

Appendix H – RDN Stage 3 Public Consultation



Maura Walker & Associates
ENVIRONMENTAL CONSULTANTS

May 1, 2018

Sonam Bajwa, Zero Waste Planner
Solid Waste Services
Regional District of Nanaimo
6300 Hammond Bay Road
Nanaimo, BC
V9T 6N2

Dear Sonam,

Re: Review of Stage 3 Solid Waste Management Plan Consultation Efforts

Thank you for the opportunity to review and comment on the Stage 3 consultation efforts associated with the process to update the Regional District of Nanaimo's (RDN's) Solid Waste Management Plan (Plan).

MWA reviewed and provided comment on the consultation efforts undertaken during the previous stages of the Plan, and concluded that the RDN had implemented exceptional level of consultation during Stage 1 and 2 by providing the general public and affected stakeholders with a range of opportunities to provide input into the Plan.

The RDN is now completing the final stage of the planning process and has undertaken an extensive consultation process on the draft Plan. We have reviewed the RDN's consultation report and the presentation provided to the Regional Solid Waste Advisory Committee. Once again, we are impressed by the breadth of engagement activities and promotion of opportunities for input, which included:

- 10 open houses in Electoral Area A, B, C, D, E, F, G, H, City of Nanaimo, District of Lantzville, City of Parksville, and Qualicum Beach. These open houses were promoted through post card invites that went to over 60,000 homes, businesses, farms and strata complexes, newspaper ads, a press release and social media.
- Online tools, including the RDN online engagement tool *Get Involved* (www.getinvolved.rdn.ca) that housed all information related to the SWMP including all background documents such as reports, stage summaries, plan video and the public information boards that were displayed during the open houses. The *Get Involved* webpage also included a portal to ask questions and provide feedback about the plan.

- Two newsletters were delivered to over 24,000 homes that discussed the Plan and how residents could be learn more and provide their feedback.
- Two surveys: One online made up of 21 questions which discusses programs and costs, and another in-person mini-survey done with customers at the RDN's landfill and transfer station.
- Factsheets were developed for single family residents, multi-family residents, the waste industry and industrial, commercial and institutional (ICI) sector to highlight the programs in the plan that would affect each group. Factsheets were available online, were circulated with consultation invites, handed out at presentations and to landfill and transfer station survey respondents, and made available at the administration office.
- Travelling display at Municipal offices, recreation centers and libraries.
- Participation in two Shaw TV series (*Change the World* and *Up Front*).
- Promotional tools: sponsored Facebook, Twitter and Instagram ads, webpage and newspaper ads on Gabriola sounder, Nanaimo News Now, Parksville Qualicum Beach News, Vancouver Island Daily and Nanaimo Bulletin, ads on RDN transit busses, radio ads, and notices on the RDN Curbside app.
- Invites to meet were sent to 130 stakeholder organizations. Invites included the executive summary and factsheets.
- Couriered consultation invitations to Snaw-Naw-As First Nation, Qualicum First Nations and Snuneymuxw First Nation which included an offer to present, factsheets and the solid waste management plan summary.
- A meeting was held with representatives of the Waste Management industry to review proposed options.
- Presentations were made to every Municipal Council.

The result of all of these efforts is that the RDN provided approximately half a million opportunities to learn about the planning process and directly engaged with 4,000 residents. This is a very high level of direct engagement.

The RDN is to be commended on the consultation program that they executed from the initiation of this planning process. Significant effort was taken to identify, reach out and engage with any potentially affected stakeholder. The general public had access to information throughout the planning process and ample opportunities were provided for the public to provide input. These opportunities were well promoted.

Of particular note is the RDN's engagement with the solid waste industry. In recognition of the potential impact that the regulatory options could have on the local solid waste industry, the RDN maintained an on-going dialogue with the local haulers and processors throughout the planning process. Meetings were held with local solid waste industry groups, and presentations were made at industry conferences to ensure that industry was aware of the options under consideration and that their questions, concerns and feedback were received by the RDN and incorporated into the planning process. It is our understanding that the RDN will continue to dialogue with the solid waste industry as they implement the Plan and refine their regulatory approach.

It has been a pleasure to monitor and provide feedback on this well-executed consultation plan. The RDN's consultation efforts should ensure that the Plan reflects the broad needs and interests of the community and consequently enhances community support for its implementation.

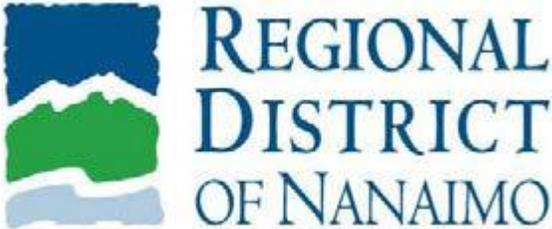
Sincerely,

A handwritten signature in black ink, appearing to read "Maura Walker".

Maura Walker
President
MWA Environmental Consultants Ltd.

Stage 3 Solid Waste Management Plan Consultation Report

Compiled by: Sonam Bajwa, Solid Waste Planner



1. Introduction

This Public Consultation Summary Report describes the consultation that has been undertaken by the Regional District of Nanaimo (RDN) for Stage 3 of the Solid Waste Management Plan (Plan). The goal of the consultation was to broadly inform the community, and seek community feedback on the draft Plan in accordance with the consultation requirement set out in Section 27 of the Environmental Management Act.

The initial (November 18, 2015) and final (May 25, 2017) Stage 2 Consultation Reports were shared with Maura Walker & Associates (MWA) to obtain advice on subsequent consultation efforts, as well as a third party expert opinion to gauge the adequacy of the consultation efforts relative to the Ministry of Environment's Guide to Solid Waste Management Planning (Maura Walker's curriculum vitae is provided in Appendix 1).

MWA highlighted two items that were used to improve the plan and these were:

1. Clearly identify implementation provisions in sufficient detail to enable those affected by the provisions to determine their impact
2. Include a process for adequate public review (and minister's approval) of the implementing bylaws, licences and other authorizing provisions:

MWA also recommended that the consultation report should show how public consultation was used to influence the plan.

Furthermore, for the Stage 2 Consultation review, MWA concluded that *"the RDN continues to undertake an exceptional level of consultation by providing the general public and affected stakeholders with a range of opportunities to learn about the options under consideration."*

Both the interim and final Stage 2 Consultation Reports, and subsequent letters received from Maura Walker can be found in Appendix F and G of the supplemental Plan Appendices.

Stage 3 has incorporated MWAs recommendations, both for the Plan and consultation report.

Between September 2017 and April 2018, a broad range of media was used to notify and engage the community including print, television, radio, social media, advertising, surveys and meetings. An exact number of contact events is impossible to determine, but it is estimated to be in the order of 500,000, of which 4,000 were in-person conversations. Results of the consultation are as follows:

- There is broad support for the RDN waste diversion goal of 90% by 2027.
- Overall, the general public largely supported the programs outlined in the Plan supported. The waste industry has voiced some concern with Waste Hauler Licensing.
- The only substantive change to the programs presented in the Plan was to name the Nanaimo Recycling Exchange (NRE) as the recipient for funding for Zero Waste Recycling as directed by the Board.

- Of the residents engaged in a survey, approximately 80% indicated they are amenable to the costs projected in the Plan.

1.1. Background and Consultation Objectives

Since the original Plan was approved in 1988, the Plan has been amended three times, most recently in 2004. The RDN has fully implemented all of the recommendations from the last Plan, and the status of the current Plan review is detailed below:

- **Stage 1 – COMPLETED**
Review and analysis of current solid waste management system, status of the 2004 Plan, and identification of issues and opportunities for improvement;
- **Stage 2 – COMPLETED**
Identify and review options to address the region's future waste management requirements, select preferred options and prepared report presenting the findings; and
- **Stage 3 – SPRING 2018**
Prepare a draft updated Plan with an implementation timeline and costing, carry out a public review of the draft Plan, incorporate changes from the public review and finalize the Plan.

The objectives of public consultation associated with the current planning process are as follows:

- Ensure that the process to develop the Plan is collaborative and reflects a broad range of perspectives;
- Provide opportunities to educate the public about the Plan and future options for managing waste;
- Provide opportunities for public input on a range of options and estimated costs;
- Increase support for the resultant solid waste management planning and programs; and
- Meet the consultation expectations of the Ministry of the Environment.

2. Advisory Committee

The Regional Solid Waste Advisory Committee (RSWAC), made up of a cross section of representatives from the community to address social, business, technical and political interests, plays a significant role in representing the community's interests with the expectation that their perspectives will largely reflect those of the broader community.

RSWAC provides advice to the RDN Board via the Solid Waste Management Select Committee (SWMSC), which is made up of a subset of the Board. The RSWAC is chaired by a non-voting RDN Board member to provide a direct link between the RSWAC and the SWMSC and Board. Current membership of the RSWAC is provided in Appendix 2 of this report. Terms of reference,

a list of meetings, agendas and minutes can be found in Appendix I of the supplemental Plan Appendices.

3. Public Consultation Design

At the initiation of Stage 2, Maura Walker was engaged to work with the RSWAC in developing the Consultation and Communications Plan that would guide the consultation efforts for the remainder of the planning process. The Consultation and Communications Plan was shared with the Ministry of Environment (MoE) for feedback on February 13, 2015 and a final updated copy was submitted on March 3, 2015 after adoption by the RSWAC on February 19, 2015. These letters, and the Consultation and Communication Plan can be found in Appendix 3 and Appendix 4, respectively.

4. Promotion, Advertising and Participation

The following sections summarizes the public consultation employed during Stage 3 of the plan and the strategies, communication tools and advertising used to promote learning and feedback opportunities to residents.

4.1. Communications tools and strategies

Get Involved Website

- Launched Plan on an online platform for all RDN projects that allows residents to provide feedback or ask the solid waste team questions directly. The page also retains all information related to the Plan, including:
 - Technical Memoranda/discussion papers
 - Factsheets and Plan executive summary
 - Public information boards
 - Questions and comments received through the Get Involved website are available on the Plan Get Involved home page (Appendix 5)

Executive Summary and Factsheets

- An executive summary (Appendix 6) and factsheets (Appendix 7) were developed for single family residents, multi-family residents, the waste industry and industrial, commercial and institutional (ICI) sector to highlight the programs in the Plan as it pertains to each group. Factsheets have been made available online at “Get Involved”, circulated with consultation invites, handed out at presentations, distributed to landfill and transfer station survey respondents, made available at the administration office and with the travelling display.

Video

- A video summary of preferred option was shared at all open houses, stakeholder meetings, on the Get Involved Page and social media.

Social Media

- Sponsored content on Facebook, Twitter and Instagram.
- Questions and comments received from residents focused on support for recycling facilities and general questions about the solid waste services.
- There were a total of 16 posts on Facebook and 10 Tweets, which cumulatively were viewed over 20,000 times, and engaged with (e.g. shared, liked, commented on, clicked on link) 925 times.
- Examples of social media posts are included in Appendix 8.

Two Surveys

- 2 surveys were created, one online and one for customers at the Regional Landfill and Transfer Station.
- Customers at the Regional Landfill and Church Road Transfer Station were asked the following questions:
 - Have you heard about the RDN updating their Solid Waste Management Plan?
 - The RDN diverts 68% of its waste, meaning that each person sends around 347 kg of waste to the landfill every year. The BC average is 520 kg. Our Target diversion rate is 90% by 2027, which is around 109 kg of waste per person to the landfill every year. Do you support this goal?
 - If not, why not?
 - If yes: The Plan projects an increase in taxes of around \$10 per year per person. Do you support this cost?
 - If no: Is there a lower cost that would be acceptable?
 - Which region do you live in?
 - Do you work in the waste industry?
- An in-depth break down of the responses received for the in person survey can be found in Appendix 9.
- Online survey at <https://www.getinvolved.rdn.ca/swmp>. The survey is made up of 21 questions which discusses proposed programs in the Plan update and associated costs.
- The online survey was advertised online through sponsored Facebook, Twitter and Instagram ads, webpage ads on Gabriola sounder, Nanaimo News Now, Parksville Qualicum Beach News and Nanaimo Bulletin. A total advertisement distribution of 47,995 was provided through Parksville Qualicum Beach News and Nanaimo Bulletin.
- Other advertising included 50 ads on RDN transit busses, radio ads, our RDN Curbside app and newspaper ads with Nanaimo Bulletin, Vancouver Island daily, and Parksville

Qualicum Beach News – In partnership with City of Parksville and Town of Qualicum beach. Ridership during the bus ads was over 238,000.

- A total of 726 residents completed the surveys.
 - 32% (234) were aware of the Plan being updated.
 - 97% (700) were supportive of the 90% waste diversion goal.
 - Of those who were supportive of the 90% waste diversion goal, 77% (562) were supportive of the increased cost of around \$10 per year per person.
- Appendix 10 includes advertising examples.
- Appendix 11 and 12 provide a more in-depth break down of responses received from the online survey.

Travelling Display (January 12 – February 23)

- An infographic timeline banner was displayed in ten locations including municipal offices, recreation centres, and libraries throughout the region. The display included factsheets and the Get Involved bookmarks.
- A picture of the travelling display is included in Appendix 13.

Mailouts:

- A brief introduction to the Stage 3 Plan Highlights was included on the front page of the winter 2017 Zero Waste Newsletter mailed out to all residential homes in the RDN. The newsletter is included in Appendix 14.
- Open houses were promoted through post card invites that went to over 60,000 homes, businesses, farms and strata complexes.

Community Events

- Staffed information displays on the Plan were in place at the RDN 50th Anniversary and official opening of Coombs to Parksville Rail Trail.

Conference

- On November 8, 2017, Larry Gardner, Solid Waste Services Manager, presented an overview of the Plan at the Solid Waste Management Association of North American Annual General Meeting (Pacific Chapter) held in Vancouver. The presentation focused on source separation and waste hauler licensing.

Public/Mainstream Media

Larry Gardner, Solid Waste Services Manager, participated in a Shaw TV series called Change the World with host Guy Dauncey, where they discussed the Plan, how to achieve Zero Waste and the recycling of difficult items (https://www.youtube.com/watch?v=xqNZF_4phU0).

- Larry Gardner, Solid Waste Services Manager, participated in a Shaw TV series called Up Front with host Annette Lucas where they discussed the future plans of solid waste in the Regional District of Nanaimo (<https://www.youtube.com/watch?v=opABt9NkEM0>).

4.2. Public Communication

Open Houses

- Held 10 open houses in Electoral Area A, B, C, D, E, F, G, H, City of Nanaimo, District of Lantzville, City of Parksville, and Qualicum Beach.
- One-hundred-six residents and five directors attended the open houses. These open houses were promoted through newspaper ads, a press release, social media and post card invites that went to over 60,000 homes, businesses, farms and strata complexes.
- Proposed programs and their associated costs were presented by RDN staff using PowerPoint. Attendees were prompted numerous times for questions and comments throughout the presentation and were provided feedback forms as well. Responses received through the feedback forms are included in Appendix 15.
- Eighteen display boards were put up around at each meeting, which covered background information such as the zero waste strategy, waste composition and guiding principles; existing zero waste programs such as illegal dumping and zero waste education; and new zero waste programs proposed in the Plan such as waste hauler licensing and mandatory waste source separation. Costs associated with each program were also displayed. PDFs of the display boards are included in Appendix 16.
- The general sentiments were positive and supportive of proposed options and costs. There were a number of questions received regarding specific services such as glass and yard waste pick up and having a “free store” at RDN facilities. Once costs, diversion and implications of these programs were discussed, most participants understood why and were in agreement that such programs not be included in the Plan.
- Comments and questions received during the consultation and the RDN’s response can be found in Appendix 17.

Direct Communication

- Nine comments have come directly to staff, either through email or over the phone.
- These comments and their responses can be found in Appendix 18.

4.3. Stakeholder Consultation

- One-hundred-thirty stakeholder groups were contacted including resident associations, Business associations, hospitality industry, industry associations, school districts, large institutions and service organizations including downtown improvement associations,

strata owners, Vancouver Island University and Vancouver Island Health Authority. Staff offered to meet with each group to review the Stage 3 Plan and each invite included the executive summary and the factsheets. The stakeholders are listed in Appendix 19.

- RDN presented the Plan to School district 68 and 69, Nanoose Probus Club, staff at the District of Lantzville, and Horne Lake Strata Association. There were approximately 100 people in attendance at these meetings.
 - Overall, the stakeholder groups were enthusiastic on the new programs and the 90% diversion target.
 - There was interest in how the mandatory source separation program will be implemented, and how it will affect different stakeholders (e.g. infrastructure needed for the school districts).
 - The RDN explained that a bylaw would enact both waste source separation and waste hauler licensing as stated in the Plan.
 - In terms of infrastructure, each organization can determine what works best for them, the bylaw is proposed to state the need for multiple bins (i.e. refuse, organics, recycling) or possibly sorted by the waste collection provider (e.g. multi-material recycling facility). The details of the requirements will be determined at the bylaw development stage in consultation with the community. The idea is that if people are paying for a service, they are more likely to use, similar to what we have experienced with the 3-stream residential curbside collection service. It is only envisioned that the RDN will require the provision of a 3-stream (or post collection sorting service), but not enforcing the generator to actually sort the waste materials.
 - Members from the stakeholder groups asked questions about the general solid waste services programs, and how the new programs will fit in to the existing programs.
 - Stakeholder groups were interested in the costs associated with the new programs and how that would affect their group and general taxpayers.
 - Comments and questions received during the consultation and the RDN's response can be found in Appendix 17.

Waste Industry Consultation

- Twenty-nine organizations were invited to attend a waste industry meeting on November 29, 2017. Approximately 30 people were in attendance.
 - Overall, the industry supports the 90% target and new programs in the Plan, including source separation.
 - A number of questions (paraphrased for clarity) and comments received revolved around the details of the program such as:

Q. How would it be determined who needs a license?

A. Anyone that collects waste for profit within the RDN would need a license.

Q. Would our business be at risk if the RDN did not issue us a License?

A. The Licensing is not intended to be exclusive. It would operate similar to a BC driver's license in that anyone that meets the conditions for licensing would be granted a license and there is no "decision" process. Conditions of license would likely be having valid insurance, reporting of waste sent for disposal, RDN's right to compel auditing of records of waste sent for disposal, a reduced landfill tipping fee and remission of a disposal levy for waste sent for disposal to a facility within or outside of the RDN. Anyone meeting the conditions of license would be granted a license.

Q. What would the fees be?

A. Exact fees will be determined at the time of bylaw development. However, the intent is to encourage efforts around diversion in place of seeking out low cost disposal. For illustration purposes the following values present the concept:

- Base landfill tipping fee: \$125
- Licensed Hauler preferred rate tipping fee: \$75
 - Disposal Levy assessed on waste disposed: \$25
 - Net disposal cost to Licensed Hauler: \$100

Q. Why give the waste industry a discounted rate?

A. The intent is to give industry a price advantage so that waste flows through the waste industry before coming to RDN disposal facilities. Approximately one third of waste received at RDN facilities comes directly from small generators. Providing industry a price advantage, this waste is more likely to flow to the waste industry rather than directly to disposal facilities. By also applying a "disposal levy" only on waste that is sent for disposal, and not recycled material, incents the industry to put more effort into diversion. The intention is to use this economic model to encourage the waste industry to grow and innovate around waste

diversion. In turn, this is expected to result in more and better services to waste generators in the region.

Q. How often would the license need to be renewed and would there be a licensing fee?

A. Details would be worked out at the time of bylaw development but it would most likely be an annual renewal process with remittance of a licensing fee. Given that the model proposes a significant disposal cost savings to Licensed Haulers, the annual fee would need to be set at a value that is not so high to discourage participants but also not so low as to be ineffective in encouraging the flow of waste to the industry to fully realize the waste diversion potential.

Q. When would Waste Hauler Licensing be introduced?

A. The RDN is currently consulting on the draft SWMP and it is anticipated that the consultation will be complete in the first quarter of 2018. Subsequently, Regional Board will consider approval of the final plan. If the concept of Waste Hauler Licensing is adopted in the Board approved plan, the next step is to receive Minister of Environment approval of the SWMP. If the Minister approves Waste Hauler Licencing in concept, the RDN will proceed with the development of a draft Bylaw in consultation with the waste industry and community stakeholders. The Bylaw is where the actual details of the program will be established. Such a Bylaw requires both Regional Board and Minister of Environment approval before it goes into effect. The SWMP currently projects 2019 as the year of implementation for the Waste Hauler Licensing Bylaw, in conjunction with the Mandatory Waste Source Separation Bylaw.

Q. What is the appeal process is a license is not issued or renewed?

A. The SWMP sets out a dispute resolution process. Essentially disputes under the Plan are referred to the Regional Board. If disputes are not resolved at this level the aggrieved party can pursue judicial review.

Q. We are concerned about the increased administrative cost placed on the waste industry as a result of a licencing requirement. What are your comments on this?

A. Waste Hauler Licensing proposes a significant economic benefit to Licensed Haulers with both: 1) Business opportunity in attracting customers that currently haul waste directly to RDN facilities; and, 2) lower disposal costs than what currently exist. This economic benefit will far outweigh any administrative burden that is a consequence of licensing.

- To summarize, the waste industry's level of support for waste hauler licensing is varied amongst industry representatives. Some representatives have voiced support and overall there is support for differential fees, reduced disposal fees for waste haulers. The majority of industry representatives have stated an objection to increased regulation and administrative burden (i.e. licensing reporting, audits). The industry representatives:
 - Voiced support for a level playing field.
 - They favour mandatory source separation, which would mean all residence and businesses would have to participate in source separation. This would prevent a competing hauler offering only waste collection at a cheaper cost than a 3-stream service, creating a level playing field and encouraging greater diversion.
 - Recommended increased education for residents.
 - One of the proposed programs in the Plan is expanded Zero Waste Education. This would be in addition to everything that is currently done, such as newsletters and summer outreach.
 - Concern was expressed over the disposal levy as recycling markets are changing as many worried that more material may be destined for landfill. There was also some concern that anyone can qualify to be a licensed hauler and benefit from lower tip fee that would be applied to licensed haulers.
 - It is expected that the licensing will be available to anyone that hauls waste in the RDN, as this will help promote waste diversion and source separation. This will be addressed in the bylaw and is not the Plan.
 - Additional comments and questions received during the consultation and the RDN's response can be found in Appendix 17.
- The RDN received one letter and one email from Vancouver Island Recycling and Waste Industry Coalition, included in Appendix 20 and 21 on June 9, 2017 and January 16, 2018. The letter requests that all regional districts ban wood waste from disposal and the email requests:
 - The RDN to recognize the request for consultation with all affected recycling businesses (e.g. non-profits, Salvation Army, Re-store, Value Village, private depots) and develop a comprehensive "value for money" zero waste depot plan

that serves the entire region, as part of the RDN's Solid Waste Management Plan.

- The RDN and the City to reconsider joint funding a new facility and instead relocate the NRE to an existing RDN facility or facilities at either Cedar Landfill or Church Road Transfer Station.

First Nations Engagement

- RDN staff couriered consultation invitations, along with a printed copy of the Plan and associated communications material to Snaw-Naw-As First Nation, Qualicum First Nations and Snuneymuxw First Nation to discuss the Plan. No replies were received.
- First Nations received all meeting invites to RSWAC as well as the agendas, meeting minutes and technical information.

4.4. Local and Regional Government Consultation:

- Municipal councils are a key stakeholder in the planning process and the Communications and Consultation Plan aims to keep the Councils informed of the Plan's development. The Draft Stage 3 Plan highlights were presented as follows:

District of Lantzville Council Meeting	February 26, 2018 – 7:00pm
City of Parksville Council Meeting	March 5, 2018 – 7:00pm
Town of Qualicum Beach Council Meeting	March 19, 2019 – 7:00pm
City of Nanaimo Council of the Whole Meeting	March 26, 2018 – 4:30pm

- There were 26 council members in attendance, with approximately 100 people in attendance across the four meetings.
 - Overall, the council members were supportive of the Plan and the increased diversion targets.
 - Some council members inquired on how the new programs would be funded, and if there was a lean to either tax rates or tipping fees.
 - Some council members asked for more information on the new programs, especially the mandatory waste source separation and the waste haulers licensing.
 - Comments and questions received during the consultation and the RDNs response can be found in Appendix 17.
- The RDN reached out to Comox Valley Regional District, Cowichan Valley Regional District and Alberni Clayoquot Regional District to discuss the Stage 3 Plan. The RDN presented to the Comox Valley Regional District with the following outcome
 - Overall, they were supportive of the 90% diversion rate.

- Strongly support a waste to energy facility and questioned why it was not included in the Plan.
 - The RSWAC recommended adoption of the Zero Waste International Alliance’s Zero Waste Hierarchy, which promotes highest and best use of waste materials. There was a strong sentiment to focus on source separation to ensure the highest quality recyclables are directed back into useful products. This philosophical approach was supported by the community through the consultation that was carried out.
- Comments and questions received during the consultation and the RDNs response can be found in Appendix 17.
- A letter of support from the Comox Valley Regional District can be found in Appendix 22.

5 Feedback during Public Consultation Process

As the RDN is requesting additional authorities in the Plan, there was a strong need for a fulsome consultation prior to reaching Stage 3. As such, when the RSWAC endorsed the Draft Stage 2 Plan, it was shared with a wide range of stakeholders. A total of 77 different groups were contacted for consultation, including municipal councils, First Nations, business, industry, hospitality, large institutions, regional districts, and community organizations.

The overall response can be characterized as follows:

- Support for effort to increase commercial and multifamily diversion and increased education and enforcement.
- Support for 90% diversion goal.
- Do not support the RDN investing in a material recovery facility.

A detailed final Stage 2 Consultation Summary Report and initial Stage 2 Consultation Report can be found in Appendix F and G of the supplemental Plan Appendices.

Steps in Planning Process	Interim Consultation Report	Consultation Summary
Stage 2	RDN Solid Waste Management Plan Community Consultation Summary	An overview of the Plan review process was presented to stakeholders. This report was reviewed by Maura Walker and Associates to ensure that MoE guidelines were met.
Stage 2	Consultation and Communication Board Report Update	Selected preferred options and diversion goal were presented to stakeholders. All feedback was recorded and used to edit the Plan. This

		report was reviewed by MWA to ensure that MoE guidelines were met.
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6 Preferred Strategies

A matrix of Plan options discussed by the RSWAC, which include the type of service, scope and implications are included in Appendix D of the supplemental Plan Appendices.

Strategies that were explored and not included in the Plan were primarily due to the associated cost, low diversion potential and/or competition with others providing similar services. The preferred options included in Stage 2 are the strategies that most align with the RDN’s Guiding Principles, promote the behaviour of zero waste, provide the greatest diversion potential, and can be undertaken at a reasonable costs. All proposed options presented in Stage 2 were supported during Stage 3 public consultation.

Quantifying support for specific strategies can be difficult outside the results of the survey. The survey showed a range of 87% - 94% in support of preferred strategies in the Plan. At meetings and presentations, what we heard and what we didn’t hear, was similar across all interactions with affected stakeholders. Strategies related to education, specifically, expanded Zero Waste Education, Expanded ICI Waste Management and Expanded CD Waste Management, were so widely accepted that much of the conversation stakeholders focused on the other initiatives. As these strategies seemed to be fundamentally accepted, essentially no comments were recorded in feedback across all stakeholders.

Preferred strategies included in the Plan		
Strategy option	Level of Public support	Strategy Decision
Mandatory Waste Source Separation	<p>-Waste industry is supportive of this initiative.</p> <p>-Other stakeholder groups were supportive as well. Dialogue with institutions indicated they have adopted three stream waste collections services and would not be impacted by such requirements.</p> <p>Survey: 93% moderately to fully support.</p>	The Plan seeks additional authorities to allow the RDN to impose mandatory waste source separation for multifamily and ICI.
Waste Hauler Licensing	All stakeholders support waste hauler licensing and understood how combining mandatory waste source separation with waste hauler licensing, will give the	The Plan seeks additional authorities to allow the RDN to license waste haulers.

	<p>region the greatest opportunity for waste diversion. The majority of waste industry representatives do not support greater regulation.</p> <p>Survey: 87% moderately to fully support.</p>	
Expanded Zero Waste Education	<p>Industry, residents and other stakeholder groups were very supportive of expanding education related to zero waste, particularly targeting adult audiences.</p> <p>Survey: 94% moderately to fully support.</p>	Include expanded Zero Waste Education in the Plan.
Expanded ICI Waste Management	<p>Industry, residents and other stakeholder groups support increasing enforcement of existing bans, providing education and relaunching Commercial Organics Diversion Strategy and Multi-Family Diversion Strategy.</p> <p>Survey: 93% moderately to fully support.</p>	Include expanded ICI Waste Management in the Plan.
Expanded CD Waste Management	<p>Industry, residents and other stakeholder groups support increasing education and communication around CD waste in the region and using incentives to prevent the waste from leaving the region.</p> <p>Survey: 93% moderately to fully support.</p>	Include Expanded CD Waste Management in the Plan.
Household Hazardous Waste	<p>Industry, residents and other stakeholders recognize that HHW excluded from existing stewardship programs will not lead to a large increase in diversion, but support preventing the material going to Landfill.</p> <p>Survey: 94% moderately to fully support.</p>	RDN to include HHW collection in the Plan.
Zero Waste Recycling	<p>Residents and other stakeholder groups support providing funding for a not-for-profit to act as a research and recycling hub for items that are not commercially marketable. After receiving direction from the Board, Nanaimo Recycling Exchange was named as the recipient of the funding.</p>	RDN to include Zero Waste Recycling and name Nanaimo Recycling Exchange as the recipient of the funding.

	Survey: 93% moderately to fully support.	
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Strategies not included in the Plan		
Strategy option	Level of support	Strategy Decision
Complimentary Disposal Services at RDN solid Waste Facilities	Discussed as an options to help deal with illegal dumping. Not supported by RSWAC due to costs and the recognition that “free dumping day’s” leads to hoarding of material and doesn’t stop illegal dumping, as can be seen in other jurisdictions in British Columbia.	Not included in Plan.
EPR Material at RDN Solid Waste Facilities	Not supported by RSWAC due to cost and not wanting to compete with local for-profit and not-for-profit businesses that already accept this material.	Not Included in Plan.
Household Glass Collection	Not supported by RSWAC due to cost, low diversion potential as seen in other jurisdictions on Vancouver Island and glass collection is being offered by local for-profit and not-for-profit businesses.	Not Included in Plan.
RDN funded multi-material recycling facility	Not support by the RSWAC because it may prevent private investment in the region and the low waste generation in the region would not be enough to support a facility.	Not Included in Plan as a preferred strategy, however, the RDN may reconsider it should a private facility not materialize.
Share Shed Programs at RDN Solid Waste Facilities	Not supported by RSWAC due to cost and not wanting to compete with local for-profit and not-for-profit businesses that already accept this material for donation.	RDN did not include a share shed program at RDN facilities.
Yard Waste Collection	Not supported by RSWAC because of costs, low diversion potential and not wanting to compete with local for-profit and not-for-profit businesses that already accept this material. As curbside collection is currently manual, the size of the green bin also does not lend itself to accommodate yard waste.	Yard Waste collection will not be included in the curbside collection program but may be reconsidered in the future.

7 Plan Revisions

As per direction from the RDN Board, NRE was named the recipient of the \$300,000 annually, for 5 years, to act as a research and recycling hub. This decision was made following considerable community lobbying favouring direct support for NRE pursuing zero waste initiatives.

The consultation made it evident that stakeholders strongly support the proposed programs and costs presented in the Plan, as a result, no other substantive changes have been made to the draft plan. Non-material changes were completed to increase readability of the plan, create consistency in terms used and to clarify details of proposed programs.

The following table summarizes the changes made to the Plan.

Page Number	Revision Type	Revision Details
Overview of document	Formatting	682 formatting revisions
	Insertions (I)	648 insertion revisions Consist of: <ul style="list-style-type: none"> • Usage of acronym vs. full term • Syntax changes
	Deletions (D)	551 deletion revisions Consist of: <ul style="list-style-type: none"> • Usage of acronym vs. full term • Syntax changes
	Moves (M)	42 move revisions Consist of: <ul style="list-style-type: none"> • Minor moves within paragraph / section
Cover	D	Stage 2 Report: Evaluation of Options Report April 2017
Cover	I	Revised April 2018
i-ix	D	Removed summary, using PDF version as active file
i	D	Removed “Statement First Nations are under the jurisdiction”
vii	DI	Changed “non-profit” to Nanaimo Recycling Exchange; removed description of the bidding process
xiv-xvi	I	Added Glossary of Terms and Acronyms
1	DI	Changed dates, from 2017 to 2018

Page Number	Revision Type	Revision Details
2	DI	Changed “Pollution Prevention Hierarchy” to “Zero Waste Hierarchy”; for continuity with Zero Waste Programs and adoption of Zero Waste goal.
3	I	Added background to Plan, including revisions and associated programs.
5	I	Added updated map of Electoral Areas and municipalities in the RDN
5	DI	Clarified the number of Snuneymuxw First Nation’s reserves
6	DI	Updated census data
7	I	Added detail on how waste generation is measured
8	DI	Correction to the RDN Waste Disposal sector chart
11	I	Added the role of Nanaimo Recycling Exchange in waste management table
13-14	I	Added information on education and outreach programs / roles
16	D	Removed list of individual collectors of yard waste
23	I	Added more information about the RDN waiving tipping fees for non-profits.
24	I	Added examples of waste leaving our region
33	I/D	Added more information about how to increase diversion in the ICI sector
35	I/D	Added more information around additional authorities requested by the RDN
37	I/D	Added more information around Waste Hauler licensing with further description.
39	I	Added section: Regulatory Development and Implementation Process
40	I	Added section: Hypothetical Outcomes of New solid Waste Regulation
49	I	Added section: Curbside Collection Contract
49-50	I	Added detail to the Development of New Bylaws, Mandatory Waste Source Separation Bylaw and Waste Hauler Licensing Bylaw

Page Number	Revision Type	Revision Details
59	M	Schedule C moved to Plan Appendix as recommended by “A Guide to Solid Waste Management Planning”
90	M	Schedule F moved to Plan Appendix as recommended by “A Guide to Solid Waste Management Planning”

8 Plan Implementation

After the Plan is approved by the minister, a Plan Monitoring Advisory Committee (PMAC) will monitor the implementation of the Plan. A description of the PMAC tasks and composition are included in the terms of reference which can be found in Schedule D of the Plan.

9 Appendices

- Appendix 1 – Maura Walker’s curriculum Vitae
- Appendix 2 – Current membership of the RSWAC
- Appendix 3 - Consultation and Communication Plan Letters to the MoE
- Appendix 4 – Consultation and Communication
- Appendix 5 – Get involved questions and comments received
- Appendix 6 – Executive summary
- Appendix 7 – Factsheets
- Appendix 8 – Examples of social media posts
- Appendix 9 – In person survey response break down
- Appendix 10 – Advertising examples
- Appendix 11 – Online survey summary
- Appendix 12 – Online survey comments
- Appendix 13 – Travelling display
- Appendix 14 – Newsletter excerpt
- Appendix 15 – Responses from feedback forms
- Appendix 16 – Open house display boards
- Appendix 17 – Comments received during consultation
- Appendix 18 – Direct comments and feedback
- Appendix 19 – Stakeholder groups contacted
- Appendix 20 – June 9, 2017 letter from VIRWIC
- Appendix 21 – January 16, 2018 letter from VIRWIC
- Appendix 22 – Letter of support from Comox Valley Regional District

Appendix 1

Maura Walker's curriculum vitae

Maura Walker

President and Senior Environmental Planner
MWA Environmental Consultants Ltd.



Summary

Ms. Maura Walker is the president of MWA Environmental Consultants Ltd (DBA Maura Walker and Associates). She is an environmental planner and solid waste management specialist with over twenty-five years of experience. Much of this has involved hands on experience with planning, design and implementation of waste diversion and disposal systems for clients around the world.

Ms. Walker is an experienced project manager and co-ordinator with extensive knowledge of environmental, social and sustainability issues. Her expertise includes stakeholder and community consultation.

Experience

2010 – Present **President**
Maura Walker and Associates Environmental Consultants, Duncan, BC

Ms. Walker launched *Maura Walker and Associates* in January 2010. Some of her recent and current projects include:

Solid Waste Management Plans and Plan Updates

- Regional District of Fraser-Fort George, BC
- Thompson-Nicola Regional District, BC (in partnership with Sperling-Hansen Associates)
- Squamish Lillooet Regional District, BC
- Powell River Regional District, BC
- Central Coast Regional District, BC
- Regional District of Nanaimo, BC
- Stages 1 and 2 Integrated Solid Waste and Resource Management Plan for the Capital Regional District, BC
- Bulkley-Nechako Regional District, BC
- Long-term Waste Management Strategy for the Town of Drayton Valley, Alberta

Profile

2010 – Present

President, MWA Environmental Consultants Ltd
(DBA Maura Walker and Associates)
Duncan, British Columbia, Canada

2000 – 2009

Environmental Planning Team Leader and Senior Environmental Planner, AECOM (formerly Gartner Lee Limited), Burnaby, British Columbia, Canada

1994 – 2000

Special Projects Coordinator, Environmental Planning/Solid Waste Management
Regional District of Nanaimo
Nanaimo, British Columbia, Canada

1990 – 1992

Recycling Coordinator, City of Vancouver, British Columbia, Canada

1988 – 1990

Consultant, Resource Integration Systems Ltd. – Toronto, Ontario, Canada

Education

2008

Certificate in Public Consultation
International Association of Public Participation

1997 – 1999

Certificate in Local Government Administration, Capilano College, North Vancouver, BC, Canada

1985 – 1990

Bachelor of Environmental Studies, Environment and Resources Studies – Honours Co-op, University of Waterloo, Waterloo, Ontario, Canada

1987

Exchange Student, Third Year Environmental Science – Griffith University, Brisbane, Australia

- Waste Management Master Plan for Red Deer, Alberta
- Technical Review and Direction of the City of Whitehorse Solid Waste Action Plan for the City of Whitehorse, YK
- Comox Valley and Strathcona Regional Districts, BC
- Regional District of Okanagan-Similkameen, BC
- Alberni-Clayoquot Regional District, BC

Organic Waste Management

- Organic Waste Diversion Strategy for Columbia Shuswap Regional District
- Organic Waste Diversion Strategy for Regional District of North Okanagan
- Waste Diversion Strategy for Regional District of Central Kootenay
- Curbside Kitchen Scraps Collection for the University Endowment Lands, Province of BC
- Organic Waste Diversion Strategies for the West Coast and for the Alberni Valley, Alberni Clayquot Regional District
- Organic Waste Diversion Assessment for Alberni-Clayoquot Regional District
- Case studies on Best Management Practices to Reduce and Divert Organic Waste for the BC Ministry of Environment
- Food Waste Composting Assessment for Comox Valley Regional District
- Compost Marketing Study for Regional District of Fraser-Fort George

Waste Diversion Projects

- Curbside Recycling Options for the City of Prince George for the Regional District of Fraser-Fort George
- Curbside Collection Implementation for Greater Terrace Area for Regional District of Kitimat-Stikine
- Case studies on best management practices to reduce and divert construction and demolition wastes for the BC Ministry of Environment
- Regulatory Approaches to Increasing Recycling on Construction and Demolition Work Sites for Metro Vancouver
- Developing Mandatory Recycling Space Requirements for Commercial and Multi-Family Developments for Metro Vancouver
- Financial assessment of future recycling scenarios for the Regional District of Fraser-Fort George

Extended Producer Responsibility

- Facilitate a national multi-stakeholder workshop about establishing EPR in Canada's northern and remote communities for Canadian Council of Ministers of the Environment (CCME) (with sonnevera inc.)
- Summary of Targeted Materials for EPR in the North for the Canadian Council of Ministers of the Environment (CCME) (with sonnevera inc.)
- Project coordination of a garbage, recycling and streetscape composition study for Multi-Material BC

- Study on the Operations and Effectiveness of the British Columbia End-of-Life Major Appliance Collection and Recycling System for MARR BC (with Ecoinspire)
- Phase 1 Study (Existing Recycling System in BC) for the Development of a Packaging and Printed Paper EPR Program for British Columbia for Multi-Material BC (with Glenda Gies and Associates)
- Development of the Multi-Material BC Stewardship Plan (with Glenda Gies and Associates)
- Assist with the Implementation of the Multi-Material BC Stewardship Plan (with Glenda Gies and Associates)

Other Solid Waste Management Projects

- Development of a waste disposal calculator and new waste management targets for the BC Ministry of Environment
- Development of the Solid Waste Facilities Bylaw for the Regional District of Kitimat-Stikine
- Assistance with the procurement of curbside collection services for the Town of Ladysmith
- Rural Waste Management Facilities and Services Review and Efficiency Study for the Regional District of Fraser-Fort George
- Stakeholder Consultation and Technical Advisor to the Regional District of Kitimat-Stikine for the Implementation of the Terrace Area Integrated Solid Waste Management Plan
- A waste disposal reporting and verification procedure for regional districts for the BC Ministry of Environment
- Landfill and Transfer Station Waste Composition Study for the Regional District of Nanaimo
- Two-Season Waste Composition Study for the City of Whitehorse (2009/10 and 2017/18)
- Assisting with the Implementation of a Nature Park on a Closed Landfill for the Regional District of Nanaimo
- Waste Management Business Plan for Turkey for confidential client (sub-consultant to AECOM), Turkey

2000 – 2009 **Environmental Planning Team Leader and Senior Environmental Planner**
Gartner Lee Limited, Burnaby, BC

Projects managed by Ms. Walker include:

- Solid Waste Management Plan and Community Consultation Process for Regional District of Fraser-Fort George, BC, Canada
- Residual Waste Processing Technologies Study for the Regional District of Nanaimo, Canada
- Residential Organics Collection Study and Field Test Design for the Regional District of Nanaimo, Canada
- Strategic Waste Strategy for the Yukon Government, Canada
- Solid Waste Management Business Plan for AQUATERA, Grande Prairie, Alberta, Canada
- Solid Waste Management Plan and Community Consultation Process for Squamish-Lillooet Regional District, BC, Canada
- Waste Composition Studies at landfills in Grande Prairie, Whistler and Nanaimo, Canada.
- Solid Waste Management Master Plan for Brunei Darussalam, Sultanate of Brunei Darussalam

- Waste Composition Study of Rag Picker Diverted Materials, for Kolkata Municipal Corporation, India
- Waste Composition Study at the Sungai Akar Landfill, Sultanate of Brunei Darussalam
- Integrated Solid Waste Management Plan for Kolkata Municipal Development Authority, India
- Hazardous Waste Management Feasibility Study for Malaysia, Malaysia
- Estimating Dioxin/Furan Emissions from On-site Residential Waste Combustion in Canada and a subsequent study on Approaches to Reducing On-Site Residential Waste Combustion for the Canadian Council for the Ministers of Environment (CCME), Canada
- Construction and Demolition Waste Composition Study for Metro Vancouver, BC, Canada
- Solid Waste Management Plan and Zero Waste Plan for the Regional District of Nanaimo, BC, Canada
- Composting Feasibility Study for the Squamish-Lillooet Regional District, Canada
- The development of a waste stream management licensing system for the Regional District of Nanaimo and Cowichan Valley Regional District, BC, Canada
- Industrial, Commercial and Institutional Waste Composition Study for the Fraser Valley Regional District, Canada

1994 – 2000

Special Projects Coordinator

Environmental Planning/Solid Waste Management, Regional District of Nanaimo, British Columbia, Canada

- Co-ordinated the development of the region's solid and liquid waste management plans and plan amendments.
- Developed and implemented public consultation strategies and communication plans.
- Prepared requests for proposals, tenders and contracts.
- Co-ordinated the siting process for a new landfill site for the region.
- Developed strategies for the management of organic wastes and construction, demolition and landclearing wastes.
- Co-ordinated a siting process for a transfer station.

1990 – 1992

Recycling Coordinator

City of Vancouver, British Columbia, Canada

- Co-ordinated solid waste management programs such as the residential recycling program, backyard composting program and centralized leaf composting.
- Responsible for educating residents about waste reduction and recycling.
- Designed and produced educational materials.
- Provided training to environmental educators and community organizations in regard to recycling and composting.
- Participated in the development of the GVRD Solid Waste Management Plan.
- Organized public forums on solid waste management.
- Supervised Vancouver's composting demonstration garden.

1988 – 1990

Consultant

Resource Integration Systems Ltd., Toronto, Ontario, Canada

- Consulted to the public and private sectors in the development, design and implementation of solid waste management programs.
- Developed educational and promotional materials, and conducted environmental audits.

Papers and Presentations

Increasing Waste Diversion in Multi-Family Buildings, Recycling Council of BC Annual Conference 2010, co-presentation with Sarah Wilmot

Planning for Your Plan, Recycling Council of BC Annual Conference 2008, co-presentation with Laurie Gallant and Darcy Mooney

Alberni-Clayoquot Regional District's Solid Waste Management Plan, March 29 2007, for COAST Waste Management Association's Annual Conference – What's Next in Waste

Squamish Lillooet Regional District's Solid Waste Management Plan, Recycling Council of BC Annual Conference 2007, co-presentation with Jesse Lee

Diving into the Dumpster: A Study of Multi-Family Waste, April 2006 for SWANA Northwest Regional Solid Waste Symposium and September 22 2006, for Recycling Council of Alberta– Back to the Future

Ragpicker to Recycler: The Waste-Based Economy of Calcutta, Recycling Council of Alberta Annual Conference 2005

Breaking the Barriers: Composting Breaks Through in BC, Recycling Council of BC Annual Conference 2004

Composting in the Squamish-Whistler Corridor, April 2003, for the SWANA Northwest Regional Solid Waste Symposium, by Wendy Horan, Maura Walker and Owen Carney

The "Dirt" on Composting in British Columbia: A Working Paper Addressing the Barriers to Expanded Composting in BC. April 2000, for SWANA Northwest Regional Solid Waste Symposium

As the Compost Turns– 1998 Composting Council of Canada Conference, a co-presentation with Brenda Phillips of the Capital Regional District.

Landfill Crisis Sparks Waste Reduction Strategies, Alternatives: Perspectives on Society & Environment, Mar/Apr 1991, vol. 17, number 4

Professional Affiliations

- *Canadian Institute of Planners and Planning Institute of BC*
 - Provisional Member

- *Coast Waste Management Association*
 - Member (1994 – Present)
 - President (2001 – 2002)
 - Vice President (1999 – 2000)
 - Director (1997 – 1998)

- *Composting Council of Canada*
 - Member (1995 – 2010)
 - Board Member (2005 – 2007)

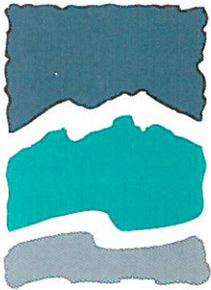
- *Recycling Council of British Columbia*
 - Member (1994 – Present)
 - Vice President (2001 – 2003)
 - Chair of Organics Working Group (1999 – 2001)
 - Director (1996 – 1998)
 - Policy Committee Member (1995 – 2005)

Appendix 2: Current RSWAC Membership

Board Representative - Chair	Alec McPherson
Board Representative – Vice Chair	Bill McKay
Community Representatives	VACANT
	Wally Wells
	Dr. Jim McTaggart – Cowan
	John Finnie
	Craig Evans
	Ellen Ross
	Gerald Johnson
	Michele Green
	Amanda Ticknor
Industry Representatives	Michael Tripp
	Dean Jones
	Stewart Young Jr.
	Derek Haarsma
Not - for - profit Representatives	Jan Hastings
	Ben Geselbracht
Non-Voting Technical Advisors	
First Nation Representatives	Michael Recalma – Qualicum First Nation
	Nanoose First Nation
	Snuneymuxw First Nation
City of Nanaimo	Charlotte Davies
City of Parksville	VACANT
Town of Qualicum Beach	Cam Purdon
District of Lantzville	Fred Spears
Ministry of Environment	Luc Lachance
Environment Canada	VACANT
Island Health	VACANT

Appendix 3

Consultation and Communication Plan Letters to the MoE



REGIONAL
DISTRICT
OF NANAIMO

February 13, 2015

File:

5365-00

Ministry of Environment
2080A Labieux Rd
Nanaimo BC V9T 6J9

Attention: A.J. Downie, Regional Director, Coast Region

Dear: Mr. Downie,

Re: Regional Solid Waste Management Plan Review

The Regional District of Nanaimo (RDN) is in the process of reviewing its 2004 Solid Waste Management Plan Report. As a requirement of the Province of BC's Guide to the Preparation of Regional Solid Waste Management Plans (the Guide) the RDN has prepared its Consultation & Communications Plan for Ministry approval. We anticipate that the Regional Solid Waste Advisory Committee (RSWAC) will ratify the Consultation & Communications Plan during their meeting on February 19, 2015.

If Ministry staff can provide us with feedback on the plan prior to the meeting it would be greatly appreciated. Although, your advice or direction can also be addressed at a later date in the final plan.

On August 26, 2014, the RDN submitted a link to our Stage One Existing System Report and a hard copy version was also provided to Ministry staff. For your convenience, here is another link to the report.

<http://www.rdn.bc.ca/cms/wpattachments/wpID224atID5946.pdf>.

The RDN has provided the Ministry with a description of the new RSWAC and the newly formed Solid Waste Management Advisory Select Committee (SWMSC) and a copy of the amended terms of reference. In addition, the committee structure is included in the Consultation and Communications Plan. The committee structure was modified in the spirit of the Ministry of Environment's Guide to Preparation of Regional Solid Waste Management Plans. A single advisory committee was selected as this better reflects the demographic and geographic nature of our Region as compared to separate public and technical advisory committees. The RSWAC's revised terms of reference has been expanded to include a wider diverse audience as we move forward introducing Stage Two and Three of the SWMP review process.

In addition, there will no longer be four elected officials assigned to the RSWAC there is only one RDN Board member who will act as the Committee Chair. These modifications are designed to improve communication, provide transparency, accountability and a productive vehicle for meaningful public involvement. The RSWAC is intended to be a sounding board before reaching out to the wider public.

6300 Hammond Bay Rd.
Nanaimo, B.C.
V9T 6N2

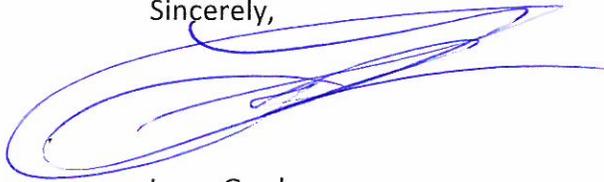
Ph: (250)390-4111
Toll Free: 1-877-607-4111
Fax: (250)390-4163

RDN Website: www.rdn.bc.ca

To ensure ongoing communications with the RDN Board and the RSWAC, a Solid Waste Management Select Committee (SWMSC) has been introduced and will comprise of a minimum of seven RDN Board Directors. The role of the new SWMSC is to provide oversight during development of the plan as well as be the liason between the RDN Board and the RSWAC. Decision making authority for the final plan will rest with the RDN Board. Once approved, it will be forwarded to the Ministry for final adoption.

Thank you for your assistance in reviewing the attached documents and should you have any questions during your review of the enclosed information, please do not hesitate to contact me at (250) 390-6560.

Sincerely,



Larry Gardner
Manager of Solid Waste

Encl.

cc: A. Leuschen, Senior Environmental Protection Officer, MOE
S. Horsburgh, Senior Solid Waste Planner, RDN



Consultation & Communications Plan

Solid Waste Management Plan Review:

Regional District of Nanaimo

January 26, 2015

Background

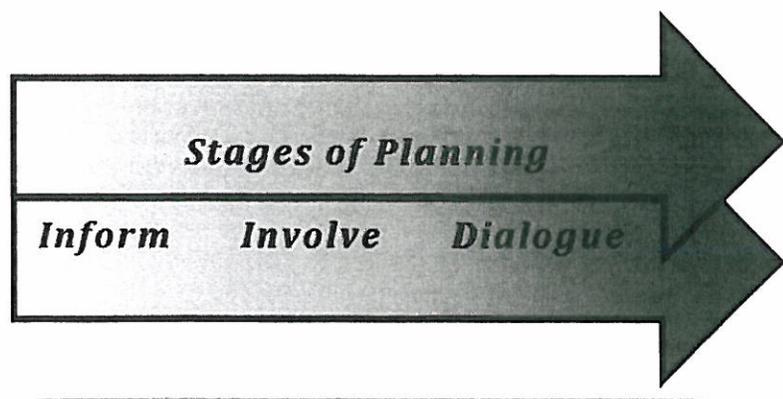
The Regional District of Nanaimo (RDN) is undertaking a review of its Solid Waste Management Plan (SWMP), which has been amended three times since provincial approval of the original Plan in 1988. The RDN has fully implemented their last SWMP, which was prepared in 2004. The current plan review is intended to identify “what’s next” and chart the course for solid waste management for the coming years.

The process to review and update the region’s SWMP is as follows:

- Stage 1 (completed report in 2013) – Review and analysis of current solid waste management system, action status of the 2005 Plan, and identification of issues and opportunities for improvement;
- Stage 2 (current stage) – Identify and review options to address the region’s future waste management requirements, select preferred options and prepared report presenting the findings; and
- Stage 3 – Prepare a draft amended SWMP, carry out a public review of the draft plan, incorporate changes from the public review and finalize the plan for Regional Board and Ministerial approval.

Community consultation is a mandatory component of the planning process and is critical to the creation of a plan that can be supported by the public. Consultation is carried out throughout the process and commonly begins with dissemination of information to more active dialogue with the community in Stages 2 and 3 as options are reviewed and selected.

Spectrum of Consultation



The Ministry of Environment outlines the expected components of a community consultation process in their document *Guide to the Preparation of Regional Solid Waste Management Plans by Regional Districts*. In addition, the RDN has a public consultation / communication framework to ensure a consistent, comprehensive and cost-effective approach to public consultation and communication

initiatives. This framework, along with the Ministry's guide, was used to prepare the following Consultation & Communications Plan.

Objectives

A Consultation & Communications and Plan is intended to achieve the following objectives:

- i. Ensure that the process to develop the plan is collaborative and reflects a broad range of perspectives
- ii. Provide opportunities to educate the public about the Solid Waste Management Plan and future options for managing waste
- iii. Provide opportunities for public input on a range of options and estimated costs
- iv. Increase support for the resultant solid waste management planning and programs
- v. Meet the consultation expectations of the Ministry of Environment.

Participants

There are several groups that may be directly and indirectly affected by the outcomes of the SWMP process. It is critical to the success of the SWMP that affected stakeholders are participants in the planning process. The following is a list of potential stakeholders:

- RDN staff
- Regional Board
- Municipal staff
- Municipal councils
- First Nations
- Ministry of Environment
- Residents throughout the region
- Businesses
- Construction and demolition industry
- Major institutions (Nanaimo General Hospital, School District 68 and 69, Vancouver Island University)
- Waste haulers
- Waste management facility owners and operators
- Neighbouring regional districts (Cowichan Valley, Alberni Valley, Comox Valley).

Consultation and Communications Plan

The RDN's framework has adopted 3 components to the plan: Participation, Engagement, and Communications. The activities associated with these three components, described in the following sections, have been employed by a number of regional districts to ensure their planning process meets the objectives listed above.

Participation

Participation refers to activities that enable a two-way conversation between those tasked with developing the SWMP and affected stakeholders, including the public. These activities provide opportunities for collaboration. Participation tools include:

- The Regional Solid Waste Advisory Committee
- The Solid Waste Select Committee
- Stakeholder Workshops

The Regional Solid Waste Advisory Committee (RSWAC) is the cornerstone of the Consultation and Communications Plan and will be in place throughout the planning process. This committee is a combination of public advisory representatives and technical advisory representatives that meets regularly throughout the planning process. The RSWAC provides advice to the Regional District Board in regards to the content of the plan and associated consultation activities. Members of RSWAC include representatives of the general public, business, waste management industry, local governments and First Nations from across the region. Terms of reference for the RDN's RSWAC are provided in Appendix A. These terms of reference have been approved by the RDN Board and applied to the establishment of the current RSWAC.

The Solid Waste Select Committee is made up of directors of the Regional District Board and acts as a steering committee during the process of developing the SWMP. The committee forms a direct link between the RSWAC and the Board. They are able to provide direct feedback to the RSWAC to ensure that the outcomes of the planning process are politically supportable, and also ensure that the Board is aware of the direction that the planning process is taking.

Stakeholder workshops will be held throughout the planning process as the need for them is identified. Workshops are intended to create a dialogue on specific elements of the SWMP, including generating new ideas and perspectives on issues, as well as deepening the collective understanding of those involved. The outcomes of the workshops will be used to supplement the discussions at the RSWAC meetings. Engagement or whatever word descriptor we used above.

Engagement

Engagement refers to activities where the community is drawn into the conversation and input is sought from the public. The focus is on receiving information rather than providing it. For purposes of developing a solid waste management plan, engagement activities can be used to solicit input on the public's current perceptions of solid waste management as well as their feedback on options identified during the planning process.

Engagement activities will include a dedicated email address to receive email comments and inquiries, an on-line survey to identify residents' issues and concerns regarding solid waste management, and stakeholder meetings. Stakeholder meetings may be held to obtain input on options affecting a specific industry groups (e.g. construction/demolition/ renovation contractors, multi-family building managers, etc.). The broader public will be solicited for their feedback on the RDN's solid waste system.

Stage 3 involves a range of activities intended to obtain feedback on the draft plan's recommendations, including:

- Public open houses and meetings
- Exit survey at the public open houses and meetings
- On-line surveys for those unable to attend an open house or meeting
- Stakeholder meetings
- Presentations to Municipal and First Nation Councils.

The variety and breadth of engagement activities selected should be reflective of the type and range of actions proposed in the SWMP and how best to involve the affected stakeholders. Consequently, the specific tools to be employed during the Stage 3 consultation process are best identified once Stage 2 is completed or nearing completion.

Communications

Communications refers to providing information to the public and is generally one-way communication. Communication activities during the planning process will include:

- SWMP Updates for Councils
- A SWMP webpage on the Regional District website
- Newsletters
- Information display
- Promotion (e.g. newspaper and radio ads, posters, Facebook, Twitter)

Regular communications with municipal and First Nation councils are intended to keep these organizations informed on the development of the plan. The format for these communications will be through circulation of RSWAC meeting minutes to the member municipalities and First Nations as well as through regular RDN Solid Waste Newsletters

The RDN's website will be used to make SWMP resources available to the public and other interested parties on an on-going basis. A dedicated solid waste management plan web page has been developed and will include:

- Reports and memoranda prepared by the consultants (e.g. Stage 1 report)
- Advisory committee minutes and presentations
- A "tell us what you think" link to a dedicated email address
- A link to sign up for regular SWMP updates
- Information on consultation events and other opportunities for input

At any point during the planning process, information can be distributed to update residents of the key issues under discussion, as well as opportunities and ongoing encouragement for them to participate in available consultation activities. Often this information can be part of a regular regional communication, such as the RDN's Regional Perspectives or Zero Waste Newsletter. A Stage 3 newsletter can be used to provide information on the key recommendations in the draft SWMP and how residents and businesses can provide their feedback.

A mobile information display is being developed for use in malls, regional disposal facilities, community centres and at community events. Similar to the newsletter, the display will feature information on the key recommendations in the draft SWMP and how to provide input.

During the Stage 3 Consultation process, promotion is used to inform the public and affected stakeholders about the draft plan and the opportunities available to them for providing input. It is important to use a variety of tools to increase awareness and encourage people to attend or provide feedback via the website. Possible promotional tools include:

- Campaign slogan or brand to use on all materials to increase recognition and awareness
- Posters in public areas (city halls, rec centres, senior centres, other facilities) to promote open houses and other events
- Distribute hard copies of newsletter / poster to key locations
- Email distribution to key contacts (local governments, neighbourhood groups, associations, Chamber of Commerce, etc.) including information for their websites and newsletters
- Significant draw prize to increase participation (in surveys, at open houses)
- Newspaper advertising
- Radio advertising
- Media releases to all media (TV, Radio, Newspaper, Shaw, etc) and follow up to increase interviews and media coverage
- Public service announcements
- Website copy, including link to online survey and display panels and presentation materials
Include offer to sign up for email project updates
- Facebook updates
- Twitter updates
- Promote at special events and community gatherings
- Promote via presentations to community groups and service clubs
- Signage at all solid waste facilities
- Inserts and/or notification via Regional Districts' and member municipalities' mailers (if available during the consultation process)
- Signage on-site at events.

The extent that the above tools are used will be based on the content of the draft plan and the appropriate level of promotion and consultation required.

A Consultation and Communications Plan for the RDN's SWMP

A presentation on SWMP communications and consultation was provided to RSWAC at their meeting on December 11, 2014. Based on feedback from the committee, a consultation plan for the RDN's SWMP has been prepared. The following table provides an overview of the proposed communication and consultation activities planned for each stage of the process to develop the SWMP. As noted above, the breadth of the Stage 3 consultation and communication activities will be defined once the content of the draft plan is known; a list of *potential* Stage 3 activities is provided below.

STAGE	PARTICIPATION	CONSULTATION	COMMUNICATIONS
Stage 1	<ul style="list-style-type: none"> • Establish Regional Solid Waste Advisory (RSWAC) and Steering Committee • RSWAC Meetings • Steering Committee Meetings 	<ul style="list-style-type: none"> • Establish protocol for tracking email and telephone input • Public workshop on waste management issues and solutions 	<ul style="list-style-type: none"> • Establish SWMP webpage on RDN website ○ Technical memos and reports ○ Advisory committee meeting minutes

			<ul style="list-style-type: none"> ○ Notices of consultation events • Establish on-line sign-up for email updates Send out press release • Article in RDN newsletter
Stage 2	<ul style="list-style-type: none"> • Regional Solid Waste Advisory Committee meetings • Steering Committee meetings • Stakeholder workshops 	<ul style="list-style-type: none"> • Track email and telephone input • Survey • Stakeholder meetings 	<ul style="list-style-type: none"> • Website updates • Newsletter • Local government update for Municipal and First Nation councils • Send out email update to distribution list • Presentations to interested organizations (as requested)
Stage 3 (potential consultation and communication activities)	<ul style="list-style-type: none"> • Regional Solid Waste Advisory Committee meetings • Steering Committee meetings 	<ul style="list-style-type: none"> • Open Houses • Public Meetings • Presentations to Municipal and First Nation Councils • Meeting(s) with neighbouring regional districts • Stakeholder meetings • Presentations to community groups and other interested organizations • Exit surveys (at open houses and public meetings) • On-line Survey (website link to survey) • Receive and track email and telephone input 	<ul style="list-style-type: none"> • Website updates • Newsletter, including <ul style="list-style-type: none"> ○ Key components of draft plan ○ Opportunities for input ○ Offer of presentations to interested groups • Newspaper advertising of consultation opportunities • Media releases • Media interviews • Local government update • Facebook and Twitter postings • FAQs (available on website and in hard copy) • Notifications in local government publications • Notifications on municipal websites

	<p>(with link to SWMP webpage)</p> <ul style="list-style-type: none"> • Updates to email distribution list • Public service announcements • Information display (for use in recreation centres, libraries and other public venues)
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Summarizing Input

Upon completion of the Stage 3 consultation activities, all of the input received from the public and affected stakeholders will be collated and summarized so that it can be reported to the RSWAC. The input can be reviewed by RSWAC with the intention of determining if modifications to the SWMP should be recommended to the Board.

Once the SWMP document meets with the Board’s approval, the Plan will need to be submitted to the Minister of Environment for approval, along with:

- i. Written commitments from municipalities and First Nations that are tasked to undertake measures identified in the SWMP
- ii. A report on the Public Review and Consultation Process.

The *Public Review and Consultation Process Report* should include:

- A description of all consultation activities undertaken during the course of the planning process, including:
 - RSWAC meetings
 - Steering Committee meetings
 - Workshops
 - Website
 - Stakeholder outreach, including meetings
 - Presentations to community groups
 - Newsletters
 - Media releases
 - Community displays
 - Advertising
 - Social media
- Copies of newsletters, advertising, press releases and other tools used to communicate with the general public and affected stakeholders
- A description of First Nation engagement activities
- The RSWAC terms of reference and a list of RSWAC members
- Minutes of RSWAC and Solid Waste Subcommittee meetings.

Appendix A

Regional Solid Waste Advisory Committee
Terms of Reference

**RDN – REGIONAL SOLID WASTE ADVISORY COMMITTEE (RSWAC)
SOLID WASTE MANAGEMENT PLAN
TERMS OF REFERENCE**

1. BACKGROUND AND NEED

The Regional District of Nanaimo is undertaking a review of the Solid Waste Management Plan. Public and agency consultation representative of the diversity of the community is integral to the review. In accordance with the Ministry of Environment's *Guide to the Preparation of Regional Solid Waste Management Plans* a single public and technical advisory committee will act as a "sounding board" of community interests and will provide advice to the Regional Board through the Solid Waste Management Select Committee.

2. ROLES AND RESPONSIBILITIES

The role of the RSWAC is to:

- Represent a balance of community interests;
- Act as advisory committee to the Solid Waste Management Select Committee on the development of the Solid Waste Management Plan;
- Review guiding principles and provide feedback for the Plan;
- Review information provided by the RDN and its consultants and provide comments and suggestions as well as highlight information gaps to be considered for the Plan;
- Provide input on design and implementation of public surveys and consultation processes;
- Assist in reviewing current programs and identifying issues and opportunities (Stage2 & Stage 3 report);
- Assist in developing and evaluating a variety of options and strategies for the draft Plan (Stage2 report);
- Participate in public consultation, as required (for example, attendance at Open Houses);
- Review public consultation results and provide input on the final Plan;
- Participate in smaller ad-hoc committees dealing with specific issues or tasks, as required; and,
- Contribute to programs and policies that are in the best interests of all residents of the RDN, balancing both community and industry needs and technical requirements.

Recommendations of the RSWAC are directed to the Solid Waste Management Select Committee.

3. COMPOSITION AND CHAIR

Chair and Vice Chair to be appointed by the Chairperson of the Board.

Voting Members:

- One representative from the Select Committee (or alternate);
- Up to 15 members representing a diversity of community interests such as from the following groups:
 - Private sector waste management industry service providers
 - Private sector solid waste facility representatives

- Non-profit group with an interest in solid waste management (e.g. reuse organization)
- Large institutional solid waste generator
- Business representatives, including one focused on the 3Rs
- Members at large for the community (community association, youth, senior)
- Regional Landfill Advisory Committee/Regional Landfill area representative
- Urban/rural geographic mix

Non-Voting Technical Advisors:

- Up to 12 members representing agencies including:
 - Regional District Staff – 3 members
 - Municipal Staff – 4 members
 - First Nations – 3 members
 - Provincial Agencies – 1 member
 - Federal Agencies – 1 member

4. RULES OF PROCEDURE

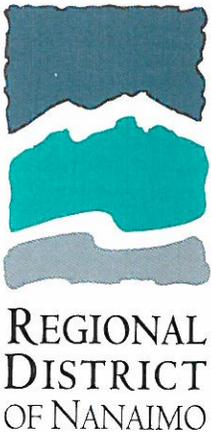
The Committee will act in accordance with the RDN Board Procedure Bylaw.

5. ADMINISTRATION

Administrative matters related to the RSWAC will be conducted by RDN staff acting through the Chair.

6. TERM

RSWAC will conclude its work when the Plan has been approved by the RDN Board. Members will be asked to commit for up to three years.



March 3, 2015

File: 5365-00

Ministry of Environment
2080A Labieux Rd
Nanaimo BC V9T 6J9

Attention: A.J. Downie, Regional Director, Coast Region

Dear: Mr. Downie;

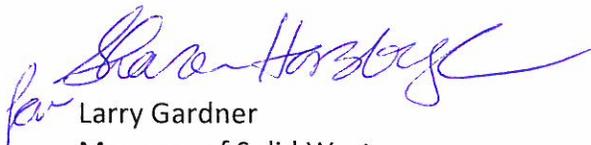
Re: Regional Solid Waste Management Plan Review

Further to our correspondence dated February 13, 2015, the Regional District of Nanaimo is pleased to submit an amended Consultation & Communications Plan for your approval. Please replace the previous plan that was submitted with the attached copy, which was adopted by the Regional Solid Waste Advisory Committee (RSWAC) at its February 19, 2015 meeting.

The primary change to the revised Consultation and Communications Plan is the inclusion of additional consultation activities during Stage 2 as recommended by the RSWAC.

Should you have any questions during your review of the enclosed information, please do not hesitate to contact me at (250) 390-6560.

Sincerely,


Larry Gardner
Manager of Solid Waste

Encl.

cc: A. Leuschen, Senior Environmental Protection Officer, MOE
S. Horsburgh, Senior Solid Waste Planner, RDN

6300 Hammond Bay Rd.
Nanaimo, B.C.
V9T 6N2

Ph: (250)390-4111
Toll Free: 1-877-607-4111
Fax: (250)390-4163

RDN Website: www.rdn.bc.ca

Appendix 4

Consultation and Communications Plan



Consultation & Communications Plan

Solid Waste Management Plan Review:

Regional District of Nanaimo

March 3, 2015

Background

The Regional District of Nanaimo (RDN) is undertaking a review of its Solid Waste Management Plan (SWMP), which has been amended three times since provincial approval of the original Plan in 1988. The RDN has fully implemented their last SWMP, which was prepared in 2004. The current plan review is intended to identify “what’s next” and chart the course for solid waste management for the coming years.

The process to review and update the region’s SWMP is as follows:

- Stage 1 (completed report in 2013) – Review and analysis of current solid waste management system, action status of the 2005 Plan, and identification of issues and opportunities for improvement;
- Stage 2 (current stage) – Identify and review options to address the region’s future waste management requirements, select preferred options and prepare report presenting the findings; and
- Stage 3 – Prepare a draft amended SWMP, carry out a public review of the draft plan, incorporate changes from the public review and finalize the plan for Regional Board and Ministerial approval.

Community consultation is a mandatory component of the planning process and is critical to the creation of a plan that can be supported by the public. Consultation is carried out throughout the process and commonly begins with dissemination of information to more active dialogue with the community in Stages 2 and 3 as options are reviewed and selected.

Spectrum of Consultation



The Ministry of Environment outlines the expected components of a community consultation process in their document *Guide to the Preparation of Regional Solid Waste Management Plans by Regional Districts*. In addition, the RDN has a public consultation / communication framework to ensure a consistent, comprehensive and cost-effective approach to public consultation and communication

initiatives. This framework, along with the Ministry's guide, was used to prepare the following Consultation & Communications Plan.

Objectives

A Consultation & Communications and Plan is intended to achieve the following objectives:

- i. Ensure that the process to develop the plan is collaborative and reflects a broad range of perspectives
- ii. Provide opportunities to educate the public about the Solid Waste Management Plan and future options for managing waste
- iii. Provide opportunities for public input on a range of options and estimated costs
- iv. Increase support for the resultant solid waste management planning and programs
- v. Meet the consultation expectations of the Ministry of Environment.

Participants

There are several groups that may be directly and indirectly affected by the outcomes of the SWMP process. It is critical to the success of the SWMP that affected stakeholders are participants in the planning process. The following is a list of potential stakeholders:

- RDN staff
- Regional Board
- Municipal staff
- Municipal councils
- First Nations
- Ministry of Environment
- Residents throughout the region
- Businesses
- Construction and demolition industry
- Major institutions (Nanaimo General Hospital, School District 68 and 69, Vancouver Island University)
- Waste haulers
- Waste management facility owners and operators
- Neighbouring regional districts (Cowichan Valley, Alberni Valley, Comox Valley).

Consultation and Communications Plan

The RDN's framework has adopted 3 components to the plan: Participation, Engagement, and Communications. The activities associated with these three components, described in the following sections, have been employed by a number of regional districts to ensure their planning process meets the objectives listed above.

Participation

Participation refers to activities that enable a two-way conversation between those tasked with developing the SWMP and affected stakeholders, including the public. These activities provide opportunities for collaboration. Participation tools include:

- The Regional Solid Waste Advisory Committee
- The Solid Waste Select Committee
- Stakeholder Workshops

The Regional Solid Waste Advisory Committee (RSWAC) is the cornerstone of the Consultation and Communications Plan and will be in place throughout the planning process. This committee is a combination of public advisory representatives and technical advisory representatives that meets regularly throughout the planning process. The RSWAC provides advice to the Regional District Board in regards to the content of the plan and associated consultation activities. Members of RSWAC include representatives of the general public, business, waste management industry, local governments and First Nations from across the region. Terms of reference for the RDN's RSWAC are provided in Appendix A. These terms of reference have been approved by the RDN Board and applied to the establishment of the current RSWAC.

The Solid Waste Management Select Committee is made up of directors of the Regional District Board and acts as a steering committee during the process of developing the SWMP. The committee forms a direct link between the RSWAC and the Board. They are able to provide direct feedback to the RSWAC to ensure that the outcomes of the planning process are politically supportable, and also ensure that the Board is aware of the direction that the planning process is taking.

Stakeholder workshops will be held throughout the planning process as the need for them is identified. Workshops are intended to create a dialogue on specific elements of the SWMP, including generating new ideas and perspectives on issues, as well as deepening the collective understanding of those involved. The outcomes of the workshops will be used to supplement the discussions at the RSWAC meetings.

Engagement

Engagement refers to activities where the community is drawn into the conversation and input is sought from the public. The focus is on receiving information rather than providing it. For purposes of developing a solid waste management plan, engagement activities can be used to solicit input on the public's current perceptions of solid waste management as well as their feedback on options identified during the planning process.

Engagement activities will include a dedicated email address to receive email comments and inquiries, an on-line survey to identify residents' issues and concerns regarding solid waste management, and stakeholder meetings. Stakeholder meetings may be held to obtain input on options affecting a specific industry groups (e.g. construction/demolition/ renovation contractors, multi-family building managers, etc.). The broader public will be solicited for their feedback on the RDN's solid waste system.

Stage 2 & 3 involves a range of activities intended to obtain feedback on the draft plan's recommendations, including:

- Public open houses and meetings
- Exit survey at the public open houses and meetings
- On-line surveys for those unable to attend an open house or meeting
- Stakeholder meetings
- Presentations to Municipal and First Nation Councils.

The variety and breadth of engagement activities selected should be reflective of the type and range of actions proposed in the SWMP and how best to involve the affected stakeholders. Consequently, the specific tools to be employed during the Stage 3 consultation process are best identified once Stage 2 is completed or nearing completion.

Communications

Communications refers to providing information to the public and is generally one-way communication. Communication activities during the planning process will include:

- SWMP Updates for Councils
- A SWMP webpage on the Regional District website
- Newsletters
- Information display
- Promotion (e.g. newspaper and radio ads, posters, Facebook, Twitter)

Regular communications with municipal and First Nation councils are intended to keep these organizations informed on the development of the plan. The format for these communications will be through circulation of RSWAC meeting minutes to the member municipalities and First Nations as well as through regular RDN Solid Waste Newsletters

The RDN's website will be used to make SWMP resources available to the public and other interested parties on an on-going basis. A dedicated solid waste management plan web page has been developed and will include:

- Reports and memoranda prepared by the consultants (e.g. Stage 1 report)
- Advisory committee minutes and presentations
- A "tell us what you think" link to a dedicated email address
- A link to sign up for regular SWMP updates
- Information on consultation events and other opportunities for input

At any point during the planning process, information can be distributed to update residents of the key issues under discussion, as well as opportunities and ongoing encouragement for them to participate in available consultation activities. Often this information can be part of a regular regional communication, such as the RDN's Regional Perspectives or Zero Waste Newsletter. A Stage 3 newsletter can be used to provide information on the key recommendations in the draft SWMP and how residents and businesses can provide their feedback.

A mobile information display is being developed for use in malls, regional disposal facilities, community centres and at community events. Similar to the newsletter, the display will feature information on the key recommendations in the draft SWMP and how to provide input.

During the Stage 3 Consultation process, promotion is used to inform the public and affected stakeholders about the draft plan and the opportunities available to them for providing input. It is important to use a variety of tools to increase awareness and encourage people to attend or provide feedback via the website. Possible promotional tools include:

- Campaign slogan or brand to use on all materials to increase recognition and awareness
- Posters in public areas (city halls, rec centres, senior centres, other facilities) to promote open houses and other events
- Distribute hard copies of newsletter / poster to key locations
- Email distribution to key contacts (local governments, neighbourhood groups, associations, Chamber of Commerce, etc.) including information for their websites and newsletters
- Significant draw prize to increase participation (in surveys, at open houses)
- Newspaper advertising
- Radio advertising
- Media releases to all media (TV, Radio, Newspaper, Shaw, etc) and follow up to increase interviews and media coverage
- Public service announcements
- Website copy, including link to online survey and display panels and presentation materials
Include offer to sign up for email project updates
- Facebook updates
- Twitter updates
- Promote at special events and community gatherings
- Promote via presentations to community groups and service clubs
- Signage at all solid waste facilities
- Inserts and/or notification via Regional Districts' and member municipalities' mailers (if available during the consultation process)
- Signage on-site at events.

The extent that the above tools are used will be based on the content of the draft plan and the appropriate level of promotion and consultation required.

A Consultation and Communications Plan for the RDN's SWMP

A presentation on SWMP communications and consultation was provided to RSWAC at their meeting on December 11, 2014. Based on feedback from the committee, a consultation plan for the RDN's SWMP has been prepared. The following table provides an overview of the proposed communication and consultation activities planned for each stage of the process to develop the SWMP. As noted above, the breadth of the consultation and communication activities in Stage 2 & 3 will be defined once the content of the draft plan is known; a list of *potential* activities is provided below.

STAGE	PARTICIPATION	CONSULTATION	COMMUNICATIONS
Stage 1	<ul style="list-style-type: none"> • Establish Regional Solid Waste Advisory (RSWAC) and Steering Committee • RSWAC Meetings • Steering Committee Meetings 	<ul style="list-style-type: none"> • Establish protocol for tracking email and telephone input • Public workshop on waste management issues and solutions 	<ul style="list-style-type: none"> • Establish SWMP webpage on RDN website ○ Technical memos and reports ○ Advisory committee meeting minutes

			<ul style="list-style-type: none"> ○ Notices of consultation events ● Establish on-line sign-up for email updates Send out press release ● Article in RDN newsletter
Stage 2 (potential consultation and communication activities)	<ul style="list-style-type: none"> ● Regional Solid Waste Advisory Committee meetings ● Steering Committee meetings ● Stakeholder workshops 	<ul style="list-style-type: none"> ● Track email and telephone input ● Survey ● Stakeholder meetings ● Public information meetings /Open Houses ● Meeting(s) with neighbouring regional districts ● Stakeholder meetings ● Presentations to community groups and other interested organizations ● Exit surveys (at open houses and public meetings) ● On-line Survey (website link to survey) 	<ul style="list-style-type: none"> ● Website updates ● Newsletter ● Local government update for Municipal and First Nation councils ● Send out email update to distribution list ● Presentations to interested organizations (as requested)
Stage 3 (potential consultation and communication activities)	<ul style="list-style-type: none"> ● Regional Solid Waste Advisory Committee meetings ● Steering Committee meetings 	<ul style="list-style-type: none"> ● Open Houses ● Public Meetings ● Presentations to Municipal and First Nation Councils ● Meeting(s) with neighbouring regional districts ● Stakeholder meetings ● Presentations to community groups and other interested organizations ● Exit surveys (at open houses and public meetings) ● On-line Survey (website link to 	<ul style="list-style-type: none"> ● Website updates ● Newsletter, including <ul style="list-style-type: none"> ○ Key components of draft plan ○ Opportunities for input ○ Offer of presentations to interested groups ● Newspaper advertising of consultation opportunities ● Media releases ● Media interviews ● Local government update ● Facebook and Twitter

- survey)
- Receive and track email and telephone input
- postings
- FAQs (available on website and in hard copy)
- Notifications in local government publications
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- Public service announcements
- Information display (for use in recreation centres, libraries and other public venues)

Summarizing Input

Upon completion of consultation activities, all of the input received from the public and affected stakeholders will be collated and summarized so that it can be reported to the RSWAC. The input can be reviewed by RSWAC with the intention of determining if modifications to the SWMP should be recommended to the Board.

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The *Public Review and Consultation Process Report* should include:

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**Regional Solid Waste Advisory Committee
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- Review guiding principles and provide feedback for the Plan;
- Review information provided by the RDN and its consultants and provide comments and suggestions as well as highlight information gaps to be considered for the Plan;
- Provide input on design and implementation of public surveys and consultation processes;
- Assist in reviewing current programs and identifying issues and opportunities (Stage2 & Stage 3 report);
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Recommendations of the RSWAC are directed to the Solid Waste Management Select Committee.

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Chair and Vice Chair to be appointed by the Chairperson of the Board.

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- Up to 15 members representing a diversity of community interests such as from the following groups:
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 - Municipal Staff – 4 members
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The Committee will act in accordance with the RDN Board Procedure Bylaw.

5. ADMINISTRATION

Administrative matters related to the RSWAC will be conducted by RDN staff acting through the Chair.

6. TERM

RSWAC will conclude its work when the Plan has been approved by the RDN Board. Members will be asked to commit for up to three years.

2015 Solid Waste Management Plan Review Issue Identification

The table below outlines the issues captured from the results of the findings in the Stage One Existing System Report as well as input from the following sources:

- Regional Solid Waste Advisory Committee (RSWAC) meeting September 2013;
- A solid waste haulers and recyclers roundtable meeting held in February 2014;
- A solid waste planning workshop held for RDN Board members in May 2014;
- A Zero Waste community day workshop held in October 2014; and,
- Two meetings of the RSWAC held in October and December 2014.

CONTEXT & TOPIC AREA	ISSUES IDENTIFIED
<p>1. Reduce/Reuse: ‘Reduce & Reuse’ are at the top of the waste management hierarchy, however these behaviours receive less promotion that recycling and proper waste disposal.</p>	<p><i>-How can we encourage waste reduction?</i> <i>-How to encourage behaviours that move “up the hierarchy” from recycling to reduction and reuse</i> <i>-How to move towards Sustainable product design and manufacturing</i> <i>-Is the per capital waste generation rate increasing or decreasing?</i></p>
<p>2. Extended Product Responsibility (EPR): EPR shifts the end-of-life management costs of consumer goods from local government taxpayers to procedures and consumers. In BC, the Recycling Regulation (BC Reg. 449/2004) defines the products and packaging that are included in an EPR program. Management of products is managed by stewardship organizations who – in turn- organize collection services throughout the province.</p>	<p><i>-Lack of awareness and confusion with EPR/take back systems (what to take where)</i> <i>-Uncertainty regarding the implications of future EPR programs</i></p>
<p>3. Curbside Collection Services: There is a diverse range of residential services that include 3 stream collection: garbage, recycling and food waste.</p>	<p><i>-How to improve diversion and the use of existing curbside services (yard waste, textiles, and glass and incontinence products, kitty litter)</i> <i>-Food waste participation in rural areas?</i> <i>-Does the residential collection model need improvement?</i> <i>-Does additional recovery of recyclables from the garbage Multi Recovery Facilities (MRF’s) have a role?</i></p>

CONTEXT & TOPIC AREA	ISSUES IDENTIFIED
<p>4. Industrial, Commercial & Industrial (ICI): Disposal bans are the main policy mechanism employed by the RDN to encourage recycling by the ICI sector.</p>	<p><i>-Need increased diversion of ICI waste this is supported by the 2012 Waste Composition Study</i></p>
<p>5. Construction, Demolition and Renovation: Construction, demolition and renovation waste is composed of a wide variety of materials, including recyclable materials such as wood, cardboard, metal and drywall. There are several companies that provide recycling collection to this sector</p>	<p><i>-How to encourage more diversion of construction, demolition and renovation waste</i> <i>-WCB asbestos management requirements create a challenge to the recovery and recycling of gypsum and C&D waste</i> <i>-Acceptance of creosoted materials and the appropriate tipping fee</i> <i>-Conflicting strategies for management of wood waste</i> <i>-Diversion of asphalt shingles from landfill</i> <i>-Lack of data regarding C&D waste</i> <i>-Lack of clarity on Future C&D regulations under BC's Recycling Regulation</i> <i>-Uncertain outlook for the Wood Waste Market</i></p>
<p>6. Resource Recovery/Zero Waste Policies: Recovering valuable resources from our waste streams is garnering significant attention as commodity prices fluctuate.</p>	<p><i>-When and how to implement Resource Recovery</i> <i>-Which resource recovery technology is best suited to the RDN's waste stream and size</i> <i>-How to manage hard to recycle items</i> <i>-Lack of high quality depot services in the City of Nanaimo</i></p>
<p>7. Residual Waste Management: The RDN's air space is the most important asset. Options to increase capacity are optimization of diversion, operations and airspace. The current landfill life is until 2037. Issues that emerge need to be explored further in conjunction with a long range waste generation projections in the context of the future financial model.</p>	<p><i>-What are desirable options once the regional landfill is full?</i> <i>-What options aren't desirable?</i> <i>-Illegal Dumping</i> <i>-WSML Licensing scheme/ Flow control options</i> <i>-Managing future waste generation</i></p>
<p>8. How does Waste to Energy (WTE) fit into the RDN's "Zero Waste Strategy"? Under what circumstances should WTE be considered/not considered.</p>	<p><i>- If not located in RDN</i> <i>- If only servicing RDN</i> <i>- If servicing Vancouver Island only</i> <i>- Specific technologies?</i> <i>- Large volumes typically required to make WTE financially attractive (competitive with landfilling)</i> <i>-Zero Waste International Alliance definition of Zero Waste does not allow combustion of waste for energy purposes</i></p>

CONTEXT & TOPIC AREA	ISSUES IDENTIFIED
<p>9. Financing the Solid Waste System: A sustainable financial business model is essential for the provision of solid waste services.</p> <p>The majority of funding for the Solid Waste function is currently drawn from RDN tipping fees. Since 2014, expenses are exceeding revenues with the deficit being funded by increasing the Tax requisition. Current funding mechanism not able to adapt to change in market forces. The following three mechanisms for consideration: decrease in spending, adjust tipping fees, and taxation generated the following issues.</p>	<ul style="list-style-type: none"> -How to pay for waste reduction initiatives -current method of funding the solid waste function through tipping fees is unsustainable -How to finance the RDN's solid waste management infrastructure -How to fund Nanaimo Recycling Exchange & Non-profits -Private waste export of MSW & how it destabilizes the RDN waste management system -Stable funding for non-profits -Lack of full cost recovery associated with provision of EPR Collection Services -Recycling markets limited market for post-consumer glass, and film plastic

**SOLID WASTE MANAGEMENT PLAN REVIEW
WORK PLAN & PROPOSED TOPICS**

DATES	MEMORANDUMS & DRAFT PLAN DEVELOPMENT
<p>Feb 19</p> 	<p>MEMORANDUM 1 Projected Waste Generation</p> <p>Forecasting future waste quantities is fundamental for planning waste management programs and services. If we don't know how much waste we are going to need to manage we can't plan for the types of programs and services we will need to provide. Applying the Provincial model for waste generation suggests the following: Under a status quo scenario of 70% diversion over the next 10 years forecasts a per capita waste disposal of 291kg with a total amount of residuals of 50,715 metric tonnes annually by 2025.</p> <p>Under the Province's most optimistic forecast of 81% diversion over the next 10 years a per capita waste disposal of 185kg with a total amount of residuals of 32,119 metric tonnes annually by 2025 is achievable. <i>Discussion Point: Does the RSWAC committee want to set the new target at 80% for the new plan?</i></p>
<p>April 16</p>	<p>MEMORANDUM 2 Reduce, Reuse, Education & EPR</p> <p>The main challenges related to waste reduction and reuse are the dominant culture of consumption and the design and manufacture of consumer goods. The RDN's efforts to date primarily focus on educating residents and businesses and supporting Extended Producer Responsibility (EPR) programs that are offered at by community run and privately operated recycling depots. <i>Discussion Points: Does the RSWAC advocate for stronger EPR and support the continuation of existing EPR programs, increase education efforts and advocate for more EPR programs?</i></p>
	<p>MEMORANDUM 3 The 3rd R: Recycling - Collection Services and End Uses</p> <p>Strategies and practices related to collection and end uses of food waste, garbage and recyclables are well established and accepted in the region. The responsibility for funding residential and multi-family recycling programs shifted to industry stewards in May 2014. Organics management is provided by the private sector that has been instrumental for the RDN to implement its organics management strategy, which includes a ban on commercial food waste. <i>Discussion Point: Does the RSWAC support the continuation of existing programs as well as discussing ways to harmonize or expand collection options.</i></p>

<p>May 28</p>	<p>MEMORANDUM 4 Zero Waste Plan & Regulatory Issues The memorandum will address several regulatory and community issues that were identified through issue identification phase that included gaps in data for the commercial sector and waste import/export, expanding disposal bans, review of the Waste Stream management bylaw, community planning for waste management facilities and ongoing concerns about illegal dumping. Regional districts have the authority under the BC Environmental Management Act to regulate the solid waste industry to ensure diversion, prevent abandonment of materials, track movement of waste, and protect the public interest by managing waste flow to ensure financial sustainability. <i>Discussion Point: Is the RSWAC satisfied with the level of regulation of waste facilities and haulers and the RDN’s approach for coordinating illegal dumping?</i></p>
	<p>MEMORANDUM 5 Memo 5 - Resource Recovery The memo will focus on the recovery of energy and non-energy solid waste resources at the RDN. A number of resource recovery technologies and approaches are discussed and compared with information drawn from various feasibility studies conducted over the past years. The tri region study identified a number of financial projections for Waste to Energy scenarios ranging from enhancing the existing system to potential short term (up to 2020) and long term (beyond 2020) options. The RDN has to meet 70% diversion before waste to energy can be considered as a solid waste management option; therefore WTE will only be considered conceptually during this plan development. Waste to Energy counts as recovery if 60% energy is recovered. The Metro Vancouver Waste to energy proposal raised the profile of out of district waste being managed at an in-region WTE facility. <i>Discussion Point: the RSWAC committee is divided on the Waste to Energy debate. Is there a role for Waste to Energy in future Solid Waste Planning? Is there a place for an Out-of Region WTE or an RDN WTE facility?</i></p>
<p>June 18</p>	<p>MEMORANDUM 6 Residual Management Residuals management in the RDN consists of disposal of municipal solid waste at the Regional Landfill, owned and operated by the RDN, and disposal of construction and demolition waste at a variety of privately operated facilities throughout the RDN. The Regional Landfill’s most important asset is its airspace which makes it paramount to conserve the landfill for as long as possible. Options for increasing capacity are the optimization of diversion, operations and airspace. The current fill design provides landfill capacity until 2037. Discussion Points: Are there other fill design concepts given the projected decrease in volume that could increase landfill life? These concepts need to be explored further in conjunction with a revised landfill capacity study. In addition it will be necessary to review this in the context of the financial model as the current method of funding the solid waste function through tipping fees is unsustainable.</p>
	<p>MEMORANDUM 7 Financial Management A sustainable financial business model is essential for the provision of solid waste services. The majority of funding for the RDN function is currently drawn from tipping fees charged at the Regional Landfill and Church Road Transfer Station. Since 2013, expenses are exceeding revenues with the deficit being funded by reducing spending and increasing the tax requisition. <i>Discussion Point: to bring future finances in balance: the memorandum will review three mechanisms: (i) decrease spending, (ii) increase/decrease tipping fees and (iii) tax requisition. A modelling exercise maybe required based on the projected waste tonnage to test various assumptions and combinations.</i></p>

Appendix 5 – Questions and comments received from Get Involved

Question/Comment	RDN response
<p>Our strata manages its own waste/recycle & presently we don't have organic. Will the RDN bring in mandated organic waste management covering strata? Our strata is single family but road, lighting etc are strata, along with waste. The strata is sympathetic to organic waste management & is trying to do some future planning.</p>	<p>Thank you for your comment and question. Yes, part of the updated Solid Waste Management Plan is the introduction of new regulation for Mandatory Waste Source Separation which would mean that all strata complexes would be required to have separated garbage, recycling and compost on site. Strata would have the option of either handling organics (compost) themselves or contracting this out to private waste haulers. More information on Mandatory Waste Source Separation and Multi-Family Waste can be found here and here.</p>
<p>There is a ton of garbage being deposited in our parks, on our streets and in the surrounding country side. Is there any plan to address this problem? I suggest some sort of "free dumping" would take care of a great deal of this mess.</p>	<p>Thank you for your comment. Currently, the updated Solid Waste Management Plan does not include having "free dumping". The reason being that "free dumping" are not actually free. Costs associated with having free dumping days are actually very high and the cost burden is just spread out to other residents and users of the landfill. It also encourages people to hold on to their waste and to wait for the free day which can lead to unsightly premises and an extremely busy, almost unmanageable landfill. This ultimately means reduced revenue for the landfill, which means a shortage in funding for zero waste programs. Also, over time, as people are become more environmentally aware and as they learn of the many existing free options for recycling, there tends to be less dumping in communities overtime. The plan also includes funding for education and enforcement to help combat illegal dumping. If you are interested you can review the report that the Regional Solid Waste Advisory Committee reviewed the option of including Complimentary Disposal Services at Regional District of Nanaimo Solid Waste Facilities here</p>
<p>I live in a complex of 10 row houses, I had the landlord's permission to set up composting for the units. It seems to work but I have trouble with people not knowing what is compost (or perhaps not caring). The other problem I had was rats. I think that composting " at home" is a better way to compost than on a large scale in respect to smell and availability also the " not in my backyard" stuff. I feel that a decent composter would address the rat issue. I am wondering if you have given any thought to this sort of composting for multi housing.</p>	<p>Thank you for your comment. It is always great to hear about residents that are taking initiatives in trying to reduce their waste. The RDN does not currently provide collection service to multifamily homes, they receive service from private collectors. An initiative that we have put forward in the updated Solid Waste Management plan is the licensing of waste haulers. One of the things that this initiative does is to ensure that all Multifamily residents are offered garbage, recycling and food waste collection as many in the regional district do not currently have food waste collection. Although the RDN does not have backyard composting as a new initiative in the updated plan, we do provide funding to local organizations to provide zero waste education and we also provide resources on our website related to backyard composting and grass-cycling.</p>

Question/Comment	RDN response
	If you are interested resources related to more rodent resistant backyard composting units please email zerowaste@rdn.bc.ca
<p>I only have one concern but I'm not sure it's entirely yours to shoulder: the trash on the streets, beaches, and running into the streams and watersheds. My son and I have committed to picking up straws as it's a specific item that we could help clean up – otherwise we'd be overwhelmed by the trash on the ground. It's really sad to see the attitude of our fellow citizens (not all) I just want to say I'm glad this is happening, perhaps the new initiative will encourage people to do more. Also, I'm not sure if education is offered to students from elementary through to university but I think we need to get kids thinking about this now so that they are not clueless about what can be recycled or composted when they set out into the world on their own.</p>	<p>Thank you for your thoughtful question. Trash in our ecosystems is a major concern, and one that we can tackle by joining forces with community members and groups, non-profit organizations and local business, and other levels of government. One of the existing RDN Solid Waste programs is the Illegal Dumping Program, which includes surveillance and enforcement activities as well as ongoing clean-up of illegal dumping sites and free disposal for community clean-up events. A great nationwide initiative is the Great Canadian Shoreline Cleanup – you can join forces with other community members by taking part in one of the scheduled cleanups, or organize your own! The website is: http://shorelinecleanup.ca/ On the topic of education, one of the initiatives proposed in our new Solid Waste Management Plan is Expanded Zero Waste Education. Helping residents make the right choices every day is critical to achieving Zero Waste. For that reason, education is a crucial component — making sure people know what, when, where and how to reduce, recycle, divert and compost. Check out our factsheet on the existing and proposed Expanded Zero Waste Education programs here: https://www.getinvolved.rdn.ca/4006/documents/7881</p>

Appendix 6

Executive Summary

Regional District of Nanaimo: Solid Waste Management Plan Summary

Planning for the Future of Our Waste

Our Region

The Regional District of Nanaimo (RDN) provides regional governance and services to more than 155,000 people on Vancouver Island's central east coast. It is expected to grow by another 52,000 residents to approx. 207,650 within the next 10 years.

Governed by a 17-member Regional Board, the RDN covers a large, diverse area of nearly 207,000 hectares with distinct communities that include the municipalities of Nanaimo, Lantzville, Parksville, and Qualicum Beach, as well as seven unincorporated Electoral Areas.

The RDN is sited within the traditional territory of several First Nations, including the Snuneymuxw, Shaw-naw-as, and Qualicum First Nations.

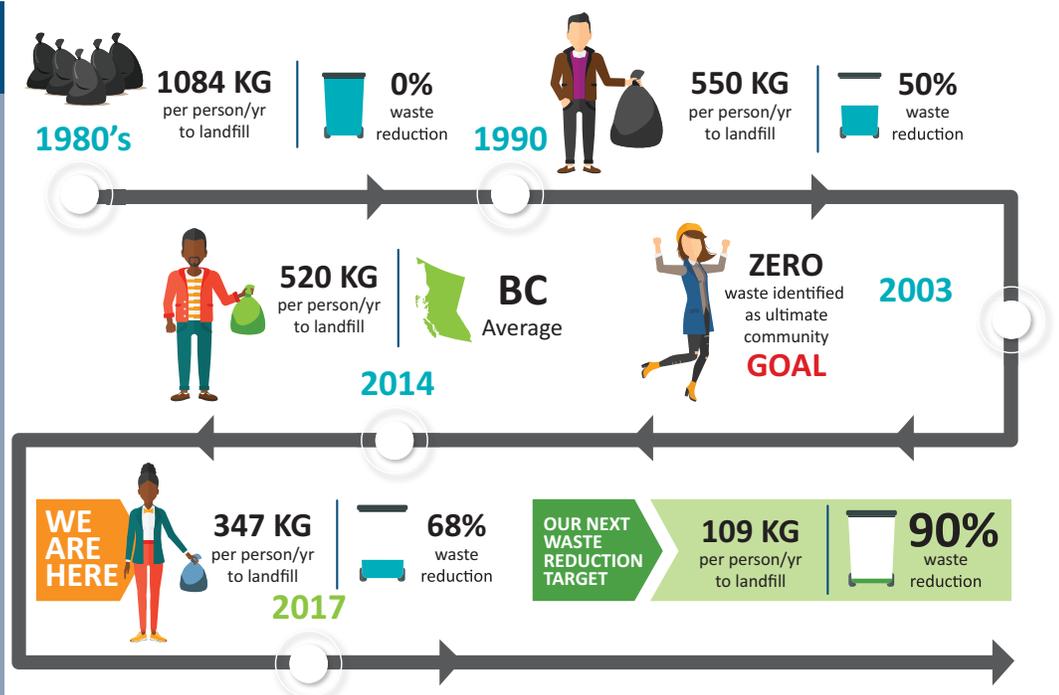
Our Plan

In British Columbia, regional districts are required by the Provincial *Environmental Management Act* to develop a Plan — a long-term vision — that defines how the regional district will manage its solid waste, including waste diversion and disposal. The RDN prepared its first Plan in 1988, with updates that followed in 1996 and 2004.

The RDN has tracked its waste disposal since the 1980s. Since then, residents have reduced, recycled, diverted and composted more than 68 per cent of their waste that was otherwise destined for the landfill. Residents are now throwing away about one-third of what they were in the 1980s — 347 kg/capita/year in 2014 compared to 1,084 kg/capita per year from 1980s disposal estimates. The amended Plan is targeting a diversion rate of 90 per cent, meaning per person disposal would be about 109 kg/year by 2027.

A New Target

Proposed: Adopt a new target to reduce the amount of waste going to the landfill by 90 per cent by the year 2027, equal to the average per person throwing away 109 kg of garbage per year. Thanks to the ongoing participation of our community, the RDN could reach this target through enhancing existing education and enforcement programs, encouraging more businesses to recycle by introducing new regulations and working with other governments, manufacturers and waste producers to reduce waste at the source.



The RDN is achieving some of the highest waste diversion in the world. In 2002, the RDN adopted “zero” as its waste diversion target, meaning that the region will continuously strive to reduce the amount of waste requiring disposal. The RDN was the first jurisdiction on Vancouver Island and one of several forward-looking local governments in Canada and around the world to move beyond recycling and adopt a Zero Waste approach to eliminating waste.

New programs like Curbside Recycling and the Green Bin food waste program have extended the life of the RDN’s landfill, reduced greenhouse gas emissions and created a local industry of recycling and composting that supports 190 jobs, adding more than \$17M to the local economy.

This updated Plan shows the RDN’s commitment to achieving Zero Waste addressing both waste diversion and residual waste (what is left over after everything has been composted or recycled) and includes two main components. One is an update of the Zero Waste Strategy including a Zero Waste definition and strengthening existing Zero Waste programs particularly Education, Construction and Demolition, and Multi-Family and Industrial, Commercial and Institutional recycling, composting and waste diversion. The second is the introduction of bylaws to regulate and enable Mandatory Waste Source Separation and Waste Hauler Licensing.

The Opportunity

A recent review of the landfill shows that more than half of what’s being dumped, or about 58 per cent, can be readily reused, recycled or composted, and most is coming from the commercial, construction and demolition, and multi-family sectors.



ROOM FOR IMPROVEMENT

Here is a snapshot of the types of commercial waste still being landfilled.

This, along with multi-family waste, represents the greatest opportunity to reduce and recycle.

- 42% COMPOSTABLE ORGANICS**
- 15% PAPER**
- 13% PLASTIC**
- 7% BUILDING MATERIALS**
- 5% HOUSEHOLD HYGIENE**
- 4% HOUSEHOLD HAZARDOUS**
- 3% ELECTRONICS**
- 3% TEXTILES**
- 2% OTHER**
- 2% GLASS**
- 2% BEVERAGE CONTAINERS**
- 2% METALS**

Zero Waste Defined

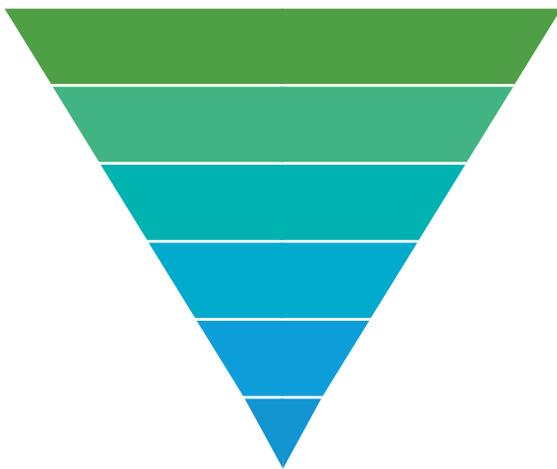
To achieve its Zero goal in the long term, the RDN recognizes it needs to maximize source separation and will need to move beyond the largely voluntary programs that currently exist across the region.

Proposed: Adopt the Zero Waste International Alliance (ZWIA) definition:

Zero Waste is a goal that is ethical, economical, efficient and visionary, to guide people in changing their lifestyles and practices to emulate sustainable natural cycles, where all discarded materials are designed to become resources for others to use.

Zero Waste means designing and managing products and processes to systematically avoid and eliminate the volume and toxicity of waste and materials, conserve and recover all resources, and not burn or bury them. Implementing Zero Waste will eliminate all discharges to land, water or air that are a threat to planetary, human, animal or plant health.

ZW Hierarchy of Highest & Best Uses



- Reduce, reuse & return
- End subsidies for wasting
- Product & packaging redesign
- Clean production & takebacks
- Reuse, repair, remanufacture
- Recycle, compost & digest
- Regulate (bans, biological energy recover, landfills with re-processing)
- Not ok: incineration, bioreactor landfills

Our Guiding Principles

To achieve the goals set by the RDN Board seven principles were established to guide the development and implementation of the Plan;

1. Promote the Zero Waste Hierarchy of highest and best uses and support a circular economy.
2. Maximize use of waste materials and manage residual waste appropriately.
3. Support polluter and user-pay approaches and manage incentives to maximize behavior outcomes.
4. Prevent organics and recyclables from going in the garbage.
5. Collaborate with other regional districts wherever practical.
6. Develop collaborative partnerships with interested parties to achieve regional targets set in plans.
7. Level playing field within regions for both private and public solid waste management facilities.

Our Existing Programs

The RDN has made significant advances, introducing a broad range of solid waste management programs and infrastructure since the 1980s. In 1991, the RDN introduced Canada's first user pay residential garbage collection system. Since then, the RDN and its partners have expanded curbside recycling programs, banned paper, metal, commercial food waste, clean wood waste and other recyclable materials from the landfill, and successfully promoted composting throughout the region.

The 2004 amended Plan introduced the Zero Waste strategy and expanded on policies and programs to increase diversion. This strategy has effectively created a private-sector market for recyclables such as wood waste, some commercial and demolition waste, yard waste, food waste and product stewardship programs.

Involving the private sector has meant reduced costs to government and established a robust waste management industry in the region, resulting in world-class waste diversion levels.

Existing programs include:

- **School Education Program** - a primary school program that focuses on the concept of zero waste.
- **Illegal Dumping Program** - includes surveillance and enforcement activities as well as ongoing clean-up of illegal dumping sites and free disposal for community clean-up events.
- **Disposal Bans** - certain compostable/recyclable materials are banned from being buried in the landfill and must be recycled or composted. These include drywall, cardboard, paper, metal and tires, commercial food waste, yard and garden waste, wood waste and product stewardship materials designated under BC's recycling regulation. Banning specific wastes from the landfill, when viable recycling alternatives are in place, has been used effectively by the RDN to increase recycling, composting and waste diversion since 1991.
- **Zero Waste Promotion** - the Zero Waste Promotion and Education program includes the website, newsletters, guides, and participation in community events.
- **Recycling and Organics at RDN Facilities** – self-haul customers disposing of wastes can also recycle items such as appliances, propane tanks, scrap metal, gypsum, cardboard, paper, glass, and metal and plastic food and beverage containers. Self-haul and commercial customers can also compost food waste, yard waste and wood waste at these facilities.
- **Waste Stream Management Licensing Bylaw** - this Bylaw regulates all facilities that handle municipal solid waste, setting out operating and reporting requirements. The RDN processes new applications, reviews operating plans, monitors reporting and inspects existing licensed waste management facilities.
- **Residential Curbside Garbage, Recycling and Food Waste Collection** – the RDN provides residential garbage, recycling and food waste collection to more than 28,000 households, with biweekly garbage collection and weekly food waste collection.
- **Advocacy** - the RDN continues to advocate for greater waste diversion in the region by working with federal, provincial and local government agencies as well as BC stewardship groups. The RDN believes the costs and risk to manage end-of-life products should progressively transfer to the manufacturers of goods and the consumers who use them, rather than local government, to encourage more sustainable manufacturing and consumer choices.
- **Greener Purchasing Policy** - Implement an internal Purchasing Policy to minimize the environmental impact of purchasing and operations. Although the effect may be minimal on actual waste diversion, it demonstrates leadership and is consistent with the RDN Board's strategic goals.





Our Proposed Solid Waste Management Plan Programs

As the RDN works toward its Zero Waste goal, the key will be to build on its successes to date, nurture the existing framework of services and programs, improve service delivery and continue to reduce the amount of waste sent to landfill.

- **Expanded Zero Waste Education**

Helping residents make the right choices every day is critical to achieving Zero Waste. For that reason, education is a crucial component — making sure people know what, when, where and how to reduce, recycle, divert and compost. Educating people around regulations and making sure people are following the bans on landfilling materials that can be recycled, composted or taken elsewhere is also important. This will help make it easier for residents and businesses alike to make sure the right waste goes to the right location.

Proposed in the Plan is to enhance existing education, awareness and enforcement programs to help multi-family and commercial sectors improve their food waste and recycling programs; enhance existing public education for Zero Waste and waste reduction (includes public events, school and community presentations, advertising for campaigns, social media and more); and, enhance education and enforcement for construction and demolition waste to help ensure waste is sorted for reuse, chipping, composting or recycling before being landfilled.

A greater emphasis on reaching adult audiences through traditional and social media, as well as being more active in a variety of public events, is also proposed. The RDN will continue its advocacy efforts around greater waste diversion in the region by working with federal, provincial and local government agencies as well as BC stewardship groups, producers and the public.

- **Household Hazardous Waste**

Household hazardous waste is generally managed through BC product stewardship programs with established collection programs for the majority of household hazardous waste products, such as paint, pesticides, solvents and used motor oil. However, there are non-stewarded household hazardous waste (i.e. unidentified hazardous products or non-domestic pesticides) without a recycling or safe disposal option. The RDN will explore options for further expanding collection of non-stewarded residential household hazardous waste which may include sponsor and/or run residential drop-off events.

- **Expanded Industrial, Commercial and Institutional (ICI) Waste Management**

The RDN encourages recycling by the ICI sector through variable tipping fees and landfill bans which prohibit the disposal of recyclables, food waste and yard waste in the landfill in favour of recycling and composting instead. However, a significant amount is still making its way to the landfill, including food scraps (28 per cent), yard waste (eight per cent), compostable paper (six per cent), and recyclable paper and cardboard (12 per cent) with metal, pallet wrap and drywall making up the remainder of the recyclable portion of the ICI garbage.

In addition to enhancing education, enforcement and assistance for multi-family and commercial, new regulations are proposed that require waste generators to separate garbage from recycling and food waste.

- **Expanded Construction and Demolition Waste Management**

Construction and Demolition waste generates a wide range of materials most of which is reusable or recyclable. These include concrete, asphalt, wood, gypsum wallboard, metal, cardboard, asphalt roofing and plastic.

The RDN promotes diversion of these materials through disposal bans on cardboard, gypsum (drywall), metal and wood, and high tipping fees on loads of Construction and Demolition waste arriving at the Regional Landfill. The RDN will improve and reintroduce education and communications regarding Construction and Demolition waste in the RDN.

- **New Regulatory Tools**

The RDN's existing "Waste Stream Management Licensing Bylaw" was the first regulatory tool used as part of the Solid Waste Management Plan (SWMP) to create more opportunities for recycling and composting. This Bylaw regulates all facilities that handle municipal solid waste, setting out operating and reporting requirements. It sets high standards for the local waste management industry and creates a level playing field for the industry. The result is less risk and cost to the taxpayers for clean-up of poorly operated facilities, abandoned facilities and abandoned municipal solid waste and recyclable material (illegal dumping). Furthermore, the Bylaw sets reporting requirements making it possible to track waste diversion and progress of the SWMP.

As part of the updated Plan, the RDN proposes to continue with the existing Licensing bylaw as well as create two new additional bylaws — "Mandatory Waste Source Separation" and "Waste Hauler Licensing."

- **Mandatory Waste Source Separation Regulation** - A Waste Source Separation Regulation is a potential tool that would help ensure recyclables and compostables don't end up being landfilled. While many businesses and multi-family buildings already have recycling programs, this proposed regulation would expand to require all existing and new commercial, institutional and industrial businesses to have separate containers for recyclables, organics and waste.
- **Waste Haulers Licensing** - The second proposed new regulation would require businesses that haul waste for profit to obtain a license from the RDN. This is similar to the Waste Stream Management Licensing Bylaw that was introduced in the 2004 RDN SWMP. Licensing waste haulers provides the ability for the RDN to change the existing financial model to one where the waste industry is more profitable if they divert waste rather than dispose of it. The intent is to promote the "business of diversion" and foster industry innovation to achieve the lowest system cost with the highest waste diversion.

Both of these proposed regulations would also require additional Provincial approvals before they come into effect. Subject to adoption of the Plan, the RDN will conduct further consultation on the introduction of waste source separation regulation as a potential tool to help ensure these recyclables and compostables don't end up being landfilled.

- **Zero Waste Recycling**

The RDN proposes to promote Zero Waste Recycling by making funding available to target materials that are currently not part of a stewardship program or are not part of an established commercial market and end up in the landfill. The objective of this funding is:

1. **Maximizing waste diversion;**
2. **Encouraging non-profit and private sector innovation to develop markets and processes; and**
3. **Improving convenience for recycling materials.**

It is envisioned that the RDN will target recycling of specific materials or processes that do not have local commercial markets. The RDN will fund the Nanaimo Recycling Exchange (NRE) to act as a research/recycling hub for recycling items currently not commercially marketable. Acting as a research/recycling hub, the NRE would develop methods, markets and collaborations for items not currently easily recyclable, investigate barriers to recycling these items, and develop recycling programs that would ultimately benefit the RDN as a whole.



Our Residual Waste

While the long-term goal is Zero Waste, the RDN recognizes there is a need for landfill capacity in the future. The Regional Landfill has capacity until 2040 based on current landfilling rates. Depending on the speed and success of further diversion initiatives, the life of the landfill could be extended for an additional 10 to 15 years.

Just how much residual waste is generated depends on population growth and the success of the Zero Waste Plan's implementation. Economic growth in the region, new product stewardship programs, and the unanticipated development of private waste management facilities in the area will also be a factor.

During the life of this Plan, the RDN expects technologies will be advanced and the economic viability of residual waste processing and disposal may change. The RDN will continue to review and consider alternative technologies that are consistent with the Zero Waste Hierarchy and Zero Waste commitment.

Discussions with adjacent regional districts to identify potential cooperative strategies for waste management system improvements have been ongoing for a number of years and will continue. Future options for residual management could include collaboration with other local governments, siting a landfill and/or considering export on or off the island.

Costs

The updated Plan will begin in 2018, with full rollout of all components expected by 2021. Cost recovery mechanisms to fund the Plan's implementation include user rates, tipping fees and taxation.

The difference in costs to ratepayers is minimal — about \$10 more per year per person between the existing SWMP and the proposed SWMP. The costs are entirely from improvements to the Zero Waste Strategy — about \$10 more per year per person with an existing diversion rate of 68 per cent compared to the proposed strategy that is targeting a 90 per cent diversion rate.

Annual Net Per Capita Cost of Solid Waste Services in the RD[†]

	ANNUAL NET COST (\$ MILLION)	PER CAPITA COST (\$)
Current Zero Waste Strategy (68%)	\$3.3	\$53.66
Proposed Zero Waste Strategy (90%)	\$4.9	\$63.69
DIFFERENCE	\$1.6	\$10.03
Total Current SWMP	\$14.7	\$94.44
Future Proposed SWMP	\$16.3	\$104.47
DIFFERENCE	\$1.6	\$10.03

[†]Based on 10 year Budget, 2017 – 2026

New Zero Waste Program	Annual Average Cost	Total Cost per Household*
Expanded Zero Waste Education	\$40,000	\$0.55
Household Hazardous Waste	\$100,000	\$1.38
Expanded ICI Waste Management Diversion	\$200,000	\$2.71
Expanded Construction and Demolition Diversion	\$40,000	\$0.57
Waste Hauler Licensing	\$469,000	\$6.23
Mandatory Waste Source Separation	\$373,000	\$4.96
Zero Waste Recycling	\$300,000	\$4.07

*Based on an Avg \$500,000 value



Making it Happen

Our Implementation

A draft of this Plan will be subject to public consultation in the fall of 2017. Input from the consultation process will be incorporated into the final version of the Plan which will be presented to the Regional Board for their approval. Once approved by the Board, it will be submitted to the BC Ministry of Environment for final approval.

Contact Us

For more information on the Plan and public consultation and opportunities to provide input, please visit getinvolved.rdn.ca or contact the RDN at 250-390-6560 or toll-free at 1-877-607-4111.

Appendix 7

Factsheets

AS SOMEONE IN THE INDUSTRIAL, COMMERCIAL AND INSTITUTIONAL (ICI) SECTOR,
HERE'S WHAT YOU NEED TO KNOW



THE BUSINESS OF DIVERSION

Providing incentives and regulations to increase source separation and collection of recycling and organics, create new local businesses and extend the lifespan of our landfill.

AT A GLANCE

There are two proposals in the Regional District of Nanaimo (RDN) draft Solid Waste Management Plan aimed at building the business of diversion that are key to the ICI sector:

- 1. Mandatory Waste Source Separation** - All Industrial, Commercial and Institutional (ICI) businesses would be required to have a system to separate their waste into organics, recycling and garbage containers for collection. Collection would be done by a hauler licensed by the RDN, or businesses could transport their own waste.
- 2. Enlisting Licensed Waste Haulers as Partners** - Businesses that haul waste for profit – usually the same companies who pick up waste from commercial buildings – would be required to obtain a License. These Licensed Haulers would help ensure their commercial customers have systems in place for separating and collecting organics, recycling and garbage.

These two proposals would also be supported by enhancing the education to help this ICI sector set up their recycling programs if they don't already have one.

Our community benefits by developing an economic model for businesses to thrive and increase services. Since 2004, thanks to your participation, waste diversion programs like recycling have extended the life of the RDN's landfill, reduced greenhouse gas emissions and created a local industry of recycling and composting that supports 190 jobs, adding more than \$17M to the local economy.

ROOM TO REDUCE

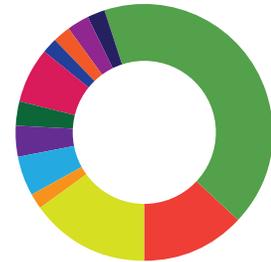
Residents and businesses in the RDN have much to be proud of. Since we started tracking our solid waste – garbage – some 36 years ago, we've reduced, recycled, diverted and composted more than 68% of the waste that was being sent to the landfill.

And yet there's more to be gained from our garbage. A recent review of our landfill shows there's still a fair amount of material in it – about 58% – that can be readily reused, recycled or composted. And most of this comes from the commercial and multi-family sectors.

The Industrial, Commercial and Institutional (ICI) sector represents more than 60% of landfilled waste in the RDN.

Currently, the RDN already encourages recycling by the ICI sector through variable tipping fees and landfill bans on recyclables such as paper, plastic, food, and yard waste.

Research shows there's more to be done. A 2012 waste study found about 42% of ICI garbage was compostable, including food scraps (28%), yard waste (7%) and compostable paper products (6%), and another 15% was considered easily recyclable.



- 42% COMPOSTABLE ORGANICS
- 15% PAPER
- 13% PLASTIC
- 7% BUILDING MATERIALS
- 5% HOUSEHOLD HYGIENE
- 4% HOUSEHOLD HAZARDOUS
- 3% ELECTRONICS
- 3% TEXTILES
- 2% OTHER
- 2% GLASS
- 2% BEVERAGE CONTAINERS
- 2% METALS

ROOM FOR IMPROVEMENT: Here is a snapshot of the type of commercial waste still being landfilled. This, along with multi-family waste, represents the greatest opportunity to reduce and recycle.

OUR JOURNEY TO ZERO WASTE

Our goal is to one day send no waste to the landfill – it's called our Zero Waste Strategy.

So how will we reach our Zero Waste goal? Over the next 10 years, we are aiming to reduce the amount of waste going to the landfill by 90%, equal to the average person throwing away 109 kg of garbage per year.

FROM HERE TO HERE

How can we get to a 90% waste reduction goal?

CURRENT = 68%

GOAL = 90%



- 6% Enhance existing education & enforcement programs
- 10% Introduce new regulations
- 6%+ Collaborate with and convince governments, manufacturers and others to reduce waste



WE WANT TO HEAR FROM YOU!
WHAT DO YOU THINK ABOUT THE PROPOSED OPTIONS?

Visit www.getinvolved.rdn.ca/swmp for more info.
Take our Quick Poll and let us know if you support the 90% target.

BUILDING ON SUCCESS: ICI SECTOR

We can all do more to improve recycling and composting opportunities, especially for the commercial, construction and demolition sectors.

Some commercial construction and demolition waste gets hauled out of our region to less expensive landfills that don't require waste to be sorted for recycling or composting. In 2014, 8% or 4,300 tonnes of waste left the region that could have been landfilled or recycled locally, reducing the economic opportunity in our region.

New regulatory tools, like requiring haulers to make sure the waste they collect is separated for recycling or composting and that their customers have recycling or food waste programs in place, are key to help us better manage our waste to the benefit of our residents and businesses, and help us reach our 90% goal.

WHAT IS BEING PROPOSED IN THE DRAFT PLAN FOR THE ICI SECTOR

The Plan recommends enhancing education and assistance for the ICI sector, as well as increasing education and enforcement of existing landfill bans. In addition, there are two key proposals:

- 1. Source Separation** - Keeping recyclables and food waste out of the landfill is key. The RDN proposes to require source separation of waste through a bylaw requiring every business to have individual bins for garbage, recyclables and organics for collection. Collection would be done by a Licenced Hauler or the building manager could transport their own waste.
- 2. Enlisting Licensed Waste Haulers as Partners** would help ensure every business has a recycling and food waste composting program. This would not only help prevent waste from being hauled out of region to less expensive private landfills, it would also help ensure that we take responsibility for our own garbage by making sure we recycle or compost it locally. It would also offer an economic incentive for the private sector to provide more waste management services locally, improving convenience for recycling.

These two proposals would require more consultation to determine how best to move forward.

- 3. Zero Waste Economics** - The Plan promotes an economic model that favours the business of recycling over waste disposal. As businesses develop around waste diversion, everyone benefits from the growth of our local economy and from the greater opportunity and convenience to drop off end-of-life products.

COST OF THE PLAN

The current RDN's waste management services cost approximately \$14 million – and we have achieved an impressive 68% waste reduction. To reach our 90% waste reduction target, the projected cost for all programs for all sectors is \$16 million, which works out to an annual per capita cost increase of about \$10 per year.

For more details on facts and figures, visit our website at www.getinvolved.rdn.ca/swmp

NEXT STEPS

Subject to adoption of the Plan, the RDN would conduct further consultation on the introduction of licensing haulers and source separation regulations. Should the Province grant this authority, further consultation with the ICI sector and waste haulers would be necessary to develop the program, determine costs and how to best implement any improvements.



LET US KNOW WHAT YOU THINK

Here's how you can learn more and provide your feedback on the update of the region's Draft Solid Waste Management Plan:

Visit: www.getinvolved.rdn.ca/swmp | **Email:** zerowaste@rdn.bc.ca | **Call:** 250-390-6560 or toll-free 1-877-607-4111

Mail: 6300 Hammond Bay Road, Nanaimo, BC, V9T 6N2

AS A RESIDENT OR MANAGER IN AN APARTMENT OR CONDOMINIUM, HERE'S WHAT YOU NEED TO KNOW



THE BUSINESS OF DIVERSION

Providing incentives and regulations to increase source separation and collection of recycling and organics, create new local businesses and extend the lifespan of our landfill.

AT A GLANCE

There are two proposals in the Regional District of Nanaimo (RDN) draft Solid Waste Management Plan aimed at building the business of diversion that are key to the multi-family sector:

- Mandatory Waste Source Separation** - All multi-family dwellings would be required to have a system to separate their waste into organics, recycling and garbage containers for collection. Collection would be done by an RDN Licensed Hauler, or building managers could make their own arrangements.
- Enlisting Licensed Waste Haulers as Partners** - Businesses that haul waste for profit – usually the same companies who pick up waste from multi-family buildings--would be required to obtain a License. These Licensed Haulers would help ensure their multi-family customers have systems in place for separating and collecting organics, recycling and garbage

These two proposals would also be supported by enhancing education to help multi-family buildings set up their recycling programs if they don't have one already.

ROOM TO REDUCE

Residents and businesses in the RDN have much to be proud of. Since we started tracking our solid waste – garbage – some 36 years ago, we've reduced, recycled, diverted and composted more than 68% of the waste that was being sent to the landfill.

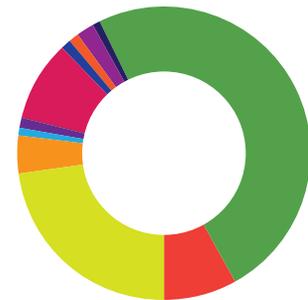
Since 2004, thanks to our community's participation, new programs have extended the life of the RDN's landfill, reduced greenhouse gas emissions and created a local industry of recycling and composting that supports 190 jobs, adding more than \$17M to the local economy. And yet there's more to be gained from our garbage, especially for the multi-family sector.

A recent review of our landfill shows there's still a fair amount of material in it – about 58% –that can be readily reused, recycled or composted.

There are more than 13,000 multi-family residential units in the RDN and each building is responsible for hiring their own collection services for garbage and recycling.

Although close to 95% of multi-family buildings have recycling services for cardboard, paper and plastic and containers, research shows that recycling rates in multi-family buildings are low. A 2012 RDN study showed the majority of waste in multi-family buildings is recyclable (26%) or compostable (44%).

ROOM FOR IMPROVEMENT: Here is a snapshot of the types of multi-family waste still being landfilled. This, along with commercial waste, represents the greatest opportunity to reduce and recycle.



- 49% COMPOSTABLE ORGANICS
- 23% PAPER
- 9% BUILDING MATERIALS
- 8% PLASTIC
- 4% OTHER
- 2% TEXTILES
- 1% GLASS
- 1% HOUSEHOLD HAZARDOUS
- 1% HOUSEHOLD HYGIENE
- 1% BEVERAGE CONTAINERS
- 1% METALS

SETTING A NEW TARGET

Our goal is to one day send no waste to the landfill – it's called our Zero Waste Strategy.

SO HOW WILL WE REACH OUR ZERO WASTE GOAL?

Over the next 10 years, we are aiming to reduce the amount of waste going to the landfill by 90%, equal to the average person throwing away 109 kg of garbage per year.

FROM HERE TO HERE

How can we get to a 90% waste reduction goal?

CURRENT = 68%

GOAL = 90%

Thanks to the ongoing participation of our community, here's how we could reach this target:



- 6% Enhance existing education & enforcement programs
- 10% Introduce new regulations
- 6% + Collaborate with and convince governments, manufacturers and others to reduce waste

We know that 90% is a big number but we believe that with the combination of programs proposed in this draft plan and your continued support, we can all make this work.



WE WANT TO HEAR FROM YOU!
WHAT DO YOU THINK ABOUT THE PROPOSED OPTIONS?

Visit www.getinvolved.rdn.ca/swmp for more info.
Take our Quick Poll and let us know if you support the 90% target.

BUILDING ON SUCCESS: *MULTI FAMILY RESIDENCES*

As we work toward our Zero Waste goal, the key will be to build on our successes to date. The Solid Waste Plan recommends a two-fold approach to help us improve service and extend the lifespan of our landfill:

- Continue with ongoing programs such as school education, disposal bans, and recycling at RDN facilities
- Introduce mandatory waste separation and collection so multi-family homes can benefit from the same programs as single family homes, such as recycling and food waste collection

Helping residents to make the right choices every day is critical to achieving Zero Waste. For that reason, this plan would continue to build on the huge strides our community has made.

WHAT IS BEING PROPOSED IN THE DRAFT PLAN FOR MULTI FAMILY RESIDENCES

- 1. Source Separation** - Keeping recyclables and organics like food waste out of the landfill is key. The RDN proposes to require source separation of waste through a bylaw requiring every business and multi-family residence to have and maintain individual bins for garbage, recyclables and organics for collection. Collection would be done by a Licenced Hauler or the building manager could transport their own waste.
- 2. Enlisting Licensed Waste Haulers as Partners** - Through licensing of Waste Haulers (the private companies that pick up waste at multi-family buildings) waste collection service provided to customers would include separated recyclables and organics. Haulers would help their customers set up their program if they didn't already have one.
- 3. Enhancing existing awareness, enforcement and public education** for Zero Waste and waste reduction (includes public events, school and community presentations, advertising campaigns, social media and more). The RDN will continue its advocacy efforts to create more opportunities for waste diversion in the region by working with federal, provincial and local government agencies as well as BC stewardship groups, producers and the public.
- 4. Household Hazardous Waste (HHW)** is managed through BC product stewardship programs which have set up collection programs for the majority of HHW products, such as paint, pesticides, solvents, and used motor oil. However, there are non-stewarded household hazardous wastes (i.e. unidentified hazardous products or non-domestic pesticides) without a recycling or safe disposal option. The RDN will explore options to further expand collection of non-stewarded residential HHW which may include sponsoring and/or running residential drop-off events.
- 5. Zero Waste Recycling** - A 2012 study of our garbage showed that there is still a significant amount of materials that could be recycled but there's no place to take them. These materials are not part of a stewardship program, nor are there any established markets for them and these materials end up in the landfill. The RDN proposes to promote Zero Waste recycling by providing funding to the Nanaimo Recycling Exchange for a pilot project to recycle these materials with the goal of promoting Zero Waste and developing markets.

The pilot project would enable the Nanaimo Recycling Exchange to act as a research/recycling hub for recycling items that are not currently commercially marketable. The project would develop methods and markets for items that can't currently be recycled, investigate barriers to recycling these items, and develop recycling programs that would ultimately benefit our residents and everyone in the RDN.
- 6. Zero Waste Economics** - The Plan promotes an economic model that favours the business of recycling over waste disposal. As businesses develop around waste diversion, everyone benefits from the growth of our local economy and from the greater opportunity and convenience to drop off end-of-life products.

COST OF THE PLAN

The current RDN's waste management services are approximately \$14 million – and we have achieved an impressive 68% waste reduction. To reach our 90% waste reduction target, the projected cost for all programs for all sectors is \$16 million, which works out to an annual per capita cost increase of about \$10 per year.

For more details on facts and figures, visit our website at www.getinvolved.rdn.ca/swmp

NEXT STEPS

Watch for more opportunities to provide your feedback on this plan. Once the updated plan is presented and approved, a detailed implementation schedule will lead the way for future programs. For more information or the detailed version of this draft Plan, simply visit our website at www.getinvolved.rdn.ca/swmp

LET US KNOW WHAT YOU THINK

Here's how you can learn more and provide your feedback on the update of the region's Draft Solid Waste Management Plan:

Visit: www.getinvolved.rdn.ca/swmp | **Email:** zerowaste@rdn.bc.ca | **Call:** 250-390-6560 or toll-free 1-877-607-4111

Mail: 6300 Hammond Bay Road, Nanaimo, BC, V9T 6N2

AS A RESIDENT IN A SINGLE FAMILY DWELLING,
HERE'S WHAT YOU NEED TO KNOW

AT A GLANCE

While the new Solid Waste Management Plan focuses more on businesses and multi-family residences, there are a few key programs proposed for single family residences:

- Increasing education and awareness around our curbside collection so the right waste goes to the right place, and reducing contamination of household recycling and green bins
- More opportunities for disposing of household hazardous waste, including sponsoring or hosting drop-off events
- And supporting our local businesses and non-profits so they can provide opportunities to help us recycle and reuse materials not accepted in the curbside program

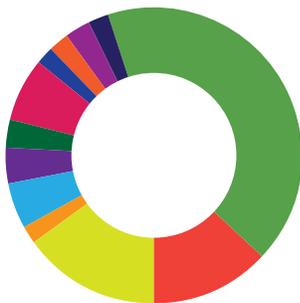
ROOM TO REDUCE

Residents and businesses in the RDN have much to be proud of. Since we started tracking our solid waste – garbage – some 36 years ago, we've reduced, recycled, diverted and composted more than 68% of the waste that was being sent to the landfill.

Since 2004, thanks to your participation, programs like curbside recycling and the green bin food waste program have extended the life of the RDN's landfill, reduced greenhouse gas emissions and created a local industry of recycling and composting that supports 190 jobs, adding more than \$17M to the local economy.

And yet there's more to be gained from our garbage. A recent review of our landfill shows there's still a fair amount of material in it — about 58% —that can be readily reused, recycled or composted.

Our goal is to one day send no waste to the landfill – it's called our Zero Waste Strategy.



- 42% COMPOSTABLE ORGANICS
- 15% PAPER
- 13% PLASTIC
- 7% BUILDING MATERIALS
- 5% HOUSEHOLD HYGIENE
- 4% HOUSEHOLD HAZARDOUS
- 3% ELECTRONICS
- 3% TEXTILES
- 2% OTHER
- 2% GLASS
- 2% BEVERAGE CONTAINERS
- 2% METALS

ROOM FOR IMPROVEMENT:

Here is a snapshot of the type of commercial waste still being landfilled. This, along with multi-family waste, represents the greatest opportunity to reduce and recycle.

SETTING A NEW TARGET

So how will we reach our Zero Waste goal? Over the next 10 years, we are aiming to reduce the amount of waste going to the landfill by 90%, equal to the average person throwing away 109 kg of garbage per year.

Thanks to the ongoing participation of our community, here's how we could reach this target:

We know that 90% is a big number but we believe that with the combination of programs proposed in this draft plan and your continued support, we can all make this work.

FROM HERE TO HERE

How can we get to a 90% waste reduction goal?

CURRENT = 68%
GOAL = 90%



- 6% Enhance existing education & enforcement programs
- 10% Introduce new regulations
- 6%+ Collaborate with and convince governments, manufacturers and others to reduce waste



WE WANT TO HEAR FROM YOU!
WHAT DO YOU THINK ABOUT THE PROPOSED OPTIONS?

Visit www.getinvolved.rdn.ca/swmp for more info.
Take our Quick Poll and let us know if you support the 90% target.

BUILDING ON SUCCESS: *SINGLE FAMILY RESIDENCES*

As we work toward our Zero Waste goal, the key will be to build on our successes to date, such as enhancing the existing waste reduction programs, improving service delivery and continuing to reduce the amount of waste sent to the landfill.

Helping residents to make the right choices every day is critical to achieving Zero Waste. For that reason, this Plan would continue to build on the huge strides our community has already made. Education is a crucial component — making sure people know what, when, where and how to reduce, recycle, divert and compost. Increasing awareness and ensuring people are following the bans on landfilling materials that can be recycled, composted or taken elsewhere is also important. This will help make it easier for residents and businesses alike to make sure the right waste goes to the right place.

WHAT IS BEING PROPOSED IN THE DRAFT PLAN FOR SINGLE FAMILY RESIDENCES

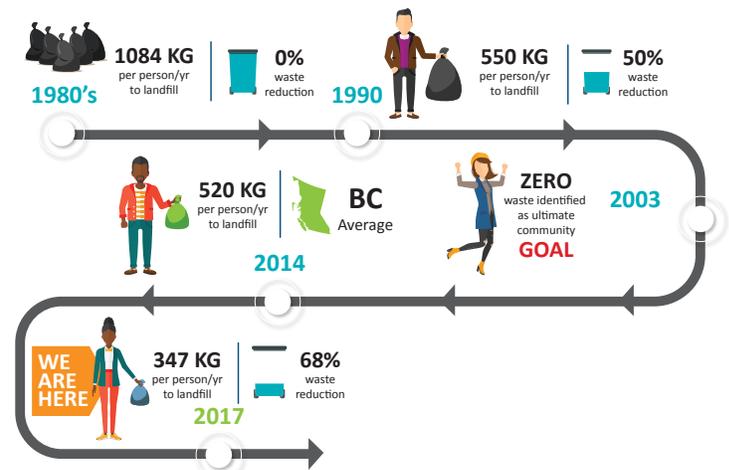
1. Enhancing existing awareness and public education for Zero Waste and waste reduction. This may include school and community presentations, advertising campaigns, reaching adult audiences through traditional and social media, as well as being more active in a variety of public events, to help us get the right waste to the right place. The RDN will also continue its advocacy efforts by working with federal, provincial and local government agencies as well as BC stewardship groups, producers and the public to create more opportunities to reduce, reuse and recycle materials that currently end up in the landfill.

2. Household hazardous waste (HHW) is managed through BC product stewardship programs which have set up collection programs for the majority of HHW products, such as paint, pesticides, solvents, and used motor oil. However, there are non-stewarded household hazardous wastes (i.e. unidentified hazardous products or non-domestic pesticides) without a recycling or safe disposal option. The RDN will explore options to further expand collection of non-stewarded residential HHW which may include sponsoring and/or running residential drop-off events.

3. Zero Waste Recycling - A 2012 study of our garbage showed that there is still a significant amount of materials that could be recycled but there's no place to take them. These materials are not part of a stewardship program, nor are there any established markets for them and these materials end up in the landfill. The RDN proposes to promote Zero Waste recycling by providing funding to the Nanaimo Recycling Exchange for a pilot project to recycle these materials with the goal of promoting Zero Waste and developing markets.

The pilot project would enable the Nanaimo Recycling Exchange to act as a research/recycling hub for recycling items that are not currently commercially marketable. The project would develop methods and markets for items that can't currently be recycled, investigate barriers to recycling these items, and develop recycling programs that would ultimately benefit our residents and everyone in the RDN.

4. Zero Waste Economics - The Plan promotes an economic model that favours the business of recycling over waste disposal. As businesses develop around waste diversion, everyone benefits from the growth of our local economy and from the greater opportunity and convenience to drop off end-of-life products.



COST OF THE PLAN

The current RDN's waste management services are approximately \$14 million – and we have achieved an impressive 68% waste reduction. To reach our 90% waste reduction target, the projected cost for all programs for all sectors is \$16 million, which works out to an annual per capita cost increase of about \$10 per year.

For more details on facts and figures, visit our website at www.getinvolved.rdn.ca/swmp

NEXT STEPS

Watch for more opportunities to provide your feedback on this Plan. Once the updated Plan is presented and approved, a detailed implementation schedule will lead the way for future programs. For more information or the detailed version of this draft Plan, simply visit our website at www.getinvolved.rdn.ca/swmp.

LET US KNOW WHAT YOU THINK

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Mail: 6300 Hammond Bay Road, Nanaimo, BC, V9T 6N2

AS A WASTE INDUSTRY BUSINESS, *HERE'S WHAT YOU NEED TO KNOW*



THE BUSINESS OF DIVERSION

Providing incentives and regulations to increase source separation and collection of recycling and organics, create new local businesses and extend the lifespan of our landfill.

AT A GLANCE

There are two proposals in the draft Solid Waste Management Plan (Plan) aimed at building the business of diversion that are key to the waste management industry:

- 1. Mandatory Waste Source Separation** - All businesses, institutions and multi-family dwellings would be required to have separate collection of organics, recycling and refuse.
- 2. Waste Hauler Licensing** - Businesses that haul waste for profit would be required to obtain a License. The Licensed Hauler would receive a discounted tipping fee applied to waste that is landfilled. A disposal levy would apply to all waste shipped by a Licensed Hauler to a disposal facility whether in or out of region. The combined amount of the discounted tipping fee and disposal levy would be a lower net cost to Licenced Haulers than the base tip fee applied to other customers. The two objectives are to encourage the flow of waste through industry while fostering innovation around waste diversion.

These two proposals benefit both the waste industry and our community by developing an economic model for businesses to thrive and increase services. Already, since 2004, thanks to your participation, waste diversion programs have extended the life of the RDN's landfill, reduced greenhouse gas emissions and created a local industry of recycling and composting that supports 190 jobs, adding more than \$17M to the local economy.



WHO WOULD REQUIRE A LICENSE?

Anyone that picks up or drops off municipal solid waste for profit in the RDN.

ROOM TO REDUCE

Residents and businesses in the RDN have much to be proud of. Since we started tracking our solid waste – garbage – some 36 years ago, we've reduced, recycled, diverted and composted more than 68% of the waste that was being sent to the landfill.

And yet there's more to be gained from our garbage. A recent review of our landfill shows there's still a fair amount of material in it — about 58% — that can be readily reused, recycled or composted. And most of this comes from the commercial and multi-family sectors.

ROOM FOR IMPROVEMENT: Here is a snapshot of the type of commercial waste still being landfilled. This, along with multi-family waste, represents the greatest opportunity to reduce and recycle.



SETTING A NEW TARGET

So how will we reach our Zero Waste goal? Over the next 10 years, we are aiming to reduce the amount of waste going to the landfill by 90%, equal to the average person throwing away 109 kg of garbage per year.

FROM HERE TO HERE

How can we get to a 90% waste reduction goal?

CURRENT = 68%

GOAL = 90%



- 6%** Enhance existing education & enforcement programs
- 10%** Introduce new regulations
- 6% +** Collaborate with and convince governments, manufacturers and others to reduce waste



WE WANT TO HEAR FROM YOU!
WHAT DO YOU THINK ABOUT THE PROPOSED OPTIONS?

Visit www.getinvolved.rdn.ca/swmp for more info. Take our Quick Poll and let us know if you support the 90% target.

BUILDING ON SUCCESS: *WASTE INDUSTRY*

We can all do more to improve recycling and composting opportunities, especially for the commercial, construction and demolition, and multi-family sectors.

Some commercial (including multi-family), construction and demolition waste gets hauled out of our region to less expensive landfills that don't require waste to be sorted for recycling or composting. In 2014, 8% or 4,300 tonnes of waste left the region that could have been landfilled or recycled locally, reducing the economic opportunity.

The Plan recommends enhancing education and assistance for multi-family and commercial sectors, as well as increasing enforcement of existing landfill bans. In addition, there are two key proposals:

A Waste Source Separation Regulation would help ensure recyclables and compostable don't end up being landfilled. Currently, recycling and organics collection is voluntary for the multi-family and commercial sectors. This proposed regulation would require all existing and new commercial, institutional and industrial businesses to have recycling and organics collection.

This option would include multi-family apartments and condos as they are not currently included in the residential collection programs provided by the RDN or member municipalities. This would expand the business of diversion for waste haulers, and provide an important service to our businesses and residents.

Enlisting Waste Haulers as Licensed Partners would help ensure every business or multi-family building has a recycling and food waste composting program. This would not only help prevent waste from being hauled out of region to less expensive private landfills, it would also help ensure that we take responsibility for our own garbage by making sure we recycle or compost it locally. It could also offer an economic incentive for the private sector to provide more waste management services locally, improving convenience for recycling and extending the lifespan of our landfill.

HOW WOULD THIS WORK

1. Licensed Haulers would pay a disposal levy to the RDN for any waste that is collected and disposed of by landfilling or incineration at any facility within or outside the RDN. The levy will not apply to any waste that is diverted or recycled.
This provides an 'incentive' that encourages source separation by customers or that extracts recyclable material from the waste stream. Also, those who ship waste out of the RDN for disposal avoid their portion of solid waste services costs that would otherwise be collected through tipping fees. This disposal levy ensures that all waste generators in the region pay their fair share of these costs.
2. Licensed Haulers would pay a discounted tipping fee at the RDN landfill and transfer station. The combined disposal levy and discounted tipping fee would be less than the tipping fee applied to all non-licensed landfill customers, providing a worthwhile financial incentive to be licensed.
3. Licensed Haulers would track how much waste they are disposing and diverting as well as submit records and pay the disposal levy. Licensed Haulers would also be subject to auditing at the request of the RDN to ensure that the waste disposal amount is accurately tracked.
4. Licensed Haulers would pay an annual licensing fee along with proof of a business license and insurance. The licensing fee would be a nominal amount relative to the financial benefit of being licensed.
5. The new source separation regulation would require all waste generators to separate garbage from recycling and food waste. This regulation and Waste Hauler Licensing will lead to an increased demand for, and development of services, that increase waste diversion.

COST OF THE PLAN

The current RDN's waste management services are approximately \$14 million – and we have achieved an impressive 68% waste reduction. To reach our 90% waste reduction target, the projected cost for all programs for all sectors is \$16 million, which works out to an annual per capita cost increase of about \$10 per year.

For more details on facts and figures, visit our website at www.getinvolved.rdn.ca/swmp

NEXT STEPS

Subject to adoption of the Plan, the RDN would conduct further consultation on the introduction of licensing haulers and source separation regulations. Should the Province grant this authority, further consultation with waste haulers would be necessary to develop the program, determine costs and harmonize the strategy with potentially affected stakeholders.

LET US KNOW WHAT YOU THINK

Here's how you can learn more and provide your feedback on the update of the region's Draft Solid Waste Management Plan:

Visit: www.getinvolved.rdn.ca/swmp | **Email:** zerowaste@rdn.bc.ca | **Call:** 250-390-6560 or toll-free 1-877-607-4111

Mail: 6300 Hammond Bay Road, Nanaimo, BC, V9T 6N2

Appendix 8 - Examples of Social Media Posts

Post	Image
<p>Your participation in existing Solid Waste programs like Curbside Recycling and the Green Bin food waste program have extended the life of the RDN’s landfill, reduced greenhouse gas emissions and created a local industry of recycling and composting that supports 190 jobs, adding more than \$17M to the local economy.</p> <p>We want to hear from you! Fill out our survey at getinvolved.rdn.ca/swmp and you'll be entered to win an \$100 Visa Gift Card! #GetInvolved</p>	
<p>Did you know? The amended Solid Waste Management Plan is targeting a diversion rate of 90 per cent, meaning per person disposal would be about 109 kg/year by 2027.</p> <p>We want to hear from you! Fill out our survey at getinvolved.rdn.ca/swmp and you'll be entered to win an \$100 Visa Gift Card! #GetInvolved</p>	
<p>You're doing a great job! RDN residents are now throwing away about 1/3 of what they were in the 1980s.</p> <p>We want to hear from you! Fill out our survey at getinvolved.rdn.ca/swmp and you'll be entered to win an \$100 Visa Gift Card! #GetInvolved</p>	

Zero Waste Fact: More than half of what's being dumped in our landfill can be readily reused, recycled or composted.

We want to hear from you! Fill out our survey at getinvolved.rdn.ca/swmp and you'll be entered to win an \$100 Visa Gift Card! #GetInvolved



What's being proposed in the Solid Waste Management Plan?

Reduce the amount of waste going to the landfill to 90% in 10 years. That's equal to the average person throwing away 109 kg of garbage per year. Compare that to our current levels of 347 kg per person!

Thanks to your ongoing participation, we could reach this target through enhancing existing education and enforcement programs, encouraging more businesses to recycle by introducing new regulations and working with other governments, manufacturers and waste producers to reduce waste at the source.

We want to hear from you! Fill out our survey at getinvolved.rdn.ca/swmp and you'll be entered to win an \$100 Visa Gift Card! #GetInvolved



Appendix 9 - In person survey response break down

Question	Response	#	%
Respondents		516	
Have you heard about the RDN updating their Solid Waste Management Plan?	Yes	156	30.2%
	No	357	69.2%
	Other	3	0.6%
Our target is 90% - Do you support this goal?	Yes	500	96.9%
	No	14	2.7%
	Other	2	0.4%
If yes: an increase \$10/ person /year. Do you support this cost?	Yes	405	81.0%
	No	91	18.2%
	Slightly-Moderately / Other	4	0.8%
If no: What is acceptable increase? (In-person only)	No increase (\$0)	56	61.5%
	\$0-\$10, Ave. \$4.42	27	29.7%
	Other	8	8.8%
Which region do you live in?	Area A	53	10.3%
	Area B	4	0.8%
	Area C	24	4.7%
	Area E	15	2.9%
	Area F	21	4.1%
	Area G	10	1.9%
	Area H	10	1.9%
	Total RDN Areas	141	27.3%
	City of Nanaimo	260	50.4%

	District of Lantzville	14	2.7%
	City of Parksville	49	9.5%
	Town of Qualicum Beach	39	7.6%
	Out of Area / Other	13	2.5%
Do you work in the waste industry?	Yes	39	7.6%
	No	472	91.5%
	Other	5	1.0%

Appendix 10 – Advertising examples



REGIONAL DISTRICT OF NANAIMO
ESTABLISHED 1967

ROAD TO 90% WASTE REDUCTION

Help us plan for sustainable Solid Waste Management

Take our survey
Enter to win a \$100 Visa Gift Card

VISIT US



REGIONAL DISTRICT OF NANAIMO
ESTABLISHED 1967

ROAD TO 90% WASTE REDUCTION
Help us plan for sustainable Solid Waste Management

Take our survey
Enter to win a \$100 Visa Gift Card

VISIT US



REGIONAL DISTRICT OF NANAIMO
ESTABLISHED 1967

ROAD TO 90% WASTE REDUCTION
Help us plan for sustainable Solid Waste Management

Take our survey
Enter to win a \$100 Visa Gift Card

VISIT US



REGIONAL DISTRICT OF NANAIMO
ESTABLISHED 1967

ROAD TO 90% in the next 10 years

Help us plan for sustainable Solid Waste Management at the RDN.

Take our survey by registering at www.getinvolved.rdn.ca/SWMP and you will be entered to WIN a \$100 Visa Gift Card!



REGIONAL DISTRICT OF NANAIMO
ESTABLISHED 1967

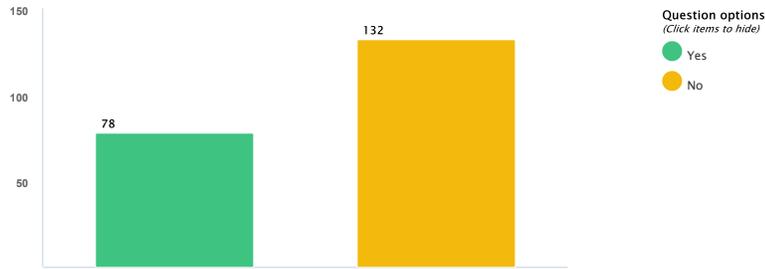
ROAD TO 90% WASTE REDUCTION

Win a \$100 VISA Gift Card
TAKE THE RDN SURVEY

Appendix 11

Online survey summary

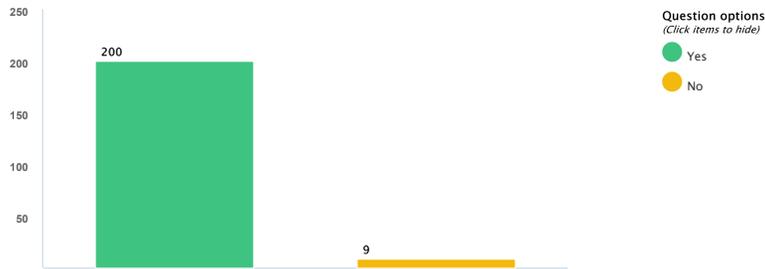
Q1 Before this survey, had you heard about the RDN updating its Solid Waste Management Plan?



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

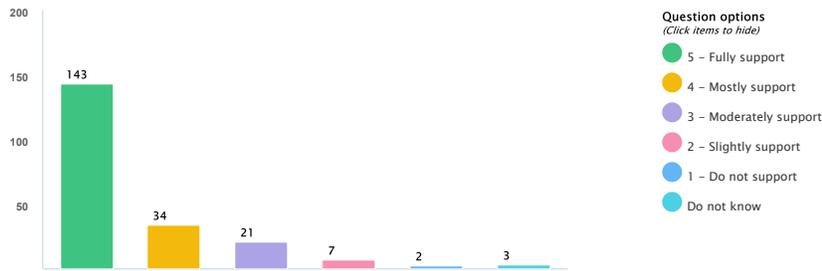
Q2 The RDN diverts 68% of its waste, meaning that each person sends around 347 kg of waste to the landfill every year. The BC average is 520 kg. Our target diversion rate is 90% by 2027, which is 109 kg of waste per person sent to the landfill every year. Do you support the target of a 90% diversion rate?



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

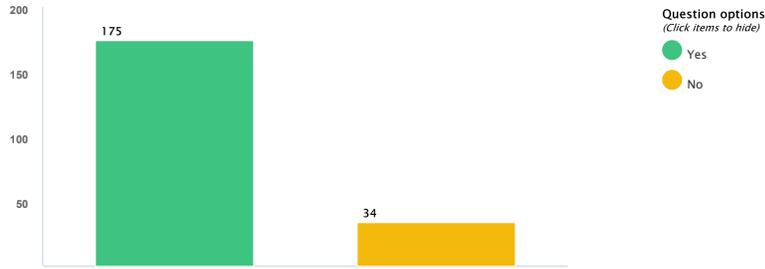
Q3 The plan proposes to expanded Zero Waste education to provide more education targeted at adult audiences through traditional and social media, as well as being more active in a variety of public events.



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

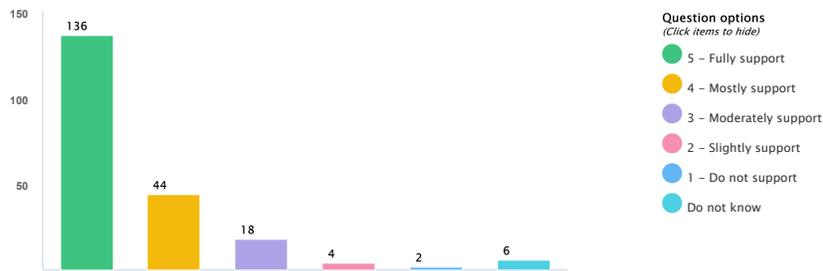
Q4 Do you support expanded Zero Waste education at the above cost?



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

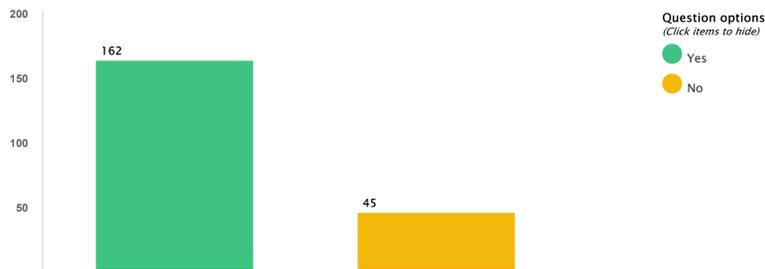
Q5 The plan proposes the RDN will explore options for further expanding collection of non-stewarded residential HHW which may include sponsor and/or run residential drop-off events.



Overview Pulse Responses

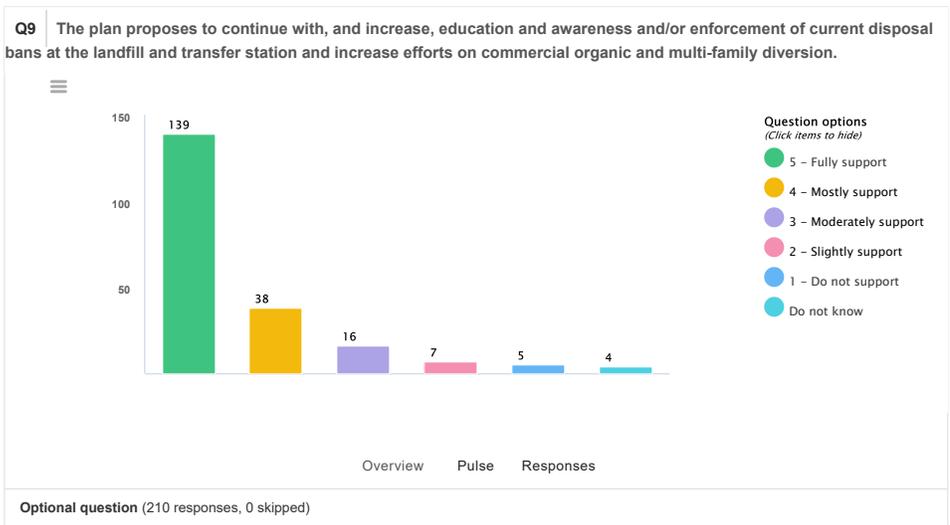
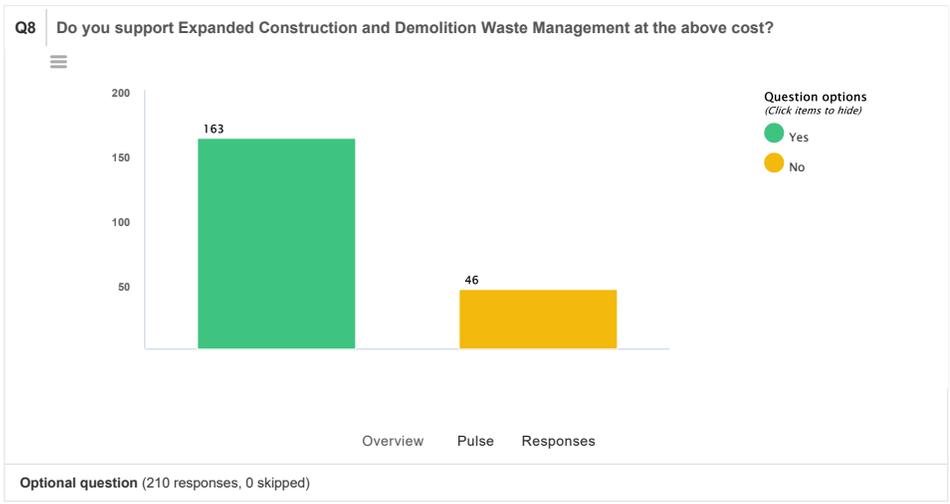
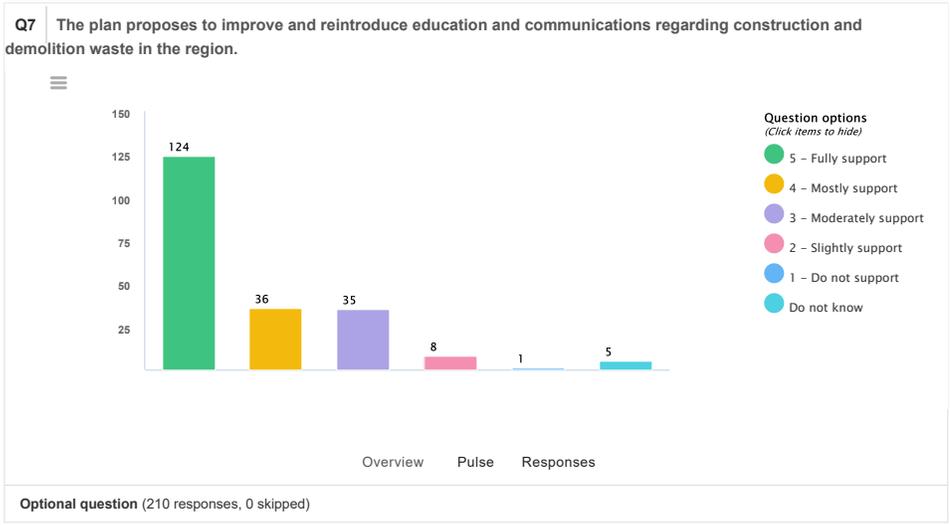
Optional question (210 responses, 0 skipped)

Q6 Do you support managing non stewarded HHW at the above cost?

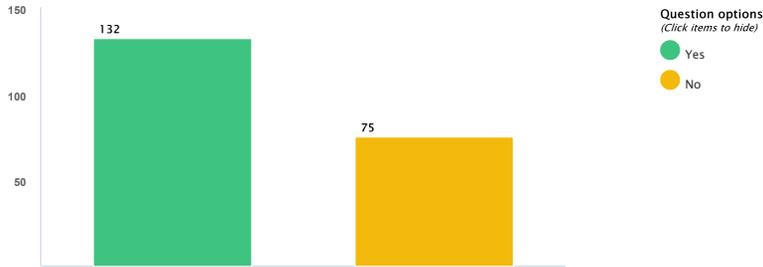


Overview Pulse Responses

Optional question (210 responses, 0 skipped)



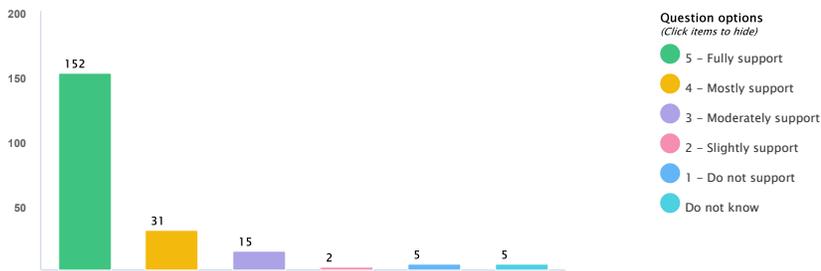
Q10 Do you support Expanded Industrial, Commercial and Institutional (ICI) Waste Management at the above cost?



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

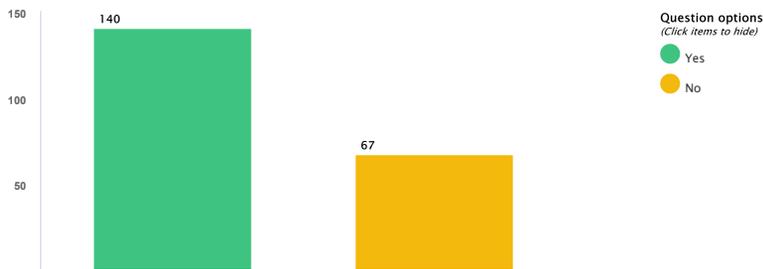
Q11 The plan proposes that this regulation expands the multiple bin concept to all waste generators which includes businesses and multi-family (collection would continue to be done by private sector hauler).



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

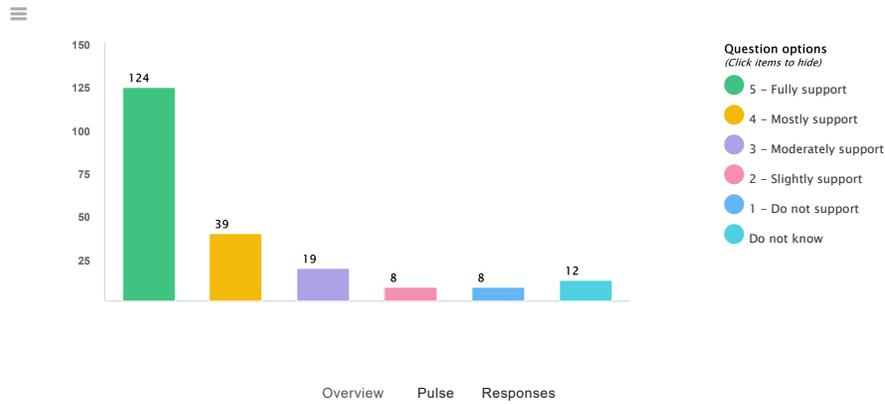
Q12 Do you support mandatory source separation regulation at the above cost?



Overview Pulse Responses

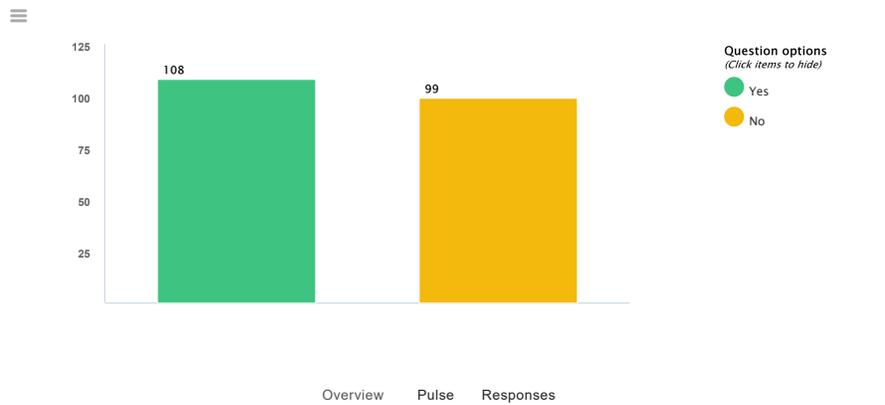
Optional question (210 responses, 0 skipped)

Q13 The plan proposes the RDN license haulers to change the existing financial model to one where the waste industry is more profitable if they divert waste rather than dispose of it in a landfill.



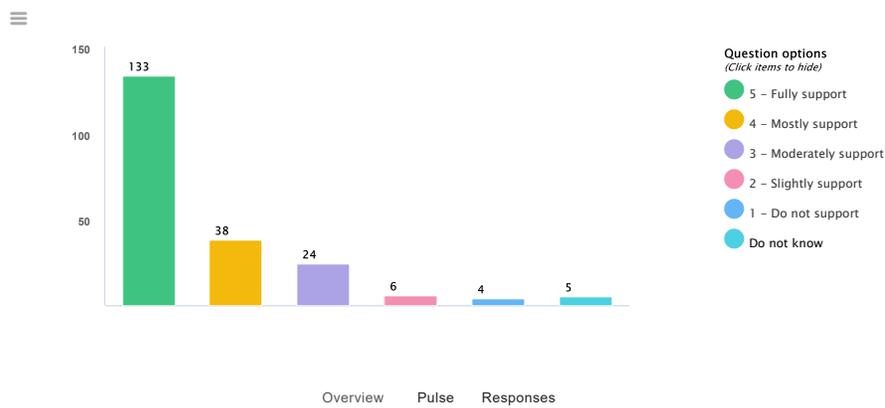
Optional question (210 responses, 0 skipped)

Q14 Do you support Waste Hauler Licensing at the above cost?



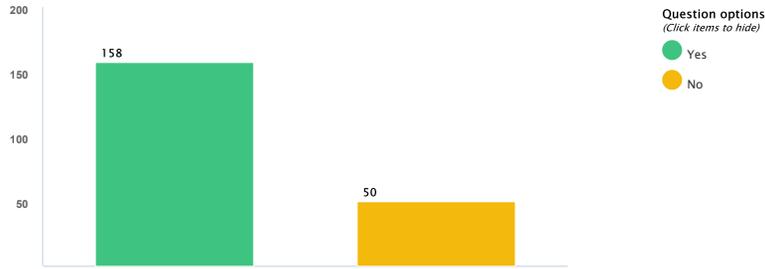
Optional question (210 responses, 0 skipped)

Q15 The plan proposes that the RDN will promote zero waste recycling by making funding available to target recyclable material that is not currently recycled. The objective the funding is to maximize waste diversion, to encourage non-profit and private sector innovation to develop markets and processes and to improving convenience for recycling materials.



Optional question (210 responses, 0 skipped)

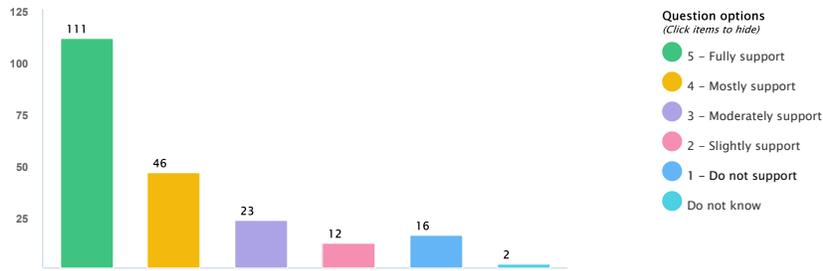
Q16 Do you support Zero Waste Recycling at the above cost?



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

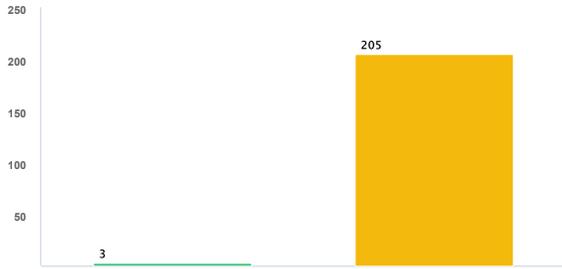
Q17 The cost increase of all proposed programs in the Solid Waste Management Plan is estimated to be \$10 per person per year. What is your level of support for the programs at this cost?



Overview Pulse Responses

Optional question (210 responses, 0 skipped)

Q20 Do you work in the waste industry?



Question options

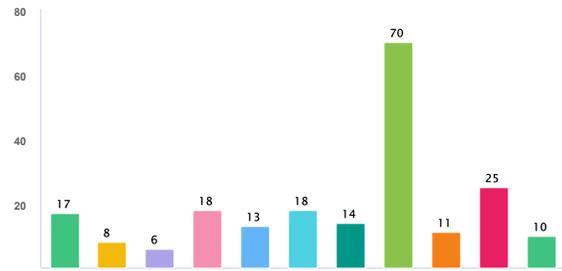
(Click items to hide)

- Yes
- No

Overview Pulse Responses

Optional question (210 responses, 0 skipped)

Q21 Which region do you live in?



Question options

(Click items to hide)

- Area A - Cassidy, Cedar, Yellowpoint, South Wellington
 - Area B - Gabriola, DeCourcy, Mudge Islands
 - Area C - Extension, Arrowsmith-Benson, East Wellington, Pleasant Valley
 - Area E - Nanoose Bay
- ▲ 1/3 ▼

Overview Pulse Responses

Optional question (210 responses, 0 skipped)

Appendix 12 – Online survey responses

Questions/Comments	RDN Response
<p>I live in an apartment building where we are all renters. We have 1 large bin for garbage & 1 for recycling. There is no composting. I have been putting my compost into my freezer & then take it to a friends composting bin a few times a month. i would like to see it this service added to our building & it be picked up at least once a week. (gets stinky - the garbage bin stinks bad in the summertime). (Often the recycle bin is very full - that could be picked up more often as well.) And have non-refundable glass products picked up on a regular basis, the bin we have is full all the time. The owner of the building (1680 Dufferin Crescent, Nanaimo), lives in Victoria & I don't think he cares about these services at all. The managers may be more open to it but they aren't very proactive either.</p>	<p>Thank you for your inquiry, it is wonderful that you are proactive about diverting your compost! Unfortunately, there are no facilities within the City of Nanaimo or greater regional district where residents can drop off compost/organics. The closest residential drop-off site I am aware of is the Peerless Road Recycling Centre, just south of Ladysmith.</p> <p>However, if your apartment building's waste is currently being picked up by a commercial waste hauler, it might not be too big of a shift for them to implement compost pickup. For example, if your building gets their garbage picked up twice per week, enough compost could be diverted to make it possible to switch to one compost pickup and one garbage pickup. The RDN did a waste composition study in 2012 that showed 42% of waste coming from multi-family buildings is compostable!</p>
<p>The drivers of the trucks learning what 50lbs really feels like and not let them leave behind your cans which are well below 50lbs but you're at the end of the route so they are "tired". I pay for my service I expect it to be rendered.</p>	<p>We have recently had conversations with our curbside collection contractor to ensure their scales are accurately calibrated. A common occurrence is for materials to absorb moisture from the air once they are put out on the curb, making the container go from an acceptable weight to overweight.</p> <p>Extra garbage tags can be purchased for \$3 at locations listed here: http://www.rdn.bc.ca/garbage.</p> <p>If there is ever another occurrence where your container was tagged for being overweight, and you believe it was below 50 lbs, please contact our contractor, Waste Connections, at 250-248-8109.</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>Although I laud the initiatives I believe in users pay. So every building permit should include a fee for recycling and job sites need to be inspected to ensure diversion of waste is implemented. The same for all the retail outlets especially food stores who waste enormous amount of foods direct in the dumpster. Manufacturers of food products use excessive packaging which should be penalized by fees.</p>	<p>Thank you for completing the Solid Waste Management Plan survey and providing your comments on user pay and other possible policies for incentivizing waste diversion.</p> <p>You may be interested in reading the Advocacy document on our Public Information Board, found here: https://www.getinvolved.rdn.ca/4006/documents/7874</p> <p>Please let me know if I can provide any further information or clarification.</p>

<p>I am very concerned about illegal dumping so am worried about the haulers licensing and fees.</p>	<p>Hello,</p> <p>Thank you for completing the Solid Waste Management Plan survey and requesting more information on hauler licensing and fees in relation to illegal dumping.</p> <p>For more information on Illegal dumping and hauler licening and fees, please review our Public information boards here: https://www.getinvolved.rdn.ca/4006/documents/7885</p> <p>https://www.getinvolved.rdn.ca/4006/documents/7892</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>My question is why do we separate our paper from other recyclables when it's picked up it is all dumped together in the truck?</p>	<p>Thank you for filling out our Solid Waste Management Plan survey, as well as inquiring into the separation of recyclables.</p> <p>Yes, the yellow bag and blue box materials go into the same compartment in the trucks. The RDN signed on with the RecycleBC province-wide program in 2014, which allows our recyclables to access better sorting technology once collected. We kept the same system to maintain continuity for residents, as you all have had wonderful participation in the recycling programs before and after the changes. Also, we've had feedback that the yellow bag makes it easier to store these materials until collection day, and it also helps keep paper dry at the curb and prevents it from flying into your neighbor's yard or the street.</p> <p>Another piece of information is that you can use any container for your curbside recyclables, as long as it is less than 100 litres, weighs less than 50 pounds / 23 kilograms, and has the Yellow Recycling sticker affixed to it. The Yellow Recycling stickers are available at the RDN administration office, the Church Road Transfer Station, the regional landfill, and the Waste Connections office in Parksville.</p> <p>Please let me know if I can provide any additional information.</p>
<p>The cost per person is not huge but it would seem to put more and more in home owners. We have a huge rental market that contributes to the waste but not at a cost. High tipping fees leads to more contractors dumping in the woods and side of road.</p>	<p>Hello Deedee,</p> <p>Thank you for completing the Solid Waste Management Plan survey.</p> <p>Property tax is one of the ways to pay for the proposals in this plan but those decisions have not been made yet, this will take place after receiving approval from the Regional Board and the Ministry of Environment. One of the reasons why property tax was considered is because property tax is an expense on homes, and renters pay towards all expenses related to a property. An increase in property tax can still be shared equitably among all residents this way.</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>I would have liked more info on why some of the programs are so expensive eg the waste haulers licensing. Something</p>	<p>You recently took the solid waste management plan survey and requested more information related to costs. Are you free for a chat? I can send you the information you have requested</p>

<p>like \$469,000 How does that work?</p>	<p>over email but I think it would useful to have a conversation to explain the program. Give me call at my direct line 250-390-6576 and we can discuss the programs and how we came to the financial numbers that have been presented.</p>
<p>Would like to see a yard waste pick up if even once or twice a year</p>	<p>Hello Roberta,</p> <p>Thank you for completing the Solid Waste Management Plan survey and requesting more information on the consideration of curbside yard waste collection.</p> <p>Curbside yard waste collection was a Plan option that was reviewed by the Regional Solid Waste Advisory Committee. It was not included in the plan due to the extremely high cost. More information about the decision to not implement yard waste collection can be found here: https://www.getinvolved.rdn.ca/4006/documents/7592</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>I would like to see all plastic and glass recycled curb side. Thank you</p>	<p>Thank you for completing the Solid Waste Management Plan survey and requesting more information on curbside collection of glass and plastic bags.</p> <p>Glass containers and plastic bags, along with foam packaging, require special handling during collection, transportation, and sorting. For example, glass is very prone to breakage, risking worker safety and having small fragments become unsortable and contaminating loads when mixed up with other materials. Plastic bags are prone to blocking optical sensors in the sorting facilities, causing shutdowns of the system.</p> <p>Separate glass container recycling was a plan option reviewed by the Regional Solid Waste Advisory Committee. It was not included in the plan due to high costs. The background information can be found here: https://www.getinvolved.rdn.ca/4006/documents/7578</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>Making compost mandatory is an amazing idea. There's so much going into the garbage bin at my complex that could be thrown into the compost. It's also really bad at VIU residences</p>	<p>Thank you for completing the Solid Waste Management Plan survey and providing your positive feedback on mandatory composting.</p> <p>In waste composition studies, compost consistently makes up the largest portion of divertible waste being brought to the landfill. With your support, and hopeful approval from the Regional Board and Ministry of Environment, we can greatly reduce the amount of compostable waste being sent to the landfill.</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>This survey would have been more effective if the first information clarified that full support would cost \$10 per year per person. I fully support all programs at this cost but indicated not willing to support the individual costs of some services since it was difficult to calculate overall cost</p>	<p>Hello Shirley,</p> <p>Thank you for completing the Solid Waste Management Plan survey and providing your feedback on the structure of the survey. We will be sure to take that into account in the future.</p>

<p>as I answered each question and not knowing how many more costs were to come.</p>	
<p>Nowhere do I see a reference in this plan for a "level playing field" between the private and non-for-profit recyclers. With this policy created without public scrutiny you are undoing the good you think you are doing. Not-for-profit recycling agencies are the down-to-earth visionaries and the inspiration for families and companies alike. They started the movement and companies and governments have gained from their wisdom. They must work together but they are NOT on the same "playing field." Your plan is theory; the NRE is proven. Until you get serious about working with the not-for-profit your plan isn't worth the paper it's written on.</p>	<p>Thank you for completing the Solid Waste Management Plan survey and requesting more information on a level playing field.</p> <p>As accepted by the Regional Solid Waste Advisory Committee, we have adopted the 7 Guiding Principles for solid waste management, as developed by the Province. As you mentioned, one of these is to "Level playing field within regions for both private and public solid waste management facilities." In this, private includes both for-profit and not-for-profit businesses, and acknowledges the innovation and efficiency in services provided by for-profit and not-for-profit organizations in the region.</p> <p>You may also be interested in the amendment to plan, where the proposed program will allocate \$300,000 per year in funding to the Nanaimo Recycling Exchange to act as a research and recycling hub for items currently not commercially marketable.</p>
<p>What is the impact for local inhabitants of the Chinese ban on the importation recycled materials?</p>	<p>In the Regional District of Nanaimo we are very lucky that our curbside material is collected in partnership in RecycleBC. Because of the high volume of material and low contamination rates, RecycleBC actually markets their material in BC so there has been little to no effect by the Chinese National Sword campaign.</p> <p>As RecycleBC is a not for profit organization that is mandated by the provincial government, they submit an audited annual report to the Provincial government. For more information about the program, fees and recycling rate, you can view the annual report here https://recyclebc.ca/recycle-bcs-2016-annual-report/.</p>
<p>Should the initiative to continue with the exemplary service provided by the Nanaimo Recycle Exchange fail to get the appropriate funding by the RDN / City of Nanaimo, will the RDN / City of Nanaimo provide a similar service conveniently centrally located and with similar user cost structure?</p>	<p>The RDN Board has decided to include the following proposed program in the draft Solid Waste Management Plan amendment.</p> <p>"RDN funding of the Nanaimo Recycling Exchange to act as a research/recycling hub for recycling items currently not commercially marketable, in the amount of \$300,000 per year for 5 years"</p> <p>The results of the public consultation are anticipated to be provided to the Board in May. If you would like more information on the RDN's Solid Waste Management Plan, information can be accessed at the following site: https://www.getinvolved.rdn.ca/swmp</p> <p>Essentially all the materials that NRE manages are currently accepted at other locations in community which also accept the material for free. Please visit http://www.rdn.bc.ca/what-goes-where to find a location near you.</p>

<p>Is the NRE in its current form going to be funded to continue past the end of March? What do we residential users do if it is closed? This is a growing concern - surely you can let people know what is going on here....some NRE staff, I was told, are looking for jobs elsewhere because THEY don't know what is coming up.</p>	<p>Thank you for completing the Solid Waste Management Plan survey and requesting more information on ...</p> <p>You may also be interested in the Regional Board's recommended amendment to plan, where the proposed Zero Waste Recycling program will allocate \$300,000 per year in funding to the Nanaimo Recycling Exchange to act as a research and recycling hub for items currently not commercially marketable.</p> <p>Please contact the NRE directly for their plans on providing services in the upcoming months.</p> <p>In additional to the NRE, there are many drop-off depots in the region that accept the majority of residential recyclables – To find the location nearest you, please visit our What Goes Where? Tool at http://www.rdn.bc.ca/what-goes-where</p> <p>Please let me know if I can provide any further information or clarification.</p>
<p>I also think we need more education about Solid and Liquid waste plans/methods in Nanaimo. We have many newcomers to our Province either from other countries and Provinces, where these methods are very different.</p>	<p>Thank you for completing the Solid Waste Management Plan survey and requesting more information on solid waste education.</p> <p>One of the proposed programs is the expansion of Zero Waste Education to help us reach adults and children alike, as discussed in more detail in the Education document on our Public Information Board, found here: https://www.getinvolved.rdn.ca/4006/documents/7881</p> <p>Please let me know if I can provide any further information or clarification.</p>

Appendix 13 – Picture of travelling display



Appendix 14

Newsletter excerpt

zero|waste

B e y o n d C o m p o s t i n g



Our Updated Solid Waste Plan
is aiming for a new target of
90% waste diversion

Get Involved RDN!

Visit getinvolved.rdn.ca to:

- Find out **What We've Heard** to date with regards to updating the RDN's Solid Waste Management Plan.
- **Read the background information** and the detailed reports prepared as part of updating the RDN's Solid Waste Management Plan on the RDN's achievements since the original plan was developed.
- **Missed a meeting?**
Read our informational posters and our Solid Waste Management Plan summary to stay up to date!
- **Fill out our survey.** Coming soon!

**DID YOU
KNOW?**

Much of the material in
our landfill can actually
be recycled or composted



**compostable
recyclable**

ASK US A QUESTION AND WE WILL RESPOND.

COMING IN DECEMBER

YOUR NEW GARBAGE, RECYCLING AND FOOD WASTE COLLECTION SCHEDULE

In December, new two-year schedules will be mailed to households that receive RDN curbside collection service. The new collection schedules will be in effect from January 1, 2018 to December 31, 2019. If you don't receive your new schedule by December 31, you can access it online:

- Visit www.rdn.bc.ca/curbside and enter your address at the prompt. If you do not have computer access, you can call Waste Connections of Canada (1-866-999-8227) or the RDN office (1-877-607-4111) to request a new schedule.
- Qualicum Beach residents should contact the Town office at 250-752-6921.
- Need a collection day reminder? See Page 2 of this newsletter for information on setting up reminders.



Illegal Dumping • Curbside Recycling • Adverse Weather • Make Memories not Garbage

Beans to bones in the bin!

ADVERSE WEATHER DISRUPTIONS TO COLLECTION SERVICE

As we saw last winter, severe weather like snow storms can effect curbside collection by causing unsafe driving conditions and roads blocked by downed trees or power lines. Safety is the priority for the collection contractor. Slippery roads can be unsafe for large collection vehicles, putting collection staff and other road users at risk.



During severe winter weather every effort is made to collect the curbside materials. If a regular collection day is missed due to weather or road conditions, the following procedure will apply:

- Take your material in for the night, this will help to deter pests.
- Have your material back at the curb by 8am. Collection staff will attempt to pick up the missed material in the two days following the missed collection.

- If road conditions prevent collection on the subsequent two days, including weekends, the missed material will be collection on the next corresponding collection day.

When severe weather strikes, the **RDN Curbside App** is the best place to get information about your curbside collection. The App is free to download to any smart device from either the App Store or Google Play. Download today!

Road Maintenance Responsibilities

Please note that the Regional District is not responsible for road maintenance (such as snow clearing). In the electoral areas this is a function of Emcon Services, a contractor to the Ministry of Transportation and Infrastructure. Roads and streets within municipalities are maintained by municipal crews.

For example; if your garbage was missed, you can put twice the material on the next garbage collection day. Standard weight and size limits apply.

ADD-A-DAY

CHECK YOUR COLLECTION SCHEDULE FOR CHANGES IN PICK-UPS OVER THE HOLIDAYS

Garbage, recycling and green bin collection schedules follow an add-a-day system. After each statutory holiday **your collection day will advance by one day.**

Please check your schedule for changes to your collection days over the Christmas and New Year holidays or call the collection contractor, **Waste Connections of Canada**, if you have questions at **1-866-999-8227.**

WHAT IS ILLEGAL DUMPING?

Illegal dumping is **purposefully leaving waste on private or public land** rather than using legal disposal methods like recycling or landfilling. Pursuant to RDN Bylaw No. 1386, those who generate (own), deliver or abandon waste illegally can be . . .

subject to a fine of up to \$200,000.

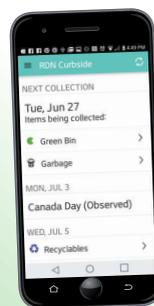
See illegal dumping happening in your neighborhood, call the **Provincial Report All Poachers and Polluters at 1-877-952-7277.** To learn more about illegal dumping and what you can do to help, **visit www.rdn.bc.ca/illegaldumping.**



RDN CURBSIDE APP

Simplify your life with the RDN Curbside App

Never miss a collection day!



- View, download or print your collection schedule
- Sign Up for Reminders
- Confused which items go in your green bin, blue bin, garbage or back to a depot? Use the "What Goes Where" tool to look up an item and find out where it goes.



- EMAIL
- PHONE CALL
- TWITTER
- ICALENDAR
- DOWNLOAD THE APP

Visit www.rdn.bc.ca/curbside for a link to download the app.

Need help setting up a reminder? We are happy to help.
250-390-6560 Toll free 1-877-607-4111

HAVE YOU RECEIVED A NOTE FROM US?

RDN staff worked alongside our curbside collection drivers to let residents know if they are doing a great job when it comes to curbside recycling, or if there are areas for improvement. We are continually working to improve our diversion rates and that all starts with getting households on board. A lot of residents we talked

GREAT JOB!

to were unaware of new items that can be recycled at the curbside and a number of common items that we do not take such as plastic bags, film plastics, and glass.

DID YOU KNOW? THE FOLLOWING ITEMS ARE ACCEPTED FOR CURBSIDE COLLECTION

- Tetra Pak (Aseptic) boxes and cartons e.g. soups, sauces
- Paper-based microwave bowls and cups
- Aerosol cans (empty) and caps e.g. air fresheners, shaving cream, deodorant, hairspray, whip cream
- Spiral wound paper cans and lids, e.g. frozen juice containers
- Plastic clamshells
- Plastic cold drink cups and lids
- Plastic garden pots and seedling trays
- Paper cups for hot and cold beverages
- Frozen dessert boxes e.g. ice cream
- Milk and cream cartons
- Paper bags with single and multiple paper layers (may include plastic layer) e.g. pet food bags
- Shredded paper (must be in a tied clear plastic bag)



WHAT CAN BE DONE WITH ITEMS THAT CAN'T BE RECYCLED AT THE CURB?

The region has several Drop-Off Depots that accept plastic bags and overwrap, foam (Styrofoam) containers, trays and cushion packaging, and non-deposit glass jars and bottles.

These Drop-Off Depots may also accept curbside packaging and printed paper materials, as well as small appliances, electronics, used oil, batteries, lights, paint and even household hazardous waste like solvents and flammable liquids.

Check with them or the RDN Curbside app (details on page 2 of this newsletter) to confirm accepted items.

Qualicum Bottle & Recycling Depot

4- 141 Fourth Ave E, Qualicum Beach
Phone: 250-752-8884

Parksville Bottle and Recycling Depot Ltd.

611 A Alberni Highway, Parksville
Phone: 250-248-0224

Alpine Disposal & Recycling

2250 McGarrigle Road, Nanaimo
Phone: 250-751-1089

www.alpinegroup.ca

Regional Recycling

839 Old Victoria Road, Nanaimo
2375 Hayes Road, Nanaimo
Phone: 1 855-701-7171

www.regionalrecycling.ca/nanaimo

Nanaimo Recycling Exchange

2477 Kenworth Road
Phone: 250-758-7777

www.recycling.bc.ca

Gabriola Island Recycling Organization (GIRO)

700 Tin Can Alley, Gabriola Island
Phone: 250-247-9257

www.girodepot.com

(Do not accept Styrofoam)



**HAVE YOUR
TURKEY and
TRIM HOLIDAY
WASTE!**



The holidays are an uplifting time. It's also a time that brings a heavy environmental footprint.

The annual waste created in Canada from gift wrapping and shopping bags amounts to more than 545,000 tonnes according to the Recycling Council of BC. By using the green bin and curbside recycling program, residents can divert much of their holiday waste, keeping it out of the region's landfill.

Here are some tips on caring for your green bin:

- Remember: no plastic, metal, tin foil, glass or biodegradable bags. Compostable bags are accepted.
- To keep your food waste from sticking to the green bin during cold weather, line the bottom with newspaper. Spraying the sides with a vegetable oil spray can help too.

- Please don't put your small kitchen catcher at the curbside. If you have more food waste than can fit in your green bin, store it in a cool secure place or in your freezer until your next collection day.

What to feed your green bin over the holidays:

- Turkey trimmings, gizzards, giblets, stuffing, bones and other food leftovers.
- Food-soiled paper products, including napkins, paper towels, paper plates, cups, and paper tablecloths.
- Wax-coated paper containers, such as gable-top eggnog, dairy and ice cream cartons. (Please remove plastic spouts and lids.)
- Cut flowers and houseplants such as poinsettias, nuts, shells and even spices.

**MAKE MEMORIES
NOT GARBAGE THIS
HOLIDAY SEASON**

The festive season is fast approaching. For most of us it's the most wonderful time of the year, but because of the amount of garbage we produce it's also one of the most wasteful. By remembering the **3Rs – reduce, reuse and recycle** – you can enjoy the spirit of the season while easing the load on our landfill and environment. Here are some suggestions how:

Sustainable Gifts

Consider giving sustainable gifts such as homemade presents or gifts of time or services. Options include making a donation in the person's name to a charity, giving bus tickets, skating or swimming passes, or gifts from products that are grown or made locally and sustain our region's economy.

Styrofoam

Taking advantage of some great holiday deals and upgrading to 52" plasma TV, or new home entertainment system? What are you going to do with all the Styrofoam packaging? Consider buying from a store that will take back the packaging or return it to your nearest **Recycle BC** drop off depot.

Gift Wrap

Most gift wrap can't be recycled because of its high ink content and blending with materials such as metal, wax or plastic lamination. Instead choose reusable gift bags, tea towels, cloth napkins or even reusable shopping bags for gift wrap that can be reused.

Maximize your Curbside Program

Be a good sort over the holidays. Ask yourself if paper, plastic, metal or glass can be recycled at the curbside or at a drop-off depot before you trash it. Remember your Green Bin isn't just for food scraps, you can feed it soiled paper products including paper plates, cups, waxed cardboard, and paper take-out food and drink containers.



CONTACT INFORMATION

Email: zerowaste@rdn.bc.ca
www.rdn.bc.ca

Regional District of Nanaimo, Solid Waste Services
6300 Hammond Bay Rd., Nanaimo, BC V9T 6N2
Ph. (250) 390-6560 or 1-877-607-4111 (Toll-free)

Beyond Composting



Appendix 15: Responses from feedback forms

Area	Comment
Parksville	Single use packaged snacks was not a good example. Do not agree with not supporting a Share Shed at Transfer Station it would be a valuable asset.
Parksville	Very informative and helpful. I will be more attentive to what I do and this will help educate people about the waste management program. Thank you for your service.
A	Too many abbreviations.
H	Very informative.
H	What about having free drop off for yard branches/twigs - no cost to RDN for the pick up or delivery to the transit station.
H	Very interesting information, thank you.
H	Interested in exploring options for yard waste disposal options for yard waste disposal options: <ol style="list-style-type: none"> 1. need to alternatives to backyard burning and open burning 2. Need to improve air quality and reduce burning 3. Potential chipping and pick up of yard waste on an annual basis 4. Potential pick up of leaves 5. composting workshop for homeowners may be a cost effective options 6, need a yard smart program similar to waste smart
H	Very informative, puts a face to who does the management and what your goals are, why we're doing what we're doing etc.
Nanaimo	The NRE is an essential part of our waste management system. I use it on a weekly basis for both company and personal waste diversion of products like soft plastics that would otherwise pollute the landfill. The conditions of their building are horrible and the city of Nanaimo and the people who help deal with waste recycling there deserve a proper facility, whether is it proper for the City of Nanaimo or Regional District of Nanaimo to fund it should not a sticking point.
Nanaimo	I am extremely exciting about your plan to upgrade services for multifamily apartments and condos. My wife and I live in a condo and we have garbage and recycling but no organic waste disposal except to slip in into friends green bins. I would at least like a facility to take green waste to. I hope this happens soon, it pains us to have to mix organic waste with garbage.
Nanaimo	The NRE needs to expand as it's the lowest cost one stop centre in the region. For profits cannot compost and do not have the vision to take us the authentic zero waste. It needs to become the regions resource recovery centre, spawning new businesses and jobs. The NRE saves us lots of money, in part because it reduces illegal dumping The NRE could help the RDN to separate and divert materials they could do this at the landfill as is done elsewhere. I support going to 90% and would rejoice if the commercial haulers stop exporting waste material.
QB	Please provide more education especially new residents. Standardize recycling across Canada. How to deal with K-cups, yogurt cups, plastic bags and vegetable bags. Need to provide fully recycling, kitchen waste and garbage pickup for commercial institutions and multifamily.
QB	I enjoy and find the RDN newsletter that is mail dropped 3-4 times a year into our mailboxes very informative. Please ensure that any acronyms used in the newsletter have an explanation of what they stand for. Thank you for an informative and interesting presentation. I learned a lot and have a much greater understanding of how our waste management system actually works. I am please at the past success of the RDN's diversion strategy and look forward to achieving 90%.

Appendix 16

Open house display boards

ADVOCACY

EXISTING ZERO WASTE PROGRAM

Historically, the costs and responsibilities of waste management has been undertaken by local governments and taxpayers. There is currently a shift occurring that is transferring the responsibility for the costs and risk of end-of-life product management to the manufacturers of goods and the consumers that use them. The RDN will continue to advocate for greater waste diversion in the region by engaging with federal, provincial and local governments and BC stewardship groups to provide the appropriate market mechanism to encourage more sustainable manufacturing and consumer choices.



WHAT DOES THE RDN PLAN TO DO?

Advocacy role may include:

- **Petition Provincial/Federal Government to act on matters outside local jurisdiction in an effort to minimize waste**
 - Petition senior governments on an on-going basis, and in a variety of ways, including writing letters, arranging meetings at senior staff and political level and involving the media.
 - Consider partnerships with other organizations for joint advocacy initiatives.
- **Encourage, demonstrate and advocate for consumers and producers to move towards a closed loop system.**
 - Educate the public on the Zero Waste Hierarchy.
 - Support and promote local re-use and repair programs.
 - Demonstrate how to build a closed loop system.
 - Advocate for producers to ensure their products and product packaging end of life is consistent with the Zero Waste Hierarchy.
- **Promote the continuous improvement of EPR Programs**
 - Work with senior governments and Industry Stewards to advance programs that improve convenience, participation and higher levels of waste diversion
 - Insist that new EPR programs must meet or exceed current recycling collection programs and offer consistency of services.
 - Collaborate with the BC Product Stewardship Council, Stewardship Association of British Columbia, the Canadian Council of Ministers of the Environment and the Recycling Council of BC.
 - Partner with neighboring regional districts and other organizations to ensure a broader more unified message is expressed when shared concerns are brought forward.



COST

Ongoing Cost to Manage Advocacy	Yearly Budget
Total	\$20,000

Costs associated with the RDN's current activities regarding advocacy are difficult to determine given the broad range of activities carried out by political and staff representatives. These range from support for organizations such as the Recycling Council BC, active participation in organizations such as the Coast Waste Management Association, to engaging with the Province on policy and regulation development. The continued role of advocacy will remain variable depending on level of participation and costs related to the engagement opportunities (e.g. association dues, travel expenses).



WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

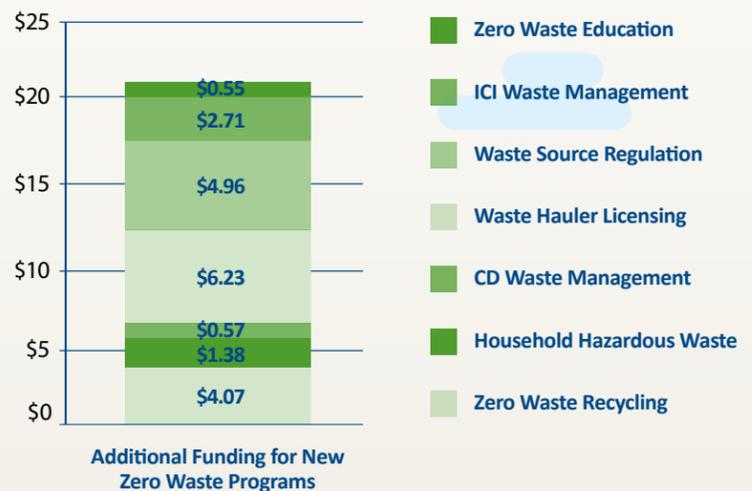
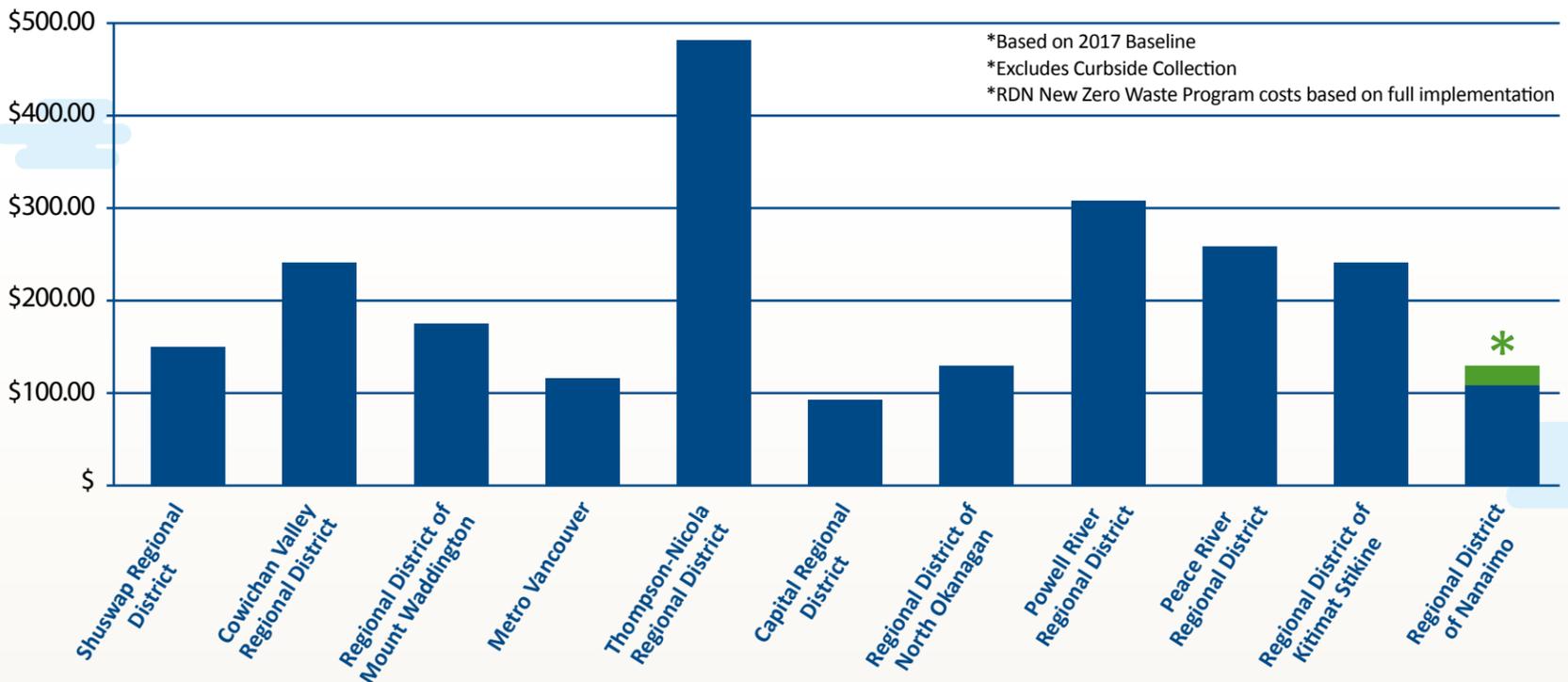
RDN will act as a voice for residents to encourage the provincial and federal government to ensure that producers take responsibility for proper collection and disposal of products and packaging. As well as encourage the reduction of hazardous materials and extraneous packaging.



COST COMPARISON OF SOLID WASTE COSTS WITH OTHER JURISDICTIONS

BACKGROUND INFORMATION

AVERAGE FAMILY SOLID WASTE SERVICES COSTS BASED ON \$500,000 HOUSEHOLD



WHAT DOES THIS LOOK LIKE FOR RDN PER CAPITA COSTS?

	ANNUAL NET COST (\$ MILLION)	PER CAPITA COST (\$)
Current Zero Waste Strategy (68%)	\$3.3	\$53.66
Proposed Zero Waste Strategy (90%)	\$4.9	\$63.69
DIFFERENCE	\$1.6	\$10.03
Current Residential Curbside	\$5.1	\$32.51
Proposed Residential Curbside	\$5.1	\$32.51
DIFFERENCE	\$0.0	\$0.00
Current Disposal Operations	\$6.4	\$40.78
Future Disposal Operations	\$6.4	\$40.78
DIFFERENCE	\$0.0	\$0.00
Total Current SWMP	\$14.7	\$94.44
Total Proposed SWMP	\$16.3	\$104.47
DIFFERENCE	\$1.6	\$10.03

Based on 10 year budget 2017 - 2026

WHAT ARE THE COSTS ASSOCIATED WITH THE SOLID WASTE MANAGEMENT PLAN?

BACKGROUND INFORMATION

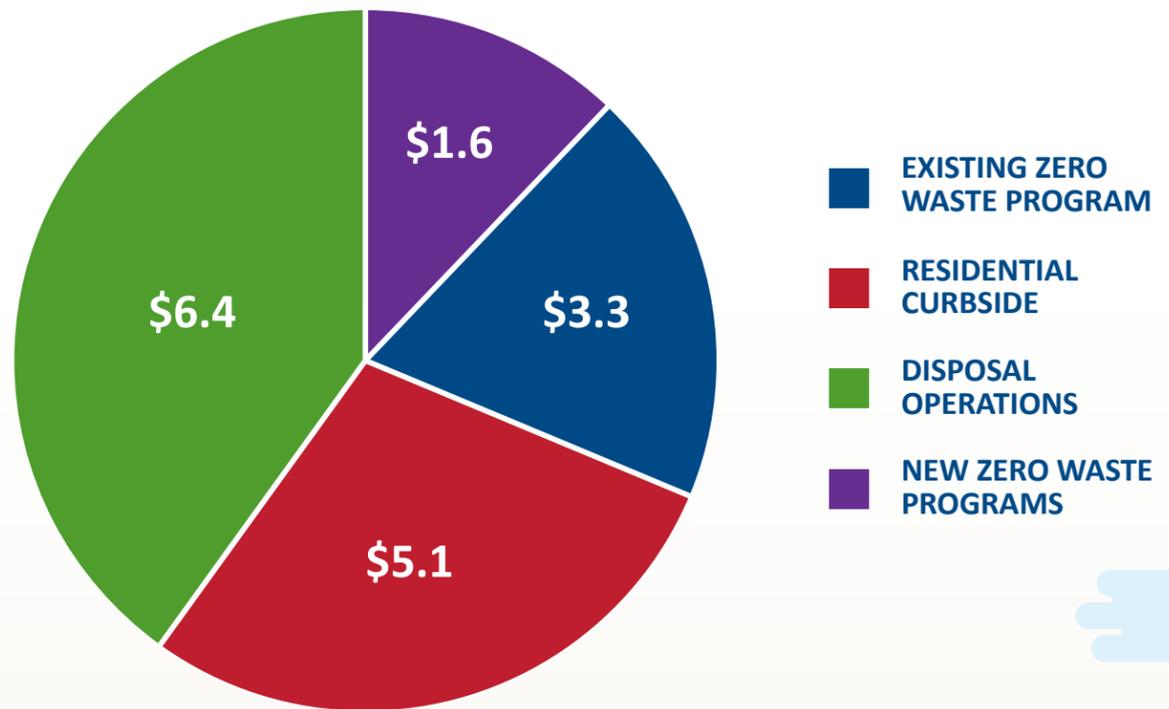
EXISTING

Total Cost: \$14.7 Million

PROPOSED

Total Cost: \$16.3 Million

(Cost per year based on 10 year annualized costs)



NEW ZERO WASTE PROGRAMS	IMPLEMENTATION YEAR	ESTIMATED DIVERSION	BUDGET
Expanded Zero Waste Education	2018	Not Quantifiable	\$40,000
Household Hazardous Waste	2018	<1%	\$100,000
Expanded Industrial, Commercial & Institutional Waste Management Diversion Increased education of existing landfill bans and a relaunch of Commercial Organics Diversion Strategy and Multi-Family Diversion Strategy	2018	3%	\$100,000
	2018		\$100,000
Expanded Construction and Demolition Waste Diversion Improve and reintroduce education and communication regarding CD waste in the region	2018	3%	\$20,000
	2018		\$20,000
Enhanced enforcement of existing landfill bans targeted at the ICI sector			\$100,000
Waste Haulers Licensing	2019-20	10%	\$469,000
Mandatory Waste Source Separation	2019-21	10%	\$373,000
Solid Waste Emergency/Disaster Response Plan	2022	N/A	N/A
Zero Waste Recycling	2019	1%	\$300,000
Total			\$1,538,000



RESIDENTIAL CURBSIDE COLLECTION PROGRAM

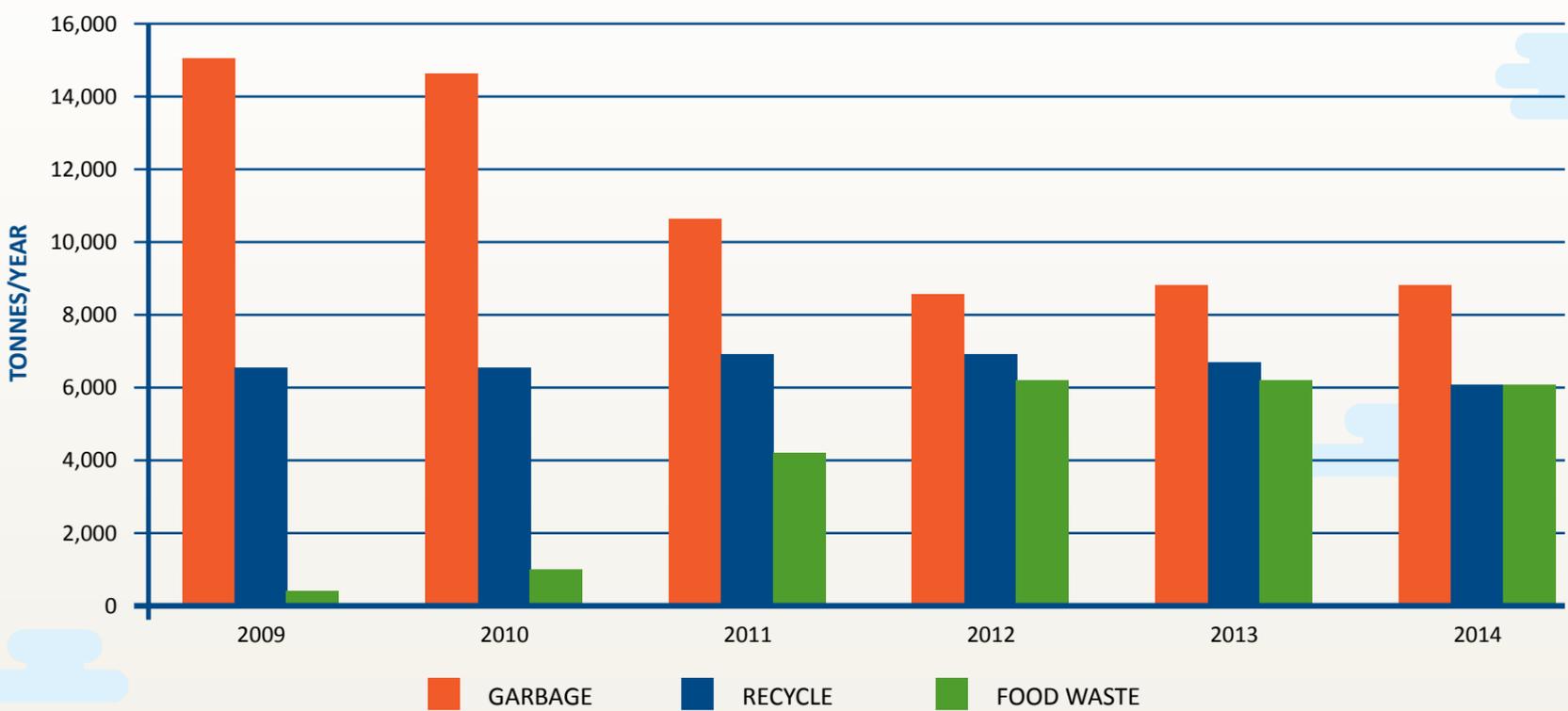
EXISTING ZERO WASTE PROGRAM

The Regional District of Nanaimo (RDN) provides curbside collection of residential garbage, recycling and/or food waste in the seven Electoral Areas, District of Lantzville, Qualicum Beach and City of Parksville. The City of Nanaimo provides collection services to residences within their boundaries.

- Households separate their materials into food waste, recyclables, and garbage.
- Food waste is stored in your green bin and set out at the curb for weekly collection.
- Recyclables and garbage collection alternates every two weeks.

CURBSIDE COLLECTION TONNAGES

ANNUAL CURBSIDE TONNAGE COLLECTED 2009-2014



WHAT DOES THE RDN PLAN TO DO?

The Regional Solid Waste Advisory Committee considered the following options for inclusion in the Solid Waste Management Plan with regards to Curbside Collection however they were not supported for inclusion in the Plan:

- Household Glass Collection
- Yard Waste Collection
- Curbside Collection Program – Compliance and Enforcement to Improve Diversion

The Plan proposes to continue supporting the current residential curbside collection program.

COST

Projected Costs to Manage Residential Curbside Collection	Yearly Budget
Total	\$4,623,000
2017 Utility Fee per Single Family Dwelling	\$141.85

Both the RDN and the City of Nanaimo have user pay curbside garbage collection programs. The cost of managing curbside organics and residual waste is fully funded by the utility fees and off-set by funding from Recycle BC for the curbside recycling program.

DISPOSAL BANS

EXISTING ZERO WASTE PROGRAM

Banning specific wastes from the landfill, when viable recycling alternatives are in place, has been used effectively by the RDN to increase recycling, composting and waste diversion since 1991.

There are currently landfill bans for:

- recyclable/compostable materials including drywall (1991)
- cardboard (1992)
- paper (1998)
- metal (1998)
- tires (1998)
- commercial food waste (2005)
- yard and garden waste (2007)
- wood waste (2007)
- EPR materials designated under BC's recycling regulation (2007)
- household plastic containers (2009)
- metal food and beverage containers (2009)

Disposal bans are considered to be a critical policy mechanism to drive diversion activities, particularly in the Industrial, Commercial and Institutional (ICI) and construction/demolition sectors.



WHAT DOES THE RDN PLAN TO DO?

Currently the enforcement of disposal bans at the Regional Landfill and at the Church Road Transfer Station has only been applied to the most egregious cases of contamination. Minor amounts of banned materials such as paper, food waste or recyclable plastic is not uncommon. The RDN will increase enforcement and education of existing disposal bans to ensure that compostable and recyclable material stays out of the landfill.

WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

When a resident or a business brings material for drop off at the Regional Landfill or Church Road Transfer Station, the load must not contain any banned material. If a load is found to have banned material, it may be fined or prevented from dropping its material off until all banned material is sorted.



ZERO WASTE EDUCATION

EXISTING ZERO WASTE PROGRAM

The RDN contracts a 3rd party non-profit agency to deliver a zero waste school education program which provides free classroom workshops to schools throughout the RDN. Facilitators bring examples of things made from recycled material to show how recycling is helping work towards the goal of Zero Waste.

They discuss how a landfill works and show the results of a recent waste audit using a Garbage Pizza. Participants learn about natural resources and the importance of wisely using renewable resources. The Zero Waste workshops can be tailored to adults who want to improve home or office recycling.



SCHOOL WORKSHOPS INCLUDE:

- Zero Waste
- Compost
- Plastic Pollution
- Consumer to Conservator

WHAT DOES THE RDN PLAN TO DO?

Continue funding for design and delivery of a primary school program that focuses on the concept of zero waste. The RDN and the City of Nanaimo produce most of the solid waste management promotion and education materials provided in the Regional District.

The objectives of the RDN program are to:

- Increase waste diversion;
- Educate all generators about the solid waste management priorities of the Regional District;
- Promote participation in waste diversion programs;
- Promote the “Zero Waste” concept;
- Encourage proper participation in garbage and recycling collection programs; and
- Encourage compliance with Regional District material bans.

Education activities include: staffing at public events and speaking engagements; mall displays; articles in the Regional newsletter “Regional Perspectives”; the region-wide “Zero Waste” newsletter; a Zero Waste school education program; garbage and recycling program brochure (for RDN contract areas); and a web site featuring a recycling database, Zero Waste tool kit and program information.

A greater emphasis is proposed to be targeted at adult audiences through traditional and social media, as well as being more active in a variety of public events.

COST

Ongoing Cost to Manage School Education Program	Yearly Budget
Total	\$30,000

Expanded Zero Waste Education	Yearly Estimated Budget
Total	\$40,000
Projected Tax Rate per \$100,000 Property Value	\$0.11

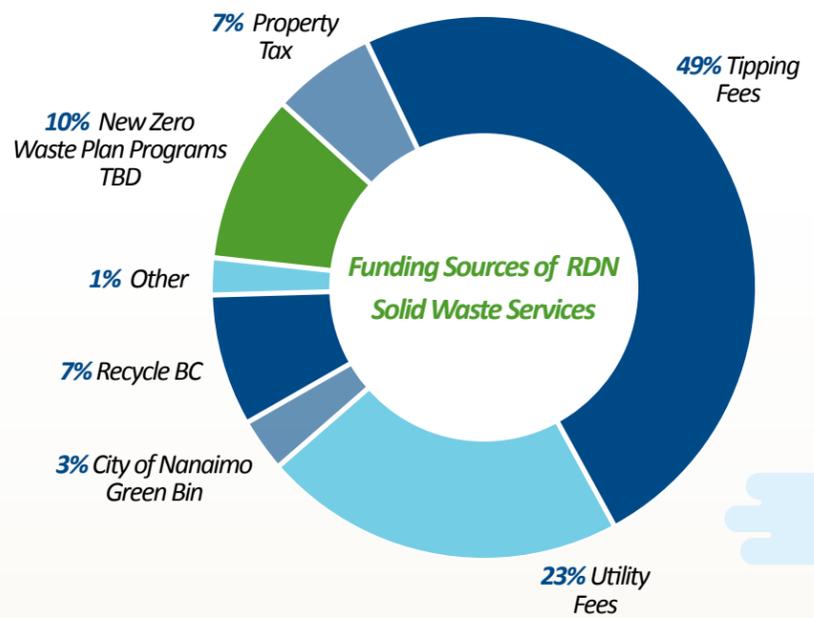
WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

Development and delivery of public workshops/event displays and maintaining an active social media presence can benefit the community as a whole. Education programs are presented to help both children and adults achieve zero waste goals.

HOW ARE... SOLID WASTE SERVICES PAID FOR?

Solid Waste Services funding is primarily from:

- Landfill Tipping Fees (49%)
- Utility Fees for Residential Curbside Collection (23%). (Note that funds received from Recycle BC (7%) are for residential curbside collection of recycles and have been applied since 2013 to reduce the Utility Fee)
- Property Taxes



What is your preference for funding any of the new Zero Waste programs proposed?

If new programs were to be funded by taxation, the table below presents the cost:

(tax rates are based on the full implementation of the updated Zero Waste Plan in 2020)

Solid Waste Services Tax Rate per \$100K Assessed Value	City of Nanaimo	City of Parksville	Town of Qualicum Beach	District of Lantzville	Electoral Area A	Electoral Area B	Electoral Area C	Electoral Area E	Electoral Area F	Electoral Area G	Electoral Area H	Average RDN Tax Rate
Zero Waste Education	\$0.12	\$0.11	\$0.11	\$0.11	\$0.13	\$0.10	\$0.09	\$0.10	\$0.13	\$0.11	\$0.10	\$0.11
Household Hazardous Waste	\$0.30	\$0.28	\$0.27	\$0.28	\$0.32	\$0.25	\$0.23	\$0.24	\$0.33	\$0.28	\$0.26	\$0.28
ICI Waste Management	\$0.59	\$0.55	\$0.52	\$0.55	\$0.64	\$0.50	\$0.45	\$0.47	\$0.64	\$0.55	\$0.51	\$0.54
CD Waste Management	\$0.12	\$0.12	\$0.11	\$0.13	\$0.13	\$0.10	\$0.09	\$0.10	\$0.13	\$0.11	\$0.11	\$0.11
Mandatory Waste Source Regulation	\$1.08	\$1.01	\$0.96	\$1.00	\$1.16	\$0.91	\$0.82	\$0.86	\$1.17	\$1.00	\$0.93	\$0.99
Waste Hauler Licensing	\$1.36	\$1.27	\$1.20	\$1.26	\$1.46	\$1.14	\$1.04	\$1.09	\$1.47	\$1.26	\$1.17	\$1.25
Zero Waste Recycling	\$0.89	\$0.83	\$0.78	\$0.82	\$0.95	\$0.75	\$0.68	\$0.71	\$0.96	\$0.82	\$0.77	\$0.81
Total New Zero Waste Program	\$4.45	\$4.18	\$3.95	\$4.16	\$4.80	\$3.76	\$3.40	\$3.57	\$4.82	\$4.13	\$3.85	\$4.10
Total Ongoing SW Programs	\$3.31	\$3.11	\$2.93	\$3.08	\$3.56	\$2.79	\$2.53	\$2.65	\$3.59	\$3.07	\$2.86	\$3.04
Total SW Services Tax Rate	\$7.76	\$7.29	\$6.88	\$7.25	\$8.36	\$6.55	\$5.93	\$6.22	\$8.41	\$7.20	\$6.71	\$7.14

Cost per \$100,000	\$7.76	\$7.29	\$6.88	\$7.25	\$8.36	\$6.55	\$5.93	\$6.22	\$8.41	\$7.20	\$6.71	\$7.14
Cost per \$500,000	\$38.82	\$36.44	\$34.40	\$36.24	\$41.80	\$32.77	\$29.65	\$31.09	\$42.06	\$35.98	\$33.56	\$35.71

RECYCLING AND ORGANICS COLLECTION AT RDN FACILITIES

EXISTING ZERO WASTE PROGRAM

As a convenience to ensure an on-going opportunity to dispose of food waste, yard waste and recycling, the RDN accepts source-separated recycling, yard waste and food waste at both the transfer station and landfill. This material is transferred to private facilities for processing.



WHAT DOES THE RDN PLAN TO DO?

The Regional Solid Waste Management Advisory Committee considered a number of options for inclusion in the Solid Waste Management Plan in relation to recycling and organics collection at RDN Facilities. After examining these options it was decided by the Committee to maintain current service levels and not consider new options at RDN Facilities.

Why isn't there a "Share Shed" at the Landfill and Transfer Station?

Many landfills and transfer stations have "Share Sheds" or "Last Chance Areas" where customers can place usable unwanted items that others customers can take for free. This concept was considered as an option in updating the Solid Waste Management Plan.

This was not selected as a preferred option mainly because it would detract from the many for-profit and non-profit locations in the RDN rely on receiving donated items and selling them. One of the main themes of the Solid Waste Management Plan is for the local government to not compete with others that have invested in providing a service.

Why don't you accept Product Stewardship items at the Landfill and Transfer Station?

Product Stewardship items are materials that fall under a provincially mandated program where producers are responsible for the items "end of life" (e.g. electronics, lightbulbs).

As noted above, one of the main themes of the Solid Waste Management Plan is for the government to not compete with others that have invested in providing a service. Although some recyclables are accepted at the landfill and transfer station as a convenience, the emphasis of the Solid Waste Management Plan is to "build the business of diversion". There are many private locations in our regional district that have invested to set up Product Stewardship depots. The RDN does not want to compete with these businesses.

Why doesn't the RDN provide Complimentary Drop Off Days?

Charging fees to some residents and not to others could be considered discriminatory. Introducing a program that a small percentage of the population participates in, means that costs are transferred to a larger population of those who do pay. Additionally, it may not be legal to waive tipping fees for residential, but not for commercial, users.

COST

Ongoing Cost to Manage Recycling & Organics Collection at RDN Facilities	Yearly Budget
Total	\$161,000

WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

As a convenience, the RDN provides the opportunity for self-haul customers at the disposal facilities to recycle items such as appliances, propane tanks, scrap metal, gypsum (at CRTS), cardboard, paper, glass, and metal and plastic food and beverage containers. Self-haul and commercial customers can also compost food waste, yard waste and wood waste at these facilities.



HOUSEHOLD HAZARDOUS WASTE

NEW ZERO WASTE PROGRAM

Household Hazardous Waste (HHW) is any waste from your home that is considered dangerous. It includes any leftover household product that is marked flammable, corrosive, explosive or poisonous. Most of these can be taken to a depot that accepts ReGeneration program products free of charge. However, there are some materials that are not covered by the ReGeneration Stewardship program.

To learn more about what can be recycled, visit www.rdn.bc.ca/curbside

WHAT DOES THE RDN PLAN TO DO?

Provide a location(s) for non-stewarded residential household hazardous waste to be dropped off free of charge. Options to be considered are:

- 1) "HHW Roundup" - day events throughout the Regional District where materials can be dropped off; or,
- 2) Contracting a business to collect HHW on a regular basis.

The RDN will also Advocate for the Federal and Provincial government to include more non-stewarded HHW items in existing stewardship programs to encourage manufacturers to take more responsibility for the 'end-of-life' of products they make or sell, and preventing waste in the first place.

DIVERSION

Estimated potential waste stream diversion: <1%

Although there is a small diversion potential, this is the "nasty" stuff we want to keep from being improperly disposed.

COST

Projected Costs to Manage Non-Stewarded HHW	Yearly Estimated Budget
Total	\$100,000
Projected Tax Rate per \$100,000 Property Value	\$0.28

WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

Residents will be able to drop off their HHW products that are not currently covered by a stewardship program for free. Correct disposal of HHW is important to prevent the spread of chemicals in our soil, air, and water. When HHW ends up in our landfill, it can leech out and contaminate our soil and groundwater. Correct disposal of HHW ensure that this material is dealt with in an environmental sound manner.

IMPLEMENTATION TIMELINE: 2018



ILLEGAL DUMPING

EXISTING ZERO WASTE PROGRAM

Illegal dumping is purposefully leaving waste on private or public land rather than using legal disposal methods like recycling or landfilling. Pursuant to RDN Bylaw No. 1386, those who generate (own), deliver or abandon waste illegally can be subject to a fine of up to \$200,000.

Illegal dumping is a long-standing concern in the RDN. In 2016, over 35 tonnes of illegally dumped material was recovered and disposed of appropriately. Illegally dumped material can have serious effects on the environment, wildlife habitat and the ability of others to use and enjoy outdoor recreational areas.

Illegal dumping includes but is not limited to:

- Garbage
- Yard and Garden Waste
- Construction and demolition waste
- Bulky items (furniture, appliances etc...)

WHAT DOES THE RDN PLAN TO DO?

The RDN will continue to operate an Anti-Illegal Dumping program that includes:

- Prevention of illegal dumping through education;
- Funding the clean-up of illegal dump sites;
- Waiving of tipping fees for community clean-up efforts;
- Illegal dumping surveillance and enforcement activities; and
- Funding for clean up of Illegal Dumping at select charities involved in waste diversion in the RDN (i.e. Thrift stores)

COST

Projected Costs to Manage Illegal Dumping	Yearly Budget
Total	\$101,000

WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

Socializing the cost of Anti-Illegal Dumping programs helps to combat illegal dumping throughout our region and reduce the impact of improperly disposed of material on the receiving environment.



INDUSTRIAL, COMMERCIAL AND INSTITUTIONAL (ICI) WASTE DIVERSION

BACKGROUND INFORMATION

ICI waste is waste generated from businesses, industries, institutions and multi-family buildings. The RDN encourages recycling by the ICI sector through variable tipping fees and landfill bans which prohibit the landfilling of recyclables, food waste and yard waste. An assessment of the garbage disposed by the ICI sector was done as part of the RDN's 2012 waste composition study. The data estimates that approximately 42% of the garbage disposed is compostable, including food scraps (28%), yard waste (8%) and compostable paper products (6%). An estimated 16% is considered recyclable and consists primarily of paper and cardboard (12%) with metal, pallet wrap and drywall making up the remainder of the recyclable portion of the ICI garbage.



WHAT DOES THE RDN PLAN TO DO?

The RDN will continue to work within current regulatory authorities to improve ICI organics and recycling diversion which may include increased education and awareness and/or increased enforcement of current landfill bans at the landfill and transfer station.

DIVERSION

Estimated potential waste stream diversion: 3%

COST

Projected Costs to expand ICI Waste Diversion	Yearly Estimated Budget
Increased education of existing landfill bans and a relaunch of Commercial Organics Diversion Strategy and Multi-Family Diversion Strategy	\$100,000
Increased enforcement of existing landfill bans targeted at the ICI sector	\$100,000
Projected Tax Rate per \$100,000 Property Value	\$0.54

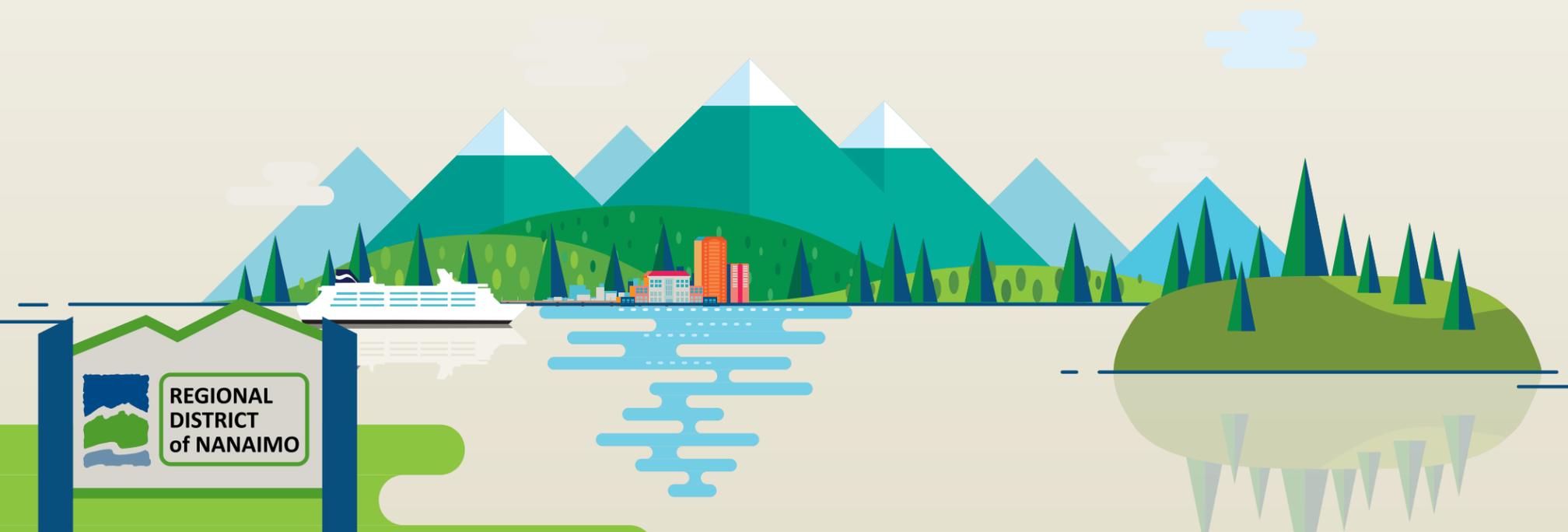
WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

It is expected that the Multi-Family and IC&I sector would experience a marginal increase in diversion though additional outreach and that diversion would increase commensurate with increased enforcement of the landfill bans and issuing of fines. This approach runs the risk of increasing waste leakage where private haulers opt to haul waste out of district in order to bypass landfill bans.

IMPLEMENTATION TIMELINE

2018 Increased Education

2020 Increased Enforcement



MANDATORY WASTE SOURCE SEPARATION

NEW ZERO WASTE PROGRAM

It is the requirement for all waste generators to separate garbage, recyclables and organics.

The RDN residential curbside collection program is an example of this. The RDN mandates that each single family residence participates in curbside collection service of garbage, recyclable and organics. Single family residents have embraced the program and high levels of waste diversion have been achieved.

The Solid Waste Management Plan proposes to expand this concept to all waste generators which includes businesses and multi-family residences.



WHAT DOES THE RDN PLAN TO DO?

The RDN proposes to require source separation of waste through the two following options:

- 1) Enact a bylaw that requires every business and multi-family residence to have and maintain individual bins for refuse, recyclables and organics.
- 2) Through licensing of Waste Haulers, requiring as a condition of a license, that a waste collection service provided to customer must include provisions for separated recyclables and organics.



DIVERSION

Estimated potential waste stream diversion: 10%

Estimated diversion resulting from new Mandatory Waste Source Separation and Waste Hauler Licensing Regulation combined.



COST

Projected Costs to Manage Mandatory Source Separation Regulation	Yearly Estimated Budget
Total	\$373,000
Projected Tax Rate per \$100,000 Property Value	\$0.99



WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

Subject to adoption of the Plan, the RDN will conduct further consultation on the introduction of mandatory waste source separation regulation and the details of how this would be regulated. The new strategy proposes that all commercial, institutional, industrial and multi-family locations source separate their municipal waste.



IMPLEMENTATION TIMELINE: 2019 - 2021

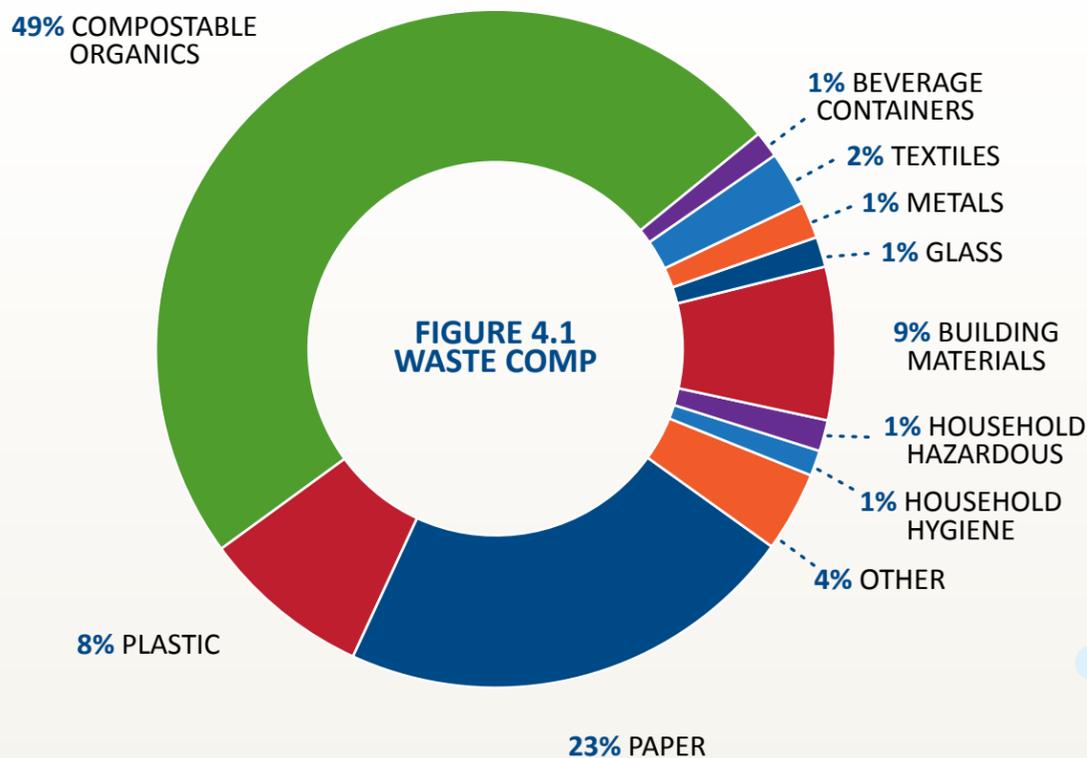


MULTI-FAMILY WASTE DIVERSION

NEW ZERO WASTE PROGRAM

Multi-family waste diversion is aimed at increasing the level of recycling and composting in multi-family residences. Waste collection at multi-family dwelling is largely done by commercial waste haulers. The pace of multi-family development is expected to increase in future years.

As the amount of multi-family housing increases, so do the expectations that service levels should be similar to those provided for single-family housing. Below is a chart from the 2012 Waste composition for multi-family residences.



WHAT DOES THE RDN PLAN TO DO?

The Mandatory Waste Source Separation regulation will help ensure that multi-family residences have access to increase services for recycling and composting, stopping this material from ending up in the landfill.

Mandatory Waste Source Separation regulation together with Waste Hauler Licensing regulation would help ensure every multi-family building has a recycling and food waste composting program. This will discourage waste from being hauled out of region to less expensive private landfills and it will help ensure we take responsibility for our own garbage by making sure we recycle or compost it locally.

DIVERSION POTENTIAL

Multi-Family waste generation assumptions:

- A multi-family household would set out the same amount of garbage and food waste (excluding recyclables) as a single family household (280 kg/yr) with no allowance made for garbage use, lack of domestic livestock or backyard composter use, household size or demographic differences.
- $280 \text{ kg} \times 29\% = 81 \text{ kg/dwelling unit}$ of green bin material a year available for capture.
- $81 \text{ kg} \times 13,430 \text{ households}$ (based on the 2012 staff report) = 1,088 tonnes of material available for capture.
- 75% participation rate (similar to single family curbside set-outs) = 815 tonnes of material diverted.

WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

Given that the residential sector makes up the smallest component of the region's waste stream, and that residents receiving curbside service have made important steps in achieving 60% diversion through participation in food waste and recycling programs, the opportunity to achieve greater overall levels of diversion is attainable by having the multi-family sector receive the same level of service. By having access to more service, multi-family housing waste diversion is expected to have a greater impact on landfill diversion than focusing efforts solely on curbside collection.

RESIDUAL MANAGEMENT

BACKGROUND INFORMATION

The waste that cannot be eliminated or diverted through composting or recycling is referred to as “residual waste”, and ultimately requires disposal. The Residual Waste Management Strategy addresses the long-term disposal needs of the region and aims to minimize social, environmental and financial impacts and risks.



The Residual Waste Management Strategy contains the following major features:

- Continued use of the Regional Landfill in Cedar for waste generated in the RDN for the projected lifespan of the landfill until 2038; Success of zero waste programs could extend the life of the landfill another 10 to 15 years.
- Continued use of the Church Road Transfer Station (CRTS) in Parksville to receive waste from the northern portion of the RDN.
- Researching new and emerging residual waste management technologies that could reduce the RDN’s reliance on landfilling or waste export.
- Discussions with adjacent regional districts to identify potential cooperative strategies for waste management systems.
- Although we are on the road to Zero Waste, there will be some necessary landfilling capacity for the foreseeable future. The RDN will investigate future landfilling options beyond the life of the existing site.

CEDAR ROAD REGIONAL LANDFILL FACTS

Milestone dates:

- Mid-1930’s – landfilling started
- 1968 – RDN assumes operation of the landfill
- 1990 – RDN constructs fully lined Cell 2
- 1997 – landfill gas collection system installed
- 2009 – partnership with Cedar Road Bioenergy developed; currently 3.5 million m3 of gas collected producing 4600 Mw of electricity (enough to power about 500 homes)
- 2011 – final closure of western end of unlined Cell 1
- 2016 – North Berm completed providing the landfill seismic stability
- Fall 2017 – replace the scale and scale house (Oct.-Dec.) (The RDN apologizes for some traffic disruptions and delays this will cause.)
- Receives approximately 65,000 tonnes of material annually.
- Diverts approximately 15,000 tonnes of material.
- Landfills approximately 50,000 tonnes of material
- Average of 260 customers a day
- Collects in the order of 100,000m3 of leachate which is sent to Greater Nanaimo Pollution Control Center for treatment
- 35 groundwater monitoring wells and 7 surface water locations sampled on a quarterly/ biannual basis

CHURCH ROAD TRANSFER STATION FACTS

- 1991 – started operation
- 2020 – total retrofit of facility to LEED Gold Standard
- Processes approximately 24,000 tonnes of material annually
 - Diverts about 7,000 tonnes of material
 - Sends about 17,000 tonnes of material to the landfill
- Average of 260 customers per day



SOLID WASTE MANAGEMENT PLAN'S GUIDING PRINCIPLES

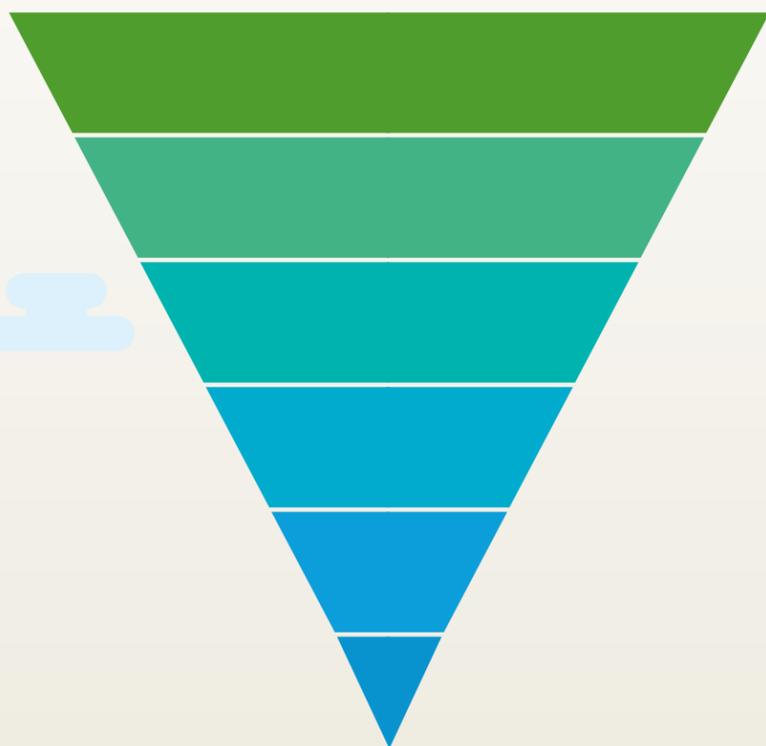
BACKGROUND INFORMATION

In British Columbia, regional districts are mandated by the Provincial Environmental Management Act to develop a Plan that is a long term vision of how each regional district would like to manage their solid waste, including waste diversion and disposal activities. This Plan's guiding principles are:

- 1) Promote the Zero Waste Hierarchy of highest and best uses and support a circular economy.
- 2) Maximize use of waste materials and manage residuals appropriately.
- 3) Support polluter and user-pay approaches and manage incentives to maximize behavior outcomes.
- 4) Prevent organics and recyclables from going in the garbage.
- 5) Collaborate with other regional districts wherever practical.
- 6) Develop collaborative partnerships with interested parties to achieve regional targets set in plans.
- 7) Level playing field within regions for both private and public solid waste management facilities

The future solid waste system will build on the existing framework of services and programs while improving the delivery of those services and reducing the amount of waste sent for disposal. The proposed programs, infrastructure and policies for the Plan are presented in accordance with the following waste management hierarchy.

ZW HIERARCHY OF HIGHEST & BEST USES



- Reduce, refuse & return
- End subsidies for wasting
- Product & packaging redesign
- Clean production & takebacks
- Reuse, repair, remanufacture
- Recycle, compost & digest
- Regulate (bans, biological energy recover, landfills with pre-processing)
- Not ok: incineration, bioreactor landfills

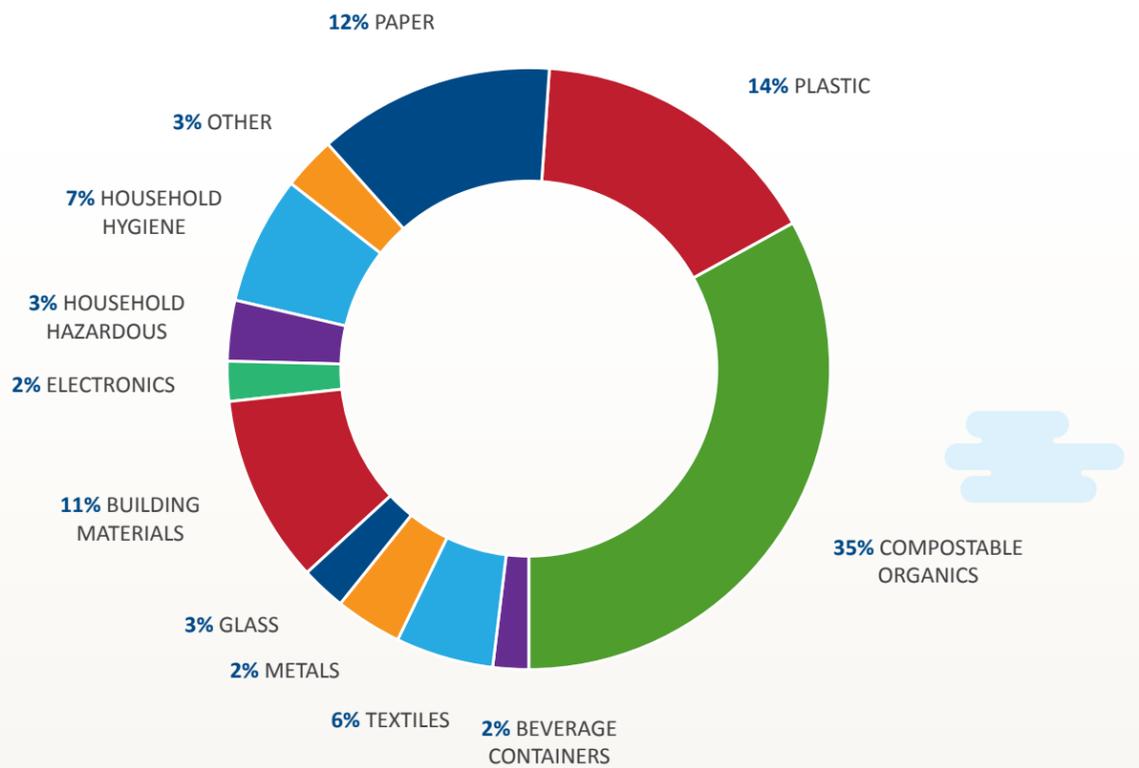


WASTE COMPOSITION

BACKGROUND INFORMATION

In 2012, the RDN commissioned a study of the composition of waste being landfilled in the Region. The study found compostable organics (food waste and compostable paper) and construction/demolition waste as the largest components of waste by weight being landfilled.

These materials were targeted for diversion from the landfill through the Green Bin Program, and disposal bans on Commercial Food Waste and Clean Wood Waste. The 2012 Waste Composition Study is a key tool in the current process to update and review the region's SWMP. The study's findings have been used to assess the effectiveness of Zero Waste programs in diverting landfill waste and opportunities for improvement.



DETAILED DATA BY WASTE SECTOR

MATERIAL CATEGORY	RESIDENTIAL		COMMERCIAL		SELF-HAUL		TOTALS	
	WASTE STREAM PERCENTAGE	ESTIMATED DISPOSAL (2012)						
PAPER	1.2%	637	9.5%	5,049	1.8%	969	12.5%	6,655
PLASTIC	2.5%	1,313	8.3%	4,421	3.0%	1,599	13.8%	7,333
COMPOSTABLE ORGANICS	6.2%	3,301	26%	13,879	2.7%	1,453	34.9%	18,632



WASTE HAULER LICENSING

NEW ZERO WASTE PROGRAM

Introduce a regulation that requires waste haulers to be licensed in the RDN, responsible for ensuring their customers have a system in place for recycling and composting, including collecting and remitting a fee if not.

WHAT DOES THE RDN PLAN TO DO?

Licensing waste haulers provides the ability for the RDN to change the existing financial model to one where the waste industry is more profitable if they divert waste rather than dispose of it. The Waste Hauler Licensing regime is proposed to have the following elements:

1. Licensed haulers will be required to submit a disposal levy to the RDN for any waste that is collected and disposed of by landfilling or incineration at any facility within or outside the RDN. The levy will not apply to any waste that is diverted or recycled. The basis for this levy is:
 - a. To provide a direct incentive for waste services that encourage source separation by customers or that extracts recyclable material from the waste stream (e.g. materials recovery facility); and,
 - b. The generators of waste that ship waste out of the RDN for disposal avoid their portion of solid waste services costs that would otherwise be collected through tipping fees. Introduction of the levy ensures that all waste generators in the region pay their fair share of these costs.
2. Licensed Haulers will receive a discounted tipping fee at the RDN landfill and transfer station. The combined disposal levy and discounted tipping fee will be less than the tipping fee applied to all non-licensed customers. This fee differential, which favours the Licensed Haulers, will be set at a rate that encourages the flow of waste to industry before it is brought to RDN disposal facilities.
3. Licensed Haulers will be required to track waste disposal and diversion quantities as well as submit records and remit the disposal levy. Licensed Haulers will also be subject to auditing at the request of the RDN.
4. Licensed Haulers will be required to submit an annual licensing fee along with proof of a business license and insurance. The licensing fee will be set at an amount that is not a barrier to licensing but only encourages waste haulers in participating in the program.

DIVERSION

Estimated potential waste stream diversion: 10%

*In combination with Mandatory Waste Source Separation

COST

Projected Costs to Manage Waste Hauler Licensing	Yearly Estimated Budget
Total	\$469,000
Projected Tax Rate per \$100,000 Property Value	\$1.25

WHAT DOES THIS MEAN FOR YOU AND OUR REGION?

Introducing Waste Hauler Licensing would help ensure every business or multi-family building has a recycling and food waste composting program. This would not only help prevent waste from being hauled out of region to less expensive private landfills, it would also help ensure that we take responsibility for our own garbage by making sure we recycle or compost it locally. It could also offer an economic incentive for the private sector to provide more waste management services locally, improving convenience for recycling.

IMPLEMENTATION TIMELINE

2018 - Consultation on Waste Hauler Licensing Bylaw

2019 - Bylaw Development and Legal Counsel

2020 - Full Implementation of Waste Hauler Licensing Bylaw



ZERO WASTE STRATEGY

BACKGROUND INFORMATION

In 2002, the RDN committed to “Zero Waste” as its long-term waste reduction and diversion target. Zero Waste focuses on reducing the region’s environmental footprint by minimizing the amount of waste that must be landfilled through reduction, reuse, recycling, redesign, composting, and other actions.

The RDN was the first jurisdiction on Vancouver Island and one of several forward looking local governments in Canada and around the world to move beyond recycling and adopt a Zero Waste approach to eliminating waste.

To strength the RDN’s Zero Waste Strategy the updated Plan adopted the ultimate goal of Zero Waste, as defined by Zero Waste International Alliance:

“Zero Waste is a goal that is ethical, economical, efficient and visionary, to guide people in changing their lifestyles and practices to emulate sustainable natural cycles, where all discarded materials are designed to become resources for others to use.

Zero Waste means designing and managing products and processes to systematically avoid and eliminate the volume and toxicity of waste and materials, conserve and recover all resources, and not burn or bury them.

Implementing Zero Waste will eliminate all discharges to land, water or air that are a threat to planetary, human, animal or plant health.”



SETTING A TARGET **PROPOSED:** Set a target to reduce the amount of waste going to the landfill by 90% by the year 2027, equal to an average per person disposal of 109 kg per year.

In the previous plan, the community lent its support to Zero Waste as the ultimate waste reduction goal and reducing waste going to landfill by 70% as the milestone. Currently we are at 68% which is equal to landfilling an average of 347 kg per person per year. We know that 90% is a big number but we believe that with the combination of programs proposed in this draft plan and your continued support, we can all make this work.

PROGRESS ON THE ROAD TO ZERO WASTE

The RDN and its member municipalities, residents and businesses have led the way in reducing the amount of garbage that goes to landfill. In 1991, we introduced Canada's first user pay residential garbage collection system. Since then, the RDN and its partners have expanded curbside recycling programs, banned easily recycleable material from the landfill promoted composting throughout the region. The Zero Waste Strategy outlines how the RDN plans to continue reducing the quantity of waste disposed. **The Zero Waste Strategy is organized into two sections:**

Ongoing Programs: programs that were part of the 2004 Zero Waste Plan, were implemented and continue to operate, including programs identified in the annual budget for 2017:

- School Education Program
- Zero Waste Promotion and Education
- Illegal Dumping Program
- Yard Waste Collection
- Recycling at RDN Disposal Facilities
- Residential Curbside Garbage, Recycling and Organics
- Disposal Bans
- WSML Technical Assistance
- Construction Demolition Diversion

New Programs (Implementation 2018-2021): programs that have new diversion potential that will be implemented in 2018-2021 upon adoption of this Plan:

- Expanded Zero Waste Education
- Expanded Multi-Family Diversion
- Expanded Industrial, Commercial and Industrial Diversion
- Expanded Construction and Demolition Diversion
- Non-Stewarded Household Hazardous Waste
- Mandatory Waste Source Separation
- Waste Hauler Licensing

Appendix 17: Comments received during consultation

Area	Date	Comment	RDN Response
Open house - Parksville	09/19/17	Glass collection should be supported to encourage glass use (better for environment). Plastic collection encourages more plastic use/consumption?	Glass is recyclable but not through the curbside program. You can take glass back to a depot to be recycled.
Open house - Parksville	09/19/17	Recycling not included in taxes and should be as there is no choice but to pay for curbside.	We have received supportive comments for plans proposal and our current program which is user pay system.
Open house - Parksville	09/19/17	There should be a large item pick up.	There are large item pickups available through local companies. The RDN could provide the service but it would be a significant increase the utility fee. Would you be willing to pay for?
Open house - Parksville	09/19/17	Multi Family complexes, how do they pay into the zero waste programs?	Multifamily buildings just like all others, pay property tax, which is assessed based on the value of land and improvements. The current SWMP programs are funding partially through taxation and tipping fees.
Open house - Parksville	09/19/17	Why don't all restaurants and businesses have green bins?	The proposed plan is trying to do exactly that. If we make it financially attractive to divert, businesses will do it.
Open house - Parksville	09/19/17	How do we make it financially attractive to divert?	We can do this through the combination of source Separation and waste hauler licensing. Make diversion profitable for businesses. The more you divert, the less you have to pay because there is no disposal levy on diverted material. This will increase the competition for providing services bringing down costs and improving service provisions for customers. In the end, people will have more choices and lower prices when it comes to recycling.
Open house - Parksville	09/19/17	We need to reduce the amount of packaging we have. Consumer demand can influence manufacturers and suppliers. We contributed tonight by having bottled water. Having a water cooler and paper cups would have been a better option.	Thank you for that suggestion. We will make sure we do not have bottled water and use reusable cups at our other meetings.
Open house - Parksville	09/19/17	How does the RDN stack up worldwide? Compared to countries like Switzerland?	The RDN has done a remarkable job at diverting. Our waste per capita that is landfilled and diverted is some of the best in the world.

Open house - Parksville	09/19/17	Curbside Recycling is easy to contaminate and hide the wrong material.	That is why we do not accept recycling in single use bags. All recycling must be loose in a container or reusable bag so that contamination is easy to spot.
Open house - Parksville	09/19/17	How to get M-F composting and recycling?	Education, encourage waste haulers licensing & incentive. The more separated materials collected will usually increase the cost. So waste hauler licensing will help continue diverting waste.
Open house - Parksville	09/19/17	Differential fee for reduced waste set out?	We do not currently have this and it is not including in the proposed plan.
Open house - Parksville	09/19/17	Use/Promote Social media/sharing sites, freecycle etc. or curb free days as thrift stores are overloaded with "non-saleables"?	
Open House - Bowser	10/02/17	RDN should provide public garbage bins where illegal dumping occurs.	The RDN does not provide garbage bins at known illegal dumping sites because it would attract more people to dump there. Having garbage bins would also deter people from coming to the Landfill or transfer station to get of their waste and would lead to a massive cost, likely larger than illegal dumping clean up would.
Open House - Bowser	10/02/17	Why don't we have stagnant fees?	We do have a standalone mandatory fee for our curbside service. For the rest of the programs that we offer it would be extremely difficult to come up with a number that could be equally and fairly applied to everyone, from single family, multifamily and commercial buildings.
Open House - Bowser	10/02/17	Is there a profit made from the food waste program or the recycling program?	From recycling the RDN receives around one million dollars a year. That money is used to offset the utility fee and to help cover other costs of the program. It costs the RDN money to process the material collected as part of the food waste program. Diversion costs money but it does have economic benefits as well as environmental and social benefits.
Open House - Bowser	10/02/17	Where do compostables go?	Compostable/food waste collected at the curb go the Nanaimo Organic Waste. NOW did upgrades to the facility but there is a need for more as the current product still has a lot of plastic bits. There is currently a proposal to do \$3.5 million upgrade which will create a really great product.

Open House - Bowser	10/02/17	How does the curbside recycling work?	The provincial government regulated printed paper and packaging, making the producers responsible for the end of life of this material. The producers of this material came together to create MMBC, now RecycleBC, and partnered with groups (depots, local governments, private collectors) that were already collecting this material.
Open House - Bowser	10/02/17	What about medical patients? How do I get rid of all of my medical waste?	The plastic that is associated with medical waste is made of multiple kinds of plastic which is very hard to separate and recycle so that material should go into your garbage.
Open House - Bowser	10/02/17	If the City of Nanaimo covers the cost of extra garbage related to medical waste, the RDN should to.	This does come up from time to time and has gone to our Board a few times but at this time they have chosen to not cover the cost of extra garbage from medical waste.
Open House - Bowser	10/02/17	I have a lot of different things that I need to get rid of, are you suggesting that I find a separate location for each thing?	Right now you pay the same and a hauler you might hire. So when they come to your home or if you drop material off at their facility the cost to you is very similar to bringing it to the landfill. In the future, if we are able to license waste haulers then we can give them fee differential when they drop off material that is free of recyclables. This will bring their costs down, bring down prices, increase diversion, increase the amount of services that are offered to residents and make recycling easier for residents as well.
Open House - Bowser	10/02/17	Has anyone been prosecuted for illegal dumping?	Yes
Open House - Bowser	10/02/17	Why not offer bulk pick up or free days?	Cost is very high and it encourages people to keep their waste until the free day leading to unsightly premises and a very busy and a chaotic landfill.
Open House - Bowser	10/02/17	Why does the RDN not provide services in Qualicum?	Qualicum provides garbage collection with their own staff. RDN provides recycling and green bin pick up.
Open House - Lantzville	10/05/17	Do you think you could reach 90% diversion target?	It is ambitious, but yes. Waste source separation and other proposed programs will motivate waste reduction.
Open House - Lantzville	10/05/17	are you allowed to put grass clipping mixed into your food waste	Yes, the City of Nanaimo curbside program will allow mixed yard waste with food waste at the curbside.
Open House - Lantzville	10/05/17	City of Nanaimo new Big Cans system, Will this increase the amount of garbage in our landfill?	It is possible, but we will see what happens and will learn from the City of Nanaimo.

Open House - Lantzville	10/05/17	Are zero waste programs different in Nanaimo?	No, City of Nanaimo only provides curbside service, the RDN does everything else solid waste related
Open House - Lantzville	10/05/17	How is recycling sorted?	Yellow bag and blue bin contents go to a facility in Vancouver shipped to facility in lower mainland and sorted by machine and people.
Open House - Nanoose	09/21/17	Waste System is very Complicated. Too many different places to take different things that we want to dispose of properly.	Use our curbside app. You can search for an item and it will tell you the closest place you can take it to. Most depots take a large variety of material.
Open House - Nanoose	09/21/17	How confident are we with the new diversion % are we double counting.	We use waste composition studies to determine what specific material is coming to the landfill. Our WSMLs report to us what material is diverted. 90% maybe not done by the RDN but can happen through private industry. Plan can drive that diversion through waste haulers. Not anticipating changes to residential curbside. Gains to diversion will come from manufacturers, ICI, etc.
Open House - Nanoose	09/21/17	Plan seems to target municipalities for gains? Will the plan make it easier for residents? Drop off areas at facilities so items can be diverted for re-use.	This was considered at RSWAC. Cost and space limitations the RDN would be competing with the private sector. Can be done to create convenience at a cost. At CRTS everything gets moved out and it costs. Prefer not to handle it at all. We charge for crossing the scale. Cost to create and operate a "share shed" not supported by RSWAC
Open House - Nanoose	09/21/17	Making alternative disposal options and locations easy to find get an "APP" Promote and ensure it is available on the website and not just mobile devices.	We have one called "RDN Curbside".
Open House - Nanoose	09/21/17	How do we intend to not have those who are recycling pay more? Achieve better diversion % on the back of the taxpayer	Tax or tip fee the Lion's share is paid by the waste generator, meaning it is a user pay. If waste flows through waste hauler it provides a business opportunity. Minimal tax impact but will put the burden on person/business where the waste is generated.
Open House - Nanoose	09/21/17	How will the Plan account for a longer landfill life?	Differing replacement cost can be calculated but plan does not account for the better diversion. If we are successful it extends the landfill 10-15 years in turn saving money.
Open House - Nanoose	09/21/17	How would we ensure waste from outside the RDN meets our requirements	There is no out of district waste accepted. Waste hauler licensing can influence behaviors beyond our borders. It will help bring material that is leaving our district to come back.

Open House - Nanoose	09/21/17	Is the residential sector the best it is going to get?	Can be better if we promote more diversion and create private sector competition.
Open House - Nanoose	09/21/17	What is the benefit to Nanoose residents	Community (RDN) diverts more, grows private sector economy, benefits environment. Mostly paid by generator vs taxes, paying for the RDN to provide increased services
Open House - Nanoose	09/21/17	Need to recognize generational differences in how we message. Apps vs Newsletters. But consumer society (younger people) may not link consuming with managing waste. Easier to purchase online which increases packaging.	This is something that we are aware of. Lack of turnout because 40% of Nanoose blocks bulk mail. Inability to email blast due to privacy.
Open House - Gabriola	10/11/17	Why is the RDN not picking up QB garbage?	This is just the way the program is set up. The waste still comes to the landfill.
Open House - Gabriola	10/11/17	Large property with waste in their yard, what do you do?	You would need to contact the MOE or bylaws for an unsightly premise.
Open House - Gabriola	10/11/17	What is the strategy to deal with hoarders?	Talk to your local representative and Bylaws to come to check out and if an unsightly premise then Bylaws will enforce.
Open House - Gabriola	10/11/17	For multifamily and commercial sector, if waste source separation says they have multiple bins, can dispose of waste themselves or do they need to hire a firm to do so?	Either way. Most hire a company to take away waste but they can choose how to deal their waste. We want to be as little invasive as possible.
Open House - Gabriola	10/11/17	Why is Waste going to Oregon?	2013 our fee went up so it was cheaper to send to the US.
Open House - Gabriola	10/11/17	How much does GIRO divert?	GIRO is part of all EPR products. With these they probably divert very small amount of waste compared to the rest of the entire region.
Open House - Gabriola	10/11/17	Does waste source separation mean subsidized waste for companies?	Not quite. We cover our cost still with incentive we just make less directly. The industry puts more money into recycling so it's an incentive not a subsidy.
Open House - Gabriola	10/11/17	Why is there nothing about telling the industry to produce less waste?	This is outside of our authority as a regional district.
Open House - Gabriola	10/11/17	Where does Styrofoam go?	Most depot take back for free recycling, not GIRO.
Open House - Gabriola	10/11/17	Does this plan change curbside?	No. these programs are in addition to curbside.

Open House - Gabriola	10/11/17	Are there proposal for energy generation, is that still going through?	No, there was opposition from the community.
Open House - Gabriola	10/11/17	Will this plan make fees go up for empty land?	There is no utility fee, but you still pay property tax.
Open House - Gabriola	10/11/17	Why doesn't the RDN do collection from commercial sector? Wouldn't it be cheaper?	Businesses pay taxes and provide service. Government consume tax and provide service. Labor is cost of doing business. Business are more flexible, it allows them to respond to market better for it.
Open House - Gabriola	10/11/17	Vancouver landfill has a store, RDN does not. Why not?	We looked at share shed, would cost around \$300,000 to operate and it will pull products away from for profit and nonprofit businesses.
Open House - Gabriola	10/11/17	Zero Waste education, what do you talk about?	Contract with the NRE to provide this service.
Open House - Gabriola	10/11/17	Can you stop plastic bags at stores?	No. Local Governments can't but we advocate for it.
Open House - Extension	10/16/17	Why are we going to 90% if we are so good?	Feedback from RSWAC, desire for higher levels of diversion.
Open House - Extension	10/16/17	Will multifamily diversion result in fining people that don't recycle?	No we don't want to fine people directly. To get to 90% diversion, it's not just household waste that needs to be diverted, it's all waste generated in the region.
Open House - Extension	10/16/17	Will City of Nanaimo be involved with stopping illegal dumping?	We are not sure what they do directly other than cleanups, but they likely do something.
Open House - Extension	10/16/17	Have people been prosecuted for illegal dumping?	Prosecution rate for illegal dumping is low but we try. It is difficult to prosecute illegal dumping as it is hard to prove
Open House - Extension	10/16/17	How much illegal dumping is construction waste?	A decent amount, but not just that, that there is also a lot of yard waste and material that can actually be recycling for free at the depot.
Open House - Extension	10/16/17	Why not charge on sheets of commercial construction material and that can be revenue used to bring cost of dumping down.	This is not something we have the authority to do that would be in the authority of the province.
Open House - Extension	10/16/17	So it's not big businesses dumping drywall its small business or DIY?	Honestly construction dumping is not a big issue.
Open House - Extension	10/16/17	Can you publicize your phone number so people that come across illegal dumping can call you?	We can have the RAPP line on our next newsletter, along with what info to take down to report.

Open House - Extension	10/16/17	How long does the RAPP line take?	They have the ability to come check out an illegal dump site faster than our Bylaws department would.
Open House - Extension	10/16/17	Who was on the advisory committee?	RSWAC members are community, industry, not for profit, first nations, local municipal partners, island health and MoE.
Open House - Extension	10/16/17	Can't make recycling harder/complicated for people that don't have time.	The proposed options in the plan will make actually make recycling easier and cheaper.
Open House - Extension	10/16/17	What do waste haulers think about licensing?	From what we have heard from the waste industry, they do not like the idea of being licensed, but they do support other parts of the waste hauler licensing.
Open House - Extension	10/16/17	Citizens are already doing a lot for recycling	Yes they are. That is why we have such a high diversion rate now.
Open House - Extension	10/16/17	Would licensing haulers stop curbside collection?	No, we are not planning to stop curbside pickup.
Open House - Extension	10/16/17	What types of products would get zero waste funding?	Only item that are recyclable but are not commercially viable, this like cigarette butts or textiles etc.
Open House - Extension	10/16/17	When you say multifamily, do you mean the City or the RDN?	The plan would apply to the entire region that includes the City of Nanaimo and all of the rest of the RDN.
Open House - Extension	10/16/17	How do you enforce mandatory source separation?	We would create a bylaw that says everyone has to have three bins. If they don't, they would be fined.
Open House - Extension	10/16/17	Is the waste hauler licensing anywhere else in the world?	Yes, Metro Vancouver, not all economic model
Open House - Extension	10/16/17	ICI management is for what?	Education and enforcement of old programs
Open House - Extension	10/16/17	Does everyone pay the same tax rate?	No, commercial rates are higher
Open House - Extension	10/16/17	We don't want a landfill in Area C !!	
Open House - Qualicum	10/23/17	What does 68% diversion include?	It's all waste in the community. Single family, multifamily and commercial.
Open House - Qualicum	10/23/17	Cooking oil, how do I dispose of it?	Don't know off hand but you can look on the RDN curbside app and use the "what goes where" feature to find out what to do with cooking oil.
Open House - Qualicum	10/23/17	What happens to hospital waste?	Most hospital waste is regular waste so it's taken by a commercial contractor. Bio medical waste used to be burned at each hospital and is now it is sent to Alberta for proper incineration.

Open House - Qualicum	10/23/17	I don't put weeds in green bin because the company I bought compost from had weeds in it.	That's a good idea. The process should kill the weed seed. Not sure why it didn't. We are looking to update the facility with a company that has built facilities like this all over the world.
Open House - Qualicum	10/23/17	What about PCB's?	We don't deal with many items if any with PCB's. Haven't been manufactures in 20+ years.
Open House - Qualicum	10/23/17	Do you include enviro cost of fuel?	No
Open House - Qualicum	10/23/17	Can we have them do something about the amount of fuel and enviro cost?	No, we can't make them, but we can make diversion more profitable.
Open House - Qualicum	10/23/17	Have you figured out how to deal with fabrics?	Yes and no. if we are able to consolidate them, it makes it profitable for some to recycle and avoid disposal levy. We want to put systems in place to make recycling easy & profitable.
Open House - Qualicum	10/23/17	Is it private companies that sell recyclable commodity?	No, private industry does. Curbside is done with stewardship group.
Open House - Qualicum	10/23/17	How do we get rid of plastics? What happens with those plastic bags?	Recycled
Open House - Qualicum	10/23/17	Then why do we have plastic in the Ocean then?	Doesn't all come from plastic bags. Comes from clothes and other places around the world that do not have the same collection systems as we do. We want better systems in place to keep these products in circulations.
Open House - Qualicum	10/23/17	How do paper bags work into conversations around plastic bags?	Depends on the different cycle analysis that you read. I am unsure of the right answer.
Open House - Qualicum	10/23/17	K-cups, paper cups & Yogurt cups. Why aren't manufacturers having to show how they recycling those items?	Regional Districts cannot force companies to do this. That is a provincial/Federal issue.
Open House - Qualicum	10/23/17	How do we know that the recycle fee on items goes to recycling the item?	The fees go to a not for Profit that submits an annual report to the MOE that has been audited by a third party.
Open House - Qualicum	10/23/17	Not many people here know about EPR or other thing you are talking about. How do we do this better?	We have looked at adult education, and we are hoping to include this in the plan.
Open House - Qualicum	10/23/17	Why don't we coordinate across provinces?	If we make our system better by changing the design, make changes for diversion. Overall we are working towards this, but changes are small.

Open House - Qualicum	10/23/17	How is waste measured?	By weight.
Open House - Qualicum	10/23/17	Asphalt shingles, are they recycled?	Mostly landfilled, but it can be recycled.
Open House - Qualicum	10/23/17	How much of our waste goes to the landfill?	12,000 tonnes of commercial waste goes to the US rest comes to us.
Open House - Qualicum	10/23/17	Who picks up from commercial facilities?	Whomever they contract with.
Open House - Qualicum	10/23/17	Who is in charge of administration with the landfill?	The province regulates and RDN administrators.
Open House - Qualicum	10/23/17	All you have talked about is commercial? Why do I need to pay the bill?	We grow economy, business grows, more services. Businesses also pay more taxes as diversion costs money.
Open House - Qualicum	10/23/17	We should include glass pickup in curbside	We looked at, it would be a separate truck at roughly \$13 a year added onto curbside utility fee for each account for pick up every few months. Committee didn't go for it.
Open House - Qualicum	10/23/17	Yard waste pick up, we should have it I would pay.	
Open House - Qualicum	10/23/17	I don't know if I can support this plan. I would rather pay \$20 for yard waste pick up rather than what you have presented.	
Open House - Nanaimo	10/04/17	MMBC has led to less material being collected. How does that work for multifamily?	We are not enforcing right now. There is no fine for not using. But when people pay for the service they use it, as we see in single family.
Open House - Nanaimo	10/04/17	Cowichan Valley program, they have their own recycling center. they differ, no landfill	True, and they have higher cost afterwards because they ship their waste to US.
Open House - Nanaimo	10/04/17	How do you break out costs when there is so much variation?	We do basic services & even out, not exact.
Open House - Nanaimo	10/04/17	Are you saying all Communities are the same in the RDN?	For this poster yes
Open House - Nanaimo	10/04/17	How much money do you get from MMBC	we get 1 million
Open House - Nanaimo	10/04/17	For the Contamination rate, we have to have low number otherwise they will stop giving us money and possible fine us. Is this True?	It's not likely they will stop taking material or fine us as long as we are working with them to reduce contamination

Open House - Nanaimo	10/04/17	Is there gas collection at the landfill for energy?	Yes
Open House - Nanaimo	10/04/17	If you reduce tip fee, how do costs and revenue change?	If we pay with taxation, cost are built into waste licensing tax rate. Tip fee reduction from revenue is accounted for.
Open House - Nanaimo	10/04/17	What is happening with illegal dumping?	Working on it. We fund clean ups, waving tipping fees for community clean up. We have less illegal dumping now than we used to. When there is a program change there is a bump in the amount of illegal dumping and then the levels return to normal.
Open House - Nanaimo	10/04/17	Automatic trucks, we could weigh how much material goes to curb? Why not do that?	From CON - legally, we are not allowed to weigh and change fee you pay. May consider CON to bill by participation. People will have bigger bins with automation so if they put their material out less then the will be billed less but would need council approval.
Open House - Nanaimo	10/04/17	can you make stores & business reduce their packaging?	No we cant, we don't have the authority to and its hard to make large companies change. We do advocate and EPR programs like MMBC work towards this kind of reduction.
Open House - Nanaimo	10/04/17	For glass & other material being recycled, is it actually?	EPR programs in BC are highly regulated and report to the MOE annually with an audited report.
Open House - Nanaimo	10/04/17	Can we force companies to use decomposable bags?	No we cant regulate products as Regional Districts.
Open House - Nanaimo	10/04/17	How do we work towards Zero Waste as residents?	Use your current programs for effectively. There are still blue box recyclables and food waste that goes into your garbage that shouldn't.
District of Lantzville	01/10/18	Are there any politicians in the advisory group?	No, all supported by public reps.
District of Lantzville	01/10/18	How will this extend the longevity of the landfill?	Add ~15 years.
District of Lantzville	01/10/18	What is the curbside collection operations plan?	Industry is moving to automatic systems to reduce injuries, but that leads to increases in contamination.
District of Lantzville	01/10/18	Narrow roadways may not work for garbage trucks that need to take up two lanes; also, our area residents may have issues with rolling bins up and down steep driveways	There may not be enough upside; we will produce something that works for the masses.
District of Lantzville Staff	01/10/18	Haulers will not want to be licenses	Haulers will save a lot with the introduction of levies.

District of Lantzville Staff	01/10/18	Longer term might not be as strategic for haulers, but better in the short term	The haulers will see a reduced cost immediately, and shift cost to the industry and away from us.
District of Lantzville Staff	01/10/18	How to pay for the differences with the new SWMP?	Bumping up tipping fees, but not high enough to give incentive for users to go to other areas; also taxation, new Zero Waste is \$4.10 plus ongoing \$3.04 per \$100,000 property assessment.
District of Lantzville Staff	01/10/18	When will the increases affect the District of Lantzville?	Currently we are wrapping up the consultation process; all in all, the majority of people agree with the increases in cost, even the waste industry mostly agrees.
District of Lantzville Staff	01/10/18	What would the levy [to licensed haulers] cost?	It could be the same across the board, or it could be per vehicle.
District of Lantzville Staff	01/10/18	Lantzville contracts to the RDN for collection. What would be the cost increases for hauling? When would the costs transfer over to curbside collection?	We are aiming to report to the board in March or April. The MoE may take 6 months to approve, then we will begin to introduce programs. You'll have another year or two to work in the new costs and develop bylaws; but these times are ambitious, it may actually take 3-4 years.
District of Lantzville Staff	01/10/18	What is happening with the NRE? What is the City of Nanaimo saying?	The City is saying they don't have the jurisdiction. The NRE needs to vacate by March, and they own an existing lot adjacent to their current property. They do not have money to build a new building, and I cannot share the exact costs.
District of Lantzville Staff	01/10/18	They don't have to share money evenly to other depots?	The NRE recycles a lot of materials, which are mostly handled by other depots. A very small percentage of materials are not handled by other depots. Should residential taxpayers be responsible to pay for commercial material? Maybe a recycling incentive for specific hard-to-recycle materials will make it more viable for business to recycle at a lower cost
District of Lantzville Staff	01/10/18	My issue is that they are singling out one single spot, when there are other organizations/contractors trying to get into the system	It is a silent minority conversation; not sure where it is going to land.
District of Lantzville Staff	01/10/18	My opinion is that the public has no idea on how the actual process goes. There is a lack of information, other contractors do recycle. If they get backing, other business is done.	We are aiming to make the model profitable for other businesses to compete, and they cannot compete with free; cost differentials won't work if they are getting major subsidies.

District of Lantzville Staff	01/10/18	The problems [missed pickups] before Christmas with the snow storm, what was the issue there?	Cut to the chase: money. Same day service comes with a big cost, and the only way to catch up is to have more staff and more trucks. If we want them to be more available, they need to pay more to the contractor. We can work on our communications. We try to pick up over the next two days, and if missed, they can place double the materials on their next pickup.
District of Lantzville Staff	01/10/18	Why do we have more issues with snow that other areas with more severe weather? Is it an issue with the contractor?	The snow is different, the drivers are different, and the infrastructure is different. Emcon does not have the ability to respond to the snow on the roads, and trucks cannot travel on unplowed roads. The add-a-day system is much cheaper than a standard everyday system, but with statutory holidays and weather, pickup can take a longer amount of time. We bend over backwards to waive tipping fees or arrange pickup. We have an app to give information on missed routes. Also, the past two winters have been more severe weather than the past 10 years.
District of Lantzville Staff	01/10/18	How are you consulting the public at large?	[Other meeting member replied he saw advertising and flyers]. We hosted a public meeting and got three attendees. We also have a survey on our Get Involved website. We are doing surveys at the landfills and transfer stations.
District of Lantzville Staff	01/10/18	We should look to Nova Scotia for their model.	I will look it up.
SD 69 (Parksville Qualicum)	01/16/18	What about tackling illegal dumping on private land (Island Timberlands)?	Forestry companies are responsive to illegal dumping pickups and volunteer groups.
SD 69 (Parksville Qualicum)	01/16/18	Regarding hauler and materials levies, would you impose the levy on haulers going to other sources?	To everybody; we do not have the costs available on this presentation's slides. If we impose the levy and decrease tipping fees, we can make it more competitive to dispose of materials here, and it decodes more profitable to divert materials. Price differential is not as much, for example take 1800GOTJUNK being able to have incentive to dismantle and recycle components of a couch, as opposed to just disposing it.
SD 69 (Parksville Qualicum)	01/16/18	RDN workers are unionized. Will these haulers be unionized?	It is up to them, changing economics will drive a new behavior.

SD 69 (Parksville Qualicum)	01/16/18	Myself and others and throwing soft plastic and bubble wrap in the garbage.	NRE takes bubble wrap.
SD 69 (Parksville Qualicum)	01/16/18	We've been struggling to put in ZW at our school. If it is not picked up every day, it attract rodents or other animals. If it were your problem, how would you deal with it? Is it a container or pickup frequency problem?	The bear problem is already there. I worked in the MoE for 30 years, and know if you want success, you remove the attractant. As soon as they are successful, they will come back; they won't come back if they aren't successful. It is a challenge, but you don't necessarily need to change pickup frequencies. Additionally, because of the organics ban, I now have less of an odor with my garbage.
SD 69 (Parksville Qualicum)	01/16/18	To implement this, we need to take garbage out of classrooms, put in the hallways, then separate materials and put into separate bins outside. Our weekly pickups would be massive, and would create three different pickups instead of one.	You are obviously far into the process of implementing zero waste and source separation programs. Implementing levies and incentives will make the waste haulers offer more viable systems for collecting materials, such as better containers. It makes the system more profitable for them to do it, and will take the industry a few years to respond.
SD 69 (Parksville Qualicum)	01/16/18	What are the incentives for the response in house?	I will get into the costs later. This plan is not built upon us providing additional funds to require recycling to happen, it is about driving the economic model to make it more profitable to divert materials.
SD 69 (Parksville Qualicum)	01/16/18	With carbon neutral programming, what is the direct benefit?	We do get funds to carbon neutral benefit, if we can expand more into the ICI sector, we as the RDN don't get benefits, but the ICI sector (e.g. schools) should get increased benefits.
SD 69 (Parksville Qualicum)	01/16/18	What about waste hauler licensing? Does this make the resident pay?	Yes. This plan leverages the industry to provide services, but that comes at a cost.
SD 69 (Parksville Qualicum)	01/16/18	So the resident subsidizes the industry? Is this the RDN only? Running figures for the RDN providing all the service?	It had no interest by RSWAC.
SD 69 (Parksville Qualicum)	01/16/18	What would it cost us if we had to close the dump and start a new one? Increasing the lifeline of the landfill would cost what? The new Campbell River landfill cost billions.	The easiest comparative is shipping the garbage down to another jurisdiction, and a per tonne cost. Compared to the cost of us siting and making a facility in the district, it would be tremendously more expensive than that. This will allow us to avoid having to do that.
SD 69 (Parksville Qualicum)	01/16/18	The constituents are still paying \$140 per year.	If we get more business, we get more diversion.

SD 69 (Parksville Qualicum)	01/16/18	The school is a non-profit, we cannot pass the cost on to anyone, and we get the same amount of dollars from the taxpayer. As a larger producer of waste, where can we find the money?	To what extent would we take public money, taxes to apply to incentive goes to ICI. It is possible. This is built on providing incentive for waste haulers to divert. Definitely we need to make a note that this is a major concern for yourself and others in your sector.
SD 69 (Parksville Qualicum)	01/16/18	Regarding the incentive, what about money to ICI programs?	This was tried 30 years ago.
SD 69 (Parksville Qualicum)	01/16/18	That's where school trustees come in.	Single bin goes to multiple bins.
SD 69 (Parksville Qualicum)	01/16/18	What about waste hauling, and what do we do about that?	Licensing will reduce the cost by about 20%. Competition will make the waste haulers compete for hauling, will increase diversion, and make better services for customers.
SD 69 (Parksville Qualicum)	01/16/18	What about a take-in, take-out program; you bring a lunch to school, bring garbage back home. Some schools have made it happen.	That's the sort of thing we would have better ability to introduce, seeing the money targeted to education, is much more likely than us cutting you a cheque.
SD 69 (Parksville Qualicum)	01/16/18	Is there a timeline?	So far all in all we have pretty good support, with some small things people want to see differently. What we have seen so far, things will not change in a significant way. If nothing changes we are hopefully to propose to the board in March, submit to the MoE, hope for 6 months turn around. Some might get worked into the 2019 budget. A summary of programs slide the implementation year, and mandatory waste source separation would be in 2020.
SD 69 (Parksville Qualicum)	01/16/18	What about Vancouver?	Vancouver has different powers with their programming. It would put us on par with the City. It's good for the industry, not much of a collective voice, not indifferent from what we have heard. The general sentiment says it is a realistic thing, to keep it out of the landfill.
SD 69 (Parksville Qualicum)	01/16/18	It is about how we will work together, we need to see some numbers for our end.	The competitive processes work, but like anything, it will be a balance of costs and services, and eliminate low cost disposal.
SD 69 (Parksville Qualicum)	01/16/18	How is the process with other councils?	We are going to do more consultation, and have already done many councils.

Horne Lake Strata	01/29/18	Re: HHW Currently we need to drive a long ways to dispose of a single item, how to make the materials more acceptable in different facilities? I do not want to be limited to drop off at a faraway facility.	One of the concerns with the items with labels removed and older items is that you have to be extremely cautious. The idea is to use contracted facilities so that people have the proper certifications to deal with the materials.
Horne Lake Strata	01/29/18	We want it to be simple and convenient.	Definitely. We want to get the material out of the homes and deal with it efficiently.
Horne Lake Strata	01/29/18	Where does the stuff end up?	There are a few facilities that currently accept HHW. If we get material at one of our facilities, we tell them to take it to TerraPure to make sure it is disposed of properly.
Horne Lake Strata	01/29/18	If this comes to our face, we really need to deal with it, and want a specialized program.	This will allow us to have contracted facilities and/or ability to get certified staff to attend to the sites, and will not result with having it in our waterways.
Horne Lake Strata	01/29/18	What comes to my mind is unmarked drywall. You will provide a container, and necessary wrapping, needed to deal with it and bring it to a centralized location.	You should be able to bring it here, but we can check in.
Horne Lake Strata	01/29/18	We are the guys with the back roads, and we do not want illegal dumping.	We are working on how to make it easy and get buy in. We are taking notes, which will inform the program.
Horne Lake Strata	01/29/18	Are we looking at having someone come in and going through all the garbage?	Maybe very far down the road. It will most likely look like someone spotting cardboard coming in a landfill load, and diverting that away.
Horne Lake Strata	01/29/18	Does the RDN collaborate with neighboring jurisdictions to stop illegal dumping and contamination of waste?	We collaborate with the neighboring districts. We are somewhat more advanced compared to the north or west because of more dense populations. We have chatted with them to get the support needed to follow through with the implementation of the program. What they are going to be offering is similar to what we have.
Horne Lake Strata	01/29/18	Comox is bringing some stuff down, transporting down to Nanaimo because they can't deal with it up there.	I am not sure of that, but we can get back to you. It could be local government or haulers finding cheaper disposal methods.
Horne Lake Strata	01/29/18	Are there currently contractors that pick up things like 6 yard bins of compost?	Yes, there are definitely haulers that do that. Most of the waste haulers provide these services. When this becomes the mandatory, the services are going to be more competitive and innovative.

Horne Lake Strata	01/29/18	Would the program consider doing pickup within curbside service within strata areas like Horne Lake?	We currently contract through Waste Connections, and service some single homes within a larger property; likely they would not collect from apartments and condos, but perhaps from a strata like yours.
Horne Lake Strata	01/29/18	We have separate dwellings with separate driveways. We do semiannual cleanups, and making more frequent but consolidated pickups.	It will make a more comprehensive commercial hauling ability. They can be more flexible with the pickups.
Horne Lake Strata	01/29/18	Your program for a buy in will be more likely to be the same if it is similar to the structure for single family pickup.	Yes that is a great point. By creating the model the hauler might be able to offer a similar service.
Horne Lake Strata	01/29/18	More costs to the buyer is less people wanting to support the program, dealing with all the bears and cougars, etc. People go to Horne Lake to have a more relaxing time, not be stressed out.	I completely understand what you are saying.
Horne Lake Strata	01/29/18	Is that what Alpine and DBL are doing currently?	In terms of what each facility does exactly, I don't know. There has been a bit of change in the how much material is being sent down to the US. The reduced tipping fees and disposal levies associated with being a licensed hauler would result is people getting a tipping fee, reporting how much garbage. Waste haulers are very innovative, we want to create a financial incentive to recycle more. Consolidated landfill load will cost way more than if you recycle and compost the other parts of that load.
Horne Lake Strata	01/29/18	It almost seems like that will be very hard to sort through and it will cause the haulers to need more facilities, we know the cost to the consumer is not going down, more time and money to divert all the material.	One of the things to keep in mind is the life of our landfill. The costs associated to having these programs. There is no way we are going to be able to site another landfill within the region.
Horne Lake Strata	01/29/18	One of the positive is the plastic bags are getting cut out.	When Recycle BC came aboard we can take more things to the depot and put more things into our blue bags. Everyone sees the positive things that would come out of the model.

Horne Lake Strata	01/29/18	So far we are looking at the landfill, dumping it on the ocean floor, blaming people on things that we have done ourselves.	Another side to this is the advocacy side, working with industry to reduce the packaging, making it to the point where we are doing more of a zero waste lifestyle, really tangible things we can do is like this; the end goal of this is to implement the program and see what the result off it is when the landfill closes in. There would be a lot more understanding of what is happening. As an RDN these are things that we can do.
Horne Lake Strata	01/29/18	Why doesn't the regional district have a free store in the landfill/ CRTS?	That was one of the initiatives that was put forward, we looked into the cost of doing that, the cost of employees, the cost of adjusting the layout, we do not want to compete with businesses that are built around the donating and circulation of the material, you are supporting the local economy and places that support taxes.
Horne Lake Strata	01/29/18	Why are you not looking at using an incinerator, for good quality things like textiles?	The advisory committee was dead set against using an incinerator. But again, we are taking notes and including them in the SWMP.
Horne Lake Strata	01/29/18	What about recycling the liquid waste from the landfill?	We have a water filtration system, methane collection system, and more.
Horne Lake Strata	01/29/18	Is this program based on anything that is successful?	We looked around and nothing is in place. Metro Vancouver is in the works of proposing the program. We want to use the program to incentivize haulers.
Horne Lake Strata	01/29/18	We think about our life at the lake, we have bear proof bins, it is a real nightmare, looking at specific materials, and we are plugged into the new world.	The hope is with the waste hauler licensing, the trickle down will make it easier for MF customers to recycling because it is more profitable for the haulers to implement.
Horne Lake Strata	01/29/18	We want to create the system for people to recycle, the problem for the plan is that there is no preparation for the plan, take it away and say where does it go, add 6 more bins, does it pass the responsibility to the residents or does it actually make it a, is it a simple build it or it will come.	We have a provincial program that keeps the material in BC, we are very lucky that these programs will fit into the existing infrastructure.
Horne Lake Strata	01/29/18	What our recyclables are easily matched to the blue bin program, the change will be the program. The solution will be the receiving facility, but we're worried about	We will look into odours and containers, the residents can find a solution that works best for your complex.

		the attractants towards bears and other critters.	
Horne Lake Strata	01/29/18	Can you break the cost for houses?	We are not at the stage of exactly about how we are going to fund this, but were discussing the options and the relative cost differences.
Horne Lake Strata	01/29/18	[Questions about how the costs have been broken down]	Our planner sat down with finance to figure it out, it is not something I know the answer to right now.
Horne Lake Strata	01/29/18	One of the things if funding by taxes per house value would be on the tax bill.	Yes, it is the total cost, these are the estimated costs for what we think. We can't just come up with the exact costs, creating a bylaw to ensure that the costs are enforceable.
Horne Lake Strata	01/29/18	Make Jimmy Pattison pay for the plastic bag	This is what the extended producer responsibility program is about, like the environmental fee for an electronic toothbrush going to the non-profit program.
Horne Lake Strata	01/29/18	The thing with the property tax, people with vacation rates would be paying for it twice; if it's a person creating garbage they are only creating it at one place.	We will have a conversation later about the funding strategy.
Horne Lake Strata	01/29/18	So this cost is for the utility fee, but the tipping fee and the waste hauling fee will also increase. We will have less garbage bins that will have to be picked up every week. The costs might equalize, and I think our people might be fine with it.	It does change the costs, and a lot of the time the costs even out because you have less garbage that you need to pay the tipping fee on. It is the changing tide and what people are used to.
Horne Lake Strata	01/29/18	What are the next steps?	All this information is consolidated, goes the advisory committee, goes to the board, and goes to the Ministry of Environment.
Horne Lake Strata	01/29/18	One of my largest outputs is newspaper, which to me is a burnable.	I think in that situation it would very hard for the local government to come forward to suggest the burning of the material. When Metro Vancouver was discussing a waste to energy facility they couldn't source a spot for it.
Horne Lake Strata	01/29/18	Also with waste water they are looking for the facilities to compost the material.	The current compost facility is Nanaimo Organic Waste in Duke Point.

Horne Lake Strata	01/29/18	Why bring it there after coming here?	The reason why they are transferred over, having multiple trucks makes sense to consolidate it here then bring it down, along with yard waste, providing. If you can support a local business take it across the street.
SD 68 (Nanaimo Ladysmith)	2/5/18	What is happening with China?	We are fairly insulated from the issues with the recycling program under Recycle BC.
SD 68 (Nanaimo Ladysmith)	2/5/18	Per capita disposal: why are our rates better?	Access to EPR programs and level of effort and consciousness in BC is a lot higher.
SD 68 (Nanaimo Ladysmith)	2/5/18	It's similar to going into the states and seeing indoor smoking, we can do better	Some say we should do better, some say we are doing enough already.
SD 68 (Nanaimo Ladysmith)	2/5/18	We still see a lot of illegal dumping up in the mountains.	We put a surcharge on mattresses, and in the next 6 months we see more dumping of mattresses.
SD 68 (Nanaimo Ladysmith)	2/5/18	Do you catch people?	More so at the MoE.
SD 68 (Nanaimo Ladysmith)	2/5/18	You're talking about the hauling of construction waste from Harewood School and Wellington School that went to Chilliwack and Port Alberni?	People working with budgets will choose the lowest cost options.
SD 68 (Nanaimo Ladysmith)	2/5/18	We have garbage, recycling, green bin and oil bins in place at the high schools.	Adding in competition hopefully you will see better services at lower cost.
SD 68 (Nanaimo Ladysmith)	2/5/18	Putting in the system, but effort needs to be in school education and compliance.	We will touch on education later, when levies and reduced tipping fees go in place, waste haulers will have more incentive to put education systems in place.
SD 68 (Nanaimo Ladysmith)	2/5/18	RDN and the City have different systems in place?	Accepted materials are the same, but the system change is the difference.
SD 68 (Nanaimo Ladysmith)	2/5/18	We are still separating the fibres and containers.	It actually all goes into one compartment in the trucks, mostly because we are not trying to confuse people, and letting them know one by one instead of appearing that we are changing the program.
SD 68 (Nanaimo Ladysmith)	2/5/18	Would Wellington school still pay the levy?	Yes they would either disposing in town or not.

SD 68 (Nanaimo Ladysmith)	2/5/18	How enforceable is this?	Enforceable if they are licensed haulers, and will become licensed if they can reduced tipping fees. For large companies it will not be worth it to not get licensed.
SD 68 (Nanaimo Ladysmith)	2/5/18	Where does the recycling go to? Some people say Duke Pt is expensive and bring to the place on the Malahat.	People think that recycling is cheap and creates money, but it isn't. It costs money. There are a few specific commodities but for the most part does not create money. The stewardship programs create a model to recycle the material, and also create jobs and processes through the programs. MoE did a study a few years ago at the GDP through recycling and jobs – higher diversion creates more wealth.
SD 68 (Nanaimo Ladysmith)	2/5/18	I think the plan is excellent, the social responsibility, we are ahead of the rest of the country.	Not about the government creating more services, it is about creating a model for businesses to divert more waste.
SD 68 (Nanaimo Ladysmith)	2/5/18	When you go to the grocery store, packaging is too confusing.	I don't think we will go back from a consumer society. We can educate to make some tweaks. If we can change the system to get the resources back into a circular economy to repurpose the TV. The problem would be if it goes back into the landfill.
SD 68 (Nanaimo Ladysmith)	2/5/18	Then there is the argument that as a taxpayer, my bill just went up 20%, the budget is always going 5, 7% up. How long can it go up before the resident does not support?	If cost is important, we are doing pretty darn well. We have had feedback from this community on having a high desire to divert waste.
SD 68 (Nanaimo Ladysmith)	2/5/18	I just read a couple articles about the cities programs. Not exactly popular.	It is hard to provide services for the masses.
SD 68 (Nanaimo Ladysmith)	2/5/18	The RDN launched the recycling program, then go financing to launch the green bin program, it that now paid off?	Yes, it is definitely paid off. There are a couple different models to fund the bins. You can charge the taxpayer, you can create a fund, etc.
SD 68 (Nanaimo Ladysmith)	2/5/18	When are you going to launch it?	It's been a long 4 years. We are pretty much getting to the end. We have overall positive response, saying that is reasonable. Hoping to take to the board in May. We haven't heard anything significant to change, although it could. After board approval take it to the MoE for approval. A couple things that need support: mandatory source separation, waste hauler licensing need province support to be implemented. Then after MoE another couple years for bylaws and implementation.

SD 68 (Nanaimo Ladysmith)	2/5/18	We will just have to follow up with the changes. The biggest challenge will be getting education.	What we want to do is capitalize on the industries innovation.
SD 68 (Nanaimo Ladysmith)	2/5/18	Haarsma is keeping the system in place here, and they are sorting out the system from their end.	It will be much more worth their while to keep the material well separated at the source. They want to get good material.
SD 68 (Nanaimo Ladysmith)	2/5/18	The cheapest part is the green bin bags.	Right now I'm paying more to dispose of compost than to landfill.
SD 68 (Nanaimo Ladysmith)	2/5/18	The roll off bins are what costs us the most money. We can educate within our system to make it more efficient.	It is fabulous. A bunch of stuff that is in the plan will not make radical overnight changes, but it will be over the ten years of the plan being in place.
SD 68 (Nanaimo Ladysmith)	2/5/18	At this point are you still hauling over materials to the mainland, what about Church Road.	Depends on the material. Metal goes to Schnitzer. Plastics to Duke Point.
SD 68 (Nanaimo Ladysmith)	2/5/18	Isn't the landfill filling up?	Right now we are at 2040. A few things are changing: increasing population, looking at every nook and cranny. Burm/buttruss along Cedar Road, to protect the landfill in the case of an earthquake added about ten years of capacity. Try to be more conservative with the time range. If we are successful with the 90% we would maybe add another 10 years to the landfill.
SD 68 (Nanaimo Ladysmith)	2/5/18	Landfill gas energy production?	It would be worthwhile to clean the gas up, but to generate electricity it would be difficult to make worthwhile. Anything you do has a cost. Thing is finding the balance.
SD 68 (Nanaimo Ladysmith)	2/5/18	Can you let me know if we are on the right track? [stakeholder has presentation slides printed out with history of RDN/City bylaws and how the district has responded; compliance with organics ban from the landfill; consistency with school green clubs; best if we can be proactive with complying with the system, instead of being reactive]	We already have the bans in place. If we increased enforcement, we wouldn't increase diversion, it would just increase shipping emissions to other locations. A lot of the times fines do not change the effort, they just change the industry cost model "they can't police our customers". They are competing for low cost disposal. The system doesn't work. It is not an effective way to change behavior, by beating people into submission. We are as good as it gets in the world. Even if it's a bylaw, they will call around. Because it doesn't work. So we need to change the rules and change the game – incenting behavior.

SD 68 (Nanaimo Ladysmith)	2/5/18	People are in business in the first place for profit.	Yes, so our plans are to address this by creating a model.
SD 68 (Nanaimo Ladysmith)	2/5/18	For us its kids rotate that through the system with the process in mind.	To give an example, one waste hauler set up an eco-bag dispenser near the waste drop off. So the resident brings their waste down, and gets a new bag. Increased participation in the organics systems. I don't know what all the solutions will be, but the waste industry will come up with innovations to get customers to comply because it is worth their while. If we get all the stuff that's in the plan, we will gradually increase enforcement as we incentivize the industry. There will be someone that comes along that doesn't give a crap – that's who will get the fines for not following the organics bans.
SD 68 (Nanaimo Ladysmith)	2/5/18	We have been trying to take part, now they have committed. Buying bins, compostable bags. Setting standards across the schools.	The difference is to make mandatory source separation. The path you are already going down is going to be enforceable in the future, you would just be ahead of the curve in being compliant. You might even see their costs fall if you make the system work. You might not see them drop but you should not see them drop.
SD 68 (Nanaimo Ladysmith)	2/5/18	The challenge for us will be the education. Now I understand the overall system and proposal.	Now that we can have the conversation it helps create more understanding for why waste hauler licensing is worth the cost.
SD 68 (Nanaimo Ladysmith)	2/5/18	We should be leaders, we already have a progressive mindset. I am shocked it's still not happening.	So if you see this play out: for McDonalds, the waste haulers might create a system where someone helps going through disposal at the source. Landfill is still the cheapest option and now we are setting up a system.
SD 68 (Nanaimo Ladysmith)	2/5/18	Yes there has to be a financial incentive. But we have to be sustainable.	You can only educate someone so much. Money is a big driver. So many benefits overall to the community, economy.
SD 68 (Nanaimo Ladysmith)	2/5/18	Out of sight, out of mind. We want to make it more efficient and circular. If you produce something you should be responsible for the disposal.	Yes, we want to bring things back into the system.
Landfill Staff A	2/14/18	What does differential tipping fees mean?	Different prices for C&D/HHW waste
Landfill Staff A	2/14/18	Is the education hub the NRE?	It would be similar

Landfill Staff A	2/14/18	What would the rate be for the disposal levy/ reduced tipping fee?	Not sure yet, I will need to ask Larry. There is a big process before we can get to the fee details.
Landfill Staff A	2/14/18	What haulers aren't separating?	Many haulers just go for max. Profit.
Landfill Staff A	2/14/18	Is a bylaw the only way it is going to work? Because they come in mixed all the time.	The way we are hoping this will work will be for the haulers to see that it will be cheaper to recycle, then make it easier for the ICI/MF to recycle. Bring costs into it to make it cheaper to recycle, then have an innovative system.
Landfill Staff A	2/14/18	They could end up transferring costs onto the residents.	But it would make it cheaper to recycle/compost, would make the cost only for the garbage
Landfill Staff A	2/14/18	Would have to pay for two more dumpsters, two more haulers.	It will take time to put in the systems. Landfill is always going to be the cheapest option.
Landfill Staff A	2/14/18	Why not a set up like Bings Creek at the landfill?	The model difference, the RDN does not want to compete with the businesses. Make it easier for people to recycle.
Landfill Staff A	2/14/18	People are lazy, will just throw glass in the garbage.	This will make many locations that have easy systems to recycle.
Landfill Staff A	2/14/18	Have more locations than the NRE.	Yes, ideally many locations close to people's homes. They are already close by.
Landfill Staff A	2/14/18	We need more locations for HHW.	Yes and that is one of the proposals in the plan.
Landfill Staff A	2/14/18	Will it just be financed through taxes?	Either through property taxes or tipping fees.
Landfill Staff A	2/14/18	The closer we get to 90 % reduction, the lower the tipping fees will be.	Yes, it could be. There will be lots of gradual changes.
Landfill Staff A	2/14/18	Is it something the public will be able to vote on? They don't want to pay if they are not using the service.	Not sure if it would go to voting. We have done a lot of public consultations, the reason we go over the different ways to pay, we would likely just do one way or the other. It's unlikely to go to referendum.
Landfill Staff A	2/14/18	Is there a sway towards taxation?	Not really. People are supportive of the costs and 90%, they want more programs. The only thing we haven't had people keen on was waste haulers not liking the licensing of haulers, do not want more regulation.
Landfill Staff A	2/14/18	What would that involve?	They would be required to report on how much they are disposing and diverting, and have the ability to audit them.

Landfill Staff A	2/14/18	How would you put that into the computer system?	One set levy for tonnage into the landfill. Metro Vancouver is doing it right now, going through consultation program so we can look at it. This would be one of the operational things that we would work with the supervisors and landfill staff to find the best way to do it.
Landfill Staff A	2/14/18	It will be really hard on the little guys.	Reduced tipping fee for only those that are licensed. Licensing requires ability to audit, report, etc.
Landfill Staff A	2/14/18	Loss of revenue, loss of jobs.	This plan will lead to a slow change, it's not like when material started going to the US overnight. The other thing to remember is that as this region grows, we will have increased diversion, but waste will still come to the landfill. Even if the landfill was full and we have to send material elsewhere, it would still need to be consolidated and then shipped meaning more transfer stations.
Landfill Staff A	2/14/18	How do eco fees work for tires?	Falls in the same EPR program, similar to bottles. Whoever produces the materials is responsible for the end of life. That pays for the recycling and collection of the product. It depends on the business model. The cost for the eco fee gets passed from the seller to the EPR program. Remittance. Every year the stewardship program writes an annual report with the costs, streams, etc. Are there people making money? Yes, for sure. But it comes from the initial fee payed on the product and the money is made by collectors, i.e. depots and recyclers. The organization itself is a not for profit and they are run by a board or directors that is not paid to be there.
Landfill Staff A	2/14/18	How to get to the survey.	Go to RDN homepage or to Get Involved site.
Landfill Staff B	2/14/18	What education programs are available?	NRE provides presentations to elementary and high schools, bills the RDN.
Landfill Staff B	2/14/18	How do you monitor waste hauler licensing?	They would register with us, which allows us to get regular reporting and auditing.
Landfill Staff B	2/14/18	Glass is not commercially viable.	It is, but required an EPR program to put through.

Landfill Staff B	2/14/18	What did the survey say?	We are still going through it. Most people support the program, support the 90%, and most support the cost. What we've seen is that if we want a higher diversion rate, it does cost money. The cheapest option is always going to be throwing materials in a hole. If anything, they wanted us to have more programs. The biggest haulers was the waste haulers not wanting to be regulated and licensed.
Landfill Staff B	2/14/18	My neighbor did the survey through one of these guys, but he said he still has to pay the garbage fees.	People can't opt in or opt out of the program. The City of Nanaimo can have ability to weigh garbage coming through the program. The hope is paying less for less waste. Possible changes but don't know anything definite. If the target is 90%, then we need to implement new programs.
Landfill Staff B	2/14/18	It is a long ways to go. Smaller it gets, the harder it gets.	Once we start the initial 'how to make this commercially viable' it will make sense to recycle more products.
Landfill Staff B	2/14/18	Why is Styrofoam recycling not at the landfill?	It's available at other depots. Industry around Styrofoam is changing, such as StyroGo. They can densify then ship out. We are trying to make a model so we can push businesses to recycle more. A lot of places will only recycle cardboard. A lot of schools in Nanaimo only have garbage bins in place. Trying to get multi bins in place for all bin locations.
Landfill Staff B	2/14/18	We have to come up with something better for disposal systems, under the cupboard, separate all over the place. If we had something nice, it would make it easier.	There are businesses in place to make diversion easier in the workplace and in the homes. We are trying to make the model have more incentive to make programs easier.
Landfill Staff B	2/14/18	Why are we (landfill) taking some recyclable products, but not others?	Not sure what drove taking some recyclables but not others. Overall, we don't want to compete with other business, however, if there is a lack of recycling of a certain product or if there has been a push by residents to have a certain item collected at the landfill, we might do that.
Landfill Staff B	2/14/18	What about Alpine?	If they brought it to the landfill, they would have to pay to dispose of it. If they divert it through the Recycle BC program, they would get money for it. If a local business is recycling something we don't
Landfill Staff B	2/14/18	Batteries are brought here?	That is an operational thing. I'm not sure of why some things and not others.

Landfill Staff B	2/14/18	So where is glass going?	Recycle BC produces an annual report. A lot of the materials are recycled locally because they have a system put in place.
Landfill Staff B	2/14/18	If we are sending people to the NRE with TVs, why not sending them there with glass?	Tell residents that they can send to a depot, and save money.
Landfill Staff B	2/14/18	Can we say don't throw it here?	That would be operational issue.
Landfill Staff B	2/14/18	Is the 90% in weight or volume?	In weight.
Landfill Staff B	2/14/18	There are a lot of things coming to the landfill that can be recycled.	The shift is slow. It becomes engrained into how we live. A lot of the EPR programs are still young and will slowly become second nature to us, just like recycling a pop can.
Landfill Staff B	2/14/18	Where does Styrofoam go?	To all the same locations. Actually you can now bring them to London Drugs. But this is residential only.
Landfill Staff B	2/14/18	About the NRE. What is going to happen?	We are not sure. When we know more we will definitely share it with you. There was a meeting yesterday. A lot of conversation happening, just not sure on what is going to happen.
Landfill Staff B	2/14/18	If a school is going to phone, we send the NRE. Why not something for more programs.	With the expanded education program we can definitely see more of that. Another option is for doing more education for adults.
CRTS Staff A	2/21/18	The new programs would include glass?	There are already EPR programs for non-depot and deposit glass containers, but not plate or window glass.
CRTS Staff A	2/21/18	Graph compared to other regions: the RD's creating the most waste are paying more for services?	The way we put out the costs: we don't really rely on taxation, so funding structure is different. The other areas have access to different markets, different services, and different funding structures.
CRTS Staff A	2/21/18	Are we going with taxation or tipping fees?	We are not sure yet. Taxation is more clearly cut and easier to manage.
CRTS Staff A	2/21/18	The feedback received from the survey, have they been supportive of the costs rising (\$10/person/year)?	Overall, yes, around 75%.
CRTS Staff A	2/21/18	90% is a big goal?	Yes, compared to other regions, and other areas around the world, we are really far ahead.

CRTS Staff A	2/21/18	What is happening with the NRE?	At the meeting last Tuesday, they changed their ask to receiving the zero waste funding in a pilot project, and said they would fund their building through membership fees.
CRTS Staff A	2/21/18	We get a lot of questions about HHW, could we get a factsheet/brochure on what depots are available?	We can look into getting factsheets from ReGeneration, etc.
CRTS Staff B	2/21/18	Why is glass not accepted at CRTS?	Because we do not want to compete with businesses that are part of EPR programs.
CRTS Staff B	2/21/18	We were asking in the survey about \$10/person/year	Yes, that is the cost per capita. We have broken up the possible funding structure in a couple different ways. The cost per capita isn't a perfect example, but it gives us a rough idea.
CRTS Staff B	2/21/18	What about glass collection at the curb? E.g. pink bin in Sooke	We can't commingle it with other materials because it doesn't work in the truck, sorting machines, etc. In the truck it leads to health and safety issues when dumped, and getting broken up means it can't get recycled. We looked into the feasibility of additional glass collection at the glass, and it would cost so much money to get the trucks out on the road. By having contracted drop off facilities for hard to recycle things like glass and hazardous waste.
District of Lantzville Council	2/26/18	The ICI sector has a large portion of the waste.	Yes. We are not granted tools to directly address diversion with this sector, and need to be granted the authorities from the MoE.
District of Lantzville Council	2/26/18	What efforts have been made to put this plans forward?	This plan has been worked on for 3-4 years and will soon be put forward to Regional Board decision.
District of Lantzville Council	2/26/18	What about multifamily diversion?	Same deal with ICI, we regularly get inquiries from MF residents on how to address this. Currently we cannot compel them, so they often go to the lowest cost option.
District of Lantzville Council	2/26/18	Please forward the presentation and the survey link.	(Done)
City of Parksville Council	3/5/18	I thought it was mandatory for businesses to separate waste?	No, it is not. We have landfill bans in place that are not actively enforced. We could be more aggressive in enforcing but it doesn't have a large effect on diversion. The short answer is no.

City of Parksville Council	3/5/18	Glass. We don't use a lot of plastic, but we use a lot of glass. Why can't we recycle it at curbside?	Glass packaging is covered by RBC. The plan proposed better industry services, and we foresee more collection sites. We would have to collect glass separately, and the costs would be ~\$13/person/year for quarterly pickup.
City of Parksville Council	3/5/18	Fluorescent or lightbulbs with poisonous gas?	They are recyclable under the EPR program light recycle.
City of Parksville Council	3/5/18	\$10 per household per year, has that been determined?	We are nearing the end of consultation. Then the report will go to the board for approval, then to the MoE. Once returned, we will decide on funding model.
City of Parksville Council	3/5/18	The recycling depot [Nanaimo Recycling Exchange] is great. Will they stay open?	You will need to ask them directly. They utilize the same EPR programs that other depots are part of.
City of Parksville Council	3/5/18	The statistics are very good, but some people don't follow with illegal dumping evidence.	I've been in the industry for 30 years with the MoE. Back in the day there was a dump site on every corner, and there was still illegal dumping. Now we have a big change in response to illegal dumping with citizen cleanups. It is unlikely for the RDN to increase direct services, but by creating the economic model, business will respond and there should be more options.
City of Parksville Council	3/5/18	Thank you for your information. The local bottle depot takes so many things, and I've learnt about the other services that are out there. As a previous elementary school teacher, we did an organics pilot project. It will be great to get industry on board. Please keep up the good work.	
Probus Nanoose Bay	3/16/18	Can you please clarify the acronyms used?	Yes
Probus Nanoose Bay	3/16/18	What is the app called?	RDN Curbside, for Apple and Android.
Probus Nanoose Bay	3/16/18	Why is the blue bin and yellow bag kept separate?	The yellow bag helps protect paper from getting wet and stops wind from blowing it away. You may get a yellow recycling sticker to adhere to any bin within the size and weight limits.

Probus Nanoose Bay	3/16/18	What is driving jurisdictions to get green bins?	Metro Van transitioned because their landfill is filling up. Waste audits show that 40-50% is food waste. Also there is the environmentally conscious element.
Probus Nanoose Bay	3/16/18	What happens to the organics?	It gets processed by Nanaimo Organic Waste, then sold through Milner.
Probus Nanoose Bay	3/16/18	What about a similar program to the Nanaimo Sort Toss and Roll?	Our contract ends in 2020. There is a chance to switch, or to have a mixture. We will be working on the contract.
Probus Nanoose Bay	3/16/18	Yard waste collection would be good.	This would be discussed for 2020.
Probus Nanoose Bay	3/16/18	Hills are a concern with the rolling carts.	Yes, there is a diversity of terrain that would be tricky in the RDN.
Probus Nanoose Bay	3/16/18	Would the yard waste be like the mainland?	NOW would likely not be able to process yard waste.
Probus Nanoose Bay	3/16/18	We are at 68%, what about other regions?	CVRD is around the same tonnages.
Probus Nanoose Bay	3/16/18	Stuff going to the landfill, I get the impression that recyclables are being landfilled.	It is easy to see material from small trucks, but difficult to audit material coming in large loads.
Probus Nanoose Bay	3/16/18	What about banning plastic bags?	There was a report to the Board in 2017 following a delegation. The RD does not have the authority, so the Province or Fed would need to enact.
Probus Nanoose Bay	3/16/18	Many place collect plastic bags to recycle, then it gets made into plastic lumber.	Yes, many places do collect them. We are fortunate to have the systems in place.
Probus Nanoose Bay	3/16/18	A survey announced plan to produce biofuel facility.	NOW is really great. The amount of funding for bio solids doesn't reflect the population base. The City of Edmonton gets everything sorted, but we don't have the population base for that type of program.
Probus Nanoose Bay	3/16/18	What about with the plastic bag bans, the other plastic sold in stores?	There is a push for Zero Waste stores with no packaging.
Probus Nanoose Bay	3/16/18	The NRE, why doesn't the RDN support it?	Part of the program plan is to give \$300,000 in the zero waste recycling program. I can give you my manager and councilor's information for more details.

Probus Nanoose Bay	3/16/18	Latest I heard the NRE has to shut down.	There are other depots that can be found in the RDN app.
Probus Nanoose Bay	3/16/18	I support the increase in tip fees.	Good to know.
Probus Nanoose Bay	3/16/18	Why not glass pickup at curbside?	It gets broken down in the truck, and is a danger to workers, then can't be sorting at the MRFs.
Probus Nanoose Bay	3/16/18	What is the workers comp. history?	We have weight limits. We contract out the services, but I can look it up for you.
Probus Nanoose Bay	3/16/18	I came from Montreal's system, can you explain the bins?	We have a 100 litre 50 lb. size limit. The green bin is for easy lifting, you can use a blue box, and the yellow bags are free.
Probus Nanoose Bay	3/16/18	\$500,000 home for taxation, in the RDN get more \$ due to higher evaluation.	In different areas there are different housing prices. We won't collect more than we need.
Probus Nanoose Bay	3/16/18	Are we creating less overall waste by weight?	It is hard to say, I don't have the stats on hand. I'd like to think there is less, but there is a lot of movement in the industry. There is an overall trend to a higher disposal society.
Probus Nanoose Bay	3/16/18	Do collection people do audits?	We did a 2012 waste composition study. Recycle BC does blue bin audits. The solid waste department does outreach on curbside. Recycle BC sends a letter if contamination is above 10%, and we are usually around 5%.
Probus Nanoose Bay	3/16/18	What is contaminating?	Mostly plastic bags. They don't weigh a lot, so we know there is a large volume.
Probus Nanoose Bay	3/16/18	Financing, a lot of the money is through ICI and MF.	That is why we are looking at tax rates, ICI pays a higher tax rate. Yes, it would affect single family, but multifamily and ICI pay more
Probus Nanoose Bay	3/16/18	MF don't recycle or compost?	Mandatory waste source separation program to get the system in place. Currently the basic system expansion is outside our authority.
Probus Nanoose Bay	3/16/18	Get condo green boxes.	Again, we don't have the authority but we are working towards it as it is presented in the plan.
Probus Nanoose Bay	3/16/18	You should research the authority.	

Probus Nanoose Bay	3/16/18	I appreciate you coming out to discuss the system. I came from Calgary to here, and we have a hard time learning but it's a good system. We are part of the subgroup here for garbage and waste.	
Town of Qualicum Beach Council	3/19/18	How many people were not supportive?	About 20%
Town of Qualicum Beach Council	3/19/18	What can the municipalities do to assist you and get involved?	For us to license and make mandatory separation, we need BC to grant the authority. It would be great to get municipality help to grant similar bylaws.
Town of Qualicum Beach Council	3/19/18	Great work. What is happening with methane gas?	Is collected by BC Bio and put back onto the grid.
Town of Qualicum Beach Council	3/19/18	What about curbside glass collection?	The short answer is no. Glass recycling is covered by Recycle BC. If collected on curbside, it would need to pick up by a separate cost, with higher rates associated.
City of Nanaimo Council	3/26/18	With \$36-37 per household in the RDN, how does that affect current user fees?	Those costs are across the board and would affect the City of Nanaimo differently. We're looking at a \$20 increase from 15 to 35.
City of Nanaimo Council	3/26/18	Apartments sorting at the source. Currently some are sorted, some are not.	Great comment. There are two ways the program would roll out. One is for commingled collection then sorting by the hauler. The other is for multiple bins at cheaper rates. This would be along with diverting and education.
City of Nanaimo Council	3/26/18	The existing programs, are some contracted out or all done by the RDN?	Some contracted out, including the NRE for education, and a contractor for illegal dumping cleanups.
City of Nanaimo Council	3/26/18	\$300,000 would go to the NRE. Would yard waste still continue?	That is a board decision. The board was clear on the \$300,000.
City of Nanaimo Council	3/26/18	Why would it cost \$470,000 for hauler program?	At the landfill, our costs are about \$75 per tonne. We collect \$125 per tonne on our tipping fees. We need to source the differential in \$ to landfill. Landfill is cheap. If we leverage the whole industry, then we see more convenience from more services. We are

			benefit in the community, environment and economy.
City of Nanaimo Council	3/26/18	Is the \$470,000 a loss in revenue?	Yes, largely, but also admin fees.
City of Nanaimo Council	3/26/18	So we are subsidizing private industry? Why would they divert?	The source separation and licensing in conjunction with the disposal levy.
City of Nanaimo Council	3/26/18	We will be making money, somewhat like a speculation tax?	Everything being disposed will have a levy.
City of Nanaimo Council	3/26/18	Why the fees?	A lower net cost from the disposal levy and the reduced tipping fee. Cost is less important to business than profit.
City of Nanaimo Council	3/26/18	Garbage is garbage. With the garbage I'd rather it ship down to the states than our landfill?	
City of Nanaimo Council	3/26/18	Why aren't we banning Styrofoam?	Local government does not have the authority to ban the selling of materials.
City of Nanaimo Council	3/26/18	With the hauling fee, there is opposition to this. A loss of revenue. What are we looking at for diversion? Why would we want to extend the life of the landfill? What about Nanaimo Organics Waste materials, looking at cradle to grave processing.	A lot of material coming into NOW is contaminated with plastic bags.
City of Nanaimo Council	3/26/18	Are our recyclables getting landfilled?	As Jan said earlier, almost everything is recyclable. Over 30 years the recyclables have been a commodity, it's just finding the market.
City of Nanaimo Council	3/26/18	Styrofoam - the material is changing from chips [foam peanuts] to plastic bags filled with air. Styrofoam is changing to cardboard forms. Our community wants the entire item to be recycled, not high graded and put in the dump.	

City of Nanaimo Council	3/26/18	We have good diversion because of the programs available to us, curbside but also the one stop drop off depot.	
VIHA	4/9/18	There is already source separation at VIHA facilities in the RDN.	So it would just make the voluntary program to be mandatory.
VIHA	4/9/18	(re: waste hauler licensing) Does that mean that you will be closing your doors to the landfill to the public?	No it just means small haulers will pay a bit more. What will end up happening, is, if you have a couch you need to get rid of, you would go to the landfill and drop it off. If I give 1800 Got Junk a reduced tip fee and disposal levy, they can dispose of it for cheaper, but also have more incentive to divert as many materials as possible.
VIHA	4/9/18	With the disposal levy, they will just pass the cost onto us (as customer) anyways. That really isn't incentivizing them to divert.	In the short term, perhaps. But what will end up happening is you will start to see a change, as their disposal costs are less, they will turn that over as they bid on your contract, so normal competitive processes will prevail. They should be selling you more and better services, and in the end your disposal processes will drop. We are fairly confident that the money will drive the industry to respond in ways that are more profitable for them.
VIHA	4/9/18	When you are in Nanaimo, where else are you going to take it?	A lot of it is going down to landfills in the US on a barge.
VIHA	4/9/18	Does anyone talk about creating a carbon footprint tax? With an incentive to keep it local.	Yes, there is the carbon tax that should drive behavior. Businesses tend to make decisions on maximizing their profit. That is why we want to change what we are doing. If we were to see a change in the CAD dollar, we would see it change again. Right now we are limited in our ability to enforce. Enforcement is important, but it is only one tool. Usually you get better results if you introduce incentives. We could fine every truck coming into the landfill. It still relies on the generator. We want to incentivize the industry to work with their customers to make it easier to use source separation. How? Make it worth their while.
VIHA	4/9/18	There are some logistical challenges, for sure. When I've been involved with rolling out programs, adding multiple bins means they have to give up parking spaces, add additional staff. A challenge in Ladysmith is keeping the bin clean. Even though we are lining the bins,	Why would your hauler want to keep your bin clean, or do it for you? It is cheaper for them to do it. Two ways, either making it easier to you separate, or take everything together and then separate it. They will make decisions based on cost. At McDonalds, it's cheaper for the business to hire someone

		there's gunk at the bottom, then hauled out to the parking lot.	
VIHA	4/9/18	I see it as the hauler doesn't really want to incentivize it. I think the problem is with the packaging, and is a higher level of government that needs to make the changes.	Yes, you are right. Packaging is going to be difficult to put in bans, but it will likely be putting in more stewardship programs. But what we see is the programs. 42% of the food coming out is organics.
VIHA	4/9/18	I don't see the how it's better for me. Whether the haulers make more money or not, I don't care. I care about my budget and what I can do.	You are right, disposal at the landfill is the cheapest option. Diversion is not cheap, it costs more. But as a society, if we want diversion, we have to make changes to help us get there. We already have one of the highest diversion rates and lowest per capital disposals so we have to be innovative to help us get to 90%.
VIHA	4/9/18	We are good and proud environmental stewards. We are all trying to do everything you are suggesting. It will not be cheaper. I will need to increase my budget to make this work.	Yes, absolutely.
VIHA	4/9/18	I see it being a big impact for multifamily buildings.	It will have less impact on institutions that are already separating, and more impact on ones that are not currently separating.
VIHA	4/9/18	Questions about the cost breakdown per family.	It will be hard to normalize it across the industry, what's presented as an estimate of what it will cost per \$100,000 land assessment.
VIHA	4/9/18	Suppose that this diversion plan is successful, how long would it increase the life of the landfill.	About a decade, but considering that it is at 20 years now that is actually a pretty big amount.
VIHA	4/9/18	What are the other options?	Part of the plan is looking at life beyond the landfill. We could be at partnering with our neighbors, export, etc. Time will tell. We will need some disposal capacity for the foreseeable future. I don't foresee getting to zero waste in my lifetime, and changing from a consumer society. I think that is unlikely. If we have limitations on that, my thought is the more we can make it a more effective system to get materials back into the stream, which is where I see the potential. It is more about how can we build better systems.

VIHA	4/9/18	Wondering about when the cost of the landfill increases, will that make things be dumped in the bushes.	When I started 30 years ago, there was a free landfill on every corner. I believe there was more illegal dumping then, though it is subjective. The difference we see now, at least in our community, is the amount of individuals and community groups want to report and clean up the material. Let's say we put a surcharge on mattresses, then we might see some short term bump in dumping of mattresses.
VIHA	4/9/18	I'm not sure that taxation is the appropriate source of funding the services. Why as a homeowner should I pay more taxes to pay for services that are going to the multifamily homes and commercial?	Every commercial business is taxed as well, and at a higher rate. And multifamily buildings are paying through their tax assessments, which is then brought down to the rental price or to other fees. Let's look at this: I could start collecting commercial Styrofoam, and would pay for the services, hire more staff, etc. Or, I could make it so the hauler puts in the programs for diversion. We need to incentivize the collection and diversion.
VIHA	4/9/18	Now what about the materials that are being sent to china, we should put energy into creating recycling plants here.	Merlin has plastics processing plants here, now the product stewardship programs are making it so they are mandated to collect and recycle it as locally as possible. What we will see happen, is from the national sword and societal changes in china, is we are going to see more local processing of materials over time.
VIHA	4/9/18	Yes, we need to process more materials locally. Especially wood and organics.	The efficiency of the EPR programs are remarkably high, and then distributed throughout the world. Then the manufacturers of new goods are getting raw goods to make the electronics. Now with the EPR electronics program, now this materials is being taken apart and then being sent around the world, and going back into the stream. A lot of wood locally is being used for fuel. Metal, ferrous and non-ferrous, is being used again. Recovery is a multi-million dollar business.
VIHA	4/9/18	Diversion is going to have to expand if we are aiming for 90% diversion.	Yes, you are absolutely right. Diversion costs money, and if diversion is increasing, then we need to put more money into the processing and these programs. When we put money in, then we get businesses thriving. To get the curbside plastic container that makes it so we can get the container back into another product and a number of businesses involved along the way.

VIHA	4/9/18	In the health care industry, we have so much more of a problem finding markets. They will refuse things such as a saline bottle, highly recyclable number two plastic, because it is medical.	Yes, this is true, and hopefully as local recycling markets are developed, there will be a greater opportunity to recycle this material.
VIHA	4/9/18	Merlin is not taking as many plastics as they were before.	And as long as there is low cost disposal, things will keep being landfilled. If we can make a better upside for recycling things like your saline bottles, then it is more likely going to happen. The change might not happen overnight, but might be 10, 20 or 30 years. People are going to look for low cost disposal to get a competitive edge.
Comox Strathcona Waste Management Board	4/19/18	<p>The RDN has long been the poster child for waste diversion and kudos to the RDN team for this achievement. How did you manage the ICI sector that shipped waste to the US when the CDN dollar was at par with the US dollar?</p> <p>Do you see the tide change in the MOE regarding the potential of flow control to manage this issue?</p>	<p>In 2013, a 1/3 of our commercial waste was shipped to the US which had a huge impact on the budget. Because of the cost of fuel has increase and change in the US dollar (the primary driver), a substantial amount of that waste has returned back to the RDN. If there Canadian dollar were to ever go back to par with the US dollar again, it is very plausible for that majority of the commercial waste to be shipped across the border again as there is significant cost advantage in doing so.</p> <p>Hard to gauge, the MOE is aware of the RDN solid waste management plan. The Metro Vancouver currently has a request to license haulers, which is similar tool to what the RDN is proposing with some notable differences. This is a far better opportunity with this proposed strategy with a tool, a combination of regulatory and economic tool, to achieve the same goal rather than the flow control approach that Metro Vancouver tried to pass (and failed to pass).</p>

Comox Strathcona Waste Management Board	4/19/18	Do you have anything in place with the commercial and multifamily dwellings to encourage them to recycle?	Yes, we have commercial bans at the landfill but this does not work. We have handed out only a handful of fines, and for only the most outrageous cases. The plan as it currently stands, is entirely punitive and the haulers just make it a cost of doing business. Therefore, it is not an effective tool. This is why we have come up with this waste hauler licensing plan to motivate and to drive positive behavior, which in turn will drive diversion. We are making it more economically beneficial for businesses to divert. We want to compel every business to have separate bins and a waste industry to be motivated to encourage their customer to separate rather than placing it all in one bin, and hence, greater diversion.
Comox Strathcona Waste Management Board	4/19/18	<p>Does your staff or contractor run the program and operate the landfill?</p> <p>What is your cost per tonne?</p> <p>Total budget with curbside?</p> <p>Survey sample size appears small; when you say the people supported it, was it a percentage of the people survey and extrapolated it (over the size of the population of the RDN)? Or was it a percentage of the people surveyed?</p> <p>Why are you opposed to exporting waste? Especially if it doesn't cost you anything.</p>	<p>The transfer station and landfill are operated by RDN staff. The curbside collection is a contracted service. Our disposal cost, if we were to operate like a commercial landfill, is approximately \$75 per tonne. Our tipping fee is \$125 per tonne. The differential is used to fund the solid waste program. \$16 - 18 million; \$3-4 residential curbside, \$1 in taxation</p> <p>The number for the percentage was based on the number of people surveyed. We had 500,000 opportunities for dialogue and exchange. The conversations were very positive in support of the goals and the plan.</p> <p>I am not opposed to exporting waste. Our community has demonstrated a strong desire to divert waste, whether it is done locally or across the border. Given that the waste being shipped across the border, a facility that does not separate materials, the community has a strong opposition to that.</p> <p>People who generate waste within the RDN should pay the cost of the RDN solid waste program. If you are shipping out the waste to avoid the cost of the service, they should still pay their share of program.</p>
Comox Strathcona Waste Management Board	4/19/18	The RDN has the population of 4X the size of the Comox Regional District. When you send waste to the US, do you get to claim that waste as diversion?	No.

Comox Strathcona Waste Management Board	4/19/18	Regarding your solid waste management plan, is an organic ban and WTE included in your plan?	We already have an organics ban in place but it is not as effective as we like it to be. No, WTE is not part of the plan. We have explored the two options, WTE and maximize source separation. Our community and our advisory committee were very supportive of the latter. We also looked at the cost and WTE was deemed too costly and beyond our ability to finance.
Comox Strathcona Waste Management Board	4/19/18	What is the financial incentive do you give your haulers to separate?	We currently charge \$125 per tonne. We are proposing \$75 per tonne for licensed haulers which is a significant reduction. We are also proposing a \$25 disposal levy for anything they send to disposal, landfill or WTE. We want to give them a price advantage so waste flows to them. Even if their net cost falls, they are most profitable to divert than to dispose. We want to incent the industry to pull the recyclables out prior to final disposal.
Comox Strathcona Waste Management Board	4/19/18	What do you do with construction materials? Why are you so opposed to shipping something out of country where it may be incinerated? Sound like the residents have been fed propaganda.	We landfill the material. The differential tipping fee are very effective to drive source separation, therefore, we do not have a lot of construction material. The community provided feedback that we have the responsibility to look after their own waste at home. As far as the WTE, there is no difference whether it is local or distant. There is very strong opposition to WTE from the community. There is opportunity to explore it had we exhausted all options. We went to great lengths to provide the community to provide all the options to present all views.
Waste Haulers meeting	11/29/17	Why we are only interested in industry or would municipal haulers need to be licensed as well.	If a city collects waste they could qualify for waste hauler licensing. Those specific details have not been worked out yet. Either way, our collection infrastructure needs to be paid for so any short fall that comes from providing discounts would need to be made up by taxation. Downside of this, is that it's not the people that are receiving this service that would be paying for it, everyone would. I personally think that all costs associated with curbside service should be borne by those that are receiving this service
Waste Haulers meeting	11/29/17	How would it be determined who needs a license?	Anyone that collects waste for profit within the RDN would need a license.

Waste Haulers meeting	11/29/17	The idea that government (municipal partners) should be treated different I don't personally agree with	Licensing is meant to increase diversion. Curbside already has really good diversion. It's unlikely that the free differential would translate to higher diversion rates from curbside customers. If there is a desire from municipalities to participate in this then the funding shortfall would come from taxation
Waste Haulers meeting	11/29/17	Processing prospective, we are seeing a lot of changes from bans for things that could be recycled but now they can't. Will you be working with processors to deal with materials that can be longer be recycled?	I prefer deferential fees over bans. Creating an economic incentive not to landfill. So for a ban, you can't bring it to the landfill at all whereas an economic benefit encourages haulers to continue to keep recyclables from landfill. We will work with industry to get higher diversion. I suspect that when we have more local processing, we may not have these issues with recyclables not being recycled.
Waste Haulers meeting	11/29/17	TQB has little waste. Probably half of what the RDN average is. What incentive is there to enforce separation at the curb? How do we get more compliance with the green bin? Something like we won't pick up your waste if you don't separate your waste.	When we looked at our services we looked at all parts of our program, including how to improve diversion at the curbside, the advice from our committee was not enforcement because we have good participation but an increase in education. For commercial, we do not have the authority to require people separate material. We do have the ability to fine haulers. Based on our bans, we can basically fine all trucks that come into our facility but I can count on one hand how many fines we have actually given out. Industry representative on our committee do not want us to give out fines. People that get fines just add it to the cost of doing business, it doesn't change their behavior. We want to encourage a behavior of diversion.
Waste Haulers meeting	11/29/17	You can do enforcement without punishment as well.	
Waste Haulers meeting	11/29/17	Who would be considered a hauler?	If you are a business and you are hauling waste for a profit, you would need to be licensed. It's not intended to be punitive, it's intended to have more material go to industry. Most businesses don't create a whole lot of waste so it likely wouldn't be worth their while to be licensed.
Waste Haulers meeting	11/29/17	Funding for nonprofits businesses. Would it be an expansion of existing funding?	300,000 for a nonprofit for a pilot project to fund non-commercial viable material.

Waste Haulers meeting	11/29/17	What is problem with non-profit funding? Don't understand the logic of need for level playing field. It's not level now because NRE shoulders the weight of zero waste. Public funding needed to level the playing field.	
Waste Haulers meeting	11/29/17	NRE is collecting material that is commercial viable, that collection could be done by industry	
Waste Haulers meeting	11/29/17	The commercial variable material the NRE collection is a revenue stream for the depot. It helps offset the cost of zero waste recycling. Should the residents be funding all zero waste, versus just parts of it?	
Waste Haulers meeting	11/29/17	If NRE keeps getting funding for material that we recycled, we are not going to advance our investment because NRE gets gov't funding to compete with us.	The 300,000 provision in the plan for zero waste is very specific with a specific dollar amount attached to it. If you additional comments, if you like it or you don't, please write it down and we are taking notes as well.
Waste Haulers meeting	11/29/17	NRE has commercial contractors dropping of material which is a commercial revenue stream because they can drop it off for free. NRE should only be for local residents, not businesses.	
Waste Haulers meeting	11/29/17	Where would NRE get funding for zero waste if they don't use the cardboard from commercial facilities to offset the cost of recycling the Styrofoam they bring in.	
Waste Haulers meeting	11/29/17	If waste hauler licensing gets approved how often would the license need to be renewed and would there be a licensing fee?	Details would be worked out at the time of bylaw development but it would most likely be an annual renewal process with remittance of a licensing fee. Given that the model proposes a significant disposal cost savings to Licensed Haulers, the annual fee would need to be set at a value that is not so high to discourage participants but also not so low as it is ineffective in encouraging the flow of waste to the industry to fully realize the waste diversion potential.

Waste Haulers meeting	11/29/17	Who approves license:	The RDN would approve it. It's like driver's license, if you meet the requirement you get the license.
Waste Haulers meeting	11/29/17	So it's not at the RDN's discretion? How would you appeal if it gets rejected	The SWMP sets out a dispute resolution process. Essentially disputes under the Plan are referred to the Regional Board. If disputes are not resolved at this level the aggrieved party can pursue judicial review.
Waste Haulers meeting	11/29/17	Would our business be at risk if the RDN did not issue us a License?	The Licensing is not intended to be exclusive. It would operate similar to a BC driver's license in that anyone that meets the conditions for licensing would be granted a license and there is no "decision" process. Conditions of license would likely be having valid insurance, reporting of waste sent for disposal, RDN's right to compel auditing of records of waste sent for disposal, a reduced landfill tipping fee and remission of a disposal levy for waste sent for disposal to a facility within or outside of the RDN. Anyone meeting the conditions of license would be granted a license.
Waste Haulers meeting	11/29/17	If your truck hauls recycling or organics do you need license?	No, only for waste going to a landfill or incinerator
Waste Haulers meeting	11/29/17	Some recycled can end up being incinerated, how would someone selling the material know its end market?	Our licensing and disposal level could be variable depending on where the end market lands on the waste hierarchy. Our committee really does not support waste incinerating. We would have a committee to oversee the implementation of plan and this would give us the opportunity to work out the details of this plan.
Waste Haulers meeting	11/29/17	Plan should include turning waste into fuel.	The committee did want to overlook source separation for incineration. The plan does not include turning collected material into fuel.
Waste Haulers meeting	11/29/17	What about wood going to Harmac to be used as fuel, would that receive a disposal levy?	Traditional fuel sources would not be captured, but things like plastic bottle used for fuel would be captured. These are not traditional fuel sources and they can be recycled higher on the waste hierarchy.
Waste Haulers meeting	11/29/17	Would language related to traditional fuel sources not receiving a levy be included in the plan?	We have not included this in the plan so far but we can add details so that it is not misunderstood.

Waste Haulers meeting	11/29/17	<p>We have been recycling for years and we are doing what we can. Licensing haulers won't help. And now you are challenging us and we already do great. We have set up facilities in reaction to you bans to send waste to other facilities and now you want to charge on that waste.</p> <p>The facility we set up when you applied your ban is consolidating waste and sending it to another landfill.</p>	If your waste is going to another facility and not to a landfill we will not charge you a disposal levy.
Waste Haulers meeting	11/29/17	<p>How are you going to stay on top of what can and can't recycled? How will we be penalized if clamshells can't be recycled anymore?</p>	This is not going to come from more enforcement. This is around an economic model.
Waste Haulers meeting	11/29/17	<p>But how do you sell these recyclables. There are no markets for them? You have a really clouded vision of what the industry looks like. We can't market this material anymore so think that this material is recyclable and you will charge us a levy.</p>	<p>If you can't market it, it comes to the landfill. What this plan will do is lower your cost for disposal even if nothing changes because the tip fee, even with the disposal levy will be less than the current tip fee. When fees were \$40, everything came to landfill. When fees went up, cardboard stopped coming to landfill because it was cheaper to recycle now. Everything that is recycled right now is because tip fees are high so all commodities had a dollar value for when it becomes cheaper to recycled than landfill.</p>
Waste Haulers meeting	11/29/17	<p>Would you be fighting this battle (source separation regulation and licensing haulers) if it wasn't your landfill?</p>	<p>Yes, because as a local government we want diversion and we want a polluter's pay system. People that generate waste must pay the lion's share for managing that waste.</p>

Waste Haulers meeting	11/29/17	When would Waste Hauler Licensing be introduced?	The RDN is currently consulting on the draft SWMP and the consultation should be complete in the first quarter of 2018. The board will consider approval of the final plan. If the concept of Waste Hauler Licensing is adopted, then the Minister of Environment would approve the Plan. If the Minister approves Waste Hauler Licensing, the RDN will proceed with the development of a draft Bylaw in consultation with the waste industry and community stakeholders. The Bylaw is where the actual details of the program will be fleshed out. The Bylaw requires both Regional Board and Minister of Environment approval before it goes into effect. The plan projects 2019 for implementation of Waste Hauler Licensing Bylaw along with the Mandatory Waste Source Separation Bylaw.
Waste Haulers meeting	11/29/17	If everyone qualifies for licensing then why not just reduce the tip fee and the RDN landfill will get everyone's waste.	We want to have waste licensing and source separation because we want higher diversion, not because we want everyone's waste. If just reduce the tip fee we would get more waste not more diversion. The intent is to give industry a price advantage so that waste flows through the waste industry before coming to RDN disposal facilities. One third of waste received at RDN facilities comes directly from small generators. Providing industry a price advantage, this waste is more likely to flow to the waste industry rather than directly to disposal facilities. By applying a "disposal levy" on waste sent for disposal provides incentive to industry to put more effort into diversion. The intention is to use this economic model to encourage the waste industry to grow and innovate around waste diversion. This is expected to result in better services to residents of the region.
Waste Haulers meeting	11/29/17	Why do you think markets will get better? From everything that I have seen the markets are going to get worse. We under scrutiny to create a better product and more source separation.	Exactly, we want to have generators but more effort into separating their waste. We also want service providers to help people separate more waste. The economics of this plan will help residents because industry would provide more services if they want residents to recycle more and source separate better.

Waste Haulers meeting	11/29/17	I think the waste plan looks great, everyone wants more recycling. I'm against more regulations and more audits. Your landfill is killing my tires, and I will pay a higher tip fee to not have to deal with it. Put in a commercial scale at your facilities. We are already going through the garbage and pulling stuff out. I don't need more regulation and rules, I need support.	We don't envision that the licensing will create more administrative burden, likely similar to what most of you already do for waste stream licensing. As for the audit, again this is something that we will work out later, in the bylaw, but I doubt the RDN would be doing the audit and instead, if there is believed to be a need for an audit, you would need to get a third party.
Waste Haulers meeting	11/29/17	NRE has no plastics that I can't move. I have markets for all my material. You do have package and sort them in a particular way but there are markets for it.	
Waste Haulers meeting	11/29/17	There are markets for plastics but most companies don't have the money to put forward to get the value out of those materials properly.	This plan wants to lower your cost by reducing tip fee. If nothing else changes, this plan lowers your tip fees.
Waste Haulers meeting	11/29/17	The plan will give you a revenue shortfall because you are reducing the tip fee and you are saying that will not increase taxation	We are increasing taxes. Recycling cost more than landfilling. If diversion is important, someone needs to pay for it. Higher diversion costs money, we can pay for it or we can leverage industry to do it. We want more material to flow through the industry and have more recyclable material come out of the waste stream. The industry will make more money off of 3 bins that are source separated versus having one bin with everything mixed. The waste industry does more business now with recycling than it did before. If businesses grow, there are more jobs for residents, more profit for industry, and more service for residents. The RDN could provide services, but we consume taxes where as the industry pays taxes. It makes more sense for industry to provide these services and grow your businesses.
Waste Haulers meeting	11/29/17	What would the fees be?	Exact fees will be determined at the time of bylaw development. However, it's meant to encourage efforts around diversion in place of seeking out low cost disposal. For example, we can set the Base landfill tipping fee to \$125, a licensed hauler rate would be \$75 and disposal levy would be \$25

Waste Haulers meeting	11/29/17	My taxes already went up because of new services. Increasing taxes is fine for me but for my neighbor that is on a fixed income, it's not okay.	
Waste Haulers meeting	11/29/17	Customers will not use the service just because they have the bins. Residents already don't.	We want people to use the bins. How do we get them to do that, make it cheaper for industry to recycle than to landfill so there is a greater economic incentive to provide more services to residents to encourage them to use their bins.
Waste Haulers meeting	11/29/17	If we push residents to use multiple bins, they will get the service from someone else that won't make them use the bins.	The plan is to ensure that all people have these bins and that everyone is providing the same service. Source separation regulation will ensure that everyone has to have a bin
Waste Haulers meeting	11/29/17	The waste source separation regulation will make it so that no one can come in and offer a service less than having those 3 bins so material is separated so wouldn't this regulation make industries jobs easier?	
Waste Haulers meeting	11/29/17	In a perfect world, source separation regulation would make the lives of industry easier. However you are overlooking a number of things such as subsidies, cost of labor and level of services provided, contamination rates which are difficult to deal with.	A really simple example of how a business provided more services to deal with contamination rate and low green bin user rates was installing compostable bags near the organic rate and they found that by having bags more people are using the service.
Waste Haulers meeting	11/29/17	We also offer to set up compostable bag units but the effectiveness depends on the kind of multifamily building you have. You can still get a lot of contamination. I don't know if having more bins is the right answer because multifamily still has really high contamination. More bins mean a higher cross contamination. You think that this is going to solve the problem but it won't. Having so many bins isn't going to work. This regulation is forcing us to do something but we are already doing it and you just	Although in this presentation we are using an example of 3 bins, the plan does explicitly say this, it's just an example. The material can be source separated or separated afterward collection. It accomplishes the same thing, so three bins isn't necessary.

		aren't paying attention. We have evolved a lot.	
Waste Haulers meeting	11/29/17	Would disposal levy be considered for other public infrastructure? Your plan says that if the private sector does not provide a material recovery facility that the public sector would consider it.	Yes the plan says that we could invest in a material recovery facility if industry does not provide one. However this is very unlikely. In theory if we did have an RDN facility for material recovery then all of the same regulations would apply. It is not likely that we would have a facility because of the cost associated and the industry members on our committee do not want us to. We can't afford to build the facility.
Waste Haulers meeting	11/29/17	If the RDN can't afford a material recovery facility then why not remove that language from the plan?	It's not the advice we got from our committee. To deal with contamination it's easier to source separate rather than MRF because you go in with one pile of garbage and end up with 6 piles of garbage.
Waste Haulers meeting	11/29/17	The source separation for multifamily regulation, is it regulation on hauler or building?	It's on building
Waste Haulers meeting	11/29/17	Won't the regulation make it easier for the hauler rather than harder? The building has to source separate and if they don't, they get penalized?	
Waste Haulers meeting	11/29/17	The source separation could make it easier for the hauler but the RDN is not going to have enforcement. Residents assume much is recyclable when it is not. We need the RDN for enforcement to make sure residents are putting stuff where it belongs.	
Waste Haulers meeting	11/29/17	NRE provides education for all. A company can come to us and we will go and education their residents.	

Waste Haulers meeting	11/29/17	Just because people have these bins they will not use them because it's more work for them.	Similar to how the RDN got single family homes to participate in the green bins program. Start slow, get the education out there and show them how to make it easier. The green bin program has great participation, and low contamination. We need the regulation in place to get the behavior we want, and we need industry on our side help ensure that source separation happens.
Waste Haulers meeting	11/29/17	Funding for nonprofits businesses. Would it be an expansion of existing funding?	If you have thoughts on how to make our education better, please let us know. There is money earmarked for education. We know that people are reading out material because of the feedback we get after it reaches homes.
Waste Haulers meeting	11/29/17	How do we engage people that aren't already in recycling? Those people that are contacting you are the ones that are already engaged in recycling the process.	

Appendix 18: Direct comments and feedback

Method	Comment/Feedback	Response
Evaluation forms from CWMA meeting on April 28, 2017	New initiatives i.e. Preferred options, really stand out	
Evaluation forms from CWMA meeting on April 28, 2017	New programs really stand out	
Evaluation forms from CWMA meeting on April 28, 2017	preferred options and finances look very interesting	
Email	<p>I was surveyed by one of your representatives at the landfill the other day and he was obviously looking for a specific answer to his questions. Looking at your website, I now see that your public consultation is a formality. I understand that your goal is zero waste. The reality is the cost vs. Benefit seems negligible to me. Your representative would not or could not explore the financial implications of this zero waste policy. As a resident of Nanoose Bay, with already constrained and limited services, I personally am tired of increased property taxes with no real direct benefit to my area. Please, do not reply with arguments about the greater commons; I work hard and work harder to make financial and environmental considerations that have impact locally and globally. Recognize the very real public, but biased, consultation you do has a very direct effect on the benefits and increased taxes in my area. I am very disappointed.</p>	<p>Darren, thank you for taking the time to write. I truly do wish more people would reach out and express their thoughts.</p> <p>Zero Waste, and the 90% diversion goal was very strongly advocated by the public Advisory Committee that guided development of the Solid Waste Management Plan. Staff's roll has been to provide the Committee accurate information on implications and costs of all the options that were considered. The Advisory Committee selected what ended up in the Draft Plan.</p> <p>The intent is to reach a balance of interests of the community in managing our waste over the next 10 years. We want to hear from the broader public where the Plan hits or misses the mark.</p> <p>I would be happy to discuss the financial implications, or any other aspects of the Plan with you. Regardless, thank you for taking the time to write and doing some research on our website. We will be including your feedback in reporting out the results of the consultation to our Regional Board.</p>
Verbal response	We have the cleanest transfer station in the world.	
Verbal response	Requested transfer station in Area H	
email	Against the plans to start a garbage incinerator plant in Nanaimo to replace the recycling depot.	

<p>Email</p>	<p>Several weeks ago I received a postcard from the RDN promoting a number of community consultation meetings on Solid Waste. I ended up attending the Qualicum Beach event on October 23 with only about 15 other people.</p> <p>For me the meeting was a huge disappointment. I thought any formal presentation would lead into an open discussion of the current state of managing solid waste and then a wide-ranging session to explore new ideas for reducing, reusing or recycling waste or just generally improving the efficiency of dealing with solid waste.</p> <p>We discovered that the meeting was about considering and potentially giving public blessing to a proposal to dramatically increase waste handling fees primarily to residential ratepayers in order to help improve the economics of disposing of waste from the construction, development and industrial community.</p> <p>Please don't get me wrong. This issue probably needs to be considered. This was just not the right way of promoting the meeting.</p>	
<p>email</p>	<p>It is my opinion that Canada needs to get with it and start burning our garbage like other civilized countries.</p> <p>Also that we start a ban on all helium balloons that only land in our oceans.</p> <p>It is my belief that these two things would make a huge difference.</p>	<p>The RDN worked with an advisory committee to create the solid waste management plan and the proposed options. The Advisory committee proposed to adopt a zero waste hierarchy that specifically states that incineration is not an appropriate waste management option, so this options is not presented in the plan as a way to reach our proposed 90% diversion.</p>

<p>Email</p>	<p>Hi there, Who should I be in contact with to discuss the absence of the green bin at all apartments in the RDN? I have lived in two apartment buildings in Nanaimo and neither had a compost pickup. I am extremely tired of contributing this food "waste" unnecessarily to the landfills. I know we are beyond this as individual residences have pick up of this "waste". I think it is a large opportunity missed to collect compostable material from apartments in the city,</p>	<p>As a Regional District we are currently updating our Solid Waste Management Plan for how we manage waste as a region over the next ten years. If you haven't already please visit www.getinvolved.rdn.ca/swmp all of our current information on our updated plan is there as well as a Q&A section that answers a few other residents questions regarding multi-family collection http://www.getinvolved.rdn.ca/swmp?fb_page_type=question</p> <p>There are a number of apartment and condo buildings in both the City of Nanaimo and the rest of the Regional District of Nanaimo that have food waste collection however, at this point it is not a mandatory requirement. We do encourage residents living in apartments and/or condo buildings to contact their building managers and bring forward your interest in food waste there, for most buildings the cost of adding on food waste collection is neutral as most of the volume comes out of garbage collection, the RDN and City of Nanaimo put together a guide that we could be happy to share with you if this something you are interested in.</p>
<p>Email</p>	<p>If the City of Nanaimo and the RDN do not assist the Nanaimo Recycling Centre's expansion then how can we expect to make it to a 90% diversion rate, especially since the space-intensive foam products can occupy up to 25% of a landfill's space?</p>	<p>Thank you for your question. I will notify you as soon as I have the information regarding Zero Waste Recycling uploaded to the site. But as some background, the following motion was brought forward from the Regional Solid Waste Advisory Committee:</p> <p>The Regional Solid Waste Advisory Committee recommends that the Board fund a non-profit enterprise to act as a research/recycling hub for recycling items currently not commercially marketable. The research/recycling hub would develop methods, markets and collaborations for items not currently easily recyclable, investigate barriers to recycling these items, and develop recycling programs that would ultimately benefit the Regional District of Nanaimo as a whole. Funding for the research/recycling hub would be set at \$300,000 annually over a 5 year pilot project.</p> <p>As part of our consultation process we will be seeking the public's feedback on this option as well as a number of other options selected by the Regional Solid Waste Advisory Committee.</p>

<p>Email</p>	<p>I attended this evening's event and made a nuisance of myself. Hopefully more than that, too.</p> <p>I like the direction the RDN is headed.</p> <p>What was missing from all the boards (from what I saw) is what the RDN will do to replace the truly one-stop centre for household and yard and small business wastes once the Nanaimo Recycling Exchange is gone? It is clear to me that the plan is to have all wastes handled by companies. What company will do the work of the NRE? How will they be paid to do this? Or will the RDN open its own collection centres? This part is very unclear to me.</p> <p>I also wanted to ask this evening (but ran out of time) is why the RDN does not support residents composting their food wastes at home with digesters and other soil-making devices? Trucks are very costly. Could those funds not be better spent on keeping the soil at home?</p>	<p>First off, my apologies for not getting back to you (and ultimately not being at the Public Meeting in person!) sooner, I am just settling back into the office from some medical leave the last few weeks.</p> <p>Great questions! And as always we appreciate the feedback. If I have missed any of your questions please let me know but please see my responses below:</p> <p>The Regional Solid Waste Advisory Committee did vote and support to include the Zero Waste Recycling Program into the Updated Solid Waste Management Plan after the Stage 2 Draft. I have included the text from the full report on Page 31 of the draft (http://www.getinvolved.rdn.ca/4006/documents/7983) This option would provide a subsidy that would go out to RFP region wide. The RDN's plan does encourage open competition of businesses and not-for profits to handle waste, recycling and compost throughout the region. Should NRE shut down it is likely that existing or new enterprises would take over part or all of their operations but that is difficult to determine at this stage.</p> <p>Currently, the RDN Curbside program is set up that one truck on each route collects two streams (i.e. recycling and food waste or garbage and food waste depending on the collection week). We continue to support residents that use home composting however, feedback from most residents has supported or preferred use of the curbside collection system for food waste. As we continue to monitor the SWMP we can certainly look at the costing/funding of at home digesters or other systems vs. curbside collection of food waste in the future.</p>
<p>Email</p>	<p>You need to be able to handle glass and cans if you want to get to zero.</p>	<p>Thanks for reaching out. Although you can't recycle glass through your curbside, you can recycle glass at a number of locations throughout the region that take back glass for free. Please visit www.rdn.bc.ca/curbside to find the closest location to you.</p>

Appendix 19 – List of Stakeholders Contacted for Stage 3 Consultations.

Stakeholder Type	Organization Name
Business Association	Better Business Bureau
	Downtown Nanaimo Business Improvement Association
	Downtown Parksville Business Association
	Greater Nanaimo Chamber of Commerce
	Parksville Chamber of Commerce
	Qualicum Beach Downtown Business association
	Qualicum Chamber of Commerce
	Lighthouse Country Business Association
	Lighthouse Landing Estates
First Nations	Qualicum First Nation
	Snaw-Naw-As First Nation
	Snuneymuxw First Nation
Hospitality Industry	BC Ferries
	Beach Acres Resort
	Best Western Dorchester Hotel
	Coast Bastion Inn
	Days Inn Nanaimo Harbourview
	Howard Johnson Harbourside Hotel
	Inn on Long Lake
	Ocean Trails Resort
	Qualicum Bay Resort
	Qualicum Beach Inn
	Quality Resort Bayside

	Sand Pebbles Inn
	Seaview Beach Resort
	Shady Shores Beach Resort/Log House
	Tigh-Na-Mara Seaside Spa Resort & Conference Centre
	Wheatsheaf Inn
Industry Association	BC Hotel Association
	British Columbia Restaurant and Food Service Association
	Canadian Home Builders Association - Central Vancouver Island
	Vancouver Island Construction Association
	Vancouver Island Strata Owners Association
Municipal Partner	City of Nanaimo
	City of Parksville
	District of Lantzville
	North Cedar Improvement District
	Town of Qualicum Beach
Neighbouring Regional District	Alberni-Clayoquot Regional District
	Comox Valley Regional District
	Cowichan Valley Regional District
Resident Association	Arrowsmith Naturalists Club
	Arrowsmith Parks and Land Use Council
	Arrowsmith Watersheds Coalition Society
	Bradley Street Neighbourhood Association
	Brechin Hill Community Association
	Caring About Townsite Society
	Chartwell Residents Association
	Chase River Community Association

College Park Neighbourhood Association
Coombs Famers Institute
Corcan & Meadowood Residents Association
Departure Bay Neighbourhood Association
Eaglecrest Residents Association
Fairwinds Community Association
French Creek Residents Association
Friends of French Creek Conservation Society
Harewood Neighbourhood Association
Horne Lake Strata Association
Hospital Area Neighbourhood Alliance
Lost Lake Area Residents Association
Mapleguard Ratepayers Association
Mid Island Sustainable Stewardship Initiative
Mid Vancouver Island Habitat Enhancement Society
Mount Arrowsmith Biosphere Reserve Foundation
Nanaimo - Cedar Farmers Institute
Nanaimo Old City Association
Nanoose Naturalists
Neighbours of Nob Hill
Newcastle Neighbourhood Association
Northwest Nanoose Residents Association
Oceanside Coalition for Strong Communities
Oceanside Development and Construction Association
Parksville Residents Association
Parkwood Neighbourhood Association
Protection Island Ratepayers' Association
Qualicum Beach Residents Association
Qualicum Institute
Rocky Point Residents Association
Shorewood and San Pareil Owners and Residents Association
South End Community Association
South Wellington and Area Community Association
Stephenson Point Neighbourhood Association
VIU Solutions

	Wellington Community Association
	Western Neighbourhood Association
	Westwood Lake Neighbourhood Group
	Dover Community Association
	Qualicum Bay Lions Club
	Spider Lake Community Association
	Deep Bay Improvement District
	Deep Bay Harbour Authority
	Dashwood Residents Group
	Bow Horne Bay Community Club
	Nanoose Probus Club
School/Institution	NRGH Home Dialysis Program & Nanaimo Kidney Care Clinic
	School District 68
	School District 69
	Vancouver Island Health Authority
	Vancouver Island University
Service Organization	Nanaimo North Rotary
	Rotary Club of Lantzville
	Rotary Club of Nanaimo Daybreak
Waste industry	1800 Got Junk
	Haarsma
	DBL disposal services
	Milner group
	Alpine disposal
	Waste Connections of Canada
	Emterra
	Contain a way services
	Sun Coast Waste Services
	Regional Recycling

	Carl's metal salvage
	GIRO
	Parksville Bottle depot
	Nanaimo Organic Waste
	Earthbank Resources Systems
	Cascades Recovery Inc
	Coast Environmental Services
	Nanaimo Recycling Exchange
	Waste Management
	Waste Management Association of BC
	Vancouver Island Recycling and Waste Industry Coalition
	Super Save (pay and save)
	CWMA
	Hankins Environmental
	Productcare
	DJC Service

Appendix 20

June 9, 2017 letter from VIRWIC



Vancouver Island Recycling and Waste Industry Coalition (VIRWIC)

To: Association of Vancouver Island and Coastal Communities and all Vancouver Island Regional Districts

RE: Request to Ban Clean Wood Waste

The Vancouver Island Recycling and Waste Industry Coalition (VIRWIC) is a newly formed group with a key purpose to work with local governments and other stakeholders to develop fair and effective recycling and waste management policy. We want local government to meet its recycling and solid waste objectives, the public to receive high quality service at a reasonable cost and industry to have a stable investment environment.

More information about VIRWIC can be found at www.virwic.ca

We request that all Regional Districts ban clean wood waste from disposal as Metro Vancouver has done - <http://www.metrovancouver.org/services/solid-waste/business-institutions/clean-wood-disposal-ban/Pages/default.aspx>

The key benefits to banning clean wood waste from disposal are clear:

1. Banning this high-volume material supports the waste diversion goals of all Regional Districts.
2. Recycling clean wood saves significant landfill space
3. There is a net reduction of Green House Gas (GHGs) emissions if wood waste is recycled/energy recovery versus landfilled
4. There would be limited additional activity required in the commercial, industrial and C&D streams as the incentive to sort wood waste is already encouraged.
5. Strengthens the existing wood recycling networks allowing for further small business investment and job creation.

If you have questions, please do not hesitate to contact us at virwic@shaw.ca .

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Lazaro", with a long horizontal flourish extending to the right.

Dan Lazaro
VIRWIC Co-chair

Appendix 21

January 16, 2018 letter from VIRWIC

Subject: FW: Closure of Nanaimo Recycling Exchange and transition of service for residents

Attachments: NRE Closure Managing the Transition

Subject: Re: Depot Services in the RD Nanaimo

Chair Veenhof and RDN Board Members –

Please find attached from the Vancouver Island Recycling and Waste Industry Coalition (VIRWIC) a letter listing the private depot companies in the RDN, and our presentation we requested to be on the RDN agenda.

We respectfully request:

1. The RDN to recognize the request for consultation with all effected recycling businesses (e.g. non-profits, Salvation Army, Re-store, Value Village, private depots) and develop a comprehensive “value for money” zero waste depot plan that serves the entire region, as part of the RDN’s Solid Waste Management Plan.
2. We request the RDN and the City to reconsider joint funding a new facility and instead relocate the NRE to an existing RDN facility or facilities at either Cedar Landfill or Church Rd.

Regards,
VIRWIC Administration

Appendix 22 – Letter of Support from Comox Valley Regional District

Office of the Chair

600 Comox Road, Courtenay, BC V9N 3P6
Tel: 250-334-6000 Fax: 250-334-4358
Toll free: 1-800-331-6007
www.comoxvalleyrd.ca



File: 5360-30

May 1, 2018

Sent via email only: rcu@rdn.bc.ca

Board Chair and Directors
Regional District of Nanaimo
6300 Hammond Bay Road
Nanaimo, BC V9T 6N2

Dear Chair Veenhof and Directors:

Re: Regional District of Nanaimo - Solid Waste Management Plan (SWMP) Consultation

Thank you for the opportunity to comment on the Regional District of Nanaimo's SWMP and for the information presented by Larry Gardner at our April 19, 2018 board meeting.

I am pleased to advise that the Comox Valley Regional District (Comox Strathcona Waste Management) Board (CSWM Board) adopted the following resolution at its meeting on April 19, 2018:

THAT the Comox Strathcona Waste Management Board provide a letter of support to the Regional District of Nanaimo in support of their Solid Waste Management Plan update, affirming that the regional solid waste boards should have autonomy over their waste management affairs.

The CSWM Board supports the Regional District of Nanaimo's proposed updates to their Solid Waste Management Plan. CSWM staff do not anticipate a significant impact on the solid waste service and will take steps to monitor possible waste leakage coming from the Regional District of Nanaimo as a result of planned surcharges for non-compliant loads.

As noted in the resolution above, the CSWM Board also affirms its position that regional solid waste boards should have autonomy over their waste management affairs to develop local solutions and innovative methods to meet their unique challenges.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bruce Jolliffe', is written over the printed name.

Bruce Jolliffe
Chair