



**EASTERN REGIONAL
SERVICE BOARD**

ANNUAL REPORT 2021

JUNE 2022

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Message from the Chairperson

I am pleased to present the 2021 annual report for the Eastern Regional Service Board. This report covers the period January 1 to December 31, 2021.

The Board continues to be active in the advancement of the Provincial Waste Management Strategy and the promotion of waste diversion in the eastern region. All waste infrastructure for the eastern region is fully operational including 11 waste recovery facilities, a solid waste transfer station at Clarenville and an equipment depot at Whitbourne. In addition, the Board continues to offer fire and emergency protection services and regional water/wastewater services.

The COVID-19 pandemic impacted operations at waste recovery facilities in 2019 and 2020; however, there were no closures due to the pandemic in 2021.

The Board continues to focus its attention on service delivery improvements, operational efficiencies and preparing for our next opportunities in regional service delivery.

We will continue to work closely with stakeholders and government to identify and improve on emerging operational issues.

As chairperson, I am pleased to report to the various stakeholders in the eastern region that the Board has had another successful year and is positioning itself to deliver other essential and value-added services in the future.

Sincerely,
Harold Mallowney, B.Sc., B.Ed., M.P.H.
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 in 2018. In accordance with the Eastern Regional Plan, all 42 community landfills that were operational in the eastern region have been closed. The province chose 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. In accordance with the Ministerial Directives of 2018/2019, the Board does not provide services to properties located on un-serviced roads in unincorporated areas.

The Board provides direct service to approximately 23,000 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 Clarenville 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 materials.

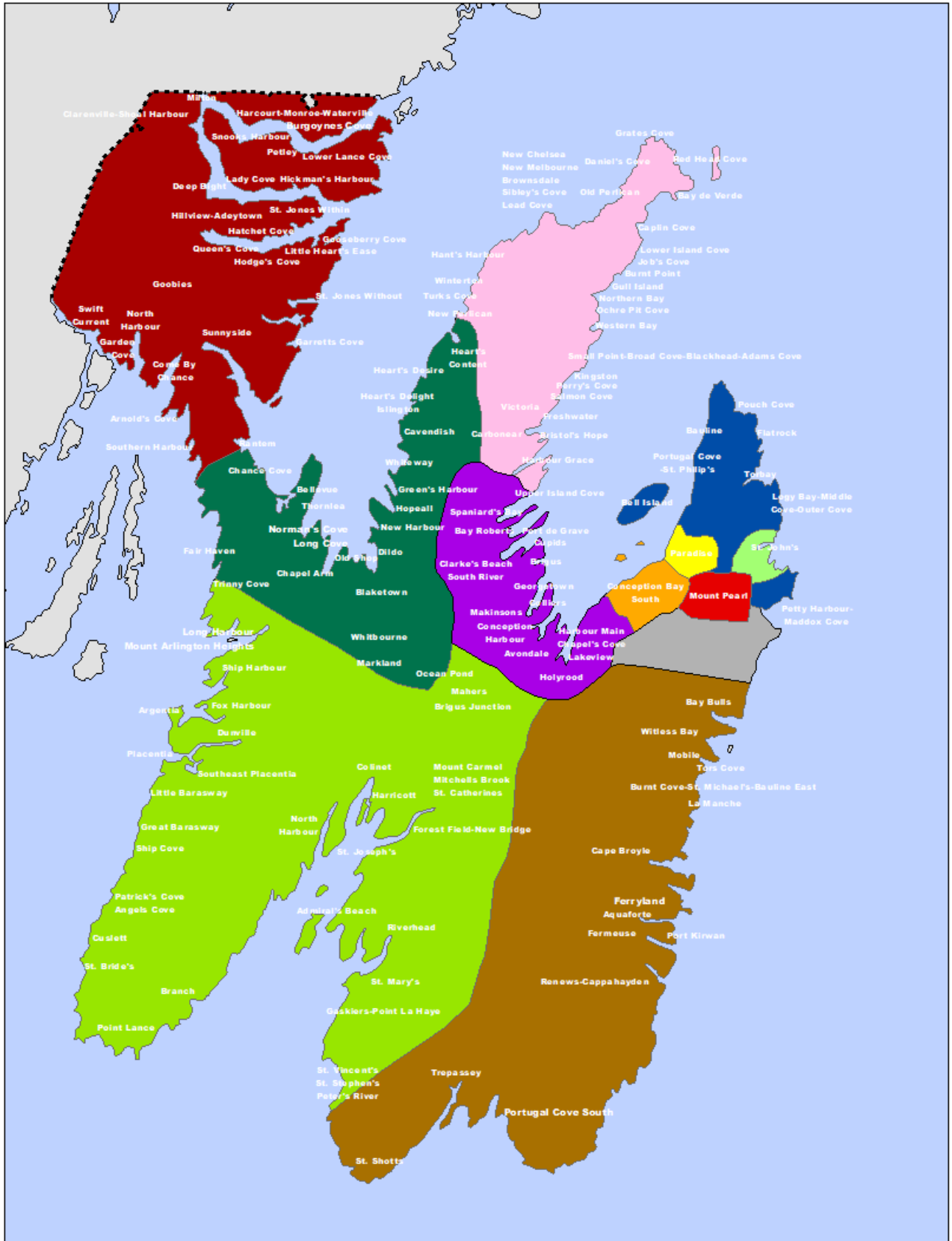


In addition to waste services, the Board has contracts with five towns for the delivery of fire and emergency services to neighbouring communities.

The Board continues to provide consultative services to 19 communities in the Eastern region through the Province’s Regional Water and Wastewater Operator Program. This program began in 2015 and it has been a tremendous asset to rural communities in the eastern region.

Operations are overseen by a board of twenty municipal government representatives led by a chairperson. These twenty 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.

The staff complement includes a total of 20 full-time employees and 12 part-time employees. ERSB is governed by a board of 20 local municipal representatives and an independent Chairperson.



EASTERN REGIONAL SERVICE BOARD MEMBERS 2021		
Position	Name	Community
Chair	Harold Mallowney	
Vice Chair	Danny Breen	St. John's
Member	Bill Antle	Mount Pearl
Member	Jill Bruce	St. John's
Member	Maggie Burton	St. John's
Member	Glenn Clarke	Trinity Conception North
Member	Rod Delaney	Conception Bay Center
Member	Wesley Drodge	Smith Sound & Isthmus
Member	Ron Ellsworth	St. John's
Member	Ian Froude	St. John's
Member	Sandy Hickman	St. John's
Member	Jamie Korab	St. John's
Member	Kevin McDonald	Southwest Avalon
Member	Sheilagh O'Leary	St. John's
Member	Ophelia Ravencroft	St. John's
Member	Carl Ridgeley	St. John's
Member	Nathan Ryan	Southern Shore
Member	Gerard Tilley	Conception Bay South
Member	Mark Vardy	Metro Area
Member	Larry Vaters	Paradise
Member	Hilda Whelan	Trinity Bay South & Isthmus East



Revenue and Expenditures

The Board is accountable for the funds it receives from 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.

Below is the Board's Statement of Operations at December 31, 2021.

EASTERN REGIONAL SERVICE BOARD
Statement of Operations
Year Ended December 31, 2021

	Budget (Note 14) 2021	Total 2021	Total 2020
REVENUES			
Clareville transfer station	\$ 250,000	\$ 477,884	\$ 427,217
Government grants	25,000	54,710	115,213
Tipping fees	3,300,000	3,300,000	3,300,331
Waste management fees	4,590,000	4,066,827	4,138,718
Metals recycling revenue	112,500	64,990	105,382
Capital government grants	700,000	-	399,770
Fire and emergency services revenue	70,000	35,106	28,847
	9,047,500	7,999,517	8,515,478
EXPENSES			
Advertising and promotion	160,000	20,362	78,404
Amortization	525,169	525,169	408,074
Bad debts	90,000	291,264	303,156
Business taxes, licenses and memberships	24,000	25,643	27,881
Directors fees	100,000	63,519	78,076
Insurance	145,000	148,591	117,086
Interest and bank charges	40,000	27,317	22,835
Office	84,000	35,412	38,961
Outreach program	-	-	57
Professional fees	214,320	121,746	191,575
Regional waste management operations	441,500	350,157	342,166
Rental	86,000	80,313	80,313
Repairs and maintenance	164,086	33,832	60,774
Salaries and wages	1,819,201	1,673,882	1,620,770
Telephone	145,000	35,827	38,342
Tipping fees Clareville	400,000	463,782	358,363
Training	33,000	11,524	11,806
Travel	70,000	6,645	9,992
Vehicle	599,143	836,478	716,834
Waste collection operations	4,130,000	3,690,105	3,546,385
	9,270,419	8,441,568	8,051,850
SURPLUS (DEFICIT) FROM OPERATIONS	(222,919)	(442,051)	463,628
OTHER INCOME			
Gain on disposal of tangible capital assets	-	-	26,977
Interest income	60,000	222,380	221,516
Miscellaneous revenue	35,000	3,148	21,791
	95,000	225,528	270,284
ANNUAL SURPLUS (DEFICIT)	\$ (127,919)	\$ (216,523)	\$ 733,912

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, Clarenville 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

a) The Board operates eleven (11) waste recovery facilities across the region – Bay Bulls, Bell Island, Renew's-Cappahayden, St. Joseph's, Placentia, Cavendish, Harbour Grace, Sunnyside, Clarenville, Whitbourne and Old Perlican. These facilities accept residential bulk garbage at no charge, including appliances, tires, construction and demolition materials, furniture, shingles, etc.



Aerial View of Waste Recovery Facility

b) The Board operates a solid waste transfer station with weigh scales at Clarenville that accepts commercial waste from the Smith Sound area. This waste is then transferred to the regional landfill at Robin Hood Bay by the Board's staff. Equipment at the facility includes three tractors and four walking floor trailers (53 ft); backhoe; pickups; and one double-axle trailer. This facility won SWANA's (Solid Waste Association of North America) Silver Excellence Award in 2016 for a facility that advances and promotes the practice of environmentally and economically sound solid waste management.



Clarenville Transfer Station

- c) The Board maintains an equipment depot at Whitbourne to house the Board's waste equipment that includes five tractors with grapple hooks and three compacting trailers (53 ft) used to remove waste from the waste recovery facilities and transport to Robin Hood Bay; two double-axle trailers used for special waste removals, ex. tires (non-MMSB) removals; loader used at the waste recovery facilities and for snow clearing on site; and pickup trucks.



Equipment Depot at Whitbourne

2) Management of Waste Collection Contracts:

Waste collection services are provided by the Board to approx. 23,000 homes and businesses in 119 communities. This includes weekly waste collection, biweekly recyclables collection and two bulk waste collections annually. All communities serviced by the Board have curbside recycling.

Currently waste collection services through the Board are contracted. The Board maintained an internal waste collection division for five years from 2015 through 2019; however, this division was shut down when approximately 5,700 properties on un-serviced roads in unincorporated areas was removed from the Board's service area.

The Board provides household hazardous waste (HHW) collection events throughout the eastern region annually.

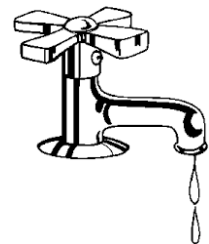
In addition, the Board offers a community clean-up program annually for community-based volunteer groups to access and dispose of waste at the waste recovery facilities. Program information and guidelines are sent to every community in the eastern region each year.

3) Education and Promotion of the Provincial Waste Management Strategy:

Through its regular contact with municipal stakeholders as well as through supporting joint councils, the Board supports the education and promotion of the Provincial Waste Management Strategy in the eastern region. The Board's website provides all information regarding the Board and its services. The Board's staff regularly discuss the importance of waste diversion with customers. In addition, the Board conducts household education campaigns in service areas to increase the participation of residents in the recycling program. The Board continues to focus on the education of residents to increase recycling participation.

4) Water and Wastewater Systems:

The Board's Regional Water/Wastewater Operator has been an expert resource to 19 communities in the eastern region. Many of these communities have been experiencing longstanding boil-water advisories and the assistance of an expert resource has been helpful for them to address these issues and move toward removal of boil-water advisory.



5) Fire and Emergency Protection

Under the authority granted to the Board in 2016; five towns have been contracted to provide fire and emergency services to neighbouring local service districts and unincorporated areas.

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 PROGRAM:

During 2021 additional communities were added to the Regional Water/Wastewater Operator program. The table below summarizes the status of these communities for 2021 and the removal of Boil Water Advisories (BWA).

Regional Water and Wastewater Systems Operator Pilot Program

Participating Communities

December 31, 2021

Cluster	Community Name	Community Type	Participating?	BWA?	Certification?	Remarks
Southern Shore	Aquaforte	Town Local Service	Yes	No	No	all is well
	Biscay Bay	District Local Service	No	Yes	No	not interested, dropped
	Brigus South	District	No	Yes	No	not interested, dropped
	Fermeuse	Town	Yes	No	Yes	new water supply 2018 is working well
	Ferryland	Town	Yes	No	No	new WTP 2018 is working well
	Renews-Cappahayden	Town	Yes	No	No	cross-connections resolved
CBC	Avondale	Town Local Service	No	No	No	not interested, dropped
	Georgetown	District Local Service	Yes	No	No	new water supply 2018, both working well
	Marysvale	District Local Service	Yes	Yes	No	new WTP 2018, problem with Manganese
Isthmus	Garden Cove	District Local Service	Yes	No	No	not interested, dropped
	Goobies	District Local Service	Yes	Yes	No	lost contact with Chair of LSD
	North Harbour	District Local Service	Yes	Yes	No	insufficient Chlorine monitoring
	Swift Current	District	Yes	Yes	No	LSD is considering alternative sources of water
South Coast	Portugal Cove South	Town	Yes	Yes	No	infiltration gallery to be installed next year
	Trepassey	Town	Yes	Yes	No	low Chlorine residuals near the end of the line
	St. Shott's	Town	Yes	Yes	No	infiltration gallery installed in the spring
	Gaskiers	Town	Yes	Yes	No	struggling to get first meeting
	St. Mary's	Town	Yes	Yes	No	efforts on hold, new tank to be installed
	Admiral's Beach	Town	Yes	Yes	No	resolved water leaks, Chlorine data requested

This program is scheduled to finish in March of 2023 and is currently being reviewed by the Department of Environment and Climate Change. With some revisions and additional activities, the program could become more valuable and potentially address the needs of more communities.

WASTE RECOVERY FACILITIES:

Waste Recovery Facilities (WRF) received material from approximately 37,654 clients in 2021, which is a 10% increase from the previous year. It is worthwhile to note that in 2020 these facilities were closed for

two months due to the COVID-19 pandemic. In 2019 prior to the pandemic, these facilities saw 40,350 client visits.

The materials collected included household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, trees, branches, etc.

Waste diversion activities in 2021 included:

- 946,600 kg of metals was diverted to an approved metal recycler versus 1,340,360 kg in 2020 and 1,020,260 kg in 2019;
- 13,095 tires were collected, as accepted by the Used Tire Recycling Program of the MMSB, versus 13,932 in 2020 and 12,924 in 2019; and,
- 226 pallets of electronic waste were collected by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA) versus 200 in 2020 and 246 in 2019.

In 2021, 8,760,730 kg of waste was transferred from the various waste recovery facilities to the regional landfill located at Robin Hood Bay. In comparison, there was 8,326,540 kg of waste transferred in 2020 and 7,908,400 kg in 2019.

Changes to the operations of the waste recovery facilities in 2021 included:

- No closures due to COVID-19 pandemic.
- The Sunnyside WRF was closed from December 11, 2020 to April 2, 2021, and again from December 12, 2021 to April 2, 2022.

HHW EVENTS:

The Board hosted 17 Household Hazardous Waste (HHW) events in 2021. Approximately 701 clients took advantage of this service, which saw 5,906 liters of liquid waste, 40 paint boxes (approximately 8,480 L of paint), 369 compressed gas tanks, and 373 fluorescent light bulbs collected.

Overall, the participation rate and the volume of HHW collected was lower than in 2020.

SCHOOL PILOT PROJECT:

The Recycle@School Pilot Program officially ended at the end of the school year, June 2021. The Board was pleased to offer this program to the following participating schools for the past nine (9) years.

Since the Eastern School District has included paper recycling collection in its tendered waste collection services, the Board will no longer need to pick up recyclables at 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

WASTE COLLECTIONS:

There was no significant change in curbside waste diversion rates between 2019 and 2021; however, there was a 2 percent increase in the amount of waste collected in 2020. The slight increase in waste received in 2020 was most likely due to the COVID-19 pandemic when more people were working from home, students were at home and many were involved in home improvement activities, etc.

The Board withdrew waste collections from un-serviced roads in unincorporated effective December 31, 2019 in accordance with the Ministerial Directives.

The Board currently has 10 contracts for the collection and transportation of waste in the eastern region as outlined in the table below:

ACRONYM	AREA	PROPERTIES
BDGA	Bay de Grave (Clarke's Beach, Port de Grave, Bristol's Hope)	1,004
CBC	Conception Bay Center	1,786
SMITH	Smith Sound Area	1,543
ISTHMUS	Isthmus & South West Arm	3,226
SSWMI	Southern Shore	3,576
TCNWM	Trinity Conception North	2,641
TBS&C	Trinity Bay South/Center	2,964
SWA	Southwest Avalon and St. Mary's Bay	2,662
CARB	Carbonear and Area	2,320
POUC	Pouch Cove	910
		22,632

CLARENVILLE TRANSFER STATION:

In 2021, 5,614,320 kg of waste and 401,530 kg of recyclables was received at the commercial portion of the Clarenville solid waste transfer facility. This required about 224 trips to transport the waste to the Robin Hood Bay regional landfill.

For 2021, there was 20 percent increase in waste and 24 percent increase in recyclables over 2020. From 2019, it is a 2 percent increase in waste and 4 percent increase in recyclables. The significant difference for 2021 over 2020 is a result of the impact on local businesses due to the COVID-19 pandemic.

For comparative purposes, in 2020 there was 4,665,350 kg of waste and 323,690 kg of recyclables received at the commercial portion of the facility. In 2019, 5,520,840 kg of waste and 386,950 kg of recyclables was received at the commercial portion of the facility.

Please see the Waste Recovery Facilities (WRFs) section of this report for residential drop-off information at this location.

FIRE AND EMERGENCY PROTECTION SERVICES:

In 2017 the Board implemented fire and emergency services by partnering with the Town of Holyrood to expand its fire services boundary to include unincorporated areas outside its municipal boundary. This

program is being provided through a contract with the town and its volunteer fire department to deliver the service.

Following the success of the initial contract, the Board now has the following contracts for this service:

- a) Town of Holyrood to provide fire and emergency services to an unincorporated area along Salmonier Line - 116 properties.
- b) Town of St. Joseph's to provide fire and emergency services to the Local Service Districts of O'Donnell's, Forest Field-New Bridge - 111 properties.
- c) Town of Carbonear to provide fire and emergency services to the unincorporated areas of Gadden's Marsh and English Hill Extension – 16 properties.
- d) Town of Winterton to provide fire and emergency services to the unincorporated community of Turk's Cove – 24 properties.
- e) Town of Ferryland to provide fire and emergency services to the unincorporated community of Admiral's Cove – 47 properties.

Opportunities and Challenges Ahead

Support of Joint Councils

The Board continues to provide administrative support of the joint councils in the region, and this has been well received by the member communities. These joint councils provide the forum for discussions amongst neighbouring communities to relay their activities and concerns as well as being an avenue for the exchange of information and ideas about local government and provincial municipal legislation.

Legislative Tools

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 such as having the same authority as municipalities regarding liens on properties, etc. Having these administrative tools would provide the Board another way to collect fees other than through litigation at small claims court.

Provincial Mandatory Property Registry/Land Titles System

The Board would like to see the province implement a mandatory property registry or adopt land titles systems. This would enable the Board, municipalities and local service districts identify the property owners within their boundaries for fees assessment and/or property taxes. Without a mandatory system it is very difficult to identify property ownership.

Provincial Standards for Waste Collection

The province does not have standards for waste collection; therefore, communities may choose to opt out of waste diversion programs and simply send all their waste to the landfill. This is not in line with the Provincial Waste Management Strategy that outlines clear diversion targets for the province. The Board would like to see all licensed waste haulers having to offer waste diversion options as opposed to just collecting black bag waste for landfilling. For example, the Board has had communities opt out of regional waste services to purchase these services from a contractor for a slighter lower price for regular garbage/black bag only waste collection.

Regional Service Boards and Regionalization

The Board continues to be active in its contribution to the discussion of developing regional governance in the province. The Board has developed a conceptual model based on its work with the joint councils

and municipalities as the basis for regional government. The Board will continue to promote regional governance.

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.