



Murray Daly presenting

Efficiency



- Focus of Solid Waste Management Plan
- **Improve operational efficiencies**
- **Improve user participation in waste diversion**

Murray

The RDKS anticipates that the overarching theme for the new SWMP will be improving operational efficiencies (getting our existing services, facilities, and programs running like a well-oiled machine). The theme of Efficiency is described in detail in the *“Draft Technical Memorandum #1: Efficiency within RDKS Solid Waste Management Functions,”* presented as Report #2 on the agenda for this PTAC meeting.

Other overarching focus will be to:

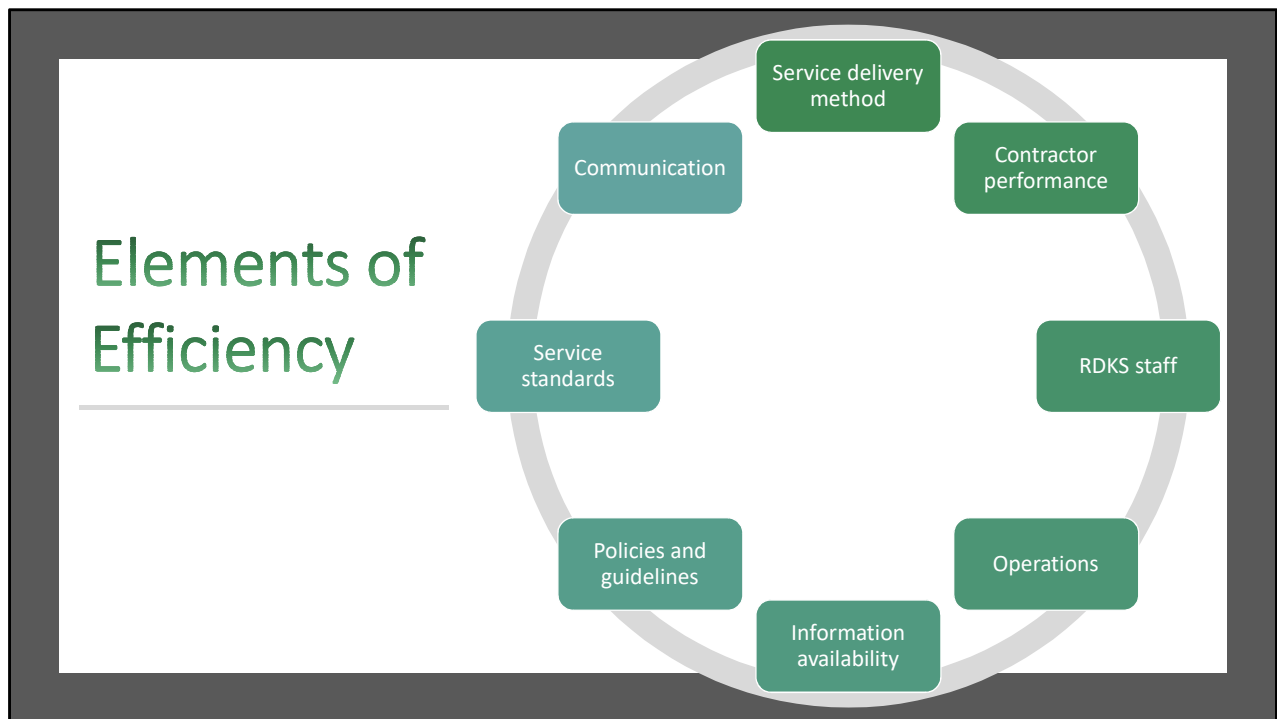
- Monitor new and upgraded facilities;
- Improve user participation in diversion programs (i.e., recycling and composting);
- Maintaining relationships with large waste generators, such as industry;
- Expanding services to cover our rural communities.



Murray

The RDKS has identified the following objectives to efficiently operate facilities and programs:

- Facilities and programs are reasonably convenient for most users;
- Users are continually well-informed on servicing programs and expectations;
- Facility contractors are well trained and familiar with the service standards and standard operating procedures (SOPs) to reduce RDKS staff supervision time;
- Expectations and requirements for RDKS staff are clear and well documented so staff utilize their time efficiently;
- RDKS staff have the training and skills needed to perform their duties competently;
- Contractor and administrative operations are streamlined, so workload and wait times for customers are minimal;
- Information needed to guide program and policy development is available when required (e.g. waste audits, inventory of waste management systems for large generators, solid waste tracking information, site visits to industrial, commercial and institutional (ICI) users, load audits, etc.);
- Clear policies and guidelines are established for routine occurrences to empower staff to address situations without requiring management or Board guidance;
- Clear policies and guidelines are established for situations, such as reduced servicing revenues and/or increased operational costs; and
- Servicing standards and plans for future programs are established and approved, so resources can be allocated accordingly.



Murray

The elements that will support efficient operation of solid waste facilities and programs include:

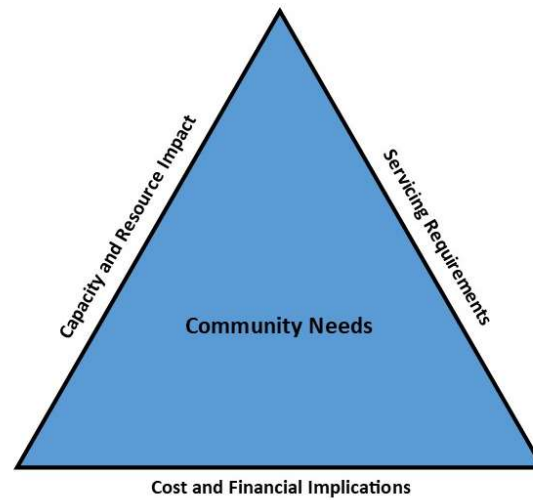
- Regular, effective internal and external communication; this includes communicating internally with team members, with contractors, with stakeholders and the public;
- Establishing service standards for all facilities; this will require adding to existing Standard Operating Procedures (SOPs) and developing new SOPs;
- Augmenting existing policies and guidelines for facilities, which will standardize the way we deal with situations;
- Keep collecting waste tracking information, which will enable us to track diversion progress and set new targets;
- Evaluate operations to ensure that facilities and programs are running as smoothly as possible;
- Ensure that the RDKS Administration team, including the solid waste team, have the training, resources and staff required to deliver and manage existing and new programs and facilities;
- Evaluate contractor performance to ensure that contractors are compliant with our standards;
- Potentially evaluate the service delivery method to ensure services are cost effective and working well; the RDKS may evaluate whether to manage currently contracted services or components thereof in-house in the future).

All elements must work cooperatively with the others, we cannot implement policies or guidelines which do not work well with service delivery

Efficiency should not compromise any of the elements to an unnecessary degree.

- Servicing requirements
 - Provincial regulations, bylaws, contracts
- Cost and financial implications
 - Budget limitations
 - Public funds
- Capacity and resource impacts
 - Staffing limitations
- **Community needs and wants**

Solid Waste Management Decision Making Priorities



Murray

Decisions made must strike a balance between the four elements (needs, capacity, requirements and cost).

The Regional District may not be equipped to do some things from a perspective of simple jurisdiction.

Capacity and the ability to retain contractors for certain tasks may be limited.

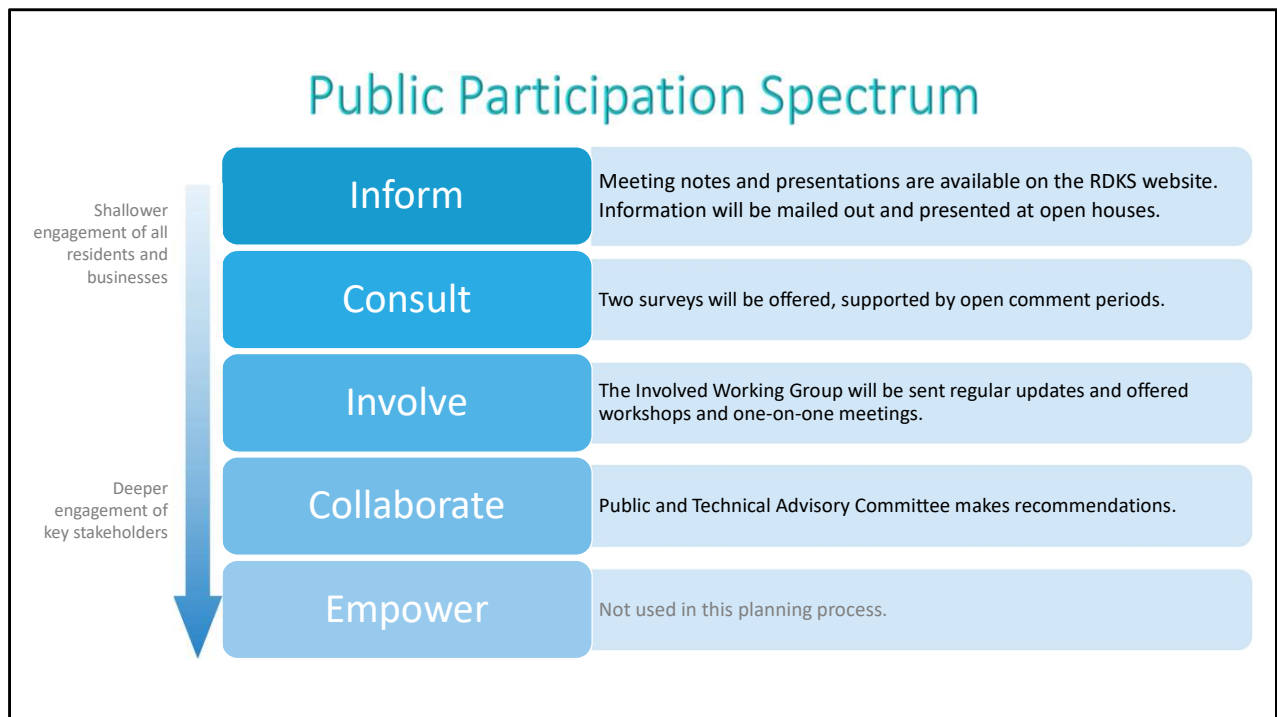
Cost implications must balance benefit to the service area, there is a point at which the cost is not meeting the benefit fairly for all in the service area.



Solid Waste Management Plan Consultation Strategy

Nicki Veikle presenting

Developing a Solid Waste Management Plan requires input and feedback from stakeholders and the public. Originally developed in 2017, the RDKS has revised the “**Draft Consultation Strategy for the Development of a Solid Waste Management Plan, Rev. 2.0; Updated January 30, 2019,**” for presenting to PTAC as Report #3 on this PTAC agenda.



The spectrum comes from the International Association for Public Participation

The RDKS is committed to:

- engaging with the public at the **inform** and **consult** levels of participation,
- engaging stakeholders at the **collaborate** level of participation.
- engaging stakeholders at the **involve** level of participation on request.

These commitments will help the RDKS achieve the following goals:

- Provide information to enable stakeholders and the public to determine how their interests may be affected and decide on their desired level of involvement;
- Use a variety of methods to notify the public and stakeholders of each consultation opportunity;
- Provide time for stakeholders and the public to respond to draft documents;
- Document the proceedings and outcomes from the consultation process and make them available for public review, to demonstrate how the plan addresses input received; and
- Collaborate with member municipalities, First Nations representatives and community associations to deliver consultation.

Consultation Tactics Throughout the Process

	Step 1	Step 2	Step 3	Step 4
Board meetings	■	■	■	■
PMAC meetings	■			
Internal RDKS meetings	■	■	■	■
Create brand, set up website	■			
Maintain website		■	■	■
PTAC meetings		■	■	■
Involved Working Group (regular info distribution, workshops/meetings)		■	■	■
Administrative Financial Working Group		■	■	■
Board workshop		■	■	■
Unaddressed mail		■	■	■
Survey		■	■	■
Open houses				■

Informing and collaborating happen throughout the process

Consulting happens in Step 2 and Step 4

Step 2 and Step 4 are when we see the biggest pushes for input from the public

Step 2: Hear what is and is not working well for residents and businesses; set Guiding Principles and Goals; explore options to address the things that need improvement

Step 4: Review the draft plan

- Brand development
- Website development
- Announcement of new SWMP and PTAC member recruitment
 - Targeted letters
 - Posters and newspaper ads
 - Targeted emails
- Establish PTAC
- Begin discussing proposed topics



Consultation Summary To Date



Consultation to date is summarized in an RDKS internal working document – **“Solid Waste Management Plan - Consultation Summary Report, DRAFT – V.1.0, February 2019.”** This report will continually be updated; the final version of the document will be appended to the final Solid Waste Management Plan.

Step 1 included internal consultation, planning and preparation for the SWMP.

Step 2 consultation to date has included:

- Brand development in August 2018, selected based on PMAC’s input;
- Website development, including setting up new URLs of www.rdks.bc.ca/solidwasteplan and www.rdks.bc.ca/PTAC, and updating the content to reflect planned topics and reports;
- Notification of the new SWMP and recruitment to PTAC, including mail-out of 200 targeted stakeholder letters (content targeted to each stakeholder group), 70 posters distributed and posted to locations across the RDKS, newspaper advertisements run twice in the Terrace Standard, Smithers Interior News, Bulkley Browser, and Kitimat Connector; and
- Targeted email recruitments to stakeholders unrepresented on PTAC, including First Nations and other local governments.



Consultation Next Steps

- RDKS Board workshop - February 21
- RDKS Staff Workshop - February 26
- Public Survey - February 23 to April 1
- Establish the Administrative Financial Working Group

The next steps in consultation will include:

- Board workshop regarding Solid Waste Management Planning on February 21, which will cover content from the first two PTAC meetings;
- Staff workshop regarding Solid Waste Management Planning on February 26, which will be a condensed version of the Board workshop (i.e., content from the first two PTAC meetings);
- Establish Administrative Financial Working Group this spring:
 - Will include Chief Financial Officers and Administration from member municipalities and First Nations governments;
 - Role will be to scope the financial implications of the proposed solid waste management options and strategies (i.e., implications to taxpayers).
- Public survey from approximately Feb. 23 to April 1:
 - Covers strengths and areas of improvement of the current solid waste system, as well as proposed topics for the SWMP;
 - Includes statements for residents and businesses to respond to with their level of agreement;
 - Incentive to complete the survey is a \$100 VISA gift card.
 - Will be promoted by:
 - Newspaper ads in 4 regional newspapers;
 - Unaddressed mail-outs to all households;
 - Link to online survey on website and social media.

Complete
the survey!



We appreciate you taking some of your valuable time to share your thoughts on solid waste management.

Provide feedback regarding content and messaging

Is the survey effective?

Do you think any other topics that need to be addressed?

Are unaddressed mail-outs, newspaper ads, and posting online survey link to website and social media sufficient to promote the survey?

Questions