue to be posted on the Evergreen website. Evergreen may also be contacted by email (phillyrefinerycleanup@ghd.com) or US mail (PO Box 7275, Wilmington, DE 19803).

Appendices

Appendix A

Digital Whiteboard(s)



Today's Discussion

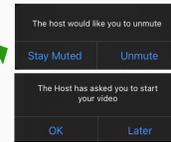
Gather input on Evergreen's community outreach activities and public involvement process

How?

- 🕒 40 minute small group discussion
- ❓ Four main discussion categories
- 🗣️ Report back to larger group

Zoom Tips

Feel free to **unmute** yourself & start your **video**



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Small Group #1

Facilitator: Emily Gallant (GHD)
Notetaker: Sherry Lasenby (GHD)

Public Involvement Activities

How would you like to get involved?

What would make public involvement activities successful and meaningful to you?

Respect is key - community members need to be better heard and recognized	solicit stories	How will this affect me and my family
Sentiment analysis	Create the space for people to speak their fears	Property value discussions
community sentiment plays a big role	looking at what people's concerns really are	bring people up to speed so they can engage

Learning

How do you like to learn about the project (e.g. videos, factsheets, small group meetings)?

How else can Evergreen help enhance communication of technical information?

better visuals	diagrams and charts with contamination	More of a summary for the "average" community member
plain language	3 pictures instead of 1000 words	Technical details for those that want it
diagram under standard x	diagram under standard y	

Input

The community has identified many topics that are important to them.

What are the 2-3 most important issues that you want Evergreen to focus on in the next 12-18 months?

Residence are engaged and really heard - feedback.	Active communication with state officials	Engagment on access to waterfront
Nature of public involvement	A community-centric approach	Engage early on and the affect on people in community
Broaden the discussion beyond the technical	Contextual way presented to the community	Meaningful engagement
Air quality is terrific - share that story	engage further along the engagement spectrum	The fragmented process - Evergreen needs to consolidate it for us to digest it easily
More detailed investigation - granular details on standards	Lack of discussion on the lower standards	standards - tailored to hgh standards and neglecting lower ones
More insights on the health	There is a feeling of being lied to - it destroys trust - more transparency	more visual learning tools
How much contamination with lower number - transparency	discussion about the exceedances of lower standards	Accessible information that is easy to understand
How is it going to be safe for me and the neighborhood? Tell us that.	PFAS concern / investigation	Map where PFAS is distributed
More transparency		

Communication

What methods of communication do you prefer? (e.g. emails, social media, website, text, mailer, etc.)

Who is missing from the room? Are there people in the community who should be involved but aren't?

Active communication with state officials	Council	Elected officials
Senators,	The City	ethnic associations
faith communities		

Key Discussion Points

Meaningful engagement - seek the experience of community members. Not just the technical data	Simple visuals - clear maps and visuals for all community members
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Today's Discussion

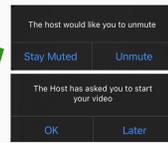
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Small Group #2

Facilitator: Katrina Kroeze (GHD)
Notetaker: Jeremy Anthon (GHD)

Public Involvement Activities

How would you like to get involved?

What would make public involvement activities successful and meaningful to you?

Appreciate the discussion and more is necessary	Neighborhood involvement is important	Public Tours
Having a clear understanding of WHO at Evergreen is the point of contact	Having Evergreen be more of the authority on the information dissemination (1/2)	Hearing lots from local community groups, council, and EPA makes it hard to know / follow the facts (2/2)
This kind of meeting is good and needs to continue	Trust needs to be built and maintained through ongoing conversations	Since the project is long, having an understanding of when the public will be informed at regular intervals and be able to participate
Having representation from City Council, Senators, and other representatives	Interest in the refinery as a result of the fire/explosion	Philly Thrives is encouraging councilor Johnson to be involved
Continue regular meetings	Opportunities for green space across from the refinery in the gardens	Look to other refineries in the Bay Area which provided access to trails and greenspace

Learning

How do you like to learn about the project (e.g. videos, factsheets, small group meetings)?

How else can Evergreen help enhance communication of technical information?

Plain Language Summary documents	Reading level of grade	Continuation of small group discussion
Groundwater travel through ESRI maps and what chemicals	Drone tours of the AOIs	Think about showing chemical charts, technical info and other shown in simple diagrams
Videos	3D modeling of groundwater or other subsurface elements	ESRI + story maps
Virtual Tours	Map of the campus with an overlay of the council boundaries	Include simplified figures in with the Plain Language Summaries

Input

The community has identified many topics that are important to them.

What are the 2-3 most important issues that you want Evergreen to focus on in the next 12-18 months?

Concern with contamination of the aquifer and the water in NJ and FUTURE of water	PFAS	Deeper dives into more technical topics in the future
Relationship between Hilco & Evergreen	Air Monitoring	Extent of Contamination - does it affect the groundwater in NJ?
Water		

Communication

What methods of communication do you prefer? (e.g. emails, social media, website, text, mailer, etc.)

Who is missing from the room? Are there people in the community who should be involved but aren't?

Council members, neighborhood groups	Delaware River Keeper	Commercial and Business Groups
Commercial corridor near the site - west side of the river	Delaware Estuary Group - relationship to EPA	NJ PEP
EPA Region 2	State Representatives	Congress and US Senators
Communication of who you are in contact with is important to demonstrate your reach	Additional printed material via mail or door knocking	In person (outdoor) and virtual events to have a broader reach

Key Discussion Points

Non-wifi options: in person, mailers, traditional print information	PFAS	Group appreciates the effort Evergreen has put into the recent public engagement	Incorporating simplified figures in with the Plain Language Summaries
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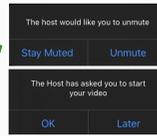
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Small Group #3

Facilitator: Stacy Mueller (GHD)
Notetaker: Amanda Bomar (GHD)

Public Involvement Activities

How would you like to get involved?

What would make public involvement activities successful and meaningful to you?

- wants access /channel to EPA for transparency purposes
- desire for more time to review the documents
- Community member close to the process
- Consider opportunities for residents
- More community involvement throughout process

Learning

How do you like to learn about the project (e.g. videos, factsheets, small group meetings)?

How else can Evergreen help enhance communication of technical information?

- Draft reports well in advance
- Who all is involved
- More mailers/ television/ billboards/on these topics
- More virtual meetings

Input

The community has identified many topics that are important to them.

What are the 2-3 most important issues that you want Evergreen to focus on in the next 12-18 months?

- Desire for EPA to educate the group on the process and established channels for public feedback
- Desire to understand cleanup level determinations
- Public access to PA DEP for transparency purpose
- On going air quality monitoring with result reported to the community during cleanup
- Communicate progress
- Transparency from city
- Remediation contractor selected should be reputable
- Climate change impacts
- real time air monitoring with data dashboard made public
- river health/ impacts/ ecosystem

Communication

What methods of communication do you prefer? (e.g. emails, social media, website, text, mailer, etc.)

Who is missing from the room? Are there people in the community who should be involved but aren't?

- Public Access to EPA for transparency purposes
- Clarity on channels for communication
- Clarity on roles of entities
- Flyers for distribution to the neighborhood
- In person outdoor meetings
- More written material by mail
- Communicate beyond computers/ technology
- South Philadelphia Resource Network
- Keep Philly Thrive in the loop
- Jordan Harris
- Kenyatta Johnson Council person
- Jamie Gauthier Council person
- Wants notices on tv/ billboards

Key Discussion Points

- Alternatives to & more frequent communication (print/media)
- Public access to PA DEP for transparency purposes
- adding council people & South Philly Resource Network
- involvement during cleanup process: reputable contractor, air monitoring with data dashboard for transparency
- desire to learn more about climate change & prioritizing river ecosystem health



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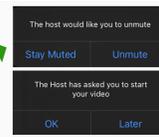
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Small Group #4 **Facilitator: Katrina McCullough (GHD)**
Notetaker: Emily Cameron (GHD)

Public Involvement Activities

How would you like to get involved?

What would make public involvement activities successful and meaningful to you?

Draft reports to be sent out well in advance	Evergreen should share results	Request for in person socially distanced AND virtual meetings
Request to see results from Air quality monitoring	Note about why those got involved- personal reasons, general interests	Combination of virtual and in person outdoor meetings
In person meeting- community members who do not have technology but want to be involved. Park, large outdoor space that has ability to host meeting socially distanced	Preference for small group meetings- helps to learn more about what is going on, obtaining general information	

Learning

How do you like to learn about the project (e.g. videos, factsheets, small group meetings)?

How else can Evergreen help enhance communication of technical information?

Print materials including: general information, "heads up" of what is happening	Request print outs summarizing virtual meeting for those who cannot attend	Request to have more print materials to distribute between community members
Group members who were familiar with the language helped explain to other group members	Use of images to explain messages	Plain language document noted
Works well- video, fact sheets, small group meetings	Time frame when community will be notified when materials are being transported from facility?	Taking time and repetition to learn about the project
When reports are released, will there be a point of contact who can explain in plain language? Concern over tech heavy/ Acronyms	Facilitator used to help explain terminology	Community member helped project manager put it into plain language

Input

The community has identified many topics that are important to them.

What are the 2-3 most important issues that you want Evergreen to focus on in the next 12-18 months?

Importance of clean environment in this community- cleaning up without use of chemicals and fossil fuels

Communication

What methods of communication do you prefer? (e.g. emails, social media, website, text, mailer, etc.)

Who is missing from the room? Are there people in the community who should be involved but aren't?

Advertising public meetings: social media, TV, newspapers, billboard in the neighbourhood	Community should be informed and have the opportunity to be involved
Inclusive to everyone involved	

Other Topic/Questions

Question regarding who key players are- difference between Evergreen and Hilco (Answered)	Question regarding traffic route- how will the materials be removed and what route will the trucks transporting this go?	Question- are they testing all the soil or small portions?
Question about tanks on site- contents and purpose	Question about clean up- Will they use a non-pollutant chemical?	Note regarding trains and what the content of the trains are, how to obtain that information
What type of jobs would be offered to community members- at Hilco and Evergreen		

Key Discussion Points

Plain language and helping community understand the technical	Helping the community understand what is going on on site- regular communication, more print materials	Getting back to in person meetings	Sharing results of monitoring and reports	Using images to assist explain key messages
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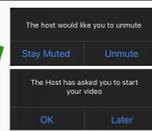
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Small Group #5

Facilitator: John Davis (GHD)
Notetaker: Alana Whitman (GHD)

Public Involvement Activities

How would you like to get involved?

What would make public involvement activities successful and meaningful to you?

There needs to be more transparency RE what is being cleaned up and how it is being cleaned up. The public needs to be informed when these events take place.	The project schedule needs to be shared with the community. For example, when will there be significant truck movement to/ from the Site.	Share information / engagement opportunities with all people (children, seniors, community groups, etc.).
Please provide education on the remediation process. Community members and school groups could benefit from capacity building events.	Engage children in the project. If children are interested in the project, so will the rest of the community.	Be genuine with engagement
When safe, please resume in person activities. Face-to-face communication builds understanding and trust within the community.	Meetings need to be more engaging. Ensure people are interested and feel appreciated.	Site Tours are an opportunity for transparency on the work being done and build capacity within the community.
Provide more opportunities for the community to learn more about the Site. Engagement should have an education / capacity building focus for people of all ages and abilities.		

Learning

How do you like to learn about the project (e.g. videos, factsheets, small group meetings)?

How else can Evergreen help enhance communication of technical information?

Face to face communication and gatherings.	Engagement/ information sharing needs to focus on the local audience. For example, mail outs ensure people from a specific ZIP code receive updates.	Need for more hard copy updates (mail outs, brochures)
Provide learning opportunities through employment (i.e. summer student employment)	Summaries of remedial investigations could be improved by answering the "so what" upfront.	Please provide learning/ engagement on upcoming and ongoing projects. Engagement on approved reports/ projects provides little opportunity for community input.
Please ensure the community understands what it means to live in close proximity to the Evergreen Site (i.e., potential health impacts, potential flooding).	Door to door canvassing to meaningful conversations with residents.	People are often told to find resources on the Project website. Please consider if people are able to easily find information they are looking for via the website.
Plain language needed	Consider finding a way to identify if community members understand the science / processes that is taking place on the Site.	

Input

The community has identified many topics that are important to them.

What are the 2-3 most important issues that you want Evergreen to focus on in the next 12-18 months?

When documents are shared with the Public, ensure document is available for review.	Flood Risk - This is a possible environmental injustice issue if the Site is raised. Water will flood into low elevation areas of the community.
People need to understand what is happening in their community and when RE redevelopment. Please ensure people can provide input of the events and schedule.	Dust is an issue to for many people. Please share information on when material will be trucked out of the Site so residents can be prepared for the dust.

Communication

What methods of communication do you prefer? (e.g. emails, social media, website, text, mailer, etc.)

Who is missing from the room? Are there people in the community who should be involved but aren't?

Preference for large group discussion when everyone can see each other	Please provide space for networking during community engagement activities.
Evergreen should provide more social media updates that encourage people to comment on and share with their networks.	Please note, it is well known within the activist community that political action does not go viral on social media.
The community needs to receive more updates.	Please provide project updates outside of the quarterly public meetings as not everyone can attend a 90 minute meeting.
Notifications need to come in a variety of ways to reach different audiences: mail, social media, website, etc.	There is confusion within the community regarding the roles and responsibilities of Evergreen and Sincco
Twitter for updates	

Key Discussion Points

Education on the remediation / process needs to be an ongoing focus (i.e., site visit, school field trips, employment opportunities)	Find opportunities for face to face communication (when safe) - canvassing, in person meetings, networking events	Plain language. The community needs to understand what is going on and when.	Be transparent. Be genuine.	Provide daily or weekly updates on work being done / potential risk to the community outside of community meetings (i.e., Twitter, mail outs)	Flood risk should be a key topic of discussion in upcoming engagements
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Reporting Back What We Heard



Today's Discussion

Gather input on Evergreen's community outreach activities and public involvement process

How?

- 40 minute small group discussion
- Four main discussion categories
- Report back to larger group

In our small groups, we discussed:

1. Public Involvement Activities
2. Learning Opportunities
3. Input
4. Communications

Small Group #1

Meaningful engagement - seek the experience of community members. Not just the technical data	Simple visuals - clear maps and visuals for all community members	Safe Space for tough conversations
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Small Group #2

Non-wifi options: in person, mailers, traditional print information	PFAS	Group really appreciates the effort Evergreen has put into the recent public engagement	Incorporating simplified figures in with the Plain Language Summaries	Council overlay maps
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Small Group #3

Public access to PA DEP for transparency purposes"	Alternatives to & more frequent communication (print/media)	Adding council people & South Philly Resource Network	involvement during cleanup process: reputable contractor, air monitoring with data dashboard for transparency	desire to learn more about climate change & prioritizing river ecosystem health	employment opportunities	more lead time for documentation review	more notice by mail / flyer distribution to neighbors for meeting/engagement opportunities
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Small Group #4

Plain language and helping community understand the technical	Helping the community understand what is going on on site- regular communication, more print materials	Getting back to in person meetings	Sharing results of monitoring and reports	Using images to assist explain key messages	Billboard communications for upcoming meetings	Job opportunities in the community for the community	More community air monitoring locations
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Small Group #5

Education on the remediation / process needs to be an ongoing focus (i.e., site visit, school field trips, employment opportunities)	Finding opportunities for face to face communication (when safe) - canvassing, in person meetings, networking events	Plain language. The community needs to understand what is going on and when.	Be transparent. Be genuine	Provide updates outside of community meetings (i.e., Twitter, mail outs)	Flood Risk if the site is raised. This will have flooding implications on low land in the neighborhood	Weekly/ daily alerts on the workbeing done/ potential risks to the community
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