

Recyclables are collected with split body side-loading compaction trucks. The truck is operated by a single operator that utilizes a right hand drive configuration during collection. Recyclables collection typically has longer stop times than garbage collection, as a result the garbage collection truck can complete its route, dump the load and return to the recyclables route to assist the other driver in completing the route. Use of the split body trucks on the garbage routes allows for this flexibility.

The Town's recycle system is a two stream sort, papers and containers. The paper component is larger by volume and mass. The split body trucks selected for collection account for this difference and the body is split in a ratio of 60/40. The two streams are kept in separate compartments of the truck. Some mixing of the streams can occur at the source (by residents) or during collection. Following the collection of the material at curbside additional sorting is undertaken at the Orillia location to remove or sort contamination out of either stream. The small truck used on the Wednesday route can not avoid the mixing of the two streams, however materials are sorted when the truck returns to the Orillia processing centre.

All recyclable material collected by MOD is transferred to their Orillia processing centre. At this location fibres (paper recyclables) are prepared for end markets. Commingled containers are transferred from the Orillia centre to Durham Shred and Recycle in Oshawa where materials are sorted by automated and manual means and prepared for end markets. For the processing centre as a whole in 2009 the residual waste was 3.7%. This means of all the recyclable material processed through the centre 3.7% by mass was actually non-recyclable and discarded as waste.

Miller Waste Systems (Multi-unit Collection)

The service provided by Miller includes the collection from approximately 1,388 serviceable residential multi units. Miller collects garbage and recyclables on Mondays from central areas on the multi unit properties. Miller also collects garbage, and in some cases recyclables, from 8 Town facilities.

Garbage material collection is performed with a front load compaction truck. The truck is operated by a single operator. At each location garbage is stored in a metal container that is emptied into the truck weekly. During busy times of the year multi unit owners have the opportunity to call Miller directly to pay for and organize an additional Friday collection.

All garbage material is delivered to The Blue Mountains Landfill on the Monday. Friday collected material could be delivered to the Landfill, with a charge or managed through Miller's own system.

Recyclables are collected with multi split body side-loading trucks. The truck is operated by a single operator that utilizes a cart lifting device to service the roll-out carts located in the central areas of the properties.

Miller employs a 3 sort (glass, fibres and comingle) recycle system. Materials are tipped in the truck into 3 different compartments via the carts or in some cases the cardboard is loaded by hand.

All recyclable material collected by Miller is transferred to their Owen Sound processing centre. At this location fibres (paper recyclables) are prepared for end markets. Commingled containers are sorted mechanically and manually onsite and prepared for markets. For the processing centre as a whole in 2009 the residual waste was 4.6%. This means of all the recyclable material processed through the centre 4.6% by mass was actually non-recyclable and discarded as waste.

Tonnages

The graph (Figure 1) below identifies the total garbage and recyclables collected between 2007 and 2010. Figure 1 shows the total combined tonnages for the multi-unit and curbside collection. The change in contract ownership in late 2009 allows for a more detailed breakdown of collection tonnages between multi-unit (Miller) and curbside (MOD) tonnages. Figure 2 and 3 show the breakdown for garbage and recyclables, and show the portion of recyclables collected via depot at the Landfill Site.

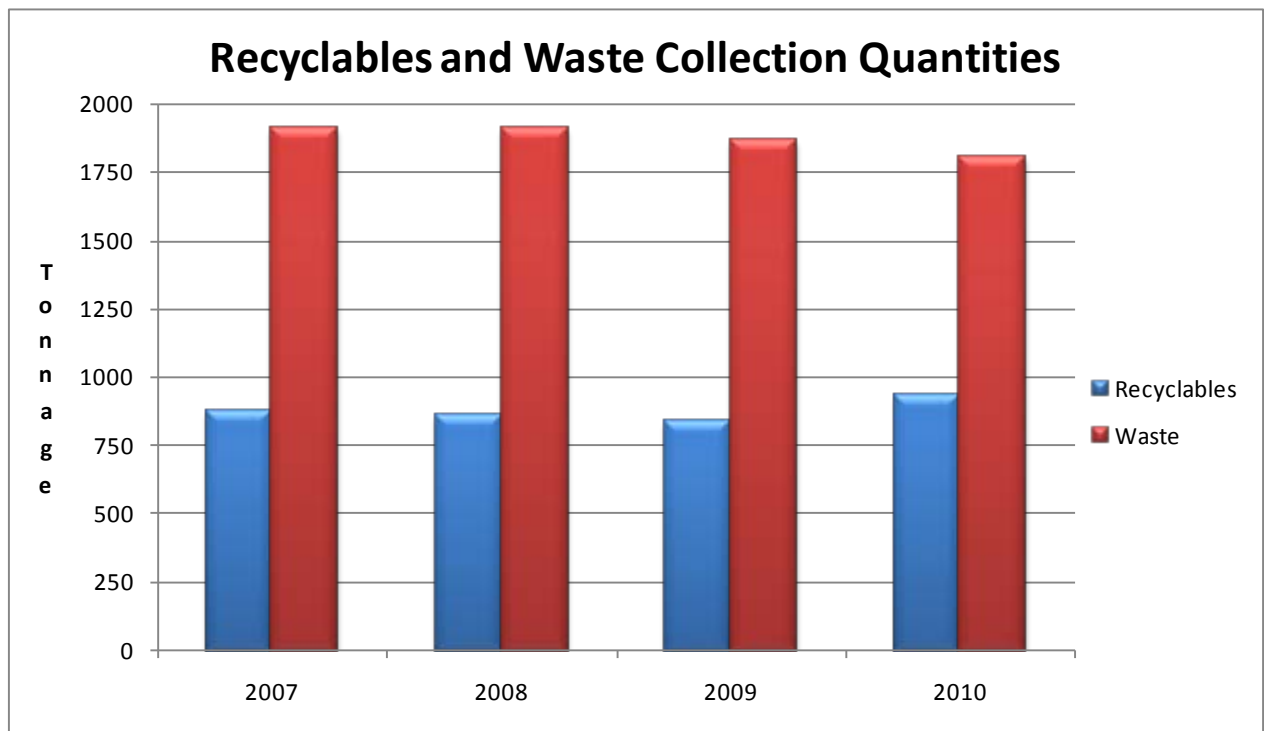


Figure 1

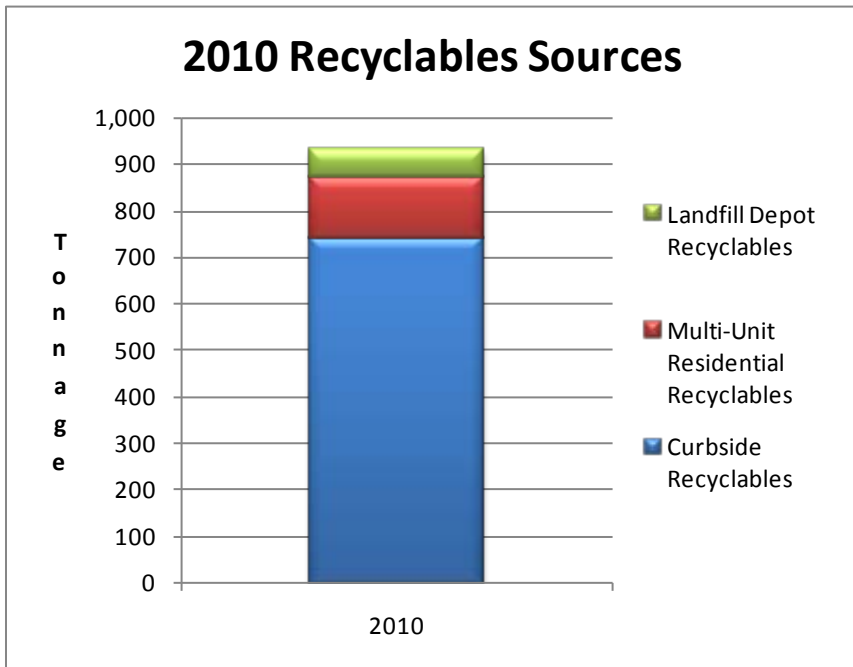


Figure 2

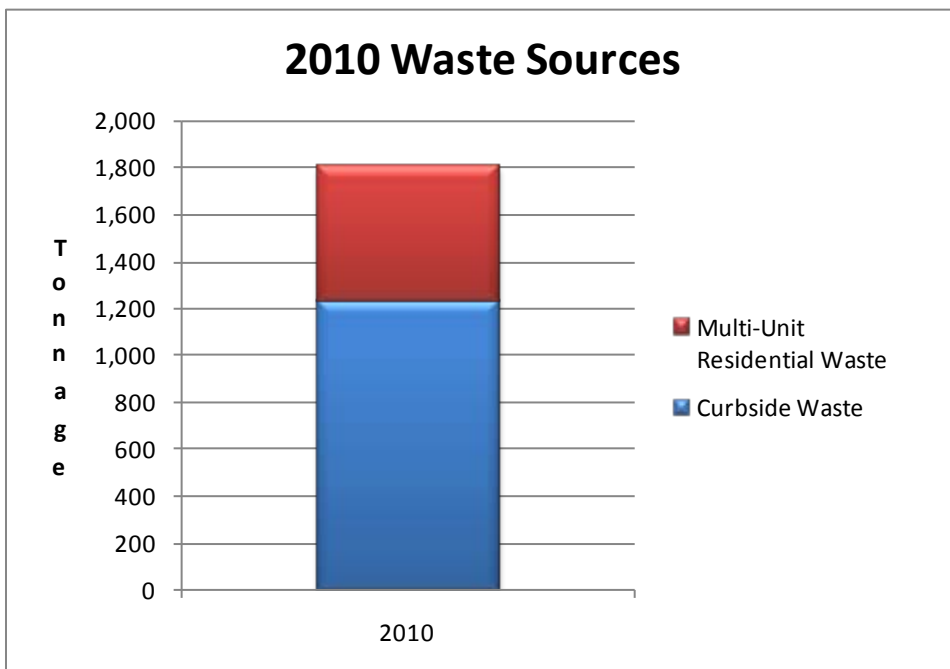


Figure 3

Complaints Tracking

Since 2008 the Solid Waste Division has been logging incoming complaints related to waste collection, the graph below has plotted the number of complaints to compare trends over the last 3 years. The greatest influence on complaint numbers appears to be

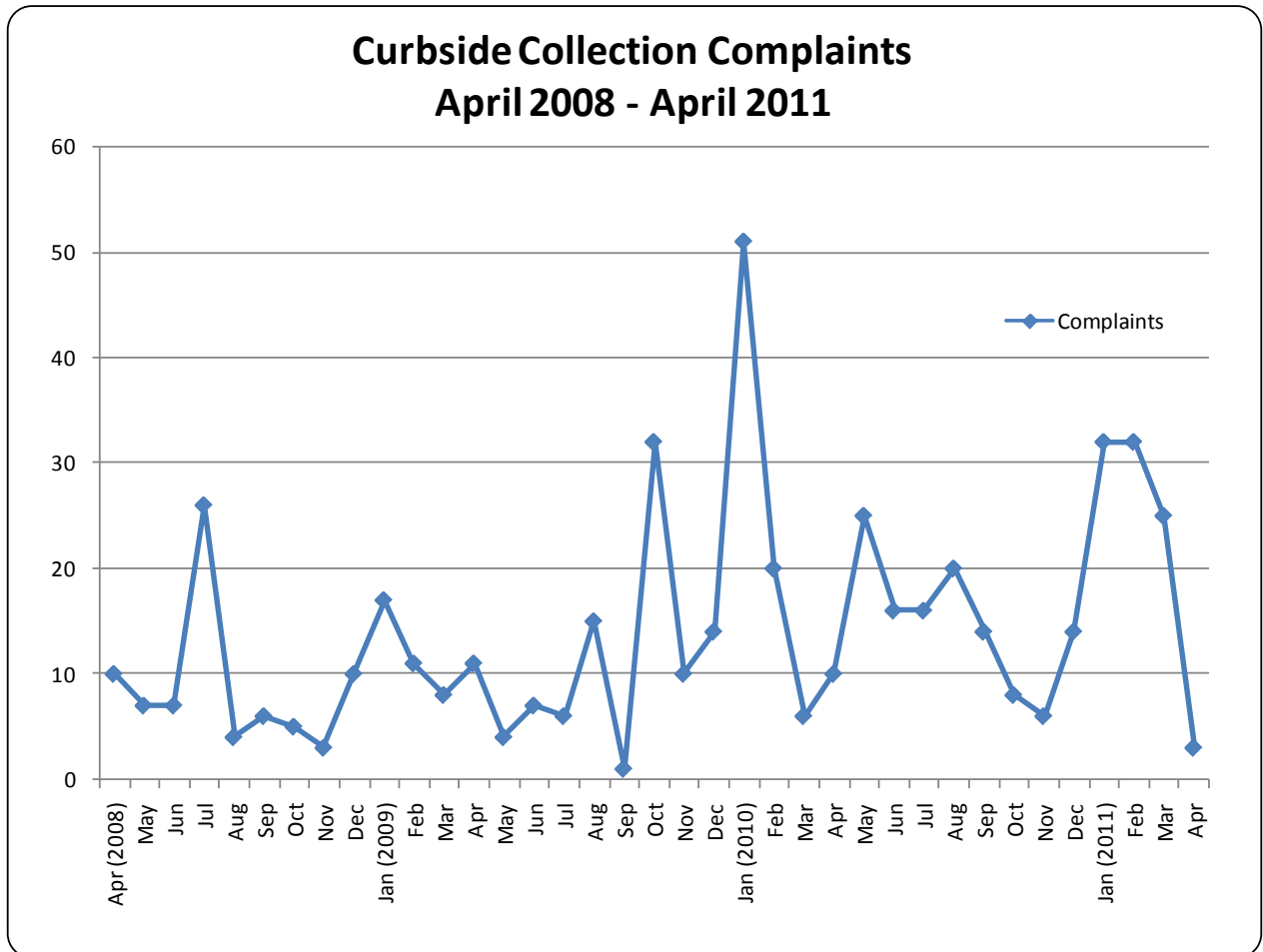


Figure 4

time of year however since MOD's takeover of the curbside operations, collection complaints appear to have increased by 70 complaints in 2010 over 2009. That is an average of 1.3 more complaints a week over 2009. When viewing these numbers some consideration should be giving to accuracy of data collection (Staff's ability to track complaints has improved) and "growing pains" for the new Contractor may have been experienced. Although the complaint log does incorporate multi-unit and curbside related complaints, very few of the incoming complaints are related to multi-unit collections.

The information in Figure 4 will be shared with MOD and a goal of zero complaints will be suggested.

The most common complaint is missed collection, in many occasions a missed collection is the result of Contractor error, however some complaints are the result of residents being unfamiliar with bag limits, set out times or other procedures. In all cases Town Staff work with the Contractor to correct an issue the same day/week of the complaint or the following week and flag the location for at least a month to ensure continued resolution. Town Staff also make every effort to communicate the waste collection procedures and resolve any related issues, within the policies of the Town, a system user may be having.

C. The Blue Mountains' Strategic Plan

Waste collection ensures Strategic Goal number 2 and 3 are met in part, "addressing the Town's municipal infrastructure needs" and "preserving and enhancing natural and environmental features...in the community".

D. Environmental Impacts

Curbside recycling could be considered the corner stone of municipal environmental programs. The Town's curbside recycle program has been active since 2003. In 2005 the annual tonnage hit a peak of 1,055 tonnes but has been in a steady decline until 2010 when a resurgence in tonnage captured occurred managing a total of 933 tonnes. Staff will endeavour to maintain an upward swing on tonnes captured, by continuing communication with residents and the Contractors and promoting the program including bag limits to residents, the local school and other community groups.

E. Financial Impact

Curbside

The total contract amount for year 2 (October 2010 – September 2011) for MOD will be \$447,453 for garbage and recycling collection combined. This cost includes a \$2,600.00 fuel index increase. The per serviceable unit collection cost is \$45.90 for garbage and \$52.02 for recyclables (plus the fuel index increase and tax). Revenue share on recyclables is relatively low due to the structure of the contract and low market rates. In 2010 total revenue from MOD was approximately \$8,000 after transportation fees.

Multi-units

The total contract amount for year 2 (October 2010 – September 2011) for Miller will be \$76,689 for garbage and recycling collection combined from multi-units. This cost includes a \$450.00 fuel index increase. The per serviceable unit collection cost is \$26.90 for garbage and \$28.03 for recyclables (plus the fuel index increase and tax). Revenue sharing is proportionately better in the multi-unit contract versus the curbside contract. The Town share in revenue in 2010 was \$13,710 after transportation fees.

F. Attached

None

Respectfully submitted,

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