CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT
Operations and Waste Management Division

TO: Mayor and Members General Issues Committee	**WARD(S) AFFECTED:** CITY WIDE
COMMITTEE DATE: December 12, 2011	
SUBJECT/REPORT NO: Illegal Dumping, Litter and Escaped Waste (PW11052b) - (City Wide) (Outstanding Business List)	
SUBMITTED BY: Gerry Davis, CMA General Manager, Public Works Department **SIGNATURE:**	**PREPARED BY:** Pat Parker (905) 546-2424, Extension 3916

RECOMMENDATION

(a) That Report PW11052b, Illegal Dumping, Litter and Escaped Waste, be received;

(b) That additional one-time resources to undertake spring clean-up activities, monitoring and follow-up in inaccessible areas at an upset cost of $30,000 to be funded from the 2010 Waste Management Research & Development Capital Project ID 5121055137;

(c) That waste collection amnesty days, where three containers of waste can be set out three (3) times per year to also include monthly amnesty days starting in April 2012 as an interim action to provide additional flexibility in the waste collection system until changes can be made in April 2013;

(d) That the item referring to the Illegal Dumping, Litter and Escaped Waste, recommendation (b) of Item 4 be removed from the Public Works Committee Outstanding Business List.

EXECUTIVE SUMMARY

On July 6, the General Issues Committee (GIC) dealt with Report PW11052/PED11127) concerning *"Illegal Dumping, Litter and Escaped Waste"*. The GIC recommended:

"(a) That the General Manager of Public Works be directed to:
(i) report back to the Public Works Committee with the 2012 work plan for the Clean City Strategy before the end of 2011;

(ii) provide a semi-annual Clean City Strategy progress report to the General Issues Committee.

(b) ***That Public Works*** *and Planning and Economic Development Departments* ***staff be directed to undertake investigations and report back comprehensively in the Fall of 2011 on:***

(i) educational efforts towards illegal dumping, litter and escaped waste in the City;

(ii) ***improvements to the Waste****, Streets, Parks and Yard Maintenance* ***By-Laws to enhance the effectiveness of enforcement of illegal dumping****;*

(iii) enforcement strategies, service levels and staffing requirements to adequately address illegal dumping complaints.

(iv) minimum fees and tipping fees at the City's Community Recycling Centres/Transfer stations and potential fee changes as a way to reducing illegal dumping.

(c) ***That staff be directed to implement the following action plans to address areas of concern identified by Councillors as outlined in Appendix "A," attached hereto, as amended:***

(i) Continued attention to clean up of litter, illegal dumping and escaped waste on areas of concern on City lands through existing programs, including prioritization and regular monitoring of these locations;

(ii) Continued enforcement on private lands;

(iii) Arrange to meet with agencies to develop plans to address remediation and prevention for the areas of concern;

(iv) Report back on progress as part of recommendation (b)."

Subsequently, the following motion was passed at by Council on September 28, 2011:

"(a) ***That Waste Management and Licensing and Property Standards Section jointly report back to the Public Works Committee on a method to address illegally discarded curb side bulk items in front of residential and multi-residential properties.***

(b) That, as part of the review, staff investigate a "fee for service" charge or "fine" as part of their enforcement procedures."

The recommendations in bolded lettering above are those that will be addressed wholly or in part in this report as the updates on the Public Works items to follow up on the recommendations and subsequent motion. The Licensing and Property Standards Section will be reporting in early 2012 on the enforcement aspects of the recommendations in a related report.

This report and its recommendations provide short term measures to prevent and mitigate illegal dumping and escaped waste. Follow up reports will continue to build on these initiatives and will include:

- By-law changes and enforcement strategies from Licensing and Property Standards

- Waste Collection System improvements for 2013-2020, which will be forthcoming in January 2012.

Together the combined efforts will result in continuous improvements that will result in a clean city and deter inappropriate behaviours.

This report addresses the following elements:

- Clean City Strategy
- Waste Management By-Law improvements
- Minimum Fees & Tipping Fees
- Waste Collection Improvements
- Updates on Areas of Concern
- Illegally Discarded Bulk Items
- Closing the loop

Clean City Strategy - A 2012 work plan has been developed and provided in Report PW11052a, which is being considered at the December 5, 2011 Public Works Committee. A 2011 progress report has also been prepared and is also provided in Report PW11052a for referral to General Issues Committee. Subsequent updates will be provided to GIC. Many of the Clean City Strategy activities involve public engagement and volunteers, providing value and commitment from citizens. Educational and program information on waste collection programs will continue to be provided.

Waste Management By-Law Improvements - In consultation with the Licensing and Property Standards Section changes to the Solid Waste Management By-law (09-067) can be included in the next update of the by-law in the spring of 2012 to address more effective enforcement, consistent language and identify specific roles for property owners and/or tenants on abutting boulevards in front of their residence.

Minimum Fees & Tipping Fees - A review fees is provided in the Alternatives section of this report. Fee changes were not recommended for 2012, as per the 2012 Tax Supported User Fees Report FCS11096. The fees have always been supplementary for curbside waste collection programs. The intent is to have residents maximize the use of curbside waste collection programs as the collection vehicles pass by every house on scheduled collection days, so these services are already being paid for. Fees offset the recycling programs offered at the CRCs.

Waste Collection Improvements - Changes are also being recommended to the waste collection amnesty policy to allow for some flexibility in waste collection set out as an interim measure until April 2013 when changes to the current waste collection system are implemented. If approved, monthly amnesty days will be implemented starting in April 2012, where residents can set out up to three containers for collection on their last collection day of the month. These would supplement the existing amnesty days after New Years Day, Victoria Day and Thanksgiving Day.

Potential changes to the waste collection system will be presented to the Public Works Committee in January 2012 and a number of elements are being considered that are likely to reduce illegal dumping and escaped waste. It is noted that the recently closed Request for Proposals (RFP) for waste collection services includes options for container limits and the schedules for the collection of bulk waste and leaf and yard waste that could address this concern.

Update on Areas of Concern - A number of areas of concern were identified by members of Council and action plans recommended in Report PW11052/PED11127.

The locations on public lands continue to be monitored and cleaned up by Operations & Waste Management staff in the Parks and Roads sections. Several hot spot locations along the escarpment have been identified as areas where additional resources are required due to details in accessing the locations to remove materials. Specialized equipment is required and one time funding in the amount of up to $30,000 is proposed to be funded from existing capital. The Licensing and Property Standards Section will be addressing dumping activities on actions on private property.

The Conservation Authority has advised that it has some increase in dumping activities and continues to provide clean up of areas on their lands on an ongoing basis. Progress is being made with rail authorities as part of the rail lands pilot project recently completed in the Crown Point Neighbourhood.

Illegally Discarded Bulk Items - A new user fee, 'Waste Removal - Non Compliance Fee', approved by Council on November 16, 2011 as part of the 2012 Tax Supported User Fees Report FCS11096 will help to deter illegally discarded bulk items and recover costs when this occurs. The fee of $297.25 plus tipping fees will be charged to property owners that are regular offenders of Solid Waste Management By-law No. 09-067 who fail to remove waste after being given appropriate notice by waste management customer service staff. The intent of the fee is to get the attention of property owners and to make them responsible and also to reduce the need to involve the Licensing and Property Standards Section in this enforcement activity.

Closing the Loop - The concerns about tracking data and reporting resolution of illegal dumping incidences will be more closely monitored with the establishment of several specific Hansen codes.

Alternatives for Consideration - See Page 6

FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Financial:

Most of the clean up of illegal dumping on public property will continue to be done by Operations & Waste Management staff through the Roads and Parks sectional budgets. However for those areas that are inaccessible and require specialized equipment, it is proposed that funding up to $30,000 for spring clean up in 2012 be funded from the 2010 Waste Management Capital Research and Development Project ID 5121055137.

Staffing:

There are no staffing implications associated with the recommendations in this report.

Legal:

There are no legal implications associated with the recommendations in this report, although Legal Services will assist with appropriate By-law amendments.

HISTORICAL BACKGROUND

In July, 2011, Report PW11052/PED11127 addressed the issues of illegal dumping, litter and escaped waste as a result of concerns that the waste management programs were contributing to dumping of illegal waste materials. The report also spoke to the efforts around the Clean City Strategy to make positive changes, the Licensing and Property Standards Section to enforce municipal by-laws and the Roads and Parks sections clean up activities.

A motion was also introduced on September 28, 2011 around the issue of illegally dumped curbside bulk waste, which has been addressed as part of this report.

In the past, incidences of illegal dumping on public property (roads, parks) have not been tracked well as most are cleaned up by roads and parks staff as part of their regular maintenance work. There have been two specific follow up actions on site specific cases in the last few years. One involved a postcard to property owners in the vicinity of a property that was experiencing on-going dumping of predominantly tires. The other involves letters to property owners in the vicinity of closed landfills asking for cooperation in reporting illegal dumping and trespassing (particularly dirt bikes and all-terrain vehicles.

POLICY IMPLICATIONS

The preparation of this report is guided by the Corporate Strategic Plan, the Public Works Business Plan “Innovate Now!” and the Solid Waste Management Master Plan.

Several matters related to illegal dumping and improperly set out waste are regulated by the Solid Waste Management By-law No. 09-067.

RELEVANT CONSULTATION

The issues around illegal dumping have been discussed with the Solid Waste Management Master Plan Steering Committee as they relate to waste management activities. The Steering Committee supports the educational and engagement efforts and the enforcement activities to reduce and manage illegal dumping.

Several discussions with the Licensing and Property Standards staff took place related to monitoring, enforcement and potential improvements to by-laws to facilitate enforcement. Consideration of options for improvements to other City by-laws and enforcement strategies will be addressed in a separate report as an additional means of deterring inappropriate behviours relating to illegal dumping and escaped waste.

ANALYSIS / RATIONALE FOR RECOMMENDATION

Illegal dumping poses a difficult enforcement issue as the offenders cannot generally be identified. As such, it is important for the operating divisions like Operations & Waste Management to undertake activities that compliment and support the enforcement activities of the Licensing and Property Standards Section.

The Clean City Strategy, a program coordinated by the Operations & Waste Management Division, is geared to the education, prevention, mitigation of and clean up related to litter, illegal dumping and graffiti. It is part of the divisional budget, involves other City departments, engages citizens and provides good value to the City.

Fees at Transfer Stations/Community Recycling Centres (CRCs) for non-recyclable materials are a normal municipal practice intended to direct residents to the curbside waste collection programs, but also to supplement the curbside programs, provide flexibility and offset the cost of the CRC recycling programs. Minimum fees and tipping fees are not being increased for 2012.

Most of the incidences of illegal dumping on public property are removed by the operations staff in the Roads and Parks sections. As the City does not have equipment to remove material from some inaccessible areas and since it is considered that part of the cause for illegal dumping is related to waste management collection practices, it is proposed that the clean up of these areas in the vicinity of the Niagara Escarpment and associated trails be undertaken as a project for 2012 and funded from existing capital. As a research project, this would involve the removal of the material, documentation of what the material was, monitoring the locations after the clean up and reporting on the findings. In the event that the materials could be associated with the identification of the offender, staff would consult with the Licensing and Property Standards Section. Educational efforts, such as mailings targeted mailings to specific neighbourhoods, is also an option that can be implemented.

The actions and activities in this report, together with the changes that will be considered in the selection of a waste management collection system for 2013 will contribute to the reduction and control of illegal dumping in the City.

ALTERNATIVES FOR CONSIDERATION

Following the discussions and recommendations coming from Report PW11052/PED11127 that were approved by Council in July 2011, Operations & Waste Management Division staff has completed a review of the various aspects of illegal dumping, litter and escaped waste that related to divisional responsibilities and offer a number of alternatives for consideration. The following areas were examined.

- educational efforts through the Clean City Strategy
- potential improvement to Solid Waste Management By-law No. 09-067

- minimum fees and tipping fees at the City's Community Recycling Centres/Transfer stations and potential fee changes
- potential improvements to the waste collection system in conjunction with contracts for 2013-20
- divisional response to illegal dumping and “hot spots” on public property
- illegally discarded curbside bulk items
- data tracking and closing the loop

The discussion in this section will be framed around the key issues in the recommendations of Council from July 7, 2011, more particularly the Clean City Strategy and educational programs, by-law enforcement and potential by-law enhancement, tipping fees at transfer stations and Community Recycling Centres and follow up on the “hot spots” inventory identified by Councillors.

1. CLEAN CITY STRATEGY WORK PLAN AND REPORTING

The recommendations of Report PW11052/PED11127 relate specifically to the development of a work plan for the Clean City Strategy for 2012 (before the end of 2011), and a semi-annual report on Clean City Strategy. A number of educational and outreach activities contribute to fulfil the goals of the Clean City Strategy. These activities focus on being proactive about appropriate behaviours, and engaging the public in volunteer pursuits. These activities include:

- Team Up to Clean Up (formerly Pitch In Week)
- Team Up to Clean Up Year-Round Program
- Neighbourhood Clean Team (formerly Adopt-a-Park and Adopt-a-Road)
- Clean City Liaison Committee (CCLC)
- City Graffiti Working Group
- Clean & Safe Crown Point Railway Neighbourhood Pilot Project

The Clean City Strategy 2012 Work Plan, presented to the Public Works Committee on December 5, 2011 in Report PW11052a, includes an Appendix that will serve as the basis for the semi-annual updates. The Strategy and work plan identify a number of actions that will continue to educate and engage the public in activities that promote acceptable behaviours around litter and dumping prevention.

The Clean City Strategy initiatives provide the City with good value at a low cost and engage the public in clean-up activities. The alternative of eliminating these initiatives would result in a significant loss of volunteer efforts and is not recommended.

2. IMPROVEMENTS TO SOLID WASTE MANAGEMENT BY-LAW NO. 09-067

Illegal dumping is addressed through several by-laws, one of which is the Solid Waste Management By-law No. 09-067. Staff has discussed possible amendments with the Licensing and Property Standards staff with regard to more effective enforcement to

clarify the responsibility of property owners and/or tenants on abutting boulevards in front of their residence and to increase fines to serve as better deterrents.

Waste Management staff is proposing to bring forward a number of other amendments to By-law No. 09-067 in the spring of 2012 and will include appropriate provisions in consultation with the Licensing and Property Standards staff.

3. TIPPING FEES AT TRANSFER STATIONS AND COMMUNITY RECYCLING CENTRES

3.1 History

Minimum fees at the City's three transfer stations were introduced in 1999 and the initial fee was $5. The reasons for the fee were:

- to reduce the traffic and transaction time, similar to neighbouring municipalities
- to maximize the use of curbside waste collection programs (garbage, recyclables, leaf and yard waste, bulk waste and white goods) available to residents for most of the waste dropped off
- to be competitive with the private sector to reduce the commercial waste dropped off and in turn preserve landfill capacity

For the next six (6) years, the transfer station program remained unchanged. The development of Community Recycling Centres starting in 2005 facilitated the separation of the residential drop off from the waste collection and commercial drop off areas and the creation of additional recycling opportunities (electronics, household hazardous waste, metal, tires and wood. Customers have historically paid for garbage (including drywall, construction debris, shingles, broken furniture and mattresses).

Since 1999, the minimum fees and tipping fees have been increased through the annual user fee review during the budget process. The minimum fee is the rate that customers pay to dispose of waste that is under the minimum weight of 100 kg. The tipping fee is the rate applied to loads exceeding 100 kg. Table 1 shows the historic increases including the 2012 fees proposed in the budget.

Table 1: Historic Tipping Fees at Transfer Stations/Community Recycling Centres

Year	Minimum Fee	Tipping Fee / 100 kg	Comments
1999 - 2002	$ 5.00	$ 7.50	Council Approved
2003	$ 7.50	$ 8.00	Council Approved
2004	$ 7.50	$ 8.40	Council Approved
2005	$ 7.50	$ 9.00	Council Approved
2006	$ 7.50	$ 10.15	Council Approved
2007	$ 7.75	$ 11.00	Council Approved
2008	$ 8.00	$ 11.25	Council Approved
2009	$ 8.00	$ 11.25	Council Directed
2010	$ 8.25	$ 11.50	Council Directed
2011	$ 8.50	$ 11.75	Council Directed
2012	$ 8.50	$ 11.75	Council Approved

3.2 Review of Other Municipal Tipping Fees

Staff undertook a review of 2011 fees charged by other municipalities in the area for garbage only. This comparison is in Table 2.

Table 2: Municipal Comparison of Tipping Fees for Garbage Only

Municipality	Quantity	Fee
City of Hamilton TS/CRC	100 kg less (Residential Min. Fee)	$8.50/100kg
		$117.50/tonne (over 100kg)
Halton CRC/Landfill	50 kg or less	$5.00/load (Residential)
		$10.00/load (Commercial)
	Over 50 kg	$143.00/tonne
Region of Peel CRCs	Up to and including 50kg	$2 flat rate
	Greater than 50kg	$80/tonne
Niagara Region Landfill / CRC		$5 min fee for up to 60kg
		$90/tonne
York Region CRC	Car/ Van (Flat Fee)	Residents- $7 Small Business- $25
	Car/ Van + Small trailer (Flat Fee)	Residents- $10 Small Business- $25
	Car/ Van + Large trailer (Flat Fee)	Residents- $20 Small Business- $25
	Pick up Truck (Flat Fee)	Residents- $30 Small Business- $35
	12-14 foot cube van (Flat Fee)	Residents- $89 Small Business- $90
City of London Landfill	0-100 kg	$8
	101-200 kg	$15
	201-400 kg	$30
	401-600 kg	$45
	601-800 kg	$60
	801-1000 kg	$75
	>1000 kg	$75/tonne
	>1000 kg	$75/tonne (Commercial)
City of Windsor CRC	Rental vehicles/ rental trailers/ dealer plated	$6/100 kg
	4 loads annually if 0-100 kg	$2
	After 4 loads if 0-100 kg	$10 flat fee
	Over 100 kg	$97.50/tonne
		$61/tonne (Commercial)
City of Toronto TS/CRC		$10 Min. Fee
		$100/tonne

Hamilton's minimum fee is higher with the exception of Toronto however Hamilton's kilogram threshold for the minimum fee is also higher than some of the other municipalities such as Halton and Peel.

3.3 Transfer Station and CRC Revenues

It is important to note that the cost of operating the Transfer Stations/Community Recycling Centres is offset by the revenues generated by these fees. Table 3 shows

the revenues generated over the past six (6) years and to the end of September 2011.

Table 3: Transfer Station/CRC Revenues 2005-2011

YEAR	TIPPING FEE BUDGET	TIPPING FEE ACTUALS	MINIMUM FEE BUDGET	MINIMUM FEE ACTUALS	TOTAL REVENUE BUDGET	TOTAL REVENUE ACTUALS
2005	$ 1,851,316	$ 1,984,316	$ 428,684	$ 433,965	$ 2,280,000	$ 2,418,281
2006	$ 1,420,470	$ 2,720,952	$ 315,260	$ 503,093	$ 1,735,730	$ 3,224,045
2007	$ 2,014,410	$ 2,869,391	$ 439,280	$ 601,959	$ 2,453,690	$ 3,471,350
2008	$ 2,750,230	$ 3,168,199	$ 557,250	$ 744,792	$ 3,307,480	$ 3,912,991
2009	$ 2,780,190	$ 3,385,637	$ 554,100	$ 871,368	$ 3,334,290	$ 4,257,005
2010	$ 2,723,060	$ 3,592,921	$ 784,570	$ 755,997	$ 3,507,630	$ 4,348,918
Sep-11	$ 3,231,210	$ 2,206,871	$ 865,100	$ 616,523	$ 4,096,310	$ 2,823,394

The review of revenues from 2005 to 2010 was undertaken to show that changes in the curbside collection program (green cart program, one container limit) have not had significant impacts on the trend in revenues generated from tipping fees and minimum fees. The tipping and minimum fees have continued to increase as have the number of minimum fees paid, which have increased from 58,000 in 2005 to approximately 105,000 in 2010. A similar comparison cannot be made for the tipping fees as the fees paid vary widely. The table also supports that the increase in fees over time has not deterred visits by the public.

Staff also undertook an analysis the impact that changing the fees would have on the revenues. It is estimated that lost revenues would be in the order of $385,000 if the fee was $5 and $715,000 if the fee was $2. It is also noted that customers may be less diligent about sorting waste materials if the fees are low.

Although the issue of dumping garbage and bulk items may be addressed in the collection system for April of 2013, the option is available for 2012 to allow residents a set number of free visits to the CRC during the year. The number could be 3 or 4 to allow residents to dispose of materials following seasonal cleanups or special occasions. This would complement the grace weeks where residents can set out up to 3 containers 3 times each year. If the number of free visits was higher at 1 per month, staff would suggest the need for grace weeks at curbside would become unnecessary.

3.4 Waiving Fees

A number of comments and suggestions have been made about options for waiving tipping fees by allowing residents one visit over a specific time period, issuing vouchers through Licensing and Property Standards Section for private property owners who are subjected to illegal dumping.

Concerns about waiving tipping fees or allowing “free” visits to the Transfer Stations/CRCs, range from lost revenues and tracking materials to managing legitimate claims and unacceptable materials. It is estimated that the lost revenues could be up to $1.5 million. The revenues generated at the Transfer Stations/CRCs offset the cost of the CRC recycling programs and waiving fees may send a message to the public that garbage has precedence over diversion. It is not recommended that the Transfer Station/CRC fees be waived or compensated.

However the orange bags provided for neighbourhood clean ups can be made available to groups and individuals throughout the year for clean up of litter and other waste materials. Bags are provided for clean up activities as part of the Team Up to Clean Up and Neighbourhood Clean Team program.

4. POTENTIAL IMPROVEMENTS TO THE WASTE COLLECTION SYSTEM

Investigations indicate that much of the illegal dumped material is construction debris, leaf and yard waste and bulk waste, as opposed to household waste.

In response to the direction given by the General Issues Committee on July 6, 2011 with regard to Report PW11030a *Waste Collection and Recycling Processing Procurement Processes for 2013-2020*, a Request for Proposals was issued in August for the waste collection services. The RFP requested pricing on collection practices and refinements that may contribute to a reduction in illegal dumping. These practices and refinements include:

- the collection of bulk waste throughout the year, either on a weekly or bi-weekly basis
- increased collection of leaf and yard waste
- increasing the garbage limit or implementing a tag system for extra bags

The RFP closed on October 19th and the evaluation of the proposals is underway. The report on the award of the contracts for 2013-2020 will be presented to the Public Works Committee in January of 2012.

The new contracts will commence in April of 2013. In the interim, the current education, engagement and enforcement practices will continue to address incidences of illegal dumping. Although much of the dumped waste is not household waste, if there are concerns that the one container limit for garbage is contributing to illegal dumping, interim measures could be explored until the new contracts commence in 2013. An example of an interim measure might be the increase in the number of amnesty days from three (3) per year to include a monthly schedule, with collection at the end of the month when residential moving often takes place. These monthly events would be in addition to the three existing amnesty days on the weeks following New Years, Victoria and Thanksgiving days.

5. OPERATIONS & WASTE MANAGEMENT RESPONSE TO ILLEGAL DUMPING ACTIVITIES

With regard to the sites that Councillors identified to Councillor Powers as being problem areas, follow up took place by the Roads and Parks staff. The Roads Section reported that there was no activity in the East or West District and minimal activity in the North District. All districts report that “hot spots” are periodically inspected and any materials found are removed. Calls are also received from the public and 612 calls about illegal dumping on public property have been received from January to mid-November this year. Complaints are followed up immediately. Most of these complaints are cleaned up through the Operations & Waste Management regular

maintenance programs. The number of illegal dumping incidences is not tracked separately from general maintenance activities for the Parks and Roads sections.
Staff contacted a number of municipalities who have recently reduced garbage limits and found that Hamilton is not alone in experiencing illegal dumping activities and this is not necessarily associated with strict garbage limits. The findings are:

- With over 1400 reports of illegal dumping in 2010, the Region of Peel issued a media release reminding residents and businesses that illegal dumping was prohibited and offenders could be fined up to $5000. Peel estimates that more than 2000 tonnes of illegally dumped material is collected every year and much of the material is from construction sites and home renovations. The release was also an educational message to resident who witness illegal dumping to report it. Peel has a garbage limit of two (2) containers per week plus a bag tag system for additional containers.
- Halton Region does not see a high incidence of illegal dumping, even during the time that they reduced the garbage limit to six (6) containers bi-weekly.
- Kingston has illegal dumping issues associated with being a university city, but no other noticeable issues with a garbage container limit of 2 bags plus a bag tag system for additional containers.
- Niagara went to a one (1) container limit plus a bag tag system on March 1, 2011 and have not seen any noticeable increase in illegal dumping.

Other follow-up involved agencies particularly CN Rail and the Hamilton Conservation Authority (HCA). The follow-up with CN focussed on the Crown Point Community Planning clean up in Ward 4, the results of which will be reported to Public Works Committee on November 21, 2011 in PW10084a *Clean & Safe Crown Point Railway Neighbourhood Pilot Project – Follow-up to Report PW10084 – Litter, Illegal Dumping and Security Issues Affecting Municipal Properties Abutting Railway Lands*. The Hamilton Conservation Authority (HCA) reports that they have had 304 incidents of dumping in conservation areas so far this year. Areas like Christie and Dundas Valley Conservation Areas have seen increases while others including Valens, Westfield, Hamilton Mountain, Confederation Park and Fifty Point have remained the same. The nature of the material is predominantly household waste, construction debris and leaf and yard waste. The HCA clean up costs in 2011 to date have been in the order of $25,000.

In addition to the annual spring litter clean up activities, a clean up of predominantly bulk items and construction debris in inaccessible areas along the Niagara Escarpment and related trails could be undertaken. It is estimated that fifteen (15) to twenty (20) sites may exist and that the cost associated with this clean up would be $20-30,000. Since it is considered that this dumping is associated with waste collection practices, it is proposed that this project be funded from the 2010 Waste Management Research & Development Capital Project ID 5121055137 and that the research aspects include the actual clean up, reports on the nature and quantity of the materials collected, follow up inspections and an information update to Council. If incidences of dumping are found to be repeated in neighbourhood specific areas, the approach of letters or postcards to property owners in the area may be undertaken. It is expected that this could be done

within the existing Operations & Waste Management budget for community outreach and education.

6. ILLEGALLY DISCARDED CURB SIDE BULK ITEMS

On September 28, 2011, Council passed the following motion:

> *"(a) That Waste Management and Licensing and Property Standards staff jointly report back to the Public Works Committee on a method to address illegally discarded curb side bulk items in front of residential and multi-residential properties;*
> *(b) That, as part of the review, staff investigate a "fee for service" charge or "fine" as part of their enforcement procedures."*

It is proposed to implement a procedure and associated fee in 2012 to deal with habitually non-complying property owners with whom the educational approaches do not work. In these situations, the procedure would be for the Waste Management Customer Service Coordinators to issue a direction to the property owner that if the property is not cleaned up within 24 hours, the waste material will be removed and disposed of at the expense of the owner. The Customer Service Coordinator will return to the property the following day. If the property has been cleaned up, the date and time of the visit will be noted. If the property has not been cleaned up, Waste Collections staff will be requested to collect the waste as soon as possible. Collections staff then notifies the Waste Management Customer Service staff that the clean up has taken place. The fee associated with the clean up, proposed to be $297.25 plus the cost of disposal based on weight, has been included in the 2012 user fees as a new fee. The user fees were recommended to Council for approval by General Issues Committee on November 14, 2011 as part of the 2012 Tax Supported User Fees Report FCS11096.

The intent of this procedure and fee is to get the attention of property owners and to make them responsible and also to reduce the need to involve the Licensing and Property Standards Section in this enforcement activity.

7. DATA TRACKING AND CLOSING THE LOOP

Data management software is used in Licensing and Property Standards Section and Operations & Waste Management to track service requests as reported by calls and emails. As generic codes were used in the past to report on our programs, targeted data cannot be extracted related to illegal dumping. As a process improvement, specific codes have been set up and will be used beginning in January 2012 to ensure that all requests related to illegal dumping can be reported on related to Operations & Waste Management Division programs.

Once requests are in the system, workflow procedures are utilized and the request is followed through to resolution. Calls and emails are responded to once the request is resolved to ensure the loop is closed.

In the Operations & Waste Management Division, costs associated with work accomplished by field crews are entered into a maintenance management system and

those costs are reported on by activity. This will allow for data to be collected when specific illegal dumping incidences are reported, however will not allow for illegal dumping to be reported if it is part of regular maintenance activities such as waste collection in parks. Staff will continue to monitor this with maintenance staff to determine if a formula or percentage of activities could be applied to illegal dumping.

Existing data is also being analyzed and is indicating that with improved data quality that will result from the process improvements, specific neighbourhoods requiring attention can be identified. As outlined in the Clean City Strategy 2012 Work Plan, a community-based social marketing pilot program will be initiated based on the data analysis.

In addition, through audit processes data for specific areas has been tracked, such as the audit data that was collected in the Crown Point Railway Neighbourhood Pilot Project which was presented to Public Works Committee in Report PW10084a on December 5, 2011. The same approach will be used in the next neighbourhood railway project.

Improving tracking requests and capturing costs will allow staff to more accurately report on the amount of work that is created and completed as a result of illegal dumping. Neighbourhoods specific initiatives can also be identified over time.

8. CONCLUSION AND RECOMMENDATIONS

Significant efforts are being made by the Operations & Waste Management Division in the education and engagement areas around the prevention of litter and illegal dumping (and graffiti). These efforts are proposed to continue and to be increased through the Clean City Strategy Work Plan and Divisional Community Outreach activities. Several components of the Clean City Strategy involve citizen engagement and volunteerism that provide the City with value and community building.

Improvements to the Solid Waste Management By-law No. 09-067 to improve effective improvement will be undertaken in conjunction with the Parking & By-law Services Division as part of the next By-law update scheduled for the spring of 2012.

The number of visits at the Community Recycling Centres(CRCs)/Transfer Stations continues to increase suggesting that many residents use this service to augment their curbside waste collection services. Minimum fees and tipping fees provide important revenues to offset the Waste Management budget and it is not proposed to make any changes to them or to increase them in 2012.

Potential changes to the waste collection system in 2013 may help to reduce illegal dumping. In the interim it is recommended that monthly amnesty days be scheduled for the last week of each month for the period of April 2012 to March 2013.

The Parks and Roads sections will continue to respond to incidences of illegal dumping to the best of their ability through regular maintenance programs. Improvements will be undertaken to monitoring through tracking incidences through Hansen and completing the reporting (closing the loop).

The new fee for service for waste collection and disposal has been approved by Council and will be implemented beginning in January for habitual offenders of curbside waste collection programs.

CORPORATE STRATEGIC PLAN

Focus Areas: 1. Skilled, Innovative and Respectful Organization, 2. Financial Sustainability, 3. Intergovernmental Relationships, 4. Growing Our Economy, 5. Social Development, 6. Environmental Stewardship, 7. Healthy Community

Skilled, Innovative & Respectful Organization

- More innovation, greater teamwork, better client focus

  Establishing specific objectives for a 2012 Clean City Work Plan establishes targets and expectations for all stakeholders and allows for greater teamwork and collaboration.

Financial Sustainability

- Delivery of municipal services and management capital assets/liabilities in a sustainable, innovative and cost effective manner

  The continuation of the Clean City initiatives as outlined in the 2012 Work Plan should result in moving from costly remediation activity to the less resource intensive preventative model of managing litter, illegal dumping and graffiti on public property.

Growing Our Economy

- An improved customer service

  Working in collaboration with business and corporate stakeholders adds value to partnerships that help grow our City's economy.

Environmental Stewardship

- Reduce the impact of Hamilton's industrial, commercial Private and Public operations on the environment

  The overall goal in the reduction of litter and illegal dumping on public lands will help reduce negative impacts on terrestrial and riparian ecology.

Healthy Community

- An engaged Citizenry

  The 2012 Work Plan elements that include the community-based social marketing process and the continued support of volunteer programs engages all stakeholders in taking greater responsibility for improving our Hamilton community environments.

APPENDICES / SCHEDULES

None