

**The Corporation of the City of Kawartha Lakes**  
**Agenda**  
**Lindsay-Ops Landfill Public Review Committee Meeting**

**LOPRC2025-01**

**Wednesday, January 15, 2025**

**Meeting to Commence at 2:30 p.m.**

**Weldon Room**

**City Hall**

**26 Francis Street, Lindsay, Ontario K9V 5R8**

**Members:**

Chris Appleton

Taylor Blake

Lynn Craig

Barry Hodgson

Lloyd Robertson

Tanya Sheehey

David Webb

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<b>1.</b>	<b>Call to Order</b>	
1.1	Appointment of Chair	
1.2	Appointment of Vice Chair	
<b>2.</b>	<b>Adoption of Agenda</b>	
<b>3.</b>	<b>Disclosures of Pecuniary Interest</b>	
<b>4.</b>	<b>Approval of the Minutes of the Previous Meeting</b>	<b>3 - 7</b>
	Lindsay-Ops Landfill Public Review Committee Meeting from November 20, 2024.	
<b>5.</b>	<b>Public Comment Period</b>	
<b>6.</b>	<b>PRC Activity Activity Summary Spreadsheet</b>	<b>8 - 8</b>
6.1	Reports	
6.2	Leachate Outbreaks	
6.3	Landfill Complaints	
6.4	MECP Comments	
6.5	Monitoring Updates	
6.6	Capital Project Updates	
6.7	Customer Service Survey Update	
<b>7.</b>	<b>Other New Business</b>	
7.1	2024 Work Summary Review	<b>9 - 9</b>
7.2	2025 Work Plan Review	<b>10 - 10</b>
7.3	2024 Customer Service Survey Presentation	<b>11 - 32</b>
<b>8.</b>	<b>Next Meeting</b>	
<b>9.</b>	<b>Adjournment</b>	

**The Corporation of the City of Kawartha Lakes**  
**Minutes**  
**Lindsay-Ops Landfill Public Review Committee**  
**Meeting**

**LOPRC2024-11**  
**Wednesday, November 20, 2024**  
**2:30 P.M.**  
**Weldon Room**  
**City Hall**  
**26 Francis Street, Lindsay, Ontario K9V 5R8**

**Members:**  
**Chris Appleton**  
**Barry Hodgson**  
**Lloyd Robertson**  
**David Webb**  
**Taylor Blake**  
**Lynn Craig**  
**Tanya Sheehey**

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**1. Call to Order**

L. Robertson called the meeting to order at 2:31 p.m. Members C. Appleton, B. Hodgson, T. Blake and L. Craig were in attendance.

Manager of Environmental Services D. Kerr, Regulatory Compliance Officer K. Pantaleo and Administrative Assistant S. McKillop were also in attendance.

Absent: D. Webb and T. Sheehey

**2. Adoption of Agenda**

**LOPRC 2024-17**

**Moved By** C. Appleton

**Seconded By** B. Hodgson

**That** the agenda be adopted as amended.

**Carried**

**2.1 Councillor Smeaton Appreciation**

C. Appleton requested an opportunity to officially thank former Councillor Smeaton for his contributions to the Lindsay-Ops Landfill Public Review Committee. Councillor Smeaton became very dedicated and passionate about the Committee and will be greatly missed.

**3. Disclosures of Pecuniary Interest**

There were no declarations of pecuniary interest disclosed.

**4. Approval of the Minutes of the Previous Meeting**

Lindsay Ops Landfill Public Review Committee Meeting from September 18, 2024

**LOPRC 2024-18**

**Moved By** T. Blake

**Seconded By** B. Hodgson

**That** the minutes of the Lindsay-Ops Landfill Public Review Committee meeting held on September 18, 2024 be adopted as circulated.

Carried

**5. Public Comment Period**

No comments.

**6. PRC Activity Summary Spreadsheet**

**6.1 Reports**

The Committee was advised that K. Pantaleo would provide the Committee with the 2023 Annual Monitoring Report presentation under item 7.1.

**6.2 Leachate Outbreaks**

K. Pantaleo advised the Committee there were no leachate outbreaks to report.

**6.3 Landfill Complaints**

K. Pantaleo advised the Committee there were no landfill complaints to report.

**6.4 Ministry of Environment, Conservation and Parks (MECP) Comments**

K. Pantaleo advised the Committee there were no Ministry of the Environment, Conservation and Parks (MECP) comments to report.

**6.5 Monitoring Updates**

K. Pantaleo advised the Committee that a site inspection was completed at the Lindsay-Ops Landfill on November 14th. It was noted by that due to higher winds additional litter picking was required. Additional litter picking was completed.

K Pantaleo advised the Committee that the last round of polychlorinated biphenyl (PCB) sampling at surface water 3 (SW3) and surface water 13 (SW13) locations were completed October 10th. SW3 had no PCB's detected. SW13 was dry and therefore no sample was obtained.

**6.6 Capital Project Updates**

K. Pantaleo advised the Committee that the construction on Cell 4 and 5 North is complete, and discussions to remain compliant are ongoing with the Ministry of Environment, Conservation and Parks (MECP) regarding updates to the Environmental Compliance Approval (ECA) based on operational findings after completion.

K. Pantaleo advised the Committee that the 2025 budget was approved for the the scales and drop off area improvements at the Lindsay-Ops Landfill and an RFP will be issued in early 2025.

6.7 Customer Service Survey Update

K. Pantaleo advised the Committee that the Customer Service Survey has now ended and results will be provided at the next meeting as an aspect of the 2025 Work Plan.

**7. Other New Business**

7.1 2023 Annual Monitoring Report Presentation

K. Pantaleo provided the Committee with a presentation of the 2023 Annual Monitoring Report.

The Committe inquired why benzene, toluene, ethylbenzene and xylenes (BTEX) were being removed from monitoring. D. Kerr advised that it was a recommendation by the consulting firm completing the monitoring. This is due to the fact that the contaminant has not been a concern given the ability to divert materials that contain BTEX. These items are accepted at our household hazardous waste depot.

The Committee inquired about the mercury results within the report. D. Kerr explained that results are typically expressed and reported to a low value such as parts per million (ppm). This is a weight-to-weight ratio used to describe very low concentrations. Staff advised that specific questions about water quality results could be reviewed and discussed at a future meeting or on a one-on-one basis.

**LOPRC 2024-19**

**Moved By** C. Appleton

**Seconded By** B. Hodgson

**That** the presentation by K. Pantaleo, regarding Lindsay-Ops Landfill 2023 Annual Monitoring Report, be received.

**Carried**

**8. Next Meeting**

The next meeting will be Wednesday, January 15, 2025 at 2:30 p.m. in the Weldon Room, City Hall.

**8.1 Proposed 2025 Meeting Dates**

**LOPRC 2024-20**

**Moved By** T. Blake

**Seconded By** B. Hodgson

**That** the November 20th correspondence from K. Pantaleo, regarding 2025 Committee meeting dates, be received.

**Carried**

**9. Adjournment**

**LOPRC 2024-21**

**Moved By** B. Hodgson

**Seconded By** T. Blake

**That** the Lindsay-Ops Landfill Public Review Committee Meeting adjourn at 3:42 p.m.

**Carried**

# Lindsay Ops Landfill Public Review Committee

## Action List

Updated: January 15, 2025

Item	Action/Task	Person Responsible	
6.1	Reports: Technical Reports & Studies on Operations	Operations	None to report
6.2	Leachate Outbreaks	Operations	None reported
6.3	Landfill Complaints	Operations	None to report
6.4	MECP Comments	Operations	ECA Amendment Applications submitted for the Scale and Drop off project and the Update to Contours, as an aspect of the application notices were mailed out to neighboring properties.
6.5	Monitoring Updates	Operations	<p><b><u>Site Inspection:</u></b> Verbal update to be provided – no inspection for January completed as of yet.</p> <p><b><u>PCB Sampling SW3/SW13:</u></b> The last round was in October 10<sup>th</sup>, SW3 no PCB's detected and SW13 was dry. Next Round in April 2025.</p>
6.6	Capital Project Updates	Eng/Asset Mgmt	<p><b><u>Scales &amp; Drop off Area Design:</u></b> Design was reviewed by Operations. Design completed and the estimated construction costs are higher than the budgeted amount. A report will be provided to Council in January to support the continuation of the project.</p> <p><b><u>EA:</u></b> No update.</p>
6.7	Landfill Customer Survey	Operations	Survey closed September 30 <sup>th</sup> and results to be presented.

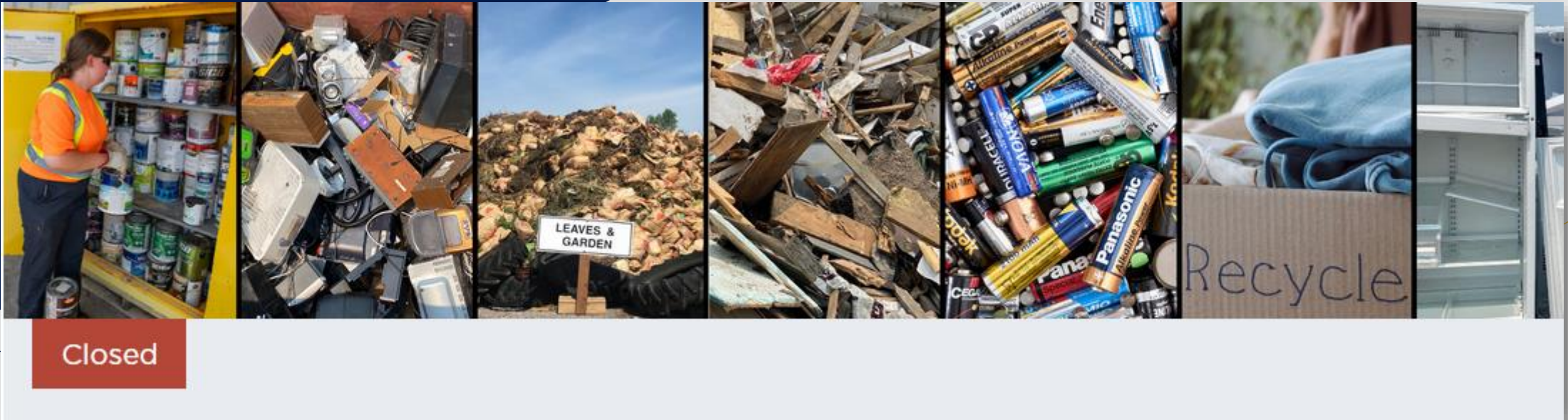
## 2024 Work Summary

Goal	Completed in 2024
Customer Service Survey Preparation & Strategy	Waste Management staff provided members with an Action Plan for developing a customer service survey for the Lindsay Ops Landfill. The Survey was live for four months and collected customer satisfaction data on all landfill sites. Staff are to provide members with the results in Q1 of 2025.
Lindsay Ops Landfill Operations	Ongoing dialogue was completed in 2024 with regards to any changes or impacts on operations or diversion programs at the landfill site.
2023 Wetland Assessment Study	A review of the 2023 Wetland Assessment Study was provided in a presentation format to members at the September meeting.
2023 Annual Monitoring Report Review	A copy of the 2023 Annual Monitoring Report is available on the City's website for all PRC members and residents of CKL. At the November 2024 meeting, Waste Management staff presented the 2023 reporting results.
Review Ministry of Environment, Conservation, and Parks (MECP) Correspondence	City staff provided updates to the PRC regarding MECP correspondence that effect operations, the annual monitoring report and any inspection reports.
Development of the 2025 Work Plan	The PRC assisted in the development of the 2025 Work Plan and endorsed the Plan to be provided to Council for approval.

<b>2025 Lindsay Ops PRC Work Plan Tool</b>	
<b>Committee Name:</b>	Lindsay Ops Landfill Public Review Committee
<b>Work plan for Year:</b>	2024
<b>Approved by Council:</b>	

<b>Goal</b>	<b>Measurement Stages</b>	<b>Timeline</b>	<b>Measurement for Success</b>
Customer Service Survey Review	Review the results of the Customer Service Survey including: 1. Participation 2. Results 3. Identify Areas of improvement	Q1	Presentation provided to Committee and dialogue on areas of service improvement.
Provide an overview for Committee Members on Lindsay Ops Landfill operations	Provide comment and feedback on operations and diversion programs. Agenda to include topics for discussion on operational items as per compliance approval (ex. complaints)	Ongoing	Dialogue with committee provided at each meeting.
2024 Annual Monitoring Report	Review 2024 Annual Monitoring Report and committee questions	Q3-Q4	Dialogue with committee to ensure ECA conditions are met.
Review of Ministry of the Environment Conservation and Parks (MECP) Correspondence	Review all MECP correspondence regarding the annual monitoring report as well as any MECP inspection reports.	As received	1. Any Ministry correspondence is addressed in a timely manner by committee and staff for response to MECP. 2. For committee information
Development of 2026 Work Plan	1. Review and acceptance of 2026 Work Plan.  2. Staff Report to Council for approval.	Q4 2025 or Q1 2026  Q1 2026	Approval of 2025 Work Plan by Lindsay Ops PRC Committee and Council.

# Results Summary: 2024 Landfill Customer Satisfaction Survey



**Survey completed by:** CKL Staff, Lindsay Ops & Fenelon Landfill Public Review Committee Members  
**Presentation by:** Kayla Pantaleo, Regulatory Compliance Officer

# Survey Overview

- Public Review Committee's Work Plan Goal for 2024 was to develop and execute a Customer Service Survey.
- The Survey was live on the **Kawartha Lakes Jump In** page for four months.
- Collected customer satisfaction data for all 5 landfill sites.

## Key Dates



**Friday June 07, 2024**

Customer Satisfaction Survey Start



**Monday September 30, 2024**

Customer Satisfaction Survey End

# Survey Participation

- **483** participants responded
- **Goal of 500** nearly achieved
- Overall great response rate!

GOAL: 500 PARTICIPANTS



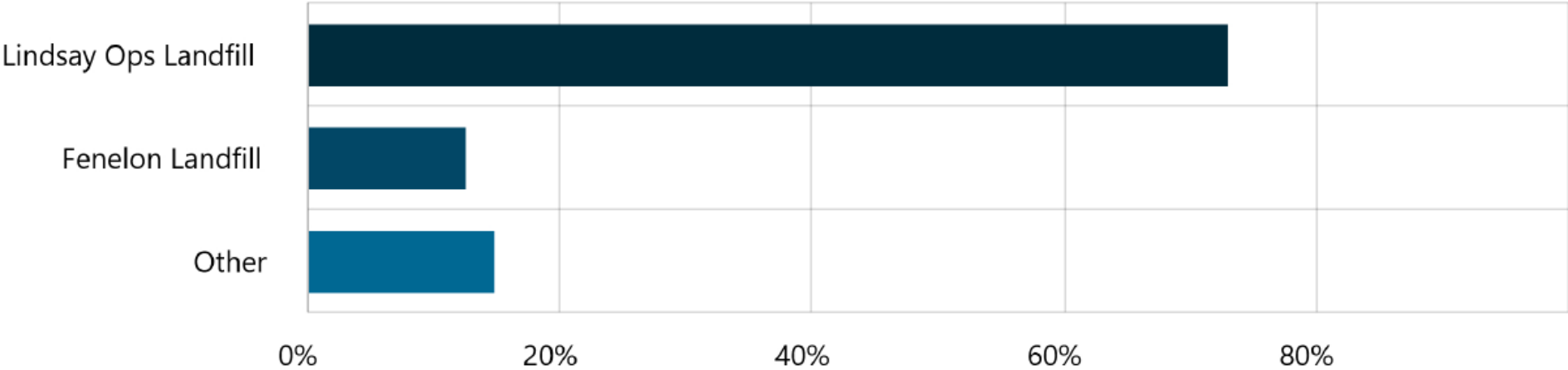
# Survey Questions

## Results Summary



1. Which landfill did you last visit? Required

Select Box | Skipped: 0 | Answered: 483 (100%)




Answer choices	Percent	Count
Lindsay Ops Landfill	72.88%	352
Fenelon Landfill	12.42%	60
Other	14.70%	71
Total	100.00%	483

72.8% of the respondents visited Lindsay Ops (open 5 days/week)

**2. When was your last visit to the landfill?** Required  
Date | Skipped: 53 | Answered: 430 (89%)


Month Visited	Count
May	98
June	108
July	46
August	73
September	72

### Key Dates



**Friday June 07, 2024**

Customer Satisfaction Survey Start



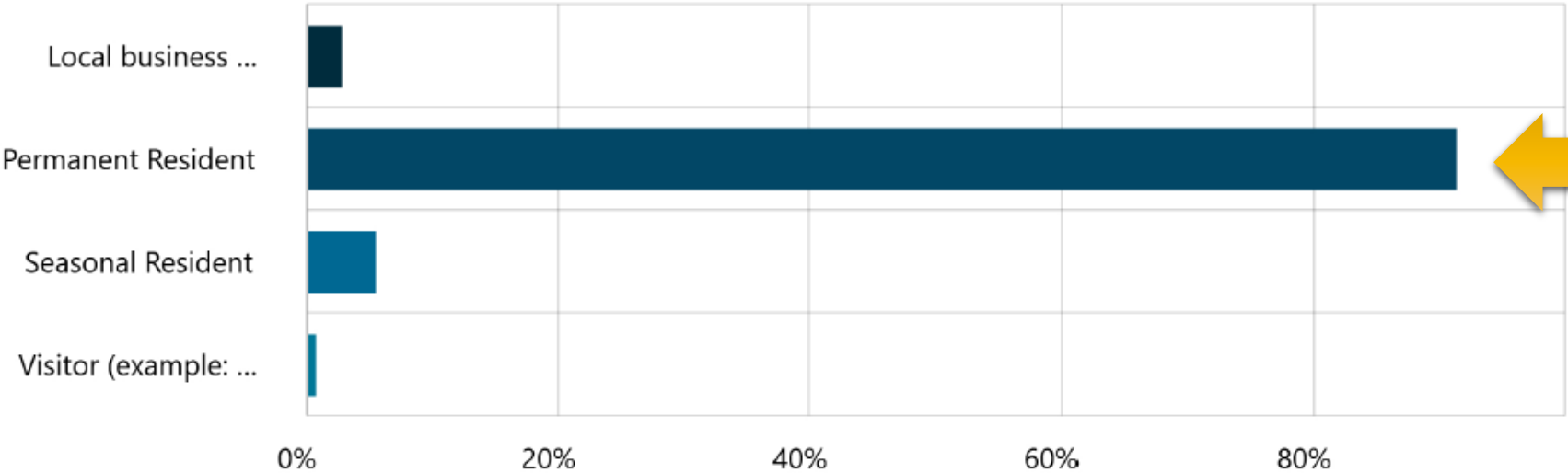
**Monday September 30, 2024**

Customer Satisfaction Survey End

- High response rate for **May & June**
- Typical for surveys to see a drop in participation after initial kick-off

3. Are you visiting the landfill as a: Required

Select Box | Skipped: 0 | Answered: 483 (100%)

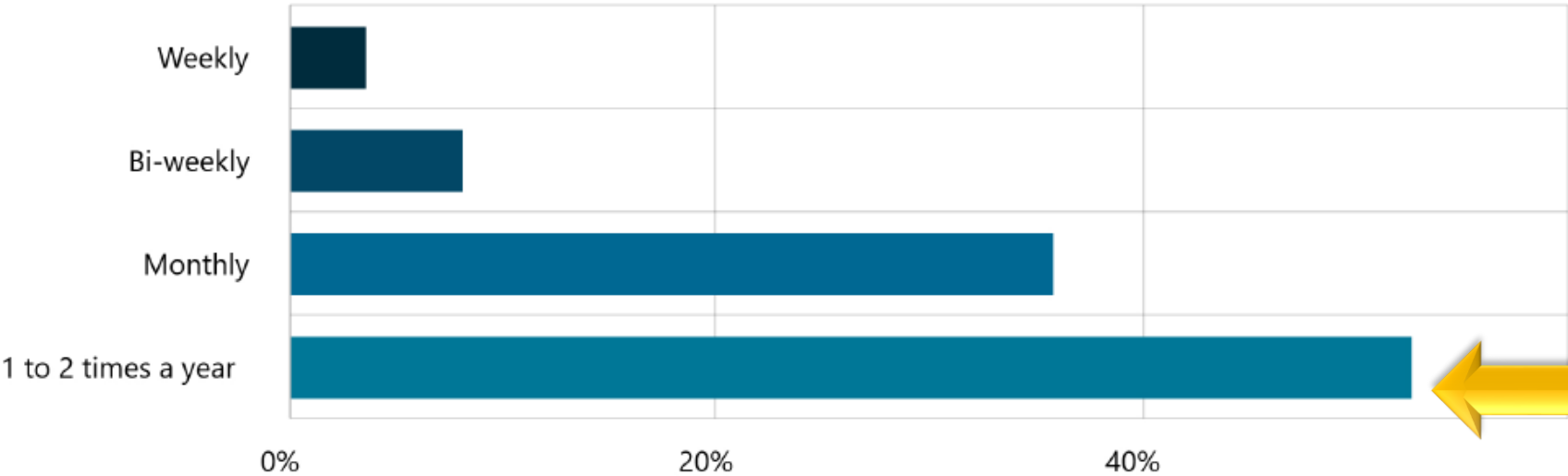


91.3%  
The majority of users that submitted the survey are permanent residents

Answer choices		Percent	Count
Local business owner/employee		2.69%	13
Permanent Resident		91.30%	441
Seasonal Resident		5.38%	26
Visitor (example: cottage renter, temporary stay/vacation in Kawartha Lakes, etc.)		0.62%	3
Total	17	100.00%	483

4. How often do you visit the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



52.59% of respondents are visiting the landfill 1-2 times a year

Answer choices		Percent	Count
Weekly		3.52%	17
Bi-weekly		8.07%	39
Monthly		35.82%	173
1 to 2 times a year		52.59%	254
Total	18	100.00%	483

5. What services did you use at the landfill? Select all that apply Required

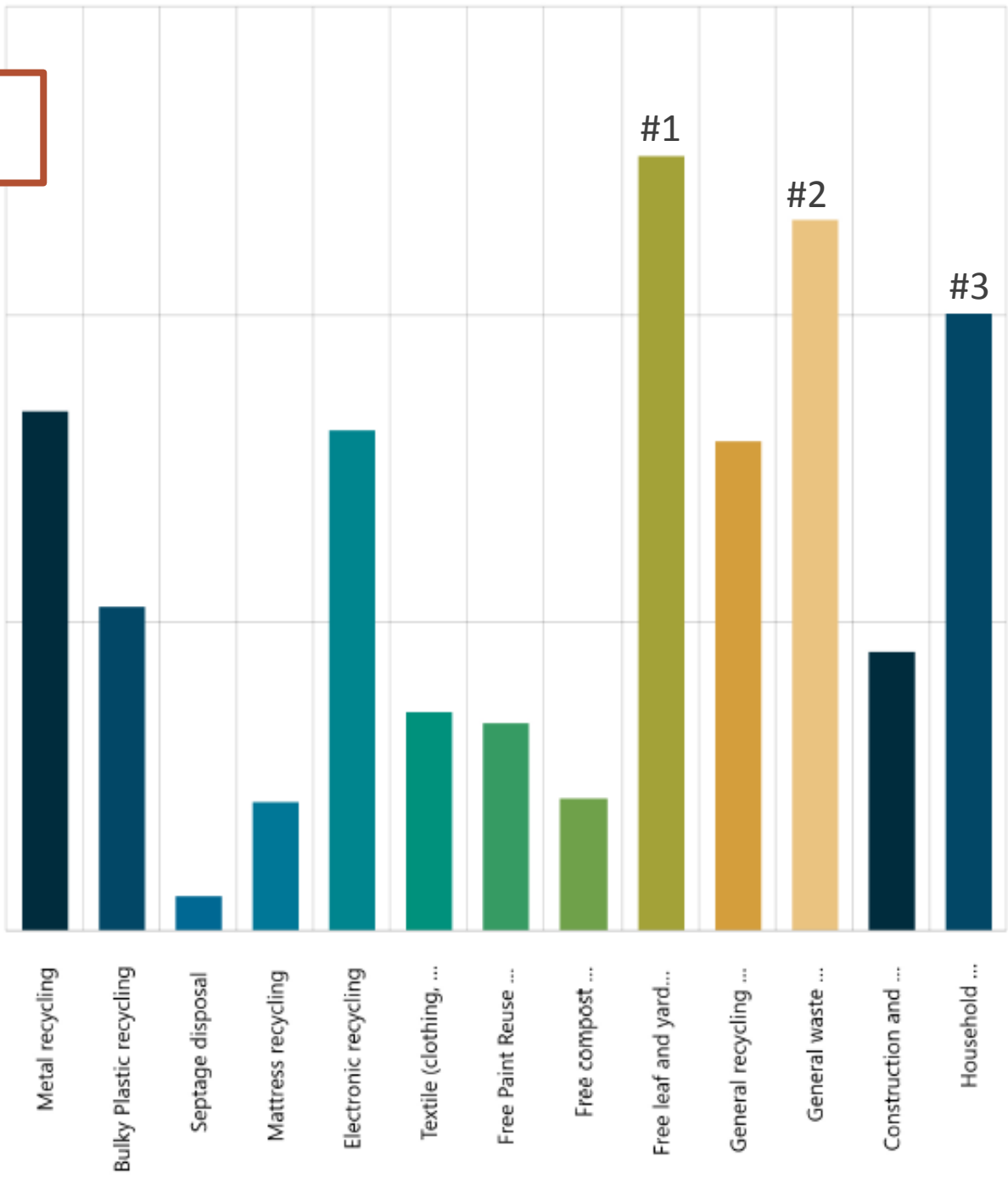
Multi Choice | Skipped: 73 | Answered: 410 (84.9%)

Answer choices	%	Count
Free leaf and yard disposal	50	206
General waste (garbage)	46	189
Household Hazardous Waste	40	164
Metal recycling	34	138
Electronic recycling	32	133
General recycling	32	130
Bulky Plastic recycling	21	86
Construction & Demolition	18	74
Textile recycling	14	58
Free Paint Reuse Program	13	55
Free compost pick-up	9	35
Mattress recycling	8	34
Septage disposal	2	9

40%

20%

0%



6. When you're considering making a trip to the landfill, is there anything that causes you to not want to go?

Required

Select Box | Skipped: 0 | Answered: 483 (100%)

Answer choices	Percent	Count
Hours	8.70%	42
Line-ups	14.70%	71
Lack of Transportation	0.83%	4
Cost of Services	11.39%	55
No, there isn't anything that causes me to not want to make the trip	51.97%	251
Other (Next slide)	12.42%	60
Total	100.00%	483



Great!

6. When you're considering making a trip to the landfill, is there anything that causes you to not want to go?

Required

Select Box | Skipped: 0 | Answered: 483 (100%)

Other	12.42%	60
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Other Reasons Summarized	Count
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Tires/ Road Conditions	11
Distance ( incld. variety of programs @ local landfill)	10
Staff interactions	6
Cash not accepted	5
Weather	3
Scale twice	2
Cost	1
Noted Comments	7

Noted Public Comments:

- “The entrance to the landfill is on a dangerous curve on hwy 36 and hard to find when driving at highway speeds on a bend”
- “More L&Y pick-ups needed (mention 2x)”
- “Tarping my load”
- I realise it's Wednesday !
- “When recycling, like paper plates and plastic cups, can't be recycled. We shouldn't have to pay a fee for it.”

7. What about our landfill hours prevents you from going to the landfills? Required

Multi Choice | Skipped: 442 | Answered: 41 (8.5%)

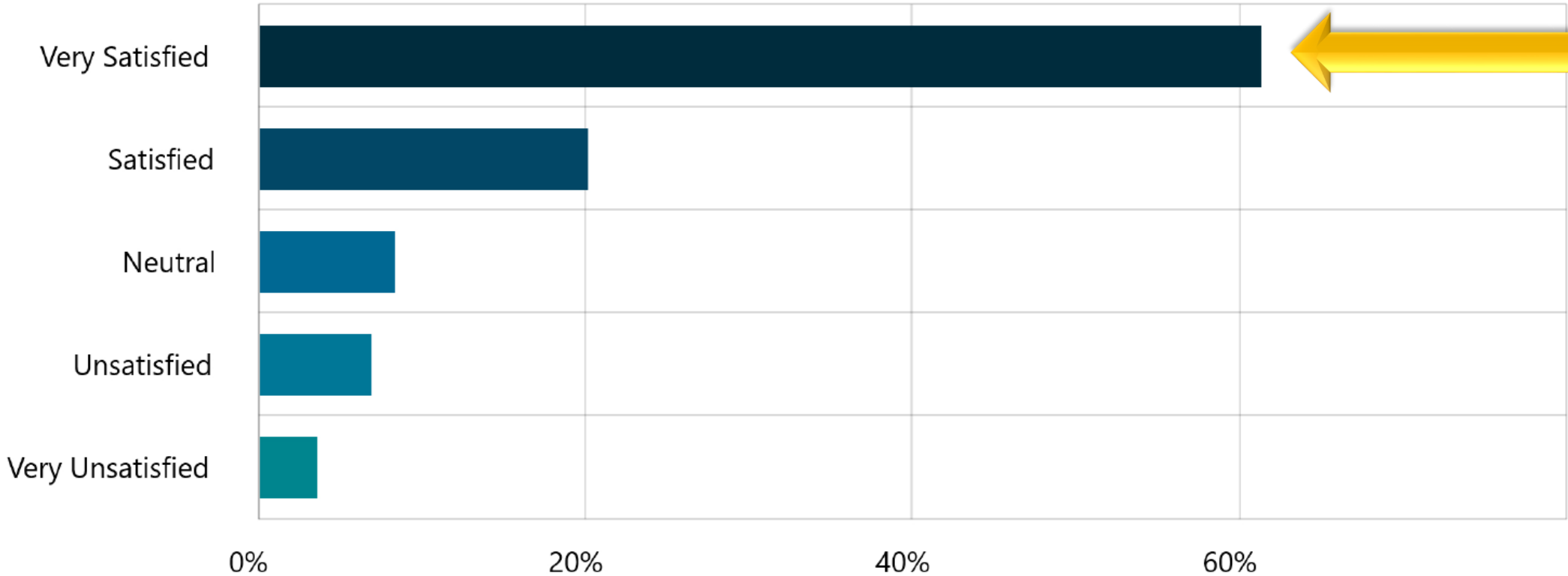
Answer choices	Percent	Count
The landfill should open sooner on weekends	24.39%	10
The landfill should close later on weekends	34.15%	14
The landfill should open sooner on weekdays	14.63%	6
The landfill should close later on weekdays	34.15%	14
Other	41.46%	17

Other Public Comments:

- Open Wednesday's
- Open more days a week
- Odd Sunday should be open
- You should operate this facility like a retail location 8am-8am, 7 days a week.

8. How satisfied are you with your last customer service experience at the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



Great news!  
62.3%  
are VERY  
satisfied

**9. If you were very unsatisfied with your last customer service experience at the landfill, why? Required**

Short Text | Skipped: 466 | Answered: 17 (3.5%)

Reasons Summarized	Count
Staff	5
Wait Times	3
Hours	2
Cost	2
Limits	2
Maintenance issue (scales down)	1
Signage	1

Some public comments:

- *Use 4 wheel drive every time I come.*
- *Wait times*
- *One weigh scale.*
- *The sign on the bins was on the ground.*
- *Price is too high-discourages Recycling*
- *Poor service times and the obvious lack of respect of visiting public.*
- *A few comments about unsatisfactory service from staff*

**10. If you were very satisfied with your last customer service experience at the landfill, why?** Required

Short Text | Skipped: 188 | Answered: 295 (61.1%)

*"Great people, tough job, always nice and helpful ."*

*"I am pleased that I have the opportunity to safely and environmentally dispose of a wide variety of things."*

*"Staff are friendly and helpful. The site is always tidy; yard waste area is easy to access & waste set up is orderly. Site is well organized."*

*"The process of moving through the facility seems very efficient. Signage explaining the process is good, but additional signage to be absolutely clear of where to proceed next, especially after the weigh scale, could be added."*

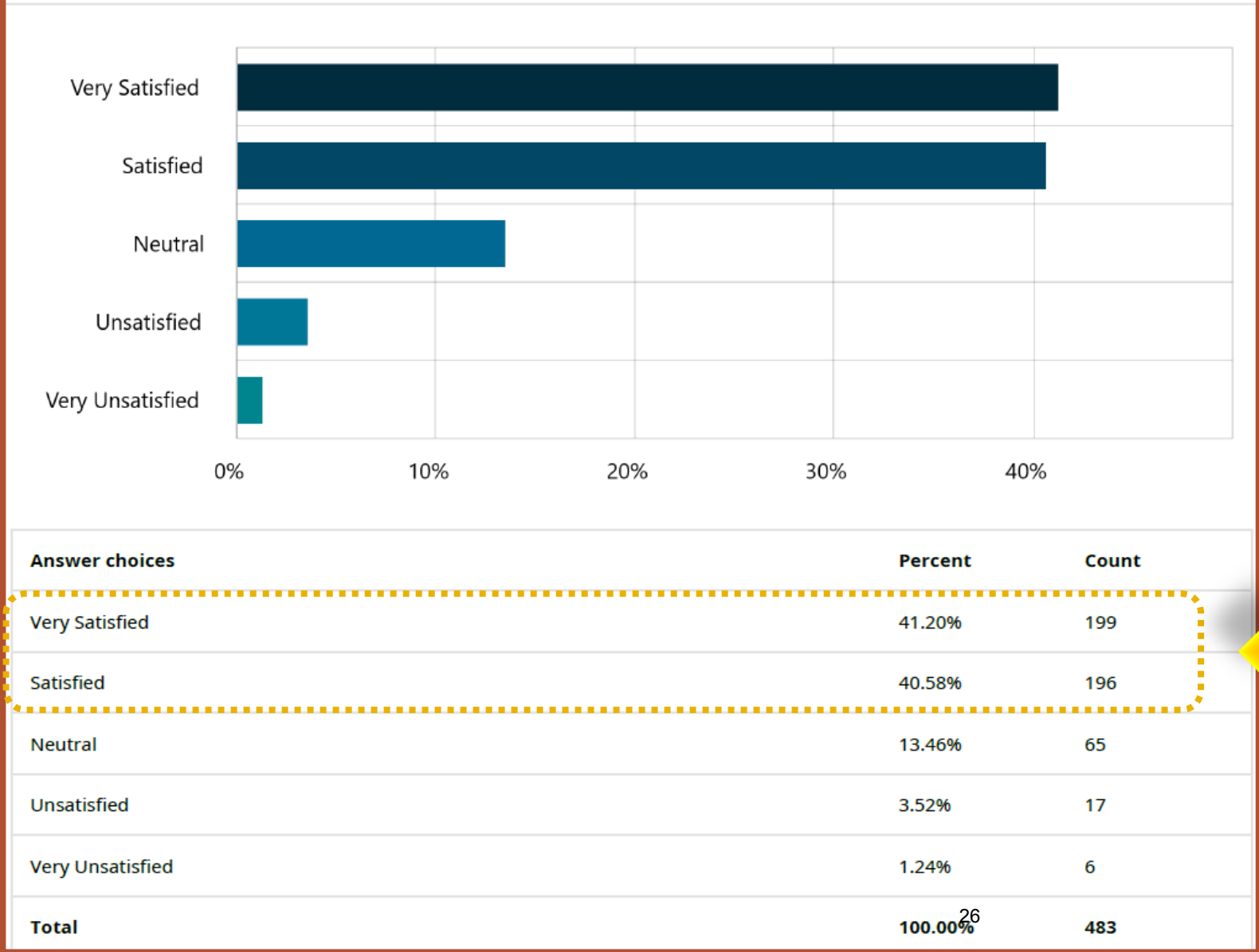
*"It was busy and very hot. Staff were excellent despite the heat. Yes it was on a slower pace as a scale was being repaired however, things moved well. Very happy to have this service. Great staff."*

*"My husband & I have consistently remarked how professional and helpful all of the landfill staff has been on every visit we've made. We moved to CKL permanently in 2020."*

*"The operators and the attendants are wonderful people. Very knowledgeable and great customer service"*

11. How satisfied are you with the diversion programs that the municipality offers at the landfill? Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)



GREAT!

**12. If you were very unsatisfied with the diversion programs we offer, why? Required**

Short Text | Skipped: 476 | Answered: 7 (1.4%)

*“Most diversion is not offered at my local dump and I am required to drive 60 minutes to dump does diversion”*

*“It’s a time waster..”*

*“Not aware of them”*

*“Ridiculous rules”*

*“To expensive to do”*

*“YOU CHARGE FOR SCRAP METAL, WHILE YOU TAKE IT TO THE SCRAP YARD AND GET MONEY. THEREFORE YOU MAKE DOUBLE THE MONEY, HIGHWAY ROBBERY. YOU CHARGE FOR DEHUMIDIFYERS AND REFRIGERATORS 25.00 DOLLARS AGAIN”*

**13. Are there other waste diversion programs that you've seen or used in other municipalities that you think we should offer? Required**

Short Text | Skipped: 165 | Answered: 318 (65.8%)

*"I think the Ops landfill should offer a 'free spot' where people can drop off items that are still usable and others can take and reuse them free of charge. I've seen similar programs"*

*"Not really but it would be very helpful if the Fenelon landfill was kept open to the end of leaf gathering season; say the end of November or the first week of December."*

*"Organics"*

*"The waste diversion programs should be consistent between locations"*

*"Toilets and sinks"*

*"Styrofoam, fast food coffee cups"*

*"Tires"*

*"food waste collection, and more yard waste pick up dates"*

*"No they are far too selective, picky and generally a waste of taxpayers time money and environmental benefit. Why not offer to use proper solutions for industry and farming first."*

*"Book recycling/giveaway"*

*"Shingle, gypsum, wood recycling. Also the mattress "program" is not a program, it is a prohibition it at minimum should be available at ever landfill."*

14. Where do you find information about the landfill? (select all that apply) Required

Multi Choice | Skipped: 0 | Answered: 483 (100%)

Answer choices	Percent	Count
The Municipality's Website	59.63%	288
The Municipality's Waste Calendar	71.64%	346
Customer Service Call Centre (calling Kawartha Lakes Customer Service)	5.18%	25
Recycle Coach - Waste App (mobile phone app)	13.66%	66
The Municipality's Social Media (Facebook, or X/Twitter)	8.28%	40
Other	5.80%	28

\*\*The Calendar is a very valuable resource for waste/landfill information for our residents

# Areas of Improvement

Issue/Concerns	Solutions & Goals
Line-ups	Lindsay Ops – Capital project to improve traffic flow and added cameras. Fenelon – To be considered for the design of the future transfer station.
Road conditions	Review requirements and expectations with staff at next training event. Supervisor to follow up with staff especially in the busy months with increased traffic. Consider other improvement options.
Distance/program availability	Being considered through the Integrated Waste Management Strategy
Complaints about Staff	Positive and negative comments were discussed at Fall training event. Customer Service expectations will be revisited at the Spring training session.
Landfill hours	No plans to change at this time, maybe considered in the future.

# Key Takeaway

- Majority of the participants are happy to utilize the services at the Landfill Sites;
- Good information provided as to valuable diversion programs to residents;
- 81.78% said they were satisfied or very satisfied with the diversion programs available;
- Good information on areas of improvement for future consideration;
- The Calendar is a very valuable resource for waste/landfill information for our residents; and
- Overall participants were with satisfied with the Customer Service received (62.3% are VERY satisfied).



# Thank You.



Kayla Pantaleo



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Kawartha Lakes

