

# Report to Council



**Date:** February 19, 2018

**File:** 1846-01

**To:** City Manager

**From:** Kevin Van Vliet, Utility Services Manager

**Subject:** Amendment to Solid Waste Management Bylaw No. 10106

Report Prepared by: Clint McKenzie, Performance Improvement Consultant

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## **Recommendation:**

THAT Council receives, for information, the Report from the Utility Services Manager dated February 19, 2018, regarding the amendment to the Solid Waste Management Regulation Bylaw No. 10106;

AND THAT Bylaw No. 11548, Amendment No. 10 to the Solid Waste Management Regulation Bylaw, No. 10106, be forwarded for reading consideration.

## **Purpose:**

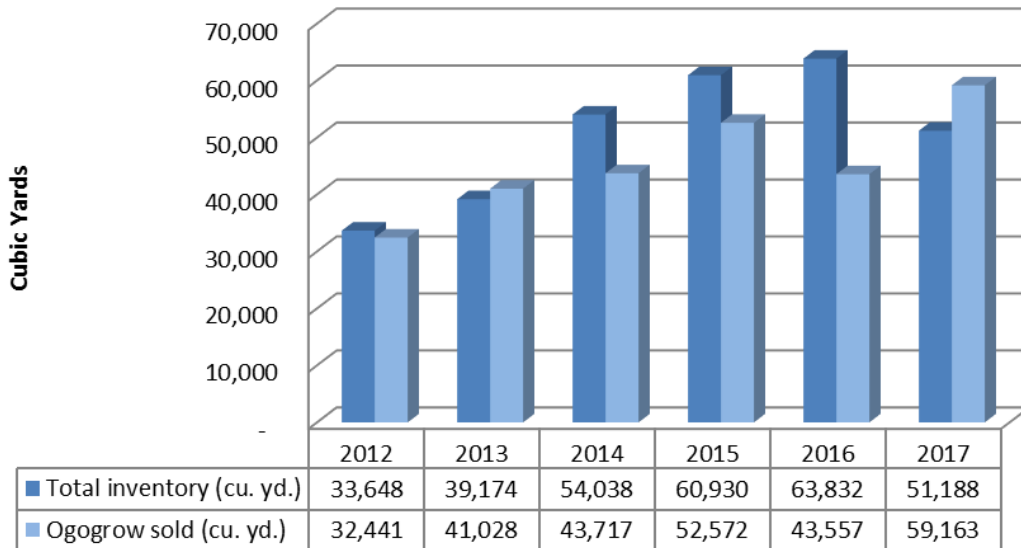
To seek Council's approval to amend the Solid Waste Management Regulation Bylaw to help further reduce compost inventory, establish new wholesale customers, and to amend the fee schedule for collection carts.

## **Background:**

In 2015 the City commissioned a marketing study by Ference Weicker & Company to provide recommendations on increasing compost sales with a goal to eliminate excess inventory. The report identifies the need to focus efforts on wholesale customers who purchase the majority of the product, and enhance relationships between the City and potential wholesale customers.

An amendment in September 2017 to the Solid Waste Bylaw No. 10106 was approved by Council to allow the City to periodically amend rates on a short-term basis for sales outside the Central Okanagan Regional District and the City of Vernon when surplus inventory exceeds 25% of the annual production of compost. This initiative has proven to be effective as an additional 6000 cubic yards was sold in the last quarter of 2017. This represented 14% of 2017 OgoGrow sales.

## Ogogrow Inventory vs Amount Sold



The new Glenmore Landfill Plan adopted by Council in 2017 identifies a number of projects over the next 8-10 years to allow for continued operation. Capital improvements will begin in 2018 to restructure the non-organic/organic reprocessing area to support the plan. Over the next 8 years the current compost facility will see the construction of an aerated static pile compost facility, which uses much less land, and the relocation of organic receiving, grinding as well as inorganic materials receiving and processing. As a result, operations has changed the compost process for Glengrow, significantly reducing the area needed for processing (at an additional operating cost).

### Wholesale sales

The City's compost storage facility at the Glenmore Landfill continues to exceed capacity for Ogogrow storage. In addition, there remains a need to continue to move significant quantities of Glengrow compost being processed and stored at the Glenmore Landfill site to accommodate the works associated with the relocation of organic and inorganic processing. Based on feedback staff have received since September from potential compost buyers located within the immediate market area, Utility Services is proposing to issue a Request for Expression of Interest (RFEOI) for bulk compost sales. This would allow further flexibility in the sale and pricing of the current surplus inventory. A bylaw amendment is required to allow staff to issue an RFEOI to provide fair flexibility in compost sales.

In addition to short term flexibility, staff are further developing relationships with potential wholesalers and retailers of compost products. In order to support these marketing initiatives, Utility Services is proposing to amend the compost wholesale pricing structure to provide lower wholesale prices to large volume purchasers.

### Fee schedule - collection carts

A courtesy "change out" was originally introduced in 2009 when residential carts were introduced to assist residents in determining their appropriate cart size. The courtesy change out was intended to be

temporary as a customer service measure, and is no longer needed. Utility Billing is in the process of moving solid waste billing onto the new Tempest billing system. This has identified a very labour intensive process in monitoring past change outs of residential carts for garbage, recycling and yard trimmings collection. When the system was first implemented, and in response to user concern about the appropriate size cart for their use, the bylaw allows one free change out per property. This process has resulted in almost 10 years of tracking of change outs per property. Every change out request now requires extensive research into whether or not a property has received a change out in the past. Given the stability of the established program and the high administrative cost of managing the "one free" change out program, staff are recommending that all change outs be charged the \$25 fee. This fee recovers the cost paid to the contractor and a nominal amount for administrative costs.

**Internal Circulation:**

Divisional Director, Financial Services  
Revenue Supervisor  
Purchasing Manager  
Biosolids Supervisor  
Community Communications Manager

**External Agency/Public Comments:**

The report has been reviewed by the Director of Operations Services, Shirley Koenig, City of Vernon.

**Considerations not applicable to this report:**

**Legal/Statutory Authority:**

**Legal/Statutory Procedural Requirements:**

**Existing Policy:**

**Financial/Budgetary Considerations:**

**Personnel Implications:**

**Communications Comments:**

**Alternate Recommendation:**

Submitted by:

K. Van Vliet, Utility Services Manager

**Approved for inclusion:**



J. Creron, Deputy City Manager

cc:

Divisional Director, Financial Services  
Revenue Supervisor  
Purchasing Manager  
Biosolids Supervisor  
Community Communications Manager