

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. **50 02-00-68, 15-92-0022-H**
 Your File/V/Réf.

<p><u>INFORMATION PREVIOUSLY DISTRIBUTED</u> TO BE LISTED ON CORPORATE SERVICES AND ECONOMIC DEVELOPMENT COMMITTEE AGENDA 04 July 00</p>

DATE 14 June 2000

TO/DEST. Co-ordinator
 Corporate Services and Economic Development Committee

FROM/EXP. Environment and Transportation Commissioner

SUBJECT/OBJET **RESPONSE TO OUTSTANDING C&E INQUIRY NO. 10(00) -
 MOBILE HOUSEHOLD SPECIAL WASTE DEPOT**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee receive this report for information.

BACKGROUND

The purpose of this report is to respond to the following Inquiry raised by Councillor R. Van den Ham at the Corporate Services and Economic Development Committee meeting of 16 May 2000.

“The success of this program in the east end has caused traffic snarls and raised safety concerns. Will staff be reviewing this issue, and when can (the Committee) expect a report back?”

DISCUSSION

Staff regularly review the Household Special Waste (HSW) events for participation and customer service, including waiting times, and modify the details of the service in an effort to improve participation and customer service.

In 1999, the first event of the year was held at the R.O. Pickard Environmental Centre in early May. Although this location is large and has easy access, only an estimated 500 vehicles attended. The second event was held at Trim Road and 1,400 vehicles were served. The waiting times at the Trim

Road event were in the range of 20 to 25 minutes. This exceeded the waiting time goal of 20 minutes which was established for the HSW mobile events.

For the year 2000, staff adjusted the schedule to hold the first event at Trim Road in recognition of the limitation of the site and the anticipated lower participation levels at events held early in the spring. Staff arranged to have police assistance with traffic control and also requested the contractor to provide additional staff at this event.

There was an unexpected participation of over 1,500 vehicles. Staff also estimate that an additional 200 to 300 vehicles used an unauthorized drop off at the Cumberland Works Yard on Trim Road, and some vehicles left the queue before being served. The large number of vehicles caused the traffic pattern to breakdown. The waiting times were similar to the 1999 event for vehicles approaching along Highway 174; however, waiting times for vehicles approaching from Trim Road ranged up to one hour.

For the purposes of comparison, a HSW mobile event was held at The R.O. Pickard Centre on 10 June 2000. At this event, waiting times seldom exceeded 10 minutes and over 1,000 vehicles attended.

Staff are continuing to review the event at Trim Road from many perspectives such as:

- 1) traffic pattern and control at the Trim Road location;
- 2) appropriateness of the location for events of this size;
- 3) effect of waste management advertising;
- 4) date of event.

The results of the preliminary review are as follows:

1. Traffic and Location

- The location of the Trim Road event is easily recognizable and close to the residents in the extreme east of the Region;
- The Intersection of Highway 174 and Trim Road is fully controlled by traffic signals;
- The signals favour the Highway 174 traffic and the police are unable to sufficiently mitigate this preference;
- Staff will investigate the possibility of adjusting the signal timing to have a shorter waiting time for traffic approaching from Trim Road on the day of an event;
- Staff will also consider encouraging the use of the North Service Road to reduce the traffic using the Highway 174/Trim Road intersection;
- The North Service Road approach is more difficult to explain to the public and less obvious than the other approaches;
- No alternate location has been found.

2. Advertising

- During the period leading up to the Trim Road event, there was a significant waste management awareness media program.
- While the waste management awareness program was not specifically about HSW, it may have increased general awareness in the public, leading to higher participation in the waste-related event.
- Staff will continue to monitor participation in HSW events for confirmation of this trend.
- Information (date and location) on special waste depot events was included this year in the annual waste collection calendars. This was done in an effort to increase participation and awareness.

3. Date/Weather Influence

- The date of the events seems to be significant; however, the weather may be more of a factor.
- Recently the weather has been poor; but, prior to the Trim Road event spring appeared to have arrived early and may have influenced residents to begin their spring cleaning earlier than usual. This may have made the early May 2000 HSW event more attractive and better attended than usual.
- Staff will continue to monitor the influence of the weather on events but the weather may be a difficult influence to mitigate as it is difficult to predict.

CONSULTATION

A limited number of negative comments were received as a result of delays at the event held on 16 May 2000. In general, public support and participation remains high for the permanent HSW depot, mobile depots and "Take It Back!" program.

FINANCIAL IMPLICATIONS

Not applicable.

CONCLUSION

There will not be another event at Trim Road until the spring of 2001, if at all. Staff will notify residents of any adjustments to the HSW event schedule and locations in the 2001 advertising for the events and in the waste calendar. Education and advertising programs are used regularly to increase participation and promote proper handling of HSW. It appears that the community's support for these efforts has created some operational issues which will be addressed.

Approved by
M. J. E. Sheflin, P.Eng.

KW/PM