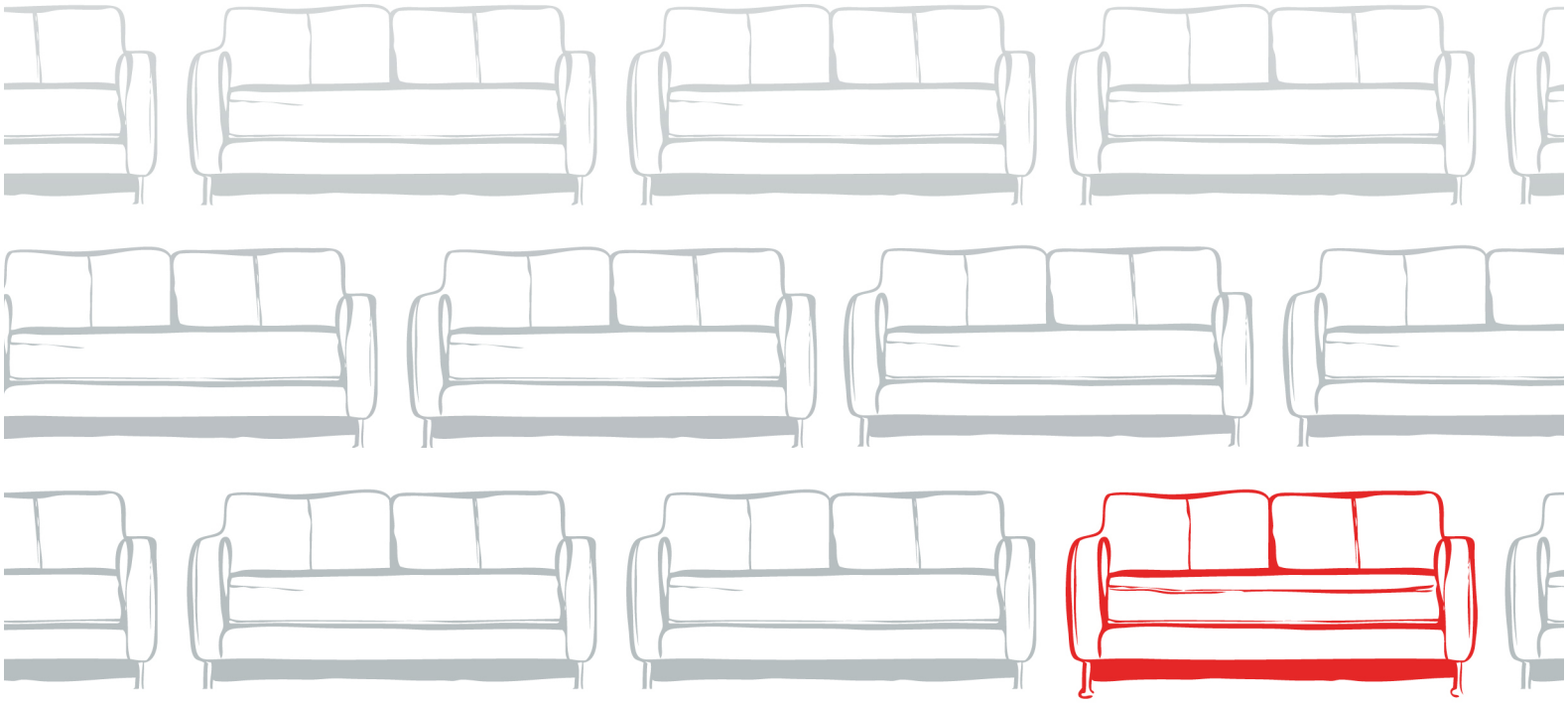

# BUILDING A BETTER WASTE SYSTEM, TOGETHER

## HRM Solid Waste Strategy Review
## Community Engagement Program
## Final Report

December 5, 2013


**PREPARED BY:** NATIONAL PUBLIC RELATIONS

**Halifax**
Founders Square
1701 Hollis Street, Suite L101
Halifax, NS B3J 3M8
Tel. 902.420.1860

**New Brunswick**
75 Prince William Street, Suite 210
Saint John, NB E2L 2B2
Tel. 506.672.1860

**Newfoundland and Labrador**
448 Water Street
St. John's, Newfoundland and Labrador A1E 1B1
Tel. 709.754.9614

**www.RedCouch.ca**

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# EXECUTIVE SUMMARY

## PROGRAM OVERVIEW

The HRM solid waste strategy review community engagement program was carried out in September and October 2013. The goal of the program was to educate HRM residents about the HRM solid waste system and have a balanced conversation about how to evolve the overall system, while continuing to protect the environment and community.

The program consisted of 14 in-person events held throughout the Halifax Regional Municipality as well as ongoing online engagement via the ShapeYourCityHalifax.ca website over the same period.

Throughout the process, the engagement team was mindful of the requirement for participants to have an authentic opportunity to influence Regional Council's decision making and have their voices heard, regardless of their previous knowledge or current position on the issues. In order to achieve this, we were diligent in creating a wide variety of opportunities for participants to have their say.

*In Person:*

- Town hall meetings
- Small group discussions
- Harvest of all comments (including comment cards)
- Harvest of all questions from town hall meetings
- Paper ballots listing 22 options as proposed by the Stantec report for residents to indicate their level of favour as "Yes", "No", or "Unsure"

*Online:*

- Discussion forums mirroring the questions and topics discussed during in-person events
- Harvest of all comments
- Invitation to submit questions for response
- Online survey listing 22 options as proposed by the Stantec report for residents to indicate their level of favour as "Yes", "No", or "Unsure"

## PARTICIPATION

Despite extensive communications and invitation efforts outlined in greater detail later in this report, garnering general public interest and attendance at engagement events was an ongoing challenge. Of those who attended regional public events, most identified themselves as having a direct interest in the Otter Lake landfill through either residential proximity or employment. A number of others indicated they had historically been involved the development of the 1996 Solid Waste Resource Management Strategy.

In summary, those that care about solid waste issues showed up often and were very determined to articulate their point of view on the options under consideration – specifically those relating to landfill changes. Many of these individuals were very vocal at events, interrupted the program with unprompted statements, handed unsolicited literature to newcomers, and resisted the invitation to participate in small group conversations about any topic other than the Otter Lake landfill.

The public at large demonstrated a low level of interest in the topic– more willing to complete a survey at home or work, than attend an evening session in their community.

The focus on the Otter Lake landfill had such a significant negative impact on the quality and quantity of conversation about the broader solid waste system that the engagement team chose to modify the methodology used in the second phase of engagement to ensure that the public's feedback about the entire waste system and the options presented in the Stantec report could be gathered, as mandated by Regional Council.

The map shown in **Figure 1** illustrates the geographic distribution of participants in the engagement, based on community names or council districts identified by participants at events and online. The highest levels of participation were derived from council districts in nearest proximity to the Otter Lake landfill - 11 (Spryfield – Sambro Loop – Prospect Road), 12 (Timberlea - Beechville - Clayton Park West), and 13 (Hammonds Plains – St. Margarets).

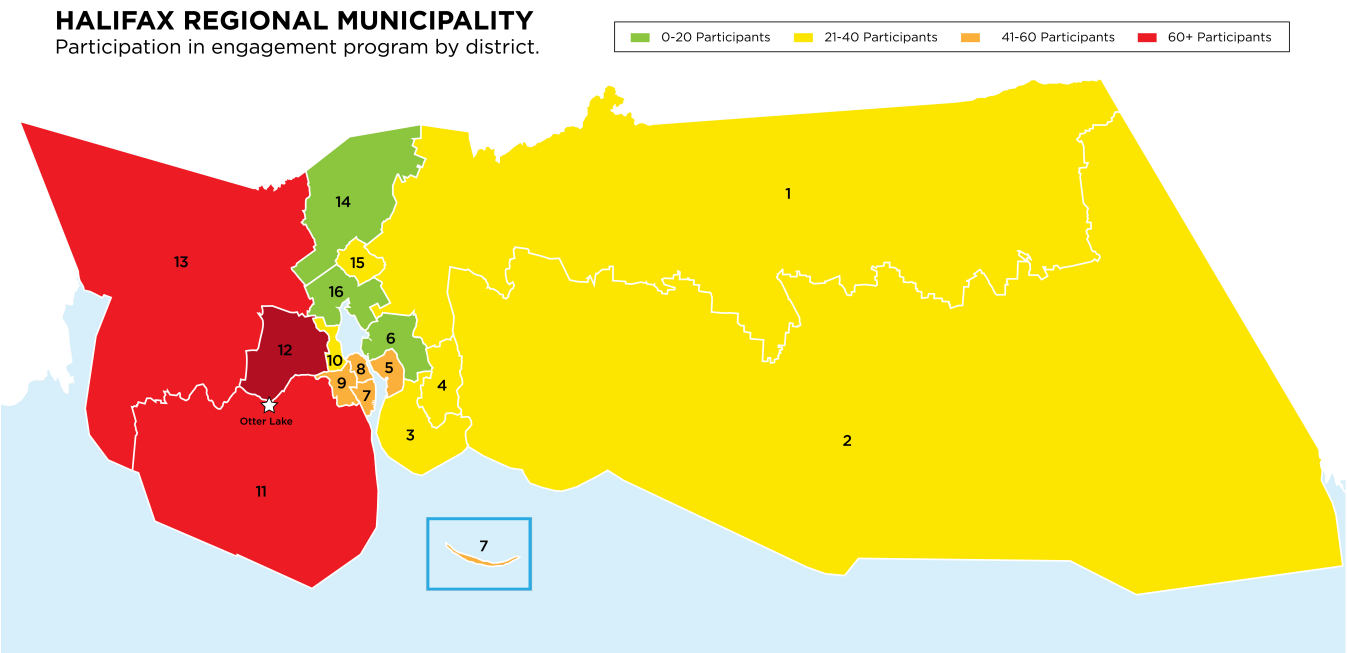



**Figure 1. Distribution of engagement program participants by council district.**

The number of surveys completed in Phase 2 of engagement provides an estimate of the number of residents who participated in the process:

- In-person surveys collected: 187
- Online surveys submitted: 454
- Total: 641 citizens provided quantitative feedback on the options under consideration

## WHAT WE HEARD

The top three messages expressed by participants throughout the engagement program were:

- Honour the agreement (referring to the Agreement for Community Monitoring of Solid Waste Facilities, 1999)
- Focus on diversion and source separation (specifically education, enforcement and apartments)
- Protect the environment

Despite the strong opinions about the proposed changes at the Otter Lake landfill expressed at all events, the second phase of the engagement program was designed to solicit specific feedback from residents on ways to increase reuse and reduce behaviours and opportunities to make enhancing diversion simpler and more efficient. Some of the valuable takeaways were:

- Strong support for:
    - Increasing education and enforcement efforts at high rise apartments/condos and commercial properties

    - Expanding the household hazardous waste program
    - Making HRM compost available for purchase
    - Explore new technology options

- Strong opposition to:
    - Collecting yard waste separate from green cart
    - Accepting only paper bags for collection of leaf and yard waste
    - Smaller green carts for food waste only
    - Extend operations at existing site (Otter Lake)*
    - Discontinue garbage processing at FEP/WSF and repurpose for organics processing
    - Construct consolidated waste campus model at Otter Lake*
    - Increase cell height*

It is important to note that an average of 27 per cent of respondents indicated they were "Unsure" of their position across all 22 options under consideration. This suggests that a significant portion, nearly a third, of engagement participants felt ill-equipped or lacked adequate understanding to provide a point of view on the technical and complex subject matter of solid waste systems.

Results from in-person and online surveys were fairly consistent across all topic areas, except the topic area of "Landfill Site Changes." Results in that category of options differed quite dramatically, with approximately twice as many "No" responses from participants at events. In the case of the options identified with an asterisk (*) above, the majority of online respondents did not express any opposition to those ideas.

Our takeaway is that opponents to changes at Otter Lake organized and mobilized to have the loudest voices in any room, and therefore significantly affected the point of view of others who may have come to an event truly undecided. As a result, we believe the online survey respondents might reflect a broader and more representative collection of resident voices.

## STAKEHOLDER ENGAGEMENT

The primary purpose of this public engagement consultation was to engage a broad range of stakeholders to ensure residential, business, and industry perspectives were considered in Regional Council's decision-making about the entire solid waste system in HRM. At the outset of the consultation, the engagement team from NATIONAL met with the Community Monitoring Committee (CMC) to discuss the overall engagement approach and how the CMC could best represent the communities closest to the existing landfill site. The CMC provided the engagement team written recommendations for community engagement that helped inform the event design, location and timing of the town hall meetings and regional public sessions. The CMC was also provided a speaking opportunity at public events to present information on the history of the solid waste resource management strategy, siting of the landfill and the agreement with the host community.

Stakeholder engagement began with the CMC and the communities in nearest proximity to the Otter Lake landfill and progressed with broader engagement of residents and industry stakeholders as directed by Regional Council, including:

- *General public:* Engaged a wide spectrum of HRM citizens across the entire region both in-person and online, in order to educate about the HRM's existing solid waste system and the proposed options being assessed as a result of the Stantec report recommendations.

- *Institutional-commercial-industrial (ICI):* Engaged to gather feedback on the Stantec report and to identify what issues are preventing enhanced ICI source separation, and achieve increases to diversion of organics and recyclables.

- *Waste Industry:* Engaged contractors, haulers and waste resource operators to gather feedback on the Stantec report and to identify challenges and opportunities between the current dissipated facility systems versus a waste campus environment.

## SUPPLEMENTAL RESEARCH

With respect to our objective of increasing understanding public understanding of "what happens beyond the curb" and how the solid waste management system currently operates, public opinion research conducted in early September and November 2013 indicated a 9 per cent increase in residents' self-reporting an advanced level of knowledge of how the system works, over a 9-week period. This result suggests that the engagement program resulted in greater community awareness and conversation than might have been strictly observed based on event and online participation.

Having determined that the most resounding message received in the in person and online engagement we conducted was "honour the agreement" with the landfill host communities regarding standards of protection for people and the environment, we elected to pose a related question to a broader sample of 300 members of the HRM general public in the November survey:

The question posed was: *"As you may or may not know, the Halifax Regional Municipality currently operates a landfill at Otter Lake. If existing community and environmental protections were maintained, would you be supportive of the current site remaining in operation beyond 2024, or do you think the HRM should build a new landfill?"*

A majority of respondents (56 per cent) indicated openness to supporting the extension of use of the Otter Lake site; of which a segment of 11 per cent qualified their support as conditional upon considerations such as: environmental impact, cost, commitments made to neighbouring communities, and the scale of the current landfill's remaining capacity.

## SUMMARY OF COMMUNICATIONS AND INVITATION EFFORTS

With the goal of informing and inviting a broad cross-section of citizens to participate in the engagement program, we executed multiple promotional tactics through a variety of traditional and online channels.

Our invitation process began with a stakeholder mapping exercise, expanding upon lists of individuals, organizations, and communities already identified as likely to have an interest in the process and its outcomes. We also targeted key influencers whom we expected may have a general interest in the process from the perspectives of civic engagement, responsible city management, environmental stewardship, sustainability, and quality of life. This included business development organizations, environmental and relevant industry associations, and educational institutions to name a few.

Our tactics for reaching out to these audiences with our invitation to participate in the process included:

- Mass e-mail invitations

- Follow up phone calls to key stakeholders and those identified as influencers in their communities and organizations, requesting that they assist in extending the invitation

- Grand Parade newsletter

- Spotlight in Halifax.ca main page gallery

- Request to members of Council to extend the invitation to their networks

- Posters

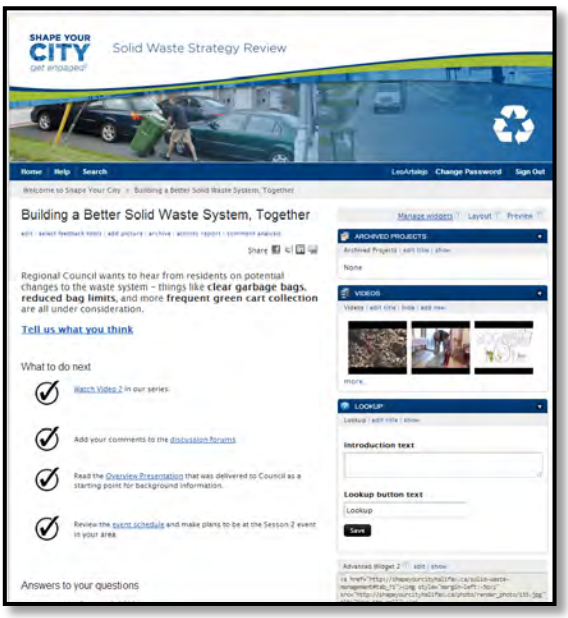
- Social media outreach
    - Tweets via @hfxgov
    - Facebook posts (regular and promoted) through the Halifax Recycles Facebook page
    - Facebook advertising
    - YouTube advertising

- Print media placements (including: the Chronicle Herald, Bedford-Sackville Weekly News, Dartmouth – Cole Harbour Weekly News, Shop the Shore, Masthead News)

- Print invitations distributed via direct mail and at public events

## SHAPEYOURCITYHALIFAX.CA PORTAL

Working in conjunction with the in-person sessions, the engagement program was also executed online through the Shape Your City Halifax website. As the online hub for the engagement program, the portal is intended to be a space populated with clear content on an ongoing basis that is easy to understand, engage with, and share.




Content on the portal includes:

- Educational videos
- Background information (presentations, reports, regulations, etc.)
- Frequently asked questions and answers
- Event summaries
- Event schedule

The engagement functionality of the portal consisted of:

- Discussion forums
- Question submission form
- Quick polls and surveys

Key statistics indicating the portal's level of use over the engagement period are as follows:

- Site visits: 7,314
- Page views: 16,514
- Document downloads: 2,198
- Video views: 5,394

- Survey responses: 454
- Quick poll responses: 291
- Forum posts: 95

The highest level of engagement with the portal was through the online survey. Survey responses came in steadily over time, which indicates that people used the portal to engage on their own time, a key advantage the website offers.

Not all website visitors were actually engaged or participating on the website. This is to be expected. However it's interesting to note that many more people completed the survey than left any comments in the discussion forums, but those that did leave comments tended to say a lot. Also, creating a related forum topic to further discuss the survey questions, and linking to this in the survey's "thank you" message, was successful in directing more traffic to the related discussion forum.

If we look at the visitors that did engage/interact, by completing a survey for example, the top ways they arrived at the site were:

- Direct visits by typing in the web address (seen in an advertisement, poster, word of mouth, etc.)
- Regular email notices with clear call to action
- Halifax.ca website (there was a rotating lure to the portal on the homepage)

A full list of comments made on the portal through the discussion boards can be found in **Appendix D.**

## PUBLIC OPINION RESEARCH

To inform the effort to develop a strategic and effective engagement program, public opinion research was commissioned to gauge what residents cared about and wanted to know related to solid waste management and the strategy review. In addition to informing the design of the engagement program, this research provided a baseline against which we could measure what, if any, impact the engagement process and related public dialogue had on residents' level of awareness and engagement in the subject matter.

Two public opinion surveys were conducted by Thinkwell Research. The first surveyed 328 adult residents of HRM from September 3 to 12, 2013 and the second surveyed 300 residents from November 7 to 9, 2013.

A summary of those results is presented as follows:

**1) General awareness of the Solid Waste Strategy Review**

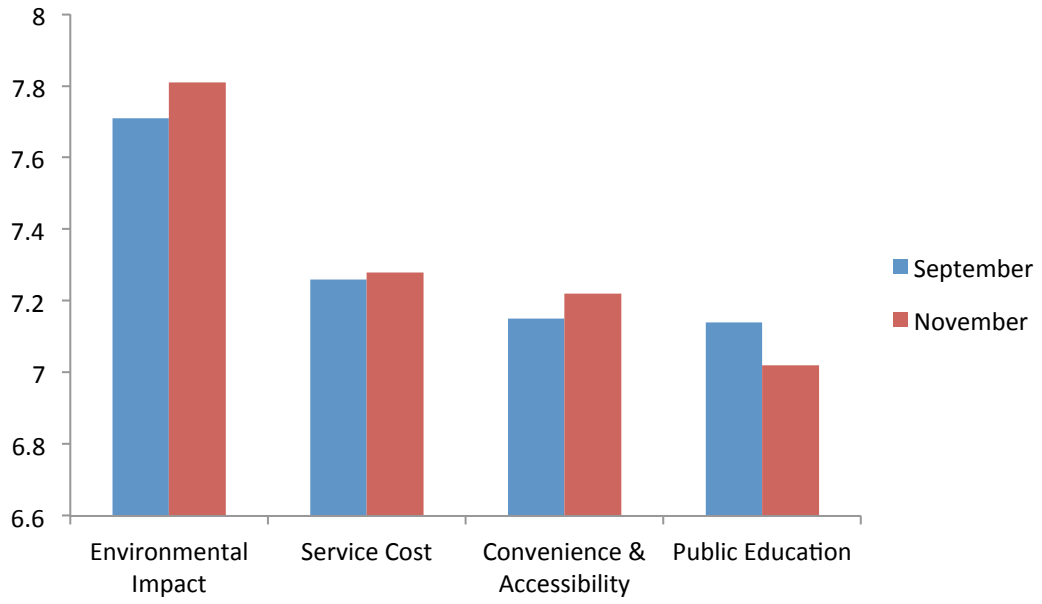
September: 27%
November: 30%

**2) Self-described level of personal understanding of how solid waste is managed in HRM (on a scale of 1-10)**

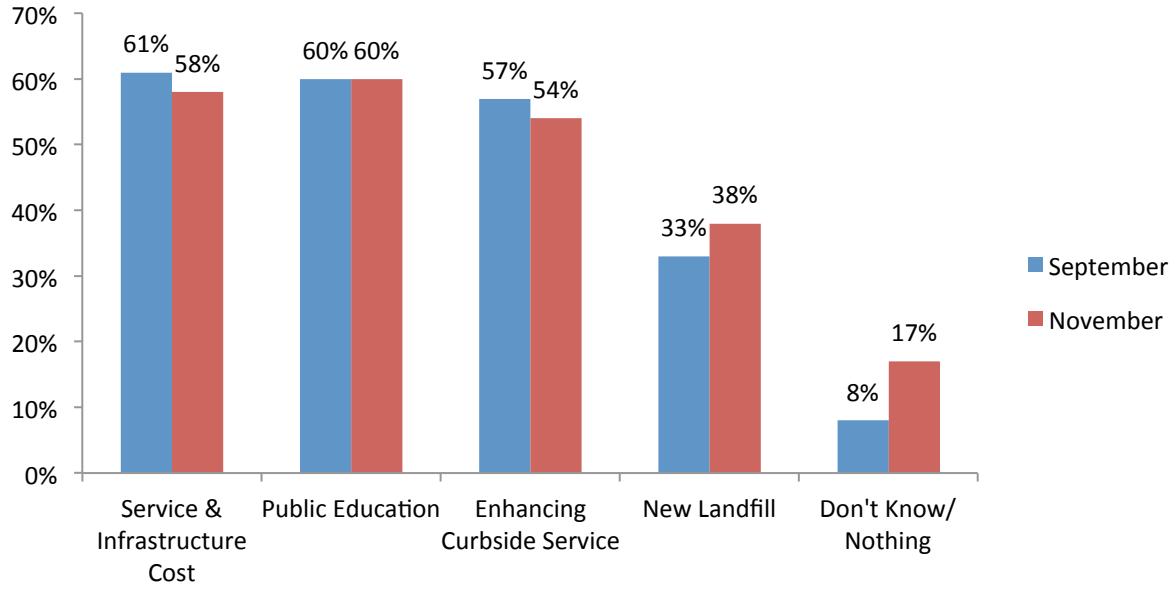
Over 9 weeks, this question saw an increase of 9 percentage points in respondents who identified a high level of understanding (8/9/10), where 1 was "I know very little" and 10 was "I know a great deal". This result suggests the engagement program had an impact on increasing public understanding of how the current system operates.

**3) Self-described level of interest in key priority areas pertaining to solid waste management (on a scale of 1-10)**

On this question, environmental impact had a slightly higher median level of interest assigned to it, however all four priority areas were ranked at a fairly comparable high level of interest, between 7 and 8 out of 10.

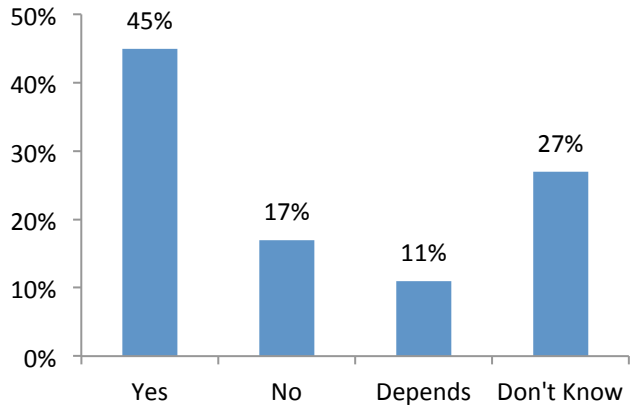



**4) Issues deemed of greatest importance to residents and their households**



5) **Level of support for extending operations of the Otter Lake landfill beyond 2024, if environmental and community protections are maintained.**

This question was only posed during the November survey, based upon the key messages heard throughout the engagement program. The results indicated that 56 per cent of respondents expressed some level of support for extending operation of the current landfill beyond 2024, of which 11 per cent fell into the category of "Depends" suggesting their support would be conditional upon certain considerations, which included: overall environmental impact, cost, commitments made to neighbouring communities, and the scale of the current landfill's remaining capacity.




## SUMMARY OF ENGAGEMENT – PHASE 1

*Estimated number of in-person participants: 700*

### HOST COMMUNITIES: BEECHVILLE, LAKESIDE, TIMBERLEA AND PROSPECT ROAD (BLTP) TOWN HALLS

Prior to engaging the general public and as mandated by Regional Council, we hosted two town hall meetings at Exhibition Park on September 18 and 19, 2013 with a specific invitation to residents of the communities in closest proximity to the Otter Lake landfill site. These events provided an open forum to hear directly from the residents who are most likely to be affected by potential changes at the Otter Lake landfill.

We estimate that the two town hall meetings were attended by a total of approximately 500 community members, based on event sign-in figures. The majority of comments and questions expressed were focused on the community's desire to maintain the status quo at the Otter Lake landfill.

The strongest themes that arose in both town hall sessions can be summarized as follows:

- HRM's agreement with (and commitments made to) the Otter Lake host communities and concerns that proposed changes to the operations are inconsistent with those commitments

- Opposition to recommendations of the Stantec report regarding closure of the Front End Processor and Waste Stabilization Facility (FEP and SWF)

- Concerns regarding potential changes to environmental and community protections

- Concerns regarding the intent and integrity of the Stantec report

- Emphasis on source separation, diversion, and education efforts as most important to continued success

During the events, all town hall attendees were asked to write down their most important questions/concerns. Those questions were themed onsite, and attendees highlighted their three most important areas of concern through a "Dot-mocracy" exercise.

All of the questions identified in the town hall sessions were transcribed, and a full list of them can be found in **Appendix A**. HRM representatives committed to providing responses to these questions over the course of the engagement process, which have been posted to the engagement portal.

## GENERAL PUBLIC

The regional public events in Phase 1 were held in central locations across the entirety of HRM, including Dartmouth and vicinity (September 25, 2013), Bedford and vicinity (September 26, 2013), Halifax and vicinity (October 2, 2013), and Eastern Shore and vicinity (October 3, 2013).

Session 1 was designed to focus on information sharing and capturing high level feedback. This approach acknowledged that a number of individuals in attendance would be entirely new to the conversation about the waste management system, and would need to establish a baseline understanding of the system and options under consideration, in order to provide informed feedback.

The content presented in the public session included an educational presentation by HRM on the waste management system and options under consideration, and a presentation by the CMC articulating the key concerns of the host communities of the Otter Lake landfill. Discussions were hosted in a world café format and framed by three questions:

1. "What do you appreciate most about the way we handle our trash in HRM?"
2. "What is most important to you as we evolve our waste system?"
3. "What values and principles should guide our future decisions?"

Please see **Figure 3** for a summary of the key themes and topics that arose from those discussions. A complete, categorized list of verbatim priorities is provided in **Appendix B**.

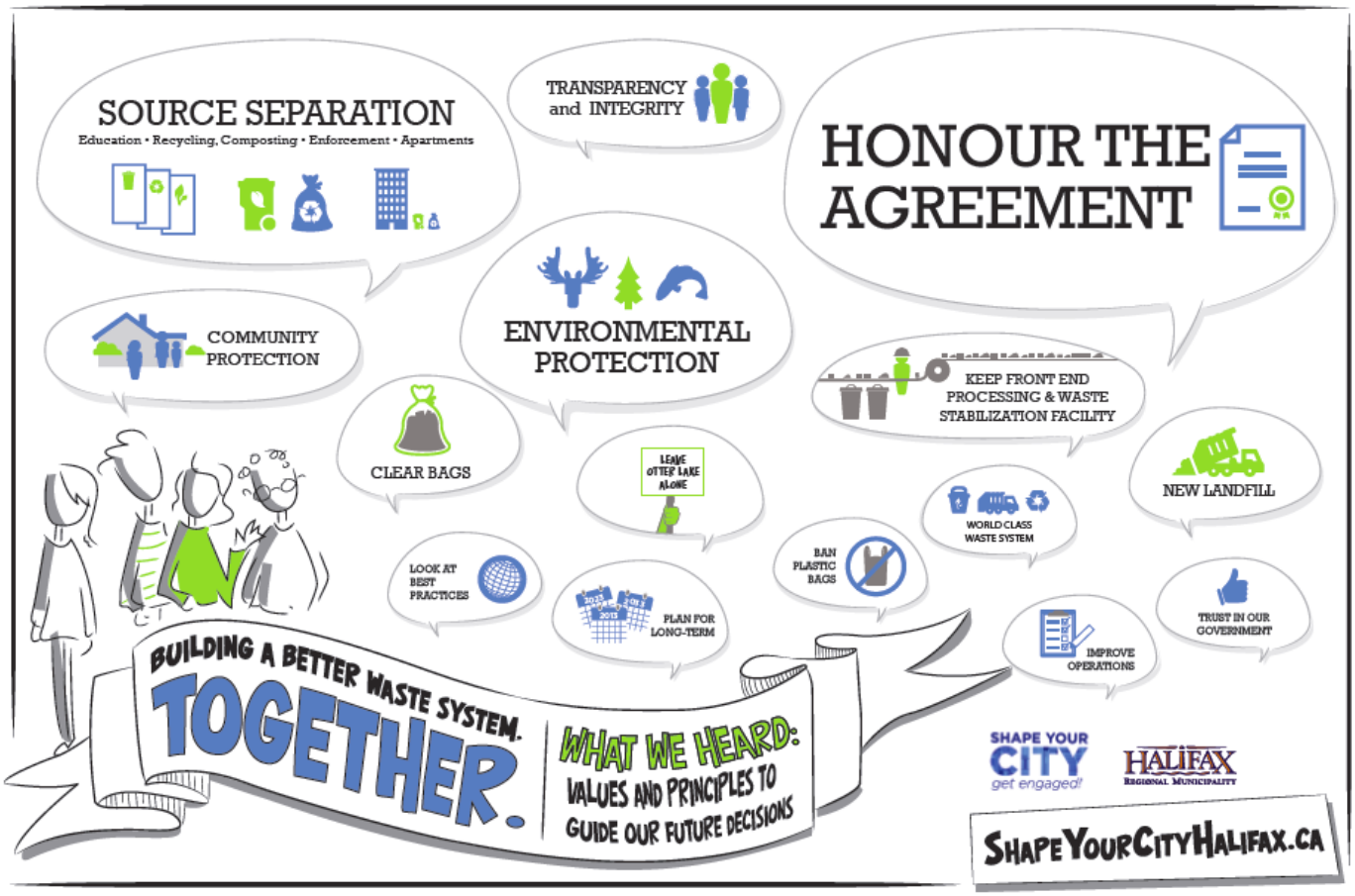



**Figure 3. What we heard: key themes from phase 1 of community engagement.**

Comment cards were also made available to event participants in Phases 1 and 2 of the engagement program. They have been transcribed, categorized and are presented verbatim in **Appendix C.**

We estimate that approximately 200 community members participated in the general public events during Phase 1. It is worth noting that many individuals from the host communities of the Otter Lake landfill were repeat attendees at events across HRM and brought the voice and concerns of those communities into the broader general public conversation about how the waste system should/could evolve. As a result, small group discussions were overwhelmed by those most concerned with Otter Lake, leaving little opportunity for discussion related to other system needs and/or opportunities unrelated to the landfill.

## SUMMARY OF ENGAGEMENT – PHASE 2

*Estimated number of total in-person participants: 600*

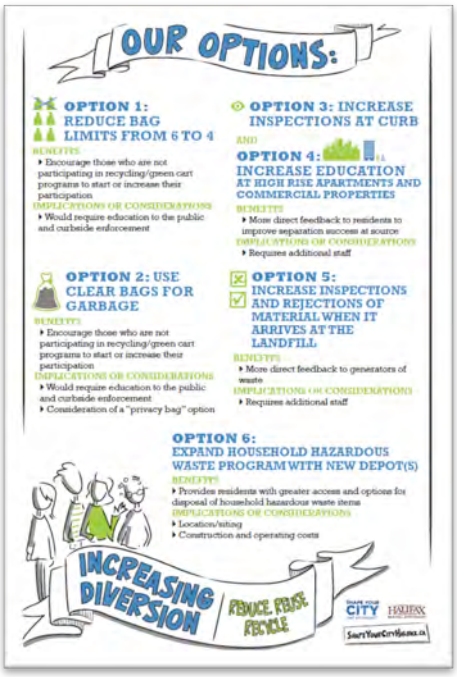
The objective of Phase 2 of the public engagement program was to seek feedback on specific options under consideration for changes to the waste management system. In addition to assessing the position of residents on the recommendations outlined in the Stantec report, we also aimed to gather more general insights from residents on opportunities to increase reuse/reduce behaviours and make waste diversion simpler and more efficient.

Recognizing the primary interest and intense focus of many program participants on the proposed landfill site changes, the engagement team designed this phase of engagement to gather concrete feedback about options being assessed that included Otter Lake, but also provided space for discussion of other options that stand to impact the system overall.

Similar to the first phase of engagement, events were held across HRM, including: Dartmouth and vicinity (October 16 2013), Bedford and vicinity (October 17, 2013), Eastern Shore and vicinity (October 23, 2013), and Halifax and vicinity (October 24, 2013). Two additional sessions were held with waste industry stakeholders (October 15, 2013) and the industrial-commercial-institutional (ICI) sector (October 16, 2013).

We estimate that approximately 175 people participated in events and more than 400 participated online during Phase 2.

At the beginning of each event, participants were provided with a "passport" listing 22 specific options under consideration in five topic areas. Serving as a discussion guide as well as a private ballot, the passports facilitated gathering feedback from each resident on the full scope of options under consideration. The same survey was also administered online.




To allow all participants to engage in the discussions that were of most interest to them, in person events and discussion forums on the engagement portal were segmented by subject area, as follows:

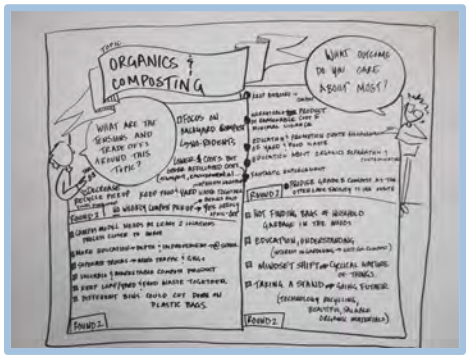
1) Increasing diversion
2) Changes at your curb
3) Recycling
4) Organics and composting
5) Landfill site changes

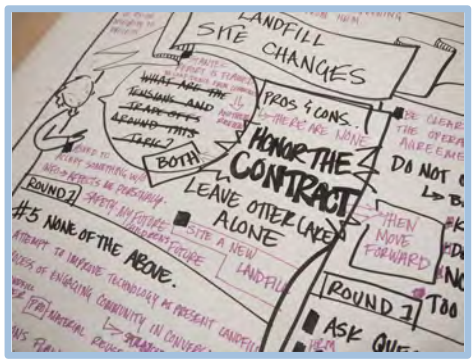
Each subject area was supported by an information station, consisting of poster boards that outlined general background information on the service area, the options under consideration, and their associated benefits and implications/ considerations. Each station was staffed by a HRM Solid Waste Resources subject matter expert available to address questions pertaining to the options and the overall solid waste management system.

After having the opportunity to visit the stations and learn more about the service areas and options under consideration, participants were asked to select a topic for a small group discussion. Table conversations were hosted by members of the engagement team, not subject matter experts in solid waste management.

Table hosts were responsible for facilitating good conversation, making sure all voices were heard and recording participant feedback on two questions:

1. What are the tensions and trade-offs associated around this topic?
2. What outcome do you care about most?




3.

Each attendee had the opportunity to explore two of the five topic areas with their fellow residents over the course of one hour. After the two rounds of small group conversations, table hosts reported back to the room on the discussion at their tables.

Each regional public event closed with attendees completing their individual passports and dropping them into a collection box on their way out.

## PASSPORT - SOLID WASTE OPTIONS

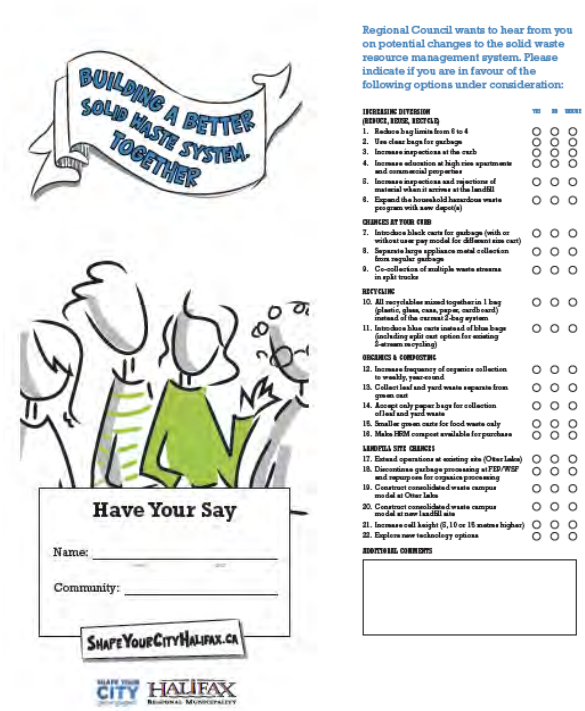
The survey tool was used to collect data regarding residents' support for 22 system changes under consideration. Each option could be marked "Yes, "No", or "Unsure".

*Increasing Diversion (Reduce, Reuse, Recycle)*

1. Reduce bag limits from 6 to 4
2. Use clear bags for garbage
3. Increase inspections at the curb
4. Increase education at high rise apartments and commercial properties
5. Increase inspections and rejections of material when it arrives at the landfill
6. Expand the Household Hazardous Waste program

*Changes at Your Curb*

7. Introduce black carts for garbage (with or without user pay



model for different size cart)
8. Separate large appliance metal collection from regular garbage
9. Co-collection of multiple waste streams in split trucks

*Recycling*

10. All recyclables mixed together in 1 bag (plastic, glass, cans, paper, cardboard) instead of the current 2-bag system
11. Introduce blue carts instead of blue bags (including split cart option for existing 2-stream recycling)

*Organics & Composting*

12. Increase frequency of organics collection to weekly, year-round
13. Collect leaf and yard waste separate from green cart
14. Accept only paper bags for collection of leaf and yard waste
15. Smaller green carts for food waste only
16. Make HRM compost available for purchase

*Landfill Site Changes*

17. Extend operations at existing site
18. Discontinue garbage processing at FEP/WSF and repurpose for organics processing
19. Construct consolidated waste campus model at Otter Lake
20. Construct consolidated waste campus model at new site
21. Increase cell height (5, 10 or 15 metres higher)
22. Explore new technology options

## WHAT WE HEARD

### STAKEHOLDER: GENERAL PUBLIC

While we welcomed a number of new people to the conversation at every event hosted, the majority of the attendees at regional public sessions had a direct interest in the operations of the Otter Lake landfill (e.g. through residential proximity or employment). Those participants were vocal in presenting their opposition to any and all changes under consideration for operations at Otter Lake, often handing out unsolicited literature to newcomers, interrupting the events with spontaneous statements, and resisting the invitation to participate in small group conversations about any topic other than the Otter Lake landfill.

To get a quantitative sense for the impact of this environment on the views expressed by fellow participants, the engagement team compared the results of ballots completed at events to surveys completed online. Results were fairly consistent across the first four topic areas. However, a dramatic difference in responses was observed on options in the category of Landfill Site Changes, as shown in **Figure 6**.

There were approximately twice as many “No” responses at in-person events, attended predominately by Otter Lake focused citizens, as online ballots which reflected a greater geographic spread. We also observed nearly three times as many, “Unsure” responses from the online ballots, compared to the in-person results, which suggests that respondents didn’t feel they could provide an informed opinion on the options presented.

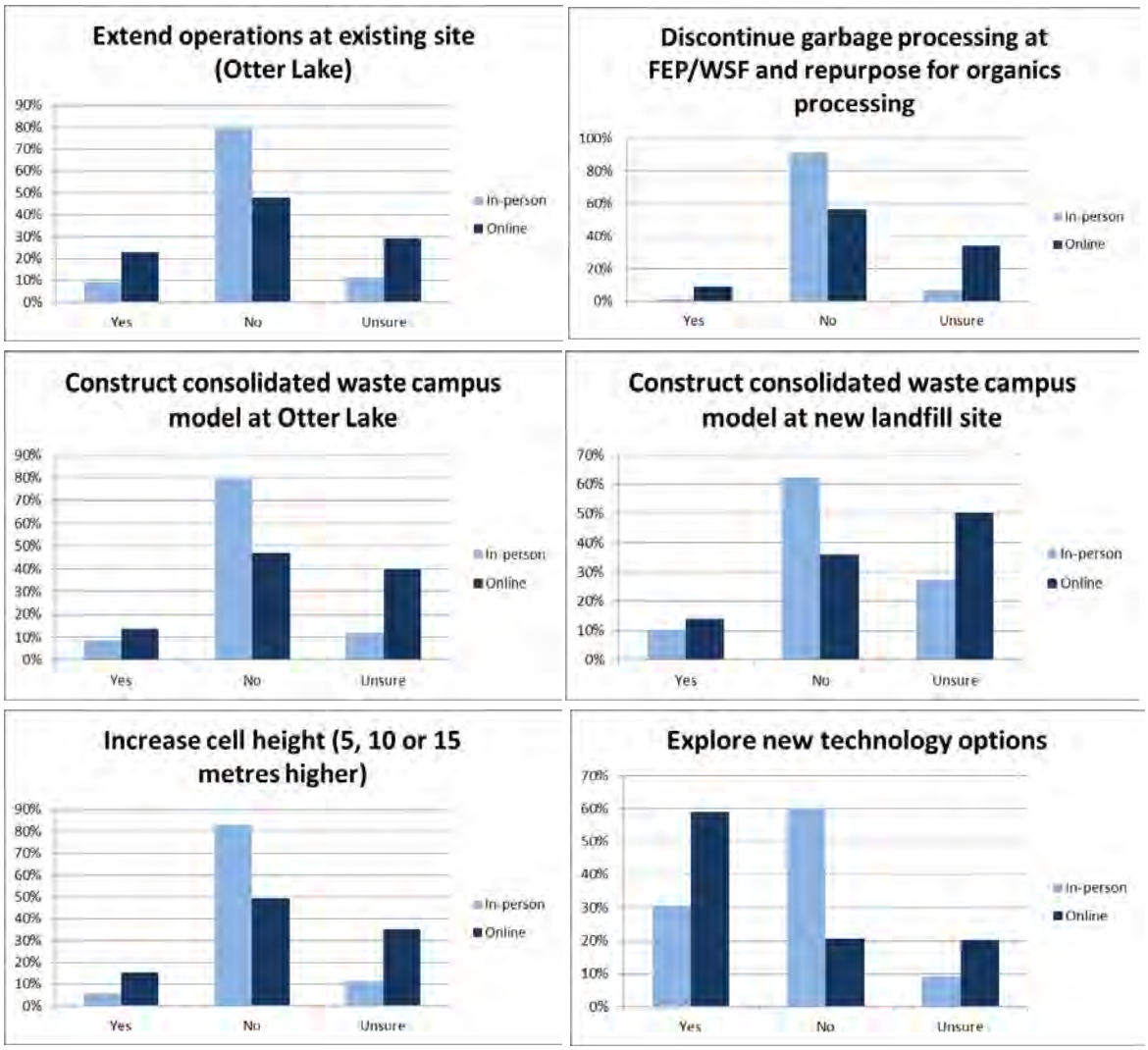



**Figure 6. Comparison of survey results from events and online related to the topic of "Landfill Site Changes".**

## TOPIC #1 - INCREASING DIVERSION (REDUCE, REUSE, RECYCLE)

### KEY TAKEAWAYS

- Strong support for increasing education and enforcement efforts at high rise apartments/condos and commercial properties
- Strong support for expanding the household hazardous waste program
- A mixed reaction to reducing trash bag limits from 6 to 4 bags, increasing inspections at the curb, and increasing inspections and rejections at the landfill
- A mixed reaction to the introduction of mandatory clear bags

## FEEDBACK FROM BREAKOUT DISCUSSIONS

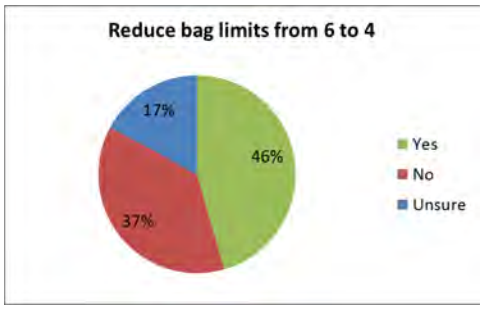
*Outcomes most important to residents:*

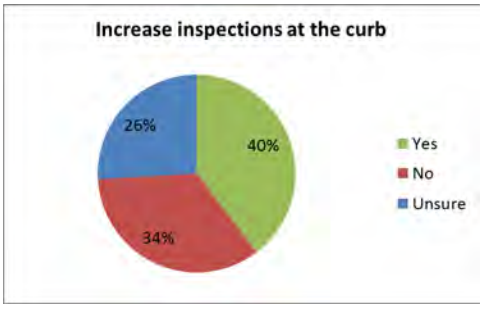
- Increasing education and enforcement
- Expanding the household hazardous waste program and making it more accessible
- Financially sustainable program and service delivery

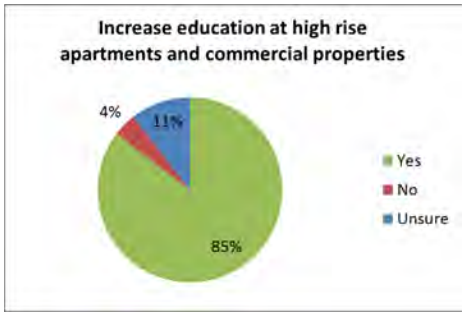
*Tensions and trade offs:*

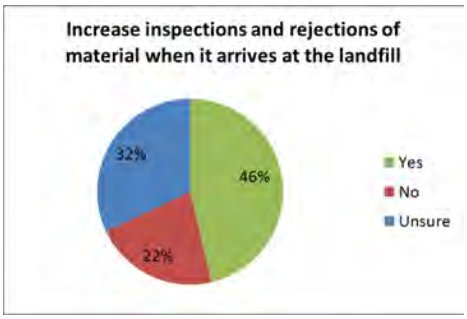
- Concern that clear bags and bag limit reductions would not have a significant impact
- Concern that illegal dumping would increase
- Large families, Christmas, and missed pick-ups all require consideration – special exemptions might be considered
- Concern with feasibility of implementation and effectiveness of changes

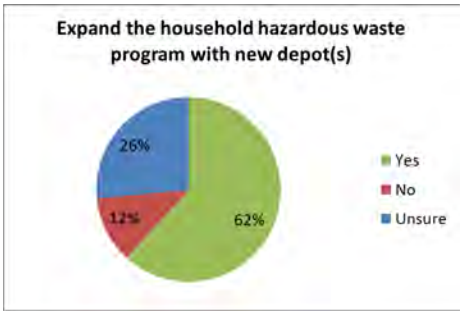
## SURVEY RESULTS - IN-PERSON AND ONLINE






# TOPIC #2 - CHANGES AT YOUR CURB

## KEY TAKEAWAYS

- Participants had a largely mixed reaction to all three options proposed in this area.

## QUALITATIVE FEEDBACK FROM BREAKOUT DISCUSSIONS

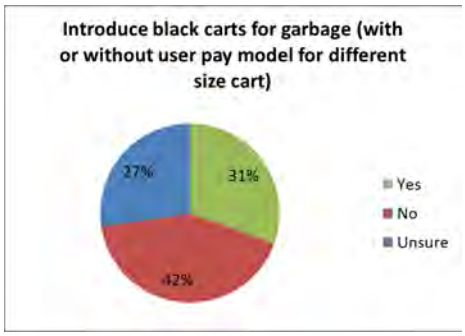
*Outcomes most important to residents:*

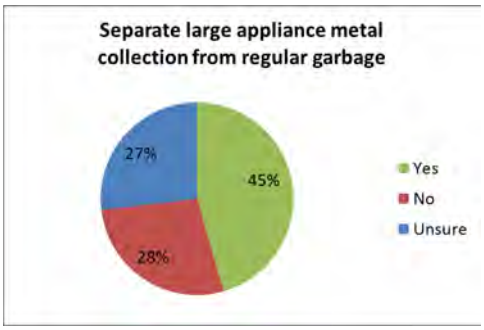
- Increasing education – specifically at apartments, condos, and commercial properties
- Increase inspections and rejections

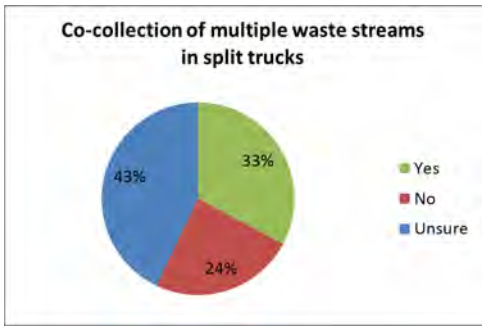
*Tensions and trade offs:*

- Striking an acceptable cost-benefit balance

### SURVEY RESULTS - IN-PERSON AND ONLINE




## TOPIC #3 - RECYCLING

### KEY TAKEAWAYS

- Participants had a largely mixed reaction to the two options proposed in this area.

### QUALITATIVE FEEDBACK FROM BREAKOUT DISCUSSIONS

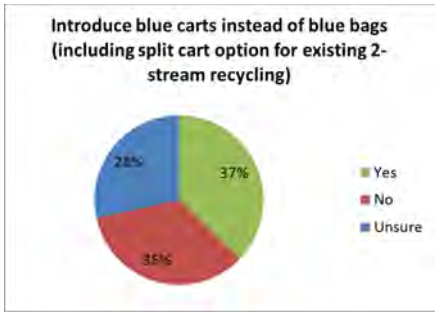
*Outcomes most important to residents:*

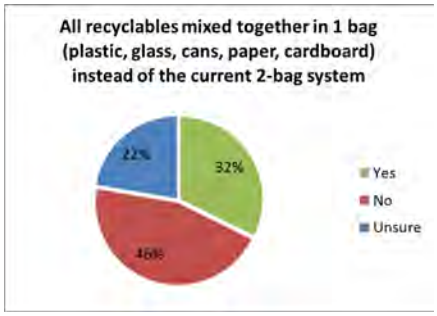
- Increasing education
- Improving compliance at apartments, condos and commercial properties
- Making it easy to participate

*Tensions & trade offs*

- Risk of contamination with single-stream recycling
- Challenges associated with blue carts
- Challenges for apartments/multi-unit dwellings not well equipped to comply

### SURVEY RESULTS - IN-PERSON AND ONLINE



## TOPIC #4 - ORGANICS AND COMPOSTING

### KEY TAKEAWAYS

- Opposition to all the proposed changes to organics except for making HRM compost available for purchase

### QUALITATIVE FEEDBACK FROM BREAKOUT DISCUSSIONS

**ORGANICS**

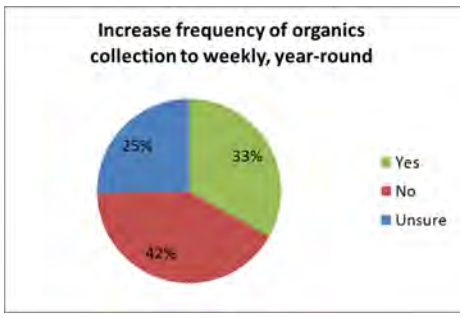
*Outcomes most important to residents:*

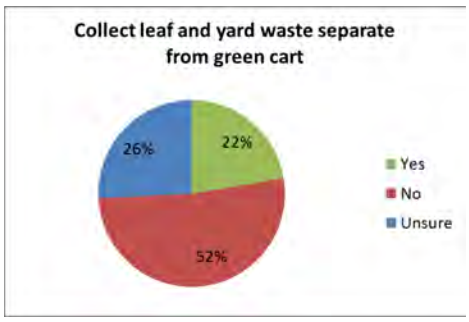
- A marketable product at a reasonable price
- Ease of participation
- Focus on backyard composting
- Increasing education and enforcement
- Apartments, condos need to do their part
- Production of a "Category B" compost product from the Waste Stabilization Facility at Otter Lake

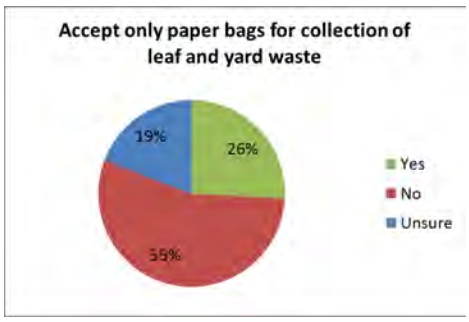
*Tensions and trade offs:*

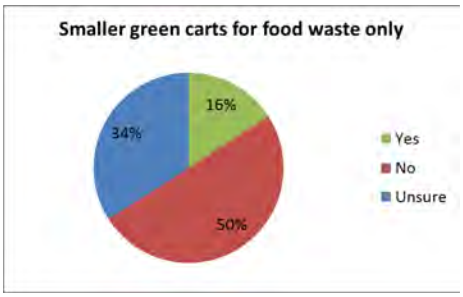
- Cost
- Weekly pick-up might make more sense for only part of the year (April to October)
- Durability of paper bags for leaf and yard waste
- Concern with rodents associated with backyard composting

## SURVEY RESULTS - IN-PERSON AND ONLINE



## TOPIC #5 – LANDFILL SITE CHANGES

### KEY TAKEAWAYS

- Strong opposition to all of the proposed changes at the Otter lake landfill.
- Strong support for exploration of new technology options.
- Mixed reaction to option to construct a consolidated waste campus at a new landfill site.

### QUALITATIVE FEEDBACK FROM BREAKOUT DISCUSSIONS

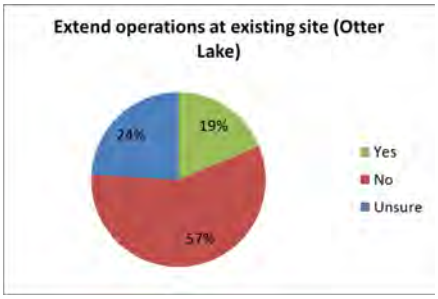
*Outcomes most important to residents:*

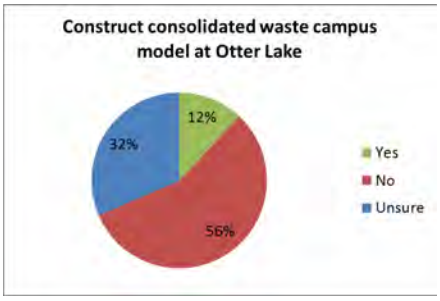
- Honour the contract
  - Keep the front end processor and waste stabilization facility
  - No reduction of landfill liner
  - No increase in cell height
  - No waste campus
  - Site a new landfill
- Protect the environment
- Citizen led process
- Shared understanding (HRM/community) of the agreement

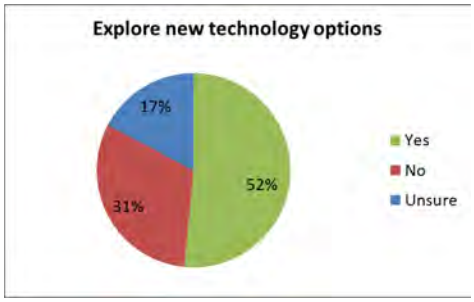
*Tensions and trade offs:*

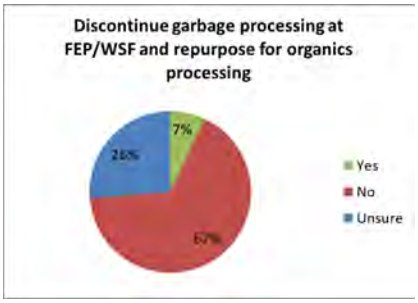
- Cost of current system is worth it
- Lack of trust – HRM has broken its word
- Integrity of the process – no one is listening
- Respect of partnership with the community
- ICI sector needs to catch up

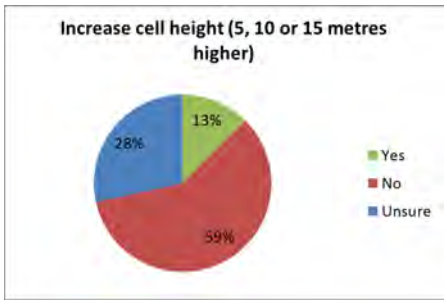
### SURVEY RESULTS - IN-PERSON AND ONLINE

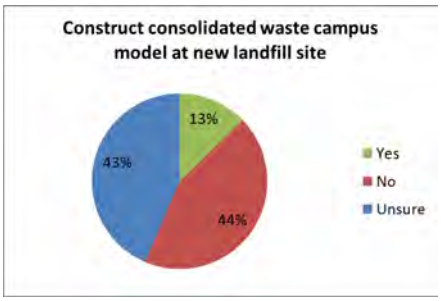


## STAKEHOLDER: COMMUNITY MONITORING COMMITTEE (CMC)

The engagement team communicated directly with the Community Monitoring Committee (CMC), interfacing with Ken Donnelly as the primary point of contact, to ensure that the voices and interests of the residents that live closest to the Otter Lake landfill were represented throughout the process.

Before the public engagement project began, the engagement team from NATIONAL met with the CMC executive at the Otter Lake landfill followed by the CMC in its entirety at the Prospect Road Community Centre to brief them on the solid waste strategy review community engagement program and come to a better understanding of their concerns and how they envisioned being involved.

The engagement team met with the CMC before each phase of the engagement to review event design for the town hall sessions, and regional public sessions. For each phase, the CMC advocated for the local community and provided valuable input that resulted in changes to the event agendas. In addition, the CMC had a presentation and/or speaking opportunity at all of the events. Additional reference materials were also posted by the engagement team to the Shape Your City Halifax online engagement portal, at the CMC's request.

As directed in the ESSC Report dated March 7, 2013, the engagement team gathered specific feedback from the CMC on the Stantec report recommendations as follows:

- Close the Front End Processor and Waste Stabilization Facility
- Extend the life of the Otter Lake landfill site through vertical cell expansion
- Modify the NS landfill liner specification
- Create a centralized waste resource campus

The full response from the CMC is included in its entirety in **Appendix F**.

## STAKEHOLDER: INSTITUTIONAL COMMERCIAL INDUSTRIAL (ICI)

*Estimated number of total in-person participants: 42*

The options being considered for the waste system could have significant business implications for the ICI sector. Like the general public, the ICI sector generally lacked awareness of the potential impacts the options under consideration for the waste system could have on their organizations, should they be implemented (e.g. service level, cost).

The design of the sessions with ICI sector stakeholders was similar to the general public events, with the event design adjusted to reflect commercial collection requirements and allow more open discussion with HRM Solid Waste Resources staff.

In general, ICI stakeholders wanted to know how the proposed options might affect their bottom line and there was a general desire for more business case information around proposed changes with explicit analysis on cost.

The engagement team also received letters from the Canadian Restaurant and Foodservices Association and the Investment Property Owners Association of Nova Scotia on November 18 and 21 respectively. These communications outlined the position of both groups on the options under consideration and are provided in **Appendix H**.

## KEY TAKEAWAYS

- Businesses are looking for lower waste management costs. The high expense of both commercial taxes and collection fees are ultimately passed on to customers and tenants, making HRM businesses less competitive.
- Find cost-effective programs that still meet environmental and diversion objectives
- Changing the HRM bylaws that prohibit exporting waste outside of the HRM solid waste system could lead to considerable cost savings and greater competitive advantages for businesses
- Greater enforcement and education needed for apartments and condos
- Success with source separation depends a lot on the property manager and management company priorities
- Single stream recycling would streamline the current three blue bin system, but final opinion depends on cost

## QUALITATIVE FEEDBACK FROM BREAKOUT DISCUSSIONS

**INCREASING DIVERSION**

*Most important outcomes:*

- Greater enforcement and education for apartments and condos
- A desire for more information around clear bag program – has it been successful for other communities in NS
- Greater enforcement around illegal dumping

*Tensions and trade offs:*

- Build on current successes
- Don't go backwards
- Cost implications

**CHANGES AT THE CURB**

**Decided not to report from this table, as deemed not applicable to this audience.*

**RECYCLING**

*Most important outcomes:*

- Increasing separation overall
- Diverting material away from landfill
- Responsibility and accountability for source separation shared by all

*Tensions and trade offs:*

- Single stream recycling perceived as a step backwards
    - More convenient, but also more costly

**ORGANICS**

*Most important outcomes:*

- Quality
- Cost-efficient system
- Increased education and improved understanding around what goes where

*Tensions and trade offs:*

- More frequent collection could increase source separation
- Sales of compost to public – lost revenue, should be considered

- Leaf and yard – not typically an issue with ICI. If it can be kept separate, could be more cost efficient since it's treated at another processing centre

**LANDFILL SITE CHANGES**

*Most important outcomes:*

- A desire for more information around proposed changes and benefits/cost implications
- Must consider impact on communities around Otter Lake
- Need more information around how proposed changes will impact business operators

*Tensions and trade offs:*

- Changes in "tipping" procedure are a concern - what is process to segregate and identify any contaminated loads?

## STAKEHOLDER: WASTE INDUSTRY

*Estimated number of total in-person participants: 24*

The waste industry sessions were attended by more than 20 stakeholders, which was a strong turnout and considered representative of the businesses that play a direct role in waste management services in HRM. Given the existing expertise of this group of stakeholders, the format of the consultation was focused on gathering specific feedback on the recommendations of the Stantec report, pertaining to their business areas.

The engagement team also received a letter from waste industry stakeholder, Waste Management of Canada, on November 25. The letter requested that their points be tabled because, "certain participants at the (waste industry stakeholder) meeting, those with direct interest in maintaining the status quo, insisted upon interrupting and monopolizing discussion to the detriment of others." Waste Management's letter is provided in **Appendix I**.

### KEY TAKEAWAYS

- Haulers want a clear process for inspections and rejections of loads on the tipping floor, especially if changes such as clear bags are implemented
- Increasing organic collection is difficult for compost processors due to increased staffing needs – they prefer a year round consistent schedule
- Single stream recycling would require a new Materials Recovery Facility (MRF) and the economics behind paying for a new MRF are a concern
- Compost product should be made available for purchase

- Strong support for:
    - Reducing bag limits from 6 to 4
    - Increased inspection at the curb
    - Increased education for high rise apartments and commercial properties
    - Increased inspection and rejection of material when it arrives at the landfill
    - Expansion of household hazardous waste program with new depot(s)
    - Separation of large appliance metal collection from regular garbage
    - Increased frequency of organics collection to weekly, year round
    - Making HRM waste available for purchase
    - Extending operations at Otter Lake
    - Exploring new technology options

- Strong opposition to:
    - Use of clear bags for garbage
    - Introduction of black carts for garbage
    - Co-collection of multiple waste streams in split trucks
    - Single-stream recycling
    - Introduction of blue carts instead of blue bags
    - Smaller green carts for food waste only
    - Discontinuing garbage processing at FEP/WSF and repurposing for organics processing

- A mixed reaction to:
    - Collection of yard and leaf waste separate from green cart
    - Accepting only paper bags for collection of leaf and yard waste
    - Construction of consolidated waste campus model at Otter Lake
    - Construction of consolidated waste campus model at new landfill site
    - Increased cell height

## QUALITATIVE FEEDBACK FROM BREAKOUT DISCUSSIONS

**INCREASING DIVERSION**

*Most important outcomes:*

- Increasing education and enforcement
- Need a model for ICI sector and apartments and condos
- Education for waste industry – a focused approach that highlights benefits for haulers
- Clarity around inspections and rejections of material at landfill – what to do with inappropriate material/what to discard
- Hazardous waste pick-up must be more accessible

*Tensions and trade offs:*

- Size of household should impact bag reduction

**CHANGES AT THE CURB**

*Most important outcomes:*

- Efficiency
- Must be effective and cost efficient for both residential and commercial, urban and rural
- Increasing education – specifically at apartments, condos, and commercial properties

*Tensions and trade offs:*

- Striking an acceptable cost-benefit balance
- Weather and storage could be a problem for additional cart roll-out
- Separate cart for metals could be good revenue stream if controlled – separate pickup

**RECYCLING**

*Most important outcomes:*

- Safety – ensuring changes do not impact loading
- Make it easy, particularly for commercial side

*Tensions and trade offs:*

- Risk of contamination with single-stream recycling
- Singles stream-recycling may not work with existing MRF

**ORGANICS**

*Most important outcomes:*

- Compost product should be made available for purchase
- Roll-out of green carts as part of set criteria for new homes
- A marketable product at a reasonable price
- Increasing education and enforcement
- Reduce contamination

*Tensions and trade offs:*

- More frequent collection could be logistically difficult
- May not cost effective during the winter months
- Contamination challenge: separate yard waste could become too wet for collection

**LANDFILL SITE CHANGES**

*Most important outcomes:*

- Commitment to community is most important
- Need more participation by commercial sector in organics program
- Operational safety – need an appropriate surface for tipping at the landfill

*Tensions and trade offs:*

- Split trucks don't always let you optimize your loads and are most costly
- Concerns around campus model - can we use gas generated to support operations at the site?
- Concerns around proposed cell elevation - could potentially get through 15 years without new cells
- Concerns regarding closing existing site and export materials to alternative sites - existing by-law.
- In terms of proposed campus, could be potential issues around dealing with congestion
    - What happens if the landfill must shut-down due to emergency – if campus model, we would lose access to all facilities
    - Labour issues - if there is a strike people could picket one access road to the landfill

## APPENDIX A: VERBATIM QUESTIONS FROM TOWN HALL MEETINGS

1. If there's a contract, why is this even being considered?
2. Why push to void contract with the communities? Not a good use of our tax dollars
3. Is the contract being broken because the city wants to use the savings for a stadium?
4. If HRM breaks this contract, how can they be trusted to uphold future contracts?
5. The community agreed to host the landfill for 25 years. How is it fair of HRM to extend the life beyond 2023?
6. Why are we here when there is a contract in place. Why not just leave Otter Lake alone? Why 14 meetings?
7. Is it legal for the contract to be broken?
8. Why did council decide they should break the contract? What did they see wrong with it?
9. Why was the agreement with the community (contract between HRM and residents) not taken into account in the Stantec consultation?
10. If HRM has no legal jurisdiction to make changes, why is all this money and time being wasted here and now to strong arm the citizens of this area to accept the Stantec report?
11. What gives you the right to break our trust and contract signed in good faith?
12. How can HRM justify talking about extending the life of the landfill when the community agreed to only 25 years?
13. "Government: of the people, for the people, by the people." Who changed the definition?
14. If HRM is going against their word to the community, how are we supposed to trust them again?
15. Politicians should work for us, not for them. What has changed?
16. Why do HRM staff continue to misrepresent the operations of FEP and WSF?
17. What plan does HRM have to repair and restore the relationship with our community? We feel dishonoured.
18. What will the effect of the increased cell height be?
19. How high will the landfill cells be raised to if the proposed changes are made?
20. What is the status of extending the life of the landfill?
21. Where would an alternative landfill be located? Are there proposed options?
22. Why won't HRM council start looking for a new site? Our community did our part. It took 10 years to settle Otter Lake, why not start looking now?
23. If there is no new site, what is the length of time HRM wants to extend the life of this landfill?
24. Why are we not discussing the replacement to Otter Lake? This is our chance to take what we've learned and improve?
25. Beside alleged savings, what is the other benefit to making the facility a dump?
26. Is it true that only 3% of the waste is prevented by the facility?
27. How will property values be affected?
28. How much will my property value go down?
29. The concern to me is the proposal to bring all compost to Goodwood area to "try" compost. This area experiences a high putrid smell on many days as it is – will this not increase the problem?
30. Why would we agree to having a landfill that smells, attracts birds in our neighbourhood and have it for another 100 years?
31. Will there be foul odors?
32. Will the smell increase at the landfill, making homeowner value go down?
33. How are you going to deal with the rodents like the ones near my parents' house, they live in a rural area with a dump a few kms away?

34. Currently, several times a year there are strong odours from the landfill. What guarantee is there this would not become worse with the proposed changes?
35. The landfill did smell without sorting 1-2 years ago. Why do you think it didn't?
36. How will a waste campus reduce odors at Otter Lake?
37. How does closing the landfill gatekeeper (FEP/WSF) possibly "enhance" or "evolve" the waste system?
38. Laurie Lewis stated that the WSF does not work as intended. Then why aren't we researching how to make it work better instead of scrapping it?
39. Are you saying that the state of the art waste management facility is mostly due to the cells and not the front end processer?
40. How are the proposed options going to protect the environment in a facility that was not designed for these extra years of operation?
41. What changes if HRM keeps the Otter Lake landfill site open?
42. If the province has already said they won't close or change the facility, why are we here? How can these changes still be made?
43. If the province is refusing to okay these changes what is the point of HRM continuing this process?
44. Is this a ploy to force the province to contribute more money to the city for waste processing?
45. How do you plan to overcome the province's objection to your proposed unilateral action?
46. Why is HRM proceeding in the face of opposition from the province?
47. Why is HRM doing this if different levels of government oppose the change? What is the percentage chance of HRM succeeding?
48. Why are we wasting the time and money if the province isn't going to change what is in place?
49. If Otter Lake is world renowned, why are we discussing change?
50. Why are you changing a system that works?
51. Why not leave the present system in place and treat those "new" green house gases as a new project, or extension of present system**?**
52. Why are there town hall meetings in areas that don't have anything to lose?
53. Has this decision already been made, or are we really going to be listened to? Does our opinion count?
54. Why are we here? Who started this idea? The deal was 25 years – was it working too well?
55. What triggered the desire to change the agreement since you indicated it wasn't for money?
56. What happens to the current employees at Otter Lake?
57. How many jobs will be lost?
58. What would the proposed increased employment mentioned by HRM look like?
59. Why would anyone reduce recycling to save money and cut jobs?
60. How will non source separated items be flagged without the FEP?
61. If cells are built higher, will noise of trucks and equipment be more of a nuisance?
62. What are the dangers of increasing cell heights? What is the environmental impact of the vertical cell increase?
63. If cells are built higher, will noise of trucks and equipment be more of a nuisance?
64. If this is an effort to save money? Has the city done an analysis of the cost of defending a class action lawsuit and the payments to the community for damages and diminished property values? Have this estimated the cost of reporting the environmental damage?
65. How do we know that the environment will be protected with the proposed changes?
66. Without a sorting facility, will hazardous waste go into the landfill?
67. We know harmful material is diverted on-site so why shut those safe-guards down?
68. Are there any environmental issues or laws to protect this from happening?

69. Why are some environmental checks and balances being raised in some areas but lowered at site A (Otter Lake)?
70. Does WSF/FEP produce more GHG or the same amount but faster? How much GHG produced without? How can we improve?
71. Without the FEP/WSF protections in place, would all organic material go to landfill site?
72. Why can you not produce useable compost?
73. What is the future of HRM composting and garbage?
74. Where will the organics go?
75. Where does the raw potato peel go if it gets to Otter Lake?
76. What model of landfill will Otter Lake be if these changes are implemented? What is the vision?
77. Why are we looking to save money short term? Not looking to make more ethical environmentally responsible choices?
78. Is there any truth to the statement that millions can be saved and no harm to the environment by closing the FEP?
79. The cost per year of the FEP is about $10 million, but did you know that if you divide by the number of households (near 200,000) the cost per household would be minimal? About $60.
80. Local businesses will suffer. Home owners will suffer. How does anyone think this will be okay?
81. Is HRM embracing bad/incorrect consulting reports?
82. Why did HRM take it upon themselves to approach Stantec?
83. Which version of the scientific evaluation is correct? The rosy view presented by HRM or; the contrary perspective voiced by CMC and the scientist mentioned vis-à-vis the Stantec report?
84. What does HRM (major and councillors) plan to do about the Stantec report? What do they want to implement?
85. What happens if you change the landfill and it doesn't work?
86. Is there a guarantee that there will be no leachate?
87. If you want to pick up everything in one truck to take it to Otter Lake to dump into one hole, do we stop using green bins?
88. If organics end up in the landfill (from restaurants/workplaces) are they separated and collected for composting, or treated on-site?
89. Was the FEP/WSF designed to separate the waste, or to process it to make the material inert?
90. If a large amount of items arriving at Otter Lake have not been separated should we not be looking at how we could reduce this amount?
91. How can removing one of the two barrier layers in the liner system provide the same level of protection? By definition it can't.
92. Will the liner be reduced from double to single? What happens when that change is made?

## APPENDIX B: VERBATIM "VALUES AND PRINCIPLES TO GUIDE FUTURE DECISION-MAKING"

### DARTMOUTH & VICINITY (SEPTEMBER 25)

***"What do you appreciate most about the way we handle our trash in HRM?"***

- Front end process
- Public consensus
- Improve without tearing it all apart
- Ahead of the curve
- Education of children
- Input from the public
- Proud! (we want clear bags)

***"What is most important to you as we evolve our current waste system?"***

**Honor the Contract**

- Honor the agreement created by host community for protection
- Simple principle- honor the commitment to host community
- The promise to the people
- Honor the existing agreement and permits without change and no extension for Otter Lake operational term past 25 years
- Honor agreements with community
- The same values and principles that were evident when the agreement between HRM and the host community for Otter Lake
- HRM must honor their contract
- Honor the contracts
- Keep promises made
- Honesty and support from HRM government

**Education, Source Separation and Diversion**

- Focus on education and source separation
- Public responsibility to separate at the source
- Work to increase source separation. Education, awareness, enforcement, accountability
- Diversion/ Source separation
- Improve source separation through education and enforcement
- Source separation- commercial building (especially new). Build better source separation in the design and through permit
- Education- commercial, institutional, general public
- Focus on diverting more from ICI sector- apartments, businesses, commercial
- Use waste audits to tackle recyclables and organics not diverted
- Collect organics from restaurants and apartments
- Increase diversion at source including businesses

**Environmental Protection**

- Environment over dollars and cents. Willing to pay more for state of the art.
- Environment- do not reduce liner, keep processes at Otter Lake and look at how to enhance
- Environmental protection
- Environmental and community protection

- Don't reduce existing environmental protections
- Reliable data and environmental assessment

**Community Protection**

- Community commitment and protection (now at Otter Lake and future site)
- Ensuring that the citizens understand the ramifications both financially and environmentally, especially those citizens who host the landfill in their area

**Not Listening**

- I thought the listening meant that HRM would listen to us. Instead, we got a sales job and we did the listening
- I do not see any demonstration of values and principle in the way this meeting is being conducted

**Plan for the Long Term**

**Celebrate our World Class Landfill**

**Trust in our Government**

**Look at Best Practices**

**Improve Operations**

**Leave Otter Lake Alone**

**Use Clear Bags**

## BEDFORD & VICINITY (SEPTEMBER 26)

***"What do you appreciate most about the way we handle our trash in HRM?"***

- Way ahead, state of the art
- % of things put in recycling and compost
- Diversion and source separation
- Transient population- FEP and WSF protect us
- They pick it up! (the trash)

***"What is most important to you as we evolve our waste system?"***

- Honor the agreement and take care of the people
- Move towards a zero waste system
- Otter Lake remains the same
- Maintain or improve- education, operation and protection
- Stantec report is false
- Problem- no green bins for apartments
- Truth about GHG? How much?
- Keep the commitment to the community
- Review and consider all information and transparency
- Clear bags
- More processing will not increase methane production

***"What principles should guide our future decisions?"***

**Honor the Contract**

- Honor the contracts
- Honor contracts- Respect host community
- Integrity- live up to your commitments HRM
- Honoring commitments
- Trust- a deal is a deal
- Honor contracts and commitments
- A deal is a deal- LOLA!
- A deal is a dead- the local community
- Moral imperative to honor existing contract
- Respect CSC commitment, original strategy was brilliant
- Honor agreement
- Honor the agreement
- Honor commitments made to community around landfill
- Respect the CSC decision and commitment
- Honor commitment
- Honor past commitments
- The city made a commitment, let's keep it

**Education, Source Separation and Diversion**

- Improve education, enforcement and communication
- More education in regards to source separation
- Apartment building owners should be held responsible for waste management
- Provide tenants with tools to recycle and compost with as much ease as home owners
- Emphasize source separation- education, enforcement, clear bags
- Citizen driven strategy to increase diversion and establish waste system
- Perfect source seperation

**Environmental Protection**

- Environmental protection for everyone- host community should not suffer; they did not ask to be compensated
- Environmental protections
- Increase environmental responsibility and protection
- Environmental protection- liner + FEP + WSF + no organics
- Environmental protection

**Transparency**

- Transparency
- Give all points of view information from ALL reports
- Transparency! Equal time for all reports and executive summaries
- Transparency and consider equal footing for all information
- Full disclosure- focus on all reports Re: Otter Lake

**Community Protection**

- Community protection (FEP and WSF)
- Have some respect for your partners: the people of Beechville, Lakeside, Timberlea and Prospect

**Leave Otter Lake Alone**

- Leave the landfill and Otter Lake alone
- We are not interested in changing Otter Lake

**Use Clear Bags**

- Clear bags
- Use clear bags

**Trust**

**Ban Plastic Bags- Use paper- Not about money**

**Extension past 25 years not supported**

**Get on with site selection**

**Make category B compost from WSF organics and use it beneficially**

## HALIFAX & VICINITY (OCTOBER 2)

***"What do you appreciate most about the way we handle our trash in HRM?"***

- FEP and WSF stay in place
- Not everything gets seperated at source
- HRM is a leader as a whole
- Why fix what is not broken
- World class waste facility- NS is not always so ahead
- Community process
- Proud of the state of the art system
- HRM doesn't seem to be listening- Is the respect still there?
- Where is the Dillon report?
- Community protection
- Community driven process
- Can't take the FEP out and have the system still work

***"What is most important to you as we evolve our waste system?"***

- GHG unintended? It is intended
- We need reality to the facts being brought forward
- WSF and FEP keep the community safe- helps us meet our diversion goals
- What about reducing waste?
- Lack of education about sorting
- We should go above and beyond
- We need another gatekeeper if people don't comply. FEP is a double check
- No food waste to landfill
- Go to zero waste
- Source separation
- Reduce bag limits? People will get bigger bags
- Environment priority
- Add protection, not take it away
- Education source separation at home- apartments and condos
- FEP and WSF are the best protection
- Landfill without a condom

- Most important environmental protection-Lakes- they affect us all
- Keep the system the way it is

***"What principles should guide our future decisions?"***

**Honor the Contract**

- Honor the contracts
- Honor contracts- Respect the agreements
- You should honor the agreement to close Otter Lake
- Don't make promises you can't keep
- Keep promise to community
- Honor contracts with host community
- Honor your commitments to the contract and the host community
- Honor the contract
- Honor commitment including CSE strategy
- Honor the contract with community
- Keep your word
- Keep the trust of the people by honoring your word
- Honor commitment
- Honor the contracts and agreements
- Keeping your word- to the community, no manipulations/bribes/ buy outs
- Honor the contract
- Honor your commitments

**Education, Source Separation and Diversion**

- Source separation
- Source separation and education
- Reduction and source separation, education
- More diversion, more education, more enforcement= less waste
- Educate the public- homeowners, businesses, apartments, condos
- Improving source separation which will reduce what ends up at Otter Lake. There by reducing what ends up at OL we reduce cost and the number of employees
- Source separation needs to be promoted and marketed to the residents (commercial, restaurants, elementary schools, apartments) Focus on education.
- More educational resources

**Environmental Protection**

- Commitment to environment
- Environment commitments
- Environment
- Environmental protection- protect environment, keep FEP and WSF till 2023 and close the landfill
- Environmental protection of all systems

**Community Protection**

- Community commitment -2023 closure focus on new options
- Respect community
- Keep commitment to community

- Treat Otter Lake community with dignity. We should be celebrating this community
- Our community is priceless

**Integrity**

- More truthfulness and facts instead of spin
- Openness, collaboration, sharing factual info
- Listening would be a great start
- No manipulation, speak truth

**Leave Otter Lake Alone**

- Leave the landfill and Otter Lake alone
- Leave the system alone

**Keep the FEP and WSF**

- Safeguarding our WSF and FEP

**Get on with site selection**

- Start process for another landfill

## EASTERN SHORE & VICINITY (OCTOBER 3)

***"What do you appreciate most about the way we handle our trash in HRM?"***

- Look to other places when improving the system
- Proud of the system
- The way the system is currently working
- Exporting expertise
- Citizen design
- FEP and WSF
- Large item picked up at the curb
- No smelly landfill
- Recycle, compost and diversion
- Compost and organics don't go to the landfill
- Household hazardous waste facility
- World class leader

***"What is most important to you as we evolve our waste system?"***

- Residents are paying for green carts-tax dollars
- Campus model- trucks will fill too fast
- Clear bags
- Protection of the environment
- Don't save pennies by taking things away instead of growing the system
- Lack of trust- betrayal
- Only 10 years left at Otter Lake- Find new Landfill
- Stantec- what's their background?
- Limit on bags
- Cost recovery?

***"What principles should guide our future decisions?"***

**Honor the Contract**

- Honor the agreements
- Honor existing agreements
- Honor agreement- keep public trust

**Education, Source Separation and Diversion**

- Enhance source separation
- Concentrate on more source separation
- Improve source separation

**Environmental Protection**

- Protection of environment and community
- Future decisions need to be guided by environmental security- current and future

**Community Protection**

- Respect Otter Lake community
- Community must be partners. We must all work together for the success. We all live here and should do it together

**Original Principles**

- Stick to original principles- non-campus, non-direct dump
- Keep what we have and make it better- take nothing away

**Keep the FEP and WSF**

- Leave the FEP and WSF in place- they perform an important process

**Get on with site selection**

- Find a new landfill site

## APPENDIX C: TRANSCRIPTION OF COMMENT CARDS

### HONOUR THE AGREEMENT

1. “Why is it since the release of the Stantec Report has the regional plan in particular in the “solid waste resource management section being re-written that appears to almost eliminate the original intent of SU-22?”
2. “Council should keep their Word!”
3. “We learn the most by listening to people talk- by not letting us go longer this evening & have more people speak indicates we are not going to be heard. I/we don’t want the landfill extended past 2023. Trust. Truth. Integrity. Keeping your word.”
4. “Your memory is foggy!! No way would the landfill have been accepted in the Timberlea area without an end. You are traitors. Shame on you.”
5. “Honor the contract.”
6. “Our environment is priceless, money is not enough. Respect the people and commitments. Trust.”
7. “Honour the agreements between HRM and the public & the landfill operator.”
8. “Keep the promise. HRM staff need to improve their education program & better explain their goals honestly.”
9. “A deal is a deal. It was reached after years of consultation. Now HRM is trying to undermine the agreement with the community by a false “consultation” process. No trust for HRM. Fire the arrogant fat staffers who have no respect for the people. They were laughing at the participants- makes me sick that HRM mayor and councilors allow this.”
10. “Honouring the existing contract. Maximizing environmental protection. Repetitive, misleading, irresponsible on HRM. “
11. “Let HRM respect their promise to the community. Keep the FEP + WSP in place.”
12. “Honour the contract. Keep commitment to community & environment. If it’s not broke, don’t fix it.”
13. “Honour commitment. “
14. “Honor your contract to the people of HRM!”
15. “Keep commitments that have been made.”
16. “Keep your word and honour your signed contract.”
17. “Do NOT break the agreement with the host communities.”
18. “You had asked the community how they felt about a landfill, we agree to host based on trust. We expect it to stay that way.”
19. “Honour the commitment you made to the community.”
20. “Stop wasting money on this process- honour your commitments!”
21. “Do you understand the tree trunk example? Please consider the long-term costs related to an unstable landfill. Odors, environments, leaks, long cycle of stabilization= decades. And, honour the contract with the community. The FEP/WAP are an important component of our accomplishments. Education about diversion, source separation and ways to improve the current process are the way to go forward. Removing protections are not the answer.”
22. “The suspected cost savings suggested is not a sufficient goal for changing a system mid-stream and breaking a commitment to the community and maintain the WSF/FEP.”
23. “No change to the contract.”
24. “Uphold the contract & do not make proposed changes.”
25. “Why are you not standing behind the original agreement?”
26. “The people need to be certain that contracts & promises made will be kept. No! No! No!”

27. “I can’t believe that my city leaders would even consider going back on its word- an agreement with the community. How can you expect anyone to trust you again? It’s a total betrayal.”
28. “I do not support any of the Stantec recommends. The flawed Stantec reports should be shelved.”
29. “They have a commitment to the city to keep their word. Why turn back time and reverse all the good we have done by having this facility? We have been recognized for it across the country/world and show them how to do the same, why stop now. “
30. “I am embarrassed as a citizen that council would ever even consider going back on their PROMISE TO ITS CITIZENS. Please do the right thing and keep this facility open. It’s the right choice for the following reasons: Proving councils integrity, Environmental associated long-term benefits, proving that WE ARE LEADERS and that WE ARE STRONG for the rest of our province/country/world. This is an OPPORTUNITY to demonstrate/ lead by examples. Jobs! Think of the people who rely on this facility to feed their families.”
31. “Honor the commitment to our community.”
32. “Unilaterally breaking a contract is not an option. Honour the agreement, and close it in 8 years.”
33. “Close Otter Lake when it was contracted to close 2023.”
34. “Stop this bullying! A deal is a deal! “Dismay” “Angry” “Disheartened.”
35. “HRM needs to honour its agreement (contract) with the people of BLT, Prospect Road, etc.”
36. “When you sign a contract don’t you think you should keep up your end of the agreement? Residents work hard to keep their end paying taxes & doing separation. What legal right do you have to break that contract?”
37. “I would like council to remember its promises to the area residents and uphold its agreement with the community.”
38. “Keep your word. A deal is a deal!”
39. “Why the big rush to break a contract.”
40. “They cannot break the contract, cannot close FEP/WSP and have people lose their jobs. Don’t chance ruining a community.”
41. “Stop bullying. Follow contract. Listen to the people. Leave Otter Lake alone.”
42. “Honor the original contract.”
43. “Honour the agreement and start working on the next site. For the future, let us move on.”
44. “As a resident of Prospect Bay since 1975 and protested against Otter Lake, I only accepted it with the contract that was presented to the people to protect the environment & thus the community.”
45. “To honour the original legal agreement with the community where Otter Lake was sited. Otter Lake should close when the agreement expires after 25 years in 2023.”
46. “We want HRM to keep their promises to our community and leave the Otter Lake site alone! Be fair and leave it alone.”
47. “I would like to see no changes. Contracts should not be broken because of money.”
48. “A contract is made by two parties... but it is being denied by City of HFX.”
49. “Honor your contract.”
50. “Retain the contract. Height of cell should remain as is.”
51. “I want you to keep the agreement. Close landfill in 2023.”
52. “No means no!”
53. “Peoples homes, local businesses, our livelihood will all suffer from this. Why should we suffer for, first of all, allowing the facility to come into our community in the first place, and trusting that the contract would be fulfilled, but now a potential break in that contract has/will betray the trust we had in this operation. And it will have a direct effect on us, the people who allowed this to happen in the first place, 13 years ago. Why should we be forced to suffer the consequences?”
54. “It is necessary and honourable to keep the original agreement.”
55. “Honour the contract. “Fire” the funkies who continue to try to sell their ideas to our community.”

56. “2023 is the contract end date. Is this about extending the life of Otter Lake?”
57. “The environment!! Jobs!! Finish what you/we started!! Engage the people.”
58. “That the landfill site not be extended and contracts not change or be broken. Don’t fix what’s not broken!!”
59. “The intent to break the contract was loud & clear when HRM staff asked for the Stantec Report without the parameters of the existing contract with the community.”
60. “A promise/contract was made with the people of Timberlea. Keep the word made by your previous council. NS had had enough closures & families devastated by gov’t decisions HRM should not follow this trend.”
61. “No means no! A deal is a deal!”
62. “Integrity, keeping a promise. Close landfill on time as agree.”
63. “ I want HRM to live up to its commitments with the community, not just because I believe it is best environmentally, but also because it is ethically and morally right.”
64. “We have a contract, stick to it.”
65. “Keep your promise to our community! Since when is a contract so easily broken?”
66. “Honor your contracts and agreements.”
67. “The contract with the community needs to be kept.”
68. “I am most concerned that commitments made to the area residents for hosting a landfill be respected.”
69. “Honour the agreement!”
70. “Do not renig on contract with community.”
71. “Ditch the Stantec report. Keep the contract.”
72. “Honour the contract!”
73. “Has the Stantec Report done an accurate analysis? Does the amount going through the FEP/WSF even if not 100% matter? How can all residents trust contracts= commitments if this is not honored? Are steps being taken to implement clear bags? Will an EAP be done? ICI waste is flagged at the FEP (this is a huge bulk of waste that goes through the FEP) how will this be addressed? Should energy $$$ go towards siting a new landfill? Energy on education & improving waste diversion & reduction strategies. Will rodents, vermin rise without the FEP/WSF (there will be organics going through)? What about hazardous waste being removed at FEP?”
74. “You’ve broken trust with this community. We feel betrayed. This process of public consultation should have started with a guarantee that the contract will be honored for the duration. Now is the time to start planning for when the contract expires. That’s what good faith looks like. Council- you still have time to save face: Admit this was handled poorly. Honour the contract- restore good faith. Use a public planning approach to long term waste planning that is open, enviro-centric and respectful of our citizens.”
75. “Trust-honor- your word is your word.”
76. “Honour signed agreements & communities.”
77. “These meetings should not be necessary. The contract with the community says FEP & WSF are to be part of Otter Lake; since when is a contract not a binding document? The province says it won’t allow changes. Why is this even being discussed? In all seriousness, lets save money here in HRM by avoiding wasting money elsewhere. Put together a committee of people like university students, single-moms and seniors. They’ll help you figure out where the fault is.”
78. “Promises to the host community.”
79. “Honor contract.”
80. “That changing the agreement will cause citizens to forever distrust any future agreements between citizens & city council. This would be a tragedy. And, why hasn’t staff started looking for a post 2023 landfill site?”
81. “Honour the contracts!!”
82. “If this contract is breached and our community is not protected, it would be hard to continue to have faith in/support HRM counsel in the future.”

83. “A contract is a contract. Leave our community alone.”
84. “Council to honor its commitment to local host community. Honor the 25 year contract and get on with siting a new landfill site.”
85. “Honour the contract at Otter Lake.”
86. “Honour the contract.”
87. “Honour commitments & contracts already made.”
88. “Consider reports other than Stantec. Honor commitments made to the community.”
89. “Honor your commitment! If you ever want anybody to agree to have a landfill in HRM again, you must honor your commitment. Consider all expert sources, not just one. Use facts and not conjecture.”
90. “A deal is a deal. Honour the contract. Honour the spirit of the contract.”
91. “A deal is a deal. Honour the contract. Honour the intent of the contract. Don’t waste more tax payers money on legal technicalities. You made a deal HONOUR IT!”
92. “Honour the agreements.”
93. “Please consider the past commitments and look to future success through increased diversion and source separation.”
94. “Honour the agreement that is now in place with the hosting communities. Fire the flunkies who are trying to push this idea down our throat. Before we make changes to the system we now have in place, let’s concentrate on the agreement that was put in place before. The communities have spoke loud about the proposed changes. They are not prepared to the ….. changes or the extended life of the present site. ”
95. “You will have more citizen apathy if you break a promise.”
96. “Honour the commitment to the host communities.”
97. “Separation at curb side needs to improve before anything else. Keep your word to residents. Perhaps cost should not be most important thing.”
98. “Keep your word! We have a contract! You are elected! We can change that.”
99. “Why bother to sign a contract? HRM can’t be trusted!!!”
100. “I do not support any of the recommendations put forward from the Stantec report. No extension past the 25 year term. The science supports that the FEP $ WSF do work as detailed in the initial build spec. Stop this public engagement process and restart the CSC process as occurred pre-1995.”
101. “Do not interfere with this current contract!!”
102. “HRM must honor the agreements and contracts that were made at the time of the community voluntarily agreed to host the landfill.”
103. “The agreement contract.”
104. “Do not change a contract that has been working well. Honour what has signed. Spend our tax money in an area that needs it or planning on the next Otter Lake in 2023.”
105. “It is not ethical to change a contract that was made. Our property values and quality of life will plummet.”
106. “Honesty and keeping promises. We teach our children to keep their promises. As adults and politicians we need to model honesty by honoring our promises. It is amazing to me that $600,000 of taxpayer money has been spent studying this subject. If there is a contract, and there is, why are considering/wasting money trying to break the contract?”
107. “Just to honor your commitments.”
108. “It is morally, ethically, and legally wrong to unilaterally change the terms of a contract.”
109. “Do not change the agreement!! Citizen revolt will occur!! Even for councilors in other areas of HRM!”
110. “Do not break the contract!!! Bring in stricter rules around source separation like: clear bags, reduce the # of bags collected, recycle more products like Styrofoam, stricter rules for commercial institutions (ICI). Get a better sorter for the WSFE. Educate, educate, educate for organic waste separation. Why have we spent

$600,000 on this review to date and will end up over $1 million. That would have paid of inspectors, educators, purchased new sorters."

111. "No breaking the contract!"
112. "Contract= no changes. Honour contract. New site in 10 years."
113. "Honor the contract."
114. "A contract exists between the citizens and HRM. It must not be broken. Citizens are proud to be the guardians of a leading North American waste management system."
115. "Keep the process that the community was promised and created."
116. "Keep your word. Turn this around to be a positive process. Shame on HRM. How much have be spent on this process? Continue to spend? If you wanted ideas on diversion, happy to give for free if asked!"
117. "Honour the contract."
118. "HRM has changed their story through this process. First the Otter Lake site didn't do what it was supposed to, then it did. The WSF didn't work but now it does! The liner was supposed to be reduced, now it isn't. HRM doesn't understand their own system. Honour the commitment!"
119. "The commitment must be honoured before moving forward with new systems and changes to the existing facility. Campus style is breaking the contract!!"
120. "Honor the agreement & find new site for the next landfill- you have 10 years."
121. "Honour agreements and commitments to the local group. If you want to make changes, that's fine but negotiate in good faith with the local organization."
122. "You made a commitment, you need to honour it- this planning needs to be implemented after current agreement expires."
123. "If you break one contract, how can we trust that you can be trusted to make any other contracts. They won't be worth the paper it is written on."
124. "Stand up and honour the contract you signed with the Timberlea, Lakeside, Beechville, Prospect area."
125. "HRM should honour agreements they made with residents. When they don't it diminishes trust in the HRM."
126. "To move forward first answer this: Will you honour the agreements & find new site? You cannot move forward without an answer."
127. "Why are you not standing behind the original agreement?!"

## SOURCE SEPARATION

*Education*

*Recycling, Composting*

*Enforcement*

*Apartments*

1. "More education is needed."
2. **"**Promote more separation at residents. The $$$ spent on Stantec and useless consultation should have gone to public education for source separation. Better use of our $ than biased studies and fake "consultation"! How much were consultants paid?"
3. "Education 1st then go forward."
4. "When coming to a decision on this topic, please base it on facts, science and evidence rather than on opinions, spin doctoring and personal agendas. I also think adding bluecarts to the program is a great idea."

5. “Education about diversion, source separation and ways to improve the current process are the way to go forward.”
6. “There needs to be more education for people on how powerful it is to recycle & compost! So important. Perhaps a video on Top 10 recycling crimes!”
7. “Consider improving collection/ recycling & reducing garbage to start with.”
8. “Why are new apartment not built to facilitate at source separation?”
9. “Reject Stantec report recommendations. Perfect source-separation without delay and with determined courage & vision. Bag limits, cost per bag after 1st bag weekly, clear bags, fines for non-compliance for ICI & residential, enforcement. Need a real Zero Waste Solutions Citizens Task Force- a permanent, funded, official body with full HRM & provincial cooperation.”
10. “Educate the population of the ramifications of not recycling properly. “
11. “How could any individual in charge of our tax funds make a decision to spend almost 1 million dollars without being sure if the province would amend the law or source separation?
12. “Embrace clear bag for garbage and increase enforcement to weed out all of those that are not separating at source. “
13. “More education on source separation.”
14. “Develop strategies to up recycling/composting/sorting at source especially in apartment buildings & commercial businesses.”
15. “Energy on education & improving waste diversion & reduction strategies.”
16. “Why is there no source separation in apartment buildings? Where does that garbage get separated?”
17. “Make source separation/ front end processing facility.”
18. “Please consider the past commitments and look to future success through increased diversion and source separation.”
19. “Separation at curb side needs to improve before anything else.”
20. “Let’s promote source separation.”
21. “Bring in stricter rules around source separation like: clear bags, reduce the # of bags collected, recycle more products like Styrofoam, stricter rules for commercial institutions (ICI).”
22. “Why if something works so well (FEP & WSF) would you want to change it, when other systems need to be improved (source separation in apartments & business). Work with the operator & community as a team, not against as opposition.”
23. “Keep it as is. Improve source separation.”
24. “Develop strategies to up recycling/composting/sorting at source especially in apartment buildings & commercial businesses.”
25. “Other systems need to be improved (source separation in apartments & business).”
26. “When you sign a contract don’t you think you should keep up your end of the agreement? Residents work hard to keep their end paying taxes & doing separation.”
27. “It's important to continually educate all newcomers to the city on how the waste system works, promote compliance and discourage littering. New renters and students seem misinformed on arrival. We need to promote waste reduction to help make the whole system more sustainable. There is an opportunity to promote frequent messages that link the importance of having a good waste system so that all residents take pride and responsibility for living in a clean city.”

*Questions:*

1. “Monitoring and warnings for ICI loads not properly sorted is done at the FEP to my understanding; how will this be monitored and enforced if the FEP is closed? What is being proposed and has this been costed?”
2. “Why are some residents not separating?”

## ENVIRONMENTAL PROTECTION

1. “Protect our Lakes for Future Needs”
2. “Please consider that the environment assessment was waived because the FEP/WSF were in place. What happens if the FEP/WSF are taken away, will there be a new environmental assessment? “
3. “Our environment is priceless, money is not enough. Respect the people and commitments. Trust.”
4. “Original construction liner only engineered for 25 years or less when cells get full. Need to protect surrounding lakes in case all of HRM need water in future. Only 60% of waste is diverted, need FEP & WSF to protect what goes into cells.”
5. “Honoring the existing contract. Maximizing environmental protection. Repetitive, misleading, irresponsible on HRM. “
6. “Keep commitment to community & environment. If it’s not broke, don’t fix it.”
7. “When coming to a decision on this topic, please base it on facts, science and evidence rather than on opinions, spin doctoring and personal agendas. I also think adding bluecarts to the program is a great idea.”
8. “Do you understand the tree trunk example? Please consider the long-term costs related to an unstable landfill. Odors, environments, leaks, long cycle of stabilization= decades.”
9. “That the communities are not uneducated homeowners. Many are experts & are informed, dedicated & committed to ensure that we will not have a disaster on our lands which HRM will be baffled & not in any position to pay cost of environmental damage plus homes losing worth.”
10. “Should we not look for ways to improve environment protection than decrease protection? How many other places are proud of their garbage dump?”
11. “As a resident of Prospect Bay since 1975 and protested against Otter Lake, I only accepted it with the contract that was presented to the people to protect the environment & thus the community.”
12. “If the liners should fail, and matter leaks into the water system, who is responsible for the clean-up and associated costs? Not the little taxpayer surely! Who will supply water to my home forever and ever? Not me!”
13. “How will the increased Height and weight of the garbage affect the liner and gas recovery system at the base of the cell?”
14. “It is most advisable to go on in perfecting ways to dispose of community waste while causing the least environmental impact. Priority is to protect the Nine Mile River system.”
15. “I want HRM to strengthen environmental protections at Otter Lake, and I’m willing to pay higher taxes to make that happen.”
16. “What is HRM doing to reduce waste?”
17. “Are you working with manufacturers to get them to make items that will not end up in the landfill or the curb?”
18. “Use a public planning approach to long term waste planning that is open, enviro-centric and respectful of our citizens. “
19. “How can you claim there will be no environmental consequences when an environmental assessment has not been completed?”
20. “Protect our environments and do not reduce specs.”
21. “Our lakes and rivers. Fires from clumping in a cell without being sorted first.”
22. “Enviro safety. Life expectancy of Otter Lake.”
23. “What is the reclamation plan for site after closure?”

*Questions:*

1. “Please consider that the environment assessment was waived because the FEP/WSF were in place. What happens if the FEP/WSF are taken away, will there be a new environmental assessment?”

2. “Structurally, what if the structure of the landfill fails, then what will be done? Is there an action plan in place in case of this occurrence?”
3. “What is the recovery procedure to deal with a breach/failure in the cell liners? What is the lifespan of the cell liners?
4. “Will an environmental impact assessment be required if changes are made?”
5. “How does allowing hazardous & banned materials into the landfill maintain the same level of environment?
6. “What is the reclamation plan for site after closure?”
7. “ICI waste is flagged at the FEP (this is a huge bulk of waste that goes through the FEP) how will this be addressed?”
8. “Will rodents, vermin rise without the FEP/WSF (there will be organics going through).”
9. “What about hazardous waste being removed at FEP?”
10. “Without FEP how will we ensure hazardous materials are not put into our landfill?”

## COMMUNITY PROTECTION

1. “Your memory is foggy!! No way would the landfill have been accepted in the Timberlea area without an end. You are traitors. Shame on you.”
2. “The fact that this process is even taking place is a total breach of trust. The only community that has an interest in this (or at least an overwhelmingly more significant interest) is the one near Otter Lake. No one will ever trust HRM again for a project they view as a nuisance.”
3. “This is a waste of money & time. You will not get new innovative ideas of ways to improve the system unless you stop trying to reneg on community commitment.”
4. “Our environment is priceless, money is not enough. Respect the people and commitments. Trust.”
5. “The process for consultation is questionable. Someone filling the summary sheet based on HRM speakers- not enough from people from community.”
6. “Now HRM is trying to undermine the agreement with the community by a false “consultation” process. No trust for HRM.”
7. “Only 3 table discussions were brought forth- don’t want to hear community input.”
8. “Keep commitment to community & environment. If it’s not broke, don’t fix it.”
9. “Keep promise to community.”
10. “Do NOT break the agreement with the host communities.”
11. “You had asked the community how they felt about a landfill, we agree to host based on trust. We expect it to stay that way.”
12. “Honour the commitment you made to the community.”
13. “That the decision to even revisit the HRM proposal is not valid & breaks community trust.”
14. “You will never get another community to agree to a landfill. Never. Best bet, leave HRM & become a town. “
15. “That the communities are not uneducated homeowners. Many are experts & are informed, dedicated & committed to ensure that we will not have a disaster on our lands which HRM will be baffled & not in any position to pay cost of environmental damage plus homes losing worth.”
16. “It is time to start looking at other sites. Please respect the CMC. You have a legal agreement with the community.”
17. “Have you considered the people who will lose their jobs if you close WSP-FEP? DON’T IGNORE THE COMMUNITY. They stated their terms in the 1990’s. We have not changed our minds about protecting our environment and our community. Leave Otter Lake alone!”
18. “They cannot break the contract, cannot close FEP/WSP and have people lose their jobs. Don’t chance ruining a community.”
19. “As a resident of Prospect Bay since 1975 and protested against Otter Lake, I only accepted it with the contract that was presented to the people to protect the environment & thus the community.”

20. “SMELL- I live in middle Sackville. At times the smell of an open dump was sickening. RODENTS- It was in the Sackville dump. There were rats everywhere.”
21. “People’s homes, local businesses, our livelihood will all suffer from this. Why should we suffer for, first of all, allowing the facility to come into our community in the first place, and trusting that the contract would be fulfilled, but now a potential break in that contract has/will betray the trust we had in this operation. And it will have a direct effect on us, the people who allowed this to happen in the first place, 13 years ago. Why should we be forced to suffer the consequences?”
22. “You have ignored the community except for this controlled consultation.”
23. “Please listen to the people from the communities close to the Otter Lake site!!”
24. “The contract with the community needs to be kept.”
25. “I am most concerned that commitments made to the area residents for hosting a landfill be respected.”
26. “Very much concerned about our communities & our province.”
27. “Consider the community & their wishes. Consider all info available (i.e. Dillon, Stantec etc.) Honour commitments & contracts already made. Protect our environments and do not reduce specs.”
28. “It is not ethical to change a contract that was made. Our property values and quality of life will plummet.”
29. “Job losses due to closure both directly and sub-directly.”
30. “What is the reclamation plan for site after closure?”
31. “HRM should maintain the FEP-WSF which was a condition of the host community accepting the landfill.”
32. “Why if something works so well (FEP & WSF) would you want to change it, when other systems need to be improved (source separation in apartments & business) Work with the operator & community as a team, not against as opposition.”

*Questions:*

1. “What is going to happen to the staff? What compensation will we have to pay to Mirror?”
2. “Why back to back in affected community but spread out in other communities for consultation?”

## TRANSPARENCY AND INTEGRITY

1. “We learn the most by listening to people talk- by not letting us go longer this evening & have more people speak indicates we are not going to be heard. I/we don’t want the landfill extended past 2023. Trust. Truth. Integrity. Keeping your word.”
2. “They are wasting our taxpayers money. Many councilors have not visited Otter Lake- yet they vote on a topic they do not have first hand experience on. Keep the promise. HRM staff need to improve their education program & better explain their goals honestly.”
3. “Study the fact & know the science behind the Otter Lake facility. Show where the MONEY is going i.e. - community meetings/ reports.”
4. “The process for consultation is questionable. Someone filling the summary sheet based on HRM speakers- not enough from people from community.”
5. “You had asked the community how they felt about a landfill, we agree to host based on trust. We expect it to stay that way.”
6. “HRM image is suffering due to dishonesty & lack of transparency.”
7. “The people need to be certain that contracts & promises made will be kept. No! No! No!”
8. “The agreement that protects the districts surrounding Otter Lake if broken by HRM staff will be a betrayal of our trust we have in HRM administrators. When HRM are searching for a new location for the next landfill, no one will want to sign an agreement with HRM only to be broken.”

9. “TRUST.”
10. “NO NO NO NO NO NO NO NO NO NO What don’t you understand, what a bunch of crooks.”
11. “Where is the useless mayor? The 3 HRM staff sitting on the stage should be ashamed- fire the bozos. The consultation process will not stand in court. Your day of reckoning is coming. The consultants ignore the people, rude, biased, fire them! The consultants organizing this discussion process are not worth the $200K! Sticky notes & dots- seriously! On this day & age there are far more fair, equitable and effective ways to do this ridiculous process.”
12. “How can council be trusted on any contract if they are going to break a legal contract here?”
13. “How could any individual in charge of our tax funds make a decision to spend almost 1 million dollars without being sure if the province would amend the law or source separation?
14. “Why didn’t anyone at least attend a site tour, even put on a pair of coveralls, talk to people who work there prior to commissioning such an expensive and rather weak assessment ( to say the least) of the facility?”
15. “You have killed your credibility by moving in a direction that breaks a contract.”
16. “There needs to be a choice, I know that no community wants a landfill in their area, but we need to have one somewhere.”
17. “This was a waste of my time, I feel the decision was already made.”
18. “This is not an open process. This is not a fair process. This is not a well publicized or accessible. You idiots have already decided the outcome.”
19. “How does HRM staff have the ability to spend $600K without council knowing? Who runs this city? HRM staff needs a cap on how much they can spend. Council was elected to look after my tax dollars.”
20. “Integrity, keeping a promise. Close landfill on time as agree.”
21. “Why? No one wants this. There are more pressing issues that should be considered. The mayor & council need to listen to the people. It has been a waste of our money. Do not base comments on a lot of people who don’t care because it is not in their backyard. The trust is gone.”
22. “I appreciate the efforts made by the HRM staff in carrying out these consultations but I feel that using stickies and dots diminish my concerns- is this kindergarten?”
23. “You are wasting our time & money because the decision was already made when you made the large hole needed to do this in the city plan that was made the other year. None of you can be trusted.”
24. “Breaking a contract with residents is illegal and immoral.”
25. “That I filled out the post it notes and they weren’t pasted on the white board. Another example of democracy???”
26. “Why was consultation started if the province says no, why are we still discussing the changes?”
27. “Stop the entire process, listen to the people.”
28. “You’ve broken trust with this community. We feel betrayed. This process of public consultation should have started with a guarantee that the contract will be honored for the duration. Now is the time to start planning for when the contract expires. That’s what good faith looks like. Council- you still have time to save face: Admit this was handled poorly. Honour the contract- restore good faith. Use a public planning approach to long term waste planning that is open, enviro-centric and respectful of our citizens. “
29. “The unauthorized extension of Otter Lake with blatant disregard for legal contracts while undermining the due process and power of the monitoring committee by changing the “deal”/agreements that were to be binding. We shouldn’t have to be here!! After the 2 meetings here where the people are stakeholders/residents in the area, you are going to “consult” with other districts in HRM, “spin” the data, they will be relieved they wont have to deal with the problem if Otter Lake is extended (NIMBY) and you will distort and get your majority of HRM to agree with your ultimate DONE DEAL. SHAME on you!!”
30. “Waste of HRM taxpayers money doing these consultations.”
31. “I believe HRM council is not getting full information from Council’s advisors, staff & consultants. Stantec spent 1.5 hours at Otter Lake & wrote a 180 page landfill report on the visit.”

32. “Cost of reverse cleaning up & permanent damage.”
33. “Height off the cells. Why we are being lied to for 10 million dollars. The Stantec report is wrong.”
34. “What will it cost to clean if it is stopped?”
35. “Can we stop this stupid consultation? How much do the consultants make with this flawed process? Shows how stupid the city staff are.”
36. “If this contract is breached and our community is not protected, it would be hard to continue to have faith in/support HRM counsel in the future.”
37. “Property values.”
38. “It is probably easier to show respect for the people, contracts and procedures than to carry on campaigns aimed to mislead or based on the assumption people are complacent/stupid. In this age, information gets around. Develop trust and maybe people will trust government officials and opinions. You will feel better, you won’t come across as shady bureaucrats and people will be inclined to work with you.”
39. “Stantac-Stantac-Stantec… although it was mentioned that there was actually 5 reports on the landfill operation only 1 (Stantac) was mentioned continuously during (lady’s) presentation.
40. “A deal is a deal. Honour the contract. Honour the spirit of the contract,”
41. “Put provincial regulatory documents on the website. After 4 engagements they still are missing.”
42. “You will have more citizen apathy if you break a promise.”
43. “Please treat the public who speak with respect. It is not very professional. I learned you are not listeners!”
44. “It is not ethical to change a contract that was made. Our property values and quality of life will plummet.”
45. “Honesty and keeping promises. We teach our children to keep their promises. As adults and politicians we need to model honesty by honoring our promises. It is amazing to me that $600,000 of taxpayer money has been spent studying this subject. If there is a contract, and there is, why are you considering/wasting money trying to break the contract?”
46. “It is morally, ethically, and legally wrong to unilaterally change the terms of a contract.”
47. “Keep your word. Turn this around to be a positive process. Shame on HRM. How much have be spent on this process? Continue to spend? If you wanted ideas on diversion, happy to give for free if asked!”
48. “Incompleteness of report, in regards to organic waste engineered report, need more social science and biology input (psychology of participation/education).”
49. “When a new landfill site is needed it is imperative to keep commitments to the community OR it will be impossible to find a new site in the future.”
50. “Why aren’t all reports getting equal billing. Moral imperative- contract is sacred!”

*Questions:*

1. “Why isn’t there another meeting in Otter Lake are when all public consultations are finished? More education is needed. ”
2. “How much were consultants paid?”
3. “Who will be the scapegoat if this project fails to go ahead? What would be the cost of importing clay if it came from Shubie?”
4. “Beyond Stantec, how much as the PR consultants now costing?”
5. “2023 is the contract end date. Is this about extending the life of Otter Lake?”
6. “Why hasn’t HRM senior staff explained to the residents of Otter Lake area why they recommend the changes contained in the Santec Report?”
7. “If the landfill leaches out and pollutes well water does the city have to supply water lines to these households?”
8. “HRM does not have the authority to stop FEP & WSF. Authority to close FEP is provincial. How is HRM getting around that? ”

9. “If we’re assuming Otter Lake completes its cycle in 2023 as expected, is HRM currently looking for a new site or is the evolution of Otter Lake planned to eliminate the need to go through this process with another community?”
10. “Why hasn’t staff started looking for a post 2023 landfill site?”
11. “Has the Stantec Report done an accurate analysis?”
12. “Why has HRM not addressed flaws identified in the Stantec report before proceeding to public consultations?”
13. “Will an EAP be done?”

## LEAVE OTTER LAKE ALONE

1. “If it ain’t broke don’t fix it.”
2. “Leave Otter Lake alone.”
3. “I support Leave Otter Lake Alone.”
4. “Stop bullying. Follow contract. Listen to the people. Leave Otter Lake alone.”
5. “Maintain Otter Lake as is. Close site at end of the contract in July 2022.”
6. “We want HRM to keep their promises to our community and leave the Otter Lake site alone! Be fair and leave it alone.”
7. “Keep the landfill as it is. At the end of its life cycle, close the landfill & start a new one somewhere else.”
8. “I would like to see no changes. Contracts should not be broken because of money.”
9. “Leave Otter Lake alone.”
10. “Keep Otter Lake open. It is time to move forward not backward.”
11. “I am against changes to Otter Lake.”
12. “Leave us alone. Do the right thing.”
13. “Do not change the setup of Otter Lake.”
14. “Why change something that is working not like Sackville landfill.”
15. “Leave things alone.”
16. “Leave Otter Lake and the landfill alone. HRM needs to learn to be honest.”

## CLEAR BAGS

1. “Bag limits, cost per bag after 1st bag weekly, clear bags, fines for non-compliance for ICI & residential, enforcement. Need a real Zero Waste Solutions Citizens Task Force- a permanent, funded, official body with full HRM & provincial cooperation.”
2. “Clear bags for recycling, deny mistakes.”
3. “Embrace clear bag for garbage and increase enforcement to weed out all of those that are not separating at source. “
4. “Use clear bag approach.”
5. “Should we be looking at clear bags to help front end sorting.”
6. “Are steps being taken to implement clear bags?”
7. “Please HRM- bring in the clear bag policy to force residents who aren’t separating to get on board.”
8. “Bring in stricter rules around source separation like: clear bags, reduce the # of bags collected, recycle more products like Styrofoam, stricter rules for commercial institutions (ICI).”

## NEW LANDFILL

1. “Use this time to find a new site for landfill due to open 2023”

2. “Close Otter Lake facility no later than 2024.”
3. “Locate new landfill site & rebirth the CSC.”
4. “It is time to evolve in 2023 Take everything that is good that we have now & add to it but at another site where it is planned- 10 years.”
5. “Close Otter Lake.”
6. “Begin to look for new site. It will take 10 years to site new location.”
7. “It is time to start looking at other sites. Please respect the CMC. You have a legal agreement with the community.”
8. “It makes me realize that landfill in Otter Lake must be closed.”
9. “We do not want the landfill!!”
10. “Honour the agreement and start working on the next site. For the future, let us move on.”
11. “The Otter Lake facility should close in 2023. So get on with finding new site.”
12. “Also, at the end of this contract, the Otter Lake site must close as promised to us.”
13. “I want HRM to start finding new landfill sites and to at the end of 25 years to close the Otter Lake site and turn it over to the community for recreational purposes.”
14. “And, why hasn’t staff started looking for a post 2023 landfill site?”
15. “Honor the 25 year contract and get on with siting a new landfill site.”
16. “Look for new site.”
17. “Find a new site and have it operating by the agreed closing date.”
18. “Spend our tax money in an area that needs it or planning on the next Otter Lake in 2023.”
19. “Let’s look for the next facility.”
20. “Contract= no changes. Honour contract. New site in 10 years.”
21. “Honor the agreement & find new site for the next landfill- you have 10 years.”
22. “To move forward first answer this: Will you honour the agreements & find new site? You cannot move forward without an answer.”

## FRONT END PROCESSING & WASTE STABILIZATION FACILITY

1. “Leave Otter Lake alone. Leave FSP & W (FEP-WSF) ”
2. “Keep FEP, WSF, Enhanced liner and CMC.”
3. “Why fix a process that is not broken? The FEP/WSF helps so do not remove it.”
4. “Keep the FEP & WSF. “
5. “Original construction liner only engineered for 25 years or less when cells get full. Need to protect surrounding lakes in case all of HRM need water in future. Only 60% of waste is diverted, need FEP & WSF to protect what goes into cells.”
6. “Please consider the long-term costs related to an unstable landfill. Odors, environments, leaks, long cycle of stabilization= decades. And, honour the contract with the community. The FEP/WAP are an important component of our accomplishments. Education about diversion, source separation and ways to improve the current process are the way to go forward. Removing protections are not the answer.”
7. “If it ain’t broke don’t fix it.”
8. “Let HRM respect their promise to the community. Keep the FEP + WSP in place.”
9. “Keep FEP & WSF.”
10. “Have you considered the people who will lose their jobs if you close WSP-FEP? DON’T IGNORE THE COMMUNITY. They stated their terms in the 1990’s. We have not changed our minds about protecting our environment and our community. Leave Otter Lake alone!”
11. “They cannot break the contract, cannot close FEP/WSP and have people lose their jobs. Don’t chance ruining a community.”

12. “Keep the same if it works.”
13. We have a facility that is top notch with dedicated employees. The fact that closure is an issue is ridiculous.”
14. “I want the FEP/WSF maintained, and, if possible, expanded.”
15. “Maintain the integrity of the system. Develop strategies to up recycling/composting/sorting at source especially in apartment buildings & commercial businesses. Honor the agreement!”
16. “Do not close the FEP & WSF.”
17. “HRM does not have the authority to stop FEP & WSF. Authority to close FEP is provincial. How is HRM getting around that? ”
18. “The WSF and FEF must remain. It is in the agreement.”
19. “The science supports that the FEP $ WSF do work as detailed in the initial build spec.”
20. “Do not close the FEP or the WSF!!”
21. “Keep the WSF & FEP open.”
22. “We don’t want to changes to the current facility. “
23. “Keep the process that the community was promised and created.”
24. “HRM should maintain the FEP-WSF which was a condition of the host community accepting the landfill.”
25. “Why if something works so well (FEP & WSF) would you want to change it, when other systems need to be improved (source separation in apartments & business)”
26. “Keep the process that the community was promised and created.”
27. “A contract exists between the citizens and HRM. It must not be broken. Citizens are proud to be the guardians of a leading North American waste management system.”
28. “Do not interfere with this current contract!!”
29. “HRM must honor the agreements and contracts that were made at the time of the community voluntarily agreed to host the landfill.”
30. “The contract with the community says FEP & WSF are to be part of Otter Lake; since when is a contract not a binding document? The province says it won’t allow changes. Why is this even being discussed?”
31. “Has the Stantec Report done an accurate analysis? Does the amount going through the FEP/WSF even if not 100% matter? How can all residents trust contrasts= commitments if this is not honored? Are steps being taken to implement clear bags? Will an EAP be done? ICI waste is flagged at the FEP (this is a huge bulk of waste that goes through the FEP) how will this be addressed? Should energy $$$ go towards siting a new landfill? Energy on education & improving waste diversion & reduction strategies. Will rodents, vermin rise without the FEP/WSF (there will be organics going through). What about hazardous waste being removed at FEP?”
32. “I do not support any of the recommendations put forward from the Stantec report. No extension past the 25 year term. The science supports that the FEP $ WSF do work as detailed in the initial build spec. Stop this public engagement process and restart the CSC process as occurred pre-1995.”

## IMPROVE OPERATIONS

1. “This is a waste of money & time. You will not get new innovative ideas of ways to improve the system unless you stop trying to reneg on community commitment.”
2. “It is time to evolve in 2023 Take everything that is good that we have now & add to it but at another site where it is planned- 10 yrs.”
3. “Changes to the next landfill.”
4. “Don’t regress.”
5. “Why back to back in affected community but spread out in other communities for consultation? Why has HRM not addressed flaws identified in the Stantec report before proceeding to public consultations? Where are

recommendations to improve effectiveness? Without FEP how will we ensure hazardous materials are not put into our landfill?

6. "It's time to start planning future waste management and learn how to continue to improve. "
7. "Consider the data that is supplied by Mirror daily of what goes in the landfill & ask the people who run it how the landfill is working. Stantec does not have all or correct info. Consider the community stakeholders."
8. "Reconvene the CSC process, participants of the CSC- to examine if the present system fulfills their integrated resource management strategy. And to propose and champion ways to fulfill any remaining parts- and to save money, build community equity & happiness and to benefit the environment."
9. "That an elected council would make a decision to change a system that is not broken!"
10. "This process has been flawed since staff took it upon themselves. Open your eyes and stop this nonsense!"
11. "Improve composting & recycling programs & hazardous waste collection i.e. include CFL bulbs."
12. "The downstream costs of removing FEP/WSF in 1) environmental cleanup of Nine Mile River and community downstream, 2) loss of tax revenue due to loss of property values, 3) loss of tourism (e.g. The Bluff Wilderness Hiking Trail lies within sight of the landfill and will be ruined by the cell tower that is proposed), 4) legal costs, no matter which side wins, paid by all who are paying now for FEP/WSF, the public."
13. "Better separation."
14. "Term organics- 8K tons of paper- why not recycled, why include it in term organics- when you just asked for it not to be included. "
15. "Make improvements with city input & agreements only."
16. "Rather than just looking @ saving $$ by putting "more" in the landfill, explore saving money by putting "less" in landfill. E.g. Support cloth diapers. 5% of your landfill is disposable @ a cost of savings of $500 per child that uses cloth."
17. "Monitor commercial waste."
18. "Can FEP & WSF become more efficient in order to decrease costs?"
19. "HRM has changed their story through this process. First the Otter Lake site didn't do what it was supposed to, then it did. The WSF didn't work but now it does! The liner was supposed to be reduced, now it isn't. HRM doesn't understand their own system."
20. "Why if something works so well (FEP & WSF) would you want to change it, when other systems need to be improved (source separation in apartments & business) Work with the operator & community as a team, not against as opposition."
21. "Keep it as is. Improve source separation."
22. "I would like to see 3 coloured bins for collection. This would simplify and take many garbage bags out of the system."

*Questions:*

1. "What will be the negative effects if HRM proceeds with the intended plans of change to the present system?"
2. "What is the alternative to the system we now have?"
3. "What is HRM doing to reduce waste?"
4. "Are you working with manufacturers to get them to make items that will not end up in the landfill or the curb?"
5. "I also understand HRM is considering outside curing pads to allow compost to rot into compost, my question is wouldn't this cause odors & draw seagulls & rats?"
6. "What is the plan after 25 year life of landfill; next location/ new technology etc."
7. "Can FEP & WSF become more efficient in order to decrease costs?
8. "What is the reclamation plan for site after closure?"
9. "ICI waste is flagged at the FEP (this is a huge bulk of waste that goes through the FEP) how will this be addressed?"

10. “Will rodents, vermin rise without the FEP/WSF (there will be organics going through).”
11. “What about hazardous waste being removed at FEP?”
12. “Where are recommendations to improve effectiveness?”

## LOOK AT BEST PRACTICES

1. “Complete the mandate of no-organics to the landfill by a little more processing of the composted/stabilized facility to make a Class 2 compost and use that material for final top cover (&similar uses). The Paul Arnold, PhD report correctly identifies that as possible to produce the class 2 compost and thus have a usable product- so this will save money, create equity and benefit the environment. This could virtually eliminate methane production. Invite Paul Connett, PhD, to keynote a conference starting a Zero waste Solutions Citizens Task Force.”
2. “It is most advisable to go on in perfecting ways to dispose of community waste while causing the least environmental impact. Priority is to protect the Nine Mile River system.”

## TRUST IN OUR GOVERNMENT

1. “Council should keep their Word! Council should consider the job loss! Council should be shamed!”
2. “Trust. Truth. Integrity. Keeping your word.”
3. “The fact that this process is even taking place is a total breach of trust. The only community that has an interest in this (or at least an overwhelmingly more significant interest) is the one near Otter Lake. No one will ever trust HRM again for a project they view as a nuisance.”
4. “Our environment is priceless, money is not enough. Respect the people and commitments. Trust.”
5. “The money required to operate Otter Lake comes from the public through HRM. The public is willing to pay the price and HRM has no mandate to effect changes detailed in the Stantec report.”
6. “Citizens of HRM are not happy with members of council who would consider breaking promises to a community.”
7. “They are wasting our taxpayers money. Many councilors have not visited Otter Lake- yet they vote on a topic they do not have first hand experience on. Keep the promise. HRM staff needs to improve their education program & better explain their goals honestly.”
8. “Now HRM is trying to undermine the agreement with the community by a false “consultation” process. No trust for HRM. Fire the arrogant fat staffers who have no respect for the people. They were laughing at the participants- makes me sick that HRM mayor and councilors allows this.”
9. “Honouring the existing contract. Maximizing environmental protection. Repetitive, misleading, irresponsible on HRM. “
10. “Let HRM respect their promise to the community. Keep the FEP + WSP in place.”
11. “That the decision to even revisit the HRM proposal is not valid & breaks community trust.”
12. “I can’t believe that my city leaders would even consider going back on its word- an agreement with the community. How can you expect anyone to trust you again? It’s a total betrayal.”
13. “The agreement that protects the districts surrounding Otter Lake if broken by HRM staff will be a betrayal of our trust we have in HRM administrators. When HRM are searching for a new location for the next landfill, no one will want to sign an agreement with HRM only to be broken.”
14. “You did not need to hire Stantec when you have the CMC. HRM should have included CMC at the outset not after receiving the Stantec report.”
15. “I am embarrassed as a citizen that council would ever even consider going back on their PROMISE TO ITS CITIZENS. Please do the right thing and keep this facility open. It’s the right choice for the following reasons: Proving council’s integrity…proving that WE ARE LEADERS and that WE ARE STRONG for the rest of our

province/country/world. This is an OPPORTUNITY to demonstrate/ lead by examples. Jobs! Think of the people who rely on this facility to feed their families."

16. "Where is the useless mayor? The 3 HRM staff sitting on the stage should be ashamed- fire the bozos."
17. "How will people be able to trust their government?
18. "How can council be trusted on any contract if they are going to break a legal contract here? No questions answered by HRM."
19. "Fire the consultants. No means no."
20. "No trust in city management."
21. "We have an agreement with HRM, do not try to break it!"
22. "They've said a lot without saying anything. I highly expect the lawyers to filter all answers before they reach the website. It helped show that as usual the decision as already been made."
23. "If our safeguards are taken away, who pays when it doesn't work? If HRM breaks the contract how can they be trusted in the future?"
24. "Honor your contracts and agreements. Show some leadership for once."
25. "Why hasn't HRM senior staff explained to the residents of Otter Lake area why they recommend the changes contained in the Santec Report?"
26. "Now is the time to start planning for when the contract expires. That's what good faith looks like. Council- you still have time to save face: Admit this was handled poorly. Honour the contract- restore good faith. Use a public planning approach to long term waste planning that is open, enviro-centric and respectful of our citizens. "
27. "Concerned about the will of the HRM council to have a top notch landfill process & waste stabilization facility."
28. "That changing the agreement will cause citizens to forever distrust any future agreements between citizens & city council."
29. "If this contract is breached and our community is not protected, it would be hard to continue to have faith in/support HRM counsel in the future."
30. Develop trust and maybe people will trust government officials and opinions. You will feel better, you won't come across as shady bureaucrats and people will be inclined to work with you."
31. "Keep your word! We have a contract! You are elected! We can change that."
32. "Why bother to sign a contract? HRM can't be trusted!!!"
33. "If the levels of government will not support this why are HRM continuing with this cause."
34. "I am disappointed with the mayor and council for considering change."
35. "If you break one contract, how can we trust that you can be trusted to make any other contracts. They won't be worth the paper it is written on."

*Questions:*

1. "HRM does not have the authority to stop FEP & WSF. Authority to close FEP is provincial. How is HRM getting around that? "
2. "Why hasn't HRM senior staff explained to the residents of Otter Lake area why they recommend the changes contained in the Santec Report?"
3. "If we're assuming Otter Lake completes its cycle in 2023 as expected, is HRM currently looking for a new site or is the evolution of Otter Lake planned to eliminate the need to go through this process with another community?"
4. "Why hasn't staff started looking for a post 2023 landfill site?"
5. "Why has HRM not addressed flaws identified in the Stantec report before proceeding to public consultations?"

## WORLD CLASS SYSTEM

1. “Our pride around our extensive recycling capabilities undermines awareness & engagement around reduction- people should be educated that recycling also uses resources/energy.”
2. “Why turn back time and reverse all the good we have done by having this facility? We have been recognized for it across the country/world and show them how to do the same, why stop now. “
3. “When you have a facility leading the way, why go backward?”
4. “We have a facility that is top notch with dedicated employees. The fact that closure is an issue is ridiculous.”
5. “Our landfill is world class, leave it alone.”
6. “Maintain world class waste management program.”
7. “Keep present system- let’s not go back to the Dark Ages. I’m willing to pay more for this system.”
8. “Citizens are proud to be the guardians of a leading North American waste management system.”
9. “We are proud of the strides that have been made in the recycling. Why take a step backwards. If it isn’t broken why fix it with backwards changes.”

## PLAN FOR LONG-TERM

1. “Original construction liner only engineered for 25 years or less when cells get full. Need to protect surrounding lakes in case all of HRM need water in future. Only 60% of waste is diverted, need FEP & WSF to protect what goes into cells.”
2. “It is time to evolve in 2023. Take everything that is good that we have now & add to it but at another site where it is planned- 10 yrs.”
3. “The future needs to be considered, preventative measures need to be in place now to prepare for environmental disasters if they occur. No matter how much preparation is done prior to construction & maintenance, nothing is perfect! There needs to be a choice, I know that no community wants a landfill in their area, but we need to have one somewhere. “
4. “Please consider the past commitments and look to future success through increased diversion and source separation.”
5. “Please do the right thing and keep this facility open. It’s the right choice for the following reasons: Proving councils integrity, Environmental associated long-term benefits, proving that WE ARE LEADERS and that WE ARE STRONG for the rest of our province/country/world.”
6. “Use a public planning approach to long term waste planning that is open, enviro-centric and respectful of our citizens.”

## BAN PLASTIC BAGS

4. “Give up all plastic bags & use paper bags. The paper will demonstrate if organics are hidden!

*Questions:*

1. “Are steps being taken to implement clear bags?”

## APPENDIX D: PHASE 1 ONLINE COMMENTS AND QUESTIONS

### HONOUR THE AGREEMENT

*Comments:*

1. "I appreciate that we have a world class facility that came out of true citizen engagement. We should be proud of our level of diversion, but we need to continue making investments and improvements to increase diversion and protection for the environment. Until recently I was proud that my community worked VERY hard to come to an agreement with HRM that ensured the above. The Stantec report is being touted as gospel by HRM staff and they are giving the signed agreement with citizens no weight at all. I now feel betrayed by HRM."
2. "That agreements between HRM and the host communities are honoured. If we want to come up with some new innovations in waste diversion and management you need to take the recommendations from the Stantec report in regards to Otter Lake, the removal of FEP & WSP, increasing cell height, removing the leachate detector liners, extending the life and activity at Otter Lake off the table. No one seems to be able to get past the betrayal that community feels to have no negotiables become negotiable."
3. "Honor the contracts and agreements already in place. Focus more on education. You cannot get rid of the gatekeeper when the majority of people do not source separate properly."
4. "We need to ensure the same high standards that were set out in the initial Otter Lake agreement are in here as well. There should not even be talk of lowering our standards."
5. "Honoring the commitments made to surrounding communities for the operation of Otter Lake."
6. "Honouring commitment is obviously HUGE. If HRM renege on commitments to communities surrounding the Otter Lake facility how could any other community expect to trust our Municipal government in the future."
7. "The commitments made by previous council must be continued and honored otherwise it is inevitable that money will be spent on legal challenges, and the HRM reputation sullied if contract is altered unilaterally. It is morally offensive to contemplate altering the agreement."
8. "It's very sad really. HRM seems to also be developing a reputation for not honouring existing contacts and policies that it has…What affects one area of HRM affects us all. It may not be in my backyard this time but it could be next time. Isn't the government for and of the people? It's starting to feel like it's us against them and that's not good for anyone."
9. "After two Town Hall and four Public Engagement meetings, it MUST be recognized that at every event the following held true: Honouring the Agreements between the Public and the Landfill Operator as well as retiring the Otter Lake solid waste management facility after its 25 year Operational Term (Dec 31, 2023 or Jan 1, 2024) was the priority message which the Public desired to articulate to HRM and the National presentation staff. In fact I doubt if any would disagree that if the Public had been asked directly what was the main reason for them attending, the message would have been even clearer…I am once again recommending that HRM Regional Council take exceptional action, but this time, I recommend that you direct HRM Staff to recognize that honouring the Agreements and retiring the Otter Lake facility is the pivotal concept that is essential in order to move ahead. Please direct HRM Staff to take those options off the table and focus on the next solution."
10. "Environmental responsibility should be first and foremost. Maintaining the commitments made for the operation of Otter Lake. My take away from the public CMC meeting I attended was that it takes about 10 years to properly site a new landfill and Otter Lake is meant to close in 2023, so I think the focus should be on siting a new landfill and making improvements to processing, operation and design of it."

## SOURCE SEPARATION

*Comments:*

1. "Source separation and enforcement. Education, education, education…..at all levels – ICI (Industrial, Commercial and Institutional, including all school - let's discuss waste with the kids regularly) and households. Why are some residents not separating?"

2. "Continue your present ad campaign to encourage correct sorting in residences. Get apartment buildings to participate fully!"
3. "Honor the contracts and agreements already in place. Focus more on education. You cannot get rid of the gatekeeper when the majority of people do not source separate properly."
4. "Continue public education to reuse, recycle and reduce waste - challenge the public to reduce their footprint. "
5. "In fact the only secondary options that almost every attendee could substantially agree on was that more "at source separation" educational initiatives are required for the public & ICI sectors, and finding a real solution to the obstacles that thwart achieving acceptable "at source separation" levels in the ICI sector should be a high priority."
6. "HRM WM should concentrate on educating the public on 'source separation'. By developing a new program to handle waste separation at apartments, condos and other multi purpose buildings, commercial outlets including restaurants, we could reduce what goes to Otter Lake meaning less to sort and reducing the dependency on the FEP and WSF at Otter Lake."
7. "I feel that HRM should keep focus on enhancing source separation and education. Improving the efficiencies without taking away any of the environmental protections in place. None of the protections at Otter Lake to include but not limited to : FEP, WSF, Cell Liners, Cell Height, geographical footprint, operation permits, environmental permits, contracts and agreements with all stake holders (especially those to the immediate communities) must remain in place as is. We should be refocusing our strategic plan for the future of waste management to adding to these components and taking nothing away. Increased source separation so less goes to the facility and diverted elsewhere is the way of the future. Until such time as we embrace new technology and practices eliminate the need to ever bury another piece of trash.
8. "We should be refocusing our strategic plan for the future of waste management to adding to these components and taking nothing away. Increased source separation so less goes to the facility and diverted elsewhere is the way of the future. Until such time as we embrace new technology and practices eliminate the need to ever bury another piece of trash."
9. "I appreciate that we have a world class facility that came out of true citizen engagement. We should be proud of our level of diversion, but we need to continue making investments and improvements to increase diversion and protection for the environment."
10. "I really appreciate the weekly green bin collection in the summer but it ends too soon in September when the days are still warm and the green carts have a foul odor. Similarly, leaf collection starts too late and storm drains and gutters get clogged and cause flooding on rainy days."
11. "It's important to continually educate all newcomers to the city on how the waste system works, promote compliance and discourage littering. New renters and students seem misinformed on arrival. We need to promote waste reduction to help make the whole system more sustainable. There is an opportunity to promote frequent messages that link the importance of having a good waste system so that all residents take pride and responsibility for living in a clean city."

12. "If there are improvements that can be implemented at the Otter Lake facility that are cost effective for the remaining 10 or so years, and do not remove or change the essential components of the existing Agreements, then

you can be sure that the Public will be interested in exploring those options. Focus on geographically locating the next landfill site, and planning how this new facility will be operated. HRM Staff have a number of other interesting solid waste management initiatives that do not directly affect operations and infrastructure at the Otter Lake landfill facility, and they should all be duly considered; but the existing public engagement process has been woefully ineffective thus far in actually focusing on these options. In fact the only secondary options that almost every attendee could substantially agree on was that more "at source separation" educational initiatives are required for the public & ICI sectors, and finding a real solution to the obstacles that thwart achieving acceptable "at source separation" levels in the ICI sector should be a high priority."

13. "HRM WM should concentrate on educating the public on 'source separation'. By developing a new program to handle waste separation at apartments, condos and other multi-purpose buildings, commercial outlets including restaurants, we could reduce what goes to Otter Lake meaning less to sort and reducing the dependency on the FEP and WSF at Otter Lake."
14. "Throughout our city we have different coloured bins into which we throw our waste. HRM should develop a standard number of boxes, say 4, with the same colour scheme. If you have a recyclable item then it is thrown into the green box. Non-recyclable items goes into the black box. How do you know what to throw into each box? It's simple. Have manufacturers apply a black dot on the bottom of the coffee cup, for instance, so we know it would go into the BLACK box. If the item is recyclable then apply a green dot to this item so it can properly be put into the Green box. People, customers don't know which box to throw their item into so they toss it into any box. Take the guess work out and make it simple, then we will improve source separation."

## ENVIRONMENTAL PROTECTION

*Comments:*

1. "I appreciate that we have a world class facility that came out of true citizen engagement. We should be proud of our level of diversion, but we need to continue making investments and improvements to increase diversion and protection for the environment."
2. "I appreciate most that we continue to front end process our waste and stabilize organics for 21 days prior to disposal in landfill. I appreciate that we already have the perfect system which is working diligently to see that all environmental safeguards that were negotiated and contracted back in 1998 are continually met."
3. "Our world class system was born and developed with the environment and communities in mind. Community consultation must continue and be given priority."
4. "Environmental and Community Protection. As one example, hazardous waste is a concern, particularly under the Stantec recommendations to remove the FEP, reduce the cell liners and increase height."
5. "The NUMBER 1 priority is environmental safeguards and to not even consider back peddling there. Number 2 removal of Hazardous materials and Waste stabilization prior to landfill disposal to control vectors. Number 3 Contractual obligations to the surrounding communities."
6. "Next to protection of the environment (which I feel should be paramount), innovative ideas and concepts that are proven elsewhere need to be explored. "
7. "Environmental responsibility."
8. "Environmental responsibility should be first and foremost. Maintaining the commitments made for the operation of Otter Lake. My take away from the public CMC meeting I attended was that it takes about 10 years to properly site a new landfill and Otter Lake is meant to close in 2023, so I think the focus should be on siting a new landfill and making improvements to processing, operation and design of it."

## COMMUNITY PROTECTION

*Comments:*

1. "I appreciate that we already have the perfect system which is working diligently to see that all environmental safeguards that were negotiated and contracted back in 1998 are continually met. If anyone has any legitimate questions that they want honest answers too about how the facility operates and what is accomplished, I have been employed there for 8 years and have seen the evolution and changes to the waste stream and can provide you with straight non-technical answers."
2. "Our world class system was born and developed with the environment and communities in mind. Community consultation must continue and be given priority."
3. "That agreements between HRM and the host communities are honoured. If we want to come up with some new innovations in waste diversion and management you need to take the recommendations from the Stantec report in regards to Otter Lake, the removal of FEP & WSP, increasing cell height, removing the leachate detector liners, extending the life and activity at Otter Lake off the table. No one seems to be able to get past the betrayal that community feels to have no negotiables become negotiable."
4. "Commitment to communities and trust in the community engagement process. The community accepted Otter Lake, without an Environmental Impact Assessment, based on certain safeguards and commitments. I believe these commitments should be honored. And when a future site is determined commitments to that host community need to be honored and respected as well. Listen to residents in the public engagement process. This has not been done or this engagement process would look very different. There has to be trust in our elected officials and staff. Even in meetings outside the host community, residents are saying there has to be integrity and commitments/agreements need to be honored. Time will tell if staff and Council is listening. "
5. "The NUMBER 1 priority is environmental safeguards and to not even consider back peddling there. Number 2, removal of Hazardous materials and Waste stabilization prior to landfill disposal to control vectors. Number 3 Contractual obligations to the surrounding communities."
6. "It's very sad really. HRM seems to also be developing a reputation for not honouring existing contracts and policies that it has. I just attended my local HRM waste management meeting tonight in Porters Lake. There were approx. 6 residents from the Porters Lake Area and the rest were from the Timberlea area. The Timberlea area residents were basically told to sit down and shut up by one of the HRM staff. I was a bit shocked by that. What I should have said was no, I as a resident of the local area want to hear what they have to say. What affects one area of HRM affects us all. It may not be in my backyard this time but it could be next time. Isn't the government for and of the people? It's starting to feel like it's us against them and that's not good for anyone."
7. "I would like to know why it is that after someone presents at these "Public Consultation" meetings that we as citizens are not permitted to ask these presenters questions? I am of the opinion if the person who is presenting is educated enough on the topic to present, they should be educated enough to answer our questions on their presentations. This "Public Consultation" process does not seem as though it is really consulting the community, it seems as though it is more of a dictation of incorrect facts from HRM."
8. "There has to be trust in our elected officials and staff. Even in meetings outside the host community, residents are saying there has to be integrity and commitments/agreements need to be honored. Time will tell if staff and Council is listening."

## TRANSPARENCY AND INTEGRITY

*Comments:*

1. “Commitment to communities and trust in the community engagement process. The community accepted Otter Lake, without an Environmental Impact Assessment, based on certain safeguards and commitments. I believe these commitments should be honored. And when a future site is determined commitments to that host community need to be honored and respected as well. Listen to residents in the public engagement process. This has not been done or this engagement process would look very different. There has to be trust in our elected officials and staff. Even in meetings outside the host community, residents are saying there has to be integrity and commitments/agreements need to be honored. Time will tell if staff and Council is listening.”
2. “It's very sad really. HRM seems to also be developing a reputation for not honouring existing contacts and policies that it has. I just attended my local HRM waste management meeting tonight in Porters Lake. There were approx. 6 residents from the Porters Lake Area and the rest were from the Timberlea area. The Timberlea area residents were basically told to sit down and shut up by one of the HRM staff. I was a bit shocked by that. What I should have said was no, I as a resident of the local area want to hear what they have to say. What affects one area of HRM affects us all. It may not be in my backyard this time but it could be next time. Isn't the government for and of the people. It's starting to feel like it's us against them and that's not good for anyone."
3. “Be bold, be proactive, be open and transparent. HRM Regional Council has allowed this public engagement evolution to proceed unchecked thus far; but Council can give HRM Staff essential guidance at this stage which could turn a public relations disaster into a potential policy making solution. If HRM and National Staff require some additional time to rework their public engagement process in order to achieve a solution that should be acceptable to the Public, then give them the option to delay the next round of events until they are ready. The goal should be to truly accomplish something.”
4. “I would like to know why it is that after someone presents at these "Public Consultation" meetings that we as citizens are not permitted to ask these presenters questions? I am of the opinion if the person who is presenting is educated enough on the topic to present, they should be educated enough to answer our questions on their presentations. This "Public Consultation" process does not seem as though it is really consulting the community, it seems as though it is more of a dictation of incorrect facts from HRM.”

*Questions:*

1. “I would like to know why it is that after someone presents at these "Public Consultation" meetings that we as citizens are not permitted to ask these presenters questions?”

## CLEAR BAGS

*Comments:*

1. “Do not ban plastic refuse bags in favour of large paper garden waste bags. With our rainy weather conditions the paper bags do not work. They tend to disintegrate leaving more waste that litters and drifts away. Either insist on clear plastic bags for garden waste or better still opt for large netting bags which I'm told do exist. Some of these even biodegrade! “

## NEW LANDFILL

*Comments:*

1. “Begin siting a new landfill (or solid waste management) site NOW. Take the required time to do it properly and apply your "evolutions" to its design and operation.”

2. “HRM should be using this time and money to look for the next landfill site in the municipality, and ways to improve the systems we have now, so that they will be even better in the new landfill campus site, wherever that may be. The agreement for Otter Lake to host the landfill will end in 2024, that gives HRM 10 years to site and build the new campus style facility in a new location. Good luck.”
3. “Focus on geographically locating the next landfill site, and planning how this new facility will be operated.”
4. “My take away from the public CMC meeting I attended was that it takes about 10 years to properly site a new landfill and Otter Lake is meant to close in 2023, so I think the focus should be on siting a new landfill and making improvements to processing, operation and design of it.”

## FRONT-END PROCESSING AND WASTE STABILIZATION FACILITY

*Comments:*

1. “I appreciate most that we continue to Front end process our waste and Stabilize organics for 21 days prior to disposal in landfill. I appreciate that we already have the perfect system which is working diligently to see that all environmental safeguards that were negotiated and contracted back in 1998 are continually met.”
2. “Don't get rid of the FEP and WSF UNTIL we improve source separation. Diverting items from Otter Lake is a must. Recycle, reuse. Tax manufacturers whose products are not recyclable but currently end up at our landfill costing more taxpayers dollars to pick up at curb and deliver to the landfill. Think of the savings if we had Zero Waste!”
3. “None of the protections at Otter Lake to include but not limited to : FEP, WSF, Cell Liners, Cell Height, geographical footprint, operation permits, environmental permits, contracts and agreements with all stake holders (especially those to the immediate communities) must remain in place as is.”

## IMPROVE OPERATIONS

*Comments:*

1. “Next to protection of the environment (which I feel should be paramount), innovative ideas and concepts that are proven elsewhere need to be explored. Sometimes, little things can make substantial differences at little or no cost. Other innovations can actually save money. For example, Ottawa uses a sliding calendar for garbage collection days that eliminates significant overtime and enables the collection workers to enjoy holidays off as well. The concept: if your "normal" collection day is Wednesday and a holiday falls on that day (or has occurred during the previous week), then your new collection day becomes Thursday. This continues throughout the year. Obviously, one has to keep track more closely; however, there were few, if any, complaints.”
2. “We need to ensure the same high standards that were set out in the initial Otter Lake agreement are in here as well. There should not even be talk of lowering our standards.
3. “Use, promote and develop the best world practices; demonstrate leadership in waste management. The facility must be a good neighbour, low odor, and offer educational tours. Cost effective and affordable for rate payers - including travel distances for trucks. Consider new innovative technology to generate energy on campus to run the

operation. Develop partnerships with universities & NSCC to incubate new innovative solutions for waste management problems. Continue public education to reuse, recycle and reduce waste - challenge the public to reduce their footprint."

4. "My take away from the public CMC meeting I attended was that it takes about 10 years to properly site a new landfill and Otter Lake is meant to close in 2023, so I think the focus should be on siting a new landfill and making improvements to processing, operation and design of it."

*Questions:*

1. "I am aware of the drop off depot.....how many of them are there within HRM? Are they scattered throughout the city? What are the hours?"
2. "In the reply, it was noted "As part of the system review process we are looking at ways to expand the availability of this service". What specifically is being proposed - how many new hazardous waste depots? Expanded hours? Has this been costed?"

## TRUST IN OUR GOVERNMENT

*Comments:*

1. "I appreciate that we have a world class facility that came out of true citizen engagement. We should be proud of our level of diversion, but we need to continue making investments and improvements to increase diversion and protection for the environment. Until recently I was proud that my community worked VERY hard to come to an agreement with HRM that ensured the above. The Stantec report is being touted as gospel by HRM staff and they are giving the signed agreement with citizens no weight at all. I now feel betrayed by HRM."
2. "That agreements between HRM and the host communities are honoured. If we want to come up with some new innovations in waste diversion and management you need to take the recommendations from the Stantec report in regards to Otter Lake, the removal of FEP & WSP, increasing cell height, removing the leachate detector liners, extending the life and activity at Otter Lake off the table. No one seems to be able to get past the betrayal that community feels to have no negotiables become negotiable."
3. "There has to be trust in our elected officials and staff. Even in meetings outside the host community, residents are saying there has to be integrity and commitments/agreements need to be honored. Time will tell if staff and Council is listening."
4. "I would like to know why it is that after someone presents at these "Public Consultation" meetings that we as citizens are not permitted to ask these presenters questions? I am of the opinion if the person who is presenting is educated enough on the topic to present, they should be educated enough to answer our questions on their presentations. This "Public Consultation" process does not seem as though it is really consulting the community, it seems as though it is more of a dictation of incorrect facts from HRM."

## WORLD CLASS SYSTEM

*Comments:*

1. "I appreciate that we have a world class facility that came out of true citizen engagement. We should be proud of our level of diversion, but we need to continue making investments and improvements to increase diversion and protection for the environment."

2. "I appreciate most that we continue to front end process our waste and stabilize organics for 21 days prior to disposal in landfill. I appreciate that we already have the perfect system which is working diligently to see that all environmental safeguards that were negotiated and contracted back in 1998 are continually met. If anyone has any legitimate questions that they want honest answers too about how the facility operates and what is accomplished, I have been employed there for 8 years and have seen the evolution and changes to the waste stream and can provide you with straight non-technical answers."

## PLAN FOR THE LONG-TERM

*Comments:*

1. "We should be refocusing our strategic plan for the future of waste management to adding to these components and taking nothing away. Increased source separation so less goes to the facility and diverted elsewhere is the way of the future. Until such time as we embrace new technology and practices eliminate the need to ever bury another piece of trash."

## PLASTIC BAGS

*Comments:*

1. "I think we should get away from plastic bags altogether. We have a green bin, and we should have a blue bin for recyclables. No Bags anymore."

## APPENDIX E: PHASE 2 ONLINE COMMENTS AND QUESTIONS

### LET'S TALK: LANDFILL SITE CHANGES

1. "Honour your commitments to the community first and for most. Otter Lake is a model of waste management across North America, why do we want to go back in time to the old Sackville Dump days, with birds, rodents and smells?? The FEP and WSF are critical to maintaining a first class system. If it's not broken don't mess with it!"

2. "I posted this in another discussion group but it clearly applies here as well. The bottom line is to consult with the public in an open and transparent manner. Lay all the cards on the table. Have a frank & open discussion, and develop multiple scenarios by including any members of the public who wish to participate. There are many bright and intelligent people out in the public domain and everyone should have an opportunity to put forward their ideas and have them considered respectfully with an open mind. Determine through a public consensus method what the next solid waste management solution should be. Experts can sit at the table, but experts do not have the only good ideas. Consolidating HRM's landfill with one or more other municipalities; or perhaps a provincial solution, just to name a couple that have not been looked at. But in the end we must respect the values of the communities that surround the landfill location, because we are asking them to take ALL the risks and accept everyone's garbage to be processed and stored in their backyard. This is not a small concession we are asking of these communities. And once we have a consensus and the Municipality (one or more) has signed an Agreement with the local communities who will host the new solid waste management solution, the Municipality (s) had better have the integrity to honour that agreement, or any future agreements will never be trusted. The most cost effective solution is not always the one that is best for the public. We live in a fragile environment and one does not have to look far to find mistakes that were caused by being too frugal or short-sighted, rather than being somewhat over protective. It costs what it costs to do the job right, and it can cost more than we can pay if we do the job badly. There is an existing set of Agreements on the table at this time, and they must first be honoured for this process to work effectively with public consent."
3. "What the heck is a consolidated waste campus model?"

### LET'S TALK: CHANGES AT YOUR CURB

1. "All great ideals, but what does it cost, new trucks, source separating via trucks, I would like to see cost and numbers not random thoughts, ideals are great but back it up with actually cost!
2. **REPLY**: I agree. This exercise and these questions lack context, business models and costs. I don't see how council could possibly vote on changing something when there is no vision, plan or operational model. Take, for example, closing the FEP and WSF. It's conceivable the actual costs of replacing these components will, in fact, be higher than the original process. It has been suggested (in the presentation and in the Q&A) that using clay cover, for example, is the type of measure that would be put in place should the decision be made to close the FEP and WSF. Well, there is no clay in Nova Scotia which means this would need to be shipped in and at what cost? The literature says this and other necessary alternatives, like increasing gas and leachate management would be "far less expensive," but without actual figures and a plan, how can one be sure? The reports only cited the reduction in operational costs but didn't factor in the cost of replacing these important components as far as I could tell.

## LET'S TALK: INCREASING DIVERSION (REDUCE, REUSE, RECYCLE)

1. "Glad that I have negotiated through your complex website to this page, since I will be unable to make any of your open-house meetings. Although, as a senior, I am well under the 6 limit, please do not reduce bag limits to 4 because families need the 6 limit. If you reduce the bag number people will only dump the other bags by roads, highways and empty fields. Clear bags might well help us all separate our waste more carefully-- go for it! Definitely increase education and rules for apartment buildings and commercial properties. We should all get involves in waste management. If we hope to build up the population within the city we must attach responsibilities to the developers and the occupants-- waste management is an area that they should be a part of. You will, of course, need to expand the household hazardous waste depots if you move to clear garbage bags. Regarding garden waste please note that even double paper bags do not work in our rainy environment-- clear plastic bags are the answer. You could do well to investigate 'decomposable mesh' bags which are often used by nurseries who ship plants and bulbs by mail. That might well be the best compromise. Keep the 20 bag limit here. Many of us do deep compost heaps however even a city property often needs this limit at 2-3 times every season. Do not limit green bin contents to food wastes. Garden wastes actually help in this area. More often and better advertised 'give-away' weekends would be invaluable. Perhaps some to co-ordinate with the beginning and end of the university terms and of course after Christmas. encouraging people to harvest neighbourhood discarded Christmas trees (cutting their branches to cover flowerbeds and vulnerable plants) lessen the Christmas tree pick up by the waste management trucks."

## WHAT ARE YOU MOST EXCITED ABOUT REGARDING POTENTIAL CHANGES TO YOUR CURB ON COLLECTION DAY? WHAT DO YOU SUPPORT?

1. "I think there should be periodic pickup for batteries, toxic and e-waste; perhaps a couple of times a year like the old spring & fall cleanup days. A lot of this stuff is dumped in the woods, poured down the sink or tossed with regular garbage because the current process is inconvenient. Some will consider clear garbage bags an invasion of privacy - go for translucent, like most current blue bags. You can see what's in them but only if you're close. Weekly green cart pickup in the summer is useful because kitchen waste spoils quickly but it's unnecessary the rest of the year. Blue carts? By all means, and consider the black carts for regular garbage. A four bag average is reasonable for two weeks but not a 4 bag maximum, there will be times when you have more. Maybe special bags that can be purchased from local retailers for a premium price would work."
   **REPLY**: "I've pondered the idea of no plastic bags…..I like the idea of no plastic and personally am trying to move away from using and purchasing plastics in my life for various reasons..... (one of the reasons being they are not reusable).....but have questions about contamination of material. So if people didn't rinse their cans or containers and then stuff got on paper or cardboard as an example…..would those products no longer be marketable and have to be tossed anyway? I'm not opposed to blue recyclable bins though and will have to consider it further and understand it more. My like of the clear bags is for GARBAGE. I think they really are an opportunity for enforcement and education. My husband and I after watching a documentary called the Clean Bin Project, decided to do our own little family challenge and look at reducing our waste. We did it a little differently than the film though. We used the book The Zero Waste Lifestyle as a reference. We had 2 buckets and put our daily waste in them (everything but compost). Then at the end of the day (or every couple of days) we spread out our garbage and recyclables and analyzed them. If we questioned anything about where it went, I made a call to one of the Waste Educators at HRM who were a tremendous help. We then came up with solutions on how to reduce our waste. I think clear bags can act like those buckets……they perhaps will make people more conscious about it and

can teach people how to separate. If not, then a “yellow” sticker rejecting the bag with the reason why can help educate.”

2. “Instead of limiting bags every week, we should be given stickers for the year. That way if one time you have more you can put your garbage out. Often we miss garbage when we go away and have extra when we get back. The 4 bag limit every two weeks is too low. I am for weekly green cart pick up in the summer months. I DO NOT support clear bags.”

   **REPLY**: “The sticker idea is interesting, but my parents lived in Niagara Falls for a period and strict bag limits were in place. Every week they saw neighbours running over to put their "extra" bags in front of other neighbours houses that had not put out the maximum bags. So it may not have as great an effect as desired, but as long as the 4 bag limit works out to be a reasonable quantity for most households, I see no real problem. On the other hand, there are a few house holds that house very large families. Also some single family residences are being modified with in-law suites. So there will need to be some process for allowing single family residences that are housing more than one family to put out an adequate number of garbage bags. And some zones allow for home businesses, which likewise may generate more waste than is expected, perhaps additional stickers could be purchased for these business households since they could defray the cost as a business expense. But for large families and in-law suites what is the fair solution?”

   **REPLY:** “Curious.....why you do not support clear bags? Here is a link to an article on CBC news about recycling - http://www.cbc.ca/news/canada/nova-scotia/household-waste-down-recycling-up-across-nova-scotia-1.1415245.There are municipalities in NS who are already using clear bags and it seems to be working. From speaking with people in these communities it was just a matter of being more conscious and changing habits.....which is difficult for people, including myself I admit. To me.....it's everyone being part of the solution. That's my belief.”

   **REPLY**: “It is not that I do not support clear bags, it i just that I do not think the clear bags will cause people do a better job of at source separation than education and willing compliance. Bags are bags but if you get people to adhere willingly, then you can have them put their waste in any colour bag. So bring on the policy to use clear bags, but do not reduce educational initiatives. “

   **REPLY**:” Fair enough. I agree - do not reduce educational initiatives. Just think the bag can be one of those educational initiatives too.”

3. “The following recommendations will break the Agreements with the Public & the Landfill Operator:
   • Removal of the Front End Processor (FEP)
   • Removal or repurposing the Waste Stabilization Facility (WSF)
   • Implementing a Centralized Waste Resource Campus at Otter Lake
   • Extending the operations past 2024 by raising the waste storage cell heights
   • Changing the Waste Cell Liner Specification to remove leak detection capability

   Removing the FEP & WSF does lower environmental protection & puts unprocessed organics in the landfill.”

4. “Closing the Otter Lake landfill has been planned to occur in 2024, since the Closure Plan was submitted to the Nova Scotia Department of Environment (NSDOE), now Nova Scotia Environment (NSE), as a regulatory requirement in 1996 when the proposal to create the Otter Lake facility was submitted. In the Agreement with the Landfill Operator, that is why it says the Operational Term for the landfill will cease 25 years after the acceptance date 1 Jan 1999 (the date the landfill opened to receive garbage on a daily basis). Simple math gives rise to the 2024 closure date for the Otter Lake facility. The plan was always to close the facility in 2024, why does HRM Staff not acknowledge and present these facts? Whoever disagreed should say why. Since the statements made above can be found in hard text with no options given for extension. There also are no approved HRM policy documents other than a mistake in the 2006 Regional Plan that even hint that an extension might be considered. The Regional Plan cannot supersede the contents of a legal Agreement. The closure of the Otter Lake facility is even written into

HRM's annual budgetary planning process. So you show me an official document and maybe I will agree with your disagreement above."

5. "I am very, very much against the clear bag idea. It is nobody's business what I throw out and I don't want my neighbours seeing it! I also don't want to see the neighbours' feminine hygiene products and dirty disposable diapers. Bad, bad idea. Green cart pickup should be extended to, at least, May through October. Not only do we have warm days in those months that can really smell things up, but in the spring, there is a lot of post-winter cleanup that fills the cart quickly, and in the fall there are lots and lots of leaves that I don't want sitting around for two weeks! I question the sense of limiting bags. If you make it too hard for people to get rid of trash, you increase the likelihood of roadside dumping. If you do limit the number of containers, at least have a (free) permitting system to allow for more under special circumstances, like clearing out a house when moving, or following a fire or flood or something. Single blue cart? I don't know. If it would cut down on the problems stemming from blue bag theft, then go for it! The other thing I would like to see is the expansion of recyclable items to include styrofoam and hard plastics (including CDs and their cases) and general metals, like old pluming parts and other hardware, like screws and nails, old metal toys, appliances, etc.
   **REPLY:** "I think the last time the clear bag discussion was brought up, there was also the suggestion of one black bag for "private" items....if you want to call them that. Curious, would that make a difference to you? Here is a link to a CBC news article on recycling. There are municipalities in NS who are already using clear bags - http://www.cbc.ca/news/canada/nova-scotia/household-waste-down-recycling-up-across-nova-scotia-1.1415245. From chatting with people in communities with clear bags, at first they questioned it, but now it makes sense to them.....and it was just a matter of changing habits and being more conscious. If bag limits are reduced, I agree there should be special circumstances (moving, fire or flood as noted)."
   **REPLY:** "I reluctantly agree, but only because I am not sure how much better household residents will do when given one black bag. The Front End Processor will still be needed obviously for black bags, but also because one cannot see into the very center area of a clear bag. I think adherence to the at source separation initiative is still the best way to achieve the best waste diversion rates. Trying fear enforcement policies or to embarrass people into doing it correctly in my opinion will be less successful. We need residents to understand why at source separation is important, and to have them participate fully as willing partners. Also the Industrial-Commercial-Institutional (ICI) stakeholders need to have special solutions developed to get their diversion rates up to par with single family residences."
6. "No problem with clear garbage bags. If there are socially "embarrassing " items they can be wrapped in paper if necessary. Blue cart OK but is yet another cart to have to store somewhere so am on the fence for this one. Weekly green cart Summer ONLY is fine. Strongly OPPOSE decreasing the bag limit. This will encourage people to dump stuff illegally. Besides this, people will then cram too much into fewer bags with increased likelihood of spillage. As has been mentioned already, woe betide you if you have been away and missed the garbage day or made a mistake and put out green cart on the wrong day. You may not be able to dispose of all your garbage in the next cycle. A better way to decrease the bags is to insist on different packaging in the stores. There is so much waste here. And on this topic, why not package meat on biodegradable trays with a degradable cellulose liner??? When one disposes of the polystyrene trays used currently, they cause the garbage to stink. So much better if we could put degradable ones in the green bin."
   **REPLY**: "Re: "A better way to decrease the bags is to insist on different packaging in the stores. There is so much waste here". Totally agree. The biggest R in our household is REFUSE.....and let companies know why we are refusing."
   **REPLY:** "I agree with Swanvil that it is risky to try to reduce bag limits per household. I just can't see the average person (especially busy working folks, single moms, fun-loving students) being able to think that far ahead - they will buy what they will buy, and then they will create waste, and then they will have to deal with that waste. I too am very afraid that if we put the squeeze on folks at the curb, they will simply find other ways to get rid of their

garbage - putting it on the neighbour's curb or worse, dumping it in the woods or in local parks- which is a horrifying idea. Perhaps stricter bag limits on businesses would be good - they can be more strategic about how to reduce waste in a systematic manner? But what I (strongly!) believe is that the government (ideally federal, but if we have to do it provincially then fine!) should implement a packaging tax. Charge 25 cents per gram of packaging sold with every item. Charge more if the packaging is made using toxic materials, or toxic processes. Charge less if it is efficiently recyclable or biodegradable. If this tax were applied fairly to every item across the board, I guarantee that companies would very quickly become competitive in finding ways to reduce it or eliminate it entirely. Consumers are bombarded with advertising every day telling them to buy this and that product. If they get to the store and all the products they want have excessive packaging, they're still going to buy it, because they want it!! But if they get to the store and brand X is $20 cheaper because it doesn,t have packaging, they will be much more likely to buy that one. Soon the other companies will panic and all will find a way to reduce their packaging. We totally have the technology to come up with innovative solutions to packaging excess - the only reason companies produce so much packaging today is they have pretty much zero incentive to do otherwise!"

7. "I think there should be a black bin for garbage, a green bin for compost and a blue bin for recycling. The black bin is not allowed to have any more waste outside it. If someone wants to have something else taken away they can have a private company come pick it up or they can call the city and get it paid to taken away. The city can have reduced fees for this garbage taken away but it must come at the owners expense. They must pay ahead of pick up and then place the brightly colored orange sticker on the item. This tells the waste people that you paid to have it removed by the city and it is guaranteed to go if no one else takes it away. You do not pay for what fits in the black bin. The blue bin will save people money on bags. All bottles, cans, tin, and others will go in as they do now. This helps with plastic bags usage and will limit the amount of recycling people do as they will only take the bin nothing extra. Green bin stays the same. Pick ups should be every week to encourage more to use it and market it more. All new city bins for the home could offer advertising for social programs, or things to better the home. No alcohol ads or things of that nature. The city should write on all new bins made out to the HRM phone #s that are free for people to use on these bins so it is easier for the public to find and remember. Such #s could be 311, 411, & 911. Reason is you have to use these bins every day of your life and when you look at them the ads could help people understand the city better and they would make them want to go to them and learn and get better at using the bins."

   **REPLY:** "I agree with almost everything said above, and my response is more of an enhancement than a criticism. Not everything will always fit in a black bin so a phone number should be on the side of the black bin for those items that are approved for alternate pick up (appliances, furniture, etc.), perhaps a once a month pick up schedule, and extra charges need only apply for non-approved items. For the blue bin I would prefer glass to not go in the bin, but have a separate blue box for glass. An auto-dumper for a bin would cause a lot of glass breakage which would cause cross contamination which can be problematic when final sorting at the recycling facility takes place. Otherwise a very nice write up, you really put a lot of thought into your submission."

8. "Clear Garbage Bags - this is an area where more education (in terms most people can understand) before we can rush to a decision; I'm not sure I fully understand the benefits; and we are asking everyone to incur further costs in order to participate. Weekly Green Cart Pick Up - the better option I believe is to expand the months but not 12 months; May to October has been suggested and would appear to be a reasonable alternative to the 12 month option; our weather patterns have been changing and we need to adjust this schedule to those patterns. Single Blue Cart - need to be have a big picture financial analysis on this one; cost of carts, where do you put them, impact on recyclers, fund raising - what's the net impact? Garbage Bag Limits - what is the current average now? Any alternatives to those times when you might need to exceed that limit? (moving, house cleaning, company/visitors, hosting a party or special event? Education - if we can improve on how we use our existing recycling options and have more people involved doing the right thing then I believe we can do better and this in turn can positively impact attitudes; some examples: - have a website where you add your item in question and it

tells you Green Bin, clear bag, garbage bag, etc; the current information is a list but often you find yourself with something you don't use very often and you're not sure where it belongs; keep the list current and build up the data base (I know I can call but it's more convenient and more educational if I do it myself); use this site for educational purposes as well (Tip of the Week - take a common item that the folks are finding is being put in the wrong place) - enforcement: maybe have students or full time folks randomly check the garbage bags and present the findings to the home owner (or leave a report at their door); if they don't know the difference, they will continue to do the same thing; and a better way to handle the reject information stickers - happened to me once and I had to guess and then ended calling in; is there tracking to see if home owners are using their green cart? - keep it simple: while there are lots of numbers, acronyms and scientific jargon in play (not to say that most aren't necessary), what's the bottom line so that we all can understand the message. Thank you."

**REPLY**: "" have a website where you add your item in question and it tells you Green Bin, clear bag, garbage bag, etc; the current information is a list but often you find yourself with something you don't use very often and you're not sure where it belongs; keep the list current and build up the data base (I know I can call but it's more convenient and more educational if I do it myself); use this site for educational purposes as well (Tip of the Week - take a common item that the folks are finding is being put in the wrong place)" -- What a TERRIFIC idea! I love it. So often I'm looking at a package and wondering where to put it. I'd bet a lot of people give up and file it under garbage."

9. "The only thing I don't support is the single stream for recyclables. Single stream was introduced in Toronto before I moved to Halifax and it ruined the quality of the paper being recycled. It also blurs the line between garbage and recycling for many people and lots of other crap would get tossed in to the blue bins. Toronto's diversion rate seems higher now but in truth it is lower because the purchasers of the recycled materials are the ones sending improperly sorted bales to landfill. Keep paper separate or it will be really hard to sell it as a raw material. I think a better use of resources would be outreach h and education for residents."

   **REPLY**: "Yes, I think I agree. Going to single stream seems a bit excessive, particularly when we will then (presumably) have to pay more sorters at the depot. We have intelligent humans living in every household, and they might as well put their brains and hands to use to help with the sorting process! But maybe there is a happy medium to be found. I do find HRM's system to be extraordinarily complicated compared to any other city I've lived in (and I've lived in a number, over the years!). The fact that corrugated cardboard is to be separate from paper (one tied and the other bagged) and then boxboard is separate again (in the green bin) is very confusing. I know VERY few people who do this correctly!! Could all paper products be collected in one bin? You could still allow boxboard in the green bin if you want, but I would also allow it in the paper recycling too. And I would also get rid of the "all plastic bags must be separately bagged within one bag and then put in the blue bag" because it's an added complex step that very few people do. Just have one recycling bin for paper and one bin for all other recyclables. Nice and simple but still keeps the streams separate as ArlynneMC points out is important."

10. "A 4 bag limit unfairly impacts larger families. Isn't it reasonable that a family with 3-4 children will make more waste than an empty nest couple for example? One size doesn't fit all."

    **REPLY:** "While it's true that a 2 person family makes less waste than a large family, I don't think 4 bags is out of line. My 2 person family (+pets) puts out less than a bag every garbage day. Even if we multiplied ourselves by 4 (for an 8 person family) we'd still be putting out fewer than 4 bags."

    **REPLY:** "What do you think diapers for twins would add to that equation? 6 seems to be working. I do find it amusing that fear of Illegal dumping is referenced as a strong objection to the clear bag concept. It would be far more likely in a reduced bag allocation scenario."

11. "Clear bags are a must in order to ensure everyone follows the rules of recycling. Or at the very least allow 1 black bag for private waste like " old under wear" but that should be more than enough for an average family if they compost and recycle properly. It is easy to tell the households that do and do not recycle and sort their waste every week when you are driving around your neighbourhood by the absence of blue bags and grocery bags of

paper as well as no green bins. Clear bags will force them to conform and reduce waste disposal cost for us all." REPLY: "You need to realize that a clear garbage bag only displays what is visible on the outside area to the bag, you can still put a lot of bad stuff in the middle of the bag and you would never know it was there by looking through the outer skin of the bag. That is why the Front End Processor is the real gatekeeper, because it disassembles the bag so that the full contents are viewed before allowing anything to be deposited in the landfill. So am I against clear bags, no I can live with them or without them as long as the FEP is operational; but for those who might think clear bags can replace an FEP service, think again. Education and a commitment by the public & ICI sectors to comply with at source separation policies is the best way to achieve our diversion goals. Teach our children well, and they will replace the non-followers in a generation or two, and they tend to keep open-minded parents in line as well."

12. "I support clear garbage bags in hopes that it will shame people into using the green bins and recycling programs. Like others, I don't think we should have to use blue bags for recycling nor grocery bags for our papers. I support reducing the garbage bags limit to 4. I think we should be able to go to 2 one day. For me, weekly green pickup isn't needed since I do backyard composting. However, it is nice in the summer months. An expanded hazardous waste program would be good because the one in Bayer's Lake isn't convenient for me."
13. "Clear garbage bags and limits are a no no period. Most households have a normal bag amount week to week. As soon as you limit and display peoples trash, it will revert to the old days. Some will throw it anywhere and everywhere, back roads dead-end streets etc. Drive around other Municipalities who don't pick up Refrigerators and more and you find them in the woods and the sides of back roads. Do we want to go back to this?"
14. "I would be very happy if the green carts were picked up weekly. At the very least, a month should be added for weekly pick-up. And I wouldn't mind the limit for bags going down to 4. I'm very much against clear garbage bags. And I don't want a blue cart."
15. "Clear garbage bags are must. Some concerned about privacy - but lots of other places manage it. Weekly green cart pickup in the winter is a waste of money. Summer is only time green cart has issues. Don't waste tax dollars through unnecessary level of service. Single blue cart for recyclable sounds fine - saves us buying the bags. Garbage bag limits should be there- but people should have the option to buy more tags to have more bags."
16. "You should list all of the questions presented at the public meetings and the responses to date."

## WHAT PRINCIPLES SHOULD GUIDE OUR FUTURE DECISIONS?

1. **"**Irrespective of the angst over the future of Otter Lake, looking forward cost and simplicity for an aging population should be considered. The population of Nova Scotia is aging rapidly and the % of young residents will continue to decline, and we are headed for rural ghetto status by 2040. Aging people will be too weak, tired and poor to both pay for and have to deal with an increasingly complex operational plan every week for garbage. We need to start pushing back on capricious idealistic regulation and start considering incineration and a more simplified approach to recovering what is valuable and easily recyclable. There were dumps, are dumps and will henceforth be dumps, they will need a decent liner and pollution control system. Those nearby will be angry, move or don't live there."
2. "Honour the contract..."
3. "I can agree with the 4 bag limit BUT there is no way to account for extras which happen from time to time. What if I clear out my basement or a room and some of the stuff is not recyclable. From time to time we go over our 4 bag limit. You could get buy in from residents on the 4 bag limit if you allowed people to pick up "extra" stickers. The first 6 each year are "free" but the rest come at a cost of $5 for 6. This will allow people who need it to have the peace of mind for occasional extras and allow people with too much trash to have to ultimately pay for it...deterring them from having so much trash. So in summary, 4 bag limit unless you have a sticker from the HRM. The first 6 "extra" stickers are free each year but the rest are $5 (or more) for 6 extra bags. The goal is to (a) profit

from those who won't or can't reduce their garbage to help pay for waste reduction programs (2) give people the flexibility they want and need (3) make those who want/need to produce extra garbage go to an HRM office first so they can't do it without planning at any time. Not everyone will agree with me but it's a way to ultimately encourage garbage reduction without restricting people from the occasional extras and making income from those who simply have too much extra to put back into waste management funding."

4. "Honesty and transparency. So far it is lacking, and it doesn't appear that it will improve. For instance, the Q&A that has been posted on this site conveniently leaves things out that do not support staff's agenda, and is downright wrong in some areas. For instance, the answer to Question 2 regarding the contract with the community is, to put it diplomatically, misleading. It says that the contract does not bind HRM to processes, but instead to outcomes with respect to providing community and environmental protection. That is completely untrue. The contract specifically binds HRM to building and operating the FEP/WSF. It is clearly written in black and white, and to say otherwise is to deceive. Unfortunately, in a Council meeting in July, Councillor Mosher asked what commitment to the community was made in the contract. City Solicitor Marty Ward responded to her question with the same deceptive answer, saying that the contract only says HRM must protect the environment, but leaves HRM with the flexibility to do so any way it sees fit. That is completely untrue. This misinformation has never been corrected by the City Solicitor or by staff, even though it was brought to their attention 4 months ago. They continue to mislead Council and HRM residents, and should be sanctioned for doing so. At the very least, they should issue a correction and an apology. There are more examples of misinformation in the Q&A document, and there were many in the public presentation staff made at the public meetings. Until HRM tells the honest truth, this entire waste managent review, including this engagement exercise, is a farce and a waste of over $600,000 in consulting fees alone."

## WHAT IS MOST IMPORTANT AS WE EVOLVE OUR CURRENT WASTE SYSTEM?

1. **"**It's important to encourage businesses to do the same sorting. Separate disposal bins might be available, but I hear all too often that it gets piled back together as trash."
2. "Please honor the agreement in place with the community. There seems to be plenty room for improvement in source separation"
3. "Environmental protection is the number 1 priority, and commitments made to the local community need to be honoured. A Contact is a contract, how can the city mid stream break the commitment to the residents near the Otter Lake land fill and try to change the site to a traditional dump, like Sackville was. Shame on the city! the residents of HRM will remember this next election and vote out the councilors who are attempting to break the commitment to the residents of Tantallon. I don't live there but stand with them in this fight as a resident of HRM."
4. "I think it is about time we made the cost to taxpayers a highest priority. Our cost per ton is out of control. Watching 2 or 3 sets of giant trucks make the rounds is maddening. We do need some degree of environmental responsibility applied to waste management and recovery of valuable materials such as plastic, aluminum,steel, glass and paper, however who wants to be world class in garbage when we are headed for third world in medical care and transportation anyway. If we have to do more our tax bills should be reduced. I have had it with increasing effort, cost and torment, flies, rats, crows, starlings, fruit flies, raccoons and odour. If you want to be green there is a negative cost, to pocketbook and quality of living I guess it is all about what you are willing to pay for the relatively small environmental impact on a large scale. After the converted and willing have been spoken to, and the NIMBY's are successful as per usual on any reasonable and balanced approaches it will be difficult to move much more than that and non compliance will become an increasing problem. Unless we deal with more enlightened approaches such as packaging it will just more and more downloading and increasing cost to taxpayers

and a stratified buy in with early adopters, environmentalists, dutiful citizens, and the rest who really can't or don't care. So reduce the cost to taxpayers it is no sense doing and paying more for less and less benefit. Good luck with it."

5. "I think education is hugely important. And not just for newcomers as M&M suggests below, but for existing residents too! I know almost no residents who have taken the time to understand the many complex particulars of the HRM waste system. Some common misunderstandings/mistakes I see are: Not understanding that boxboard is okay in compost but paper and cardboard is not. Not understanding that boxboard should not be put in with the paper or cardboard recycling. Not understanding that biodegradable coffee cups, biodegradable plastic bags, and biodegradable cutlery can NOT be put in the HRM compost system! Not understanding that plastic bags have to be all bagged together in the blue bag. Not knowing that tin foil can be recycled. I also see all sorts of metal and plastic junk put out for recycling that I'm pretty sure cannot be recycled, as well as a fair bit of broken glass. In particular, I think HRM needs to pay attention to the huge issue with the biodegradable coffee cups and bags, because they SAY "compostable" right on them, and yet HRM'S system cannot handle them! I know so so SO many eco-minded people who buy these thinking they are doing a great favour to the environment, and dutifully put them in the compost bin every week... and I keep trying to tell them that they will not be composted in HRM (And it's even more confusing because JustUs does compost its coffee cups in the valley!). When I moved here, I came from a city where "soiled paper products" that were compostable included dirty kleenex, so I was putting all my kleenex in the compost bin here (and I use handkerchiefs when I can, so I don't even produce that much!). Then someone said "you can'T do that!!". I was surprised to hear it, so I looked at the list of permitted items and forbidden items and nothing was mentioned about dirty kleenex - I assumed it fit under "soiled paper". But I dutifully called HRM, and someone freaked out at me on the phone and said, "oh NO, you can NOT put anything with Bodily Waste in the compost bin!!!" Well, I was mad, and said, "If it's so important, then why don't you list it as a forbidden item"? And she said, "Well, we can't list EVERYTHING, you know". Good grief! What sort of attitude is that? If HRM wants people to know what is and what is not permitted, then they should make the effort to make that absolutely clear. PARTICULARLY when it comes to items that are recyclable in one jurisdiction and not in the next. Here's an idea - if we end up some day with a green cart, a blue cart, a black cart, etc- why not make weather-proof, colourful labels and put them right on the lid of each bin. If people can see clearly what is and what is not allowed, they will be more likely to follow the rules. But it has to be clear - the current "household guide" is way too dense and hard to read. There should be a column for "yes" with green checkmarks, then a column for "no" with red x's. little graphic depictions (i.e. pictures) would really help too. Put the most important items first in big letters - e.g. no coffee cups! and then you can have a detailed list of more obscure forbidden items at the bottom."
6. "Yup, education is important. Some other confusing ones: Tea bag wrappers. These are the individual wrappers that go around a single tea bag (many herbal teas have this). Many are not recyclable as they are mixed material. If you tear the paper, you can see some have a coating of plastic on them. This one irks me and I have written many of these tea companies asking them to get rid of this individual wrapper or at least make it just paper. We stopped buying these brands. Another one is thermal paper receipts.....so just about every receipt you receive from a store. These are not recyclable. They contain BPA (bisphenol A). http://environmentaldefence.ca/issues/banning-bisphenol-bpa
   Next week is Waste Reduction Week. For those interested, the Prospect Road Community Center is having a Free Recycling Workshop (http://centre.prospectcommunities.com/free-recycling-workshop-register-now)."
7. "I am puzzled by the concept of moving landfills around the municipality each time a new one is created. Why not designate a zone longterm and keep it there instead of engaging in this unproductive nimby style debate every two decades? The consensus in these forums seems to be one of stopping at no cost to be as clean and green as possible with our waste. We should ask ourselves a different question: how much more are you willing to pay for all of these "good ideas"? I'm sick of out of control municipal budgets. Although I would love to see my green bin

emptied once per week I know there is a cost and would prefer to switch to once per month to reduce that cost. Clear bags? Why are we even talking about this? It's a no brainer that was endorsed by the rest of Nova Scotia years ago. Perhaps solid waste should be a provincial responsibility so that we can all be on the same page. Want to divert more c and D material? Provide dropoff points closer to the population. Then you will find less of it at otter lake. If you don't want a landfill in your back yard approach incineration with an open mind because it's gotta go somewhere."

**8.** "The bottom line is to consult with the public in an open and transparent manner. Lay all the cards on the table. Have a frank & open discussion, and develop multiple scenarios by including any members of the public who wish to participate. There are many bright and intelligent people out in the public domain and everyone should have an opportunity to put forward their ideas and have them considered respectfully with an open mind. Determine through a public consensus method what the next solid waste management solution should be. Experts can sit at the table, but experts do not have the only good ideas. Consolidating HRM's landfill with one or more other municipalities; or perhaps a provincial solution, just to name a couple that have not been looked at. But in the end we must respect the values of the communities that surround the landfill location, because we are asking them to take ALL the risks and accept everyone's garbage to be processed and stored in their backyard. This is not a small concession we are asking of these communities. And once we have a consensus and the Municipality (one or more) has signed an Agreement with the local communities who will host the new solid waste management solution, the Municipality (s) had better have the integrity to honour that agreement, or any future agreements will never be trusted. The most cost effective solution is not always the one that is best for the public. We live in a fragile environment and one does not have to look far to find mistakes that were caused by being too frugal or short-sighted, rather than being somewhat over protective. It costs what it costs to do the job right, and it can cost more than we can pay if we do the job badly. There is an existing set of Agreements on the table at this time, and they must first be honoured for this process to work effectively with public consent."

## WHAT DO YOU APPRECIATE MOST ABOUT THE WAY WE HANDLE OUR TRASH IN HRM?

1. "There are some HRM Staff who feel that the residents are not smart nor well informed enough to discuss and contribute intelligently with developing the next solid waste management solution. They think we need to be spoon-fed a solution... I greatly disagree. That is why they contracted a 3rd party consultant rather than re-birthing the Community Stakeholders Committee (CSC); the CSC designed the strategy in use in HRM today. A new CSC would have discussed everything the Stantec report delivered, only without the misinterpretations and wrong assumptions. Plus it would not have cost close to $700000 to devise a solution that had the consensus of the public participants who developed it. It is not too late to rebirth the CSC, but it requires the support of the Regional Council."
2. "I love that Nova Scotia is at the forefront of recycling and how we handle trash. I hope that HRM doesn't go back on their contract with the community but instead looks for more ways to help people sort at home."
3. "HRM is known for having the best in class waste management systems in the country. I am proud to be part of this system and this city. But talk of changing this system and breaking commitments to the residents of HRM is wrong. Lets not mess with a system that works, and is the envy of the nation. Keep Otter Lake as is and honour our commitments!!"
4. "The Shape Our City Halifax presentation display card: What We Heard, shows by the size of the bubble where the Presentation Staff thought the attendees focus was most and made "Honour the Agreement" (HTA) the has the largest bubble, with "Source Separation" a close second in size. But these others category bubbles on the display card also mean HTA: Keep the FEP & WSF, Environmental Protection, World Class System, Leave Otter Lake Alone, and Community Protection. If all of those bubbles were to be added into the HTA bubble it would be

unquestionable where the public's focus is; but they spread these categories out instead of consolidating them into the one category they are best represented by. When the public is forced to tell them we like more than one option or concept, they split our emphasis and present our primary focus as in a weaker representation. We need to consolidate our message

**REPLY:** "Jdcas. You make a logical argument however it is contingent on a bold assumption that all of the 400000 haligonians were proportionally represented at those 4 round one public input sessions. Comments on this forum and my personal observations from the second Bedford session cause me to think otherwise. Looks to me like there is a very well organized group of Otter Lake residents and their supporters who aggressively push their agenda at every opportunity. That's what I would do if it was my back yard. If you ask every haligonian to indicate their highest priority do you really think those bubbles will remain the same size? I don't. I support putting every option on the table to determine the best compromise between cost and environmental protection. Make no mistake. It already is a compromise and will continue to be a compromise unless you want to bury it a mile underground in sealed containers, just like nuclear waste. The debate would be much more productive if we talked about what to do with the estimated savings generated by revising the Otter Lake plan. How much more diversion could you achieve with 4 million per year in new money for compliance and education on waste sorting? That could leave another 4 million each year to hire more teachers or increase recreation program funding. Perhaps the cost to reduce organics at Otter Lake will be lower with a new approach? Why not try? The underwhelming support for clear bags just reinforces my belief that professionals must be entrusted to make these decisions as the average citizen dismisses the 10 percent, or more, increase in organics diversion already PROVEN by other NS municipalities. There is too much self interest here and not enough logic." **REPLY:** "I have attended a number of public meetings and see clearly that most of HRM doesn't really have an opinion and that is kind of sad, really. As a resident of the host community I feel under appreciated for accepting the very personal and environmental risk that is relational to and dependent on all 400,000 residents' compliance and diligence in source separation. It's highly likely that most HRM residents don't even know where their waste goes, so, why are we spending time and money asking them? Why not work with the community at risk first to come to a set of values and vision that seems reasonable and then bring to the broader HRM...we did it before and it worked. I'm glad we agree that this was not an ideal way to seek public input. And, I'm sure there are savings to be had, but we won't know unless we work with the people who have the greatest sense of urgency about any changes. I don't have an opinion on clear bags. I worry people would hate it...there were equally passionate views for both sides at the last meeting. I don't want people dumping their garbage illegally. I'd much sooner it be screened, processed and disposed of in the best way possible."

5. "I offered my thoughts at the public meetings, but I didn't see them entirely captured in the recent staff report to council slated to be brought forward on October 22. Therefore, I'm sharing them here. I hope it's not too late to use this tool. Please let me know if I should include my comments in another section of this PE site so council will be sure to hear my voice. I most appreciate that we have an integrated system that works for residents of the community who have accepted the most risk (personal and environmental) by hosting a regional landfill. And, I appreciate the pride with which HRM has showcased our world-leading system. I deeply appreciate the Community Monitoring Committee (CMC) and the role they have played these past 14 years to ensure what happens at Otter Lake does not negatively affect residents and that they keep us informed when normal operations are interrupted. Like in 2010 and again in 2011 when there was a delay in capping the cell and we had a tremendous amount of rain and there was an over production of leachate and it smelled REALLY bad. I appreciate the pride and passion that employees at Otter Lake have in their daily work as they operate this facility. I appreciate any effort to educate the public on increasing source separation and making diversion sexy. I appreciate the opportunity to review our progress to date and renew our vision going forward, hopefully in a genuine spirit of cooperation with the community (and people) at risk."

## APPENDIX F: WRITTEN FEEDBACK FROM THE CMC

### IS IT TIME TO SCALE BACK THE FRONT END PROCESSING AT OTTER LAKE?

CMC RESPONSE: According to HRM staff, 50% of the waste going to the Otter Lake Landfill Facility should not be, and should be source-separated and sent to the composting and recycling plants instead.

The total amount of material going to Otter Lake was essentially the same in 2012 as it was in 1999 when the facility opened.

The amount of putrescible organics, which is banned from the landfill and is stabilized by the Waste Stabilization Facility (WSF) is substantially unchanged since the facility opened in 1999. In essence, it made sense to have front-end processing in 1999, and since the same amount of material is arriving today, it makes sense to have front-end processing today.

The contractor that handles the hazardous materials at the landfill reports that the Front-End Processing Facility (FEP) removes many hazardous materials that could have a negative impact on the sensitive environment around Otter Lake. The letter attached describes the materials that are diverted. It is a far cry from what has been described by Stantec and staff as just empty propane cylinders and fire extinguishers.

In 2012, 518 warnings were issued to haulers for loads brought to Otter Lake that contained material that should not be going to the landfill. Only 59 loads were rejected. There needs to be more enforcement of the rules and more rejections of loads containing banned materials. Without the FEP, Otter Lake would become a “trunk and dump” operation and all of this banned and hazardous material would be directly dumped into the landfill without any inspection or opportunity to divert the problematic materials to the proper facilities.

The FEP provides a gatekeeper role. Every bit of waste is examined. It provides a tremendous opportunity to increase proper use by its customers and increased environmental and community protection. HRM staff says that the key to success is source-separation, yet more than 90% of loads containing banned materials are accepted at the landfill. That sends the message to people that it is ok not to source-separate, which is at cross-purposes to education programs, the CSC strategy and the provincial landfill bans.

There may be a time when it makes sense to scale back front-end processing at Otter Lake. The Community Stakeholder Committee envisaged that would happen when diversion from disposal was 88%. As HRM is currently just over 50% diversion, (62% when the C&D material used for daily cover of the landfill is included) it clearly is not time to scale back the FEP and WSF. Instead, it is time to increase emphasis on diversion and enforcement to direct material away from the Otter Lake landfill and to the recycling, composting and hazardous waste facilities where they are supposed to be going.

If that can be done successfully, it will be time to look again at the question of scaling back the FEP and WSF. But not until then.

### SHOULD THE FEP AND WSF BE SHUT DOWN?

CMC RESPONSE: See the answer above with respect to scaling back the FEP.

Also, there is a contract between HRM and the Halifax Waste/Resource Society that obliges HRM to build and operate the FEP and WSF, and to ensure that only acceptable wastes are buried at the landfill. The contract is attached, and the reader is directed to Sections 2.01 and 2.03 and the relevant definitions. They are reproduced here:

2.01 It is recognized and understood that HRM will cause the Facilities to be developed and operated at the Site.

1.09 "Facilities" means the FEP/WSF Facilities and the RDF Facilities.

2.03 It is understood and agreed that only Acceptable Waste will be authorized for disposal in the Residual Disposal Cells. It is further understood and agreed that any contract between HRM and the Operator of the RDF Facilities will impose on the Operator the obligation not to dispose of in the Residual Disposal Cells material other that Acceptable Waste.

1.01 "Acceptable Waste" means

(i) Inert Materials;

(ii) Stable Materials; and,

(iii) Residual Materials.

1.26 "Stable Materials" means items of Solid waste that are substantially free of readily putrescible elements after having undergone Biostabilization excluding Unacceptable Waste.

Clearly, HRM has a contractual obligation to operate these facilities. Any desire to shut them down would require an agreement between the two parties that signed the contract. HRM is not able to unilaterally close the facilities without breaching the agreement.

Finally, the FEP and WSF are doing exactly what they were intended to do. According to Dr. Paul Arnold, an internationally recognized expert in composting, the WSF stabilizes the waste as it was designed to do. He also points out that neither Stantec nor SNC Lavalin conducted the scientific analysis required to properly assess the performance of the facility:

The evaluation of the WSF demonstrates the facility is capable of significantly stabilizing the organic content in the residual waste stream delivered to the WSF, reducing the respiration rate (or in other words, the reactiveness or appetite for oxygen) by approximately 67% over the three-week treatment process. This reduction in the rate of oxygen consumption diminishes the subsequent decomposition that inevitably takes place in the Residuals Disposal Facility (RDF), thereby proportionately reducing the odour production potential and the corresponding production of liquid and gaseous by-products of anaerobic digestion.

A review of the Stantec and SNC-Lavalin reports indicates an incomplete and inaccurate assessment of the WSF that minimizes its effectiveness at stabilizing the organic constituents in the residuals waste stream, for both reports lack the scientific rigour necessary to quantify the process performance of the WSF. Until the facility is assessed (at least) in the detail presented in this report, comments such as those in the Stantec and SNC-Lavalin reports are inaccurate at best and unfounded at worst.

## SHOULD THE LIFE OF THE OTTER LAKE LANDFILL BE EXTENDED THROUGH VERTICAL CELL EXPANSION?

CMC RESPONSE: One of the Stantec recommendations is to increase the height of the landfill cells by as much as 15 metres in order to extend the life of the landfill to as many as 23 years beyond its original 25 year lifetime.

When the Community Stakeholder Committee resolved the waste management crisis of the early 1990's, it sought to find and establish a landfill facility, with an FEP and WSF, which would operate for 25 years. All of the discussion at the time was for a facility that would last 25 years, from the siting criteria to the contractual agreement with Mirror Nova Scotia and discussions with the Nova Scotia Department of the Environment. When the site was discussed with the people living in the

communities of Beechville, Lakeside, Timberlea and Prospect, the discussion was always about a 25-year operational lifetime.

Before HRM released the Stantec report, there may have been an opportunity to sit down with the local community, through the Community Monitoring Committee, and discuss the expansion of the Otter Lake landfill to extend the life of the facility. After all, the landfill had been operated with very few odour and other nuisance complaints for 14 years. It was apparent that the combination of front-end processing and the operation of the landfill had combined to provide the environmental and community protection that had been promised by HRM in its contract with the local community.

Instead of approaching the community, with which it has a contract, to discuss potential expansion of the landfill, HRM instead released a report that recommends closing the Front-End Processing facility and Waste Stabilization Facility, removing protective liners in the landfill, building more waste management facilities at Otter Lake and developing an outdoor curing pad for compost, produced from the organics collected at curbside and composted at the Miller and New Era Farms composting facilities.

The recommendations to close the FEP and WSF, if accepted, constitute breaking HRM's contract with the Halifax Waste/Resource Society. The local community is very upset that these recommendations were not rejected immediately by HRM. It is felt that the expenditure of more than $600,000 on consultants' reports and public consultation, and the vigorous support of the recommendations by HRM staff, are a strong signal that HRM is not committed to keeping its contractual commitment to the community.

Accordingly, the CMC does not believe that any changes should be made to Otter Lake because the local community cannot be confident that HRM will keep the promises it made when it established the waste management facility.

## SHOULD THE NOVA SCOTIA LANDFILL LINER SPECIFICATION BE MODIFIED?

CMC RESPONSE: The Stantec report recommends two changes to the Nova Scotia landfill liner specifications. They recommend the removal of the requirements for the cushion layer and the leak detection layer.

In developing their recommendations, Stantec compared the Nova Scotia landfill liner specifications to other liner requirements in other jurisdictions. They did not do any hydro-geological assessment to understand the conditions at Otter Lake.

Otter Lake was built on fractured bedrock, which is very different from the landfills against which Stantec compared Otter Lake. In other parts of North America, typically, landfills are sited in areas where there is clay, not fractured bedrock. However, clay is not common in many parts of Nova Scotia. The Stantec consultants' limited experience in Nova Scotia is concerning, as is the fact that they have made recommendations on liner containment without assessing the local conditions.

The CMC notes that in arguing for the closure of the FEP and WSF during their presentation at the World Cafe meetings, HRM staff emphasized that because of a good operator and a well-built landfill, the Otter Lake landfill facility has never leaked in the past 14 years. We think that is a good thing, and is not an argument for reducing the protection by reducing the liners. We also note that HRM staff could not have known that the landfill had never leaked if it weren't for the leak detection layer that is now recommended to be eliminated.

## SHOULD HRM BUILD A CENTRALIZED WASTE RESOURCE CAMPUS?

CMC RESPONSE: During its deliberations, the Community Stakeholder Committee examined the concept of a centralized waste resource campus and rejected it. At the time, this was for three main reasons:

1. The members of the CSC felt that there was merit in having the waste management facilities spread around, so that people in HRM had a better sense of their waste management program, rather than have it all in one place;

2. There was concern that the operators of the facilities might be less rigorous in diverting recyclables, organics and hazardous waste if the disposal facility was close at hand; and,

3. It was felt that it was enough to ask the local community to host the landfill facility, and that other areas of the municipality should be asked to do their part as well.

There is a lot to consider about a waste resource campus at Otter Lake. While at first blush it may seem to make sense to have all of the waste management facilities in one place, it is not necessarily true that would be more efficient, especially when consideration is being given to changing collection infrastructure to include split-vehicles, a transfer station, etcetera. Whether or not a campus system makes sense cannot be determined in isolation of the other elements of the system.

On the other hand, there are two reasons not to create a centralized waste resource campus at Otter Lake. The first is that the development of new facilities at Otter Lake makes it a waste/resource destination for much longer than the original 25 year term for the landfill, and takes the facility well into the second half of this century and, according to HRM staff, into the next. That is something that should not be considered without discussion with the local community, as was stated by Minister of the Environment Stirling Belliveau.

The second reason not to create a centralized waste resource campus at Otter Lake is because it would include an outdoor windrow compost aging facility. The Otter Lake facility was built close to the communities of Beechville, Lakeside, Timberlea and Prospect. In the early days of the design of the facility, there was consideration of having the compost material produced by the WSF aged outside. That was rejected because of the risk of having odour issues at the landfill. That risk would be introduced if a compost aging plant was built at Otter Lake.

## APPENDIX G: SURVEY CARD COMMENTS

### CLEAR BAGS

**"**Educate people instead of clear bags."

"Use clear bags for garbage, if 7 not implemented." (7. Introduce black carts for garbage)

"Do NOT honour contract in full. As a 27 yr. old planning to be in HRM for 60 years, please cut cost and introduce more cost-effective means of diverting waste.(ie. Clear bags, increased accountability."

### COMMUNITY PROTECTION

"Not enough information to make a proper decision."

"Honour the contract + commitment to the community! If its not broke, don't fix it! Maintain current protection."

"Honour the contract. Community protection. Source Separation emphasis."

"Honour contract. Re-affirm specific commitments to the community. Re-establish trust."

"Honour the community around the landfill- they agreed to take our waste with conditions. Honour those commitments!"

"Honour the contract with the community."

"As a municipality we have entered an agreement/contract with the communities of Timberlea/Beechville and I believe their agreement should be honoured as I would expect the same if/when a landfill was in my community."

"Meetings hijacked by Otter Lake area residents. Not an open discussion with them."

**"**Honour the contract, keep FEP + WSF! Communicate to council not staff the communities' message."

"Don't reneg on agreement w/ Timberlea."

"Honour the contract! Respect the community."

"Honour the agreement with the local community!!"

"Keep the promise to the host community."

"Honour the agreements + contracts with the community around the landfill."

### ENVIRONMENTAL PROTECTION

"Honour contract. Maintain environmental standards. Leave Otter Lake alone."

"Honour the contract. Ensure environmental protection."

"Don't change the current agreement. Maintain current infrastructure. No campus at Otter Lake. No one will allow a site by them if the agreement is changed."

“Honour contract. Cost savings does not supersede environmental safety.”

Honour the contract!! Huge environmental impact if Stantec proposals are implemented.”

## HONOUR THE AGREEMENT

“Honour the contract!”

“Honour the contract. If its not broke, don’t fix it.”

“Honour the contract and start looking for a new site so we can close Otter Lake as outlined.”

“Cost implications of many of the suggested options are unclear/undefined…making selection of “yes/no” difficult. Most critical considering to allow for the siting of future contentious infrastructure; honour the agreement.”

“Honour the greement.”

“Maintain agreement at Otter Lake. Trust issue.”

“Honour the contract.”

“Honour the contract + commitment to the community! If its not broke, don’t fix it! Maintain current protection.”

“Leave Otter Lake alone. Please honour the agreement!”

“It seems that the intent is to break an agreement previously signed in good faith- what does this say about the people wanting to put an end to a world-class operation?”

“Honour contract. Maintain environmental standards. Leave Otter Lake alone.”

“Honour the agreement. Close Otter Lake in 2023.”

“Honour the existing contract and community agreement. Stop this nonsense. How could council start this review of Stantec/staff options w/o discussing possible changes with the cmc??”

“Honour the contract + the agreement with community. Start finding new site for landfill to open 2023. Campus idea will ned at least 2 sites- just like Metro Transit- HPX + Dart. Sides.”

“Honour the agreement. Increase source separation and enforcement.”

“Honour the contract. Community protection. Source Separation emphasis.”

“Honour the intent of the contract with the community. 25 years/FEP/WSF/Liners. Provide financials on costing of additional environmental and community protections if FEP/WSF didn’t exist. I’m not convinced there is money to be saved.”

“Honour the contract. Environmental protection ( 2nd liner), Keep FEP + WSF open. Get back our trust!”

“Questions are leading + not able to give variance in answers. For example yard waste only problem in spring/fall usually. Honour your agreement.”

“Honour the agreements. Close Otter Lake in 2024. Find new site now. New technology only for new site.”

“Leave landfill alone. Quit wasting taxpayers money on these foolish meetings. Honour the agreements!”

“Willing to give additional ideas for diversion for FREE. Shame on HRM for spending our money on this façade. Honour the contract.”

“Honour the contract to community.”

“Honour the contract. Find a new landfill site. Close Otter Lake in 2024. Redo this process for the new site. New site local communities should have an iron clad agreement that council affirm will be honoured in the future.”

“Honour contract. Re-affirm specific commitments to the community. Re-establish trust.”

“Honour the contract”

“Honour the community around the landfill- they agreed to take our waste with conditions. Honour those commitments!”

“Honour agreements. Keep FEP + WSF”

“Honour the contract with the community.”

“As a municipality we have entered an agreement/contract with the communities of Timberlea/Beechville and I believe their agreement should be honoured as I would expect the same if/when a landfill was in my community.”

“Honour the contract as it is now. Make condos + apartments do what residential homeowners must do.”

“Honour the commitments to the community. Why change a good system.”

“Honour the contract. Ensure environmental protection.”

“Honour the contract with the public. Don’t fix something that isn’t broke.”

“Honour the contract with the public. Don’t fix something that is not broken.”

“Honour the agreement. If its not broken, don’t fix it!”

“Honour the contract, if its not broken, don’t fix it.”

“honour the contract with the community.”

“Don’t change the current agreement. Maintain current infrastructure. No campus at Otter Lake. No one will allow a site by them if the agreement is changed.”

“Honour the contract, Honour the contract, Honour the contract!”

“Should be a 5th option… leave Otter Lake alone! Same term (25 years), same parameters, FEP & WSF need to stay! Anything else is breaking the agreement.”

“Honour contract between HRM & the community. Let’s keep a world class waste management program. The process is working well, lets not change something that works.”

“For 22, new technology would need to be as good as/ better than existing service, and it must honour the existing contract with the community.”

“Honour your agreement.”

“ None of the above. No choice here. FEP/WSF stays. Honour agreement!”

“Honour the contract; stop the HRM spin.”

“Maintain the FEP/WSF. Leave the landfill height as promised. Close landfill in 2023 as promised.”

“Honour the contract, keep FEP + WSF! Communicate to council not staff the communities’ message.”

“Need primary focus on backyard composting. Make category R compost from WSF product. Perfect existing system & CSC strategy first. Use consensus building, ,multi-stakeholder, citizen-led process to design perfection of existing system and the next system. Honour the contract.”

“Honour contracts today. Honour Contracts in the future. No unprocessed organics to go directly into the RDF. Close Otter Lake 2024. No common landfill for the future. Change building codes so ICI sector can source separate easier.

“Honour the agreement. Education, Education, education!!”

“Honour the contract”

“HRM must honour the contract to the community by keeping the FEP/WSF open and close the facility when it is supposed to (2024).”

“Honour the agreement”

“Honour the agreements!!!”

“Lack of clarity on cost implications of identified options makes selection difficult. Foundation item; honour the terms of the agreement with the host community.”

Honour the contract.”

“Honour the contract. Listen to the people. Education.”

“Honour the contract.”

“Don’t reneg on agreement w/ Timberlea.”

“Honour contract. Keep Otter Lake open.”

**“**Honour the agreement. Keep WSF/FEP open.”

“Education!! The public. Honour the contract.”

“Honour contract.”

“Explore new site immediately. Honour the contract!!! Do not lessen current practices!”

“Keep the FEP/WSF. Close the landfill. Honour the contract.”

“Honour the contracts.”

“Do NOT honour contract in full. As a 27 yr. old planning to be in HRM for 60 years, please cut cost and introduce more cost-effective means of diverting waste.(ie. Clear bags, increased accountability.”

“Honour the contract.”

“Honour the contract to keep FEP/WSF to support landfill. Don’t trust this process- HRM staff is not listening!”

“Honour the agreement with the local community!!”

“Honour the contract!”

“If the city counsel made a promise, commitment or led the community believe they would have FEP/WSF only for 25 years, the city/counsel should keep its word.”

“Honour the contract.”

“Honour the contract- no changes at Otter Lake.”

“Honour the contracts!”

“Honour the contracts (agreements).”

“Honour the contract.”

“Honour the contract”

“Honour the contract. Only extend (operations at existing site) to completion of cell 9 at existing height.”

“Honour the contract. Start over.”

“Honour the contract.”

“Honour contract. Cost savings does not supersede environmental safety.”

“Leave Otter Lake alone- honour the contract!!! Have some integrity!”

“Honour the contract!! Huge environmental impact if Stantec proposals are implemented.”

“Honour the contract.”

“Leave Otter Lake alone! Do not break the commitment. Honour the contract!”

“Honour all parts of the agreement with the host communities (HFX Waste). Keep the FEP/WSF.”

“Honour contracts!”

## IMPROVE OPERATIONS

“Re: #15, this will only encourage people to garbage more, #12 encourages organics collection.”

“Should be based on size of household.” ( Re: Reduce bag limits from 6 to 4)

“Improve Otter Lake tech without removing any existing tech at Otter Lake.”

“No glass in common bag.” Re: All recyclables mixed together in 1 bag

“Waste campus needs to be better defined.”

“Take all changes to Otter Lake off the table so we can focus on finding a new site and then talk about changes for improvement. No campus anywhere.”

“Not broke, don’t fix it.”

“Increase frequency of organics collection to weekly, year round for all of HRM not just South End Halifax. Should have a few choices than all of HRM should have a vote on the choices not just the few.”

“Need CSC (Community stakeholder committee) process to: 1) decide how to perfect present system, 2) decide what the next system should be, 3) site the next system.”

“Future development should focus on education, increasing diversion and recycling, not changes to the Otter Lake facility.”

“Allow pick up of waste at night and early morning.”

More education very important.”

“Daily cover- new hydroseed membrane as an alternative.”

“Need primary focus on backyard composting. Make category R compost from WSF product. Perfect existing system & CSC strategy first. Use consensus building, ,multi-stakeholder, citizen-led process to design perfection of existing system and the next system. Honour the contract.”

“Education re: recycling and backyard composting.”

“Honour contracts today. Honour Contracts in the future. No unprocessed organics to go directly into the RDF. Close Otter Lake 2024. No common landfill for the future. Change building codes so ICI sector can source separate easier.

“Honour the agreement. Education, Education, education!!”

“Costs? Education. Bylaws, policies for new developments.”

“Explore new technology- not @ Otter Lake.”

“Change bylaws to require all rental properties + commercial properties to separate waste.”

“Do NOT honour contract in full. As a 27 yr. old planning to be in HRM for 60 years, please cut cost and introduce more cost-effective means of diverting waste.(ie. Clear bags, increased accountability.”

“These changes should be made in a trial basis before even thinking of closing Otter Lake.”

“Educate regarding backyard composting. Educate waste reduction with waste sorting second priority. Keep FEP, get rid of WSF.”

“Encourage waste reduction. Work w/ manufacturing/ product stewardship to reduce. Work w/ companies to reduce waste. Improve illegal dumping enforcement as it will there are to be more aggressive if enforcement is increased.”

“Leave Otter Lake alone. Spend the resources needed to promote + enforce source separation, particularly more education officers.”

“There should be a separate C & D landfill. Close Otter Lake 2024. Require CSC reviews to develop a true SWM solution.”

“Don’t go to single stream recycling, it would be a step back.”

“Balance the haulers loads. Eliminate flow control for ICI waste.”

“No single stream recyclables. Bag limit from 6 to 5 and later 5 to 4. Education and time for household. Compost- should be 6 months yearly. Paper bags for leaf and yard good thing.

## KEEP FEP WSF

“Leave Otter Lake as is. Increase source separation, use FEP as “gate keeper.”

“Maintain the FEP/WSF. Leave the landfill height as promised. Close landfill in 2023 as promised.”

“HRM must honour the contract to the community by keeping the FEP/WSF open and close the facility when it is supposed to (2024).”

**“**Honour the agreement. Keep WSF/FEP open.”

“Keep the FEP/WSF. Close the landfill. Honour the contract.”

“Don’t ever take away the safe guard.”

“Do not close FEP-WSF”

“Honour the contract to keep FEP/WSF to support landfill. Don’t trust this process- HRM staff is not listening!”

“If the city counsel made a promise, commitment or led the community believe they would have FEP/WSF only for 25 years, the city/counsel should keep its word.”

“Honour the contract- no changes at Otter Lake.”

“Educate regarding backyard composting. Educate waste reduction with waste sorting second priority. Keep FEP, get rid of WSF.”

“Honour all parts of the agreement with the host communities (HFX Waste). Keep the FEP/WSF.”

## LEAVE OTTER LAKE ALONE

“Leave Otter Lake alone. Please honour the agreement!”

“Honour contract. Maintain environmental standards. Leave Otter Lake alone.”

“Leave Otter Lake as is. Increase source separation, use FEP as “gate keeper.”

“Should be a 5th option… leave Otter Lake alone! Same term (25 years), same parameters, FEP & WSF need to stay! Anything else is breaking the agreement.”

“Honour contract. Keep Otter Lake open.”

“Do not close Otter Lake site. This would be a waste of taxpayers money.”

“Honour the contract- no changes at Otter Lake.”

“No change to Otter Lake.”

“Snarl. Staff is not listening. Leave Otter Lake alone.”

“Don’t change Otter Lake.”

“Leave Otter Lake alone! Do not break the commitment. Honour the contract!”

“Leave Otter Lake alone. Spend the resources needed to promote + enforce source separation, particularly more education officers.”

## LOOK AT BEST PRACTICES

“Once you change one thing, the damage that this will cause is not yet proven or it had not been asked. Need more info on topics.”

**“**Burn it.”

## NEW LANDFILL

“Honour the contract and start looking for a new site so we can close Otter Lake as outlined.”

“Take all changes to Otter Lake off the table so we can focus on finding a new site and then talk about changes for improvement. No campus anywhere.”

“Honour the contract + the agreement with community. Start finding new site for landfill to open 2023. Campus idea will ned at least 2 sites- just like Metro Transit- HPX + Dart. Sides.”

“Honour the agreements. Close Otter Lake in 2024. Find new site now. New technology only for new site.”

“Honour the contract. Find a new landfill site. Close Otter Lake in 2024. Redo this process for the new site. New site local communities should have an iron clad agreement that council affirm will be honoured in the future.”

“Separate campus + new site ( on questionnaire). I agree witrh new site, but not a campus.”

“Need CSC (Community stakeholder committee) process to: 1) decide how to perfect present system, 2) decide what the next system should be, 3) site the next system.”

“Start site selection process asap!”

“Explore new site immediately. Honour the contract!!! Do not lessen current practices!”

## PLAN FOR LONG TERM

**“**Option 17 is only option.” (17. Extend operations at existing site (Otter Lake)

“Cost implications of many of the suggested options are unclear/undefined…making selection of “yes/no” difficult. Most critical considering to allow for the siting of future contentious infrastructure; honour the agreement.”

“Honour the contract. Find a new landfill site. Close Otter Lake in 2024. Redo this process for the new site. New site local communities should have an iron clad agreement that council affirm will be honoured in the future.”

“My hope is council makes long-term fiscal prudent decisions and does not only listen to vocal minorities.”

## SOURCE SEPERATION

“Deal with fast food sorting. I have been told by managers that they sort for perception.”

“Blue bag status quo, blue cart for paper product. Glass at grocery store in the future (German model)”

“KISS method is a must. Where does it go? Put a green dot on an item & put that item in a green bin. Black dot goes into a black bin.”

“Leave Otter Lake as is. Increase source separation, use FEP as “gate keeper.”

“Honour the agreement. Increase source separation and enforcement.”

“Honour the contract. Community protection. Source Separation emphasis.”

“Honour contracts today. Honour Contracts in the future. No unprocessed organics to go directly into the RDF. Close Otter Lake 2024. No common landfill for the future. Change building codes so ICI sector can source separate easier.

“Educate regarding backyard composting. Educate waste reduction with waste sorting second priority. Keep FEP, get rid of WSF.”

“Leave Otter Lake alone. Spend the resources needed to promote + enforce source separation, particularly more education officers.”

## TRANSPARENCY AND INTEGRITY

“Maintain agreement at Otter Lake. Trust issue.”

“Breakdown of impact of these “options”. Options too vague.”

“What are the costs?”

“Need to start from scratch with a citizen-led process with an open agenda.”

“Honour the intent of the contract with the community. 25 years/FEP/WSF/Liners. Provide financials on costing of additional environmental and community protections if FEP/WSF didn’t exist. I’m not convinced there is money to be saved.”

“Honour the contract. Environmental protection ( 2nd liner), Keep FEP + WSF open. Get back our trust!”

“Honour the contract. Find a new landfill site. Close Otter Lake in 2024. Redo this process for the new site. New site local communities should have an iron clad agreement that council affirm will be honoured in the future.”

“Should obtain household income stats on all responses. Are the low income rep heard?”

“Need CSC (Community stakeholder committee) process to: 1) decide how to perfect present system, 2) decide what the next system should be, 3) site the next system.”

“Honour contract. Re-affirm specific commitments to the community. Re-establish trust.”

**“**Answering questions with little education & info seems irrelevant on such important issues.”

“Only #17-22 relate to the real topic HRM is pushing. Those relate to the current landfill. That’s the real issue.”

“Not enough info on cost of some of these options. Need education!!”

“But need financial business plan information. These answers are my behavioural responses only, need $’s info.”

“The risks associated with changes @ Otter Lake are too severe to be blending into a bigger discussion on items that don’t carry the same level of personal risk.”

“Questionnaire is poorly written making choices difficult w/o adequate info.”

“These options require a complete business plan relating to other programs. There is no financials given to any recommendations.”

“Honour contract. Cost savings does not supersede environmental safety.”

## TRUST IN OUR GOVERNMENT

“Maintain agreement at Otter Lake. Trust issue.”

“It seems that the intent is to break an agreement previously signed in good faith- what does this say about the people wanting to put an end to a world-class operation?”

“Honour the existing contract and community agreement. Stop this nonsense. How could council start this review of Stantec/staff options w/o discussing possible changes with the cmc??”

“Willing to give additional ideas for diversion for FREE. Shame on HRm for spending our money on this façade. Honour the contract.”

“Honour the contract. Find a new landfill site. Close Otter Lake in 2024. Redo this process for the new site. New site local communities should have an iron clad agreement that council affirm will be honoured in the future.”

“I think “HRM” is doing a good job on their solid waste program system and I feel landfills can be a thing of the past.”

“Honour the contract; stop the HRM spin.”

“Honour the contract, keep FEP + WSF! Communicate to council not staff the communities’ message.”

“Honour the contract to keep FEP/WSF to support landfill. Don’t trust this process- HRM staff is not listening!”

“If the city counsel made a promise, commitment or led the community believe they would have FEP/WSF only for 25 years, the city/counsel should keep its word.”

“Snarl. Staff is not listening. Leave Otter Lake alone.”

“My hope is council makes long-term fiscal prudent decisions and does not only listen to vocal minorities.”

## WORLD CLASS SYSTEM

“It seems that the intent is to break an agreement previously signed in good faith- what does this say about the people wanting to put an end to a world-class operation?”

“Leave the existing ‘ best in class’ ‘world-class’ system in place.”

“Honour the commitments to the community. Why change a good system.”

“Honour contract between HRM & the community. Let’s keep a world class waste management program. The process is working well, lets not change something that works.”

“For 22, new technology would need to be as good as/ better than existing service, and it must honour the existing contract with the community.”

Canadian Restaurant and Foodservices Association

Association canadienne des restaurateurs et des services alimentaires

5121 Sackville Street
Suite 201
Halifax, Nova Scotia
B3J 1K1

Tel: (902) 425-0061
or 1-877-755-1938
Fax: (902) 422-1161
www.crfa.ca

November 18, 2013

Chrystiane Mallaley
NATIONAL Public Relations
Founders Square
1701 Hollis Street, Suite L101
Halifax, Nova Scotia B3J 3M8

Dear Ms. Mallaley,

I am writing to you on behalf of the Canadian Restaurant and Foodservices Association (CRFA) and I appreciate the opportunity to provide comment on the review of solid waste management in Halifax Regional Municipality (HRM)

The Canadian Restaurant and Foodservices Association (CRFA) represents the owner/operators of Nova Scotia's restaurants, bars, caterers and pubs. Foodservice operators and our employees are an integral part of Nova Scotia's social and economic fabric. In financial terms, our industry is made up of more than 2,000 small business operators doing over $1.6 billion in sales. On top of this, for every dollar spent in a restaurant, an additional $1.85 is spent in the rest of the economy. With 32,000 employees, we are the third-largest, private-sector employer in the province. While this review is specific to HRM, the municipality accounts for the majority of provincial foodservice activity.

Foodservice operators in HRM face a tough economic environment due to the downturn in the economy and at the same time have seen significant increasing costs for food, labour and energy. At a municipal level, operators have seen their municipal tax bill soar, a substantial increase in water rates and a new fire inspection fee. With razor thin pre-tax margins of just 5.0% it is little wonder that over half of the establishments surveyed in HRM have decided to scale back their renovation or expansion plans. The same survey found that 79% of restaurateurs believe they do not get good value for their municipal tax dollars and fewer than 2 in 10 believed City Hall understand the challenges faced by small business.

Solid waste is an important issue for foodservice operators. Since the vast majority of waste is generated back of house, foodservice operators as a whole have managed to achieve a significant diversion rate from their kitchens with a low contamination rate. This success has come at a high cost to small business operators and HRM must take action to reduce the high cost burden of garbage removal on small businesses. Foodservice establishments already

subsidize the garbage removal for residential ratepayers through the disproportionate amount of tax (3 times the rate) they pay. On top of the high tax rate, unlike residents or many small businesses restaurateurs also must pay thousands of dollars per year for their own garbage removal.

It is clear from the Stantec report that **solid waste costs in HRM are completely out of line with other jurisdictions and the primary goal of this review should be to reduce costs on both businesses and ratepayers.** Unless there is a real and serious environmental downside, all recommendations that could reduce costs should be explored and implemented.

The continued control over the flow of waste in HRM has resulted in a disproportionately expensive waste management system when compared to other jurisdictions. By controlling the flow of waste and containing it within the City's boundaries, the waste management system has been deprived of competition and limited the types of materials that can be sent to be composted by the institutional, commercial, and industrial sector (IC&I). Not only has this resulted in unnecessarily high costs for businesses, the Stantec report has determined it has also resulted in exacerbated costs for HRM and hence small business owners.

Organic waste processing technologies such as anaerobic digestion have the potential to allow the IC&I sector to divert a greater range of compostable materials from the waste stream and generate more revenue over the long term. Combined with the ability to produce biogas to generate electricity or heat, fuel for vehicles, and liquid or solid fertilizer, this is an option that should be evaluated by HRM in conjunction with neighbouring municipalities. Serious consideration must also be given to eliminating the FEP and consolidating waste facilities if cost reductions can be realized. More flexibility is needed in the HRM system and across Nova Scotia to create the economies of scale necessary in the waste management system to halt the rise of waste management costs, with the goal of reducing them in the future.

One topic raised during the consultation process is the use of clear garbage bags. CRFA opposes this measure. Permitting haulers to determine what level of contamination is too high, without any accountability or providing the IC&I sector with alternative disposal options outside HRM, is costly and ineffective incentive to increase waste diversion.

To be environmentally sustainable and increase waste diversion, a waste management system must also be economically sustainable throughout the supply chain. By controlling the costs of operating the system, HRM would provide increased incentives for businesses to divert more materials without continuing to escalate the costs to their businesses.

I trust you will give the views of this important industry due consideration.

Sincerely,

Luc Erjavec, P.Eng.
Vice President, Atlantic Canada

IPOANS
INVESTMENT PROPERTY OWNERS ASSOCIATION OF NOVA SCOTIA

Sovereign Place Suite 603 • 5121 Sackville Street • Halifax, Nova Scotia B3J 1K1
Telephone (902) 425-3572 • Fax (902) 422-0700 • E-mail association@ipoans.ns.ca

November 21, 2013

Mr. Gordon Helm, Manager
HRM Transportation & Public Works
Solid Waste Resources
PO Box 1749
Halifax, Nova Scotia
B3J 3A5

Dear Mr. Helm:

On behalf of IPOANS I'd like to thank you for meeting with us recently and providing the sub-committee with further insights on solid waste management in HRM, beyond the public meetings and consultations.

We share a similar vision as your department to enhance environmental stewardship through increased diversion and reduced negative environmental impacts. Consequently, we undertook a considered review of the information made available to us through your department, in forms of workshops, consulting reports, websites, and various meetings. In addition, we visited apartment properties, the Otter Lake facility, participated in solid waste route collection and opened dialogue with a selection of our members and residents.

Outlined below are eight key points we'd like to make with respect to the HRM Waste Management Review.

1. <u>Current classification is discriminatory against apartment owners and residents.</u>

   IPOANS represents the interests of apartment building owners and tens of thousands of apartment residents in HRM. With current housing starts clearly indicating that the majority of new housing starts in HRM are new apartment residences, the importance of the apartment sector in HRM's Solid Waste management plan increases daily.

   While apartment structures greater than six units are categorized by HRM as being part of the ICI grouping, **IPOANS contention is that apartment structures greater than six units are members of the residential property assessment classification and should be treated the same as Condos or any other HRM resident that receives solid waste management services delivered by HRM.**

   Apartment residents in buildings greater than six units are essentially the same and generate the same amounts and types of solid waste as all other residential forms and therefore the same rate structure should apply to landlords. Residents who live in apartments should not be discriminated against just because they chose to live in apartment structures greater than six units that are not registered as condominium structures.

HRM's policy to exclude "non-condominium" registered apartment structures greater than six units from the provision of solid waste management services is an arbitrary and illogical decision that does not stand up to the most cursory review.

HRM's current solid waste management review is timely as IPOANS has recently secured a legal opinion from one of Halifax's most established law practices which severely criticizes HRM's discriminatory practices with respect to solid waste management services for non-condominium registered apartment structures greater than six units.

As stated by our lawyer "But for condos and apartments the uses are essentially the same and will generate the same amounts and types of solid waste. Distinguishing the two is no less objectionable than choosing which residences obtain garbage pickup on the basis of the race, religion or eye colour of the occupants" Clearly, the city is opening itself up to liability if a court challenge was to be pursued.

Therefore, and to better align associated costs to be borne by our residents, **HRM must revisit the ICI categorization to separate apartment buildings from institutional and commercial establishments.**

2. Current HRM Waste Business Model is not sustainable.

The current business model, as contracted by HRM, is not seemingly sustainable. The data provided in Figure 2 of Richard Butts' (CAO, HRM) February 5, 2013 Staff Report to Council, supports this statement. In effect, we are experiencing a cost of $170/tonne in comparison to a tipping fee of $125/tonne. Furthermore, the original cost estimate was for $67/tonne (FY96) or $90/tonne (FY12). It is not reasonable to assume that HRM will continue to be able to provide the funding necessary to maintain this negative variance.

If the same model continues, including a continuation of the same contracted services in a separate site, it would be reasonable to expect the cost to the city remain the same. The only logical conclusion is that "our" costs, therefore, would have to increase, "or" material change in HRM's cost structure would need to be changed.

3. Solid Waste Management practices affects housing affordability.

Insofar as cost structures are concerned, we considered regulatory trends affecting other utilities. If we can expect Waste Management Resources cost recovery directives to trend other services (e.g., electricity and water), any increases in costs will be passed along to the end users; meaning that we can expect an increase in tipping fees to match landfill operating costs with a status quo agreement. These adjusted rates would not be in line with national standards (see Waste Management Industry Survey: Business and Government Sectors, Statistic Canada, 2008). Clearly, the contract that is in place today, with an expectation to enter into the same agreement when this contract expires, is not sustainable from a cost perspective for end users in HRM and will affect housing affordability.

In February of 2013, IPOANS commissioned a report from a nationally recognized housing economist, Will Dunning, to detail the effects of government policy on affordability of housing. One of facts coming out of the report clearly pointed to policies relating to such things as utilities, including energy, water, sewerage "and" garbage disposal have a direct effect on housing affordability. (See Will Dunning report attached)

4. Other waste management options should be explored:

   Given that the current financial model is not sustainable without increased costs to users, a new model needs to be explored. According to what we have learned thus far, three options, alone or in combination, present themselves:

   a. Investigate a different technical solution to waste management, as a lower cost option to landfill; for example, incineration. Recognizing that technology has advanced since 1996, HRM may benefit from a better understanding of technical options to solid waste management, beyond landfill.
   b. Allow for increased cell height of the Otter Lake landfill site, which has the impact of deferring the capital costs for a new landfill site and extending the life of the Otter Lake facility thus allowing time for the development of new and acceptable technologies.
   c. Allow for transportation of waste accumulated in HRM to leave HRM, meaning that Council will need to revisit HRM by-law No. S-600.

   We are not limiting HRM to these three options and encourage HRM staff, whether through contracted means or with their own experts, to further explore any options that will meet the two fold objective of being both 1) cost effective and 2) environmentally conscience.

5. Solid Waste Management regulations have created unregulated monopolies resulting in excessive costs.

   HRM has created a solid waste management monopoly under the current program, with a sole source available for solid waste management disposal in HRM, and a prohibition on solid waste being trucked out of HRM. In some cases, monopolies make sense as the best way to provide an essential service that would not be otherwise possible due to some physical restriction – e.g. not feasible to run 3 sets of power lines on a street. A monopoly is not required to ensure that solid waste management services are available by achieving some sort of critical mass or scale of operations. Solid waste management disposal is available in neighbouring jurisdictions at prices far less than those imposed by the HRM monopoly situation.

   Monopolies in Nova Scotia come with regulation – with a requirement to report to the Nova Scotia utility and Review Board. The NSUARB requires monopolies to operate as efficiently and effectively as possible to deliver the good or service to the vulnerable masses at the lowest cost. In the case of HRM Solid Waste Management, there is no independent body scrutinizing the costs and fee schedule – there is no pressure to be efficient or to meet normal market forces. There is something very fundamentally wrong with this situation and it must be dealt with – either by having a body that HRM Solid Waste Management must report to ensure that costs are being minimized, or preferably, by breaking the monopoly, to allow for the free movement of goods to suppliers of solid waste management services outside of HRM.

6. Joint Education and Marketing Programs for the Multi-Res sector needs to be enhanced and delivered by HRM Waste in partnership with IPOANS.

   HRM's education and marketing programs are appreciated and, moving forward, we recommend additional programs targeting multi-unit residential buildings are undertaken. In fact, this initiative is underway currently with a joint workshop scheduled for Dec 17th.

7. Illegal Dumping must be proactively dealt with.

   Likewise, illegal dumping should be incorporated in future discussions. Illegal dumping was clearly identified as a major issue for a large number of our members and in the October 16th ICI Engagement Session. We believe illegal dumping should be aggressively enforced and penalized by HRM. Apartment waste diversions are failing with illegal dumping being a large component of the fail rate. IPOANS is open to any meaningful dialogue with HRM and its partners aimed at providing a solution.

8. **IPOANS will not support any by laws or policy changes that place penalties on landlords for lack of participation/support in waste diversion efforts by their residents.**

   We believe the solution to increasing waste diversion at apartments is through education, and changes to procedures and policies to encourage and facilitate diversion and must be a shared responsibility of both landlords and HRM.

IPOANS, through this letter, speaks for the member organizations in the association, representing approximately 40,000 apartments in HRM. Our member companies have invested considerable resources in understanding the issues discussed in this letter and are hopeful that you will take into consideration our observations and recommendations for each of the eight points presented.

Thank you for the opportunity to contribute to this important initiative.

Sincerely,

Jeremy Jackson
President, IPOANS

WASTE MANAGEMENT

21 Simmonds Drive
Dartmouth, Nova Scotia
1-902-468-9111

25 November, 2013

Chrystiane Mallaley
Consultant, NATIONAL Public Relations
Founders Square, 1701 Hollis Street, Suite L101
Halifax, Nova Scotia B3J 3M8

RE: Halifax Regional Municipality- Waste Strategy Review

Dear Ms. Mallaley,

I am writing you today to ensure that the critical points I tabled during the Waste Industry Stakeholder Meeting are documented. Certain participants at the meeting, those with direct interest in maintaining the status quo, insisted upon interrupting and monopolizing discussions to the detriment of others.

**Recommendation:**
I underlined to Mr. Gord Helm, Manager Solid Waste Resources, the importance of considering the redirecting of HRM's waste to regional landfill operations as one of the potential methodologies for reducing the cost and extending the life of the Otter Lake Facility. Regional landfills are available to service HRM's disposal needs at a significantly lower cost than current operating rates at Otter Lake. At the same time, HRM can realize savings in capital costs for cell development at Otter Lake. As stated in Stantec's report to HRM, "Opportunities exist for a more collaborative use of resources with other waste management regions in NS". Total operating cost reductions over a ten-year period could approach $25 million and capital cost reductions could exceed $100 million.

**Breakout Session:**
During the breakout session for Landfill Operations, I stated that the simplest and most immediate win available to all stakeholders would be to redirect Industrial, Commercial and Institutional (ICI) waste from Otter Lake to regional landfill operations. Disposal costs would be reduced and, at the same time, the life of the Otter Lake landfill would be extended for residential waste.

**Additional Benefits:**
Neighbouring municipalities have not yet developed a suitable organics processing solution. Therefore, a real possibility exists for using transfer trailer backhauls from selected regional landfills to advantage, should HRM find itself able to profit from incremental tonnages added to its own composting operations.

I am willing to discuss and explore any of the opportunities described above with HRM. Please do not hesitate to contact me.

Yours truly,

Timothy White, MBA P.Log
District Manager
Waste Management of Canada
902-468 5025

cc. Mr. Gord Helm, Manager Solid Waste Resources, HRM

*From everyday collection to Environmental protection, Think Green®. Think Waste Management*