



EASTERN REGIONAL
SERVICE BOARD

ANNUAL REPORT 2024

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MESSAGE FROM THE CHAIR

On behalf of the Board of Directors of the Eastern Regional Service Board (the Board), I present our Annual Report for the 2024 fiscal year. This report has been prepared in accordance with the *Transparency and Accountability Act* as a Category One entity and covers the period from January 1 to December 31, 2024.

I am proud to share that 2024 was a productive and forward-looking year as we worked to advance the *Provincial Waste Management Strategy* and expand the delivery of municipal services in collaboration with stakeholders and residents across the Eastern region.

Key achievements included:

- **Expansion of Waste Collection Services** – Curbside collection services were extended to the Towns of Victoria and Bay Roberts on March 20 and July 1, 2024, respectively, bringing the total number of households being serviced by the Board to 26,328 over eleven contract areas. In addition, six waste collection contracts were renewed for three-year terms, each with two one-year extension options, supporting cost-effectiveness and service stability.
- **Continued Success of the Clear Bags Policy** – By year's end, most households had adopted the use of clear bags for regular waste. Introduced on January 1, 2024, following six months' advance notice, the policy has led to an increase in blue bags at the curb—an encouraging sign of growing participation in recycling across the region.
- **Launch of Oversized Item Collection by Appointment** – We introduced a more efficient, appointment-based system for curbside collection of oversized (bulk waste) items—one pickup load per household each year. This service launched in seven collection areas with the remaining areas to follow in 2026.
- **Implementation of Waste Recovery Facility Access Cards** – A new access card system for residential users of waste recovery facilities was launched, with applications opening December 3, 2024, and full implementation initially scheduled for April 1, 2025. Following public feedback, the Board extended full implementation to January 2, 2026. Access cards help protect the integrity of the program and support the efficient operation of waste recovery facilities for all residential users.
- **Implementation of QR Permit Cards for Commercial Users at Clarenville Transfer Station** – Since opening in 2016, permits have been issued to the commercial users of this facility. In 2024, the Board introduced new hardware as well as new scale software that provides commercial users with an improved service at the Clarenville Transfer Station scales as well as timely access to information and billing.
- **Electrification of Waste Recovery Facilities** – In 2024, electricity was installed to provide heating at the Bay Bulls, Renews-Cappahayden, Harbour Grace, Placentia and St. Joseph's waste recovery facilities. These facilities are open year-round and now provide the staff who work at these sites with heated shelter. This investment supports Occupational Health and Safety regulations, which prohibit working outdoors when windchill temperatures reach minus 7°C or lower and significantly enhances comfort and safety for staff. Meanwhile, for the facilities that close for winter due to low usage such as the Bell Island

and Cavendish sites, no electricity was installed. The Old Perlican facility is operated for the Board by a private contractor.

- **Introduction of ERSB Notifications by Voyent Alert!** – The Board launched a real-time notification system through Voyent Alert! to keep residents informed of service updates and notices. We are pleased to have approximately 5,000 subscribers to date. The Board actively promoted this service along with website updates and emails to communities as a key platform for connecting with customers.

Each of these initiatives is delivering real, measurable benefits — modernizing waste services, improving efficiency, and strengthening our connection with the communities we serve.

The Board is also encouraged by increased public use of Extended Producer Responsibility (EPR) programs. Items such as electronics, paints, motor oils, etc., are now responsibly handled through these programs, allowing the Board to focus its annual HHW collection events on communities without reasonable access to EPR drop-off sites. These events are conducted in partnership with local fire departments.



The Board held its monthly meeting at the Municipal Complex in Long Harbour-Mount Arlington Heights on April 24, 2024.

The Board continues to proudly support fire and emergency services, water and wastewater management, and provides administrative support to several joint councils in the Eastern region. Notably in 2024, we began fire fee collection for properties on the Port de Grave Peninsula served by the Bay Roberts Volunteer Fire Department. Plans were also finalized to expand coverage in outlying areas served by the Colinet Volunteer Fire Department.

The Board's Regional Water/Wastewater Systems Operator continued to assist eighteen communities in addressing their drinking water issues, boil-water advisories, etc. The operator works with communities to ensure safe drinking water, and to assist with the maintenance of critical infrastructure.

The Board continued to provide administrative support to the Northeast Avalon and Southern Shore joint councils.

I am also pleased to report that public response to the initiatives outlined above has been generally positive. However, more work remains to continue modernization of the waste program.

The Board would support mandatory recycling for those communities that use regional landfills, and the introduction of a mandatory property registry as these initiatives would help us better serve the region in the years to come.

I would like to welcome the board members who joined us in 2024—Jason O'Brien, representing the Southern Shore, and Tom Davis, representing St. John's. I also want to extend our sincere thanks to former Board member Jamie Korab for his valued contributions to the region.

In closing, thank you to all our Board members, our staff, and all our valued partners for your dedication in laying a strong foundation for future growth, grounded in collaboration and a shared commitment to excellent service delivery and environmental stewardship.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Tessier". The signature is fluid and cursive, with a long horizontal stroke at the end.

Stephen Tessier
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 were no community landfills operating in the eastern region. In accordance with the Eastern Regional Plan, all 42 community landfills that were operational in the eastern region are closed. The province chose the Robin Hood Bay facility to be the focus for landfill and diversion services and 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 as identified by the province.

The Board provides direct service to approximately 27,000 households and businesses. This includes weekly waste collection, bi-weekly recyclables collection (fiber and containers), and annual oversized items (bulk) collection.

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 oversized items (bulk) waste.

Each year, the Board offers household hazardous waste (HHW) collection events in the eastern region to allow residents without reasonable access to an Extended Producer Responsibility (EPR) program drop-off site to properly dispose of their HHW materials.

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

The Board provides consultative services to 18 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.

Governance

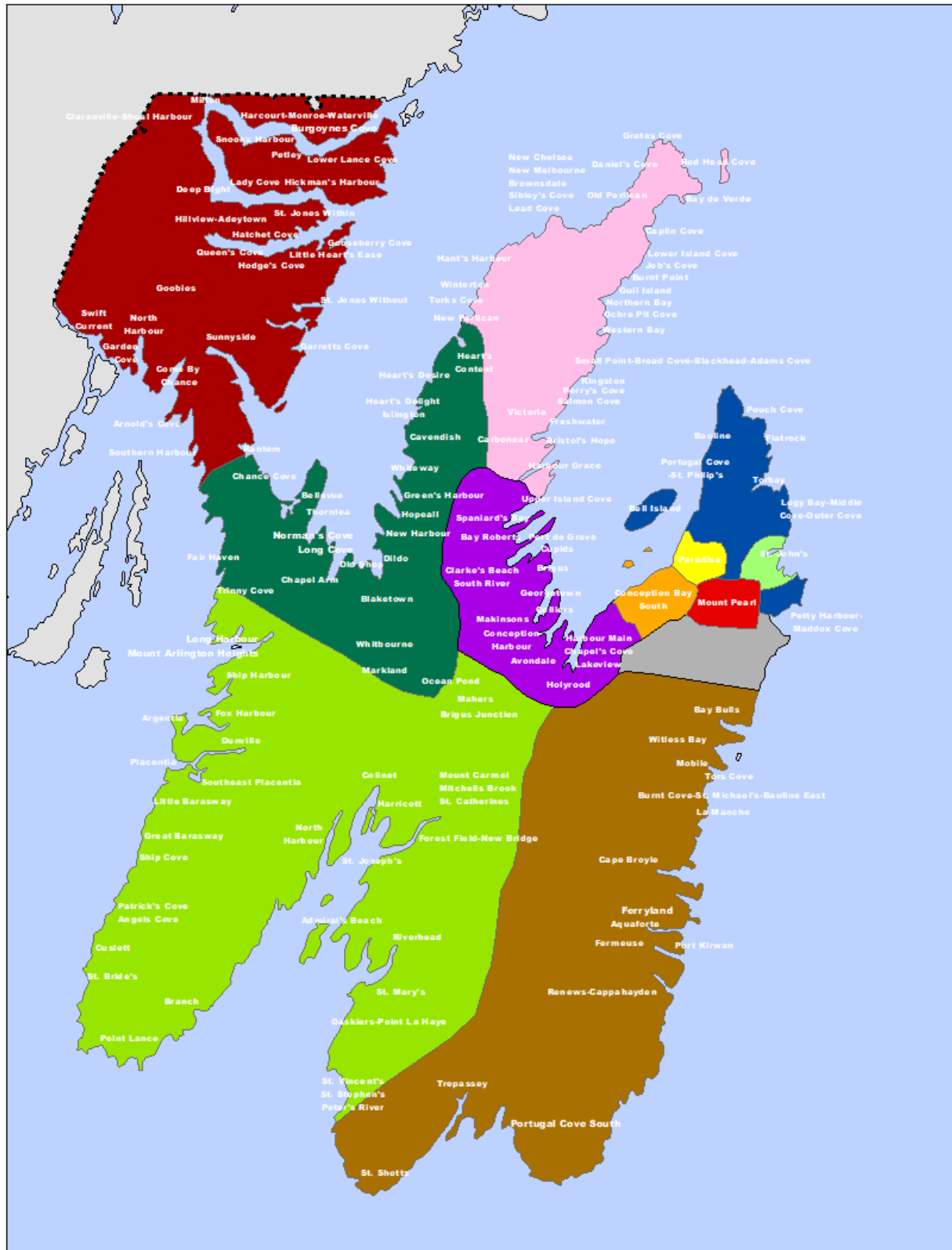
The Board is governed by twenty municipal government representatives led by a chairperson. Table 1 below lists the Board members for 2024 while Table 2 on the following page illustrates the representation for each area/ward in the eastern region. These twenty members are either nominated by their respective Council or are elected by the Councils and LSD Committees in a sub-region to represent the sub-region on the Eastern Regional Service Board.

The Chairperson is appointed by the Lieutenant-Governor-in-Council.

Table 1:

EASTERN REGIONAL SERVICE BOARD MEMBERS 2024		
Position	Name	Community
Chair	Stephen Tessier	Appointed June 2022
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	Vacant	Smith Sound & Isthmus
Member	Ron Ellsworth	St. John's
Member	Tom Davis	St. John's
Member	Sandy Hickman	St. John's
Member	Greg Noseworthy	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	Jason O'Brien	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

Table 2: Eastern Regional Service Board Sub-Regions/Wards



The day-to-day work of the Board is carried out by management and staff employed by the Board under the direction of the Chief Administrative Officer (CAO).

The Board's current corporate structure consists of a head office located in St. John's with eleven (11) professional and administrative employees; an equipment depot located in Whitbourne with six (6) employees; a solid waste transfer station located in Clarenville with four (4) employees; and 10 waste recovery facilities located throughout the eastern region with twelve (12) employees.

Mandate

In accordance with Section 3 of the *Eastern Regional Service Board Regulation 8/13, 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 subject to the terms and conditions that the minister may determine.

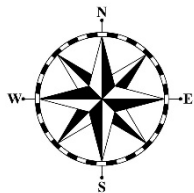
The Regional Service Board Act can be viewed in its entirety on the following website:

<https://www.assembly.nl.ca/legislation/sr/statutes/r08-1.htm>

The regulations for the Board can be viewed in their entirety on the following website:

<https://www.assembly.nl.ca/legislation/sr/regulations/rc130008.htm>

Geographic Region



The boundary of the Eastern Region consists of all communities on the Avalon Peninsula and extends to the Clarenville area including all communities to Burgoyne's Cove in the north, including Random Island and extending south on Route 210 as far as Swift Current and Garden Cove.

Revenue and Expenditures

The Board is self-financed and does not receive funding from the Government of Newfoundland and Labrador except for \$80,000 annually that is received from the province to fund the Regional Water/Wastewater Operator Program.

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

The Board's Statement of Operations at December 31, 2024 is below:

EASTERN REGIONAL SERVICE BOARD

Statement of Operations

Year Ended December 31, 2024

	Budget 2024	Total 2024	Total 2023
REVENUES			
Clareville transfer station	\$ 474,027	\$ 555,526	\$ 497,925
Government grants	75,000	87,000	80,000
Tipping fees	4,000,000	4,000,000	4,000,000
Waste management fees	4,775,800	4,756,787	4,361,102
Metals recycling revenue	168,881	66,864	57,892
Fire and emergency services revenue	126,000	93,610	19,191
	9,619,708	9,559,787	9,016,110
EXPENSES			
Advertising and promotion	50,000	20,159	25,449
Amortization	452,998	452,998	512,188
Bad debts	90,000	394,103	290,435
Business taxes, licenses and memberships	28,800	35,619	28,065
Directors fees	100,000	72,220	72,348
Insurance	174,000	184,936	176,932
Interest and bank charges	46,305	32,869	28,505
Office	115,810	61,592	64,219
Professional fees	179,730	131,164	62,756
Regional waste management operations	509,947	458,599	417,824
Rental	86,000	80,313	80,313
Repairs and maintenance	150,944	34,956	86,130
Salaries and wages	2,535,526	2,123,144	2,017,450
Telephone	144,362	60,078	51,612
Tipping fees Clareville	468,013	461,133	442,714
Training	89,400	56,601	27,991
Travel	53,125	47,254	26,070
Vehicle	919,173	685,231	719,303
Waste collection operations	3,795,333	4,587,234	3,852,514
	9,989,466	9,980,203	8,982,818
SURPLUS (DEFICIT) FROM OPERATIONS	(369,758)	(420,416)	33,292
OTHER INCOME			
Interest income	103,500	386,988	390,266
Miscellaneous revenue	40,000	10,601	1,271
	143,500	397,589	391,537
ANNUAL SURPLUS (DEFICIT)	\$ (226,258)	\$ (22,827)	\$ 424,829

Audited Financial statements are submitted to the Provincial Government on an annual basis under the requirements of our legislation – Regional Service Boards Act, 2012.

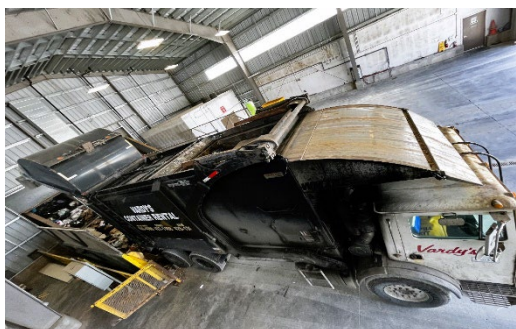
VISION STATEMENT

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.

LINES OF BUSINESS

OPERATION OF WASTE FACILITIES

- a) The Board operates ten (10) waste recovery facilities across the region at Bay Bulls, Bell Island, Renews-Cappahayden, St. Joseph's, Placentia, Cavendish, Harbour Grace, Clarenville, Whitbourne and Old Perlican. These facilities accept residential oversized (bulk) garbage at no charge, including appliances, tires, construction and demolition materials, furniture, shingles, etc.
- b) Up to 2023, the Board operated a facility at Sunnyside; however, this facility was decommissioned for permanent closure by March 31, 2024. This facility was closed due to low use and the high cost of operations. Residents in the area have reasonable access to both the Clarenville and Whitbourne facilities.

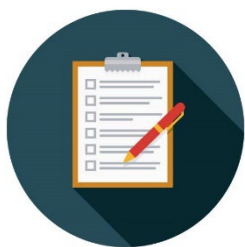


- c) The Board operates a solid waste transfer station with weigh scales at Clarenville that accepts commercial waste from the Smith Sound area. This waste is then transferred to the regional landfill at Robin Hood Bay by the Board's staff. Equipment at the facility includes three tractors (plus one older tractor that has been taken out of service) and five walking floor trailers (48 ft); one backhoe; and one pickup truck.

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.

- d) The Board maintains an equipment depot at Whitbourne to house the Board's waste equipment that includes four 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; three 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; one equipment float (53 ft.), a wood chipper and three pickup trucks.

MANAGEMENT OF WASTE COLLECTION CONTRACTS



Waste collection services were provided by the Board to approx. 27,000 homes and businesses in 112 communities in 2024. This includes weekly waste collection, biweekly recyclables collection and bulk/oversized items collection.

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 were 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.

WATER AND WASTEWATER SYSTEMS



The Board's Regional Water/Wastewater Operator has been an expert resource to 18 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 advisories.

FIRE AND EMERGENCY PROTECTION

Under the authority granted to the Board in 2016; seven (7) towns have been contracted to provide fire and emergency services to neighbouring local service districts and unincorporated areas.

The Board is proud to partner with local municipalities to ensure unprotected areas can access vital fire and emergency services.



The Board continues to work to expand the fire and emergency services protection program.

COMMUNICATIONS AND COMMUNITY ENGAGEMENT



Through regular contact with municipal stakeholders as well as through assisting 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 the information regarding the Board and its services (<https://easternregionalserviceboard.com/>).

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.

In 2024, the Board continued promoting its brand and services. We worked to expand our communications reach amongst stakeholders and clients in the region to further the goals and strategies of the Board. The Board feels that it must be vigilant in regularly communicating the practical benefits of waste diversion/recycling so as not to lose ground.

The Board continues to enhance its digital presence and social media engagement with regular updates on the Board's website, through targeted emails, and posting to X and, previously, Facebook. Unfortunately, by late 2023 the Board's Facebook page had to be discontinued because of inappropriate posts aimed at staff and waste collectors.

In 2024, the Board continued to communicate by using targeted emails, ads in local newspapers, ads on local channels (Channel 6 Ads), posting to X, as well as posting on the Board's website. In addition, the Board subscribed to Voyent Alerts! Notification System.

After a successful information campaign, 4,500 customers from across the eastern region signed up to receive notices. Promotion continued throughout 2024 and by the end of the year, the Board had 5,260 customers signed up to receive notices through Voyent Alerts.

This system allows customers to register to receive notifications from the Board anonymously. The system is web-based, private and secure.

The Board began the process of having our website migrated to a new format to make it more user-friendly for both staff and users. In 2024, this process continued, and the Board looks forward to developing a new and more interactive website over the next 24 months.

The Board's communications made way for the change to clear bags. The Board utilized the Channel 6 network to advertise time-sensitive notices about collections changes, waste recovery operations, and holiday scheduling. The Board effectively promoted the change to clear bags in *The Shoreline* and *Irish Loop* newspapers in November and December 2023. Additional local media coverage helped get the message out about the change to clear bags for curbside waste.

The Board regularly provides information to communities about board activities, decisions, and upcoming events for use on their social media pages and/or in their community newsletters.

In addition, the Board continued to use the Voyent Alert! notification system that provides the ability to notify customers directly either by email, text, or a telephone call of any upcoming changes to their service(s). We are pleased to report that the response to this notification system has been positive.

This year, the Board produced new information materials for distribution to municipal offices, households, conferences, and events. These included one-pagers and brochures promoting information on how to sort waste and recycling for collection; etc.

The Board was responsive to media inquiries, providing background information in advance and seeking clarifications and/or corrections when required. Our policy is to build ongoing relationships with the media; from a communications standpoint, educating the media is integral to educating the public at large.



The Board has been working with the Multi-Materials Stewardship Board (MMSB) to enhance their public education reach in our collection areas as well as supporting and promoting sustainable waste management practices including waste diversion.

Collaboration with communities, joint councils, government, and industry partners continues to be essential in fostering better communication and ensuring everyone feels informed, involved, and valued.

HIGHLIGHTS AND ACCOMPLISHMENTS

REGIONAL WATER/WASTEWATER OPERATOR PROGRAM

During 2024 the Regional Water/Wastewater Operator worked with 18 communities, and the table below summarizes the status of these communities at the end of 2024 and the Boil Water Advisories (BWA). The program continues to be valuable to communities.

Regional Water/Wastewater Systems Operator Program Participating Communities to December 31, 2024

CLUSTER	COMMUNITY	COMMUNITY TYPE	PARTICIPATING?	BOIL-WATER ADVISORY	CERTIFICATION	REMARKS
Southern Shore	Aquaforte	Town	Yes	No	No	All is well
	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
Conception Bay Center	Georgetown	LSD	Yes	No	No	New water supply 2018, both working well
	Marysvalle	LSD	Yes	Yes	No	New WTP 2018, problem with Manganese
Isthmus	Goobies	LSD	Yes	Yes	No	Interest in program is low
	North Harbour	LSD	Yes	Yes	No	Insufficient Chlorine monitoring
	Swift Current	LSD	Yes	Yes	No	LSD is considering alternatives sources of water
South Coast	Portugal Cove South	Town	Yes	Yes	No	Infiltration gallery installed 2021
	Trepassey	Town	Yes	Yes	Yes	Low Chlorine residuals near the end of the line
	St. Shott's	Town	Yes	Yes	No	Infiltration gallery installed 2021, new well is being considered
	Gaskiers-Point la Haye	Town	Yes	Yes	No	Potable Water Dispensing Unit (PWDU) installed Nov 2023
	St. Mary's	Town	Yes	Yes	No	New water storage tank installed 2023

St. Mary's North	Admiral's Beach	Town	Yes	Yes	No	New water storage tank installed in 2024
	O'Donnell's	LSD	Yes	Yes	No	Problems getting meeting, lack of interest?
	Riverhead	Town	Yes	No	No	All is well
	St. Joseph's	Town	Yes	Yes	No	Arsenic exceedance in 2024

WASTE RECOVERY FACILITIES

Waste Recovery Facilities (WRF) received materials from approximately 34,400 clients in 2024, which is a decrease of 1 percent from 2023 when 34,723 clients dropped off materials.

The number of clients who used these facilities in 2023 decreased by 8 percent from 2022 when 37,515 clients dropped off materials. The number of visits in 2021 was 37,654.

In 2019, prior to the pandemic, these facilities saw 40,350 client visits. Since the pandemic, client visits have decreased by 17.3 percent overall.

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

The annual costs of operations at these facilities are about \$1.5 million; therefore, each client visit in 2024 cost the Board \$43.60.

Waste Diversion Activities

- **Metals:** For 2024, 747,831 kg of metals were diverted to an approved metal recycler versus 759,100 kg of metals diverted in 2023. This is a decrease of 1.5 percent from last year.

In 2022, 948,400 kg was diverted which was a decrease of 25 percent from 2021. In 2021, 946,600 kg of metals were diverted; for 2020, 1,340,360 kg was diverted; and for 2019, 1,020,260 kg was diverted. Since the pandemic, there has been a decrease of 36.4 percent in the metals being dropped at these facilities for recycling.

- **Tires:** For 2024, 9,236 tires were collected, as accepted by the Used Tire Recycling Program of the MMSB. This is a decrease of 15.5 percent from last year.

For 2023, 10,666 tires were collected. This is a decrease of 38 percent from the previous year. For 2022, 14,790 tires were diverted; for 2021, 13,095 tires were diverted; for 2020, 13,932 tires were diverted and 12,924 in 2019.

- **Electronics:** For 2024, 184 pallets of electronic waste, as accepted by the Recycle My Electronics Products Recycling Association (EPRA) versus 201 pallets of electronic waste collected in 2023. This is a decrease of 9 percent from the previous year.

For 2022, 210 pallets of electronic waste collected. In 2021, 226 pallets of electronics were diverted; for 2020, 200 pallets of electronics were diverted; and, for 2019, 246 pallets were diverted.

In 2024, 5,178,350 kg of waste was transferred from the various waste recovery facilities to the Regional Waste Management Facility at Robin Hood Bay (RHB) for disposal in the landfill. This is a decrease of 54.3 percent from 2023. In addition to this waste, 1,612 non-MMSB tires were transferred from the waste recovery facilities for disposal in the landfill.

In 2023, 7,989,110 kg of waste was transferred from the various waste recovery facilities to the Regional Waste Management Facility at Robin Hood Bay (RHB) for disposal in the landfill. This is a decrease of 10 percent from 2022.

In 2022, 8,769,300 kg of waste was transferred and in 2021, 8,760,730 kg of waste was transferred from the various waste recovery facilities to the regional landfill.

In comparison, there was 8,326,540 kg of waste transferred in 2020 and 7,908,400 kg in 2019.

Annual Visits to Waste Recovery Facilities

The busiest waste recovery facility continues to be at Harbour Grace. In 2024, this facility saw 10,205 visits, which is an increase of 10.7 percent over 2023. In 2023, this facility saw 9,220 visits which was an increase of 1.4 percent over 2022 when the facility saw 9,091 visits. The number of visits to this facility equates to 30 percent of overall visits to all facilities.

The Whitbourne facility saw 4,596 visits in 2024 which is a slight increase of 1.4 percent over 2023 when the facility saw 4,532 visits. For 2022 this facility saw 4,663 visits. This facility sees 13 percent of overall customer visits to all facilities.

The Bay Bulls site continues to be busy and for 2024, the site saw 4,573 visits which is a decrease of 1.3 percent from 2023. In 2023, this facility saw 4,632 visits, which was a decrease of 10 percent from 2022 when the facility received 5,105 visits. The Bay Bulls facility continues to see 13 percent of overall visits to all facilities.

The remaining 44 percent of visits are at Clarendville (12%); Old Perlican (10%); Placentia (6%); Renews-Cappahayden (5%); Cavendish (5%); St. Joseph's (4%); and, Bell Island (2%).

Electrification of Waste Recovery Facilities

In 2023, the Board began the process to electrify all waste recovery facilities that remain open year-round. This initiative was completed in 2024 when electricity was installed at the Harbour Grace,

Bay Bulls, Renewals-Cappahayden, Placentia, and St. Joseph's sites. This provides the employees who work at these sites heated shelter.

This investment supports Occupational Health and Safety Regulations, which prohibit working outdoors when windchill temperatures reach minus seven degrees Celsius or lower and significantly enhances comfort and safety for employees.

The Cavendish and Bell Island sites were not electrified because they close for winter due to low usage and high costs of operations.

The Old Perlican site was not electrified as it is operated by a private contractor for the Board.

The electrification of these sites not only provides the employees with a location to warm up during cold weather but also provides the Board with the opportunity to install security cameras. Most of these facilities experience illegal dumping of materials outside operating hours, vandalism, and scavenging. The installation of cameras should assist the Board in addressing these ongoing issues.

Bell Island Waste Recovery Facility

The Bell Island facility was scheduled to be closed from December 17, 2023, to April 6, 2024, for winter due to low usage and the high cost of snow clearing. For these reasons, this facility is closed every winter. The facility was unable to reopen on April 6 as scheduled due to vandalism at the site. The site reopened on Tuesday, May 9.

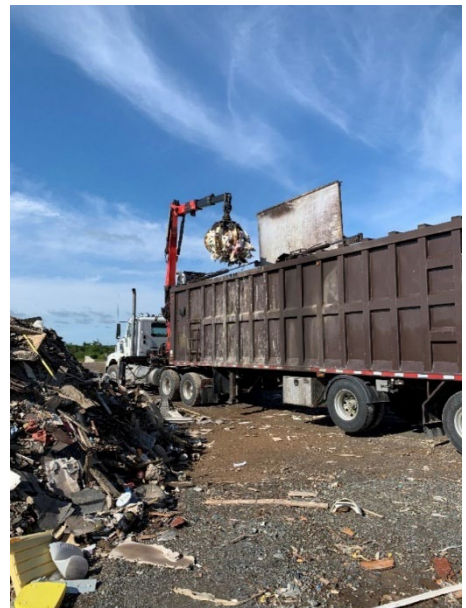
In early April, vandalism at the site included a broken window; a huge portion of the fence missing including the fence poles; lock missing from the shipping container used to store electronic waste; the "Closed" sign installed last fall is broken in half; etc.

On April 22, following the repairs for this vandalism, the second window was not only broken but was torn out of the hut and that damaged the framing as well as the siding around the window.

In addition, the newly replaced window was broken again; the bathroom door was damaged; more damage was done to the fencing; and a fire was set in the furniture berm area on site.

On May 8, staff repaired the fence and on May 9 that section of fencing was cut open again. It is noteworthy that this section of fencing faces the ocean. The fencing was installed to ensure no windblown debris could be blown into the ocean.

Excessive vandalism continued at this site throughout 2024 with multiple instances including holes cut through the chain link fencing and sections of fencing pulled open; several support posts for the fencing were removed and/or destroyed; siding was ripped off the hut; locks were regularly cut off the gates; multiple fires were set to materials on site, etc., etc.



The Bell Island Waste Recovery experiences more vandalism than any other facility despite servicing a very low population base of approximately 2,100 people.

The Board struggles to continue to operate this facility considering the extreme costs to operate and the very low usage of the facility. It is challenging for the Board to secure the site as required under our Certificate of Approval to Operate these facilities due to the incessant vandalism.

In 2024, this facility saw 629 visits while in 2023, this facility saw 650 visits. This is a decrease of 3 percent from the prior year. In 2022, the facility saw 680 visits, so visits are down 8 percent over the past two years. This facility sees 2 percent or less of overall visits for all facilities.

In 2024, the Board spent about \$20,500 at the Bell Island site for vandalism repairs. This means the Board paid an additional \$32.59 per visit just to cover the vandalism costs at the facility.

As noted earlier, each visit to these facilities in 2024 costs the Board \$43.60. When the additional costs incurred at the site for vandalism are included, it equates to \$76.19 per visit. This is not sustainable or fiscally responsible for the Board.

The Town of Wabana on Bell Island has begun a campaign with the provincial government to have a community dump on Bell Island and they have requested to manage the waste recovery facility.

Cavendish Waste Recovery Facility

The Cavendish Waste Recovery Facility was closed from December 17, 2023, to April 4, 2024. The facility reopened on Saturday, April 5. This facility is closed each winter due to low usage and the high cost of snow clearing.

In addition, users of this facility have reasonable access to the Whitbourne, Old Perlican and Harbour Grace facilities.

This facility sees some vandalism throughout the year as well as illegal dumping along the roadway to the site as well as outside the gates for the site. Vandalism at this site usually involves locks being cut off the gate,

In 2024, this facility saw 1,861 visits. This is a decrease of 20 percent in visits from 2023 when 2,234 visits occurred. In 2022, 2,888 visits took place.

Over the past two years, this site has seen a decrease of 55 percent in the number of visits annually.

Sunnyside Waste Recovery Facility – Permanently Closed 2024

The Sunnyside facility was closed permanently in 2024. This facility had been opened before the Clarendville and Whitbourne Waste Recovery Facilities were available. Once those facilities became operational, there was no need to maintain operation of the Sunnyside facility as it saw minimal usage with 1,252 visits in 2022 or 3 percent of overall visits for all facilities.

This facility has been fully decommissioned and closed since April 1, 2024.

Access Cards for Waste Recovery Facilities

In March 2024, the Board adopted the introduction of user or access cards for its waste recovery facilities. It was noted that these access cards are standard industry practice across the country as well as in Central and Western Newfoundland where the respective regional service boards have been using these cards for years.

Unlike Central and Western Newfoundland, the Eastern Regional Service Board offers access to these waste recovery facilities free of charge. However, these facilities in the Eastern region are approved to accept bulk waste/oversized items from residents only and no commercial waste is permitted.

The Board began communicating about the introduction of access cards in early fall 2024 and on December 3, 2024, information was sent to all communities in the Eastern region informing



them that the access cards would be mandatory for all users as of April 1, 2025. However, in early June 2025, following public feedback, the Board changed the date for mandatory use of these cards to January 2, 2026.

In addition to notifying communities, the Board widely advertised across the Eastern region posting notice on its website; public service announcements to media; posted on X (prior to ERSB closing its X account on February 27, 2025); advertised on Channel 6 Ads from December 2024 to mid-April 2025; and shared on many towns and local service districts social media platforms.

The application to apply for an access card has been available on the Board's website since December 3, 2024.

The introduction of these cards is a user-friendly tool that helps streamline waste management. In addition to being simple to use, they allow the Board to track materials more effectively, improve operational efficiencies, and enhance customer service. The information and data collected by the use of these cards will assist the Board in making decisions regarding the future operations of these sites.

Waste Recovery Facilities - Breaches of Respectful Workplace Policy

Over the past three to four years, there has been a significant decline in the conduct of visitors presenting at these sites. Unfortunately, one of the Board's waste recovery facilities had to be closed from August 1 to 21 due to a severe breach of the Board's Respectful Workplace Policy.

The closure became necessary following reports of residents allegedly uttering threats toward the employee who works at the site as well as toward their family. In addition to the alleged threats, the Board received anecdotal reports of ongoing verbal threats, abusive language and/or expletives directed at them during almost every shift they work, and they reported it was getting worse. In addition, they reported that several residents have shown up at their home demanding access to the facility outside regular operating hours.

In addition, they reported that the inappropriate names/slurs directed toward them are being used in public places outside their workplace. The employee reported that the verbal threats/slurs/etc. were coming from multiple customers and not just a few. This issue was reported to the RCMP.

To provide perspective, this facility is located within an incorporated town; however, it is only accessible by a dirt road off a highway. The employee works alone at the facility. Having employees work alone at our least busy sites has not been an issue until this year at this facility. As an employer, the Board has an obligation to protect all employees in their workplace; therefore, the decision was made to close the facility until further notice.

During this time, the Board notified all communities in the area why the facility was closed and that once reopened it was expected that users would be respectful. To ensure the safety of the Board's employee, when they returned to work on August 22, a second employee was at the site. The Board maintained a second employee at this site for about a month and only discontinued when satisfied that the residents using the facility were respectful and were complying with the terms and conditions for use of the facility.

It is unfortunate, however, that the employee has since reported that they continue to experience verbal threats, abusive language, expletives and slurs from some of the users of the waste recovery facility.



Board Chair Steve Tessier (at right side of photo) joined Eastern Regional Service Board employees at our annual staff professional development day on July 3, 2024, held at Springwood Camp off Salmonier Line.

In addition, the Board is disappointed to hear more incidences of disrespectful behaviour occurring at these facilities. Because of this the Board developed guidelines to ban users who continue to be disrespectful when using these sites.

It is hoped that with the introduction of access cards, that users become more respectful as the access card will identify them.

OVERSIZED ITEMS/BULK WASTE COLLECTIONS

In 2024, the Board introduced oversized items/bulk waste collection pilot by appointment for all areas except the Southern Shore; Trinity Bay South/Center area; Southwest Avalon area; and the Isthmus area. These areas are currently under contracts signed prior to the Board moving to the oversized items/bulk waste collection by appointment. Once new contracts are signed for these areas, they will move to the oversized items/bulk waste collection by appointment.

The oversized items/bulk waste collection by appointment was available for the Conception Bay Center area; Smith Sound area; Carbonear, Victoria and area; and Pouch Cove.

Two exceptions occurred in 2024 for the Bay de Grave area and the Trinity Conception North area.

For the Bay de Grave area that includes the Town of Clarke's Beach and the Port de Grave peninsula, the decision was made to provide the oversized items/bulk waste collection the same as in the past where the contractor collected from all properties over several days. The Board intends to provide this service by appointment in 2025.

The Trinity Conception North area was also an exception as no contractor could be found to provide the service despite the Board issuing multiple requests for proposals as well as reaching out to contractors for quotes.

The Board provided an opportunity for residents of this area to bring their oversized items/bulk waste to one of our grapple trucks for disposal. This was done over three Saturdays in three different communities throughout the area in November. The Board intends to provide this service by appointment in 2025.

Feedback from Communities and Residents

The oversized items/bulk waste collection by appointment was successful with positive feedback from communities and residents. Community leaders and residents were pleased to see materials curbside for only one day rather than the three to five days that it took contractors to remove these materials historically.

In 2024 the cost per unit for the regional waste collection for the areas that had separate bulk contracts was \$246.58 in comparison to \$154.37 per unit for those areas with the oversized

items/bulk waste collection included in the existing contract. However, it is worth noting that these existing contracts have been in place for several years and that the cost per unit under new contracts has risen substantially.

The cost per household for the oversized items/bulk waste collection only is \$17.22 plus tipping fees. This amount does not include HST, staffing costs, administrative costs, etc.

The Board acknowledges that it has become more difficult to acquire reasonable pricing for waste collection when oversized items/bulk collection is included with the contracts for weekly garbage collection and bi-weekly recyclables collection.

The Board has confirmed that neither Central nor Western regional service boards provide oversized items/bulk waste collection with their waste services.

HOUSEHOLD HAZARDOUS WASTE (HHW) EVENTS

The Board hosted ten (10) household hazardous waste (HHW) events throughout the Eastern region in 2024 with 369 residents disposing of materials.

The number of residents attending these events decreased by 230 residents or by 62 percent since 2023.

In 2023, the board hosted seventeen (17) HHW events with 599 residents disposing of these materials. The number of residents attending these events decreased by 186 residents or by 31 percent from 2022. In 2022, the Board hosted 17 events, and 785 residents attended.

The following materials were collected and disposed of:

- 3,704 liters of liquid HHW waste. This is a decrease of 145 percent since 2023.
 - For 2023, 9,087 liters of liquid HHW waste was collected. This is a decrease of 17 percent over 2022.
 - For 2022, 10,598 liters of liquid HHW waste was collected.
- 14.75 paint boxes and lab packs (approx. 3,650 liters of paint) were collected. This is a decrease of 95 percent since 2023.
 - For 2023, 28.75 paint boxes (approx. 6,098 liters of paint) were collected. This is a decrease of 12 percent over 2022.
 - For 2022, 32.25 paint boxes (approx. 6,840 liters of paint) were collected.
- 952 kg of batteries were collected. This is decrease of 52 percent since 2023.
 - For 2023, 1,448 kg of batteries were collected. This is an increase of 20 percent over 2022.
 - For 2022, 1,203 kg of batteries were collected.
- 261 compressed gas tanks were collected. This is a decrease of 79 percent since 2023.
 - For 2023, 466 compressed gas tanks were collected. This is a decrease of 8 percent.

- For 2022, 502 compressed gas tanks were collected.
- 160 Fluorescent light bulbs were collected. This is a decrease of 129 percent since 2023.
 - For 2023, 366 fluorescent light bulbs were collected. This is a decrease of 11 percent.
 - For 2022, 407 fluorescent light bulbs were collected.
- 0 kg of prescription drugs were collected. This is a decrease of 100 percent since 2023.
 - For 2023, 2 kg of prescription drugs were collected. This is a decrease of 92 percent.
 - For 2022, 24 kg of prescription drugs were collected.

In 2021, the Board hosted 17 HHW events and 701 residents participated. The materials collected included 5,906 liters of liquid HHW waste; 40 paint boxes (approx. 8,480 liters of paint); 1,040 kg of batteries; 369 compressed gas tanks; and 373 fluorescent light bulbs were collected.



Overall, the participation rate and the volume of HHW materials collected has been decreasing year-over-year since the implementation of Extended Producer Responsibility (EPR) program agreements by the provincial government.

The Board continues to see lower participation rates and lower volumes of HHW materials as the province continues to introduce more of the Extended Producer Responsibility (EPR) programs. Under EPR programs, manufacturers are responsible to collect and dispose of these materials.

It is worth noting that for 2023 and 2024, more than 80 percent of the materials collected by the Board during its HHW collection events could have been dropped off at any time at disposal sites available throughout the region.

For example, drop-off locations are available throughout the region for:

- paints, solvents, light bulbs, etc.;
- used oils, coolants, etc.,
- electronics
- prescription drugs (at any pharmacy)

The Board developed its HHW collection program in 2012 because residents outside the urban area did not have reasonable access to dispose of HHW materials. Initially this program provided 30 events annually. However, due to low attendance and reduced quantities of HHW materials collected at these events, the number of events was reduced to 10 for 2024 and will be further reduced in future years. The costs to provide 10 events in 2024 were about \$6,500 each.

Because residents located near larger centers have access to drop-off locations year-round for HHW materials, the Board will reduce the number of events it hosts annually as well as focusing on

providing these events in more remote communities that do not have reasonable access to disposal sites.

WASTE COLLECTIONS

Recycling

There was a small increase in curbside recycling collected in 2024 over 2023. The Board anticipated an increase in the recycling collected curbside once the changeover to clear bags occurred. However, despite several contractors reporting significantly more recycling in several communities, the overall tonnage collected annually has not changed significantly.

The Board spent considerable effort in 2024 creating and publishing information pamphlets and communications to encourage residents to divert as much waste as possible from the regional landfill. The Board would like to see much higher participation rates for recycling in future years.

This information campaign began in 2023 and continued through 2024 with the objective to raise awareness of the benefits of recycling and waste diversion. Information pamphlets were created and distributed to all communities and through social media. The Board will continue to develop materials and campaigns to raise public awareness regarding the importance of recycling and waste diversion.

In addition, recycling was discussed at meetings with community leaders and with individuals to ensure that as many as possible understand the positive benefits of recycling.

The Board is pleased that the recyclables processed at the Materials Recovery Facility at Robin Hood Bay have less than six percent contamination which means that material is some of the cleanest recyclables in the North American market. This ensures as much of the materials as possible can be recycled.

The Board saw less curbside recycling in 2023 than in 2022; therefore, the Board subsequently focused on raising waste diversion and recycling participation for 2024. There was no notable change in curbside waste diversion rates between 2021 and 2022. There was a slight increase in waste received in 2020 that was 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.



Waste Collections

The Board currently has eleven (11) contracts for the collection, transportation, and disposal of waste in the Eastern region as outlined in the table below:

ACRONYM	AREA	PROPERTIES
BDG	Bay de Grave Area (Clarke's Beach & Port de Grave Peninsula)	1,138
CBC	Conception Bay Center Area	2,461
SMITH	Smith Sound Area	1,503
ISTHMUS	Isthmus & South West Arm South	3,328
SSWMI	Southern Shore	3,592
TCNWM	Trinity Conception North	1,879
TBS/C	Trinity Bay South/Center	2,920
SWA	Southwest Avalon and Deer Park/Vineland Road	2,462
CARB	Carbonear, Victoria and Area	3,341
POUCH	Pouch Cove	914
BROB	Bay Roberts	2,790
		26,328

The Board currently provides weekly waste collection and bi-weekly recyclables collection, to all households included in the contract areas outlined in the table above.

For those areas whose contracts were signed prior to 2024, two oversized items/bulk waste collections continue to be provided annually as they are included in the waste collection contracts. These include the Isthmus & South West Arm South area; Southern Shore; Trinity Bay South/Center; and Southwest Avalon and Placentia Bay Area.

For the remaining contract areas, one oversized items/bulk waste collection by appointment is provided annually. These include the Bay de Grave Area; Conception Bay Center; Smith Sound Area; Trinity Conception North; Carbonear, Victoria and Area; Pouch Cove; and Bay Roberts. In addition, four towns from the Southwest Avalon area are included as they returned to the regional waste system in 2024. They are the Towns of St. Mary's, Riverhead, Gaskiers-Point la Haye and St. Vincent's-St. Stephen's-Peter's River.

The Board withdrew all waste collection from un-serviced roads in unincorporated areas effective December 31, 2019, in accordance with the Ministerial Directives. This resulted in a decrease in the number of properties in receipt of regional waste services by approximately 20 percent.

CLARENVILLE TRANSFER STATION

In 2024, the following was received at the commercial portion of the facility:

- Regular waste/garbage = 5,291,390 kg

- Recyclables = 425,110 kg
- O.C.C. (old, corrugated cardboard) = 255,980 kg
- Blue bag recyclables = 169,130 kg
- Metals = 85,040 kg

This required 263 trips to the regional landfill at Robin Hood Bay to transport this material for disposal. This is an increase of 6 percent more trips than the previous year.

In 2024, the Clarendville Transfer Station saw increases in the amount of regular waste and blue bag recyclables. The amount of regular waste dropped off increased by 6.5 percent over 2023 while the volume of recyclables decreased by 7.8 percent from the previous year. This is the recyclables dropped off from commercial sources. A portion of this decrease may be attributed to less packaging being used by several large retailers including grocery stores, Canadian Tire, Amazon, etc.

The exception was an increase of 21 percent in blue bag recyclables that indicates an increase in recycling by individuals through the curbside service. The Board is pleased with this increase.

In 2023, the Clarendville Transfer Station accepted 4,969,730 kg of regular waste; 458,368 kg of recyclables; 318,318 kg of O.C.C. (old, corrugated cardboard); 140,050 kg of blue bag recyclables; and 55,360 kg of metals.

This required 248 trips to the regional landfill at Robin Hood Bay to transport this material for disposal. This is an increase of 11 percent in the number of trips required to the regional landfill from 2022.

For comparison purposes, in 2022, the following was received at the commercial portion of the facility: 5,130,760 kg of regular waste and 458,731 kg of recyclables that required 224 trips to transport the waste to Robin Hood Bay.

For 2023, the amount of regular waste received at the Clarendville Transfer Station decreased by 3 percent while the quantity of recyclables received decreased by 0.08 percent.

For 2022, the amount of regular waste received at the Clarendville facility decreased by 9 percent while the quantity of recyclables received increased by 14 percent.

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

FIRE AND EMERGENCY PROTECTION

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 – 48 properties.
- f) Town of Bay Roberts to provide fire and emergency services to the unincorporated communities of Bareneed and Port de Grave – 408 properties.
- g) Town of Colinet to provide fire and emergency service to the unincorporated areas outside their boundaries – 249 properties.

The total number of properties included in the Board's fire and emergency services program is 972. This is an increase of 37 percent more properties than in 2023.

The Board is pleased to see this program grow as it provides support and financial assistance to the volunteer fire departments who provide this invaluable service to those properties located outside their town's boundaries.

COMMUNITY CLEAN-UP PROGRAM

The Board continues to support volunteer community clean-ups in the Eastern region by providing community groups with an opportunity to access its network of waste recovery facilities to dispose of up to ten (10) tonnes of materials at no cost.

These community clean-up events should be aimed at public spaces such as parks, ditches, green spaces, beaches, etc. Participating communities are expected to ensure only acceptable materials are dropped off.

The Board communicates information to every community in the Eastern region annually regarding this program and is pleased to assist in keeping our communities clean and healthy and protecting the environment.

In 2024, the following ten (10) communities participated in the Community Clean-Up Program:

- Town of Bay Bulls
- LSD of Bellevue
- Town of Carbonear
- LSD of Cavendish
- Town of Chapel Arm
- LSD of Green's Harbour
- LSD of Mobile
- Town of Mount Carmel-St. Catherine's-Mitchell's Brook
- Town of Renew-Cappahayden
- Town of St. Joseph's



The Board is pleased to see an increase of 25 percent more events in 2024 than in 2023.

The Board would like to see more communities participate in these events as they remove litter and debris from roadways, ditches, parks, public spaces, etc. These clean-ups help protect wildlife, prevent pollution, and improve the overall health of our ecosystems while promoting civic pride and stronger community connections.

In 2023, eight (8) communities participated in the Community Clean-up Program. This is a decrease of 33 percent since 2022.

In 2022, twelve (12) communities participated in the Community Clean-Up Program.

JOINT COUNCILS SUPPORT

The Board continues to provide administrative support for 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.

COMMUNITY COLLABORATIONS AND COMMUNICATIONS

In 2024, the Board continued to meet with community leaders to not only discuss current service(s) but to look at new opportunities for the Board to assist communities in the Eastern region. The Board continues to investigate new opportunities to engage stakeholders to build relationships as well as collaborating on ways to advance sustainable waste management, fire services and water/wastewater services in the Eastern region.

The Board regularly provides information to communities for use on their social media pages or in their community newsletters. The Board continues to provide information to residents and communities regarding the importance of waste diversion as well as information to assist with the successful sorting of these materials. The focus of these educational materials will be on waste diversion and the importance of recycling with the goal of raising the number of households that participate in bi-weekly recycling collection.

The Board understands that when communities and residents come together to raise awareness about recycling, it teaches people about the importance of protecting the environment. Educating our residents about modern waste practices and protecting the environment can help equip future generations with the knowledge and understanding they need to reduce indiscriminate waste disposal and pollution.



The Board will continue to collaborate to encourage as many communities as possible to consider participating in regional services.

Regional service delivery utilizes economies of scale that allows the delivery of services to residents with great efficiency and at a lower cost.

The Board is committed to improving communications with all stakeholders and has developed a Communications Plan to recommend external and internal communications and marketing strategies (including for website and social media applications) to further best practices in customer relations, public relations, information delivery, guidelines compliance, buy-in across demographics, sustainability, and circular economy.

OPPORTUNITIES AND CHALLENGES AHEAD

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.

The Board is proposing the following changes:

- a) The Board is requesting that the Act be changed to provide the authority to place lien on a property for outstanding debt similar to municipalities. This provides another option other than collecting debt through court, which is the only option in the Regional Service Board Act.
- b) Authority to request and compel communities to provide data to the Board such as the information they provide in their Municipal Operating Grant application that confirms the number of households/properties within the town. This would ensure that the Board has the correct number of properties for invoicing.
- c) Requiring communities, especially those on boil-water orders, to participate in the Province's Regional Water/Wastewater Operator Pilot Program could increase the number of communities who improve access to clean drinking water for their residents.
- d) The authority to inspect waste loads would provide the Board with the ability to inspect and fine all commercial waste haulers who have recyclables mixed with regular household garbage over an acceptable threshold.
- e) All tenders/requests for proposals for waste services for any community in the eastern region are to be made through the Board except for those communities with in-house waste collection departments. This would ensure that all waste collection contracts are in line with legislation and the Provincial Waste Management Strategy. In addition, it would ensure that no community pays more than the amount charged by the Board.
- f) Mandatory participation for Local Service Districts (LSDs). At this time any community may opt out of the regional waste system. The Board proposes that any LSD who is unable or is not currently providing waste collection services internally must participate in the regional system.
- g) Mandate to address illegal dumping in the Eastern region along with the tools to enforce the legislation such as the authority to investigate and to issue fines, etc.

MANDATORY PROPERTY REGISTRY/LAND TITLES SYSTEM

The Board is requesting the province implement a mandatory property registry or adopt land titles systems.

This would enable the Board, municipalities, and local service districts to identify the property owners within their boundaries for fee assessment and/or property taxes. Without a mandatory system it is very difficult to identify property ownership.

For the provision of services, a mandatory property registry is required.

This is especially true for fire and emergency services. It is difficult to identify the legal owners of unregistered properties. This leads to issues when responding to a call for assistance as the fire department has no way of contacting the owner to see if anyone is present or if there are any hazards that they should be aware of, etc.

When it is impossible to identify a property owner, it is impossible to invoice that property owner for the service(s) they are receiving.

Having a mandatory property registry/land titles system like all other provinces would greatly improve regional service delivery and assist in maintaining the costs to deliver service(s) as all property owners would be identified and included for invoicing.

MANDATORY RECYCLING FOR PROVINCE

Mandatory recycling for those communities who use regional landfills. This would be one way to implement mandatory recycling province-wide that would not impact those areas that have not yet moved to regional landfills, i.e. Discovery, Coast of Bays, etc.

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 slightly lower price for regular garbage/black bag only waste collection.

WASTE RECOVERY FACILITIES

The Board is pleased that electricity has been installed at all its waste recovery facilities that remain operational over winter. Having electricity at these facilities will provide a safe way for staff to warm up in winter as well as providing electricity for the installation of surveillance cameras.

The Board intends to install surveillance cameras at all waste recovery facilities with electricity to identify those individuals who report to these sites after hours to vandalize and/or scavenge

materials. The Board has reviewed the guidelines for the use of surveillance cameras by public bodies.

The Board regularly reviews its programs and facilities including our network of waste recovery facilities to ensure the delivery of the best possible service along with fiscal responsibility.

The Board's decommissioning plan for the permanent closure of the waste recovery facility at Sunnyside was accepted by the province and this facility was permanently closed effective March 31, 2024. This facility was closed due to very low usage and the high cost of operations.

Since the Whitbourne Waste Recovery Facility became operational in 2016, usage at the Cavendish facility has diminished and the Board is considering the necessity for continued operation of this facility.

The Cavendish facility is located 70 km from the Old Perlican facility and 40 km from the Whitbourne facility. Therefore, residents in the area are well within acceptable travel limits to access a waste recovery facility without the Cavendish site. In 2024, this site saw 1,861 client visits or five (5) percent of overall client visits to all facilities. In 2023, the Cavendish facility saw 2,234 client visits or six (6) percent of overall client visits. In 2022, the Cavendish facility saw 2,888 visits or 8 percent of overall visits. Over the past two years, the number of visits to this facility has decreased by 55 percent.

Since the Whitbourne facility opened, usage at the Cavendish facility has decreased by 55 percent. The Board will continue to review and discuss the need for this facility and whether the resources being used for this facility could be used to improve the remaining facilities.

The Bell Island facility continues to be used minimally by the 2,100 residents on the island. Unfortunately, the site is vandalized regularly which increases the operational costs at the site. In 2024, the Board incurred additional expenses of approximately \$20,500 to address vandalism at this facility. Please see detailed information under Waste Recovery Facilities on page 19.

The facility continues to be vandalized regularly. The facility was unable to reopen on April 6 as scheduled due to vandalism at the site. The site reopened on Tuesday, May 9 once the vandalism repairs were completed. Excessive vandalism continued at this site throughout 2024 with multiple instances.

The facility located on Bell Island is located only 30 kilometers from the Residential Drop-Off at Robin Hood Bay. Therefore, residents in the area are well within acceptable travel limits to access a waste facility without the Bell Island site.

In July 2023, the Board Chair, CAO, and Director Operations held a meeting with the Town of Wabana to discuss the facilities operations and policies. During that visit, an illegal dumpsite down over the hill from the Board's facility was noted despite the waste recovery facility being fully operational at the time.

In addition, during the visit to the site it was observed that a huge opening existed in the chain link fencing at the rear of the waste recovery facility that provided easy access not only for foot traffic but for ATV's, etc.

In 2024, it was noted that the illegal dumpsites continue to be an issue for Bell Island with several large piles of indiscriminately disposed waste that includes household garbage and recyclables remain in the locations identified in 2023.



For 2024, the facility saw 629 visits; for 2023, the facility saw 650 visits or 2 percent of overall visits to all these facilities. For 2022, the facility saw 680 visits.

The Board continues to monitor the necessity of this facility for future operations due to low usage and the high cost of operations.

CLARENVILLE TRANSFER STATION

In 2024, the province began the process to finish the work required to completely environmentally close the former landfill at the Clarenville Transfer Station site. The Board looks forward to having this work completed in 2025.

The Board was pleased to install an artesian well for non-potable water at this facility in 2024. Before the well installation, the Board relied on non-potable water deliveries to the facility. The installation of a well removes the reliance on water deliveries and ensures the most fiscally responsible provision of non-potable water for the facility.

Additional improvements and equipment will be required at the transfer station before waste from any other jurisdiction such as the Discovery Region can be disposed of there. The facility continues to operate at or near capacity with the acceptance of waste from only the Smith Sound area.

The province issued a Request for Proposals in December 2022 related to Waste Management Assessment in the Discovery Region. This project consists of a comprehensive review of waste management in the Discovery Region and an update and expansion to the 2015 SNC-Lavalin Report to reflect waste volumes and costing to current values. This updated study will be used to aid in discussions around the regionalization of waste collection, shipping and disposing in the Discovery Region.

The Board looks forward to working with the Province and the Discovery Region to implement a modern regional waste system that is affordable and benefits all residents while providing diversion opportunities.

The Board would like to see upgrades at the Clarenville Transfer Station site to address emergencies and capacity at the facility by constructing a second exit from the site. In addition, a receiving/staging area for waste streams associated with disaster-event materials is needed. For example, if Robin Hood Bay had a major fire event that resulted in a significant closure, then waste could be diverted to the transfer station site. Or if a disaster event occurred in any community served by the transfer station, that material could be brought to the site.

The Board and the City of St. John's continues to discuss an emergency plan for such an event.

A second exit from the site would also significantly improve the traffic flow at the location as well as improving the experience for the customer.

REGIONAL SERVICE BOARDS AND SHARED REGIONAL SERVICES

The Board continues to be active in its contribution to the discussion of developing regional shared services in the province. The Board looks forward to working with the Departments of Municipal Affairs and Community Engagement, Environment and Climate Change, Transportation and Infrastructure, Justice and Public Safety, and Government Modernization and Service Delivery to achieve regional service delivery through collaboration.

As the largest regional service board, we look forward to continued discussions with colleagues on the other regional service boards to advance the provision of regional shared services by working together to identify opportunities. In addition, we continue to work with joint councils, municipalities, and other communities in strengthening the services for residents of our Province.

The Board feels that benefits can be achieved from a shared service delivery approach and continued collaboration such as:

- Encouraging and supporting communities to work together on common issues, needs, and opportunities that cross local boundaries.
- Strengthening regions and increasing opportunities for collaboration leading to more efficient and effective use of resources.
- Facilitating and working with communities and stakeholders to help pool their resources to better meet the local needs, while maintaining a vibrant community identity.

The Board will continue to promote regional service delivery through collaboration.

SUMMARY

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

