

ANNUAL REPORT 2022



KEEPING COMMUNITIES CLEAN AND HEALTHY

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MESSAGE FROM THE CHAIR

On behalf of the Board of Directors of the Eastern Regional Service Board (the Board), I am pleased to present the Annual Report for the 2022 fiscal period. This report was prepared in accordance with the Transparency and Accountability Act as a Category One entity and covers the period of January 1 to December 31, 2022.

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

The COVID-19 pandemic impacted operations at waste recovery facilities in 2019 and 2020; however, there were no closures due to the pandemic in 2021 or 2022. We are pleased to report that there were no impacts to the curbside waste collection program throughout the pandemic and I would like to thank our contractors and their staff for their dedication and commitment during this challenging period.

Even though curbside waste services were not impacted during the pandemic, we did experience lower diversion rates, increased use of disposable items, and staffing issues during this period. Over the past year the Board has focused on improving communications to our stakeholders and customers with the goal of improving waste diversion and subsequently easing the burden on the regional landfill and utilizing resources more effectively and efficiently.

We are committed to working closely with stakeholders and government to identify and improve on emerging operational issues. The Board will continue to work with communities to bring residents and commercial users across the Eastern Region the services they need to participate in responsible waste management and contribute to protecting our environment. In addition, we will continue to support communities by offering fire and emergency services; water/wastewater services; and administrative support of joint councils throughout the Eastern region.

The Board continues to focus its attention on service delivery improvements, operational efficiencies and preparing for upcoming 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 future.

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

Sincerely,



Stephen Tessier
Chair
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.



NEWFOUNDLAND AND LABRADOR
Waste Management Strategy

While many of the larger urban communities have dedicated waste fleets, for the most part the smaller municipalities, local service districts and unincorporated areas have regional service delivery provided by the Board. The regional service allows for an efficient and effective collection, transport, and diversion of waste materials. In accordance with the Ministerial Directives of 2018/2019, the Board does not provide services to properties located on un-serviced roads in unincorporated areas.

The Board provides direct service to approximately 24,000 households and businesses. This includes weekly waste collection, bi-weekly recyclables collection (fiber and containers), and two bulk garbage collection events annually.

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.

In June and September each year, the Board offers household hazardous waste collection events throughout the eastern region to allow residents to properly dispose of these materials.

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

The Board continues to provide consultative services to 15 communities in the eastern region through the Province's Regional Water and Wastewater Operator Pilot 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 2022 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 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 2022		
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	Wesley Drodge	Smith Sound & Isthmus
Member	Ron Ellsworth	St. John's
Member	Ian Froude	St. John's
Member	Sandy Hickman	St. John's
Member	Jamie Korab	St. John's
Member	Kevin McDonald	Southwest Avalon
Member	Sheilagh O'Leary	St. John's
Member	Ophelia Ravencroft	St. John's
Member	Carl Ridgeley	St. John's
Member	Nathan Ryan	Southern Shore
Member	Gerard Tilley	Conception Bay South
Member	Mark Vardy	Metro Area
Member	Larry Vaters	Paradise
Member	Hilda Whelan	Trinity Bay South & Isthmus East



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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 ten (10) 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 11 waste recovery facilities located throughout the eastern region with twelve (12) employees.

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 Pilot 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, 2022 is below:

EASTERN REGIONAL SERVICE BOARD

Statement of Operations

Year Ended December 31, 2022

	Budget 2022 (Note 13)	Total 2022	Total 2021 (Restated)
REVENUES	\$ 306,500	\$ 470,211	\$ 477,884
Clarenville transfer station			
Government grants	75,000	160,000	54,710
Tipping fees	3,300,000	3,300,000	3,300,000
Waste management fees	4,525,800	4,272,748	4,066,827
Metals recycling revenue	123,750	57,597	64,990
Fire and emergency services revenue	87,500	19,802	35,106
	8,418,550	8,280,358	7,999,517
EXPENSES			
Advertising and promotion	96,000	11,588	20,362
Amortization	621,922	621,922	525,169
Bad debts (recovery)	90,000	(59,306)	291,264
Business taxes, licenses, and memberships	28,800	37,236	25,643
Directors fees	100,000	84,429	63,519
Insurance	174,000	145,239	148,591
Interest and bank charges	42,000	27,016	27,317
Office	115,950	45,565	35,412
Professional fees	225,036	98,057	121,746

Regional waste management operations	421,250	397,426	350,157
Rental	86,000	80,313	80,313
Repairs and maintenance	258,033	33,669	33,832
Salaries and wages	2,310,746	1,919,265	1,708,689
Telephone	169,750	36,935	35,827
Tipping fees Clarendville	432,012	507,993	463,782
Training	79,500	67,335	11,524
Travel	42,500	33,655	6,645
Vehicle	612,782	789,781	836,478
Waste collection operations	4,038,328	4,368,155	3,690,105
	9,944,609	9,246,273	8,476,375
DEFICIT FROM OPERATIONS	(1,526,059)	(965,915)	(476,858)
OTHER INCOME			
Interest income	60,000	277,858	222,380
Miscellaneous revenue	35,000	11,510	3,148
	95,000	289,368	225,528
ANNUAL DEFICIT	\$ (1,431,059)	\$ (676,547)	\$ (251,330)

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

MANDATE

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

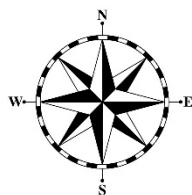
The Regional Service Board Act can be viewed in its entirety on the following website:

<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 Clarendville 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.

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.

LINES OF BUSINESS

OPERATION OF WASTE FACILITIES



Aerial View of Waste Recovery Facility

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

- b) The Board operates a solid waste transfer station with weigh scales at Clarenville that accepts commercial waste from the Smith Sound area. This waste is then transferred to the regional landfill at Robin Hood Bay by the Board's staff. Equipment at the facility includes three tractors and four walking floor trailers (53 ft); backhoe; and pickups.

This facility won SWANA's (Solid Waste Association of North America) Silver Excellence Award in 2016 for a facility that advances and promotes the practice of environmentally and economically sound solid waste management.



Clarenville Transfer Station

- c) The Board maintains an equipment depot at Whitbourne to house the Board's waste equipment that includes five tractors with grapple hooks and three compacting trailers (53 ft.) used to remove waste from the waste recovery facilities and transport to Robin Hood Bay; 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.), and pickup trucks.



Equipment Depot at Whitbourne

MANAGEMENT OF WASTE COLLECTION CONTRACTS

Waste collection services were provided by the Board to approx. 23,000 homes and businesses in 110 communities in 2022. This includes weekly waste collection, biweekly recyclables collection and two bulk waste collections annually.

All communities serviced by the Board have curbside recycling.

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

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

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

EDUCATION AND PROMOTION OF THE PROVINCIAL WASTE MANAGEMENT STRATEGY

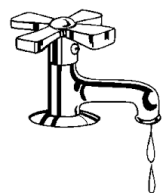
Through regular contact with municipal stakeholders as well as through supporting joint councils, the Board supports the education and promotion of the Provincial Waste Management Strategy in the eastern region.

The Board's website provides all the information regarding the Board and its services. The Board's staff regularly discuss the importance of waste diversion with customers. In addition, the Board conducts household education campaigns in service areas to increase the participation of residents in the recycling program.



The Board continues to focus on the education of residents to increase recycling participation.

WATER AND WASTEWATER SYSTEMS



The Board's Regional Water/Wastewater Operator has been an expert resource to 15 communities in the eastern region. Many of these communities have been experiencing longstanding boil-water advisories and the assistance of an expert resource has been helpful for them to address these issues and move toward removal of boil-water advisory.

FIRE AND EMERGENCY PROTECTION

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

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.

HIGHLIGHTS AND ACCOMPLISHMENTS

REGIONAL WATER/WASTEWATER OPERATOR PROGRAM

During 2022 the Regional Water/Wastewater Operator worked with 15 communities and the table below summarizes the status of these communities at the end of 2022 and the removal of Boil Water Advisories (BWA).

This program is scheduled to finish in March of 2023 and is currently being reviewed by the Department of Environment and Climate Change. The program continues to be valuable to communities.

Regional Water and Wastewater Systems Operator Pilot Program

Participating Communities

December 31, 2022

Cluster	Community Name	Community Type	Participating?	BWA?	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
CBC	Georgetown	LSD	Yes	No	No	new water supply 2018, both working well
	Marysville	LSD	Yes	Yes	No	new WTP 2018, problem with Manganese
Isthmus	Goobies	LSD	Yes	Yes	No	LSD doesn't seem to want Chlorination
	North Harbour	LSD	Yes	Yes	No	insufficient Chlorine monitoring
	Swift Current	LSD	Yes	Yes	No	LSD is considering alternative sources of water
South Coast	Portugal Cove South	Town	Yes	Yes	No	infiltration gallery installed 2021
	Trepassey	Town	Yes	Yes	No	low Chlorine residuals near the end of the line
	St. Shott's	Town	Yes	No	No	infiltration gallery installed 2020
	Gaskiers-Point La Haye	Town	Yes	Yes	No	struggling to get first meeting
	St. Mary's	Town	Yes	Yes	No	new tank to be installed, not hooked up yet
	Admiral's Beach	Town	Yes	Yes	No	resolved water leaks, Chlorine data requested

WASTE RECOVERY FACILITIES

Waste Recovery Facilities (WRF) received materials from approximately 37,515 clients in 2022, which is a slight decrease from the previous year when 37,654 clients dropped off materials.

There were no closures of these facilities in 2022 or 2021 due to the COVID-19 pandemic. However, in 2020 these facilities were closed for two months due to the pandemic.

In 2019, prior to the pandemic, these facilities saw 40,350 client visits. Therefore, client visits are down 7.5% since the pandemic.

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

Waste diversion activities in 2022 included:

- Metals: 948,400 kg was diverted to an approved metal recycler versus 946,600 kg of metals diverted in 2021. For 2020, 1,340,360 kg was diverted versus 1,020,260 kg in 2019.
- Tires: 14,790 tires were collected, as accepted by the Used Tire Recycling Program of the MMSB, versus 13,095 tires collected in 2021. For 2020, 13,932 tires were diverted versus 12,924 in 2019.
- Electronics: 210 pallets of electronic waste, as accepted by the Recycle My Electronics Program of the Electronic Products Recycling Association (EPRA) versus 226 pallets of electronics collected in 2021. For 2020, 200 pallets of electronics were diverted versus 246 pallets in 2019.

In 2022, 8,769,300 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.



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.

The Sunnyside facility was closed from December 9, 2021 and re-opened on April 2, 2022. This facility was closed again for winter beginning December 6, 2022 to April 1, 2023 due to low usage and the high cost of snow clearing. This facility continues to see minimal usage with 1,252 visits in 2022 or 3% of overall visits for all facilities.

The Bell Island facility was closed from December 6, 2022 to April 1, 2023 for winter due to low usage and the high cost of snow clearing. This facility saw 680 visits in 2022 which equates to 2% of overall visits for all facilities.

The busiest waste recovery facility by far is at Harbour Grace. This facility saw 9,091 visits in 2022 which is 25% of overall visits.

Both the Bay Bulls and Whitbourne sites continue to be busy as well with 5,105 visits (14%) and 4,663 visits (12%), respectively, of overall visits.

The remaining 45% of visits are at Old Perlican (11%); Clarenville (8%); Cavendish (8%); Placentia (7%); Renewa-Cappahayden (6%); and St. Joseph's (4%).

HOUSEHOLD HAZARDOUS WASTE (HHW) EVENTS

The Board hosted 17 Household Hazardous Waste (HHW) events throughout the eastern region in 2022 and 785 residents attended these events to dispose of their HHW materials.



The following materials were collected and disposed of:

- 10,598 liters of liquid HHW waste;
- 32.25 paint boxes (approx. 6,840 liters of paint);
- 1,203 kg of batteries;
- 502 compressed gas tanks;
- 407 fluorescent light bulbs;
- 24 kg of prescription drugs.

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 was higher in 2022 than in 2021.

The rate of participation for 2022 was 12% higher than in 2021.

WASTE COLLECTIONS

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.

There was an increase of six (6) metric tonnes of curbside recycling collected in 2022 over 2021. The Board is pleased to see this increase and hopes it continues into 2023.

The Board hired a Communications Coordinator in 2022 who has been tasked with creating materials for a waste diversion/recycling awareness campaign to raise participation in waste diversion.



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

The Board currently has ten (10) contracts for the collection, transportation, and disposal of waste in the Eastern region as outlined in the table below:

ACRONYM	AREA	PROPERTIES
BDGA	Bay de Grave (Clarke's Beach, Port de Grave, Bristol's Hope)	1,138
CBC	Conception Bay Center	1,759
SMITH	Smith Sound Area	1,506
ISTHMUS	Isthmus & South West Arm South	3,328
SSWMI	Southern Shore	3,592
TCNWM	Trinity Conception North	2,954
TBS&C	Trinity Bay South/Center	2,920
SWA	Southwest Avalon and Deer Park/Vineland Road	1,762
CARB	Carbonear and Area	2,323
POUCH	Pouch Cove	914
		22,196

CLARENVILLE TRANSFER STATION

In 2022, the following was received at the commercial portion of the facility:

- 5,130,760 kg of regular waste
- 458,731 kg of recyclables
 - O.C.C. (old corrugated cardboard) = 239,971 kg
 - Blue bag recyclables = 130,660 kg
 - Metals = 88,100 kg

This required 305 trips to the regional landfill at Robin Hood Bay to transport this material for disposal.

For comparison purposes, in 2021, the following was received at the commercial portion of the facility:

- 5,614,320 kg of regular waste
- 401,530 kg of recyclables

This required about 224 trips to transport the waste to the Robin Hood Bay regional landfill.

For 2022, the amount of regular waste received at the Clarendville facility decreased by 9% while the quantity of recyclables received increased by 14%. It is positive to see more waste being diverted.

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



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

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

FIRE AND EMERGENCY PROTECTION

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.

COMMUNITY CLEAN-UP PROGRAM



The Board continues to support volunteer community clean-ups in the Eastern region by providing community groups 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.

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

Admiral's Beach	Green's Harbour
Arnold's Cove	Mobile
Bay Bulls	Mount Carmel-Mitchell's Brook
Bellevue Beach	New Harbour
Carbonear	O'Donnell's
Chapel Arm	St. Joseph's

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.

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 2022, the Board met with many 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 is committed to having information pamphlets completed by early 2023 that will be provided to all households that contain the information required to ensure successful waste, recycling, and bulk collections. 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.

RECYCLE@SCHOOL PILOT PROJECT - ENDED

The Recycle@School Pilot Program officially ended at the end of the school year, June 2021. The Board was pleased to offer this program to the following participating schools for nine (9) years from 2012 to 2021.

Beginning in September 2021, the Eastern School District included paper recycling collection in its tendered waste collection services; therefore, the Board no longer needed to pick up recyclables at these schools.

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

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) 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.
- e) 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.
- f) All tenders 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.
- g) 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.
- h) Amendment of the Local Service District Regulations under the Municipalities Act, 747/96. Section 59: Under Section 643 of the Act, the committee **may**:
 - a. Establish and maintain a system for the collection, removal, and disposal of garbage, subject to the approval of the Department of Environment and Lands under the *Waste Material Disposal Act* and regulations made under the Act; or,
 - b. Contract for the collection, removal, and disposal of garbage.

The Board recommends that Section 59 state "Under section 643 of the Act, the committee **shall**.

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 fees 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 to contact 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.

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 considering the installation of surveillance cameras at all waste recovery facilities to identify those individuals who report to these sites after hours to vandalize and/or scavenge materials.

The Board is currently reviewing the guidelines for the use of surveillance cameras by public bodies. The biggest challenge for the installation of surveillance cameras is the lack of electricity at these sites. The installation of electricity will be easiest at the Whitbourne, Clarendville, Harbour Grace, and Bay Bulls sites. The remaining sites will be challenging.

The Board continues to discuss the possible permanent closure of waste recovery facilities at Sunnyside and Cavendish. These facilities are located very near other waste recovery facilities and are used minimally by residents. The Sunnyside site is located about 30 kilometers from the Clarendville site while the Cavendish site is located 40 km from the Whitbourne site and 70 km from the Old Perlican site.

The Sunnyside and Cavendish sites were constructed before the Clarendville Waste Recovery Facility and the Whitbourne Waste Recovery Facility. Once the Clarendville and Whitbourne facilities became

operational, usage at Sunnyside and Cavendish declined. The Board is discussing the permanent closure of these facilities and using the resources from them to improve the remaining facilities.

The Sunnyside facility saw 1,252 visits in 2022 which equates to 3% of overall visits to these facilities. The Cavendish facility saw 2,888 visits or 8% of overall visits.

The Bell Island facility continues to be used minimally by the approx. 2,200 residents on the island. Unfortunately, the site is vandalized regularly which increases the operational costs at the site. For 2022, the costs to operate the Bell Island facility was 45% more than the costs to operate the Cavendish facility and more than double the cost of operating the Sunnyside facility.

The Board recognizes that a facility is located on Bell Island due to their need to travel by ferry as Bell Island is located only 30 kilometers from the Residential Drop-Off at Robin Hood Bay. This facility saw 680 visits in 2022. This equates to 2% of overall visits to all facilities.

CLARENVILLE TRANSFER STATION

The province has yet to finish all 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 soon.

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 are currently discussing 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 customer experience.

REGIONAL SERVICE BOARDS AND REGIONALIZATION

The Board continues to be active in its contribution to the discussion of developing regional services in the Province. The Board looks forward to working with the Departments of Municipal and Provincial Affairs, Environment and Climate Change, Transportation and Infrastructure, Justice and Public Safety, and Digital Government and Service NL 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 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 Departments, and others in the development of quality and cost-effective services to the Eastern region.

