

R185 : Annual Re-Use Weekend & Clean-up Week Program



Corporate NO: R185

Report COUNCIL DATE: September 4, 2001_

REGULAR COUNCIL

TO: Mayor & Council DATE: **August 28, 2001**

FROM: General Manager, Engineering FILE: **4600-003**

SUBJECT: Annual Re-Use Weekend & Clean-up Week Program

RECOMMENDATION

That Council receives this report as information.

INTENT

To review and report on the scheduling of the Re-use Week-end and Clean-up Week to determine if the program can be further improved.

DISCUSSION

Engineering staff has reviewed the process currently in place to promote, operate and administer the annual clean-up week and re-use weekend events. These events have been in operation for the past 25 years, and has been refined over time. A background on the programs' history is contained in Appendix "A".

Since 1998, the Clean-up week event has been divided over a two-week period (Monday/Tuesday pick-up areas being serviced during the first week of Clean-up and Wednesday/Thursday areas serviced the following week. The two-week split approach was introduced post-closure of the Port Mann Landfill. The reason for separating the process is a result of capacity issues at the Coquitlam Transfer Station and Burnaby Incinerator. These two facilities were not designed to accommodate the volumes of garbage typically generated by Surrey, let alone our clean-up week event.

To ensure a high level of service, the waste hauler typically doubles the number of garbage trucks servicing the City (from 19 to 38 garbage trucks plus 4 metal recycling trucks). Presently, with the two-week split approach, the waste hauler is provided with a few days of "catch-up" following the first week of clean up (households that are not reached on Monday or Tuesday are picked up during Wednesday, Thursday and Friday). During the second week of the program, the waste hauler is directed to function on a pro-active basis, meaning that clean-up items that are to be picked up on Wednesday and Thursday are done so beginning at the onset of the

second week (see “Current Operations Schedule” in Appendix “A”). The Contractor has also been notified that before they will be permitted to advance into the next week's area, they must either ensure all comeback calls are cleared up, or that trucks are available to revisit areas where material is still at the curb for whatever reason.

In an attempt to establish a higher level of public compliance to clean-up week procedures, over the past few years Engineering staff has increased advertising of the program to include various mediums:

Despite the high level of distributed and available information regarding the program, two main problems prevail:

A. “Growth” of materials at curbside:

I. Due to the “two-week split” approach, a number of residents are under the impression that each household is permitted to place clean-up week materials at curbside anytime “within” the two-week period (rather than on their assigned date).

II. Residents from various communities (both within and outside of Surrey) are randomly (and illegally) dropping off their materials at other Surrey residents' curbside prior to and after the scheduled collection day.

A. Continual occurrences of non-acceptable materials placed at curbside

III. When residents are approached regarding non-acceptable waste, the typical responses received are that they “were not aware” or “were aware but hoped that it would be picked-up anyway”.

In order to remedy the above problems, the following processes have been placed into effect for next year:

Revised Processes

I. Based on a close examination of the City's advertisement of the Clean-up week event it has been determined that improvements in this area may improve the overall effectiveness of the program. The present advertisement for the two-week split approach has been used since 1998. This advertisement may be misleading in terms of giving one the impression that clean-up week items may be placed at curbside for two consecutive weeks (per household). This misimpression is further compounded by allowing materials to be picked up outside the regular pick-up days.

Furthermore, the Re-Use weekend is advertised on the first weekend preceding the two-week event. This leaves materials on the street for a minimum of two weeks in the regular Wednesday and Thursday collection areas. In an effort to reduce the visual impact, we will encourage residents, in the Wednesday and Thursday areas, via advertisement, to put their reuse materials only out the weekend prior to their collection days. On this premise, the Engineering Department propose to advertise the program by area (See Appendix B).

II. The problem regarding illegal placement of garbage at curbside is correlated to the lack of an available disposal site within, or within close proximity to, the City. Presently, Engineering staff has little choice but to deal with these issues on a reactive basis. Implementing a short-term solution to deal with this particular clean-up week problem would be difficult without introducing a very high level of consistent enforcement. Given the size of the City and the parameters in which enforcement can be applied in this regard (essentially, catching one in the act of illegally disposing garbage), this is not at all a practical approach.

I. Engineering staff's approach to dealing with non-acceptable materials has been to provide residents of households with an advisory notice to remove those materials from curbside with a defined period of time (usually a 24 to 48 hour advisory is provided). Residents are advised that non-compliance to the advisory will result in the City's direct removal of the materials with all associated costs charged back to the resident (may be

reflected on their annual taxes). This particular approach was introduced in 1999 and has been highly effective. This year, over 120 notices were distributed with excellent response.

CONCLUSION

The City's Annual Clean-up Week Event has operated for the past 25 years and is seen by the residents to be a necessary service. Since the closure of the Port Mann Landfill, the event has been operating on a two-week split approach due to capacity issues at the Coquitlam Transfer Station and the Burnaby Incinerator.

At present, the main problems associated with the program pertains to:

- Misinterpretation of the program length by Surrey residents.
- Re-use Weekend is advertised to occur on the first weekend for all four (4) collection days thereby giving the impression of a two-week event.
- High occurrences of unacceptable materials placed at curbside.
- Illegally placed materials (at curbside) by individuals other than the adjacent homeowner.

The Engineering Department will revise its City-wide cleanup week advertising for 2002 to ensure a higher degree of clarity in the program dates and requirements. In addition, the Re-use week-end will be divided over the two weeks proceeding the clean-up week events for each area. These efforts combined with the existing advisory process should help elevate the overall effectiveness of the Clean-up program.

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General Manager, Engineering

RAC/JKJ/kjj

c.c. - Manager, Operations

Attachments

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APPENDIX A

CITY OF SURREY ANNUAL RE-USE WEEKEND AND CLEAN-UP WEEK

HISTORY AND PROCESS

Surrey's Clean-up Week Program has operated on an annual basis for over 25 years. During the initial years of the program, few restrictions were placed on the volume or nature of the materials that residents were permitted to place at curbside. In the late 1980's the program was supplemented by the "Free Disposal Week" at the Port Mann Landfill. The Free Disposal Week was hosted the week following the Clean-up Week event. The purpose for introducing the Free Disposal Week was to allow Surrey residents, at no charge, a final opportunity to dispose of any additional household materials that had not been placed out at curbside during the clean-up event.

In order to promote recycling and offset the growing material restrictions at the landfill, the program evolved to include the popular "Re-use Week-end" in the early 1990's. The premise of the Re-use Weekend event is to allow residents an opportunity to place items at curbside that could potentially be of use to others. In the event

that the items are not claimed, the homeowner is required to remove the item(s) from curbside or leave it behind to be picked-up for disposal (as a clean-up week item) if deemed acceptable for pick-up.

CURRENT OPERATIONS SCHEDULE

Clean-Up Week - First Week's Activities

<u>Saturday</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	Wednesday	<u>Thursday</u>	<u>Friday</u>
Re-use Week-end	Re-use Week-end	Clean-up Day	Clean-up Day	regular garbage day & catch-up to week-one of clean-up events	regular garbage day & catch-up to week-one of clean-up events	catch-up to week-one of clean-up events

Clean-Up Week - Second Week's Activities

<u>Saturday</u>	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
No Service	No Service	regular garbage day & "pro-active pick-up" for week-two clean-up events	Regular garbage day & "pro-active pick-up" for week-two clean-up events	Clean-up Day	Clean-up Day	catch-up to week-two of clean-up events

Since 1998, the annual clean-up week has functioned, more or less, on the above premise.

APPENDIX B

PROPOSED 2002 ADVERTISING
CITY OF SURREY - 2002 SPRING CLEAN-UP EVENT

ANNUAL RE-USE WEEK ENDS AND CLEANUP DATES

If your regular Garbage Pickup day is on:	Your Annual Re-use Weekend will be on:	Your Annual Cleanup Curbside Collection will be on:	Areas included are:
Monday	Sat. April 6 th & 7 th	April 8 th	South Surrey, Panorama Ridge, Campbell Heights, Cloverdale (south of Highway 10).

	Sun. April 7		
Tuesday	Sat. April 6 th & Sun. April 7 th	April 9 th	<u>Newton, Strawberry Hills, Kennedy Heights, Bear Creek</u>
Wednesday	Sat. April 13 th & Sun. April 14 ^h	April 17 th	Guildford (south of 96 Ave/east of 152 St), Fleetwood and Cloverdale
Thursday	Sat. April 13 th & Sun. April 14 th	April 18 th	City Centre, Bridgeview, Royal Heights, South Westminster, Fraser Heights, Guildford (north of 96 Ave), Port Kells, Clayton

ONLY THOSE RESIDENTS ON CITY COLLECTION SERVICE will receive annual cleanup curbside collection. Please have your materials at curbside by 7:30 am on your regular collection day only. To aid in collection, please bag, box or bundle as much material as possible. Each household is limited to 2 large items only such as sofas, other furniture, white goods, etc.

<p><u>ACCEPTABLE ITEMS:</u></p> <p><u>WE WILL PICKUP THE FOLLOWING:</u></p> <ul style="list-style-type: none"> • FURNITURE and residential household waste. • WHITE GOODS - stoves, hot water tanks, etc. (NO refrigerators or freezers) • TIRES <u>NOT</u> ON RIMS - maximum of four (4) • TREE limbs and branches (MUST BE CUT to 1 meter or 3 feet length and securely TIED INTO BUNDLES) 	<p><u>*UNACCEPTABLE ITEMS</u></p> <p><u>WE WILL NOT PICKUP THE FOLLOWING:</u></p> <ul style="list-style-type: none"> • CAR bodies, large car parts such as engine works, transmissions, fenders, etc., tires <u>on rims</u>. • TREE stumps, rocks and dirt. • LUMBER, plywood, gyproc, carpets, concrete and other building and renovation materials. • DEMOLITION materials from sheds, fences or other structures. • REFRIGERATORS or FREEZERS • HAZARDOUS or SPECIAL WASTE including animal waste, garden and household chemicals, paints, waste oil, asbestos, pesticides, acids, solvents, explosives, batteries, propane tanks, and gas containers. For information on disposal options for paint, solvents, pesticides or residual fuels, call 482-8686
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*PLEASE BE ADVISED - Households found to be in contravention to this provision will be issued a registered hand deliver advisory to remove unacceptable material(s) from curbside by a given date (usually 48 hours from the date of issue). Failure to comply will result in removal of the

items by the City, the full costs of which will be borne by the property owner and added to his/her municipal taxes.

PLEASE NOTE - free dumping is not available during the annual Cleanup Week. Please call either the Langley Transfer Station at 856-3225 OR the Coquitlam Resource Recovery Plan at 521-4871. Call ahead for restriction information, rates, and hours of operation.

FOR FURTHER INFORMATION. REGARDING ANNUAL CURBSIDE PICKUP, PLEASE CALL THE CITY OF SURREY AT 590-7289 OR CANADIAN WASTE SERVICES AT 520-7810