

January 15, 2021

Report To: Travis Rob, P.Eng., Manager of Operations & Facilities

From: Craig Miller, P.Eng., Environmental Superintendent

**SUBJECT:** Hatfield Email Complaint re: Recycle not picked up.

---

Attached is an email complaint received from Ms. Sue Hatfield, whose recycle was not picked up on December 31, 2020 at 218 Fifth Street West. The Town has also had other properties where the recycle has not been picked up since notifying Asselin's of the bylaw change approved by Council on December 14, 2020.

The recycle bylaw was recommended to be updated in February 2020 as residents continue to use larger and larger containers for their recyclables. These containers are often on wheels and designed to be used in locations where the garbage and/or recycle truck picks up the container and dumps it in the truck. The containers are convenient for our residents as they will hold a large amount of recyclable materials and do not need to be lifted by our residents to get to the pick up location.

However, Asselin's does not have equipment to tip this style container. Their workers must manually dump the containers into the truck. Therefore, the Town must be cognizant of the health and safety and ergonomics of the Asselin's employees. Accordingly, the bylaw was updated to match the garbage container – a type A container not exceeding 40 lbs. There is no limit to the number of containers that can be put out for pick up.

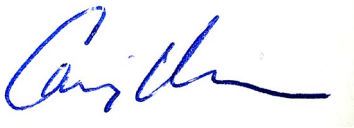
The garbage portion of the bylaw specifies a type A container not exceeding 40 lbs but the recycle portion of the bylaw did not specify a container type or maximum weight.

Ms. Hatfield's recyclables (and others in the Town) were not picked up due to the size of their containers.

To help raise awareness to the changes in the bylaw, the Fort Frances Times has been engaged to prepare an education campaign for the residents of Fort Frances via their paper and the Town's facebook page. This campaign is expected to launch the week of January 18th, 2021.

Ms. Hatfield's concerns are noted and clearly understood, including her frustration with the changes.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Craig Miller", is positioned above a small, rectangular, light-colored stamp or seal.

Craig Miller, P.Eng.  
Environmental Superintendent

Attached:

- Email from Ms. Hatfield
- Pictures of Ms. Hatfield's recycle containers
- Report recommending bylaw changes

> -----Original Message-----

> From: Sue Hatfield <[rs\\_mckay@hotmail.com](mailto:rs_mckay@hotmail.com)>

> Sent: Wednesday, January 6, 2021 7:11 PM

> To: Lisa Slomke <[lslomke@fortfrances.ca](mailto:lslomke@fortfrances.ca)>

> Subject: [External] Please forward to operations and facilities

> executive committee

>

> [EXTERNAL] Don't click links or attachments unless you recognize the sender and know the content is safe. You can forward suspicious messages to [support@fortfrances.ca](mailto:support@fortfrances.ca).

>

> I live at 218 fifth St w and have had ongoing recycle issues with Asselins not picking up our recycle. Last year they told me my bin was over 40 lbs and there was no bylaw stating that so after talking to Craig Miller he assured me it would be picked up. Last week again the recycle truck didn't even stop for our bin because it is a large bin on wheels and when I weighed it last year full it was 38.5lbs and I weighed it at the airport scale. My husband called Craig Monday Tuesday and then I called him today and he told me they just approved a 40lb bylaw. The public has not been informed of the change, we bought the larger bins because we want to do our part by recycling so after paying over 100.00 for a bin now we r expected to buy another bin that is light enough for Asselins to pick up and dump. I pay taxes for recycle and garbage pick up and should never have to call anyone with issues. If the town chooses to change bylaws after approving our bins at our cost and now we have to buy news bins to accommodate them the town better buy new bins. I asked around my neighbourhood and others that own the big bins with lids also did not get theirs emptied. My husband did load our bin by himself into his truck hauled it to the recycle station and voila it was broken and recycle was spread all over. He then brought the full bin home and unloaded the bin now we are tripping all over recycle in our garage because we are now on week three of no pickup. Craig assures me it will be picked up next week. Not sure how because it will now be 4 weeks of recycle not two. If it was to heavy with two weeks it will be way to heavy with 4 weeks recycle. I am totally disgusted that Asselins get to dictate how and what we do in our town. If they can't do the job get someone who can. Don't make me or others keep paying the price. I trust this issue will be dealt with and I never have another issue with this again. A Couple times a year is more than I need. I pay my taxes u make sure I get recycle pick up like I am suppose to. Asselins carries a scale on their truck which is not calibrated so they have no way of weighing anything accurately so how do they justify this. If u want to do what they want someone better be buying us bins ASAP.

> Please respond

> Sue Hatfield

>

> Sent from my iPhone



February 20, 2020

Report To: Travis Rob, P.Eng., Manager of Operations & Facilities

From: Craig Miller, P.Eng., Environmental Superintendent

**SUBJECT:** Proposed Revisions to Waste Management By-Law 10/04

---

By-Law 10/04, commonly referred to as the “Waste Management By-Law” deals with waste collection and recycling within the Town of Fort Frances.

I have recently observed a few issues with the Town’s residential recycling program and materials collected at the Landfill and I am putting forward a total of three (3) amendments to the by-law. These amendments are detailed below and attached to this report and highlighted in yellow.

1) Section 10 – Addition of Subsections 10.4 through 10.7

Over the years, residents of Fort Frances have embraced recycling. Unfortunately, as a result, some residents are choosing to use large containers for their recycling that are intended for use with trucks that have lifting devices used to dump the containers. In Fort Frances, our garbage and recycle contractor has no such trucks.

These containers, when filled with recyclable materials, can weigh in excess of 40 lbs (18.14 kg) and present a health and safety hazard to our contractor.

Accordingly, the amendments proposed would specify the type of container that can be used (Type A) and they specify a maximum weight of 40 lbs, which aligns with the container type and weight specified for garbage collection. Further, there is no limit to the number of containers that can be put out for recycling as we do not want to discourage recycling.

2) Schedule “C”

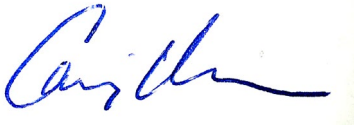
Schedule “C” has been updated to reflect the materials that are accepted by our recycling contractor.

3) Schedule “B”

Schedule “B” has been updated to reflect items that are no longer accepted at the landfill. These include tires (producers are now required to recycle tires) and dry-cell batteries (they can be recycled at Public Works or other depots in town).

It is my recommendation that the Town of Fort Frances amend By-Law 10/04 with the changes attached to this report.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Craig Miller", is written over a faint, light-colored rectangular stamp or watermark.

Craig Miller, P.Eng.  
Environmental Superintendent

Bylaw 10/04 – Waste Management By-Law

**Existing Recycle Section:**

**10.0 RECYCLING ACTIVITIES**

10.1 As outlined in Schedule “C”, recycling products for the following items shall be accepted for recycling and collected at curbside.

10.2 No person shall deposit or cause to deposit any garbage, waste or rubbish into or about any recycling blue box, bin, depot or depots.

10.3 Available at the Public Works Office (900 Wright Avenue) are Blue Recycling Boxes and Backyard Composters at a cost outlined in Schedule “G” attached and forming part of this by-law.

**Proposed Recycle Section:**

**10.0 RECYCLING ACTIVITIES**

10.1 As outlined in Schedule “C”, recycling products for the following items shall be accepted for recycling and collected at curbside.

10.2 No person shall deposit or cause to deposit any garbage, waste or rubbish into or about any recycling blue box, bin, depot or depots.

10.3 Available at the Public Works Office (900 Wright Avenue) are Blue Recycling Boxes and Backyard Composters at a cost outlined in Schedule “G” attached and forming part of this by-law.

10.4 Any number of proper type “A” containers (and/or equivalent sized or smaller containers) containing products for recycling placed at a pick-up point at the designated time will be picked up by the garbage collector. No individual container shall weigh more than 40 pounds (18.14 kilograms).

10.5 Any individual container exceeding 40 pounds (18.14 kilograms) shall become the responsibility of the property owner or agent to properly transport and dispose of at the designated public recycling facilities operated by the Town.

10.6 The determination of compliance with the provisions of Subsection 10.3 shall be at the sole unfettered discretion of the Town’s Garbage and Recycle Collection Contractor of Fort Frances engaged in the collection, transportation and disposition of municipal recycling and such determination shall be final.

10.7 The property owner or agent shall be responsible to remove and dispose of, in an approved manner, any accumulation of scattered materials put out for recycling that may result from tipped-over or damaged containers.



TOWN OF FORT FRANCES  
BY-LAW NO. 10/04  
SCHEDULE "C"

**RECYCLING PRODUCTS**

The following items shall be accepted as recycling products:

**Paper Products:**

- a. Paper Bags
- b. Newsprint
- c. Inserts / Flyers
- d. Office Paper
- e. Magazines / Catalogues (in small quantities)
- f. Corrugated Cardboard (cut to 16" x 20" max)
- g. Gift Wrap
- h. Greeting Cards
- i. Hot and Cold Beverage Cups

**Metal Products:**

- a. Clean aluminum / steel beverage cans
- b. Clean metal food cans

**Plastic:**

- ~~a. #1 and #2 plastic only~~
- a. #1 through #7 plastic with caps and lids removed

**Tetrapak and Gable Top Cartons:**

- a. Juice boxes and cartons
- b. Soup boxes
- c. Milk cartons

Not accepted: plastic bags, Styrofoam, non-paper gift wrap, cardboard boxes with wax coating, foil lined boxes or bags, paper towels or other tissue based products, used motor oil containers, bioplastic or compostable plastic, liquid absorbing pads, plastic wrap or shrink, plastic blister packs, ceramic plant pots, plastics that are not containers (ie, toys, laundry baskets, plastic cutlery), mirrors, window glass or broken glass.

TOWN OF FORT FRANCES  
BY-LAW NO. 10/04  
SCHEDULE "B"

**PROHIBITED WASTE MATERIALS**

The following items shall be prohibited for disposal within the landfill area of the Municipal Waste Disposal Sites:

1. Derelict Vehicles
2. Loose Asbestos Fibres
3. Household Hazardous Waste
4. Liquid Industrial Waste
5. Gaseous Waste
6. Solid Fuel, whether or not it is waste, that is derived in whole or in part from the waste included in items 1,2,3,4 & 5
7. Tires
8. Dry-cell batteries (such as "AA", "AAA", "C", Lithium Ion, etc.)