



Staff Report

Operations Department

Report To: Committee of the Whole
Meeting Date: September 16, 2019
Report Number: CSOPS.19.073
Subject: Alternative Landfill Hours
Prepared by: Jeffery Fletcher, Manager of Solid Waste and Special Projects

A. Recommendations

THAT Council receive Staff Report CSOPS.19.073, entitled "Alternative Landfill Hours" for their information.

B. Overview

A survey was conducted to understand if there is a desire for increased landfill hours of operation. This report reviews the results of the survey and general Site use.

C. Background

As a result of Council direction, Staff conducted a survey focused on understanding the most desirable hours of operation for the Waste Disposal Site. Currently, the Site is open Tuesday and Thursday (8am to 4pm) and Saturday (8am to noon).

The survey was primarily on-line, however paper copies were also made available and manually entered by Staff. The survey was advertised on the website and other digital media platforms including twitter, google places and the Waste App. A small card was also mass mailed and direct mailed to Landfill account holders.

The survey had 236 respondents. The survey ask the following as the primary question:

"Please select your preferences regarding Landfill hours of operation":

- Monday (8-4)
- Tuesday (8-4)
- Wednesday (8-4)
- Thursday (8-4)
- Friday (8-4)
- Saturday Morning (8-noon)
- Saturday Afternoon (noon-4)
- Saturday Late Afternoon (2-6)

- Sunday Morning (8-noon)
- Sunday Afternoon (noon-4)
- Sunday Late Afternoon (2-6)

The responses are summarized in the table below in percentage and number of respondents that selected the option:

	Landfill Should Be Open	Landfill Should Be Closed	N/A	Total
Monday (8-4)	60% - 91	31% - 47	9% - 13	151
Tuesday (8-4)	87% - 178	8% - 16	5% - 11	205
Wednesday (8-4)	59% - 88	30% - 44	11% - 16	148
Thursday (8-4)	86% - 168	9% - 17	5% - 10	195
Friday (8-4)	66% - 100	25% - 38	9% - 13	151
Saturday Morning (8-noon)	96% - 212	2% - 5	2% - 4	221
Saturday Afternoon (noon-4)	67% - 111	23% - 37	8% - 13	161
Saturday Late Afternoon (2-6)	25% - 28	58% - 66	18% - 20	114
Sunday Morning (8-noon)	22% - 28	70% - 89	9% - 11	128
Sunday Afternoon (noon-4)	22% - 28	66% - 84	13% - 16	128
Sunday Late Afternoon (2-6)	13% - 15	76% - 89	11% - 13	117

A high percentage of respondents (86 to 96%) indicated that the landfill should be open when it currently is open. A majority (59 to 69%) indicated that the Site should be open also on Monday, Wednesday, Friday and Saturday afternoon. A much lower number (12 to 25%) indicated that the Site should be open late Saturday and Sunday.

There is support for the existing hours and some support for full-time hours and all day Saturday according to the results.

The respondents were 81% “full time residents” and 14% “part time residents” the remaining were businesses, visitors and other.

The survey also touched on waste diversion. Only 2% of the respondents had little or no support for a goal of 75% diversion. A moderate to strong support was held by 90% of respondents for the goal of 75% diversion. In addition 69% indicated they would or maybe would support a small tax increase to have more access to disposal and diversion services (including more hours and improved diversion).

D. Analysis

Survey

Overall the number of respondents to this survey would indicate that it is a topic of interest. It could be concluded that the current hours of operation align with the wants of the public, but there is also an opinion that more hours should be available.

The survey also requested comments and 107 were received in the survey. The comment topics varied, however, below is a list of some common themes as examples:

- Concerns about recycling not being recycled;
- Single use plastics;
- Compliments about existing collection and Disposal Site services
- Desire to increase curbside service such as: yard waste and bulky material collection;
- Desire to increase hours to alleviate wait times; and
- Interest in being open after 4pm on weekdays.

The survey highlights that there is a desire and expressed want to have more hours of operation at the Disposal Site. The opinions also express a want to ensure accountability of the systems and increase the items for recycling. The full list of comments and a summary of the survey results are included in Attachment 1 – Survey Results.

Site Use

In 2015 a decision was made to increase Landfill hours to 2 days a week and year round Saturday mornings (prior to that Saturdays were seasonal). At that time the Site was seeing approximately 15,500 visits and managing approximately 5,300 tonnes of waste.

In 2018, the Site saw almost 18,000 visits and managed approximately 6,300 tonnes of waste. In 2019 the Site is on trend to see 20,000 visits. On average that is 20 vehicles per hour. However, some hours tend to be more commonly used and Site use can involve over 40 patrons an hour which is common on Saturdays. The result is longer wait times and on-site congestion. Increased Site use and visits is also putting a strain on the existing Staff and their ability to complete other duties and take bio-breaks and lunch.

Next Steps

The Solid Waste Division Budget will include a new staff addition in the form of a Site Operator in the 2020 Budget for Council's consideration.

Also as an alternative to the current hours of operation Town Staff will include a Business Case proposal in the 2020 Budget for Council's consideration during the budget process. This new service level will include costs associated with operating 5 days a week (including Saturday).

E. The Blue Mountains Strategic Plan

Goal #4: Promote a Culture of Organizational & Operational Excellence
Objective #3 To Consistently Deliver Excellent Customer Service

F. Environmental Impacts

None at this time.

G. Financial Impact

By way of example one additional day per week of open to the public hours would involve the estimated costs outlined below:

Item	Estimated Annual Costs for One Additional Day
Staff	\$90,000
Increased Utilities	\$2,500
Equipment Costs	\$25,000
Fuel	\$10,000
Bin Rental and Transfer	\$8,500
Total	\$136,000

However, adding one more day of operation is not as straight forward as added more hours to existing staff time. Existing Staff (excluding the Lead hand) are all less than full-time. Increasing hours will require hiring more staff or moving existing positions to full-time.

If consideration is given to operating 5 or 6 days a week, staff levels would need to double to allow adequate time for maintenance activities, coverage and rotating shifts associated with scheduling an appropriate work shift and time off.

As it currently stands, Landfill Site staff time is over-stretched and an additional full-time operator will be proposed in the 2020 Budget process.

H. In Consultation With

Sam Dinsmore, Deputy Treasurer/Manager of Accounting and Budgets

I. Public Engagement

The topic of this Staff Report has not been subject to a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. Comments regarding this report should be submitted to Jeffery Fletcher, ManagerSolidWaste@thebluemountains.ca

J. Attached

1. Attachment 1 –Survey Results

Respectfully submitted,

Jeffery Fletcher
Manager of Solid Waste and Special Projects

For more information, please contact:
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