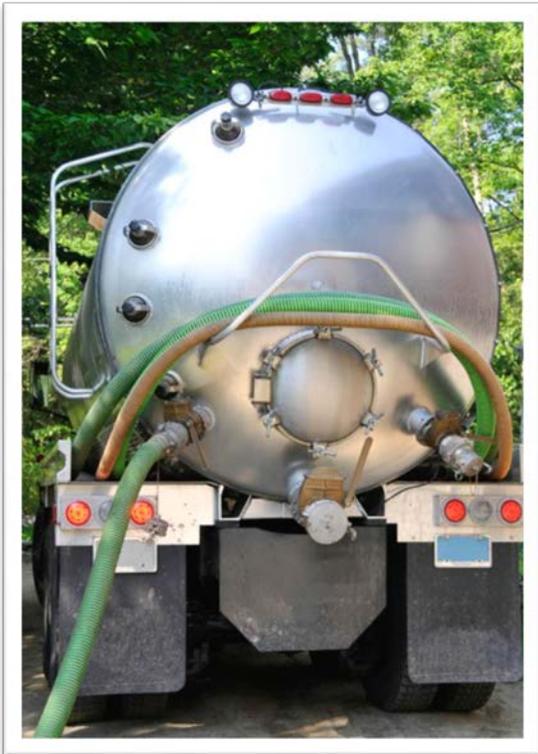


# Trucked Liquid Waste Program

## 2017 Annual Report

Parks & Environmental Services

Environmental Protection



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## **TRUCKED LIQUID WASTE PROGRAM 2017 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 (TLW). TLWs 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 TLWs 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 TLW. The objective of the Program is to ensure that TLW 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; and
- encourage and increase compliance with regulations.

These goals are achieved through industry partnerships, outreach and education of TLW generators and haulers. The Program educates service providers regarding disposal options, waste pre-treatment, and maintenance requirements through outreach materials and via presentations at annual stakeholder meetings. The 2017 Program initiatives are summarized below and include outreach and education, industry relations and waste quantity monitoring.

### **OUTREACH AND EDUCATION**

In 2017 and 2018, outreach initiatives targeted TLW haulers and waste generators to advertise appropriate management and disposal options through advertising, web content and events.

#### **Advertisements: Fall Series**

The annual fall advertising program focusses on catch basin maintenance and clean outs and typically runs in early October prior to the rainy season. Communications and media plans were updated to effectively target the intended audience (businesses and business associations). The following media were used to promote catch basin cleaning:

- Paper and electronic news publications (see Figure 1)
- Magazines
- Radio
- Facebook and Twitter

Website metrics indicate the ad campaign was successful at directing traffic to relevant pages on catch basin cleaning throughout the duration of the campaign. Over 10,000 people were reached on popular social media platforms. In addition, some constructive feedback was received on social media and will aid in modification of future outreach messaging to improve clarity.

TLW staff are currently coordinating with other programs to develop a new campaign that reminds commercial manufacturers that liquid wastes require proper management. The new campaign is expected to launch in early 2019.



**Figure 1**      **Fall Catch Basin Ad, 2017**

### **Website**

The CRD's TLW website includes a service provider directory, information on proper management and disposal of wastes, catch basin facts, technical reports and tools for waste management. The service provider directory is a useful tool to connect generators with service providers to ensure responsible waste management. The directory and TLW pages are reviewed regularly and updated, as needed.

The majority of website traffic was related to catch basin maintenance and servicing, which is the focus of the TLW fall ad campaign series. Analysis of page views reveals that the majority of web traffic occurs throughout the duration of the ad campaign. This web content is a unique regional resource for individuals and businesses looking for information on catch basins.

### **Outreach Events**

Program staff collaborate with other CRD programs and share outreach material and events. The TLW catch basin pamphlet is part of the watershed-wise pamphlet series, which is delivered through many CRD outreach programs. New campaign material is currently in the planning stages to support commercial liquid waste management throughout the region.

## **INDUSTRY RELATIONS**

CRD staff routinely liaise with the TLW industry to inform outreach objectives and areas for research. Industry liaison includes periodic consultation with the TLW stakeholders' group and annual tours and/or meetings with service providers or waste generators. In addition to the annual stakeholder meeting, Program staff prepared workshops and outreach materials in anticipation of the future Saanich Peninsula Stormwater Bylaw launch.

In March 2018, the TLW stakeholders met with the service providers at an annual event for industry representatives and service providers. This annual event provides an opportunity for comment on outreach programs, industry needs or emerging issues regarding TLW. The Program presentation summarized the Program purpose and goals, as well as upcoming 2018 and 2019 plans. Additionally, industry feedback regarding TLW programs, outreach and disposal survey was sought in the form of a survey at the meeting.

The survey indicated that catch basin management is routine service work for many companies with the exception of emergency blockage related work. Maintenance work is often aligned with our fall outreach program and the ad campaign messaging is considered relevant. In anticipation of future record keeping requirements, staff asked service providers if they take part in record keeping for their clients. The providers indicated that they have not seen any requests for additional record completion to date. Service providers voiced concerns over disposal costs and lack of competition for TLW disposal in the CRD. While the CRD has no regulatory jurisdiction over TLW management and disposal outside of Hartland landfill, staff will continue to work with stakeholders to promote a fair and transparent service across the region.

## **WASTE QUANTITIES**

TLW disposal quantities are routinely assessed for trends and cycles. The data contributes to regional planning efforts and supports outreach activities. A large portion of TLWs are disposed of at private and out-of-region facilities and those volumes are not available for assessment. Regardless, in 2017, total quantities received at both Hartland Landfill and SPL Wastewater Recovery Center have increased over the last 4 years. Between 2013 to 2017, catch basin waste quantities disposed of at local facilities more than tripled.

## **CONCLUSION**

The Program continues to successfully improve TLW management practices within the region. Program performance measures demonstrate that the Program effectively reaches waste generators and service providers. Outreach and education activities continue to promote proper maintenance practices for catch basins and a new outreach program is in development for 2019. Staff continue to work with waste generators, haulers and other stakeholders to achieve program goals and to meet requirements under the Core Area and Saanich Peninsula Liquid Waste Management Program.