

April 20, 2023

FOI No: 2023-14

Redacted S. 22

Email: Redacted S. 22

Dear Redacted S. 22

Re: Request for Records
Freedom of Information and Protection of Privacy Act

The City of White Rock has reviewed your request for access to the following records pursuant to the Freedom of Information and Protection of Privacy Act (the "Act"):

- *Emails and phone logs from the Engineering and Operations Department or other departments to all the current private contractors who handle Multi-family and Business solid waste removal services in the City of White Rock.*

Topics are:

- 1. Coordinating pickup days so there is less traffic on White rock streets*
- 2. Vehicle maintenance*
- 3. Conversion to CNG fuel for their vehicles*

Access to the e-mail records requested is available at this time. The Director of Engineering and Municipal Operations has confirmed city business on this matter was done through email and further he had a meeting with Waste Connection of Canada and another with three (3) haulers from the Waste Management Association of BC(WMABC).

One record has been severed in regard to Section 21 of the Act, in order to provide you access to the rest of the information. Section 21 has been applied in order to avoid harmful disclosure to business interests of the third party.

An inquiry was made with our IT department in regard to phone logs and I was informed of the following:

Corporate Administration
P: 604.541.2212 | F: 604.541.9348

City of White Rock
15322 Buena Vista Avenue, White Rock BC, Canada V4B 1Y6

WHITE ROCK
City by the Sea!

www.whiterockcity.ca

TELUS doesn't provide the City with detailed cellphone call records, the City's on-premises telephone equipment retains up to three (3) months of landline call records (three months from the current day). It was noted if you request staff to go back at this time only records from April 20th back three (3) months would be retrievable. Only the specified phone number, date and length of call would be able to be provided. Following confirmation from you given today the work regarding phone logs is not required and hereby now removed from this FOI request.

Please contact me if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink that reads "Arthur".

Tracey Arthur, Director of Corporate Administration

Att.

If you believe that the City of White Rock has been unreasonable in its handling of your request, you may ask the Information and Privacy Commissioner to review our response. You have 30 days from receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner
3rd Floor, 756 Fort Street
Victoria BC V8W 1H2

Should you decide to request a review, please provide the Commissioner's office with:

1. your name, address and telephone number;
2. a copy of this letter;
3. a copy of your original request sent to the City of White Rock; and
4. the reasons or grounds upon which you are requesting the review.

Debbie Johnstone

From: Tracey Arthur
Sent: March 10, 2023 12:02 PM
To: FOI Request
Subject: FW: City of White Rock decision on Multi-Family and Commercial Solid Waste Transition

Follow Up Flag: Follow up
Flag Status: Completed

TRACEY ARTHUR, CMC

Director of Corporate Administration

15322 Buena Vista Avenue, White Rock, BC V4B1Y6

Tel: 604-541-2212 | www.whiterockcity.ca



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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Friday, March 10, 2023 11:46 AM
To: Tracey Arthur <TArthur@whiterockcity.ca>
Subject: Fw: City of White Rock decision on Multi-Family and Commercial Solid Waste Transition

Jim Gordon P.Eng.

Director of Engineering and Municipal Operations,

City of White Rock

877 Keil Street, White Rock, BC V4B 4V6

Tel: 604.541.2181 | www.whiterockcity.ca



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From: Lori Bryan <info@wmabc.ca>
Sent: Tuesday, January 17, 2023 4:27 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Subject: City of White Rock decision on Multi-Family and Commercial Solid Waste Transition

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr Gordon,

I hope this email finds you well.

We are aware that City Council voted on the Multi-Family and Commercial Solid Waste Transition at the Jan 16th council meeting and the decision was to maintain the status quo and rescind the waste transition. In light of the yes vote to agenda item 6.2c item 4, I am reaching out to request an initial meeting with yourself and staff to better understand council's concerns.

Please advise of availability over the next couple of weeks so that we may schedule a meeting.

Looking forward to speaking with you soon.

Sincerely,

Lori Bryan



WMABC, Executive Director

info@wmabc.ca

778-775-7960

www.wmabc.ca

Save the Date for the WMABC 11th Annual Conference & AGM, Thursday February 23, 2023 at the Guildford Vancouver Sheraton Hotel in Surrey BC. Conference details & registration can be found [here](#). Sponsorship & Exhibitor Opportunities are now available. Please inquire at info@wmabc.ca for more information. Early Bird registration rates EXTENDED until Jan 23, 2023

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From: Orietta Danyluk <odanyluk@gflenv.com>
Sent: Wednesday, January 18, 2023 2:30 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: RE: White Rock Solid Waste Conversion

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Jim,

Thank you for the update!

Orietta Danyluk | Office Manager

GFL Environmental Inc.

70 Golden Drive, Coquitlam, BC V3K 6B5

T (604) 529-4030 Ext. 72841 | **F** (604) 529-4024 | **C** (604) 861-0290 | odanyluk@gflenv.com | www.gflenv.com

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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Wednesday, January 18, 2023 2:25 PM
To: Orietta Danyluk <odanyluk@gflenv.com>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: FW: White Rock Solid Waste Conversion

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Orietta,

Thank you for responding to our Request for Proposals for the solid waste conversion project.

Following is an email that we are planning to send to all the haulers in White Rock.

Thanks! Jim

Dear Solid Waste Haulers,

As you may be aware, at the October 4, 2021 Regular Council meeting, Council directed staff to procure a contractor for the collection of multi-family and commercial solid waste as a city managed service. Staff worked on the complicated process of initiating the conversion; however, approval was held in the Fall of 2022 pending election of a new City Council. On January 16, 2023, the new Council approved staying with the status quo whereby multi-family and commercial solid waste collection is privately managed, the staff report is attached.

We appreciate the considerable effort made by haulers to consider and respond to the Request for Proposals issued last summer. We also appreciate the feedback we received from many of you and your representatives – we forwarded this to Council to assist in their decision.

As it currently stands, the City is no longer taking steps towards conversion of White Rock solid waste hauling to a single City managed contractor. However, the significant caveat is that Council wants the issue of crisscrossing trucks and multiple competing trucks travelling the same streets to be addressed by the industry. Residents are concerned about the noise, inconvenience and pollution caused by this lack of efficient collection coordination.

Staff have been directed to report back to Council in six months to discuss a successful, implemented mitigation of this trucking problem. We ask that you immediately work together to consider solutions and prepare to discuss these solutions in a Teams meeting to be set up with City staff within the next few weeks.

We hope that we can cooperatively work together to preclude the necessity of Council passing Bylaws to regulate your industry in White Rock.

Best,

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock

877 Keil Street, White Rock, BC V4B 4V6
Tel: 604.541.2181 | www.whiterockcity.ca



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From: Jim Gordon

Sent: Wednesday, January 18, 2023 11:28 AM

To: Mary Polak <mary@mapleleafstrategies.com>

Cc: Guillermo Ferrero <GFerrero@whiterockcity.ca>; Corrine Haer <CHaer@whiterockcity.ca>

Subject: White Rock Solid Waste Conversion

Hello Mary,

Thank you both for providing feedback on the solid waste conversion. We forwarded this to City Council for consideration before considering the attached staff report on January 16, 2023.

Following is an email that we are planning to send to all the haulers in White Rock. Could you please provide me with the contact information for the haulers you represent and any other White Rock hauler contacts you may have.

Thanks! Jim

Dear Solid Waste Haulers,

As you may be aware, at the October 4, 2021 Regular Council meeting, Council directed staff to procure a contractor for the collection of multi-family and commercial solid waste as a city managed service. Staff worked on the complicated process of initiating the conversion; however, approval was held in the Fall of 2022 pending election of a new City Council. On January 16, 2023, the new Council approved staying with the status quo whereby multi-family and commercial solid waste collection is privately managed, the staff report is attached.

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Best,

Jim

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Director of Engineering and Municipal Operations,
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From: Jim Gordon
Sent: Wednesday, January 18, 2023 2:30 PM
To: Corrine Haer <CHaer@whiterockcity.ca>
Subject: FW: White Rock Solid Waste Conversion

FYI

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6
Tel: 604.541.2181 | www.whiterockcity.ca



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From: Jim Gordon
Sent: January 18, 2023 2:30 PM
To: Mayor and Council <MayorandCouncil@whiterockcity.ca>
Cc: Guillermo Ferrero <GFerrero@whiterockcity.ca>
Subject: FW: White Rock Solid Waste Conversion

Hello Mayor and Council,

FYI Following is the text of an email that we sent out to the agents for the haulers earlier today. We are presently finalizing the list of haulers to make sure we include everyone before we set up our meetings.

Best,

Jim
Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6



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Dear Solid Waste Haulers,

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We appreciate the considerable effort made by haulers to consider and respond to the Request for Proposals issued last summer. We also appreciate the feedback we received from many of you and your representatives – we forwarded this to Council to assist in their decision.

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Staff have been directed to report back to Council in six months to discuss a successful, implemented mitigation of this trucking problem. We ask that you immediately work together to consider solutions and prepare to discuss these solutions in a Teams meeting to be set up with City staff within the next few weeks.

We hope that we can cooperatively work together to preclude the necessity of Council passing Bylaws to regulate your industry in White Rock.

Best,

Jim

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Director of Engineering and Municipal Operations,
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From: Mary Polak <mary@mapleleafstrategies.com>

Sent: Wednesday, January 18, 2023 8:53 AM

To: Jim Gordon <JGordon@whiterockcity.ca>

Subject: White Rock Solid Waste

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning, Jim

Now that Council has shifted direction, let's talk next steps.

Waste Connections is excited to get to work addressing residents' concerns.

As it happens, Izzie is in BC next week for an event.

Do you have any availability on the 25th?

Regardless, if you have some time in the next few days, I would like to touch base with you to understand how you plan to proceed and where/when we should plug into the conversation.

Thank you for all your work on this!

Mary

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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Wednesday, January 18, 2023 8:13 AM
To: Lori Bryan <info@wmabc.ca>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: Re: City of White Rock decision on Multi-Family and Commercial Solid Waste Transition

Hi Lori,

Thanks for contacting me.

You are correct, Council will be staying with the current private hauler model. We will need to meet with all the haulers to address Council concern about overlapping trucks on the same street. We will look to the industry to devise a plan for mitigating this concern and minimizing the truck traffic by working together to rationalize routes. We prefer to do this in a cooperative manner rather than introducing bylaws restricting your operations.

Do you have contact information you could send me of all your members who are working in White Rock?

Thanks

Jim

Jim Gordon P.Eng.

Director of Engineering and Municipal Operations,

City of White Rock

877 Keil Street, White Rock, BC V4B 4V6

Tel: 604.541.2181 | www.whiterockcity.ca



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From: Lori Bryan <info@wmabc.ca>
Sent: Tuesday, January 17, 2023 4:27 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Subject: City of White Rock decision on Multi-Family and Commercial Solid Waste Transition

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Dear Mr Gordon,

I hope this email finds you well.

We are aware that City Council voted on the Multi-Family and Commercial Solid Waste Transition at the Jan 16th council meeting and the decision was to maintain the status quo and rescind the waste transition. In light of the yes vote to agenda item 6.2c item 4, I am reaching out to request an initial meeting with yourself and staff to better understand council's concerns.

Please advise of availability over the next couple of weeks so that we may schedule a meeting.

Looking forward to speaking with you soon.

Sincerely,

Lori Bryan



WMABC, Executive Director

info@wmabc.ca

778-775-7960

www.wmabc.ca

Save the Date for the WMABC 11th Annual Conference & AGM, Thursday February 23, 2023 at the Guildford Vancouver Sheraton Hotel in Surrey BC. Conference details & registration can be found [here](#). Sponsorship & Exhibitor Opportunities are now available. Please inquire at info@wmabc.ca for more information. Early Bird registration rates EXTENDED until Jan 23, 2023

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From: Izzie Abrams <izzie.abrams@wasteconnections.com>
Sent: Friday, January 20, 2023 2:27 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Cc: Corrine Haer <CHaer@whiterockcity.ca>; Mary Polak <mary@mapleleafstrategies.com>
Subject: RE: White Rock Solid Waste Conversion- Waste Connections of Canada

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Jim

Thanks for the update and follow-up. It is greatly appreciated.

We look forward to working with you and your team in bringing positive solutions to resolve the issue at hand.

We have every confidence that working collaboratively together we can accomplish this.

Best regards,

Izzie

Izzie Abrams

Vice President, Government & External Affairs

T: 905-532-7532 | F: 905-532-7580 | C: 416-464-4931

Waste Connections of Canada | 6220 Hwy 7, Suite 600 | Woodbridge, Ontario, L4H 4G3

www.WasteConnectionsCanada.com



From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Friday, January 20, 2023 4:42 PM
To: Izzie Abrams <izzie.abrams@wasteconnections.com>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: Re: White Rock Solid Waste Conversion- Waste Connections of Canada

Hello Izzie,

Thank you for responding to our Request for Proposals for the solid waste conversion project.

Following is an email that we are planning to send to all the haulers in White Rock.

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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Friday, January 20, 2023 1:42 PM
To: izzie.abrams@wasteconnections.com <izzie.abrams@wasteconnections.com>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: Re: White Rock Solid Waste Conversion- Waste Connections of Canada

Hello Izzie,

Thank you for responding to our Request for Proposals for the solid waste conversion project.

Following is an email that we are planning to send to all the haulers in White Rock.

Thanks! Jim

Dear Solid Waste Haulers,

As you may be aware, at the October 4, 2021 Regular Council meeting, Council directed staff to procure a contractor for the collection of multi-family and commercial solid waste as a city managed service. Staff worked on the complicated process of initiating the conversion; however, approval was held in the Fall of 2022 pending election of a new City Council. On January 16, 2023, the new Council approved staying with the status quo whereby multi-family and commercial solid waste collection is privately managed, the staff report is attached.

We appreciate the considerable effort made by haulers to consider and respond to the Request for Proposals issued last summer. We also appreciate the feedback we received from many of you and your representatives – we forwarded this to Council to assist in their decision.

As it currently stands, the City is no longer taking steps towards conversion of White Rock solid waste hauling to a single City managed contractor. However, the significant caveat is that Council wants the issue of crisscrossing trucks and multiple competing trucks travelling the same streets to be addressed by the industry. Residents are concerned about the noise, inconvenience and pollution caused by this lack of efficient collection coordination.

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We hope that we can cooperatively work together to preclude the necessity of Council passing Bylaws

to regulate your industry in White Rock.

Best,

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock

877 Keil Street, White Rock, BC V4B 4V6

Tel: 604.541.2181 | www.whiterockcity.ca



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From: Mary Polak <mary@mapleleafstrategies.com>

Sent: Friday, January 20, 2023 12:55 PM

To: Jim Gordon <JGordon@whiterockcity.ca>

Subject: Contact Information

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Hi Jim,

Izzie is the best point of contact for you with Waste Connections of Canada.

izzie.abrams@wasteconnections.com

You can always reach out to me if you need.

Have a great weekend!

Mary



Mary Polak | Strategic Advisor
Maple Leaf Strategies
Ottawa | Vancouver | Calgary | Toronto
680-650 W Georgia Street
Vancouver, BC V6N 4N7
T: 604-338-9969



Experts Who Deliver

Public Affairs | Government Relations | Public Opinion Research | Reconciliation Strategies

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From: Lori Bryan <info@wmabc.ca>
Sent: Wednesday, February 15, 2023 1:10 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Cc: Guillermo Ferrero <GFerrero@whiterockcity.ca>; Corrine Haer <CHaer@whiterockcity.ca>
Subject: RE: White Rock Solid Waste Conversion

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Dear Jim,

Thank you for your email of Jan 18th and my apologies for my delayed response.

As an association, we have discussed this at the board level as well as with our members. While we are happy to facilitate a collaborative meeting between White Rock service providers and city staff, to discuss concerns & challenges, there are a few issues I must share with you on the direction as proposed by you.

As you can appreciate, to ensure an open & transparent process, waste service providers cannot meet amongst themselves to discuss the servicing of their customers and/or make plans to collectively create a service plan for pick up in a given area, without appearing to be engaging in collusion. This goes against the competition laws in place by the Competition Bureau of Canada and can carry hefty fines for companies engaging in or appearing to engage in an anti competitive process.

While most of the service providers in the city of White Rock are members of the WMABC, not all are and I would require permission to share their contact information. I reiterate our offer to help facilitate a collaborative meeting with the service providers and city staff. This then becomes a true consultation and collaboration to address the concerns of council but also helps service providers achieve the service goals of their customers, in a sustainable manner.

We look forward to next steps.

Sincerely,

Lori Bryan

WMABC

WMABC, Executive Director

info@wmabc.ca

778-775-7960

www.wmabc.ca

Join us for the WMABC 11th Annual Conference & AGM, Thursday February 23, 2023 at the Guildford Vancouver Sheraton Hotel in Surrey BC. Conference details & registration can be found [here](#). Sponsorship & Exhibitor Opportunities are now available. Please inquire at info@wmabc.ca for more information.

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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Wednesday, January 18, 2023 11:31 AM
To: Lori Bryan <info@wmabc.ca>
Cc: Guillermo Ferrero <GFerrero@whiterockcity.ca>; Corrine Haer <CHaer@whiterockcity.ca>
Subject: FW: White Rock Solid Waste Conversion

Hello Lori,

Thank you both for providing feedback on the solid waste conversion. We forwarded this to City Council for consideration before considering the attached staff report on January 16, 2023.

Following is an email that we are planning to send to all the haulers in White Rock. Could you please provide me with the contact information for the haulers you represent and any other White Rock hauler contacts you may have.

Thanks! Jim

Dear Solid Waste Haulers,

As you may be aware, at the October 4, 2021 Regular Council meeting, Council directed staff to procure a contractor for the collection of multi-family and commercial solid waste as a city managed service. Staff worked on the complicated process of initiating the conversion; however, approval was held in the Fall of 2022 pending election of a new City Council. On January 16, 2023, the new Council approved staying with the status quo whereby multi-family and commercial solid waste collection is privately managed, the staff report is attached.

We appreciate the considerable effort made by haulers to consider and respond to the Request for Proposals issued last summer. We also appreciate the feedback we received from many of you and your representatives – we forwarded this to Council to assist in their decision.

As it currently stands, the City is no longer taking steps towards conversion of White Rock solid waste hauling to a single City managed contractor. However, the significant caveat is that Council wants the issue of crisscrossing trucks and multiple competing trucks travelling the same streets to be addressed by the industry. Residents are concerned about the noise, inconvenience and pollution

caused by this lack of efficient collection coordination.

Staff have been directed to report back to Council in six months to discuss a successful, implemented mitigation of this trucking problem. We ask that you immediately work together to consider solutions and prepare to discuss these solutions in a Teams meeting to be set up with City staff within the next few weeks.

We hope that we can cooperatively work together to preclude the necessity of Council passing Bylaws to regulate your industry in White Rock.

Best,

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock

877 Keil Street, White Rock, BC V4B 4V6

Tel: 604.541.2181 | www.whiterockcity.ca



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From: Jim Gordon
Sent: Tuesday, February 21, 2023 2:46 PM
To: Lori Bryan <info@wmabc.ca>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: RE: White Rock Solid Waste Conversion

Hi Lori,

Thanks for your email.

I note your comments and concerns about competition and the Competition Bureau of Canada; however, as you do meet as a Board, perhaps you and one or two designates from the Board could meet with us? We could meet either on Teams or in person, but firstly could you please answer the following:

1. Which members of your Association collect solid waste in White Rock?
2. Approximately how many stratas and businesses do they serve?
3. What steps are your members prepared to take to reduce truck congestion, for example can pickups be spread over the whole week rather than just a few days? City crews do not collect on Mondays so this may be a good day for some of your members to collect if not already doing so...
4. How do your members address environmental concerns? Do they use alternative fuels? Do they use vehicles appropriately sized for collection from our narrow lanes?
5. Do your members use route software to minimize backtracking?

We look forward to meeting with you to work together to affect positive changes to the private sector collection of solid waste in White Rock.

Best Regards,

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6
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From: Lori Bryan <info@wmabc.ca>
Sent: Friday, March 10, 2023 11:48 AM
To: Jim Gordon <JGordon@whiterockcity.ca>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: RE: White Rock Solid Waste Conversion

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Hi Jim,

Once again, my apologies for my delayed response. We held our annual conference on Feb 23rd and that is quite time consuming before and after the event.

We would be happy to meet with you & your team to answer your questions as well as discuss other concerns. My board members would prefer to meet in person.

Please provide some suggested dates and times of availability for the next few weeks for us to find a time that fits into schedules.

Looking forward to meeting with you and your team.

Lori Bryan



WMABC, Executive Director

info@wmabc.ca

778-775-7960

www.wmabc.ca

To unsubscribe to future emails please click here admin@wmabc.ca & enter unsubscribe into the subject line.
Please consider the environment before printing this email

From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: Tuesday, February 21, 2023 2:46 PM
To: Lori Bryan <info@wmabc.ca>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: RE: White Rock Solid Waste Conversion

Hi Lori,

Thanks for your email.

I note your comments and concerns about competition and the Competition Bureau of Canada; however, as you do meet as a Board, perhaps you and one or two designates from the Board could meet with us? We could meet either on Teams or in person, but firstly could you please answer the following:

1. Which members of your Association collect solid waste in White Rock?
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We look forward to meeting with you to work together to affect positive changes to the private sector collection of solid waste in White Rock.

Best Regards,

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
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From: [Cindy Sagal](#)
To: [Corrine Haer](#)
Cc: [Brett Smith](#)
Subject: Meeting Follow Up
Date: March 14, 2023 11:29:03 AM

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Good morning Corrine,

I'm just working through some final details on pulling together all the efficiency improvements on our end since our re-route/route optimization within the City of White Rock. I wanted to follow up with you as well as you were going to send me some stats/information on counts within the City of White Rock so I can get a more accurate count on what our current market share is. Look forward to hearing from you and hope you are doing well.

Thank you,

Cindy Sagal
District Sales Manager

T: 604-525-2072 | D: 604-517-2624 | C: 604-309-4631
Waste Connections of Canada | 25 Fawcett Rd | Coquitlam, BC, V3K 6V2
www.WasteConnectionsCanada.com





Dec 22, 2022

White Rock City Council
White Rock City Hall
15322 Buena Vista Avenue
White Rock, BC V4B 1Y6

Via Email: whiterockcouncil@whiterockcity.ca

Re: City of White Rock Bylaw 2402 - A Bylaw to amend the Collection, Removal, Disposal and Recycling of Solid Waste Bylaw to provide solid waste collection services to multi-family (MF) and institutional, commercial and industrial (ICI) buildings.

Dear Mayor & Council,

On behalf of the Waste Management Association of B.C. (WMABC), I would like to congratulate the new and returning councilor's to the City of White Rock City Council.

We are providing this letter to the new Council to follow up with our concerns on Bylaw 2402 that was introduced in 2021 and consolidated this past year. Over the past number of months, the City of White Rock pursued the expropriation of our Members' business in the city through By-Law 2402 and the release of an RFP in August. We understand that the implementation of the By-law was delayed for a number of reasons including but not limited to;

- A limited number of responses to the City's RFP for a sole service provider(s)
- Additional costs associated with the By-law itself that had not been previously identified to Council required to implement the By-law
- Concern from White Rock businesses and various Strata organizations relative to the potential for increased cost for waste and recycling services.

Our concerns, as were presented to previous Council last year by Mr. Cam Hantiuk on behalf of the Association, remain the same and we re-emphasize now;

- Limited consultation with impacted stakeholders (residents & industry)
- Removal of choice for businesses and strata and other multi-family properties (MF) with respect to important and required environmental services.
- Reversal of a previous Council decision (2015) to allow business and other stakeholders to make their own supply chain decisions.
- Disincentive for haulers and waste generators to collaborate in the provision and development of efficient and innovative service offerings ie: other container types, service type
- Potential for increased cost to businesses and ratepayers as has been observed in other jurisdictions who have pursued the same approach.

Waste Management Association of BC

PO Box 3322, Station Main

Mission, BC V2V 4J5

info@wmabc.ca 778-775-7960

Page 126 of 253

- Desired outcomes relative to the By-law, and options to achieve same, that were not explored with stakeholders or through the City's Consultants
- Messaging to our member's White Rock customers that were confusing in the absence of clearly defined costs to migrate from a competitive marketplace and timing to a central control approach

We do want to highlight that By-law 2402, Part 9, includes timelines that may no longer be practical and would ask for an amendment of those timelines so that our members are better able to work with White Rock stakeholders who are impacted by these timelines. We understand that there may be other communications with which we are not aware that have gone out to White Rock businesses and other stakeholders and would appreciate receipt of such communications on behalf of our members and their customers in White Rock. It is important that our members and their customers have clarity on this as the issue is currently at a standstill.

By way of background, the WMABC is composed of private waste and recycling service providers, processors and suppliers with over 3,000 employees that provide the majority of the waste and recycling services across the province. As an active participant in the waste management services sector in B.C., we have and continue to provide a critical role in the delivery of efficient and cost-effective waste diversion, recycling and disposal services for the municipal and the Institutional, Commercial and Industrial (IC&I) sector.

We want to strongly emphasize that our Association remains committed to working with all municipalities and enterprises with a desire to achieve beneficial environmental outcomes. We believe that inclusive collaboration provides the best path forward and offer our experience to the City in order to move forward. We look forward to working with your administration to achieve a mutually beneficial outcome for the City, our members, White Rock businesses and all potentially impacted parties.

Sincerely,



Lori Bryan
Executive Director, WMABC
info@wmabc.ca

From: [Jim Gordon](#)
To: [Tracey Arthur](#); [FOI Request](#)
Subject: FW: Possible meeting
Date: April 13, 2023 3:29:51 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[Outlook-Descriptio.png](#)

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6
Tel: 604.541.2181 | www.whiterockcity.ca



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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: February 1, 2023 3:03 PM
To: Mary Polak <mary@mapleleafstrategies.com>
Cc: Corrine Haer <CHaer@whiterockcity.ca>
Subject: Re: Possible meeting

Hi Mary,

Thanks for the email.

Yes, for sure we should meet with Izzy and our Engineering Manager, Corrine Haer. By copy of this email, I am asking Corrine to set up a time..

Best,

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock

877 Keil Street, White Rock, BC V4B 4V6

Tel: 604.541.2181 | www.whiterockcity.ca



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From: Mary Polak <mary@mapleleafstrategies.com>
Sent: Wednesday, February 1, 2023 12:29 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Subject: Possible meeting

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Hello Jim,

Izzie will be back in BC on February 15th.

Would it be possible to meet with you to discuss next steps regarding Council's request to make improvements to the current waste hauling situation?

Let me know if that can work. His time is pretty flexible.

Thank you!

Mary



Mary Polak | Strategic Advisor
Maple Leaf Strategies

From: [Jim Gordon](#)
To: [Tracey Arthur](#); [FOI Request](#)
Subject: FW: Solid Waste Connection
Date: April 13, 2023 3:29:35 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[Outlook-Descriptio.png](#)

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6
Tel: 604.541.2181 | www.whiterockcity.ca



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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: February 2, 2023 10:16 AM
To: Guillermo Ferrero <GFerrero@whiterockcity.ca>
Subject: Re: Solid Waste Connection

Umm, not sure.

The mayor did phone me yesterday asking who Mary was and I gave her some background. Mary represents Waste Connections of Canada - the largest contractor. We are meeting with Mary and their BC reps in mid February to discuss trucking as per the Council directive.

I have been in frequent contact with Mary over the past 10 months and our staff have met with Waste Connections staff.

Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6

Tel: 604.541.2181 | www.whiterockcity.ca



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From: Guillermo Ferrero <GFerrero@whiterockcity.ca>
Sent: Thursday, February 2, 2023 9:58 AM
To: Jim Gordon <JGordon@whiterockcity.ca>
Subject: FW: Solid Waste Connection

Hello Jim,

Mary is wanted to speak with the Mayor. Is there any information we can provide to the Mayor or ideas on what she would like to discuss?

Thanks,
G.

GUILLERMO FERRERO
Chief Administrative Officer, City of White Rock
15322 Buena Vista Avenue, White Rock, BC V4B 1Y6
Tel: 604.541.2133 | www.whiterockcity.ca



"An impossibility is only a possibility that you don't understand"

From: Mary Polak <mary@mapleleafstrategies.com>
Sent: November 21, 2022 2:17 PM
To: Jim Gordon <JGordon@whiterockcity.ca>
Cc: Guillermo Ferrero <GFerrero@whiterockcity.ca>
Subject: Solid Waste Connection

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Hello Jim,

Is there any update with respect to the status of the Solid Waste Collection RFP?

Thank you,
Mary



Mary Polak | Strategic Advisor
Maple Leaf Strategies
Ottawa | Vancouver | Calgary | Toronto
680-650 W Georgia Street
Vancouver, BC V6N 4N7
T: 604-338-9969



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From: [Jim Gordon](#)
To: [Tracey Arthur](#); [FOI Request](#)
Subject: Solid Waste - Route Optimization
Date: April 13, 2023 3:26:12 PM
Attachments: [Outlook-Descriptio.png](#)

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6
Tel: 604.541.2181 | www.whiterockcity.ca



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From: Jim Gordon <JGordon@whiterockcity.ca>
Sent: April 6, 2023 2:19 PM
To: Cindy Sagal <cindy.sagal@wasteconnections.com>; Kristian Davis <KDavis@whiterockcity.ca>; Corrine Haer <CHaer@whiterockcity.ca>
Cc: Izzie Abrams <izzie.abrams@wasteconnections.com>; Dimitri Pantazopoulos <dimitri@mapleleafstrategies.com>; Mary Polak <mary@mapleleafstrategies.com>; Brett Smith <brett.smith@wasteconnections.com>
Subject: Re: Route Optimization

Thanks Cindy,

We will keep in touch as we gather feedback from other haulers and prepare our Council report in June.

Best Regards,
Jim

Jim Gordon P.Eng.
Director of Engineering and Municipal Operations,
City of White Rock
877 Keil Street, White Rock, BC V4B 4V6



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From: Cindy Sagal <cindy.sagal@wasteconnections.com>
Sent: Thursday, April 6, 2023 11:53 AM
To: Jim Gordon <JGordon@whiterockcity.ca>; Kristian Davis <KDavis@whiterockcity.ca>; Corrine Haer <CHaer@whiterockcity.ca>
Cc: Izzie Abrams <izzie.abrams@wasteconnections.com>; Dimitri Pantazopoulos <dimitri@mapleleafstrategies.com>; Mary Polak <mary@mapleleafstrategies.com>; Brett Smith <brett.smith@wasteconnections.com>
Subject: Route Optimization

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Good afternoon,

As a follow up to our meeting, we are pleased to advise that since our re-route optimization within the City of White Rock that we have been able to reduce from 45 trucks per week to 26 trucks per week. Some of the key points as to how we were able to make such drastic efficiency improvements are as follows;

- We made changes based on your suggestion – we loaded up our Monday collection knowing that the City of White Rock does not operate their fleet on Mondays as a further way to cut down on truck traffic.
- Upon acquisition of **Redacted S. 21** we deployed our onboard tablet technology which allowed us to re-sequence and optimize the routes between both **s. 21** routes as well as Waste Connections. Our onboard **s. 21**, it **Redacted S. 21**. This is an ongoing function as we are always looking for ways to be more efficient and operationally friendly.
- The re-route allowed us to densify collections within our routes Monday through Friday so we were able to eliminate servicing on Saturdays and Sundays. This meant taking an additional 6 trucks off the road over the weekend within the City of White Rock

We operate a CNG fleet which not only cuts down on carbon foot print but also operates quieter than your standard diesel trucks

As a final comment, I note that since we met last year, we have put a lot of ongoing thought into modifying our practices to meet the expectations of the community. We hope that the improvements we have implemented will be noticeable, as we continue to strive to be great corporate citizens.

Thank you,

Cindy Sagal
District Sales Manager

T: 604-525-2072 | D: 604-517-2624 | C: 604-309-4631

Waste Connections of Canada | 25 Fawcett Rd | Coquitlam, BC, V3K 6V2

www.WasteConnectionsCanada.com

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