1. ADOPTION OF THE AGENDA

   1.1 May 15, 2020 Regular Meeting Agenda
   That the Zero Waste Committee adopt the agenda for its regular meeting scheduled for May 15, 2020 as circulated.

2. ADOPTION OF THE MINUTES

   2.1 March 13, 2020 Regular Meeting Minutes
   That the Zero Waste Committee adopt the minutes of its regular meeting held March 13, 2020 as circulated.

3. DELEGATIONS

4. INVITED PRESENTATIONS

5. REPORTS FROM COMMITTEE OR STAFF

   5.1 COVID–19 Update: Solid Waste Services
   Designated Speaker: Sarah Evanetz, Division Manager, Solid Waste Programs and Public Involvement, Solid Waste Services
   That the GVS&DD Board receive for information the report dated May 8, 2020, titled “COVID-19 Update: Solid Waste Services”.

   5.2 Solid Waste Services Capital Program Expenditure Update as of December 31, 2019
   Designated Speaker: Lynne Vidler, Senior Project Engineer, Solid Waste Operations, Solid Waste Services
   That the Zero Waste Committee receive for information the report dated May 8, 2020, titled “Solid Waste Services Capital Program Expenditure Update as of December 31, 2019”.

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1 Note: Recommendation is shown under each item, where applicable.
5.3 **2019 and 2020 Food Scraps Recycling Campaign Results**  
*Designated Speaker: Larina Lopez, Division Manager, Corporate Communications, External Relations*  
That the Zero Waste Committee receive for information the report dated May 6, 2020, titled “2019 and 2020 Food Scraps Recycling Campaign Results”.

5.4 **Manager’s Report**  
*Designated Speaker: Paul Henderson, General Manager, Solid Waste Services*  
That the Zero Waste Committee receive for information the report dated May 6, 2020, titled “Manager’s Report”.

6. **INFORMATION ITEMS**

6.1 **Solid Waste System Tipping Fee Deferral/Reduction Request**

6.2 **Certificate of Environmental Achievement**

7. **OTHER BUSINESS**

8. **BUSINESS ARISING FROM DELEGATIONS**

9. **RESOLUTION TO CLOSE MEETING**  
*Note: The Committee must state by resolution the basis under section 90 of the Community Charter on which the meeting is being closed. If a member wishes to add an item, the basis must be included below.*

10. **ADJOURNMENT/CONCLUSION**  
That the Zero Waste Committee adjourn/conclude its regular meeting of May 15, 2020.
2.1

1. ADOPTION OF THE AGENDA

1.1 March 13, 2020 Regular Meeting Agenda

It was MOVED and SECONDED
That the Zero Waste Committee adopt the agenda for its regular meeting scheduled for March 13, 2020 as circulated.

CARRIED
2. **ADOPTION OF THE MINUTES**

2.1 **February 14, 2020 Regular Meeting Minutes**

It was MOVED and SECONDED
That the Zero Waste Committee adopt the minutes of its regular meeting held February 14, 2020 as circulated.

CARRIED

3. **DELEGATIONS**

No items presented.

4. **INVITED PRESENTATIONS**

4.1 **Biosolids Management Program**


In response to questions, members were informed about limitations to land application, timeline for a drying facility, drying costs being less than land application, communication efforts related to biosolid and Nutrifor, efforts to diversify uses, recover energy and nutrients and sequester carbon, status of the biofuel pilot program, research supporting minuet levels of medications in biosolids, and efforts to monitor metals in biosolids.

Members commented on the need to expand land application for land reclamation on agricultural and forest lands, and to consider exploring opportunities to provide public access to biosolids through municipal facilities.

Presentation material titled “Biosolids Management Program” is retained with the March 13, 2020 agenda.

5. **REPORTS FROM COMMITTEE OR STAFF**

5.1 **Customer Service and Communication Enhancements at Metro Vancouver Solid Waste Facilities**

Report dated March 6, 2020 from Nanette van Doorn, Communications and Education Coordinator, Solid Waste Services, providing an update on initiatives to enhance communication with Metro Vancouver solid waste facility customers to raise awareness and use of new programs and facility services.
Members were provided a presentation on the customer service and communications enhancements at solid waste facilities highlighting transfer station locations with live webcams, unannounced inspection program on wait times, website, facility notices and information, and collaboration with the Recycling Council of BC.

Presentation material titled “Customer Service & Communication Enhancements at Metro Vancouver Solid Waste Facilities” is retained with the March 13, 2020 agenda.

**It was MOVED and SECONDED**
That the Zero Waste Committee receive for information the report dated March 6, 2020, titled “Customer Service and Communication Enhancements at Metro Vancouver Solid Waste Facilities”.

**CARRIED**

5.2 **Create Memories Not Garbage – 2019 Campaign Results**
Report dated February 28, 2020 from Larina Lopez, Corporate Communications Division Manager, External Relations, providing an update on the results of the 2019 regional holiday waste-reduction campaign, *Create Memories Not Garbage*.

Members were provided a presentation on Metro Vancouver’s *Create Memories Not Garbage* holiday waste-reduction campaign highlighting creative approach, media strategy and approach, member and non-member engagement, public outreach, media results, behaviour change results, website exist survey, and 2020 regional campaign plans.

Presentation material titled “Create Memories, Not Garbage – 2019 Campaign Results” is retained with the March 13, 2020 agenda.

**It was MOVED and SECONDED**
That the Zero Waste Committee receive for information the report dated February 28, 2019, titled “Create Memories Not Garbage - 2019 Campaign Results”.

**CARRIED**

5.3 **Manager’s Report**
Report dated March 6, 2020 from Paul Henderson, General Manager, Solid Waste Services, updating the Zero Waste Committee on an upcoming Committee tour and on the Committee’s 2020 Work Plan.

**It was MOVED and SECONDED**
That the Zero Waste Committee receive for information the report dated March 6, 2020, titled “Manager’s Report”.

**CARRIED**
6. INFORMATION ITEMS
   No items presented.

7. OTHER BUSINESS
   No items presented.

8. BUSINESS ARISING FROM DELEGATIONS
   No items presented.

9. RESOLUTION TO CLOSE MEETING

   It was MOVED and SECONDED
   That the Zero Waste Committee close its regular meeting scheduled for March 13, 2020 pursuant to the Community Charter provisions, Section 90 (1) (j) as follows:
   “90 (1) A part of the meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:
   (j) information that is prohibited, or information that if it were presented in a document would be prohibited, from disclosure under section 21 of the Freedom of Information and Protection of Privacy Act.”
   CARRIED

10. ADJOURNMENT/CONCLUSION

   It was MOVED and SECONDED
   That the Zero Waste Committee adjourn its regular meeting of March 13, 2020.
   CARRIED
   (Time: 9:52 a.m.)

____________________________ ________________
Janis Knaupp, Jack Froese, Chair
Legislative Services Coordinator
To: Zero Waste Committee
From: Sarah Evanetz, Division Manager, Solid Waste Programs and Public Involvement, Solid Waste Services
Date: May 8, 2020
Meeting Date: May 15, 2020
Subject: COVID-19 Update: Solid Waste Services

RECOMMENDATION
That the GVS&DD Board receive for information the report dated May 8, 2020, titled “COVID-19 Update: Solid Waste Services”.

EXECUTIVE SUMMARY
Solid Waste Services is monitoring and responding to COVID-19 developments and impacts on the regional solid waste system and Metro Vancouver’s solid waste facilities. Currently, the regional system is operating at near full-service levels with minor adjustments. April waste disposal tonnage is approximately 10% less than April 2019. Total solid waste facility visits are up approximately 10% as a result of increased small vehicle traffic. Metro Vancouver is engaging with member municipalities and other waste and recycling stakeholders on operational updates, communications to the public and contingency plans resulting from the COVID-19 pandemic and a number of initiatives have been undertaken.

PURPOSE
The purpose of this report is to provide an update on Metro Vancouver’s Solid Waste Services Department’s response to COVID-19 developments in the region, including municipal and stakeholder engagement, operational changes and communications.

BACKGROUND
The COVID-19 pandemic has impacted every sector of the economy as well as all of Metro Vancouver’s functions. This report provides an overview of Solid Waste Services work responding to COVID-19.

COVID-19 UPDATES
Regional Recycling and Solid Waste Service Level Impacts
The regional recycling and solid waste system is operating at near full-service levels with some minor system adjustments. Some temporary impacts around the region have included short-term private recycling depot closures, suspension of some municipal large item pick up programs, suspension of collection of extra garbage and yard waste bags, and temporary suspension of some recycling services at regional transfer stations (expanded polystyrene, textiles and books). Expanded polystyrene, textiles and book collection has now resumed at recycling depots at Metro Vancouver transfer stations.
Metro Vancouver is working with member municipalities to monitor illegal dumping and littering trends. For the month of March, municipalities reported a slight decrease in illegal dumping incidents. All municipalities report littering of gloves, masks and wipes.

**Metro Vancouver Solid Waste Facilities**

Currently, Metro Vancouver transfer stations and the Waste-to-Energy Facility are fully operational, with additional safety and physical distancing measures in place to keep staff and the public as safe as possible.

Regional garbage tonnages have changed due to the decrease in economic activity and shift to working and spending more time at home. Overall waste flows have decreased by about 10% compared to April last year, with single family garbage up slightly and commercial garbage down. Traffic volumes at transfer stations are up approximately 10% for April compared to last year, due to more small vehicle traffic.

New safety measures put in place at transfer stations include limiting the number of vehicles in the recycling depots at the North Shore and Coquitlam Transfer Stations, eliminating cash payments and communicating new public safety procedures across a number of channels.

Metro Vancouver has implemented a variety of site improvements as a result of the COVID-19 pandemic. Additional web cameras at transfer stations and recycling depots have been added or adjusted to allow customers to view line ups in real time and plan their trips accordingly. In response to requests from the waste and recycling hauling industry, Metro Vancouver has placed additional portable toilets and handwashing stations at Coquitlam, Surrey and North Shore transfer stations. Staff also developed a map of public washrooms within the region, including those that are open and closed, that has been shared with member municipalities, the waste management industry, the trucking industry, the Canadian Food Inspection Agency, ride share and taxi associations and is available to the public. The map has now had approximately 10,000 views. A link to the map is provided as a Reference.

Metro Vancouver created a dedicated webpage to communicate COVID-19 related solid waste updates. The page received 6,000 page views in its first month. Website traffic to the transfer station website pages increased 70% compared to the same period last year. The Recycling Council of BC has also experienced a 60% increase in calls to the transfer station phone line operated on behalf of Metro Vancouver. Questions focused on organics, furniture and building materials drop-off and disposal options during COVID-19.

**Engagement and Collaboration**

Metro Vancouver continues to engage with member municipalities and other waste and recycling stakeholders on operational updates, communications to the public and contingency plans resulting from the COVID-19 pandemic. The Regional Engineers Advisory Committee (REAC), REAC Solid Waste Sub-Committee and the Municipal Waste Reduction Coordinators Committee have convened virtually to coordinate engagement with other levels of government and stakeholders, recycling and garbage operations, scenario and contingency plans, personal protective equipment and sanitation, worker health and safety, health authority guidance and supporting communications.
Communications
Since the outset of the COVID-19 pandemic, Solid Waste Services, in consultation with partners, has implemented a number of solid waste system safety changes that have been communicated out through website updates (including a COVID banner), two email blasts to a database of about 4,000 residents and businesses, four messages via a SMS (text messages) notification service, new electronic signboards at all transfer stations and the launch of a public service announcement on littering of personal items such as masks, gloves and tissues. The number of SMS subscribers increased from approximately 50 individuals in early March to nearly 300 as of the end of April.

The following messages have been developed and are reflected across the region, where appropriate:

- Respect physical distancing in solid waste facilities
- Delay visits unless absolutely necessary and store dry recyclables and other items at home
- Stay home if in quarantine or self-isolation
- Follow proper management of personal hygiene and cleaning products:
  - Do not dispose of in the green bin.
  - Put all personal hygiene products, used tissues, sanitary wipes (even those labeled compostable or flushable), paper towels, napkins, cleaning cloths, face masks, gloves, and similar items in plastic bags and place securely in your garbage bin. Double bag these items if you are sick or caring for someone who is sick.

To remind residents of correct disposal methods for personal hygiene and cleaning items and to discourage littering, Metro Vancouver has developed “Bag It. Bin It.” online banner ads, as well as social media posts, a 15 second public service announcement and supporting messages for use by municipalities and others. A copy of the ad is included in Attachment 2.

ALTERNATIVES
This is an information report. No alternatives are presented.

FINANCIAL IMPLICATIONS
As noted above, the regional solid waste system saw reduced waste quantities in April compared to last year. The overall change in waste flows for the year is uncertain and is being monitored closely. Cost reduction measures including reducing contingency disposal tonnage to match requirements are being implemented as appropriate.

At its April 24, 2020 meeting, the GVS&DD Board approved extending payment terms for solid waste account customers from 35 days to 90 days for the remainder of 2020, which is expected to result in a cost to the solid waste function of approximately $300,000 due to foregone investment income from the deferred revenues.

The additional operational changes, engagement and communications outlined in this report can be accommodated within the annual budget.

CONCLUSION
Solid Waste Services is monitoring and responding to COVID-19 developments and impacts on the regional solid waste system and Metro Vancouver’s solid waste facilities. Currently, the regional system is operating at near full-service levels with only minor adjustments.
Attachments *(Orbit #38636066)*
1. Metro Vancouver Solid Waste Facility Waste Flows
2. “Bag It. Bin It” Personal Protective Equipment Anti-Littering Ad

References
Municipal/Regional Public Washroom Map:
https://www.google.com/maps/d/viewer?mid=1etEqj6AJ0OeNKgf7Ep5QXmNQRFxOesb9&ll=49.21627069312449%2C-122.95255954899005&z=10

38420210
Account Customer (Commercial Only) Weekly Garbage Tonnage

Zero Waste Committee
Account Customer (Commercial Only) Weekly Garbage Loads

<table>
<thead>
<tr>
<th>Period</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 1 - 7</td>
<td>2000</td>
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<td>2000</td>
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<td>Mar 22 - 28</td>
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<td>2000</td>
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<td>Mar 29 - Apr 4</td>
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<td>Apr 12 - 18</td>
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<td>Apr 19 - 25</td>
<td>1967</td>
<td>2000</td>
</tr>
<tr>
<td>Apr 26 - May 2</td>
<td>1967</td>
<td>2000</td>
</tr>
</tbody>
</table>

Zero Waste Committee
Non-Account Customer Weekly Garbage Tonnage

Zero Waste Committee
Single Family Curbside Weekly Garbage Tonnage

*Hauled by Commercial & Municipal vehicles

Zero Waste Committee
Single Family Curbside Weekly Garbage Loads

*Hauled by Commercial & Municipal vehicles

Zero Waste Committee
Bag it. Bin it.

TOGETHER WE MAKE OUR REGION STRONG

Social Post – image
To: Zero Waste Committee

From: Lynne Vidler, Senior Project Engineer, Solid Waste Operations, Solid Waste Services

Date: May 8, 2020

Meeting Date: May 15, 2020

Subject: Solid Waste Services Capital Program Expenditure Update as of December 31, 2019

RECOMMENDATION
That the Zero Waste Committee receive for information the report dated May 8, 2020, titled “Solid Waste Services Capital Program Expenditure Update as of December 31, 2019”.

EXECUTIVE SUMMARY
The capital expenditure reporting process, as approved by the Board, provides for regular status reports on capital expenditures three times per year. This is the year-end report for 2019 which includes both the overall capital program for Solid Waste Services with a multi-year view of capital projects and the actual capital spending for the 2019 fiscal year compared to the annual budget. In 2019, annual capital expenditures for Solid Waste Services were $31.6 million compared to a capital budget of $89.2 million. The underspend is primarily due to timing of construction expenditures for the Coquitlam Transfer Station replacement and Surrey Recycling and Waste Drop-Off projects, which are currently in progress. The replacement Coquitlam Transfer Station is expected to be completed in early 2021, and Surrey Recycling and Waste Drop-Off is expected to be completed in late 2021.

Any surplus resulting from a 2019 underspend is used to directly fund capital in 2020 and avoid future borrowing.

PURPOSE
To report on the status of the Solid Waste Services’ capital program and financial performance for the year ending December 31, 2019.

BACKGROUND
The capital expenditure reporting process, as approved by the Board, provides for regular status reports on capital expenditures with interim reports sent to the Water, Liquid Waste, Zero Waste, and Performance and Audit Committees, in June/July and October/November, and a final year-end report to the Committees and the Boards in April of each year.

This is the third in a series of three reports for 2019 and looks at both the overall capital program for Solid Waste Services with a multi-year view of capital projects and the actual capital spending for the 2019 fiscal year compared to the annual budget.

2019 CAPITAL EXPENDITURES
Solid Waste Capital Program Funding
The capital spending for Solid Waste Services is funded through the Solid Waste Services operating budget by a combination of contribution to capital (pay-as-you-go funding) and debt service costs,
(principal and interest payments) which is generated annually from the regional ratepayers through tipping fees. As a result, the annual impact on the ratepayers is less than the level of budgeted capital expenditures.

**Overall Capital Program**

The overall capital program for Solid Waste Services includes capital projects which require multiple years to complete. These projects are broken down into various phases such as project definition, pre-design, detailed design and construction. With the completion of each phase more information is learned for the appropriate costing of subsequent phases.

It is projected that the capital spending on several key Solid Waste Services capital projects ongoing in 2019 will require additional budget in the amount of approximately $15.4 million. These budget changes are as a result of a combination of increased building and subdivision requirements (replacement Coquitlam Transfer Station) along with site specific issues related to developing the transfer station on a closed landfill, and updated cost estimates with the completion of the detailed design phase (Surrey Recycling and Waste Drop-Off). Updated budgets addressing these issues were approved by the Board through the annual financial planning process in October 2019.

Table 1 in Attachment 1 provides a summary of Solid Waste Services capital expenditures for both ongoing and completed projects for the approved 5-year Capital Budget. Completed projects include a summary of actual spending compared to the Board approved spending limits while the ongoing projects include a summary of projected spending to completion compared to Board approved spending limits. With the rare exception, projects tend to complete with actual spending below the approved limits predominantly due to savings on budgeted contingency amounts. The majority of projects that were not started in 2019 were not scheduled to begin until 2020 or later.

Attachment 2 provides the details behind the summary information including specific capital projects, summary financial information and notes where required. Attachment 3 provides additional project status information of some of the key projects.

**2019 Capital Program Summary**

The Metro Vancouver financial planning process includes Board approval of both an annual Operating Budget (operations, contribution to capital and debt service) and an annual capital budget for the planned capital infrastructure projects. The annual Capital Budget comprises the projected spending for a list of capital projects either continuing or to be started within the calendar year.

In 2019, capital expenditures for Solid Waste Services were $31.6 million compared to an annual capital budget of $89.2 million, representing an overall expenditure rate of 35.4%. The underspend is primarily due to timing of expenditures for the Coquitlam Transfer Station replacement and the Surrey Recycling and Waste Drop-Off projects. Construction is in progress for the Coquitlam Transfer Station replacement and completion is expected in early 2021. The Board approved the construction contract award for Surrey Recycling and Waste Drop-Off at the February 28, 2020 meeting and with completion anticipated in late 2021.
Table 2 in Attachment 1 provides a summary of the 2019 actual capital spending compared to the Board-approved Capital Budget.

**ALTERNATIVES**
This is an information report. No alternatives are presented.

**FINANCIAL IMPLICATIONS**
Capital expenditures are funded internally (pay-as-you-go) and through debt financing. As capital expenditures are incurred, short term financing is secured and converted twice per year to long term debt through the Municipal Finance Authority. If capital expenditures are less than budgeted for the year, this surplus, per policy, will be used in future years to fund capital and avoid debt.

**CONCLUSION**
This is the third in a series of three capital expenditure progress reports for 2019. Solid Waste Services is underspent in its annual Capital Budget by $57.6 million. The variance is primarily due to timing of construction expenditures for projects in progress.

Although the 2019 Solid Waste Services Capital Budget shows a year-end underspend, the variance is a result of cash flow timing. It is projected that in aggregate, ongoing capital projects are monitored to ensure they remain within total project budgets. Any surplus resulting from a 2019 underspend is used to directly fund capital in 2020 and avoid future borrowing.

**Attachments (Orbit # 38695552)**
1. Capital Expenditure Summary – Solid Waste Services
2. Detailed Solid Waste Services Capital Expenditure Summary
3. Solid Waste Services Capital Project Status Information

37204814
Metro Vancouver
Capital Expenditure Summary
Solid Waste Services
As at December 31, 2019

Table 1 – Ongoing and Completed Project Summary

<table>
<thead>
<tr>
<th>Solid Waste Services</th>
<th>Total Projected to Completion</th>
<th>Total Budget</th>
<th>Projected Variance</th>
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<tbody>
<tr>
<td>Ongoing</td>
<td>$208,153,000</td>
<td>$194,400,000</td>
<td>$(13,753,000)</td>
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<tr>
<td>Completed</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Not Started</td>
<td>37,150,000</td>
<td>37,150,000</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>$245,303,000</td>
<td>$231,550,000</td>
<td>$(13,753,000)</td>
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Table 2 – 2019 Capital Spending Summary

<table>
<thead>
<tr>
<th>Solid Waste Services</th>
<th>2019 Budget</th>
<th>Actual Expenditures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure Opportunity Program</td>
<td>$210,000</td>
<td>-</td>
</tr>
<tr>
<td>Landfills</td>
<td>9,400,000</td>
<td>4,029,855</td>
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<tr>
<td>Transfer Station System</td>
<td>65,000,000</td>
<td>24,151,218</td>
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<tr>
<td>Waste to Energy Facility</td>
<td>14,600,000</td>
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<td></td>
<td>$89,210,000</td>
<td>$31,567,085</td>
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35.4%
## Zero Waste Committee

### January - February

<table>
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<tr>
<th>Project Name</th>
<th>Project Location</th>
<th>Total Project Budget</th>
<th>Total Expenditures to Date</th>
<th>Remaining Budget</th>
<th>Projected Expenditures</th>
<th>Percent Complete</th>
<th>Status</th>
<th>Project on Schedule?</th>
<th>Note</th>
<th>Comments</th>
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<tbody>
<tr>
<td><strong>Infrastructure Opportunity Program</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WTE Facility District Heating Opportunities</td>
<td>Burnaby</td>
<td>2,300,000</td>
<td>2,300,000</td>
<td>2,300,000</td>
<td>-</td>
<td>0%</td>
<td>Not Started</td>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Landfills</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Coquitlam Landfill Closure</td>
<td>Coquitlam</td>
<td>5,000,000</td>
<td>1,828,442</td>
<td>3,171,558</td>
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<td>-37%</td>
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<td>-</td>
<td>5,000,000</td>
<td>5,000,000</td>
<td>0%</td>
<td>Not Started</td>
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<tr>
<td>Coquitlam Landfill Fly Ash Cell 2 Closure Final Cover</td>
<td>Coquitlam</td>
<td>3,200,000</td>
<td>1,143,025</td>
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<td>Coquitlam Landfill Gas Collection Upgrades Phase II</td>
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<td>1,000,147</td>
<td>2,299,853</td>
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<tr>
<td>Coquitlam Landfill Pump Station Upgrade</td>
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<td>15,976</td>
<td>584,024</td>
<td>600,000</td>
<td>-3%</td>
<td>Ongoing</td>
<td>Y</td>
<td></td>
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<tr>
<td>Coquitlam Landfill: Leachate Collection System Grade Realignment</td>
<td>Coquitlam</td>
<td>1,000,000</td>
<td>-</td>
<td>1,000,000</td>
<td>1,000,000</td>
<td>0%</td>
<td>Not Started</td>
<td>N</td>
<td></td>
<td>Coordinating with other Coquitlam Landfill work.</td>
</tr>
<tr>
<td><strong>Transfer Station System</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coquitlam Transfer Station Compactor Replacement</td>
<td>Coquitlam</td>
<td>2,000,000</td>
<td>-</td>
<td>2,000,000</td>
<td>2,000,000</td>
<td>0%</td>
<td>Ongoing</td>
<td>Y</td>
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<tr>
<td>Coquitlam Transfer Station Replacement</td>
<td>Coquitlam</td>
<td>70,200,000</td>
<td>28,242,319</td>
<td>41,957,681</td>
<td>77,600,000 (7,400,000)</td>
<td>40%</td>
<td>Ongoing</td>
<td>N</td>
<td></td>
<td>Construction timing extended. Budget increase approved to address building permit and subdivision requirements.</td>
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<td>Maple Ridge Transfer Station Upgrades</td>
<td>Maple Ridge</td>
<td>2,000,000</td>
<td>-</td>
<td>2,000,000</td>
<td>2,000,000</td>
<td>0%</td>
<td>Not Started</td>
<td>N</td>
<td></td>
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<tr>
<td>North Shore Transfer Station Compactor Replacement</td>
<td>Dist of North Van</td>
<td>2,000,000</td>
<td>-</td>
<td>2,000,000</td>
<td>2,000,000</td>
<td>0%</td>
<td>Not Started</td>
<td>N</td>
<td></td>
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<tr>
<td>Surrey Recycling and Waste Drop Off</td>
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<td>42,300,000</td>
<td>3,071,110</td>
<td>39,228,890</td>
<td>50,300,000 (8,000,000)</td>
<td>7%</td>
<td>Ongoing</td>
<td>Y</td>
<td></td>
<td>Budget increase approved based on final class A cost estimate</td>
</tr>
<tr>
<td>Surrey Transfer Station Building Upgrades</td>
<td>Surrey</td>
<td>1,000,000</td>
<td>-</td>
<td>1,000,000</td>
<td>104,900,000</td>
<td>0%</td>
<td>Not Started</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Waste to Energy Facility</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acid Gas Reduction</td>
<td>Burnaby</td>
<td>47,000,000</td>
<td>450,000</td>
<td>46,550,000</td>
<td>47,000,000</td>
<td>1%</td>
<td>Ongoing</td>
<td>N</td>
<td></td>
<td>Operational Certificate amendment pending</td>
</tr>
<tr>
<td>Biosolids Processing</td>
<td>Burnaby</td>
<td>500,000</td>
<td>-</td>
<td>500,000</td>
<td>500,000</td>
<td>0%</td>
<td>Ongoing</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bottom Ash Dischargers / Conveyors</td>
<td>Burnaby</td>
<td>1,700,000</td>
<td>1,404,465</td>
<td>295,535</td>
<td>1,127,000</td>
<td>95%</td>
<td>Ongoing</td>
<td>Y (1)</td>
<td></td>
<td></td>
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<tr>
<td>Feed Hopper/Chute</td>
<td>Burnaby</td>
<td>2,600,000</td>
<td>-</td>
<td>2,600,000</td>
<td>2,600,000</td>
<td>0%</td>
<td>Ongoing</td>
<td>Y</td>
<td></td>
<td></td>
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<tr>
<td>Feedwater Pump Replacement</td>
<td>Burnaby</td>
<td>1,000,000</td>
<td>242,556</td>
<td>757,444</td>
<td>284,000</td>
<td>90%</td>
<td>Ongoing</td>
<td>Y (1)</td>
<td></td>
<td></td>
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<tr>
<td>Furnace Liner Upgrade</td>
<td>Burnaby</td>
<td>2,500,000</td>
<td>2,039,883</td>
<td>460,117</td>
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<td>Ongoing</td>
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<td>Burnaby</td>
<td>12,850,000</td>
<td>-</td>
<td>12,850,000</td>
<td>12,850,000</td>
<td>0%</td>
<td>Not Started</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary Economizer Replacement</td>
<td>Burnaby</td>
<td>5,000,000</td>
<td>-</td>
<td>5,000,000</td>
<td>5,000,000</td>
<td>0%</td>
<td>Not Started</td>
<td>Y</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refuse Crane</td>
<td>Burnaby</td>
<td>7,000,000</td>
<td>73,539</td>
<td>6,926,461</td>
<td>7,000,000</td>
<td>1%</td>
<td>Ongoing</td>
<td>Y</td>
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<td>Secondary Pans Superheater Replacement</td>
<td>Burnaby</td>
<td>5,500,000</td>
<td>2,340,816</td>
<td>3,159,184</td>
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<td>66%</td>
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<td>Secondary Economizers Replacement</td>
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<td>6,000,000</td>
<td>-</td>
<td>6,000,000</td>
<td>6,000,000</td>
<td>0%</td>
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<td><strong>Grand Total Solid Waste Services</strong></td>
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<td>91,650,000</td>
<td>6,551,259</td>
<td>85,098,741</td>
<td>90,003,000</td>
<td>1,647,000</td>
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<td>Notes:</td>
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<td>231,550,000</td>
<td>41,852,278</td>
<td>189,697,722</td>
<td>245,303,000</td>
<td>(13,753,000)</td>
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</table>

(1) Contractor authorized expenditure amount
Capital Project Status Information – Solid Waste Services
December 31, 2019

Major GVS&DD solid waste capital projects are proceeding on schedule and within budget. Project details are highlighted below:

Transfer Station Program
• The Coquitlam Transfer Station replacement project construction started in May 2018 with site grading works. The full construction contract was awarded in December 2018. Construction is currently underway with anticipated commissioning of the new transfer station scheduled for early 2021.
• The Surrey Recycling and Waste Drop-Off Facility project received rezoning and a development permit in late 2018. The project was issued for construction RFP in October 2019 and closed in December 2019. General contractor submissions are currently being evaluated. A building permit was granted by the City of Surrey in November 2019. Construction is anticipated to start in April of 2020.

Landfills Program
• Construction of Phase 2 landfill gas collection system upgrades for the new Coquitlam Transfer Station are in progress. The system has been designed as a combination of an active system at buildings and a passive system over the remainder of the transfer station site. Installation of the active gas wells was completed in 2019. Installation of the passive system along with laterals and header pipes for the active system is anticipated to be completed in late 2020. A new control room at the blower flare station is required for the existing and future system upgrade. Design of the new control room is complete and construction is anticipated in Q3 2020.

Waste-to-Energy Program
• The refuse crane replacement project commenced with preliminary engineering on February 14, 2019. The preliminary engineering report identified funding gaps which will be addressed through the 2021 budget cycle.
• The second pass superheater replacement project started on April 11, 2019. The replacement tubing has been received and installed on two boilers during the 2019 fall outages. Installation will occur on the final boiler during the spring outage in April 2020.
• The feedwater pump replacement project commenced on May 3, 2019. The pump was installed in November 2019 and commissioned in January 2020. Covanta is working with the pump manufacturer to bring the pump capacity up to full specifications.
• The feed hopper / chute replacement project started on October 28, 2019. Quotations have been requested from vendors with the plan to install two units in fall 2020 and one unit in Spring 2021.
• The biosolids processing preliminary design project started on October 28, 2019. Preliminary design work will continue through 2020.

Zero Waste Committee
To: Zero Waste Committee

From: Larina Lopez, Division Manager, Corporate Communications, External Relations

Date: May 6, 2020

Subject: 2019 and 2020 Food Scraps Recycling Campaign Results

RECOMMENDATION
That the Zero Waste Committee receive for information the report dated May 6, 2020, titled “2019 and 2020 Food Scraps Recycling Campaign Results.”

EXECUTIVE SUMMARY
The food scraps recycling campaign continued in fall 2019 and winter 2020. The primary objective was to increase diversion of organic waste into the green bin. The food faces creative platform was used, with some updates, and several new tactics added to help people understand why we compost and alleviate confusion. The media strategy included both broad reach and targeted digital tactics, and delivered over 75 million impressions. Overall, 91% of residents now say they typically dispose of organic waste into the green bin. 30% of residents recall seeing or hearing the campaign advertising, which is the highest awareness level achieved since 2014. 36% of residents who saw the advertising message shared it with others.

PURPOSE
To update the Committee on the results of the regional 2019 and 2020 food scraps recycling campaign, “Food Scraps Aren’t Garbage.”

BACKGROUND
The Food Scraps Recycling (FSR) campaign supports the waste reduction objectives in the Integrated Solid Waste and Resource Management Plan. 2020 marked the seventh year of the FSR campaign. This report provides an update on the results of the 2019 and 2020 FSR campaigns as identified in the 2020 Zero Waste Committee Work Plan.

2019 AND 2020 REGIONAL “FOOD SCRAPS RECYCLING” CAMPAIGN
Campaign Timing
This report covers two activations of the FSR campaign: Fall 2019 (September 9 to October 20) and Winter 2020 (January 6 to February 16). The FSR campaign has traditionally been in market in the fall each year. However, Metro Vancouver tends to run several other campaigns during this time, so the FSR campaign was moved to winter in 2020 to reduce overlap and improve effectiveness.

Campaign Approach
According to 2018 waste composition data, people were still disposing of basic organics, like fruits and vegetables, in the garbage. So, the 2019/2020 campaign took a back-to-basics approach. The campaign objective was, first, to increase diversion of organic waste into the green bin, and second to reduce plastic bag contamination. The audience was all Metro Vancouver residents.
The campaign once again leveraged the googly-eyed food face characters. However, to provide better clarity to the campaign with respect to what is avoidable food waste, i.e., food that could have been consumed and likely should not go in the garbage as opposed to food scraps, the key message was changed from “Food Isn’t Garbage” to “Food Scraps Aren’t Garbage.” The suite of characters was updated to show food scraps, and not avoidable food waste. So, for example, the half-eaten bagel retired, and an apple core and onion peel were added. These changes made the campaign feel inherently less wasteful (Attachment 1) and more supportive of the prevention of food waste. Developing new characters created opportunity to animate them. Several videos were made for TV (Reference 1) and social media (References 2 and 3).

Focus testing had revealed the need to provide specific information. The more people know, the more questions they have. (E.g. Paper plates can go in the green bin? What about shiny ones?) Several tactics were introduced in response to this need. A whiteboard-style explainer video (Reference 4) illustrated why we compost. An interactive “Green Bin Q&A” was created, in which Metro Vancouver’s experts answered questions via Instagram Stories. (Please see below for details on this tactic.) Finally, infographic images addressing common points of confusion were created and used in the 2020 campaign (Attachment 2).

A concurrent but smaller promotion focusing on plastic bag contamination ran as a secondary message (Attachment 3). Similar to 2018, ads were targeted to people who have previously searched for info about plastic bag composting.

Website
The campaign website (Reference 5) was refreshed to ensure it was accurate and accessible. New content was added to respond to residents’ needs, as below.

- What Goes in the Green Bin – a list of what goes in, and what should stay out.
- Tips for Green-Binning – tips and ideas to make composting easier.
- Municipal Food Scraps Programs – direct links to each municipality’s food scraps recycling webpage and contact information (fact-checked by municipal member staff).
- Plastics in the Green Bin – explains the issue of plastics in the green bin, including those labelled “biodegradable” or “compostable.”

Media Strategy
The media buy leveraged both broad reach and targeted tactics, including TV PSA (geo-targeted; 14 networks), transit shelter ads, bus sides, digital banner ads, Google Search, YouTube, social media (Facebook, Instagram, and Twitter), interactive Instagram Stories, and native content articles (in “Vancouver Is Awesome” and “Daily Hive”).

Green Bin Q&A
The “Green Bin Q&A” addressed residents’ need for specific information. It featured helpful experts from Metro Vancouver’s Solid Waste Services department responding directly to questions from residents (see an example in Attachment 4).

Each week, questions were collected via an interactive form on Metro Vancouver’s Instagram Story. On Wednesday afternoons, Metro Vancouver’s experts shot short answer videos. The videos were uploaded to Instagram that same afternoon. The user who had sent in a question would get a
notification when they received a reply, and the videos were also seen organically by Metro Vancouver’s followers (the total organic reach was 52,590). Finally, the videos were promoted widely through a paid placement on Instagram Stories.

Over the two campaign flights, 181 questions were asked by residents. 57 were answered on video, and the rest were answered via direct message. The top three most common question topics follow:

- Single-use takeout items (e.g. containers, cups, cutlery): 34
- Plastics labelled “compostable” or “biodegradable” (e.g. bags): 26
- Body stuff (e.g. hair, nail clippings, teeth): 19

Instagram Stories are ephemeral, with content disappearing after 24 hours. This creates a sense of urgency to view them. The Q&A videos have been saved to an Instagram Highlight (Reference 6).

**Engagement of Metro Vancouver Members**
Campaign materials were made available to all Metro Vancouver members, including social media content and co-branded assets like transit shelter ads and digital message boards. Several members used the materials on their social media channels and throughout their municipalities.

**Use by Other Municipalities and Like-Minded Organizations**
The FSR campaign was used by the Town of Canmore and the Northamptonshire Waste Partnership (UK) in 2019. The City of Calgary is exploring using the campaign in 2020.

**Results**

**Website Traffic**
- The campaign webpages had 20,019 page views in the 2019 flight (477/day), and 9,301 in 2020 (221/day). Engagement was strong, with high average time on page and low bounce rates.
- Besides the landing page, the most visited pages were “What Goes in the Green Bin,” “Tips for Green Binning” and “Plastics in the Green Bin.” This indicates that the new content was relevant and useful to the audience.

**Post-Campaign Survey: Recall and Behaviour Change Assessment**
- A post-campaign survey targeting all Metro Vancouver residents ran in February 2020.
- Overall, 91% of all residents say they typically dispose of at least one type of organic waste into the green bin. This metric was 80% in 2016. (In 2017 and 2018, only multi-family residents were surveyed; their reported green bin usage was 77% and 83% respectively.)
- 30% of residents recall seeing or hearing the campaign advertising. This is the highest awareness level achieved since 2014, indicating that the strategy and tactics were effective.
- 36% of those who saw the advertising talked about it with others.

**Media Performance**
- Across the two campaign activations, there were over 75 million impressions delivered.
- The broad traditional tactics delivered 52 million impressions. Significantly, geo-targeted TV PSAs were excellent value, with over 20,000 airings in 2019.
- The targeted digital tactics delivered 23 million impressions with a reach of 5.8 million.
- There were 1.8 million video views on social media.
These results, along with the data that shows organics diversion has increased significantly in recent years, with a current diversion rate of 68% and over 430,000 tonnes of organics recycled in 2018, indicates the significance of ensuring green bin messages and campaigns like this are consistently shared with residents.

Social Media Engagement
- The campaign performed well on paid and organic social media, with over 16,000 engagements (likes, comments, shares) across Facebook, Twitter, and Instagram.
- The most commented-on post was the whiteboard-style explainer video on Instagram, with many users saying that they had learned something new or asking follow-up questions.
- The infographic content resonated strongly with the audience, shown by high reach organic reach and number of shares (10,500 reach and 74 shares on one post). (See Attachment 2.)

Plans for 2021 Regional Campaign
The campaign will run again in early 2021. It will likely continue to use the existing creative platform, as performance is strong. The target audience and key messages are to be determined, but will be based on insights from 2020’s campaign and data from Solid Waste Services.

ALTERNATIVES
This is an information report. No alternatives are presented.

FINANCIAL IMPLICATIONS
The 2019 and 2020 FSR campaigns each had a budget of $100,000 supported under the Zero Waste Communications Program of the 2019 and 2020 General Government budgets.

CONCLUSION
The 2019 and 2020 “Food Scraps Aren’t Garbage” campaigns performed strongly, contributing to an increase in reported green bin use among residents in the region (now at 91%). While adoption of the program is high, updates were made to the well-known googly-eyed food face characters based on research findings that found some confusion around what is avoidable food waste as opposed to food scraps. New tactics were added and the website was updated, including information to help people better understand why we compost, alleviating confusion and providing the more specific info that residents seek. Analyzing social media data (e.g. from the “Green Bin Q&A”) illustrated what the pain points are for residents. These learnings, among others, will inform future iterations of the FSR campaign.

Attachments:
1. Sample Creative
2. Infographic Images
3. Plastic Bag Creative
4. Green Bin Q&A Example

References:
1. “Food Scraps Aren’t Garbage Intervention” 30-second Video
2. “Items You Didn’t Know You Could Compost - Food Scraps Recycling” Sample 15-second Video
3. “Food Soiled Paper – Food Scraps Recycling” Sample 6-second Video

Zero Waste Committee
4. “Food Scraps Aren’t Garbage Explainer” Video
5. Food Scraps Recycling Campaign Website
6. “Green Bin Q&A,” Instagram Story Highlight
Sample Creative

Posters (All)

Apple
Red Pepper
Eggshell
Napkin

Grease
Pineapple
Onion Peel
Coffee Filter

Chicken Bone
Chopsticks
Metro Vancouver

Hey! Food scraps aren’t garbage!

Green bin your fruit scraps!

metrovancouver.org/foodscraps

Zero Waste Committee
Bus Sides

Digital Banner Ads (Animated)

Frame 1

Frame 2

Zero Waste Committee
Social Media Ads

Facebook

Instagram

Search Ads

What Goes in the Green Bin? | Metro Vancouver | Green Bin Tips
www.metrovancouver.org/
Don't be confused by composting. Find out what goes in your green bin. Food-soiled paper can help prevent odours.

Food Scraps Aren't Garbage | Metro Vancouver
www.metrovancouver.org/
What waste should go in the green bin? Learn more about what can be collected. Composting doesn't have to be a chore.

Smelly green bin? | Metro Vancouver
www.metrovancouver.org/
Food-soiled paper can help prevent odours. Get more storage tips. Don't be confused by composting. Find out what goes in your green bin.

Composting 101 | Food Scraps Recycling | Make It Easy | Keep It Clean

Zero Waste Committee
Infographic Images

Social Media Images

**Wooden Utensils Go in the Green Bin**
Wooden items, like skewers, toothpicks, popsicle sticks, and chopsticks, can all go in your green bin.

**Keep Plastic Bags Out of the Green Bin**
Plastic and plastic-lined bags do not go in the green bin – even the ones labelled "biodegradable" or "compostable." When they end up in the green bin, they can cause operational problems, may not break down properly during processing, and may contaminate the finished compost.

**Keep Coffee Cups Out of the Green Bin**
Paper cups for both hot and cold beverages can be recycled with your containers at home (blue bin). Cups labelled "compostable" aren’t accepted in food scraps or the blue bin in Metro Vancouver. Put those in the garbage.

Facebook Post

*Not all tea bags are created equal. Here’s how to find out if a tea bag should go in the green bin.*

**Do the Tea Bag Tear Test**
If your tea bag tears easily when wet, it’s made of paper and can go in the green bin. If it doesn’t rip easily, it’s probably made of plastic, and goes in the garbage.
Plastic Bag Creative

Digital Banner Ad (Animated)

Frame 1

Frame 2

Frame 3

Frame 4

Frame 5
Green Bin Q&A Example

**Tue: Introduction**

**Tue: Question Prompt**

**Wed: Introduce Experts**

**Wed: Question**

**Wed: Answer (Video)**

**Wed: Close / Call to Action**

---

**Zero Waste Committee**
To: Zero Waste Committee

From: Paul Henderson, General Manager, Solid Waste Services

Date: May 6, 2020

Meeting Date: May 15, 2020

Subject: Manager’s Report

RECOMMENDATION
That the Zero Waste Committee receive for information the report dated May 6, 2020, titled “Manager’s Report”.

Encorp Return-It Express & GO at the North Shore Transfer Station
On April 8th the new Encorp Return-It Express & GO beverage container drop-off opened at the North Shore Transfer Station recycling depot. In the first three weeks of operation 26,000 containers were recycled at the Express & GO drop-off. There are limited options on the North Shore for beverage container drop-off, and integrating an Express & GO beverage container drop-off at the North Shore Transfer Station recycling depot helps fill the gap and increases convenience for customers. Return-It Express allows customers to sign up online for a free account, place their beverage containers into a transparent bag, print a label to place on the bag and drop it off. Refunds are directly deposited into the customer’s online account after they are sorted at the Return-It facility. Customers also have the option of donating their refunds to the charity of their choice. Encorp pays Metro Vancouver an annual license fee and all costs associated with hosting the Return-It Express & GO container, reducing the cost of the recycling depot for the North Shore municipalities. If this initiative is successful at the North Shore Transfer Station, Metro Vancouver will explore expanding the service to other transfer stations.

2020 Zero Waste Committee Work Plan
The attachment to this report sets out the Committee’s work plan for 2020. The status of work program elements is indicated as pending, in progress or complete. The listing is updated as needed to include new issues that arise, items requested by the Committee and changes in the schedule.

Attachment:
Zero Waste Committee 2020 Work Plan
## Priorities

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<td>Surrey Recycling and Waste Drop-Off Facility – Construction Contract</td>
<td>Complete</td>
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<tr>
<td>National Zero Waste Council</td>
<td>Complete</td>
</tr>
<tr>
<td>2019 Zero Waste Conference Results</td>
<td>Complete</td>
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<tr>
<td>2019 Create Memories Not Garbage Campaign Results</td>
<td>Complete</td>
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<tr>
<td>2020 Textiles Campaign Update</td>
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<tr>
<td>Solid Waste System Customer Communication Processes</td>
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<td>Automobile Recycling</td>
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<td>Provincial Single-Use Item Update</td>
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<td>Regional Biosolids Management Program Overview</td>
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<td>Solid Waste Management Plan – Consultation and Engagement</td>
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<td>Waste-to-Energy Facility - Bottom Ash Beneficial Use Procurement</td>
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<td>Metro Vancouver's K-12 School Education Programs and Activities</td>
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<td>Love Food Hate Waste Canada</td>
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<td>2019 Food Scraps Campaign Results</td>
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<td>2019 Waste-to-Energy Facility Financial Summary</td>
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<td>Solid Waste Management Plan</td>
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<td>Asset Management</td>
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<td>Waste-to-Energy Facility - District Energy Business Case</td>
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<td>2020 Zero Waste Conference</td>
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<td>Extended Producer Responsibility</td>
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<td>2020 Textiles Campaign Results</td>
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<td>Coquitlam Transfer Station Replacement</td>
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<td>2021-2025 Financial Plan – Solid Waste Services</td>
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<td>2019 Solid Waste and Recycling Annual Report</td>
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<td>2019 Regional Solid Waste System Summary</td>
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<td>2020 Create Memories Not Garbage</td>
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To: Zero Waste Committee

From: Paul Henderson, General Manager, Solid Waste Services  
Dean Rear, Chief Financial Officer/General Manager, Financial Services

Date: April 27, 2020  
Meeting Date: May 5, 2020

Subject: **Solid Waste System Tipping Fee Deferral/Reduction Request**

The attached report titled “Solid Waste System Tipping Fee Deferral/Reduction Request” was presented to the GVS&DD Board at its April 24, 2020 meeting and was approved. Account customers have been advised of the changes to the payment terms.

The report is provided here to the Zero Waste Committee for its information.

Attachment:  
To: Finance and Intergovernment Committee

From: Paul Henderson, General Manager, Solid Waste Services
      Dean Rear, Chief Financial Officer/General Manager, Financial Services

Date: April 9, 2020

Subject: Solid Waste System Tipping Fee Deferral/Reduction Request

RECOMMENDATION
That the GVS&DD Board direct staff to:

a) grant an additional 55 days’ interest free payment grace period for all solid waste customer charge accounts for invoices issued prior to May 1, 2020; and

b) extend the payment period from 35 days to 90 days for all solid waste customer charge accounts for the period May 1, 2020 to December 31, 2020.

EXECUTIVE SUMMARY
Metro Vancouver received two requests to reduce solid waste tipping fees and extend payment terms for solid waste account customers. Reducing tipping fees is expected to result in an operating budget deficit for the solid waste function for 2020, and is not recommended. Extending payment terms from 35 days to 90 days for the remainder of 2020 is expected to result in a cost to the solid waste function of approximately $300,000 due to foregone investment income from the deferred revenues. Staff recommend extending payment terms to assist both commercial and municipal solid waste system customers in response to the significant impact of the COVID-19 pandemic.

PURPOSE
The purpose of this report is to bring forward to the Board for consideration requests to reduce solid waste tipping fees and extend payment terms for account customers.

BACKGROUND
The Waste Management Association of British Columbia and the Super Save Group have written to Metro Vancouver requesting tipping fee reductions as well as an extension of payment terms (see attached letters).

METRO VANCOUVER SOLID WASTE SYSTEM FUNDING
Solid waste tipping fees are set by the Board through the Tipping Fee and Solid Waste Regulation Bylaw No. 306, 2017, as amended (Tipping Fee Bylaw). Tipping fees are typically set annually at a rate per tonne based on expected waste flows to ensure that solid waste system expenditures are fully funded. The majority of solid waste system revenues are generated through tipping fees, with approximately 70% of all tipping fees paid through credit accounts that are billed on a monthly basis and due 35 days following billing.
COVID-19 Impacts on the Solid Waste System
The solid waste system continues to function near normal with some adjustments to services. Waste quantities dropped starting in mid-March, 2020, and overall waste quantities are projected to be approximately 10% lower in 2020 compared to 2019, and approximately 5% lower than the 2020 budget waste quantities. Reduced waste quantities help to advance the region’s per-capita waste reduction targets, but also result in lower revenues in the solid waste system.

Metro Vancouver contracts for contingency disposal with two waste management companies to manage waste in excess of what can be received at the Waste-to-Energy Facility and Vancouver Landfill. Reducing the quantity of waste sent to contingency disposal is the primary cost reduction tool available to respond to reduced waste flows. In response to decreasing waste quantities, contingency disposal has been reduced to contract minimums, which will result in a savings of approximately $50,000 per month for the remainder of 2020.

With 64% of the region’s waste recycled, there is potential for waste quantities to increase if recycling systems, particularly organics processing facilities, stop receiving material or reduce their capacity. To date, recycling systems seem to be functioning normally.

Relationship between Waste Haulers and Municipalities
For most municipalities that contract with waste hauling companies, Metro Vancouver bills tipping fees directly to the municipalities rather than the hauler. For these municipalities, any extended payment terms or reduced fees would directly benefit the municipalities. A small number of municipalities pay the hauler for both collection and disposal with the hauler billed by Metro Vancouver for tipping fees. Municipalities that pay the hauler for both collection and disposal would either need to work with their hauler or alternatively switch to direct billing from Metro Vancouver to benefit from extended payment terms.

Other Jurisdictions
Metro Vancouver is currently not aware of any regional districts or municipalities in British Columbia that have reduced tipping fees or extended payment terms for solid waste account customers. The City of Ottawa has extended payment terms on solid waste accounts.

ALTERNATIVES
1. That the GVS&DD Board direct staff to:
   a)  grant an additional 55 days’ interest free payment grace period for all solid waste customer charge accounts for invoices issued prior to May 1, 2020; and
   b)  extend the payment period from 35 days to 90 days for all solid waste customer charge accounts for the period May 1, 2020 to December 31, 2020.
2. That the GVS&DD Board direct staff to:
   a) grant an additional 55 days’ interest free payment grace period for all solid waste customer charge accounts for invoices issued prior to May 1, 2020;
   b) extend the payment period from 35 days to 90 days for all solid waste customer charge accounts for the period May 1, 2020 to December 31, 2020; and
   c) bring forward recommendations for changes to the *Tipping Fee and Solid Waste Regulation Bylaw No. 306, 2017* as amended for the Board’s consideration to reduce solid waste tipping fees by 10% for all waste loads.

**FINANCIAL IMPLICATIONS**

If the Board approves Alternative 1, payment terms for municipal and commercial account customers will be extended from 35 days to 90 days, interest free, until the end of 2020. At the end of 2020, Metro Vancouver would work with account customers to pay any outstanding tipping fee balances over the next six months. Staff have analyzed the financial impact of extending account payment terms to 90 days for 2020 and have estimated the impact at approximately $300,000 based on foregone investment income. Extending the payment terms for municipal and commercial account customers from 35 days to 90 days will impact the overall cash balance for the year, but staff are closely monitoring funding sources for cash sufficiency to carry out Metro Vancouver business.

Metro Vancouver’s expectation is that there may be a slight increase in delinquent solid waste accounts resulting from COVID-19. However, it will likely not have a significant financial impact on the solid waste function since delinquency on solid waste tipping fee accounts is very low (less than 0.1 percent per year of receivables on average). Furthermore, extending payment terms will assist both municipal and commercial customers, particularly small business customers, because all are experiencing near term cash flow challenges that are expected to stabilize later in 2020.

If the Board approves Alternative 2, and extends payment terms for municipal and commercial account customer from 35 days to 90 days’ interest free and reduces solid waste tipping fees by 10% for all waste loads, Metro Vancouver’s expectation is that the solid waste function would see a deficit in 2020 of approximately $6.5 million on a $114 million budget, resulting in a requirement to use reserves to balance the budget. Even without a tipping fee reduction, expected reductions in waste quantities in 2020 compared to 2019 are expected to result in a reduction in contribution to capital of approximately $5 million, leading to effectively no contribution to capital in 2020. An alternative approach to reducing tipping fees by a fixed percentage would be to reduce fees for all loads to the large load rate of $99 per tonne as suggested in one of the letters requesting tipping fee reductions. This approach would further increase the solid waste function deficit to an estimated $12 million, and is not recommended for the Board’s consideration.

**CONCLUSION**

Many of Metro Vancouver’s solid waste system customers are impacted by the COVID-19 pandemic. Metro Vancouver has received two requests to reduce tipping fees and extend account payment terms. Reducing tipping fees is expected to result in a deficit for the solid waste system in 2020 and is not recommended. Staff recommend Alternative 1, that payment terms for account customers be extended from 35 to 90 days for invoices prior to May 1, 2020 as well as the remainder of 2020, which
will have an expected impact on the solid waste function of approximately $300,000 due to foregone investment income.

Attachments: (Doc# 38340836)  
Letters from Super Save Group and Waste Management Association of British Columbia

38261123
March 26, 2020

Mr. Paul Henderson
Metro Vancouver
Metrotower III, 4730 Kingsway
Burnaby, B.C., V5H 0C6

Dear Paul:

As you are aware, COVID-19 has hit numerous businesses in Metro Vancouver hard, with many now faced with little or no revenues, especially in the hospitality and retail industries. Many of those businesses are our waste and recycling customers, and to date over 700 of them have reached out to us to suspend services and invoices during this economic crisis.

Our response has been to fully support them in their request. A few have written to express their appreciation of our response and we attach a sample of one for your review. We also have many commercial tenants in other of our businesses that have sought relief from their monthly rent and common cost payments during the COVID-19 shut down. Again, we have been supportive of their requests.

Despite these lost revenues, our full fleet of trucks and drivers are ready to service any and all remaining customers. With many of our lines of business being considered an essential service by the provinces, our overhead costs also continue to be incurred in full.

Furthermore, the B.C. Government is extending filing and payment deadlines for the employer health tax, provincial sales tax, carbon tax, motor fuel tax and tobacco tax until September 30, 2020.

Clearly, these are unprecedented times and many levels of government are finding ways to support business throughout the crisis. As such, we ask that Metro Vancouver implement a temporary tipping fee reduction and extend payment deadlines on landfill and transfer station fees to September 30, 2020 like the B.C. Government has done on other taxes.

Thank you in advance for your consideration of this request. We are all in the fight against the COVID-19 war together.

Yours truly,

SUPER SAVE DISPOSAL INC.

William D. Vandekeerhove,
President and Chairman of the Board
From: Ken Lobson [mailto:klobson@osf.ca]  
Sent: March 26, 2020 8:37 AM  
To: Caitlyn Lemay; josh@supersave.ca  
Cc: Guy  
Subject: Re: Completed: "504401-E Temporary Service Adjustment"

Josh

I just wanted to take a minute to thank-you for working with us through this unprecedented time. It’s a statement of the quality of your organization and we look forward to working with you for many years to come.

Keep well.

Ken

Ken Lobson  
Chief Operating Officer  
Old Spaghetti Factory Canada Ltd.  
210 – 55 Water St. Vancouver, BC, V6B 1A1  
p. (604) 684-1287 Ext. 101  
f. (604) 684-8035  
e. klobson@osf.ca

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March 31, 2020

Mr. Jerry Dobrovolny  
CAO, Metro Vancouver  

Re: COVID-19 and the Impact on all Businesses in Metro Vancouver  

Dear Mr. Dobrovolny,

On behalf of the Waste Management Association of B.C. (WMABC), we are reaching out to you during this challenging time to bring to your attention issues impacting the waste and recycling industry and businesses in Metro Vancouver.

As the impact from COVID-19 sweeps across the Metro Vancouver area, province and country, it is becoming clear that the effects will be felt across the entire business community. All WMABC member customers, big and small, are witnessing first-hand the effects daily as businesses continue to close. Significant change is needed to ensure the survival of many lower mainland business including recycling and waste companies.

The Federal and Provincial governments have introduced several programs to try to assist businesses and individuals and we support those steps. Anything that can be done to protect the viability of all businesses through this challenging time should be given strong consideration.

While we share the confidence in our ability to recover as a province and country, we believe that some specific challenges have yet to be fully recognized in the space in which our member companies operate. We would like Metro Vancouver to pursue some possible temporary remedies to not only assist our industry businesses but also help their customers navigate through this challenging time.

Due to the COVID-19 Crisis, the WMABC would ask that Metro Vancouver consider initially the overarching problem of reduced cash flows for Lower Mainland businesses of all types and the domino effect within a company’s supply chains in which our members exist. We have seen various levels of government implement policies including a regulation aimed at reducing the cost burden as the Region’s economy continues to falter.

To this end, we would request that Metro Vancouver consider a reduction in tipping fees such as reducing the tip fee for all weight loads to the 9 tonnes or more rate at $99 per tonne. This helps to reduce costs to our customers still in operation as we have reduced weight loads due to business closures and would be a temporary measure until the COVID 19 crisis is over.

Secondly we ask Metro Vancouver to defer payment terms for at least 90 days as a means to assist the Region’s businesses and to allow sufficient time for members to work out payment plans with their customers as these small to midsize businesses get back on their feet after the pandemic crisis has passed. We believe these measures would be well received by businesses, multi-family customers as well as the waste service industry that provides these essential services.

Time is of the essence and the WMABC asks that Metro Vancouver seriously consider the two measures listed above. Our industry has been deemed as an essential service and our members continue to support all British Columbians by providing necessary services in all communities in which we operate including Metro Vancouver.

Zero Waste Committee
Again, the Federal and Provincial levels of government have recognized the economic challenges and have put measures in place to help businesses and we are asking for the Regional District to consider the same.

We are all in this together and we look forward to working with Metro Vancouver to address these serious issues.

Sincerely,

Per:
Grant Hankins
President

c. Sav Dhaliwal, Metro Vancouver Board Chair
Dear Mayor Froese,

My name is Al, and we met at the RCBC conference in Whistler in 2019, along with my business partner Bash during a networking event.

We wanted to thank you for your efforts in promoting the recycling of the automotive plastic scrap bumpers. You had introduced us to your team member, Paul Henderson, who helped spread the word to bodyshops about recycling alternatives vs throwing these bumpers into the waste.

While there is still a way to go for further compliance, your efforts in championing this issue has indeed made a real impact.

We are pleased to inform you that Reclaim Plastics was able to process in excess of 600,000 lbs of plastic bumpers in 2019, and keep this material out of the landfill and incinerator, and find a new life in a recycled product.

Bash and I look forward to keeping in touch, and if there is ever anything we can do for you, please let us know. We are investing in new machinery to be able to more efficiently process ICI plastic waste, and it is our goal to be able to diversify the types of commercial plastic waste we recycle and also grow our volumes.

Our business also recently purchased a 3/4 acre site in South East Burnaby (Big Bend Area) where we plan to expand our operations. We feel this could be a great place to establish a plant to process industrial plastic waste. If you have any ideas around this, or if there may be any support available, we would be really pleased to speak with you further.

Enclosed, please find a Certificate of Achievement for yours and Zero Waste Committee's contributions in 2019.

Best wishes,

Al Boflo, CPA CA
al@reclaimplastics.com
604-549-6880
Certificate of Environmental Achievement

Awarded to
Mayor Jack Froese
Chair of Metro Vancouver Zero Waste Committee

Sustainability Manager

In 2019, contributed to diverting over 63,600 plastic scrap bumpers from landfills. The plastic scrap is locally processed and recycled by Reclaim Plastics. Thank you for proudly being an environmentally conscious steward in the community.

Zero Waste Committee