



**EASTERN REGIONAL
SERVICE BOARD**

ANNUAL REPORT

2018

EASTERN REGIONAL SERVICE BOARD

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Message from the Chairperson

I am pleased to present the 2018 annual report for the Eastern Regional Service Board (the 'Board'). This report covers the period January 1 to December 31, 2018.

The Board has been very active in the advancement of the Provincial Waste Management Strategy by continuing to implement a modern waste management system in the Eastern region.

The Clarendville Transfer Station has been operational for two years and this completes one of the final stages in the implementation of the Provincial Waste Management Strategy in the Eastern region.

In addition, the planning and tendering for a maintenance depot in Whitbourne began this year. This depot will be the central base for the Board's fleet operations in the region.

Once this work is completed, the Board will focus its attention on service delivery improvements, operational efficiency and preparing for our next opportunities in regional service delivery.

The Board continues to work with the Minister of Municipal Affairs and Environment to address the directive received in November 2018 to find a solution that is fair and equitable to all property owners in the Eastern region.

Sincerely,

Ed Grant

Ed Grant
Chairperson
Eastern Regional Service Board

OVERVIEW

The Eastern Regional Service Board (the “Board”) was charged with implementing the regional plan developed by its predecessor committee – Eastern Waste Management for the 163 communities and 270,000 people in the eastern region. The plan was developed to accomplish three broad goals:

- advance the implementation of modern waste management practices,
- divert materials from disposal in the landfill, and
- close the 42 community landfills that operated in the region.

As of December 31, 2018, there is no community landfill operating in the eastern region. The landfill on Bell Island closed this year. In accordance with the Eastern Regional Plan, all 42 community landfills that were operational in the Eastern region have been closed.

The province has chosen the Robin Hood Bay facility to be the focus for landfill and diversion services/facilities. The City of St. John’s operates the Robin Hood Bay facility for the benefit of the region.

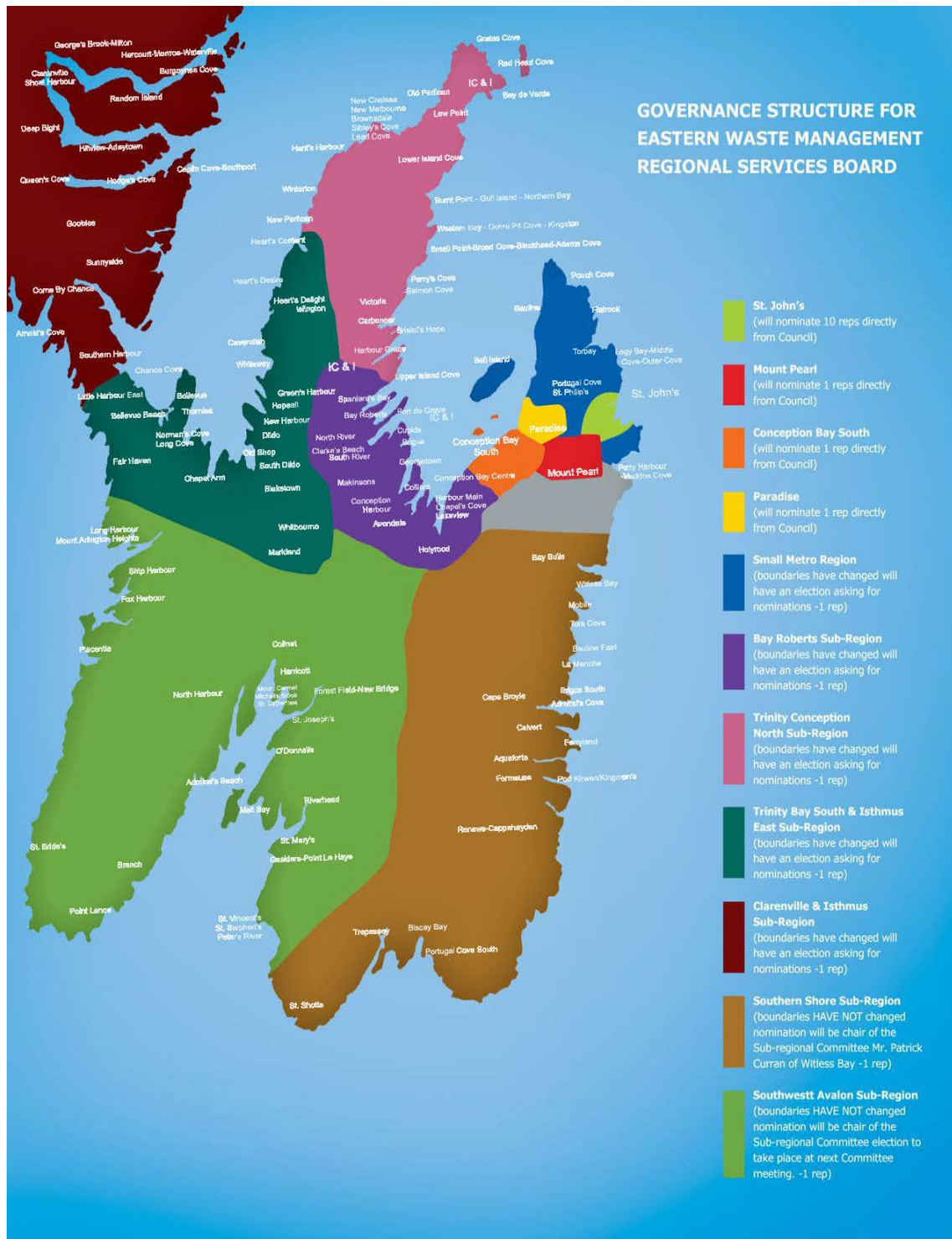
While many of the larger urban communities have dedicated waste fleets, for the most part the smaller municipalities, local service districts and unincorporated areas have regional service delivery provided by the Board. The regional service allows for an efficient and effective collection, transport, and diversion of waste materials. The Board provides direct service to approximately 31,000 households and businesses. This includes weekly waste collection, biweekly recyclables collection (fiber and containers), and regular bulk garbage collection events.

In addition to the roadside/curbside collection, the Board also operates a series of waste recovery facilities throughout the region and a transfer station in Clarendville to ensure that residents have ready access to services and facilities to dispose of household bulk items. Throughout the year, household hazardous waste collection events take place to allow residents to properly dispose of these hazardous materials.

Operations are overseen by a board of twenty municipal government representatives led by a chairperson. These twenty-one members are either nominated by their respective Council or are elected by the Councils in a sub region to represent the sub region on the Eastern Regional Service Board.

The map on the following page illustrates the representation for each area in the eastern region.

A list of Board members for 2018 is provided on page 6.



EASTERN REGIONAL SERVICE BOARD MEMBERS 2018		
Position	Name	Community
Chair	Ed Grant	
Vice Chair	Harold Mullowney	Southern Shore
Member	Lucy Stoyles	Mount Pearl
Member	Glenn Clarke	Trinity Conception North
Member	Bill Bailey	Clareville & Isthmus
Member	Danny Breen	St. John's
Member	Peggy Roche	Metro Area
Member	Maggie Burton	St. John's
Member	Wally Collins	St. John's
Member	Hilda Whelan	Trinity Bay South and Isthmus East
Member	Hope Jamieson	St. John's
Member	Gerard Tilley	Conception Bay South
Member	Dave Lane	St. John's
Member	Sam Whalen	Bay Roberts Area
Member	Sheilagh O'Leary	St. John's
Member	Deanne Stapleton	St. John's
Member	Sandy Hickman	St. John's
Member	Kevin McDonald	Southwest Avalon
Member	Jamie Korab	St. John's
Member	Ian Froude	St. John's
Member	Sterling Willis	Paradise

Revenue and Expenditures

The Board is accountable for the funds it receives from the Government and the funds that are generated through fees that are levied on property owners, occupiers, and users. Each year it has audited financial statements prepared.

EASTERN REGIONAL SERVICE BOARD

Statement of Operations

Year Ended December 31, 2018

	Budget 2018	Total 2018	Total 2017
REVENUES			
Clareville transfer station	\$ 390,000	\$ 276,180	\$ 352,836
Government grants	77,500	77,500	77,500
Tipping fees (Note 9)	3,347,395	3,349,346	3,395,752
Waste management fees	5,100,000	5,091,407	5,083,395
Metals recycling revenue	50,000	81,801	148,365
Capital government grants	1,750,000	684,151	609,950
Fire and emergency services revenue	19,000	21,180	20,184
	10,733,895	9,581,565	9,687,982
EXPENSES			
Advertising and promotion	120,000	191,236	74,113
Amortization	-	775,207	932,244
Bad debts	90,000	123,407	186,971
Business taxes, licenses and memberships	20,500	56,088	33,166
Directors fees	100,000	96,469	86,355
Insurance	115,000	142,516	106,215
Interest and bank charges	30,000	26,424	41,400
Interest on obligations under capital lease	9,615	9,587	16,137
Office	80,000	57,808	54,777
Outreach program	-	17,366	-
Professional fees	56,000	157,615	115,495
Regional waste management operations	456,000	575,866	359,671
Rental	153,000	144,188	139,487
Repairs and maintenance	130,500	94,784	44,456
Salaries and wages	2,179,395	2,176,224	2,045,098
Telephone	65,000	36,533	40,590
Tipping Fees Clareville	350,000	354,142	327,451
Training	68,000	41,250	28,690
Travel	55,000	48,301	48,851
Vehicle	1,041,000	1,145,071	1,017,129
Waste collection operations	3,521,000	3,286,221	3,155,927
Waste recovery facilities - site development	1,850,000	7,162	309,154
	10,490,010	9,563,465	9,163,377
SURPLUS FROM OPERATIONS	243,885	18,100	524,605
OTHER INCOME			
Interest income	35,000	462,075	344,482
Miscellaneous revenue	1,000	36,646	15,278
	36,000	498,721	359,760
ANNUAL SURPLUS	\$ 279,885	\$ 516,821	\$ 884,365

The staff complement includes a total of 25 full-time employees and 12 part-time employees. ERSB is governed by a board of 21 local municipal representatives. Audited Financial statements are submitted to the Provincial Government on an annual basis under the requirements of our legislation – *Regional Service Boards Act, 2012*.

MANDATE

In accordance with section 3 of the *Eastern Regional Service Board Regulations, 2013*, the authority granted to the Eastern Regional Service Board is to:

Prescribed services

3. (1) The board has the power to construct, acquire, maintain, and operate a waste management system within the Eastern Region.

(2) The board has the power to provide operational oversight of water and wastewater systems owned by municipal authorities within the Eastern Region which have been identified through the Community Sustainability Partnership Initiative.

(3) The board has the power to provide fire protection services within the Eastern region.

The boundaries of the Eastern Regional Service Board are from St. John's in the East, Clarendville in the West and down the Burin Peninsula to Swift Current and Random Island.

These regulations can be viewed in their entirety on the following website:

<http://www.assembly.nl.ca/Legislation/sr/Regulations/rc130008.htm>

LINES OF BUSINESS

1) Operation of waste facilities and management of waste collection:

The Board operates ten waste recovery facilities across the region – Bay Bulls, Renewals-Cappahayden, St. Joseph's, Placentia, Cavendish, Harbour Grace, Sunnyside, Clarendville, Whitbourne and Old Perlican. These facilities accept residential bulk garbage at no charge, including appliances, tires, construction and demolition materials, vehicles, and parts.

Collection services are provided by the Board to 31,000 homes and businesses on a weekly basis. This includes weekly waste collection; biweekly recyclables collection; and regular bulk pick up events. Appendix 1 contains an illustrative map of communities that have curbside recycling as of

January 2018. Appendix 2 contains an illustrative map of the 104 communities served by the Board's weekly waste collection service.

In addition, the Board provides household hazardous waste collection events throughout the region.

2) Education and promotion of the Provincial Waste Management Strategy:

Through its regular contact with municipal stakeholders, the Board supports the education and promotion of the Provincial Waste Management Strategy in the eastern region. For example, it conducts household education campaigns in service areas to increase the participation of residents in the recycling program. In conjunction with other municipal organizations the Board continues to focus on the education of residents and the increase in recycling services offered by municipalities.

3) Regional Water and Wastewater Systems:

The Board has hired an engineer to be an expert resource to 15 communities in the region. Many of these communities have been experiencing longstanding boil-water advisories and the assistance of an expert resource should help them address these issues and remove the boil water advisory.

In conjunction with the province and as part of the Community Sustainability Partnership, these communities across the region were chosen to be a part of this pilot initiative. This is a three- year pilot project that is funded to March 31, 2019.

4) Fire and Emergency Protection:

Under the authority granted to the Board in 2016 it has contracted the Town of Holyrood to provide fire and emergency services to an unincorporated area along Salmonier Line.

VISION

The vision of the Eastern Regional Service Board is to improve the quality of life, provide leadership and to protect the environment in the eastern region by ensuring cost effective, sustainable services.

HIGHLIGHTS AND ACCOMPLISHMENTS

Regional Water/Wastewater Operator Pilot Program

During 2018 additional communities were added to the Regional Water and Wastewater Systems Operator pilot program. The table on page 10 summarizes the status of these communities for 2018 and the removal of Boil Water Advisories (BWA).

This program is scheduled to finish in March of 2019 and is currently being reviewed by the Department of Municipal Affairs and Environment. With some revisions and additional activities, the program could become more valuable and potentially address the needs of more communities. A focus for the program should be on communities that express a desire to participate.

Regional Water and Wastewater Systems Operator
Pilot Program
Participating
Communities

2018

Cluster	Community Name	Community Type	Participating?	BW A?	Certification?	Last Contact	Remarks
Southern Shore	Aquaforte	Town Local Service District	Yes	No	No	Jun 5 2018	all is well
	Biscay Bay	Town Local Service District	No	Yes	No	Nov 30 2015	not interested, dropped
	Brigus South	Town District	No	Yes	No	May 19 2016	not interested, dropped
	Fermeuse	Town	Yes	No	Yes	Feb 9 2018	new water supply 2018
	Ferryland	Town	Yes	No	No	Jun 5 2018	new WTP 2018
	Renews-Cappahayden	Town	Yes	No	No	Jun 7 2018	cross-connections resolved
CBC	Avondale	Town Local Service District	No	No	No	Jul 19 2016	not interested, dropped
	Georgetown	Town Local Service District	Yes	Yes	No	Oct 18 2016	new water supply 2018
	Marysvalle	Town Local Service District	Yes	Yes	No	Apr 17 2018	new WTP 2018
Isthmus	Garden Cove	Town Local Service District	Yes	No	No	Nov 29 2017	all is well
	Goobies	Town Local Service District	Yes	Yes	No	Sep 25 2017	not returning calls
	North Harbour	Town Local Service District	Yes	Yes	No	May 23 2018	Chlorine residual problems
South Coast	Swift Current	Town District	Yes	Yes	No	Jan 29 2018	new disinfection system installed
	Portugal Cove South	Town	Yes	Yes	No	May 22 2018	needs infiltration gallery
	Trepassey	Town	Yes	Yes	No	Mar 13 2018	Dept. Health testing
	St. Shott's	Town	Yes	Yes	No	May 29 2018	needs infiltration gallery
	Gaskiers	Town	Yes	Yes	No	Apr 12 2018	inadequate flow at new well
	St. Mary's	Town	Yes	Yes	No	Mar 1 2028	WSER

Waste Recovery Facilities

Waste Recovery Facilities (WRF) received material from approximately 42,100 clients in 2018, which is a 7% decrease from the previous year. This is the first decrease since opening. The material collected included household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, propane tanks (20 lbs. or less), trees, branches, etc.

Waste diversion activities in 2018 included:

- 1,013,350 kg of metal was diverted to an approved metal recycler versus 977,630 kg in 2017 (1,363,510 kg in 2016 and 249,770 kg in 2015);
- 14,863 tires, as accepted by the Used Tire Recycling Program of the MMSB, versus 12,237 in 2017 (12,885 in 2016 and 14,113 in 2015); and,
- 248 pallets of electronic waste (approximate weight of 520,000 kg) were accepted by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA) versus 250 pallets in 2017 (263 pallets in 2016 and 192 pallets in 2015).

In 2018, 9,961,889 kg of waste was transferred from the various waste recovery facilities to the Regional Waste Management Facility located at Robin Hood Bay for disposal in the landfill.

In 2017, 6,273,770 kg was transferred from these sites to the regional landfill. The increase in removals in 2018 from 2017 is a direct result of the addition of a third grapple truck to remove waste from these facilities. In 2016, 6,226,318 kg of waste was transferred and in 2015, 5,781,784 kg was transferred.

Due to low usage and the high cost of snow clearing, the Sunnyside site was closed for winter from January 1 to April 7, 2018.

Household Hazardous Waste (HHW) Events

In 2018, 26 events were held throughout the region in June and September to collect Household Hazardous Waste (HHW).

Approximately 950 people took advantage of this service, which saw 13,600 L of liquid waste, 38 paint boxes (approximately 8,100 L of paint), 290 kg of batteries, 517 compressed gas tanks, and 200 fluorescent light bulbs collected.

Overall, for 2018, the attendance and waste collected was similar to 2017.

School Recycling Pilot Program

The Recycle@School Pilot Program ended June 2017. In September 2017, the ERSB was engaged to provide garbage and recycling removal services to the following schools:

SCHOOL	COMMUNITY	SCHOOL	COMMUNITY
Dunne Memorial Academy	St. Mary's	St. Bernard's Elementary	Witless Bay
Crescent Collegiate	Blaketown	Baltimore School	Ferryland
Woodland Elementary	Dildo	Laval High School	Placentia
Stella Maris Academy	Trepassey	St. Anne's Academy	Placentia
Mobile Central High	Mobile	Random Island Academy	Hickman's Harbour

Note: School waste contracts that excluded recyclables were set to expire in June 2019 have been extended for one year. The new expiry is June 2020 with the option of another year extension.

Curbside Waste Collections

There was no significant change in curbside waste diversion rates between 2018 and 2017 – it was 1%. From 2014 to 2018, there is a 4% decrease in the amount of waste collected.

There was a decrease in the waste collected in the Conception Bay Center area as the Town of Conception Harbour opted out of regional services. In addition, there was a decrease in the Southwest Avalon area because the Town of Placentia opted out of regional service.

In 2018, the ERSB added curbside waste collection to all properties on Bell Island in the Town of Wabana, the LSD of Lance Cove and the unincorporated area.

Summary of Properties in Each Contract Area at the End of 2018:

ACRONYM	AREA	PROPERTIES
BDGA	Bay de Grave (Clarke's Beach, Port de Grave, Bristol's Hope)	968
CBCWM	Conception Bay Center Waste Services	2,041
CLAR	Clarenville Area Waste Services	4,686
ISTHMUS	Isthmus & South West Arm Waste Services	3,351
INTERNAL	Salmonier Line, Hodgewater Line and Ocean Pond (Properties started in 2017)	2,800
SSWMI	Southern Shore Waste Services	4,012
TCNWM	Trinity Conception North Waste Services	3,562
TBS&CWM	Trinity Bay South/Center Waste Services	3,355
SWA	Southwest Avalon and St. Mary's Bay	2,622
BELL	Bell Island	1,441
Carbonear	Carbonear and Area	2,150
		30,988

Clarenville Transfer Station

In 2018, 5,426,310 kg of waste and 372,460 kg of recycled material were received at the commercial portion of the Clarenville facility.

This required 282 trips from the Clarenville facility to Robin Hood Bay for final disposal.

For comparison purposes, in 2017, 5,421,190 kg of waste and 458,020 kg of recyclables were received at the commercial portion of the facility.

There was a decrease in recyclables received primarily due to a decrease in the OCC (old-corrugated cardboard).

In 2018, 218,130 kg of OCC was collected in comparison to 271,480 kg in 2017. In 2016, 114,500 kg of OCC was received at the facility.

Please see the Waste Recovery Facilities section of this report for residential drop-off information.

Fire and Emergency Protection Services

The Fire and Emergency Protection Services began in 2017 when the Board implemented this new program by partnering with the Town of Holyrood to expand its fire services boundary to include unincorporated areas outside its municipal boundary. The Board has taken on the responsibility of providing fire and emergency protection and through the contract has engaged the volunteer fire department of the Town to deliver the service.

This contractual arrangement is a pilot of the ability to collect fees for a service that many municipalities have been providing to areas outside of their boundaries for several years without receiving any funding to contribute to the cost of the service.

The agreement currently includes approximately 600 properties along the Salmonier Line and side roads.

A request to expand this concept of contracting with neighbouring municipal fire departments has been made to the Department of Municipal Affairs and Environment.

MINISTERIAL DIRECTIVE

On November 23, 2018, the Hon. Graham Letto, Minister of Municipal Affairs and Environment sent a letter (Appendix 3) that directed the Board to “cease from advancing further court action against cabin owners until their voice is represented through the appropriate changes to the governance structure of the Eastern Regional Service Board.”

This directive followed a meeting with the Board on November 15, 2018 to review the concerns of cabin owners related to waste management services provided by the Board. The Minister further noted that the current structure of the Board did not provide representation for cabin owners or individuals in unincorporated areas. The Minister confirmed that representation on the Board is very important to the cabin owners. The Minister stated his intention to proceed with the necessary action to allow this representation as quickly as possible while continuing to consult with the Board and cabin owners to determine the final structure.

The Board’s legislation does not provide any other way to collect delinquent fees other than using the small claims court. The Board does not have the authority to place lien on a property for unpaid fees nor does the Board have access to property ownership information other what is available at the Registry of Deeds. Unfortunately, there is no mandatory property registry for the province.

On December 20, 2018, the Board responded to the Minister’s directive and provided an outline for the Board’s rationale for the single fee for all properties and the provision of waste collection services in seasonal areas.

The submission reiterates the Board’s strongly held view that \$180 for all property owners is both fair and reasonable. The amount is not particularly prohibitive, and it is the Board’s view that any attempt to

create a 'seasonal' rate will not resolve the small amount of criticism received. In addition, the Board believes such a move would create other inequities and unfairly shift the costs to other users, specifically municipalities and local service districts.

In addition, the selection for representation would be difficult when these unincorporated cabin areas have no form of governance.

Furthermore, the province's announcement that the Government will move to reduce the representation on the Board of the City of St. John's and install a cabin owner on the Board lacked consultation with the Board and neglects the reality of the Board's current electoral process.

The Board is amenable to discussions around the removal of properties located on 'unplowed roads'. The Board acknowledges that 1% of the properties in receipt of waste services may encounter winter delays or interruptions in service over a three-month period during winter annually; however, most properties included are in receipt of regular weekly service.

The Board looks forward to working with the Minister to find a solution that is fair and equitable to all property owners in the Eastern region.

OPPORTUNITIES AND CHALLENGES AHEAD

The Board has developed a conceptual model based on its work with the joint councils and municipalities as the basis for regional government. This concept has been presented to the province as a means to leverage the regional service board model that is currently in place.

The support of the joint councils in the region has been well received and the work has delivered many benefits to the communities that are served by the joint councils. Advocacy on municipal issues has increased and several proposals have been developed for the provision of additional regional services including municipal law enforcement; regional water technician; and building inspections. The Board continues to advocate to the province on the need to address some of the administrative tools that are not included in the enabling legislation for regional service boards.

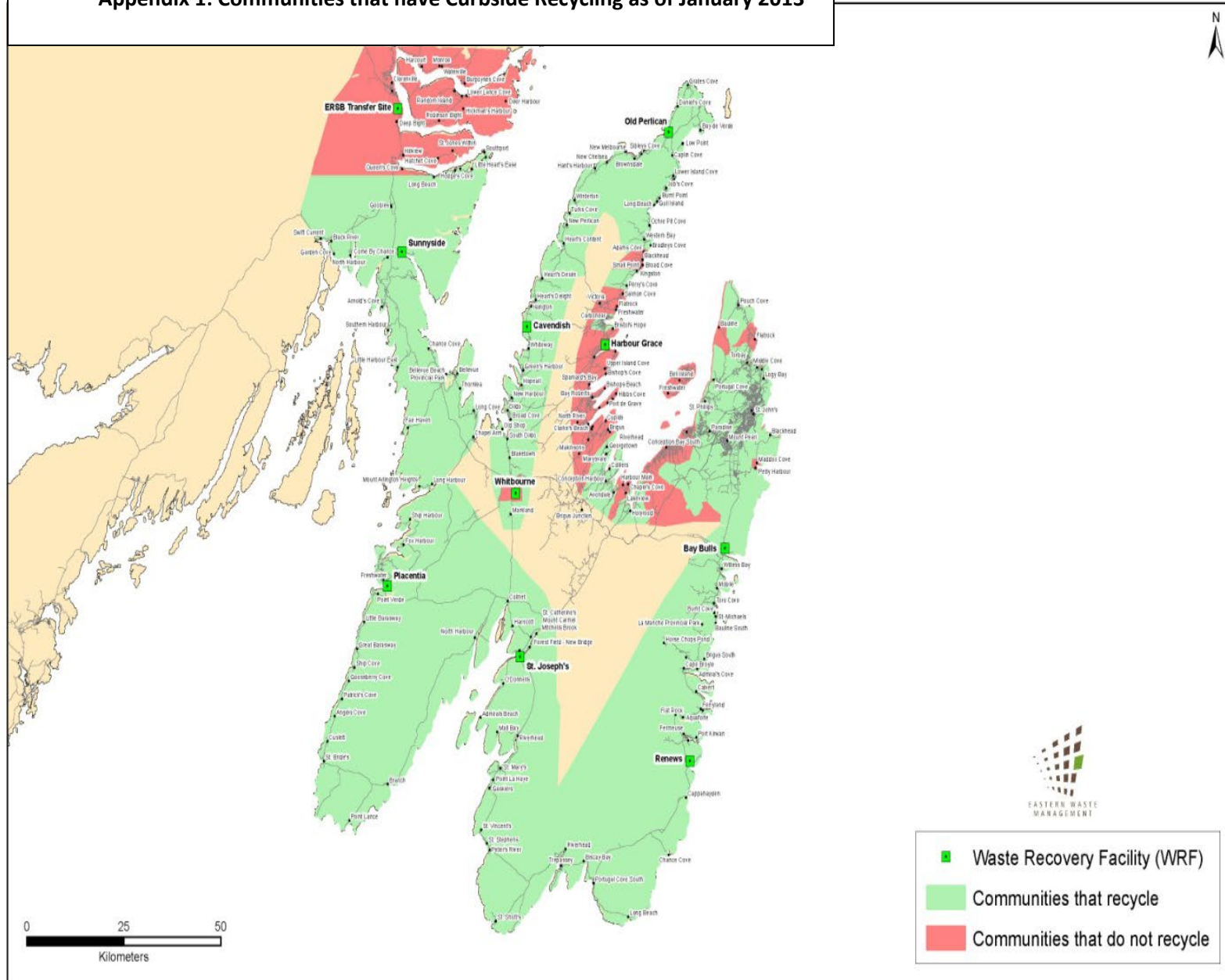
One issue that has become evident is the implementation of the Provincial Waste Management Strategy is taking different approaches in the various regions of the province. Some regional boards are not interpreting the mandate of the strategy of curbside collection as the basis of operations in the same manner as the Eastern Regional Service Board. This difference in approach to implementation will no doubt be an issue across the province as other services are rolled out through the regional service board organizational structure.

The Board has identified the need for a mandatory property registry in the province so that property ownership may be easily identified not only for invoicing of services but to ensure the best possible response in case of an emergency.

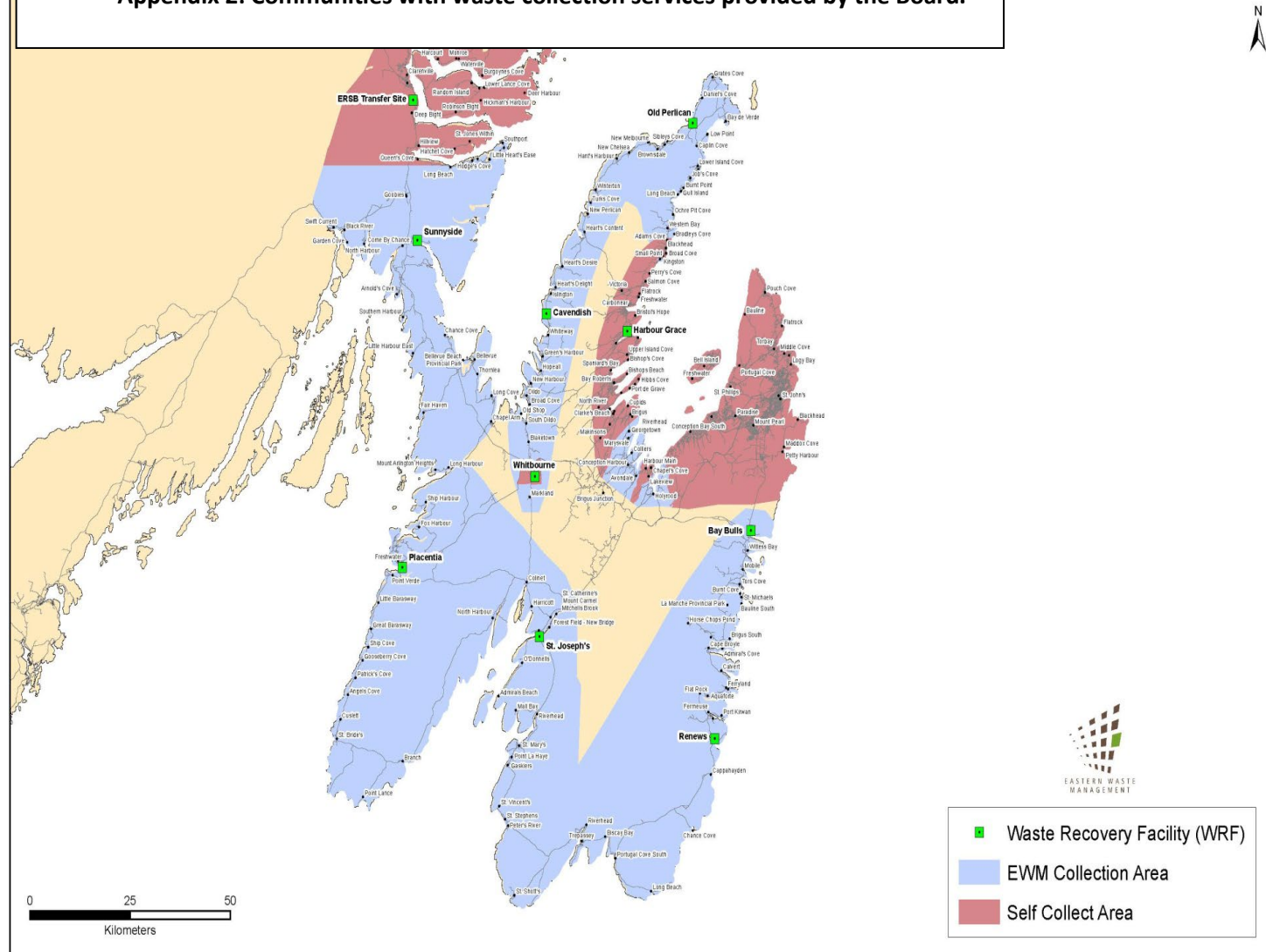
SUMMARY

The Board will continue to work with its partners in regional service delivery including municipalities, local service districts, businesses, Provincial Departments, and others in the development of quality and cost-effective services to the Eastern region.

Appendix 1: Communities that have Curbside Recycling as of January 2013



Appendix 2: Communities with waste collection services provided by the Board.



Appendix 3

NOV 23 2018

COR/2018/03918

Mr. Ed Grant, Chairperson
Eastern Regional Service Board
E-mail: info@easternwaste.ca

Dear Mr. Grant:

As discussed during our meeting of November 15, the Department of Municipal Affairs and Environment has been reviewing the concerns of cabin owners related to waste management services provided by the Eastern Regional Services Board. Thank you for taking the time to provide the Eastern Regional Service Board's perspective on these issues.

During our review, it was noted that due to the current structure of the Eastern Regional Service Board there is no representation for cabin owners or individuals in unincorporated areas on waste management services and fees that pertain to them. I was pleased to hear your receptivity to this discussion. I have recently met with representatives of cabin owners and this representation is very important to them. It is my intention to proceed with the necessary to allow this representation as quickly as possible, while continuing to consult with the Eastern Regional Service Board and with cabin owners to determine the final structure.

I believe that making progress on this issue requires compromise and collaboration by all parties. In that light, until this change can come into effect, I am requesting that as a show of good faith, Eastern Regional Service Board, cease from advancing further court action against cabin owners until their voice is represented through the appropriate changes to the governance structure of the Eastern Regional Service Board.

I am available to discuss this request if you would like to do so.

Sincerely,



GRAHAM LETTO, MHA
District of Labrador West
Minister of Municipal Affairs and Environment

cc: COATT
ERSB Members