



# 2016 ANNUAL REPORT



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## MESSAGE FROM THE CHAIRPERSON



I am pleased to present the 2016 annual report for the Eastern Regional Service Board. This report covers the period January 1, 2016 to December 31, 2016.

The Board has been very active in the advancement of the Provincial Waste Management Strategy. The Clarendville Transfer Station has been operating for its first year and this completes one of the final stages in the implementation of the PWMS in the eastern region. The Board will be pressing forward with the development of a maintenance depot in the Whitbourne area as the central base for fleet operations in the region. With this work completed the Board will focus its attention on service delivery improvements, operational efficiency and preparing for our next opportunities in regional service delivery.

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 near future.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Ed Grant', written in a cursive style.

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, 2016, there is one community landfill operating in the eastern region on Bell Island with 41 operationally closed in accordance with the Eastern Regional Plan. 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 29,000 households and businesses. This includes weekly waste collection, biweekly recyclables collection (fiber and containers), and regular bulk garbage collection events.



**Incinerator in Old Perlican being dismantled and replaced with a waste recovery facility**

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 hazardous materials.

Operations are overseen by a board of twenty municipal government representatives led by a chairperson appointed by the Province. 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.

## GOVERNANCE STRUCTURE FOR EASTERN REGIONAL SERVICE BOARD



## MEMBERS OF THE EASTERN REGIONAL SERVICE BOARD

Position	Name	Community
Chair	Ed Grant	
Vice Chair	Harold Mullowney	Southern Shore
Member	Dave Aker	Mount Pearl
Member	Gordon Stone	Trinity Conception North
Member	Bill Bailey	Clareville & Isthmus
Member	Danny Breen	St. John's
Member	Peggy Roche	Metro
Member	Ron Ellsworth	St. John's
Member	Wally Collins	St. John's
Member	Joy Dobbie	Trinity Bay South & Isthmus East
Member	Jonathan Galgay	St. John's
Member	Gerard Tilley	Conception Bay South
Member	Dave Lane	St. John's
Member	Sam Whalen	Bay Roberts
Member	Dennis O'Keefe	St. John's
Member	Tom Hann	St. John's
Member	Sandy Hickman	St. John's
Member	VACANT	Southwest Avalon
Member	Art Puddister	St. John's
Member	Bruce Tilley	St. John's
Member	Sterling Willis	Paradise



## 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.

**EASTERN REGIONAL SERVICE BOARD**  
**Statement of Operations**  
**Year Ended December 31, 2016**

	Budget 2016	Total 2016	Total 2015
<b>REVENUES</b>			
Clarendville transfer station	\$ 554,320	\$ 480,098	\$ -
Government grants	-	240,522	382,831
Tipping fees	3,418,762	3,367,536	2,863,765
Waste management fees	5,140,365	5,219,708	4,061,491
Metals recycling revenue	35,000	51,698	103,307
Capital government grants	-	489,520	3,702,917
	9,148,447	9,849,082	11,114,311
<b>OPERATING EXPENSES</b>			
ADMINISTRATIVE EXPENSES ( <i>Schedule 1</i> )	1,503,343	1,590,607	1,405,480
REGIONAL WASTE MANAGEMENT OPERATING EXPENSES ( <i>Schedule 2</i> )	2,074,850	2,326,997	1,425,610
WASTE COLLECTION OPERATING EXPENSES ( <i>Schedule 3</i> )	5,086,854	4,766,091	4,310,893
Transfer station- site development ( <i>Note 6</i> )	-	243,140	236,817
Waste recovery facilities - site development ( <i>Note 6</i> )	-	4,356	22,156
Waste site closures ( <i>Note 6</i> )	-	-	108,791
	8,665,047	8,931,191	7,509,747
<b>SURPLUS FROM OPERATIONS</b>	483,400	917,891	3,604,564
<b>OTHER INCOME</b>			
Interest income	-	363,305	268,599
Miscellaneous revenue	-	19,858	15,594
	-	383,163	284,193
<b>ANNUAL SURPLUS</b>	\$ 483,400	\$ 1,301,054	\$ 3,888,757

The staff complement includes a total of 25 full time employees and 10 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*.

## 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.

## 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 waste water 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>

In 2015 the Province announced a pilot water and wastewater initiative under the Community Sustainability Partnership. This program provided the Eastern Regional Service Board with funding to hire a Regional Water and Wastewater System Operator that would work with 13 communities in the region. This initiative will provide expert advice to these communities to assist them in managing their water and waste water systems. The goal is to reduce the number of communities on boil water advisories, provide safe drinking water and help communities prepare for the new Federal regulations on effluent discharge from waste water systems.

In 2016 the Province authorized the Board to provide fire protection services with the intention that the Board predominantly enter into agreements with municipalities to deliver the services in unincorporated areas. This continues the advancement of regional service delivery as a viable option for efficient and cost effective municipal services in the eastern region.



## 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, Renewes-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, vehicles and parts.

Collection services are provided by the Board to 29,000 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 2016. Appendix 2 contains an illustrative map of the 104 communities served by the Board's weekly waste collection service.



**ERSB uses modern and efficient equipment for collection and transport of waste throughout the region.**

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

### 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. Water and Wastewater Systems:

The Board has hired an engineer to be an expert resource to 3 clusters of communities in the region. Many of these communities have been experiencing long standing 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 13 communities across the region were chosen to be a part of this pilot initiative. This is a three year pilot project.

## HIGHLIGHTS AND ACCOMPLISHMENTS

This program was implemented in the fall of 2015 with a goal of reducing the number of long standing boil water advisories that are in place in the province and to work on registering the wastewater systems in communities. The table below provides a summary of the communities and the status of the community.

Participating Communities							9-Jan-17
Cluster	Community Name	Community Type	Participating?	BWA?	Certification?	Last Contact	Remarks
Southern Shore	Aquaforte	Town	Yes	No	No	Oct 20 2016	BWA removed Nov 21, 2016 new disinfection system installed
	Biscay Bay	Local Service District	No	Yes	No	Nov 30 2015	not interested, dropped
	Brigus South	Local Service District	No	Yes	No	May 19 2016	not interested, dropped
	Fermeuse	Town	Yes	No	No	Dec 12 2016	this system is working well
	Ferryland	Town	Yes	No	No	Dec 13 2016	this system is working well
	Renews-Cappahayden	Town	Yes	Yes	No	Jan 9 2017	cross-connections resolved
CBC	Avondale	Town	No	No	No	Jul 19 2016	not interested, dropped
	Georgetown	Local Service District	Yes	Yes	No	Oct 18 2016	regional supply with Marysvale
	Marysvale	Local Service District	Yes	Yes	No	Sep 13 2016	regional supply with Georgetown
Isthmus	Garden Cove	Local Service District	Yes	Yes	No	Dec 12 2016	BWA Jun 16 2016
	Goobies	Local Service District	Yes	Yes	No	Nov 14 2016	operator resigned recently
	North Harbour	Local Service District	Yes	Yes	No	Nov 16 2016	Chlorine residual problems
	Swift Current	Local Service District	Yes	Yes	No	Nov 17 2016	new disinfection system installed

We have several broad observations with regards to the delivery of the program:

Several communities refuse to participate and there seems to be little incentive for them to participate, especially the local service districts;

None of the communities in the pilot program has a certified water quality technician looking after the water treatment system;

Many of the communities require substantial capital investment and the management/oversight is not an influencing factor in the issue; and

Access to information from the Department of Municipal Affairs with regards to new investments and projects in these communities is not available and often a new project is initiated and ERSB does not have access to the information.

This program is scheduled to finish in March of 2019. 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.

## Waste Recovery Facilities

In 2016, the waste recovery facilities in Clarendville and Whitbourne opened. Waste recovery facilities received material from approximately 43,716 clients, which is a 45% increase over 2015. This material included: household appliances, furniture, electronics, residential construction material, tires, metal, shingles, floor coverings, propane tanks (20lbs or less), trees, and branches.

Waste diversion activities included:

- Trees and branches were chipped for recovery - Town of Harbour Grace accessed some of this product to develop a walking trail;
- 1,363,510 Kg of metal was diverted to an approved metal recycler versus 249,770kgs in 2015;
- 12,885 tires, as accepted by the Used Tire Recycling Program of the MMSB versus 14,113 in 2015; and
- 263 pallets of electronic waste, (an approximate weight of 526,000 Kg) as accepted by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA) versus 192 in 2015.

In 2016, 6,226,318 Kg of waste was transferred from the WRFs to the Regional Waste Management Facility located at Robin Hood Bay for disposal in the landfill versus 5,781,784 Kg in 2015.

Changes to the operations of the WRFs included:

- Opening of Clarenville Transfer Station and Waste Recovery Facility on January 2, 2016;
- Opening of Whitbourne Waste Recovery Facility on June 7, 2016;
- Planted 800 trees in association with The Junior Forest Wardens, St. John's East NL division to replace vegetation cover north of the site Renews-Cappahayden site that was removed during the reclamation of the landfill that was in operation at the site prior to the WRF. This was a follow-up to the 1180 previously planted in 2015; and,
- The compaction trailers were modified to increase the payload capacity so that we could increase the efficiency of the waste removal operation. This increased payload capacity has not been utilized as we are still working through the permitting process with Motor Vehicle Registration.

### Household Hazardous Waste Events

In 2016, 28 household hazardous waste events were held resulting in 8,776 L of liquid household hazardous waste, 35 paint boxes (approximately 7,500 L of paint), 620 compressed gas tanks, and 337 fluorescent light bulbs were collected. Over all less people used the HHW events and less waste was collected than in 2015. The Board contributed \$28,000 to Volunteer Fire Departments in the region as part of this program as well.

### School Recycling Pilot Project

School Recycling continued to be provided at the following schools within the English School District:

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		
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*\*\*Note: 2016 -2017 school year is the final year of our commitment. We have reached out to the NL English School District with regards to increasing the number of schools in the program but they have focused on Central Region and have limited resources (funding) for expansion in the eastern region.*

## Waste Collections

There has been no significant change in curbside diversion rates between 2016 and 2015. Between 2016 and 2015 there was no significant change in the amount of waste collected, when assessing collections in place in 2015. Between 2016 and 2014 there was a 2% decrease in the amount of waste collected, when assessing collections in place in 2014.

When looking at 2016 and 2015 a decrease in curbside waste was noted in the following areas: Isthmus, Southern Shore and Bay De Grave. In 2016, the curbside collection program expanded with the addition of the Clarenville Area to total 29,000 properties versus 24,000 in 2015.

Area		Properties
BDGA	Bay de Grave (Clarke's Beach, Port de Grave)	989
CBCWM	Conception Bay Center Waste Services	2,673
CLAR	Clarenville Area Waste Services	4,672
ISTHMUS	Isthmus Waste Services	3,095
SWAS	South West Arm Waste Services	
SSWMI	Southern Shore Waste Services Inc.	3,709
TCNWM	Trinity Bay North Waste Services	2,764
TBS&CWM	Trinity Bay South/Center Waste Services	2,983
SWA	Southwest Avalon and St. Mary's Bay	4,541
S-Bay	Spaniard's Bay and Bristol's Hope	1,281
Carbonear	Carbonear and area	2,150
Total		28,857

There was approximately 20,000 tonnes of waste material collected and transported to RHB during the weekly curbside collection program.

## Clarenville Transfer Station

In 2016, 5,106,250 Kg of waste and 273,210 Kg of recycling was received at the commercial portion of the facility. This required 226 trips to Robin Hood Bay to transport this material for disposal. Please see WRF portion of this report for residential drop off information.

## OPPORTUNITIES AND CHALLENGES AHEAD

Again in 2016 it was evident to the Board that its efforts to further implement the Provincial Waste Management Strategy were hampered by two significant issues with the enabling legislation.

Firstly, the *Regional Service Boards Act* and the subsequent regulations do not provide the necessary tools for the appropriate administration of services. In comparison to municipalities the regional service boards lack tools such as:

- The ability to lien a property for non-payment of fees or to seek a sale of the property for monies owed;
- Boards have the burden of going to small claims court to collect debts which immediately increases the cost of collection with the addition of court filing fees and can result in the Board retaining legal counsel with further increases the cost of collection;
- There is no requirement to be notified of property sales similar to Cities such as St. John's/Mount Pearl; and,
- Boards do not have the ability to retroactively collect fees or issue certificates of good standing for accounts.

These items combined with the lack of a comprehensive property ownership database in the Province negatively affects the revenue sustainability of regional service boards. The Eastern Regional Service Board has tried to mitigate these deficiencies through the creation of a comprehensive property ownership database which is enabled with geographic mapping information with a focus on gathering this data for unincorporated areas and local service districts. The Board has canvassed many of the unincorporated areas going door to door as well as posting notifications in local newspapers. Even with all of these efforts the Board is still not able to secure information for many properties which results in various scenarios that are not well received by the public such as back billing to the start of service once information is found, application of interest, knowing that some have been invoiced and some not for the services, attempts to evade or be deceitful in providing information.

Secondly, the implementation of Provincial Waste Management Strategy is hampered by the many different entities that have authority to manage waste including waste disposal committees, local service districts, municipalities, and the regional service board. The lack of a common standard for services, no mandatory targets and different priorities amongst these entities means that some communities have chosen not to implement the regional service and not to implement their own services that contribute to the objectives of the Provincial Strategy. The reason often cited is cost and until there is a mandatory requirement the communities will continue to provide the basic level of service. In the case of waste management this is a garbage only collection system with no opportunity for diversion of recyclables, valuable metals or hazardous materials. The Board has worked with the communities that are willing to advance the waste management strategy but it has reached a point where the remaining communities are unwilling to adopt the strategy. There is a disconnect between the objectives of the strategy, the mandate of the Board and the interests of the municipalities.

Luckily, the opportunities for the Eastern Regional Service Board far outweigh the current challenges. As a regional entity providing services to a vast array of communities from unincorporated areas to large municipalities the Board has focused on building organizational capacity to leverage its knowledge and

expertise. One of the most significant aspects for any organization is revenue collection and as discussed this challenge is greater when property ownership is not known. With the development of a comprehensive GIS enabled database the Board has a unique advantage to support municipalities and for future service delivery. This will facilitate the cost effective collection of fees for other services if the mandate of the Board is expanded. This information could also assist municipalities in the collection of fees outside their municipal boundaries for services such as fire protection which will be piloted in 2017 by the Board or other services such as recreation, animal control, etc., if the Board is mandated to administer these services outside municipal boundaries.

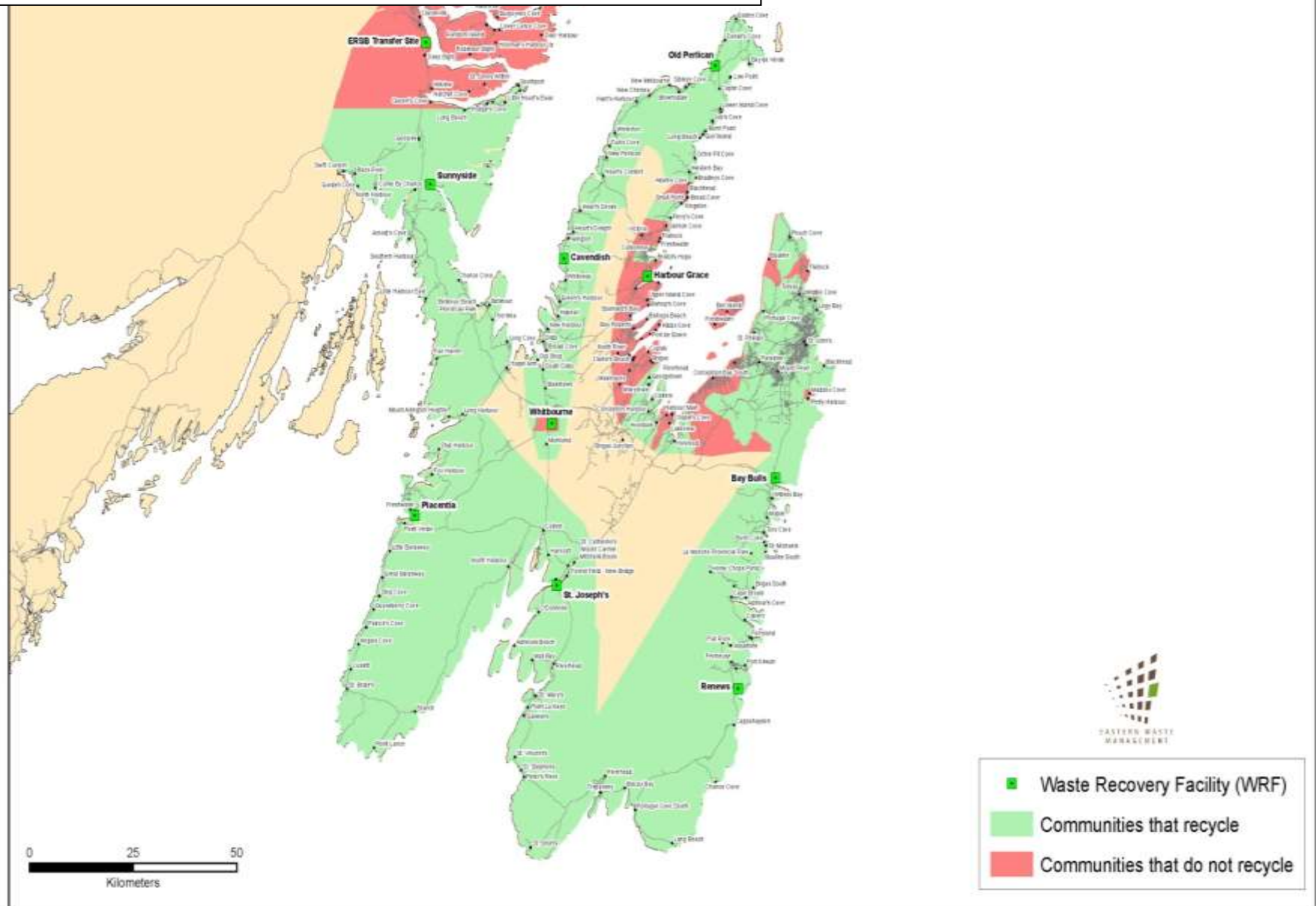
As the municipal workforce ages the ability to capture and map key infrastructure such as buried water and sewer lines will help mitigate the loss of corporate knowledge in these entities as staff retire.

The Board can also build upon its existing relationships with municipalities, local service districts and representative groups such as joint councils, road associations, etc., to facilitate the delivery of other municipal services. The *Regional Service Boards Act* under Section 19 contemplates the boards delivering other services such as regional transportation, recreation, animal control, building inspection and other services of a regional nature such as regional planning. In some of these areas the Board could provide an administrative capacity that allows the municipalities to continue to have the authority for provision of the service but purchase the service from the Board.

The Board has started supporting the various joint councils in the region and is hoping to build this relationship into a greater number of regional services being offered and utilized across the region. The addition of services provides an opportunity to make the boards more sustainable in that the administrative cost can be shared over more services instead of being carried by only one service.



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



Appendix 2: Communities with Waste Collection Services Provided by the Board.

