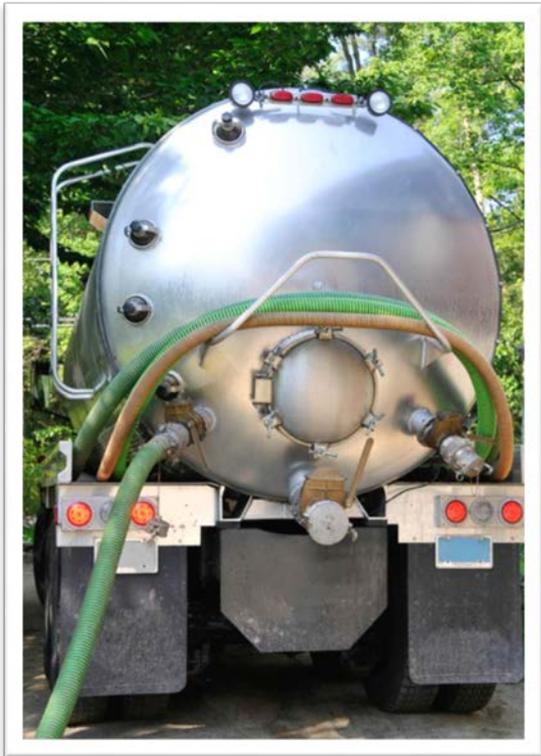


Trucked Liquid Waste Program

2015 Annual Report

Parks & Environmental Services

Environmental Protection



Prepared by:
GeoEnvironmental Programs

Capital Regional District
625 Fisgard Street, Victoria, BC V8W 2S6
T: 250.360.3000 F: 250.360.3079
www.crd.bc.ca

November 2016

TRUCKED LIQUID WASTE PROGRAM 2015 ANNUAL REPORT

BACKGROUND

Under Section 19 of the Core Area Liquid Waste Management Plan, the Capital Regional District (CRD) implements a program to coordinate the collection and disposal of trucked liquid waste. Trucked liquid wastes are non-domestic liquid wastes that are prohibited from discharge to sanitary sewer or stormwater systems and must be transported by truck to a disposal facility. Examples of trucked liquid waste include catch basin, grease interceptor and oil/water separator wastes.

The CRD's Trucked Liquid Waste Program (the Program) addresses the Core Area Liquid Waste Management Plan requirements related to management of trucked liquid waste. The objective of the Program is to ensure that trucked liquid waste is handled and disposed of in an appropriate and responsible manner, to protect the environment and public health. The Program's goals are to:

- promote pollution prevention
- promote informed decisions by the industrial, commercial and institutional sector on liquid waste disposal
- encourage the development of appropriate and cost effective facilities
- encourage and increase compliance with regulations

A key component of the Program is industry partnership and outreach that promotes education of trucked liquid waste generators and haulers. The Program provides information regarding disposal options, waste pre-treatment, and maintenance requirements that improves compliance with the Sewer Use Bylaw and Municipal Stormwater Bylaws. The Program routinely prepares outreach materials regarding trucked liquid waste issues and presents relevant topics at annual stakeholder meetings.

OUTREACH

Staff coordinated a number of outreach initiatives in 2015 specifically targeting trucked liquid waste haulers and waste generators. The budget for 2015 was \$55,650. The following outlines activities completed in 2015 and includes a summary of related projects planned for 2016.

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. Communications and media plans were developed to more effectively target the intended audience. The campaign was directed toward business associations with an increased focus on online advertising. In 2015, Facebook advertising was used as a means to reach the target audience. Facebook advertising metrics reported that close to 10,000 individuals were reached throughout the duration of the campaign. Ads were also run in the following publications and/or websites (see Figure 1 on page 2 as an example):

- Douglas Magazine
- Westshore Chamber of Commerce
- Times Colonist
- Victoria Chamber of Commerce (Business Matters publication, Biznews e-mail blast and website)
- Bell Media Group (CFAX/KOOL FM websites)

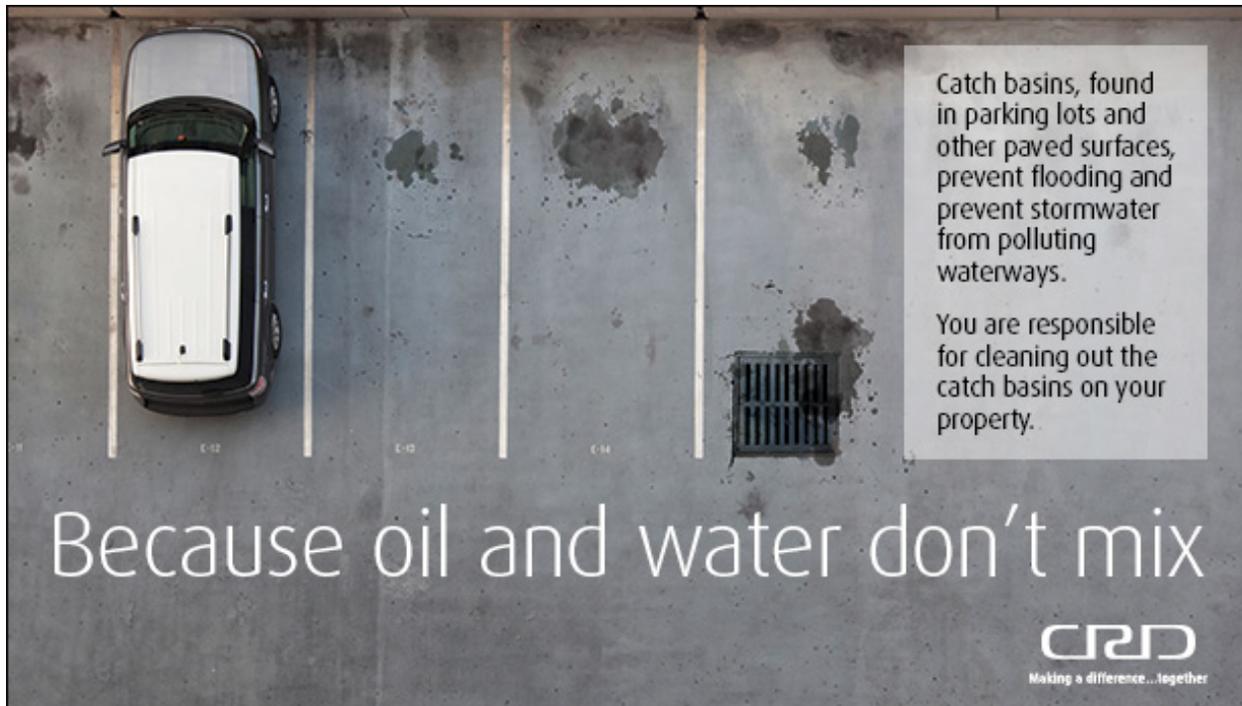


Figure 1 Example of Fall Catch Basin Ad, 2015

Service Provider Directory and Website

Staff maintain information regarding trucked liquid waste 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 2015, there were close to 4,000 visits to trucked liquid waste webpages, which is nearly a 2-fold increase from 2014 and a 4-fold increase from 2013. The majority of the traffic was related to the service provider directory. This confirms that the directory is a useful tool to connect generators with service providers. The directory and trucked liquid waste 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 trucked liquid waste 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 Pamphlet

To supplement the catch basin maintenance video produced in 2015, a pamphlet was developed in advance of the 2015 stakeholders' meeting. The pamphlet is an additional educational tool for the industry and the CRD to share with waste generators.

Inter-departmental Collaboration

Where possible, the staff from the Program partner with other CRD programs to align messaging and outreach efforts. In the past, the CRD's Regional Source Control Program provided information to businesses with respect to catch basin maintenance and waste management. Future outreach options are being explored for new waste sectors in 2016.

INDUSTRY RELATIONS

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

Private Operations

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

Stakeholder Meeting

In November 2015, the trucked liquid waste stakeholders met with the service providers at an annual event held to invite industry representatives and service providers to comment on CRD outreach programs and/or raise current or emerging issues regarding trucked liquid waste 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 and pamphlet were 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 2015 indicate that while annual totals may vary, total quantities received at both Hartland Landfill and SPL Wastewater Recovery Center have increased over the last 2 years. Average disposal quantities have increased between 11% and 17% from 2013 quantities. It is anticipated that a large portion of catch basin and vehicle wash wastes are not accounted for due to private and out-of-region disposal/reclamation facilities. In addition, analysis of trends in this data may be difficult due to inconsistent maintenance intervals and variable sediment accumulation.

CONCLUSION

In 2015, the Program continued to coordinate regional trucked liquid waste management. Program performance measures demonstrate that the program efforts are effective at reaching waste generators and improving the management of trucked liquid waste in the region. Outreach and education activities continue to focus on promotion of proper maintenance practices for catch basins and staff continue to pursue collaboration opportunities with other CRD programs and/or initiatives. Staff also continue to work with waste generators, haulers and other stakeholders to achieve program goals and to meet requirements under the Core Area Liquid Waste Management Program.