

NO: R177

COUNCIL DATE: July 25, 2016

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 20, 2016**

FROM: **General Manager, Engineering**

FILE: **5360-01**

SUBJECT: **Pilot Waste Drop Off Events**

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## RECOMMENDATION

The Engineering Department recommends that Council receive this report as information.

## INTENT

The purpose of this report is to provide Council with an update and information regarding the City's Pilot Pop-Up Junk Drop events.

## BACKGROUND

The City of Surrey's Engineering Department has established a stretch goal of reducing City-wide illegal dumping and its associated cost impacts by 50% by 2018. Illegal dumping has been increasing in Surrey and throughout many cities/regions across Canada over the past decade at alarming rates. In Surrey, the costs associated with illegal dumping has nearly doubled over the past 10 years, increasing from \$550,000 in 2005 to nearly \$1 million in 2015, far outpacing population growth during the same period. Numerous measures have been taken to deter illegal dumping, but no single approach has made a significant impact.

A major contributing factor leading to illegal dumping is the high cost of disposal fees charged at regional transfer stations combined with the lack of convenience relating to the location of these facilities. The Pilot Pop-Up Junk Drop Event initiative was launched to determine the effectiveness of waste drop-off events to overcome these barriers.

## DISCUSSION

### **Pilot Pop-Up Junk Drop Event Overview**

As a measure to reduce illegal dumping in the City, the Engineering Department has scheduled six pilot drop-off events that will run between July and October 2016. Based on an analysis of service calls across the City over the past few years, it has been identified that the most prevalent hot spots for illegal dumping related complaints fall within the Newton and North Surrey communities (including City Centre).

The Pilot Pop-Up Junk Drop events targets households located within the illegal dumping hot spot zones providing an outlet for residents to drop off waste at no cost and at a location that is relatively central in Surrey. Items that are dropped off are separated into the various waste commodities on site to ensure maximum diversion from landfill. Items that are accepted at the events include:

- Furniture and mattresses;
- Electronics and household batteries;
- Appliances and scrap metal;
- Tires;
- Paper, cardboard and styrofoam;
- Household renovation waste;
- Mixed plastics (i.e., toys, household items, garden furniture, etc.); and
- Reusable items for donations.

The events are being hosted on Saturdays from 10 a.m. to 4 p.m. Each vehicle arriving at the event will be checked to ensure that residents do not deliver unacceptable materials (please refer to the attached list in Appendix “I”). With assistance from staff, residents are required to remove the material from the vehicles and place them into various commercial waste containers that are denoted by commodity type, i.e., metals, plastic, mattresses, etc. The materials are subsequently delivered to a recycling processing or disposal facility.

The following outreach is being carried out to notify residents of these events:

- Flyers are being hand delivered to households (door-to-door) within each target (hot spot) area;
- A series of advertisements notifying residents of these events are being published in the Surrey Now and Surrey Leader newspapers throughout the pilot phase; and
- The events have been posted on various social media outlets (i.e., Website, Twitter, Facebook, and Google Ads).

### **Emerging Leaders Program Term Project**

This initiative was selected as a term project by the Emerging Leaders Program (ELP). A team from the ELP group was selected to assist Engineering staff in developing the events. The ELP members, under the direction of the Engineering Department, have been tasked to select viable sites to host each venue, determine logistics pertaining to customer access and drop-off, maximize waste diversion and reuse opportunities on site, secure third-party contractors, as well as develop appropriate marketing and public outreach media for the events.

### **Results of the Initial Pop-Up Junk Drop Events**

#### Saturday July 9<sup>th</sup> Pop-Up Junk Drop Event

The first event was held on Saturday, July 9, 2016, which took place at the Operations Centre fleet and staff parking lot.

During the week preceding the event, information flyers providing details of the Pop-Up Junk Drop event were distributed to approximately 5,000 households throughout the east Newton area which was identified as a hot spot location for illegal dumping. Additional advertising was provided as identified in the preceding section of this report.

The initial (July 9<sup>th</sup>) event was very successful and attracted a much higher volume of participants than was initially predicted. Over the course of the day, over 2,000 vehicles arrived at the event to drop off materials, which was more than twice the number of vehicles staff had anticipated would participate. Regardless, vehicles were safely queued and efficiently channeled through the queuing lines with peak waiting times of approximately 15-20 minutes.

#### Saturday, July 16<sup>th</sup> Pop-Up Junk Drop Event

As a result of the very high participation rates of the July 9<sup>th</sup> event, it was decided that, in the interest of public safety, the remaining four events would be also be hosted at the Surrey Operations Centre. The previously planned locations included a select number of high school parking lots located within other illegal dumping hot spots across Newton and North Surrey. It was determined that the space and layout of the high school parking lot venues would not be conducive to ensuring the same safe queuing capacity as the Operations Centre.

Based on the above, the second Pop-Up Junk Drop Event was hosted on Saturday, July 16<sup>th</sup>, 2016 at the Operations Centre.

An important objective to hosting these six pilot events is to build on our experience from each preceding event and introduce new ideas for each subsequent event in an effort to enhance the service and customer experience. In this regard, for the July 16<sup>th</sup> event, staff provided additional disposal bins on site and organized them in a manner that would ensure improved flow of vehicles. In addition, given the popularity of the July 9<sup>th</sup> event, it was determined that information surrounding the July 16<sup>th</sup> event would likely spread from the many participants that had attended the July 9<sup>th</sup> event. Accordingly, staff limited advertising for the July 16<sup>th</sup> event to newspaper ads and City website advertising including social media. This limited advertising still resulted in a high participation rate of approximately 1,300 vehicles at the July 16<sup>th</sup> event and reduced queuing times to no more than a 5 to 10 minute wait.

Both events were met with highly positive feedback from participating residents, many of which expressed their appreciation that the City is providing a temporary no cost outlet to dispose of materials. Photos of the events are attached in Appendix "II".

#### **Pop-Up Junk Drop Results**

The combined total waste dropped off at the July 9<sup>th</sup> and July 16<sup>th</sup> Pop-Up Junk Drop events was 260 metric tonnes of which approximately 185 tonnes was recycled including an estimated 30 tonnes of reuse material that was retrieved by the Salvation Army who participated at both events. This equates to diverting 71% of the materials delivered to the event from landfill,

## Next Events and Expanded Reuse Opportunities

The dates of the upcoming events are noted below:

Date	Time
July 9 (COMPLETED)	10 a.m. - 4 p.m.
July 16 (COMPLETED)	10 a.m. - 4 p.m.
August 6	10 a.m. - 4 p.m.
August 27	10 a.m. - 4 p.m.
September 17	10 a.m. - 4 p.m.
October 1	10 a.m. - 4 p.m.

As noted previously in this report, the Salvation Army was on site during both events and retrieved a significant volume of reusable materials. Staff sees an opportunity to broaden the reuse aspect of these events to invite additional non-profit agencies to participate. This will include working closely with agencies that provide assistance to families in need including those on welfare, Syrian Refugee families, and other members of our community that may require support.

Under the direction of the Engineering Department, the ELP team that are assisting with the Pilot Pop-Up Junk Drop Events have been tasked to coordinate the expanded Reuse Opportunities. Following the conclusion of the final pilot drop-off event in early October 2016, staff will provide Council with an update on our overall results including recommendations for future initiatives.

### Permanent Eco-centre/Residential Drop-Off Site

The pilot waste drop-off events will not detract from the City's pursuit of Metro Vancouver to establish a permanent eco-centre/residential waste drop-off facility as required under the Regional "Integrated Solid Waste and Resource Management Plan". To this end, Engineering staff is working with Metro Vancouver to establish a site within the Newton Community. A potential site has been identified and is pending the property owner's decision to sell the property this summer. Engineering staff will subsequently apprise Council of developments in this regard once further information is available.

### SUSTAINABILITY CONSIDERATIONS

The pilot waste drop-off events support the objectives of the City's Sustainability Charter. In particular, these events relate to the Sustainability Charter themes of Public Safety and Infrastructure. Specifically, the events support the following Desired Outcomes:

- Community Safety and Emergency Services DO1: Residents are safe and have a strong sense of security in all neighbourhoods and throughout the City;
- Community Safety and Emergency Services SD2: Increase community engagement and mobilization in order to enhance personal and public safety;
- Materials and Waste DO19: Residents and businesses are conscious of their consumer choices and reuse existing materials first;
- Materials and Waste DO20: Materials and resources are used efficiently, sourced locally where feasible, and repurposed or recycled at the end of their life cycle;

- Materials and Waste DO21: The City is moving toward a zero waste target, in line with regional waste diversion goals; and
- Materials and Waste SD14: Provide tools and educational resources that support residents and businesses to reduce consumption.

## CONCLUSION

As a measure to reduce illegal dumping in the City, the Engineering Department has scheduled six drop-off events that will run between July and October 2016. The events provide an outlet for residents to drop off waste at no cost and at locations that are relatively near their homes. Items that are dropped off are separated into the various waste commodities on site to ensure maximum diversion from landfill.

The first event was on July 9, 2016, which took place at the Operations Centre fleet and staff parking lot. The event was very successful and attracted a very high volume of residents. Over the course of the day, over 2,000 vehicles arrived at the event. We received a total of 158 metric tonnes of materials of which approximately 110 tonnes was recycled. This equates to diverting 70% of the materials delivered to the event from landfill.

The Engineering Department will continue to host four more events at the Operations Centre parking lots and will provide Council with an update of the results of the pilot events in Fall 2016.

Fraser Smith, P.Eng., MBA  
General Manager, Engineering

RAC/HJ/clr/ras

Appendix "I" – Pop-Up Junk Drop Event Flyer

Appendix "II" – Photos of the July 9<sup>th</sup> Pop-Up Junk Drop Event

## CITY OF SURREY

CITY OF SURREY



Need to get rid of household items that you can't put out during your regular waste collection service? What about that old couch or refrigerator? The City will be hosting 5 more weekend events to allow Surrey residents to dispose of unwanted items. Residents can bring up to a pick up load of materials (one-ton maximum size).

**LOCATION CHANGE:** Due to the popularity of the event, we will host all future events at the Surrey Operations Centre (not at the previously noted school locations).

## 2016 Event Location & Dates

All events will run **Saturday** from **10:00 a.m. to 4:00 p.m.**

Aug 6

Aug 27

Sept 17

Oct 1

**Note: REVISED LOCATION  
for all future events**

**Surrey Operations Centre Parking Lots  
6651 148th Street**

**NEW  
LOCATION**

## What can I bring?

### Furniture & Mattresses

Couches, chairs, mattresses and other household furniture

### Electronics & Household Batteries

Computers, televisions and other household electronics.

### Appliances and Scrap Metal

Fridges, freezers, washers, dryers, and other large household appliances, scrap metal.

### Household Renovation Waste

Clean wood, sinks, toilets, pallets that are unpainted, untreated and free of glue (nails & fasteners in wood are ok).

### Other Household Items

Styrofoam, tires (no rims), all paper products including cardboard, mixed plastic (toys, household items, garden furniture, etc) and metal food containers.

### Small Appliances

Vacuums, scales, countertop appliances, hair dryers, fans, irons, power tools, sewing machines, typewriters, exercise equipment.

## Reusable Items

If you have items that are in good condition and can be reused, you can donate them. Salvation Army and non-profit agencies will be gathering items such as gently used clothing and housewares.

## What is not acceptable?

### No Commercial Waste or Commercial Vehicles Permitted

### No Hazardous or Dangerous Waste

No asbestos containing materials (Drywall, plaster, joint compound, vinyl flooring, ceiling tiles, vermiculite, old chimney bricks). No Propane or helium tanks, paint, solvents, flammable liquids, gasoline, pesticides, explosives, or ammunition

### Other not acceptable Items

No animal waste & carcasses, car parts (tires accepted - no rims), or lead-acid batteries, dirt, rocks or sand, drywall, concrete.

## For More Information

Please contact the City's Waste Collection Hotline at **604-590-7289**

Or visit our website at [www.surrey.ca/popupjunk](http://www.surrey.ca/popupjunk)

**MAXIMUM  
VEHICLE  
SIZE  
1 TON**

[www.surrey.ca/popupjunk](http://www.surrey.ca/popupjunk)

CITY OF  
**SURREY**

**First Pop-Up Junk Drop Event**  
Saturday July 9, 2016 City of Surrey Operations Centre







