
Motion to go into Closed Season

Moved by K. Redman
Seconded by H. Jowett

That a closed meeting of the Planning and Works and Administration and Finance and Community Services Committees be held on Tuesday, April 12, 2016 at 9:00 a.m. in the Waterloo County Room in accordance with Section 239 of the "Municipal Act, 2001", for the purposes of considering the following subject matters:

a) potential litigation and receiving of advice that is subject to solicitor-client privilege related to an agreement

b) receiving of advice subject to solicitor-client privilege and proposed or pending acquisition of property in the Cities of Kitchener and Waterloo

c) receiving of advice subject to solicitor-client privilege related to an agreement
Vice-Chair K. Kiefer convened the meeting.

**Motion to Reconvene into Open Session**

Moved by L. Armstrong

Seconded by S. Foxton

That Committee reconvene into Open Session.

Carried

**Declarations Of Pecuniary Interest Under The Municipal Conflict Of Interest Act**


**Request to Remove Items From Consent Agenda**

No items were removed from the Consent Agenda.

**Motion To Approve Items Or Receive for Information**

Moved by G. Lorentz

Seconded by D. Jaworsky

That the following items be approved:

2109984

• That the Region of Waterloo promote the 2016 Census and encourage all residents of the Region of Waterloo to complete their census forms, as described in Report No. PDL-CPL-16-24, dated April 12, 2016.

Carried

And that the following items be received for information:


Regular Agenda Resumes

Reports – Transportation and Environmental Services

Design and Construction

a) PDL-LEG-16-32, Surplus Declaration and Conveyance of Easement Interest in Favour of The Corporation of the City of Kitchener – Mannheim Water Treatment Plant, 2069 Ottawa Street South, Kitchener

Moved by S. Strickland

Seconded by G. Lorentz

That the Regional Municipality of Waterloo:

i. declare an easement interest in the lands described as Part Lots 31 and 32, German Company Tract, part of PIN 22727-4547 (LT) as shown as Part 1, on Reference Plan 58R-18775, in the City of Kitchener surplus to the needs of the Region, as detailed in Report No. PDL-LEG-16-32 dated April 12, 2016, and provide the standard public notification as required by the Region’s property disposition by-law; and

ii. approve, enter into an Agreement for, and execute all documentation related to, the conveyance of a permanent easement to The Corporation of the City of Kitchener for the sum of $1.00, for the maintenance of a natural gas main, or other municipal services, on, over and under the lands, as part of the City’s transmission system, described as Part Lots 31 and 32, German Company Tract, part of PIN 22727-4547 (LT) as shown as Part 1, on Reference Plan 58R-18775, in the City of Kitchener as detailed in Report No. PDL-LEG-16-32 dated April 12,
2016 pursuant to the Region’s property disposition by-law and the satisfaction of the Regional Solicitor.

Carried

*Chair. T. Galloway entered the meeting at 10:50 a.m.

b) TES-DCS-16-08, 2016 Construction Activity in Waterloo Region

Received for Information.

A Committee member asked about the 3 month full road closure for the Fischer-Hallman Road culvert replacement. Phil Bauer, Director, Design and Construction stated the 3 month closure is required.

Thomas Schmidt, Commissioner, Transportation and Environmental Services noted that he will follow up with Committee members as to why the full closure and the proposed detour.

c) TES-RTS-16-01, ION Update

Received for Information

Committee members thanked staff for the update and highlighted that ION is not just a people mover, pointing out all the development in the core.

A Committee member asked if the corduroy road will be given to the Museum. T. Schmidt stated the logs require quite a bit of work and are working with the Museum regarding preservation. T. Schmidt also pointed out there will be a full record of the corduroy road including photographs.

T. Galloway assumed the Chair at 10:53 a.m.

d) TES-TRS-16-10, Wilmot Community Transit Pilot Service Implementation

A Committee member stated that Wilmot Township is looking forward to the service and understands the need to use it.

Moved by L. Armstrong

Seconded by S. Foxton

That the Regional Municipality of Waterloo approve the Wilmot pilot transit service to be implemented effective Monday, April 25, 2016, as described in Report No. TES-TRS-16-10, dated April 12, 2016;

2109984
And that the Regional Municipality of Waterloo enter into an agreement with 947465 Ontario Ltd. operating as Voyageur Transportation Services to operate this service at an upset limit of $123,300 plus applicable taxes.

Carried

**Transportation**

e) TES-TRP-16-09, Fischer-Hallman Road (Regional Road 58) at Ottawa Street (Regional Road 4) Proposed Safety Countermeasures, City of Kitchener

Moved by K. Redman

Seconded by G. Lorentz

That the Regional Municipality of Waterloo, upon completion of construction, amend Traffic Parking By-Law 06-072, as amended, to:

i. Add to Schedule 16 – Lane Designation, Northbound Left-turn, Left-turn lane on Fischer-Hallman Road (Regional Road 58) at Ottawa Street (Regional Road 4);

ii. Add to Schedule 16 – Lane Designation, Southbound Left-turn, Left-turn lane on Fischer-Hallman Road (Regional Road 58) at Ottawa Street (Regional Road 4);

iii. Add to Schedule 20 – Centre Lane Two-Way Left-Turn, on Fischer-Hallman Road (Regional Road 58) from 110 metres south of Ottawa Street (Regional Road 4) to 190 metres south of Ottawa Street (Regional Road 4);

iv. Add to Schedule 24 – Reserved Cycling Lanes Anytime on the west side of Fischer-Hallman Road (Regional Road 58) from 21 metres south of Ottawa Street (Regional Road 4) to 68 metres south of Ottawa Street (Regional Road 4);

v. Add to Schedule 24 – Reserved Cycling Lanes Anytime on east side of Fischer-Hallman Road (Regional Road 58) from 13 metres north of Bleams Road (Regional Road 56) to 210 metres north of Bleams Road (Regional Road 56); and in the City of Kitchener, as outlined in report TES-TRP-16-09, dated April 12, 2016.

Carried
f) TES-WMS-16-03, Curbside Waste Collection Policy Changes Implementation Plan

Susan White, Manager, Waste Collection and Diversion, and Cari Howard, Project Manager, Waste Management provided a presentation to Committee that is appended to the minutes. They highlighted the new waste collection services; public education and outreach; bag tag program; exemption program; where are resources needed? Municipal waste collection comparison; service first call centre; waste management; anticipating the “new norm”; and costs.

Committee members expressed concerns about the lack of locations to purchase the bag tags and suggested partnering with retail stores as well as Area Municipalities.

Committee members highlighted the importance of having the on-line purchasing of bag tags up and running for the launch date.

C. Howard provided clarification on bag tags, small multi residential units, student rental areas, enforcement, working with the agricultural residents, and staffing.

Some Committee members raised concerns with increase road side dumping in the Townships. C. Howard stated that staff are preparing for an increase in road side dumping noting that when e-waste was banned from curbside collection, road side dumping increased but eventually leveled out.

Committee members highlighted how useful the calendar is and asked that the calendar be shared with everyone. It was noted that the calendar is available through the new my-waste app.

C. Howard responded to Committees’ question on bag tag revenue stating that the bag tags will be revenue neutral explaining a lot of the up front costs is to provide 10 free bag tags to every household. The costs of the tags include purchasing, printing, distribution and administration. She also pointed out if the Region is successful in partnering there would be revenue sharing.

A Committee member inquired about bag tag revenue relating to the budget and asked if staff could bring to Council next week a continuity schedule to look at the tax rate stabilization.

Craig Dyer, Chief Financial Officer stated that the bag tag fee will be an additional fee listed on the 2017 Fees and Charges By-law and when staff are developing the 2017 operating budget staff will look to estimate what that revenue is and make sure it is incorporated in the budget.

Moved by D. Craig

Seconded by D. Jaworsky

2109984
That the Regional Municipality of Waterloo:

   i. approve the Curbside Waste Collection Policy Changes Implementation Plan, which includes an enhanced public outreach and education program, implementation of a bag/container tag program and the necessary resources to support the transition to the new waste collection service levels and contract that come into effect in March 2017;

   ii. amend the 2016 Waste Management Division Operating Budget to include expenditures of $799,000 to prepare for the implementation of the new collection contract, to be funded from the Tax Stabilization Reserve Fund with no tax levy impact; and

   iii. amend the 2016 Waste Management Division Capital Program, with no 2016 tax levy impact,

as set out in Report TES-WMS-16-03 dated April 12, 2016

Carried

Information/Correspondence

a) Council Enquiries and Requests for Information Tracking List was received for information.

Other Business

a) G. Lorentz asked that staff provide regular updates on the Curbside Waste Collection Policy Changes Implementation Plan, suggesting every couple of months and then monthly towards the implementation date.

Next Meeting – May 3, 2016

Adjourn

Moved by S. Foxton
Seconded by K. Kiefer

That the meeting adjourn at 11:42 a.m.

Carried

Committee Chair, T. Galloway
Committee Clerk, E. Flewwelling

2109984
Curbside Waste Collection
Policy Changes
Implementation Plan

Planning & Works Committee
April 12, 2016
New waste collection services

• Significant changes/150,000 households
• Waste diversion potential and impact on citizens -> both high
  — Bi-weekly garbage, with bag limits
  — Bi-weekly bulky & appliances, with 3 item limit
  — Bag tag program
  — New collection contractors
• Presentation overview: public education and bag tag programs, resources, costs
### Public education & outreach

<table>
<thead>
<tr>
<th>Phase 1: General Awareness</th>
<th>Ongoing to August 2016</th>
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<tbody>
<tr>
<td>• Answering questions as they come up in the context of regular waste programs and activities</td>
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<table>
<thead>
<tr>
<th>Phase 2: Get Ready</th>
<th>Sept. to Nov. 2016</th>
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<tbody>
<tr>
<td>• Existing tools (GB &amp; BB programs, one-time blue box giveaway, resources like my-waste &amp; Waste Whiz) to help</td>
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<tr>
<th>Phase 3: Get Set</th>
<th>Nov. 2016 to Feb. 2017</th>
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<tbody>
<tr>
<td>• Focus on &quot;start now&quot;, new tools (waste audits, staff assistance) &amp; resources (calendar, bag tags) for success</td>
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<table>
<thead>
<tr>
<th>Phase 4: Go</th>
<th>March 2017</th>
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<tbody>
<tr>
<td>• Focus on success!</td>
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<tr>
<th>Phase 5: Post Launch</th>
<th>Apr 2017 as needed</th>
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<td>• Focus on confusion, common mistakes, corrections</td>
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Public education & outreach
Bag tag program

- Allows for occasional setout of waste beyond the bi-weekly four bag limit
- Free tags issued to every household at the start of the changes will help with adjustment period of reducing waste
- For the 86% of households in the Region currently putting out 2 bags or less each week, the tags can be saved and used as needed for additional waste
Bag tag program
Exemption program

• Staff recommend medical exemption only (incontinence or other unavoidable waste due to medical condition)
• No child-diaper exemption recommended
• Biggest concern was holding bags for up to 2 weeks; allow free drop-off at transfer stations.
  • Barrie: 2 bags bi-weekly, no diaper program
  • Halton: 3 bags bi-weekly, 30 extra tags for 2+ children (0.007% of hhs)
  • Durham: 4 bags bi-weekly, 50 extra tags for families with 3+ children (0.0001% of hhs)
Where are resources needed?

Providing responsive and efficient service to citizens

• Service First Call Centre
  - Very high demand at launch, then a "new normal" for calls

• Waste Management Division
  - Very high demand at launch (escalated issues, on-street education and resolution), and then "new normal" for escalated waste issues
  - Public education and outreach program
  - Bag tag program
## Municipal waste collection comparison – responding to citizens today

<table>
<thead>
<tr>
<th>Municipality</th>
<th>SERVICE FIRST CALL CENTRE</th>
<th>WASTE - CUSTOMER SERVICE/COLLECTION CONTRACTS</th>
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<tr>
<td></td>
<td>ANNUAL</td>
<td>Calls escalated to Waste staff for resolution</td>
</tr>
<tr>
<td>Current - Waterloo Region (570,000 pop)</td>
<td>36,600</td>
<td>20,000</td>
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<td>Region of Niagara (427,000 pop)</td>
<td>107,000</td>
<td>80,000</td>
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<td>Region of Peel (1.3 million) 2015</td>
<td>97,000</td>
<td>31,000</td>
</tr>
<tr>
<td>Ottawa (880,000 pop)</td>
<td>not available</td>
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Peel Region launched changes Jan 2016

- Bi-weekly garbage, cart service, bi-weekly recycling (330,000 households)
- Added 8 to call centre (total 27)
- Added 21 to on-street staff (total 31)
- First two weeks:
  - 440,000 hits on website
  - 15,000 telephone calls
  - 6,500 issues escalated to Waste division
- Unable to respond quickly; leveled out within the first few months
Service First Call Centre

• Gateway to the Region for all services
• If not staffed appropriately, all Regional services will be affected
• Proposed SFCC resources:
  – 1 full time beginning February 2017
  – 1 temporary full time February to December 2017
  – Additional funds to flex part-time hours as they deem necessary
Waste Management

Waste's current service level closely aligns with Region's Five Drivers of Citizen Satisfaction

- Waste deemed best practice (Citizen First 6, 2012)

- **Proposed 4 temporary staff**

- **Proposed 3 full-time staff**
  - 1 - bag tag program (Sept. 2016)
  - 2 - on-street citizen support & education (Jan. 2017)

- **Short term contracted on-street support at launch**
4,000 km to cover
Anticipating the "new norm"

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Costs

- Start-up and transition costs -> $1.5 million
  - education campaign, vehicles, blue boxes, bag tag program, temporary staffing needs at the SFCC and Waste
- Annual operating cost increase -> $396K
  - FTEs at the SFCC and Waste
    - Increased calls, on-street support
  - Additional public education

✓ Net savings to taxpayers - $2.6 million/year
Questions