

SWS 2015 Annual Report

The Solid Waste Services (SWS) Division provides waste management services and planning with a focus on;

- Excellent customer service
- Effective and efficient financial management
- Environmental stewardship

Our goal is to provide a safe, cost effective service to County of Wellington residents while protecting the air, water and land through environmentally sound practices. All operations, services and programmes are, and will continue to be, evaluated on an on-going basis to attempt to identify and implement efficiencies and improvements wherever possible.

Quick Fact:

In 2015, County residents put 80% of their blue box materials in the blue box programme. We are just 5% short of our goal of an 85% recyclable capture rate.

Customer Service

Programmes and Services

- Aberfoyle Waste Facility up to full operating schedule of three days per week for the whole year. The number of customers served in 2015 was actually 2% higher than in 2012 when the facility was open five days per week as a landfill site.
- Improved customer experience at waste facilities:
 - Purchased lower-walled roll-off bins at the Aberfoyle site. These bins are more accessible for residents with physical limitations and make off-loading easier for everyone.
 - Relocated a storage shed as well as the appliance and tire bunkers at the Rothsay site. This has increased space and improved traffic flow and safety.
 - Relocated and enlarged appliance and tire bunkers at the Riverstown site for easier customer access.
 - All small waste loads are being directed to use the roll-off bins at Riverstown. Keeping customers away from the landfill tipping face keeps their vehicles clean and has enhanced on-site safety.
 - All site attendants completed a presentation to their colleagues on examples of “Customer Service Success”. These frontline staff were then challenged by their supervisor to incorporate these tips to work towards exceeding customer service expectations.



- Household Hazardous Waste and Electronics Event Days were combined to provide more convenience to residents and reduce operating costs. 23% of participants brought both types of materials.
- A full review of recycling at multi-residential buildings was completed with funding provided by Waste Diversion Ontario’s Continuous Improvement Fund. The study found 93% of multi-residential households (in buildings with seven or more units) are recycling. 93% of those recycling are using the County’s curbside collection programme.

Key Customer Service Statistics	2014	2015	% change
number of calls and emails	1,507	2,563	70.1%
number of customers at waste facilities	266,677	277,514	4.1%
number of garbage curbside stops	402,187	413,828	2.9%
number of garbage bags picked up at curbside	613,379	626,937	2.2%
number of blue box curbside stops	668,702	675,695	1.0%
number of recycling carts picked up at curb	14,066	14,952	6.3%

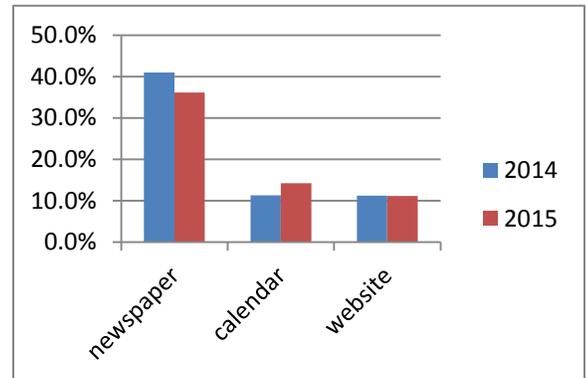
Quick Fact:

There were 78 Gold Boxes awarded to County residents as part of the Gold Box Reward programme recognizing outstanding recyclers.



Promotion and Education

- Launched eNews service on May 1, 2015. As at December 31, SWS had 40 subscribers.
- SWS uses many forms of media to communicate information to our residents. A customer survey was conducted at the seven Special Collection Event Days for hazardous wastes and electronics on where residents got their information for these events. Results showed a slight shift from newspaper ads to the SWS Calendar for this information, compared to 2014.
- Continue to hold annual backyard composting workshops in the community in partnership with the County Library Branches. 19 residents attended two workshops in 2015, up from 14 in 2014. Feedback provided showed a 97% overall satisfaction with the workshop.
- The SWS Hours and Locations page was once again the fifth most frequently visited page on the County’s website in 2015.
- The top three SWS website pages visited are: waste facility hours and locations, garbage and recycling (SWS home page), and waste facilities (no change from 2014 to 2015 in ranking).



County Website – SWS Pages (unique visitors)	2014	2015	% change
most visited 1 – hours and locations	18,852	21,949	16.4%
most visited 2 – garbage and recycling (home page)	10,510	12,750	21.3%
most visited 3 – waste facilities	6,755	7,437	10.1%
Reuse Website (total number of visits)			
# of visits	3,149	1,731	-45.0%
# of pages	22,813	20,615	-9.6%
average time spent on website (minutes)	3.90	1.75	-55.1%

Financial

- The use of our Alternative Daily Cover tarping machine at the landfill reduces daily cover requirements. This leads to savings for hauling the cover material (dirt) to the tipping face and yields long-term returns by conserving landfill capacity.
- SWS staff have implemented anti-idling procedures saving on fuel costs and are doing more in-house repairs and maintenance of equipment.

Quick Fact:

Received \$2,470,898 in revenue from user fees. This accounted for 56% of the total revenue received in SWS in 2015 (not including property taxes).

- SWS has combined urban and rural waste and recycling collection routes which increases routing efficiency. This change will lead to less vehicle emissions and will lead to better contract pricing in the next curbside collections tender.
- Combined Household Hazardous Waste with Electronics Event Days. This reduced logistical and staff costs due to operating seven combined events in 2015 compared to 14 individual material events in 2014.
- Realized a reduced cost of \$15,800 for residential waste audits due to new contract pricing, a 40% cost savings.

SWS Operating Budget	2014	2015	% change
Total Revenue	4,019,200	4,324,300	7.6%
Total Expenditure	8,150,900	8,236,800	1.1%
Net Operating Budget	4,131,700	3,912,500	-5.3%
Total Transfers to and from Reserves	680,100	527,300	-22.5%
Overall Operating Budget	4,811,800	4,439,800	-7.7%

Environmental Stewardship

With the encouragement and support of the SWS Committee and County Council, the SWS Division developed a “Green Strategy” and works to protect and enhance the natural environment whenever possible. Our goal is to promote green practices in all daily activities, operation plans and the overall work strategy. We incorporate “Green Principles” into all areas of waste management decisions and actions. The core green principles are:

- To protect and enhance the natural environment.
- To reduce the carbon footprint of our operations.
- To practice a “Life Cycle” approach.

All operations are tracked over time to determine if any activity or practice assists in:

- Reducing negative environmental impacts created in providing service.
- Reducing the carbon footprint created in providing service.
- Improving life cycle performance through reduction, reuse and recycling practices.
- Enhancing environmental health.



In 2015, the following projects and initiatives were implemented or enhanced:

- Re-grading activities at the Elora Waste Facility. The closed landfill site at Elora has been receiving clean fill to re-grade the top and side slopes of the waste mound. This enhancement better manages storm water on the site.
- Continued utilizing improved landfilling methods at the Riverstown Waste Facility. Enhanced waste compaction and the use of a large tarp as Alternate Daily Cover, reduces the need for soil to be used as cover material. These practices both maximize landfill capacity and revenues.
- Re-initiated the topsoil generation project at the Riverstown landfill site. In partnership with All Treat Farms, compost is transported to Riverstown and is placed on top of windrows of fill and clay in order to enrich the material. The following year the windrows are mixed by turning them over. In time the fill/clay mix has become topsoil, suitable for final cover on the capped portions of the landfill mound. This reduces the need for purchasing and stripping native topsoil.
- Relocated litter fences at Riverstown for superior litter control. This reduces the ability of litter to blow off site and more efficiently utilizes staff time by decreasing time spent collecting litter.



Tonnes Landfilled	2014	2015	% change
Total tonnes disposed	23,094.21	23,241.75	0.6%

County Diversion Programmes	2014	2015	% change
blue box recyclables	5,499.00	5,453.30	-0.8%
wood, brush, Christmas trees	2,843.93	2,089.86	-26.5%
scrap metal	401.15	442.04	10.2%
electronics	170.89	164.14	-3.9%
tires	101.43	117.22	15.6%
rubble and concrete for reuse	527.13	0.00	-100.0%
household hazardous waste	134.31	163.13	21.5%
clothing and textiles	20.18	18.28	-9.4%
reuse centres and website	14.21	12.83	-9.7%
backyard composting (estimate)	1,455.90	1,465.40	0.7%
total tonnes diverted from landfill	11,168.13	9,926.20	-11.1%

- All staff were trained on the waste screening process in 2014. Staff screen customers in order to identify out of area waste and redirect those customers as required. They also identify household hazardous waste and recyclable materials to ensure they are diverted from landfill. In 2015, the waste screening process was strengthened at the “tipping face” at the Riverstown landfill in order to identify and remove more hazardous and recyclable materials from the waste stream.

- A University of Guelph Landscape Architecture Master’s student generated a report in 2014 with recommendations and suggestions to rehabilitate the Riverstown Waste Facility property by improving wildlife habitat, integrating the site with its surroundings and enhancing the natural environment. In 2015 native species were selected for planting in 2016. This will rehabilitate and naturalize portions of the site, while also establishing and improving wildlife habitat and corridors.
- SWS staff have implemented anti-idling procedures to reduce vehicle emissions.

SWS Strategy

In 2001, at the request of the local municipalities, the County of Wellington accepted responsibility for all solid waste services from its seven member municipalities. Over the past 15 years, many changes have been made to the waste services and programmes provided to County residents.

In 2015, County Council directed SWS staff to undertake a review of waste services to help direct the future of waste management and diversion in the County. The goal of this project is to provide the County with a long term strategy for all its waste operations and services, and how they are provided.

Staff and Committee developed the framework and broad outline of the Strategy. Guiding principles, goals and priorities will need to be established to provide direction for the Strategy. These principles will reflect a balance of customer service, economic considerations, and environmental stewardship.



One of the first tasks was to generate a list of topics and issues that require review and investigation within the Strategy project. Topics were grouped in terms of inter-relationships with other topics on the list. A timeline was then produced to prioritize the topics and develop a schedule for when these groups of issues would be examined.

The foundational work for the Strategy was completed in November 2015 with County Council resolutions providing direction to staff. Feedback to the SWS Committee and Council will be provided at appropriate times during the study process. The overall Strategy is expected to be completed in 2018.

Future Initiatives

The following tables provide a list of potential projects that have been identified to continue to meet the SWS Division Green Strategy goals. The projects are continually re-evaluated and modified depending upon the County and Division priorities, budget availability, site construction requirements, potential benefits, and other factors. This is not an exhaustive list and will be adjusted as new opportunities are identified and developed.

2016-2020

Project Details	Year	Estimated Cost
Treeplanting at Active and Closed Sites Continue and expand partnership with Green Legacy. Identify locations amongst the 17 sites and plant trees where appropriate.	2016	\$5,000
Riverstown Waste Facility Rehabilitation Enhance biodiversity and rehabilitate the site's forests. Improve wildlife habitat and corridors.	2016	\$10,000
Riverstown Topsoil Generation Continue topsoil generation project.	2016	\$10,000
Enhancing customer service social marketing and web-based tools. Continue GIS mapping initiative with Planning and IT. Explore opportunities for social marketing and applications	2016	\$0
Introduce Mobile HHW Depot Programme Improve resident access to hazardous materials diversion opportunities. Increase the amount of hazardous materials accepted at Waste Facilities.	2016	\$40,000
Investigate additional payment options for customers. On-line ordering for user pay bag distributors. Debit and credit payment options at waste facilities.	2016	TBD
Waste Management Strategy Review waste operations, services, programmes, and facilities. Start development of long-term plan for direction and goals of SWS. To be completed in 2018.	2016	\$100,000
Riverstown Waste Facility Rehabilitation Invasive species management. Rehabilitate the waste mound meadows and make stream improvements.	2017	\$10,000
Investigate Waste Facility Rehabilitation for Other Closed Sites Invasive species management and rehabilitate waste mound meadows. Better integrating sites with surrounding environment to foster wildlife habitat.	2017	\$5,000
Master Composter Programme Enhancement Develop volunteer groups for master composters. Develop training programme for master composters.	2017	\$10,000
Public Outreach and Education Enhancement Develop Outreach Coordinator position and explore educational opportunities. Develop and deliver workshops, coordinate promotional activities.	2017	\$70,000
Waste Management Strategy Continue development of long-term plan for direction and goals of SWS. To be completed in 2018.	2017	\$100,000

2016-2020 (continued)

Project Details	Year	Estimated Cost
<p>Liquid de-icing programme Monitoring for reduced chloride impacts.</p>	2017	\$5,000
<p>Continuation of Waste Facility Rehabilitation for Other Closed Sites Invasive species management and rehabilitate waste mound meadows. Better integrating sites with surrounding environment to foster wildlife habitat.</p>	2018	\$15,000
<p>Explore leachate collection/treatment options as required Determine if Riverstown Phase I system is needed and research and cost options. Research and cost Phase II leachate system options.</p>	2018	TBD
<p>Master Composter Programme Enhancement Vermi-composting programme. County building composting initiatives.</p>	2018	\$3,000
<p>Interpretive opportunities developed as appropriate Develop sites for interpretive studies and tours at sites. Develop relations with local naturalists and university groups.</p>	2018	\$10,000
<p>Waste Management Strategy Completion of long-term plan for direction and goals of SWS. Begin implementation of Strategy recommendations.</p>	2018	\$100,000
<p>Wetland creation opportunities developed as appropriate Determine if using a wetland for on-site leachate treatment is a viable option. Do field and laboratory tests and develop as appropriate.</p>	2018	\$50,000
<p>Continuation of Implementation of Strategy Recommendations Continue implementation and evaluation of strategy recommendations.</p>	2019	TBD
<p>Continuation of Implementation of Strategy Recommendations Continue implementation and evaluation of strategy recommendations.</p>	2020	TBD

2021 and Beyond

Project Details	Estimated Cost
Methane utilization study	\$30,000
Methane control opportunities developed as needed	\$200,000
Possible leaf/yard waste composting opportunities revisited	TBD
Recognition/Rewards programme initiated	\$5,000
Presentations (schools and community options) initiated	\$5,000
Media tool opportunities developed	\$1,500
General displays & booths initiated	\$2,000
Tours programme initiated	\$2,000
Interpretive facility developed	TBD

