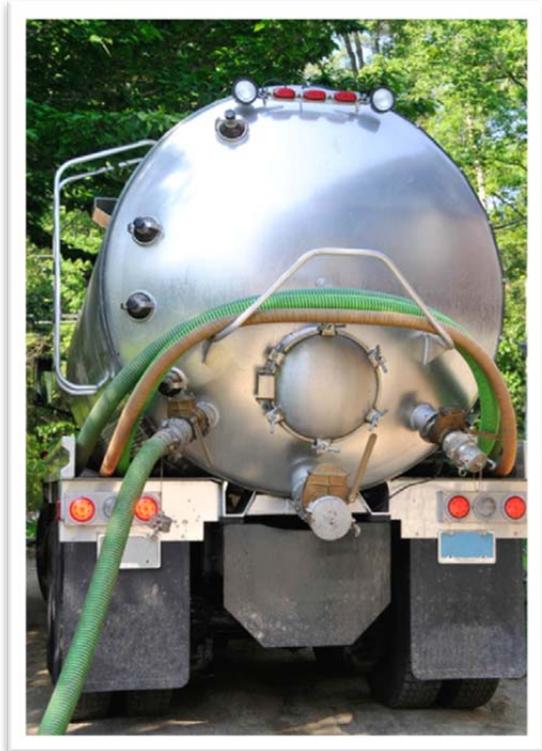


Trucked Liquid Waste Program

2014 Annual Report

Parks & Environmental Services

Environmental Protection



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TRUCKED LIQUID WASTE PROGRAM 2014 ANNUAL REPORT

BACKGROUND

Under Section 19 of the Core Area Liquid Waste Management Plan (LWMP), the Capital Regional District (CRD) implements a program to coordinate the collection and disposal of trucked liquid waste (TLW). Trucked liquid waste is non-domestic liquid wastes that cannot be legally discharged to sanitary sewer or stormwater systems and must be transported by truck to an offsite disposal facility. Examples of TLW include catch basin, grease interceptor and oil/water separator wastes.

The program objective is to ensure that TLW is handled and disposed of in an appropriate and responsible manner to protect public health and the environment. The four goals of the program are:

1. Ensure appropriate disposal of TLW by generators
2. Ensure proper and affordable disposal services are available for all TLW
3. Promote appropriate government services
4. Build public support for the TLW program

A key component of the TLW program is an education and outreach program that provides information and increases awareness of proper disposal options for both generators and haulers. The program also educates generators on requirements of waste pre-treatment and maintenance requirements under the Sewer Use Bylaw and the Municipal Stormwater Bylaw. In 2014, the annual budget for the TLW program was \$54,500.

OUTREACH

Staff coordinated a number of outreach initiatives in 2014 specifically targeting TLW haulers and waste generators. The following outlines activities completed in 2014, and includes a summary of related projects planned for 2015.

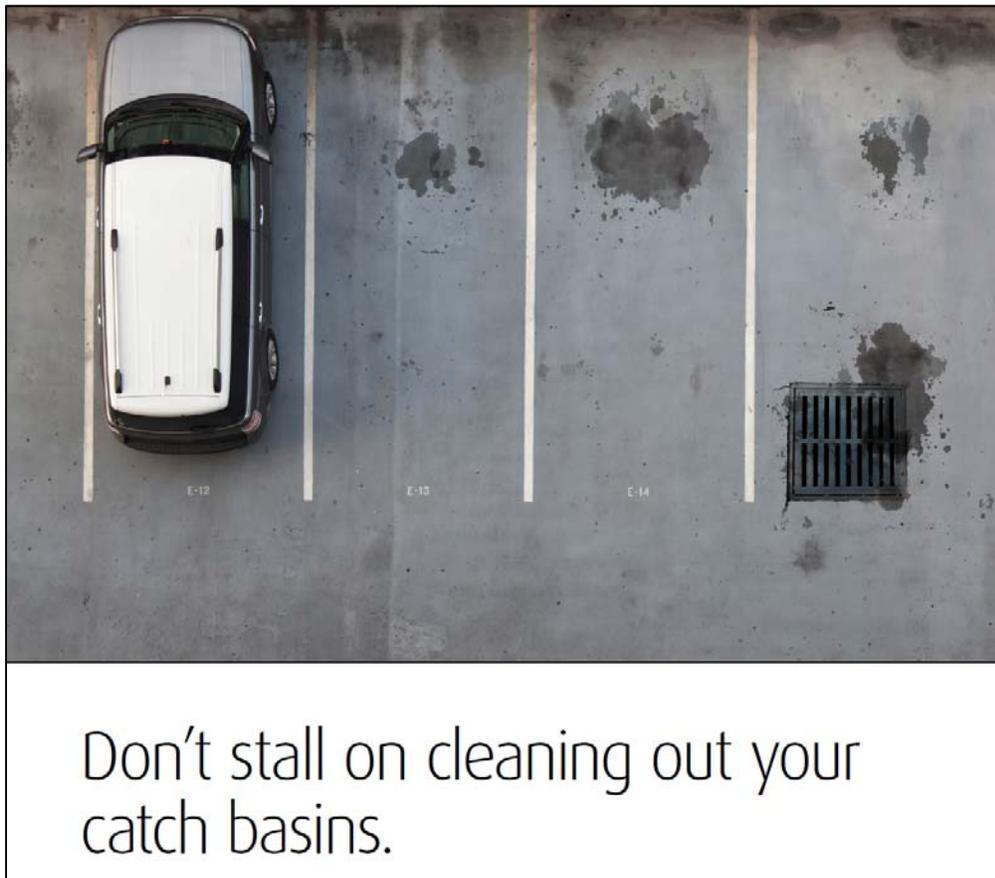
Fall Ad Series

The fall ad series is an annual advertising program that is typically run in early October and focuses on catch basin maintenance and clean outs in preparation for the rainy season. In 2014, staff refined the outreach approach for this campaign in an effort to more effectively target the intended audience. This year, the campaign was directed toward business associations with an increased focus on online advertising. Ads (see Figure 1 for an example) were run in the following publications and/or websites:

- Douglas Magazine
- Westshore Chamber of Commerce
- Times Colonist
- Victoria Chamber of Commerce (Business Matters publication and website)
- CFAK/KOOL FM website

In addition to the advertisements, two full piece articles on catch basin maintenance were run in the Downtown Victoria Business Association and Urban Development Institute e-newsletters.

Figure 1 Example of Fall Catch Basin Ad, 2014



Service Provider Directory and Website

Staff maintains information regarding TLW on the CRD website, which includes information on proper management and disposal of wastes, catch basin facts, technical reports and tools for waste haulers, as well as a service provider directory.

In 2014, there were over 2,300 visits to TLW webpages, which is close to a two-fold increase from last year. The majority of the traffic was related to the service provider directory where over 65% of the page views came from repeat visitors. This indicates that the directory is a useful tool for waste generators to find an appropriate service provider. The intent of the service provider directory is to assist waste generators in finding a hauler to remove waste. The directory and TLW pages are reviewed regularly and updated, as needed.

The remainder of the website traffic was related to catch basin maintenance and servicing, which is the focus of the TLW fall ad campaign series and indicates that outreach material is successfully directing traffic and interest to these pages. Analysis of page views reveals that the majority of web traffic occurs throughout the duration of the ad campaign.

Catch Basin Maintenance Video

TLW staff discovered, through stakeholder feedback, that messaging on catch basin maintenance was unclear or inconsistent. As result, TLW staff, in partnership with the Integrated Watershed Management Program, have released clear information outlining catch basin maintenance procedures to the industry in the form of a video. This three-minute video was developed to outline how catch basins work and why they need to be maintained in order to protect property and local waters. It is one of a series of seven videos promoting stormwater protection.

INDUSTRY RELATIONS

CRD staff try to foster and maintain positive working relationships with the TLW industry, which helps inform new outreach objectives and areas for research. Industry liaison includes periodic consultation with a TLW stakeholders group, a TLW facility tour and an annual stakeholder meeting.

Private Operations

Every year, tours are conducted at private TLW processing or disposal facilities to increase staff knowledge of TLW processing and/or disposal and to foster positive working relationships with the industry.

Stakeholder Meeting

In November 2014, the TLW stakeholders met with the CRD Onsite Management Program service providers. The stakeholder meeting is an annual event held to invite industry representatives and service providers to comment on CRD outreach programs or raise current or emerging issues regarding TLW to CRD staff. A presentation was given to stakeholders and summarized the purpose and goals for the program as well as planned outreach initiatives and studies. The catch basin maintenance video was presented at the event and received positive feedback from attendees and stakeholders.

WASTE QUANTITIES

Catch Basin and Vehicle Wash Waste

Annually, staff review catch basin waste quantities disposed of at local disposal facilities. This allows staff to assess the effectiveness of outreach activities as well as track maintenance cycles. Data for 2014 indicate that while annual totals may vary, total quantities received at both Hartland Landfill and SPL Wastewater Recovery Center indicate a decrease over the last four years. Average disposal quantities have decreased from 487,740 kg in 2010 to 324,760 kg in 2014; a similar trend is observed for vehicle wash wastes. Consultation with the industry has indicated that numbers may be lower due to out-of-region disposal and/or recycling facilities. In addition, analysis of trends in this data may be difficult due to inconsistent maintenance intervals and variable sediment accumulation.

For 2014-2015, outreach efforts may be expanded to directly target specific waste generators, as well as include new initiatives for the catch basin outreach program.

CONCLUSION

The TLW program continues to make progress in the regional coordination of TLW disposal. Baseline data continues to be collected for future program performance measures. Outreach and education activities continue to focus on promotion of proper maintenance practices for catch basins and, where possible, staff pursue collaboration opportunities with other CRD programs and/or initiatives. Staff continue to work with waste generators, haulers and other stakeholders to achieve program goals and to meet requirements under the Core Area LWMP.