

ITEM 10  
MANAGER'S REPORT NO. 59  
COUNCIL MEETING 85/09/23

RE: LETTER FROM MRS. EVELYN RANKIN WHICH APPEARED ON THE AGENDA FOR THE  
1985 SEPTEMBER 16 MEETING OF COUNCIL (Item 3 a)  
RECYCLING PROGRAM

MUNICIPAL MANAGER'S RECOMMENDATION:

1. THAT the recommendation of the Acting Director Engineering be adopted.

\* \* \* \* \*

TO: MUNICIPAL MANAGER 1985 September 16  
FROM: ACTING DIRECTOR ENGINEERING  
SUBJECT: RECYCLING PROGRAM - COPY OF A LETTER FROM  
MRS. EVELYN RANKIN TO INTERNATIONAL PAPER INDUSTRIES LTD.

RECOMMENDATION

THAT a copy of this report be sent to Mrs. Evelyn Rankin and International Paper Industries Ltd.

REPORT

Appearing on the Council Meeting agenda, correspondence and petitions for the regular Council Meeting on 1985 September 16, was a copy of a letter from Mrs. Evelyn Rankin to International Paper Industries Ltd. complaining about certain aspects of the Recycling Program as carried out by I.P.I. Ltd.

We have discussed the problem with Mrs. Emmie Leung, Chief Executive of I.P.I. Ltd., and further to our conversation she has reported in writing as follows:

"We received a letter from Mrs. E. Rankin, resident of the above-captioned address, with regard to her newspaper collection being missed.

I personally visited Mrs. E. Rankin on Sept. 10, 1985. We had a very amicable meeting and I personally assured that her newspaper collection will not be missed in future.

I have had a talk with the driver of the Burnaby truck already and also, the swamper who picked-up on the Burnaby route was let go at the end of August 1985 due to poor performance.

The new swamper has been warned not to miss out any homes and seems to be doing a better job of picking up all the newspapers left out on the curbside in blue bags. We have sent Mrs. Rankin a new blue bag for her newspapers.

I hope you will understand that this has been an unfortunate incident which will not happen again."

We have also talked with Mrs. Rankin, apologized for the inconveniences she has experienced and assured her that we are confident that I.P.I. Ltd. will ensure as promised that there will be no recurrence of the unfortunate incident.

At the Regular Council Meeting on 1985 September 16 during discussion on Correspondence and Petitions we were requested to comment on the efficiency of the Recycling Programs and on the status of the proposed recycling depot at Stride Avenue.

1. Efficiency of Recycling Program.

The Recycling Program, like any new program, experienced start-up difficulties. I.P.I. Ltd. had delivered to all households an illustrated calendar similar to our refuse calendar showing the pickup days for the various areas. Some householders misinterpreted the instructions and placed their blue bags at the curbside on the wrong days and as a result, we received numerous complaints. These problems have been corrected and complaints to the Works Yard are minimal.

I.P.I. Ltd. experienced problems with unauthorized collectors who travelled ahead of I.P.I.'s trucks picking up the newspapers from the blue bags. While this problem has not been eliminated, there has been a considerable improvement.

I.P.I. Ltd. reports that they are picking up newspaper from 600-800 homes/day which is resulting in total generated tonnage of approximately five tonnes/day. I.P.I. Ltd. indicates that their desired target is twelve tonnes/day.

In general, the reports from our staff who monitor the program indicate that the operation is being efficiently run and the program is working well.

2. Status of Stride Avenue Recycling Depot.

Clause 14 of the Newspaper Curbside Collection Contract states:

"MULTI-MATERIAL RECYCLING

Should the collection of other recyclable materials become viable and desirable the contractor must be willing to cooperate with the Municipality in setting up a multi-material recycling program which will be to their mutual advantage."

The Corporation of Burnaby has given I.P.I. Ltd. a small area at the Stride Avenue dump where they have placed five small containers and two 25-cubic yard containers and the latter two are kept locked. Of the five small containers one is for newsprint, one for cans and three for bottles (green, brown and clear glass). The Burnaby Boy Scouts are cooperating in this recycling operation and when the small bins are full they transfer the material to the large containers. All the revenue from this operation goes to the Burnaby Boy Scouts. I.P.I. Ltd. pay for the cost of transporting the containers.

Apart from providing the area, there is no cost to Burnaby Corporation and our staff report that the program is working well.