

SWS 2014 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:

On a busy Saturday, the Elora Waste Facility handles an average of one customer every 24 seconds.

Customer Service

Programmes and Services

- Improved customer experience at the Aberfoyle Waste Facility. The landfill was converted to a transfer station which resulted in a more user-friendly, well-organized site with improved visual appeal.
- Wood waste from the December 2013 ice storm was accepted free of charge until May 2014.
- Farmers generating waste bale wrap have been encouraged to utilize the farm pick-up service to have this material collected and diverted from landfill. It is a very convenient collection service with less handling and preparation requirements.

Quick Fact:

There has been a 34% increase in waste facility site usage since 2008.

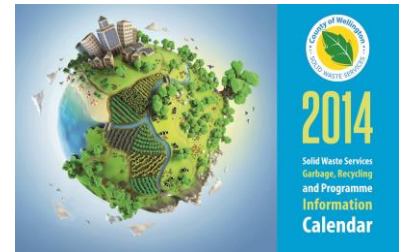


- Household Hazardous Waste and Electronics Event Days started an hour earlier to be more convenient and reduce queuing time.
- Adapted approach to sooner initiate curbside collection service to new developments.

Key Customer Service Statistics	2013	2014	% change
number of calls and emails	1,995	1,507	-24.5%
number of customers at waste facilities	249,235	266,677	7.0%
number of garbage curbside stops	405,599	402,187	-0.8%
number of garbage bags picked up at curbside	602,795	613,379	1.8%
number of blue box curbside stops	672,402	668,702	-0.6%
number of recycling carts picked up at curb	13,626	14,066	3.2%

Promotion and Education

- A customer education blitz was done throughout the summer months with a summer student to engage with residents to educate customers on our many diversion programmes, reduce contamination of recyclable materials, and increase overall diversion.
- Continue to hold annual backyard composting workshops in the community. Fourteen residents attended in 2013 and eight in 2014.
- SWS uses many forms of media to communicate information to our residents including newspaper ads, website, factsheets, postcards, videos, truck signs, and a 40-page calendar. A customer survey conducted at the 14 Special Collection Event Days for hazardous wastes and electronics on where residents got their information on the events showed: 40.95% saw the event advertised in the local newspaper, 11.32% cited the SWS calendar, and 11.26% found it on the website.
- 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 2013 to 2014 in ranking).
- The SWS Hours and Locations page was the fifth most visited page on the County's website in 2014 (out of a total of 742 County website pages).



County Website – SWS Pages	2013	2014	% change
most visited 1 – hours and locations	15,877	18,852	18.7%
most visited 2 – garbage and recycling (home page)	8,599	10,510	22.2%
most visited 3 – waste facilities	7,239	6,755	-6.7%
Reuse Website			
# of visits	1,898	3,149	65.9%
# of pages	15,311	22,813	49.0%
average time spent on website (minutes)	1.73	3.90	126.1%

Financial

- Added roll-off bins to service the Aberfoyle Waste Facility after converting to a transfer station. The County Roll Off fleet was able to service the bins for \$52,000 less than the quoted contractor annual pricing.

- Solid Waste Services entered into a contract with a new electronics recycling vendor and received an additional \$16,000 in revenue through better pricing.
- The containers recycling bins from the Aberfoyle Waste Facility were re-directed to realize \$14,000 in additional revenue.
- The use of larger recycling roll off bins at the Aberfoyle Waste Facility saved over \$5,000 in hauling costs.
- Over \$16,000 in savings realized by reducing the frequency of annual reporting at some sites, and water quality testing frequency at others (where appropriate), as approved by the Ministry of the Environment and Climate Change.

Quick Fact:

Earned revenue of \$842,660 from the sale of blue box recycling materials in 2014.

SWS Operating Budget	2013	2014	% change
Total Revenue	3,868,800	4,019,200	3.9%
Total Expenditure	7,937,500	8,150,900	2.7%
Net Operating Budget	4,068,700	4,131,700	1.5%
Total Transfers to and from Reserves	1,615,400	680,100	-57.9%
Overall Operating Budget	5,684,100	4,811,800	-15.3%

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 2014, the following projects and initiatives were implemented or pursued:

- The Aberfoyle Waste Facility ceased landfilling operations. The garbage mound was capped and sealed with clay and constructed as per its approved closure plan. This will reduce environmental impacts as there is no more incoming waste and surface water is directed to storm water retention ponds.
- Improved landfilling methods are being utilized at the Riverstown Waste Facility. Enhanced waste compaction and the use of a large tarp as Alternate Daily Cover which reduces the need for soil to be used as cover material. These practices both maximize landfill capacity and revenues.
- A new Roll Off truck was purchased in 2014 replacing an older model truck. The new vehicle uses urea to treat vehicle exhaust which results in less nitrogen and sulphur oxides which are known to be harmful to the



Quick Fact:

Phase I of the Riverstown landfill has over eight years of capacity remaining based on current waste generation rates. Phase II should meet the County's waste needs until approximately 2035.

environment, air quality and human health. Half of The County's Roll Off fleet is now using the enhanced emissions treatment technology.

- All staff were trained on the waste screening process. Staff screen customers in order to identify out of area waste and redirect those customers. They also identify household hazardous waste (HHW) and all recyclable materials to ensure they are diverted from landfill. An enhanced waste screening process was also implemented at the "tipping face" at the Riverstown landfill in order to identify and remove hazardous and recyclable materials from the waste stream.
- University of Guelph Landscape Architecture Master's student generated a report 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.



Tonnes Landfilled	2013	2014	% change
Total tonnes disposed	24,207.61	23,094.21	-4.6%

County Diversion Programmes	2013	2014	% change
blue box recyclables	5,569.06	5,499.00	-1.3%
wood, brush, Christmas trees	2,031.73	2,843.93	40.0%
scrap metal	425.63	401.15	-5.8%
electronics	166.97	170.89	2.3%
tires	107.49	101.43	-5.6%
rubble and concrete for reuse	0.00	527.13	
household hazardous waste	135.80	134.31	-1.1%
clothing and textiles	17.62	20.18	14.5%
reuse centres and website	19.25	14.21	-26.2%
backyard composting (estimate)	1,446.70	1,455.90	0.6%
total tonnes diverted from landfill	9,920.25	11,168.13	12.6%

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.



2015-2019

Project Details	Year	Estimated Cost
Enhance waste load inspection & education programme at waste facilities Random load inspections started to identify recycling opportunities. Continue customer screening and education process.	2015	\$5,000
Riverstown Waste Facility Rehabilitation Establish vegetation communities and rehabilitate the site's forests. Improve wildlife habitat and corridors.	2015	\$10,000
Riverstown Topsoil Generation and Treeplanting Continue topsoil generation project. Expand tree-planting programme to other waste facilities and closed sites.	2015	\$20,000
Enhancing customer service social marketing and web-based tools. GIS mapping initiative with Planning and IT. Launch SWS eNews electronic newsletter and notices.	2015	\$0
Introduce Mobile HHW Collection 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
Riverstown Waste Facility Rehabilitation Invasive species management. Rehabilitate the waste mound meadows and make stream improvements.	2016	\$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.	2016	\$5,000
Master Composter Programme Enhancement Develop volunteer groups for master composters. Develop training programme for master composters.	2016	\$10,000
Public Outreach and Education Enhancement Develop Outreach Coordinator position and explore educational opportunities. Develop and deliver workshops, coordinate promotional activities.	2016	\$70,000
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
Liquid de-icing programme Monitoring for reduced chloride impacts.	2017	\$5,000

2015-2019 (continued)

Project Details	Year	Estimated Cost
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.	2017	\$15,000
Waste Management Strategy Continue development of long-term plan for direction and goals of SWS. To be completed in 2018.	2017	\$100,000
Leachate collection/treatment systems if needed Determine if Phase I Riverstown development is needed and develop Phase II. Complete collection system construction.	2018	\$1,700,000
Master Composter Programme Enhancement Vermi-composting programme. County building composting initiatives.	2018	\$3,000
Interpretive opportunities developed as appropriate Develop sites for interpretive studies and tours at sites. Develop relations with local naturalists and university groups.	2018	\$10,000
Waste Management Strategy Completion of long-term plan for direction and goals of SWS. Begin implementation of Strategy recommendations.	2018	\$100,000
Leachate collection/treatment system Completion of collection system construction.	2019	\$1,700,000



2020 and Beyond

Project Details	Estimated Cost
Wetland creation opportunities developed as appropriate	\$30,000
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

