



Alberni Valley & Bamfield Services Committee Meeting

Wednesday, October 16, 2024

Zoom/Board Room (Hybrid) – 3008 Fifth Avenue, Port Alberni, BC

10:00 AM

Regular Agenda

Watch the meeting live at: <https://www.acrd.bc.ca/events/16-10-2024/>

Register to participate via Zoom Webinar at:

https://acrd-bc-ca.zoom.us/webinar/register/WN_IBgsxYiLSX6bbTTsVTC5RQ#/registration

PAGE

1. **CALL TO ORDER**

Recognition of Territories.

Notice to attendees and delegates that this meeting is being recorded and livestreamed to YouTube on the Regional District Website.

Introductions - Committee Members and Staff present in the Boardroom and via Zoom.

2. **APPROVAL OF AGENDA**

(motion to approve, including late items requires 2/3 majority vote)

3. **DECLARATIONS**

(conflict of interest)

4. **MINUTES**

- a. **Alberni Valley & Bamfield Services Committee Meeting held
September 25, 2024**

3-5

THAT the minutes of the Alberni Valley & Bamfield Committee meeting held on September 25, 2024 be adopted.

5. **PETITIONS, DELEGATIONS & PRESENTATIONS (10-minute maximum)**

6. **CORRESPONDENCE FOR ACTION/INFORMATION**

7. **REQUEST FOR DECISIONS**

- a. **REQUEST FOR DECISION** **6-22**
Alberni Valley Aquatic Centre Governance – 3rd Discussion

THAT the Alberni Valley & Bamfield Services Committee directs staff to develop a draft Alberni Valley Aquatics Establishing Bylaw with an apportionment method of net annual costs among the participants as follows:

- *30% on the basis of population as determined by Statistics Canada's most recent census data;*
- *70% on the basis of converted land and improvements.*

8. REPORTS

- a. **Update on Sort'nGo Education Program, Report & Presentation –** **23-29**
Paulo Eichelberger, Solid Waste Manager

THAT the Alberni Valley & Bamfield Services Committee receives this report.

9. LATE BUSINESS

10. QUESTION PERIOD

Questions/Comments from the public:

- **Participating in Person in the Board Room**
- **Participating in the Zoom meeting**
- **Emailed to the ACRD at responses@acrd.bc.ca**

11. ADJOURN



Alberni-Clayoquot Regional District

MINUTES OF THE ALBERNI VALLEY & BAMFIELD SERVICES COMMITTEE MEETING HELD ON WEDNESDAY, SEPTEMBER 25, 2024, 10:00 AM

Hybrid - Zoom/Board Room, 3008 Fifth Avenue, Port Alberni, BC

DIRECTORS

PRESENT:

Deb Haggard, Chairperson, Councillor, City of Port Alberni
Bob Beckett, Director, Electoral Area "A" (Bamfield)
Jack McLeman, Alternate Director, Electoral Area "B" (Beaufort)
Penny Cote, Director, Electoral Area "D" (Sproat Lake)
Susan Roth, Director, Electoral Area "E" (Beaver Creek)
Mike Sparrow, Director, Electoral Area "F" (Cherry Creek)
John Jack, Chief Councillor, Huu-ay-aht First Nations
Moriah Cootes, Councillor, Uchucklesaht Tribe Government

REGRETS:

Fred Boyko, Director, Electoral Area "B" (Beaufort)
Sharie Minions, Mayor, City of Port Alberni

STAFF PRESENT:

Daniel Sailland, Chief Administrative Officer
Cynthia Dick, General Manager of Administrative Services
Heather Zenner, Manager of Administrative Services
Paulo Eichelberger, Solid Waste Manager

The meeting can be viewed on the Alberni-Clayoquot Regional District website at:

<https://www.acrd.bc.ca/events/25-9-2024/>

1. CALL TO ORDER

The Chairperson called the meeting to order at 10:00 am.

The Chairperson recognized this meeting is being held throughout the Nuu-chah-nulth territories.

The Chairperson reported this meeting is being recorded and livestreamed to YouTube on the Regional District website.

Introductions - Committee Members and Staff present in the Boardroom and via Zoom.

2. APPROVAL OF AGENDA

MOVED: Director Cote

SECONDED: Director Cootes

THAT the agenda be approved as circulated.

CARRIED

3. DECLARATIONS

4. MINUTES

a. Alberni Valley & Bamfield Services Committee Meeting held June 19, 2024

MOVED: Director Sparrow

SECONDED: Director Jack

THAT the minutes of the Alberni Valley and Bamfield Services Committee meeting held on June 19, 2024 be adopted.

CARRIED

5. PETITIONS, DELEGATIONS & PRESENTATIONS

a. Marc Hunter, Resident, Electricity at Great Central Lake Dam.

6. REQUEST FOR DECISIONS

a. Request for Decision regarding ECCC Proposed Regulations: Reduction in the Release of Methane (Waste Sector).

MOVED: Director Cote

SECONDED: Director Cootes

THAT the Alberni Valley & Bamfield Services Committee receive the report regarding proposed methane emissions reduction federal regulation and potential impacts to the ACRD and landfill operations, as presented.

CARRIED

MOVED: Director Jack

SECONDED: Director McLeman

THAT the Alberni Valley & Bamfield Services Committee recommends that the ACRD Board of Directors write a letter regarding the proposed methane emission reductions to all relevant federal government ministries and our MP, copying the Tseshaht First Nation and the Hupacasath First Nation, and authorize the Board Chair and Vice Chair the ability to interact with the MP, federal government representatives, and opposition parties on this matter.

CARRIED

b. Request for Decision regarding Solid Waste Management Plan Update and Public Engagement Plan

Director Jack left the meeting at 10:56 am.

MOVED: Director Sparrow

SECONDED: Director Cote

THAT the Alberni Valley and Bamfield Services Committee receive the report regarding the Solid Waste Management Plan Update and Public Engagement Plan as presented.

CARRIED

7. LATE BUSINESS

8. QUESTION PERIOD

Questions/Comments from the public. The Manager of Administrative Services advised there were no questions or comments respecting an agenda topic from public:

- Participating in Person in the ACRD Board Room
- Participating in the Zoom webinar
- Submissions received by email at responses@acrd.bc.ca.

9. ADJOURN

MOVED: Director Cote

SECONDED: Director McLeman

THAT the meeting be adjourned at 10:59 am.

CARRIED

Certified Correct:

Deb Haggard,
Chairperson

Heather Zenner,
Manager of Administrative Services



To: Alberni Valley & Bamfield Services Committee
From: Teri Fong, CPA, CGA, Chief Financial Officer
Meeting Date: October 16, 2024
Subject: Alberni Valley Aquatic Centre Governance – 3rd Discussion

Recommendation:

That the Alberni Valley & Bamfield Services Committee directs staff to develop a draft Alberni Valley Aquatics Establishing Bylaw with an apportionment method of net annual costs among the participants as follows:

- 30% on the basis of population as determined by Statistics Canada's most recent census data;
- 70% on the basis of converted land and improvements.

Desired Outcome:

To conduct a referendum in the Alberni Valley to determine if the public supports the construction and operation of a new Aquatic Centre.

Summary of components from previous Alberni Valley & Bamfield Services Committee meetings:

The Alberni Valley Aquatic Centre governance discussion has been underway over the past couple months as there are many components that need to be decided in advance of presenting a new service to the public for consideration. The governance structure has previously been discussed at both the June 19, 2024, and July 24, 2024, Alberni Valley & Bamfield Services Committee meetings. A summary of the decisions made regarding the establishing and loan authorization bylaw is as follows:

- **Service participants** – that the service participants include:
 - City of Port Alberni
 - Uchucklesaht Tribe Government
 - Electoral Area B – Beaufort
 - Electoral Area D – Sproat Lake
 - Electoral Area E – Beaver Creek
 - Electoral Area F – Cherry Creek
- **Participating area approval** – to be completed by referendum with approval being required to be obtained separately in each participating area.
- **Service definition** – development and operation of an Aquatics Centre only.
- **Voting** – voting on administration and operation of service will use an alternative voting model of one vote per participating area Director.

- **Cost recovery** – user fees and other revenue sources will be mechanisms for funding the service however will not be set until the service is established.

Facility Construction Costs:

Based on the results of the hcma Aquatic Centre Feasibility Study the establishing bylaw financial limits will be developed with the costs related to the following facility:

- 260 square metre leisure wave pool (including lazy river, tots' area, spray features and beach entry)
- 25 metre, 6-lane lap pool
- Hot tub, Slide, Sauna, Steam Room
- Fitness Space, Multi-Purpose Rooms, Universal and Gendered Changerooms, Lobby, Administration and Service Space

The 2024 estimated capital cost of this preferred option is \$68,119,555. This is a preliminary Class D level estimate, meaning the accuracy of the estimate is +/- 25%. Based on an estimated 2027 construction start date staff recommend using an estimated construction cost of \$100 million, calculated as follows:

	Cost Estimate
Preferred facility cost estimate 2024	\$68,119,555
Inflation estimate to construction start date (5-6% until early 2027 potential start date)	\$11,488,363
Contingency estimate of 25%	\$19,901,979
Total facility cost estimate	\$99,509,897

Reliance on Grant Funding:

At the July 24, 2024, Alberni Valley & Bamfield Services Committee meeting the Directors had a discussion regarding the degree to which the project would be dependent on grant funding to proceed. At that meeting no decision was made and as a result the cost estimates that are included in this report assume no grant funding. These estimates can be revised by staff once a decision regarding grant reliance has been made.

The amount that the project will rely on grant funding will reduce amount of borrowing to be included in the loan authorization bylaw and the maximum requisition amount in the establishing bylaw. It is important to remember that the authority to borrow under a loan authorization bylaw expires 5 years from the date of adoption, therefore it is a risk that construction will be unable to proceed if the borrowing amount is set too low and grant funding is not secured in time.

A consideration that could be discussed with LTA Consultants, who provided the original cost estimate, would be the ability to eliminate some of the more expensive features of the pool if grant funding is not secured during the five-year period that the loan authorization bylaw is active. For example, the bylaws could be developed in a way that states that borrowing will not exceed \$50 million and that if grant funding is not secured a simpler pool complex could be developed. If this approach is chosen, then significant engagement surrounding this tactic would need to be communicated to the public during the referendum process to ensure that the modified building plans were not considered misleading.

No recommendation regarding grant reliance has been made by staff at this time.

Municipal Finance Authority (MFA) Borrowing Costs:

The ACRD would borrow the required construction funding from the MFA. The estimated annual borrowing or debt servicing costs, based on a \$100 million facility, is approximately \$5.6 million dollars per year. This is based on a 30-year term at an interest rate of 3.73%. The actual interest rate will not be determined until the time of borrowing but was the 10-year loan rate posted by the MFA at the time this report was developed.

Operating Costs:

The hcma Aquatic Centre Feasibility Study report for the preferred facility option estimates the operating expenses to be between \$1.8 million and \$2.2 million per year. Staff have conservatively estimated offsetting revenues to be approximately \$200,000 based on current aquatic revenues for the City of Port Alberni. Therefore, the estimated annual operating costs to be recovered by taxation has been set at \$2 million for the purposes of this report.

Total Annual Costs:

The total net annual costs included in the calculations in this report, that are anticipated to be recovered by taxation, has been set at \$7.6 million.

Cost Recovery – Taxation and Apportionment:

Today's report is designed to build on the discussion that has been had with the Alberni Valley & Bamfield Directors over the past couple of meetings. The options presented include the following:

1. Apportionment method of converted land and improvements using a tax base of net taxable value of land and improvements in the participating area.
2. Apportionment method of 50% converted land and improvements and 50% of Statistics Canada population using a tax base of net taxable value of land and improvements in the participating area.
3. Apportionment method of 30% converted land and improvements and 70% of Statistics Canada population using a tax base of net taxable value of land and improvements in the participating area.
4. Apportionment method of parcel tax using a tax base of parcel tax
5. Method of annual borrowing costs being apportioned by parcel tax using a tax base of parcel tax and annual operating costs being apportioned converted land and improvements.

Detailed calculations for each of these options is attached to this report including impacts by BC Assessment classes.

Unlike previous reports, staff have made a recommendation regarding an apportionment model. The recommendation is to apportion the net annual costs as follows:

- 30% on the basis of population as determined by Statistics Canada's most recent census data;
- 70% on the basis of converted land and improvements.

This recommendation recognizes the default model in the *Local Government Act* of converted assessments of land and improvements. Although this method is open to debate the theory behind the method is that the value of an individual's property often correlates with a person's ability to pay. In the ACRD it can be challenging due to the range of property values in the neighbouring communities. A population factor has been added to recognize this property value range as well as to recognize that people are the users of an aquatic's facility not property. However, it is important to note that the ACRD has no ability to tax people therefore once apportioned the tax will still be applied within the jurisdictions based on converted land and improvement values. Options 1 and 2 are also supported by staff.

Staff do not support apportionment models 4 or 5 as they contain a component of parcel taxation. Both models transfer a significant amount of the financial burden onto the residential property class. Utilizing a parcel tax model also increases the administrative requirements as the maintenance and annual advertising of a parcel tax roll is required.

Facility Location and Operations:

At the July 24, 2024, AV&B meeting the Directors passed a motion for ACRD staff to work with City of Port Alberni staff to develop options for location and an operational model of the new facility. Staff have no updates to provide at this time and will bring this item back once discussions have occurred.

Time Requirements – Staff & Elected Officials:

Staff estimate between 80-120 hours of staff time to clearly define the proposed service and develop draft establishing and loan authorization bylaws. This time estimate will escalate if the Directors struggle to make decisions on some of the required components.

Financial:

There are no financial impacts to the work associated to drafting the establishing and borrowing bylaws. Staff will bring forward cost estimates related to the referendum as the decisions regarding the components become finalized and the draft bylaws are close to be ready for consideration by the Board.

Strategic Plan Implications:

Strategic Priority 1.1 Enhanced indoor/outdoor recreation facilities and services include the governance review of a potential Alberni Valley Aquatic Centre.

Policy or Legislation:

Local Government Act, Part 1- Regional Districts: Service Structure and Establishing Bylaws outlines the requirements for a developing this proposed service.

Options Considered:

Allan Nielson or another governance consultant could be engaged to assist the Directors in these difficult governance discussions if the Directors would prefer that option over staff led discussions.

Submitted by: Teri Fong
Teri Fong, CPA, CGA, Chief Financial Officer

Reviewed by: Cynthia Dick
Cynthia Dick, General Manager of Administrative Services

Approved by: Daniel Sailland
Daniel Sailland, MBA, Chief Administrative Officer

ACRD AV Aquatics Facility - Apportionment Options

Estimated Annual Borrowing & Operating Costs

\$ 7,600,000

Summary of Options - Requisitions by Area

Jurisdiction	Option 1: Converted Land & Improvements	Option 2: 50% Population & 50% L&I	Option 3: 30% Population & 70% L&I	Option 4: Parcel Tax	Option 5: Debt by Parcel Tax & Operating by L&I
Port Alberni	4,390,222	4,909,036	4,701,510	4,758,070	4,661,268
Uchucklesaht	342	1,657	1,131	1,185	963
Area B - Beaufort	197,033	177,442	185,278	228,041	219,881
Area D - Sproat Lake	1,616,057	1,081,963	1,295,601	1,178,708	1,293,800
Area E - Beaver Creek	731,487	803,622	774,768	801,403	783,004
Area F - Cherry Creek	664,860	626,281	641,712	632,593	641,084
Total	7,600,000	7,600,000	7,600,000	7,600,000	7,600,000

Summary of Options - Estimated Household Cost based on Average Residential Assessed Value

Jurisdiction	Average Total Residential Assessed Value 2024	Option 1: Converted Land & Improvements	Option 2: 50% Population & 50% L&I	Option 3: 30% Population & 70% L&I	Option 4: Parcel Tax	Option 5: Debt by Parcel Tax & Operating by L&I
Port Alberni	518,890	430	481	461	592	550
Area B - Beaufort	645,621	535	482	503	592	577
Area D - Sproat Lake	902,025	748	501	599	592	633
Area E - Beaver Creek	645,836	535	588	567	592	577
Area F - Cherry Creek	576,261	478	450	461	592	562

*no tax rates are provided for Uchucklesaht as Treaty First Nations do not currently collect their requisitions by property tax

Summary of Options - Allocation by Class

Class	Option 1: Converted Land & Improvements	Option 2: 50% Population & 50% L&I	Option 3: 30% Population & 70% L&I	Option 4: Parcel Tax	Option 5: Debt by Parcel Tax & Operating by L&I
01 - Residential	5,800,294	5,771,535	5,783,038	6,911,137	6,618,810
02 - Utilities	117,545	112,721	114,651	33,170	55,374
04 - Major Industry	298,090	322,411	312,682	12,439	87,610
05 - Light Industry	129,635	125,397	127,093	55,085	74,704
06 - Business & Other	933,360	1,016,277	983,110	373,751	521,017
07 - Managed Forest Land	312,138	242,980	270,643	123,794	173,358
08 - Rec/Non Profit	7,674	7,528	7,587	15,993	13,803
09 - Farm	1,263	1,150	1,195	74,632	55,324
Total	7,600,000	7,600,000	7,600,000	7,600,000	7,600,000

Option 1: Apportionment Method: Converted Land & Improvements

Tax Base: Net taxable value of land and improvements in the participating area

Estimated Annual Borrowing & Operating Costs \$ 7,600,000

Jurisdiction	Converted Land & Improvements	Converted Land & Improvements as %	Converted Land & Improvements Requisition by Area	Residential Tax Rate	Average Total Residential Assessed Value 2024	Estimated Household Cost based on Average Assessed Value
Port Alberni	529,718,747	58%	4,390,222	0.829	518,890	430
Uchucklesaht	41,234	0%	342	N/A*	N/A*	N/A*
Area B - Beaufort	23,773,765	3%	197,033	0.829	645,621	535
Area D - Sproat Lake	194,991,474	21%	1,616,057	0.829	902,025	748
Area E - Beaver Creek	88,260,289	10%	731,487	0.829	645,836	535
Area F - Cherry Creek	80,221,148	9%	664,860	0.829	576,261	478
Totals	917,006,657	100%	7,600,000			

City of Port Alberni - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	384,799,270	3,189,153
02 - Utilities	6,335,579	52,508
04 - Major Industry	32,017,902	265,359
05 - Light Industry	8,350,944	69,211
06 - Business & Other	97,648,391	809,294
08 - Rec/Non Profit	562,350	4,661
09 - Farm	4,311	36
Total	529,718,747	4,390,222

Uchucklesaht - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	12,520	104
06 - Business & Other	28,714	238
Total	41,234	342

Area B Beaufort - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	17,034,992	141,183
02 - Utilities	330,400	2,738
05 - Light Industry	1,595,722	13,225
06 - Business & Other	243,800	2,021
07 - Managed Forest Land	4,500,630	37,300
09 - Farm	68,221	565
Total	23,773,765	197,033

Area D Sproat Lake - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	159,721,583	1,323,746
02 - Utilities	3,303,125	27,376
04 - Major Industry	2,275,858	18,862
05 - Light Industry	3,712,868	30,772
06 - Business & Other	3,797,487	31,473
07 - Managed Forest Land	21,923,160	181,696
08 - Rec/Non Profit	231,000	1,914
09 - Farm	26,393	219
Total	194,991,474	1,616,057

Option 1: Apportionment Method: Converted Land & Improvements

Tax Base: Net taxable value of land and improvements in the participating area

Area E Beaver Creek - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	86,268,130	714,976
02 - Utilities	244,125	2,023
05 - Light Industry	16,218	134
06 - Business & Other	1,700,055	14,090
07 - Managed Forest Land	3,450	29
09 - Farm	28,311	235
Total	88,260,289	731,487

Area F Cherry Creek - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	52,019,790	431,131
02 - Utilities	3,969,665	32,900
04 - Major Industry	1,673,446	13,869
05 - Light Industry	1,965,880	16,293
06 - Business & Other	9,199,652	76,245
07 - Managed Forest Land	11,234,940	93,113
08 - Rec/Non Profit	132,600	1,099
09 - Farm	25,175	209
Total	80,221,148	664,860

Alberni Valley Aquatics Service Area - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	699,856,285	5,800,294
02 - Utilities	14,182,894	117,545
04 - Major Industry	35,967,206	298,090
05 - Light Industry	15,641,632	129,635
06 - Business & Other	112,618,099	933,360
07 - Managed Forest Land	37,662,180	312,138
08 - Rec/Non Profit	925,950	7,674
09 - Farm	152,411	1,263
Total	917,006,657	7,600,000

Option 2: Apportionment Method: Hybrid of 50% Population and 50% Land and Improvements

Tax Base: Net taxable value of land and improvements in the participating area

Estimated Annual Borrowing & Operating Costs \$ 7,600,000

Jurisdiction	Population (2021 Census)	Population as %	Population Apportionment for 50% of Requisition by Area	Converted Land & Improvements	Converted Land & Improvements as %	Converted Land & Improvements for 50% of Requisition by Area	Total Requisition by Area
Port Alberni	18,259	71%	2,713,925	529,718,747	58%	2,195,111	4,909,036
Uchucklesaht	10	0%	1,486	41,234	0%	171	1,657
Area B - Beaufort	531	2%	78,925	23,773,765	3%	98,517	177,442
Area D - Sproat Lake*	1,843	7%	273,934	194,991,474	21%	808,029	1,081,963
Area E - Beaver Creek*	2,946	12%	437,878	88,260,289	10%	365,743	803,622
Area F - Cherry Creek	1,977	8%	293,851	80,221,148	9%	332,430	626,281
Totals	25,566	100%	3,800,000	917,006,657	100%	3,800,000	7,600,000

* Excludes those residents living on Tseshaht and Hupacasath Reserve Lands

Jurisdiction	Residential Tax Rate	Average Total Residential Assessed Value 2024	Estimated Household Cost based on Average Assessed Value
Port Alberni	0.927	518,890	481
Uchucklesaht	N/A*	125,200	N/A*
Area B - Beaufort	0.746	645,621	482
Area D - Sproat Lake*	0.555	902,025	501
Area E - Beaver Creek*	0.911	645,836	588
Area F - Cherry Creek	0.781	576,261	450
Totals			

City of Port Alberni - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	384,799,270	3,566,031
02 - Utilities	6,335,579	58,713
04 - Major Industry	32,017,902	296,718
05 - Light Industry	8,350,944	77,390
06 - Business & Other	97,648,391	904,932
08 - Rec/Non Profit	562,350	5,211
09 - Farm	4,311	40
Total	529,718,747	4,909,036

Uchucklesaht - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	12,520	503
06 - Business & Other	28,714	1,154
Total	41,234	1,657

Option 2: Apportionment Method: Hybrid of 50% Population and 50% Land and Improvements

Tax Base: Net taxable value of land and improvements in the participating area

Area B Beaufort - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	17,034,992	127,145
02 - Utilities	330,400	2,466
05 - Light Industry	1,595,722	11,910
06 - Business & Other	243,800	1,820
07 - Managed Forest Land	4,500,630	33,592
09 - Farm	68,221	509
Total	23,773,765	177,442

Area D Sproat Lake - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	159,721,583	886,258
02 - Utilities	3,303,125	18,328
04 - Major Industry	2,275,858	12,628
05 - Light Industry	3,712,868	20,602
06 - Business & Other	3,797,487	21,071
07 - Managed Forest Land	21,923,160	121,647
08 - Rec/Non Profit	231,000	1,282
09 - Farm	26,393	146
Total	194,991,474	1,081,963

Area E Beaver Creek - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	86,268,130	785,483
02 - Utilities	244,125	2,223
05 - Light Industry	16,218	148
06 - Business & Other	1,700,055	15,479
07 - Managed Forest Land	3,450	31
09 - Farm	28,311	258
Total	88,260,289	803,622

Area F Cherry Creek - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	52,019,790	406,115
02 - Utilities	3,969,665	30,991
04 - Major Industry	1,673,446	13,064
05 - Light Industry	1,965,880	15,347
06 - Business & Other	9,199,652	71,821
07 - Managed Forest Land	11,234,940	87,710
08 - Rec/Non Profit	132,600	1,035
09 - Farm	25,175	197
Total	80,221,148	626,281

Alberni Valley Aquatics Service Area - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	699,856,285	5,771,535
02 - Utilities	14,182,894	112,721
04 - Major Industry	35,967,206	322,411
05 - Light Industry	15,641,632	125,397
06 - Business & Other	112,618,099	1,016,277
07 - Managed Forest Land	37,662,180	242,980
08 - Rec/Non Profit	925,950	7,528
09 - Farm	152,411	1,150
Total	917,006,657	7,600,000

Option 3: Apportionment Method: Hybrid of 30% Population and 70% Land and Improvements

Tax Base: Net taxable value of land and improvements in the participating area

Estimated Annual Borrowing & Operating Costs \$ 7,600,000

Jurisdiction	Population (2021 Census)	Population as %	Population Apportionment for 30% of Requisition by Area	Converted Land & Improvements	Converted Land & Improvements as %	Converted Land & Improvements for 70% of Requisition by Area	Total Requisition by Area
Port Alberni	18,259	71%	1,628,355	529,718,747	58%	3,073,155	4,701,510
Uchucklesaht	10	0%	892	41,234	0%	239	1,131
Area B - Beaufort	531	2%	47,355	23,773,765	3%	137,923	185,278
Area D - Sproat Lake*	1,843	7%	164,360	194,991,474	21%	1,131,240	1,295,601
Area E - Beaver Creek*	2,946	12%	262,727	88,260,289	10%	512,041	774,768
Area F - Cherry Creek	1,977	8%	176,311	80,221,148	9%	465,402	641,712
Totals	25,566	100%	2,280,000	917,006,657	100%	5,320,000	7,600,000

* Excludes those residents living on Tseshaht and Hupacasath Reserve Lands

Jurisdiction	Residential Tax Rate	Average Total Residential Assessed Value 2024	Estimated Household Cost based on Average Assessed Value
Port Alberni	0.888	518,890	461
Uchucklesaht	N/A*	125,200	N/A*
Area B - Beaufort	0.779	645,621	503
Area D - Sproat Lake*	0.664	902,025	599
Area E - Beaver Creek*	0.878	645,836	567
Area F - Cherry Creek	0.800	576,261	461
Totals			

City of Port Alberni - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	384,799,270	3,415,280
02 - Utilities	6,335,579	56,231
04 - Major Industry	32,017,902	284,174
05 - Light Industry	8,350,944	74,119
06 - Business & Other	97,648,391	866,677
08 - Rec/Non Profit	562,350	4,991
09 - Farm	4,311	38
Total	529,718,747	4,701,510

Uchucklesaht - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	12,520	343
06 - Business & Other	28,714	788
Total	41,234	1,131

Option 3: Apportionment Method: Hybrid of 30% Population and 70% Land and Improvements

Tax Base: Net taxable value of land and improvements in the participating area

Area B Beaufort - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	17,034,992	132,760
02 - Utilities	330,400	2,575
05 - Light Industry	1,595,722	12,436
06 - Business & Other	243,800	1,900
07 - Managed Forest Land	4,500,630	35,075
09 - Farm	68,221	532
Total	23,773,765	185,278

Area D Sproat Lake - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	159,721,583	1,061,253
02 - Utilities	3,303,125	21,947
04 - Major Industry	2,275,858	15,122
05 - Light Industry	3,712,868	24,670
06 - Business & Other	3,797,487	25,232
07 - Managed Forest Land	21,923,160	145,666
08 - Rec/Non Profit	231,000	1,535
09 - Farm	26,393	175
Total	194,991,474	1,295,601

Area E Beaver Creek - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	86,268,130	757,280
02 - Utilities	244,125	2,143
05 - Light Industry	16,218	142
06 - Business & Other	1,700,055	14,923
07 - Managed Forest Land	3,450	30
09 - Farm	28,311	249
Total	88,260,289	774,768

Area F Cherry Creek - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	52,019,790	416,122
02 - Utilities	3,969,665	31,755
04 - Major Industry	1,673,446	13,386
05 - Light Industry	1,965,880	15,726
06 - Business & Other	9,199,652	73,591
07 - Managed Forest Land	11,234,940	89,872
08 - Rec/Non Profit	132,600	1,061
09 - Farm	25,175	201
Total	80,221,148	641,712

Alberni Valley Aquatics Service Area - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	699,856,285	5,783,038
02 - Utilities	14,182,894	114,651
04 - Major Industry	35,967,206	312,682
05 - Light Industry	15,641,632	127,093
06 - Business & Other	112,618,099	983,110
07 - Managed Forest Land	37,662,180	270,643
08 - Rec/Non Profit	925,950	7,587
09 - Farm	152,411	1,195
Total	917,006,657	7,600,000

Option 4: Apportionment Method: Taxable Parcels (folio)

Tax Base: Parcel Tax

Estimated Annual Borrowing & Operating Costs \$ 7,600,000

Jurisdiction	Parcel by Area	Parcel as %	Converted Land & Improvements Requisition by Area	Annual Parcel Tax Amount
Port Alberni	8,033	63%	4,758,070	592
Uchucklesaht	2	0%	1,185	N/A*
Area B - Beaufort	385	3%	228,041	592
Area D - Sproat Lake	1,990	16%	1,178,708	592
Area E - Beaver Creek	1,353	11%	801,403	592
Area F - Cherry Creek	1,068	8%	632,593	592
Totals	12,831	100%	7,600,000	

City of Port Alberni - allocation by class

Class	Occurrences	Requisition by Class
01 - Residential	7,431	4,401,496
02 - Utilities	16	9,477
04 - Major Industry	15	8,885
05 - Light Industry	15	8,885
06 - Business & Other	529	313,335
08 - Rec/Non Profit	20	11,846
09 - Farm	7	4,146
Total	8,033	4,758,070

Uchucklesaht - allocation by class

Class	Occurrences	Requisition by Class
01 - Residential	1	592
06 - Business & Other	1	592
Total	2	1,185

Area B Beaufort - allocation by class

Class	Occurrences	Requisition by Class
01 - Residential	263	155,779
02 - Utilities	4	2,369
05 - Light Industry	6	3,554
06 - Business & Other	3	1,777
07 - Managed Forest Land	60	35,539
09 - Farm	49	29,023
Total	385	228,041

Area D Sproat Lake - allocation by class

Class	Occurrences	Requisition by Class
01 - Residential	1,772	1,049,583
02 - Utilities	17	10,069
04 - Major Industry	4	2,369
05 - Light Industry	51	30,208
06 - Business & Other	33	19,546
07 - Managed Forest Land	92	54,493
08 - Rec/Non Profit	4	2,369
09 - Farm	17	10,069
Total	1,990	1,178,708

Option 4: Apportionment Method: Taxable Parcels (folio)

Tax Base: Parcel Tax

Area E Beaver Creek - allocation by class

Class	Occurrences	Requisition by Class
01 - Residential	1,297	768,233
02 - Utilities	5	2,962
05 - Light Industry	1	592
06 - Business & Other	17	10,069
07 - Managed Forest Land	1	592
09 - Farm	32	18,954
Total	1,353	801,403

Area F Cherry Creek - allocation by class

Class	Occurrences	Requisition by Class
01 - Residential	904	535,453
02 - Utilities	14	8,292
04 - Major Industry	2	1,185
05 - Light Industry	20	11,846
06 - Business & Other	48	28,431
07 - Managed Forest Land	56	33,170
08 - Rec/Non Profit	3	1,777
09 - Farm	21	12,439
Total	1,068	632,593

Alberni Valley Aquatics Service Area - allocation by class

Class	Converted Total	Requisition by Class
01 - Residential	11,668	6,911,137
02 - Utilities	56	33,170
04 - Major Industry	21	12,439
05 - Light Industry	93	55,085
06 - Business & Other	631	373,751
07 - Managed Forest Land	209	123,794
08 - Rec/Non Profit	27	15,993
09 - Farm	126	74,632
Total	12,831	7,600,000

Option 5: Apportionment Method: Hybrid of Debt Servicing by Parcel Tax & Operating by Land & Improvements

Tax Base: Both Parcel & Net taxable value of land and improvements in the participating area

Estimated Annual Debt Servicing Costs	\$	5,600,000
Estimated Annual Operating Costs	\$	2,000,000
Estimated Annual Total Costs	\$	7,600,000

Jurisdiction	Parcel by Area	Parcel as %	Parcel Tax for Debt Servicing Costs by Area	Converted Land & Improvements	Converted Land & Improvements as %	Converted Land & Improvements for Operating Costs by Area	Total Requisition by Area
Port Alberni	8,033	63%	3,505,947	529,718,747	58%	1,155,321	4,661,268
Uchucklesaht	2	0%	873	41,234	0%	90	963
Area B - Beaufort	385	3%	168,031	23,773,765	3%	51,851	219,881
Area D - Sproat Lake	1,990	16%	868,522	194,991,474	21%	425,278	1,293,800
Area E - Beaver Creek	1,353	11%	590,507	88,260,289	10%	192,497	783,004
Area F - Cherry Creek	1,068	8%	466,121	80,221,148	9%	174,963	641,084
Totals	12,831	100%	5,600,000	917,006,657	100%	2,000,000	7,600,000

Jurisdiction	Parcel Tax	Residential Tax Rate	Average Total Residential Assessed Value 2024	Estimated Household Cost based on Average Assessed Value
Port Alberni	436	0.218	518,890	550
Uchucklesaht	436	N/A*	125,200	N/A*
Area B - Beaufort	436	0.218	645,621	577
Area D - Sproat Lake*	436	0.218	902,025	633
Area E - Beaver Creek*	436	0.218	645,836	577
Area F - Cherry Creek	436	0.218	576,261	562
Totals				

City of Port Alberni - allocation by class

Class	Occurrences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	7,431	3,243,208	384,799,270	839,251	4,082,459
02 - Utilities	16	6,983	6,335,579	13,818	20,801
04 - Major Industry	15	6,547	32,017,902	69,831	76,378
05 - Light Industry	15	6,547	8,350,944	18,213	24,760
06 - Business & Other	529	230,878	97,648,391	212,972	443,850
08 - Rec/Non Profit	20	8,729	562,350	1,226	9,955
09 - Farm	7	3,055	4,311	9	3,065
Total	8,033	3,505,947	529,718,747	1,155,321	4,661,268

Option 5: Apportionment Method: Hybrid of Debt Servicing by Parcel Tax & Operating by Land & Improvements

Tax Base: Both Parcel & Net taxable value of land and improvements in the participating area

Uchucklesaht - allocation by class

Class	Occurences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	1	436	12,520	27	464
06 - Business & Other	1	436	28,714	63	499
Total	2	873	41,234	90	963

Area B Beaufort - allocation by class

Class	Occurences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	263	114,785	17,034,992	37,153	151,938
02 - Utilities	4	1,746	330,400	721	2,466
05 - Light Industry	6	2,619	1,595,722	3,480	6,099
06 - Business & Other	3	1,309	243,800	532	1,841
07 - Managed Forest Land	60	26,187	4,500,630	9,816	36,002
09 - Farm	49	21,386	68,221	149	21,534
Total	385	168,031	23,773,765	51,851	219,881

Area D Sproat Lake - allocation by class

Class	Occurences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	1,772	773,377	159,721,583	348,354	1,121,731
02 - Utilities	17	7,420	3,303,125	7,204	14,624
04 - Major Industry	4	1,746	2,275,858	4,964	6,709
05 - Light Industry	51	22,259	3,712,868	8,098	30,356
06 - Business & Other	33	14,403	3,797,487	8,282	22,685
07 - Managed Forest Land	92	40,153	21,923,160	47,815	87,967
08 - Rec/Non Profit	4	1,746	231,000	504	2,250
09 - Farm	17	7,420	26,393	58	7,477
Total	1,990	868,522	194,991,474	425,278	1,293,800

Option 5: Apportionment Method: Hybrid of Debt Servicing by Parcel Tax & Operating by Land & Improvements

Tax Base: Both Parcel & Net taxable value of land and improvements in the participating area

Area E Beaver Creek - allocation by class

Class	Occurrences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	1,297	566,067	86,268,130	188,152	754,218
02 - Utilities	5	2,182	244,125	532	2,715
05 - Light Industry	1	436	16,218	35	472
06 - Business & Other	17	7,420	1,700,055	3,708	11,127
07 - Managed Forest Land	1	436	3,450	8	444
09 - Farm	32	13,966	28,311	62	14,028
Total	1,353	590,507	88,260,289	192,497	783,004

Area F Cherry Creek - allocation by class

Class	Occurrences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	904	394,544	52,019,790	113,456	508,000
02 - Utilities	14	6,110	3,969,665	8,658	14,768
04 - Major Industry	2	873	1,673,446	3,650	4,523
05 - Light Industry	20	8,729	1,965,880	4,288	13,016
06 - Business & Other	48	20,949	9,199,652	20,065	41,014
07 - Managed Forest Land	56	24,441	11,234,940	24,504	48,944
08 - Rec/Non Profit	3	1,309	132,600	289	1,599
09 - Farm	21	9,165	25,175	55	9,220
Total	1,068	466,121	80,221,148	174,963	641,084

Alberni Valley Aquatics Service Area - allocation by class

Class	Occurrences	Parcel Tax Portion by Class	Converted Land & Improvements Total	Land & Improvement Requisition Portion by Class	Total Requisition by Class
01 - Residential	11,668	5,092,417	699,856,285	1,526,393	6,618,810
02 - Utilities	56	24,441	14,182,894	30,933	55,374
04 - Major Industry	21	9,165	35,967,206	78,445	87,610
05 - Light Industry	93	40,589	15,641,632	34,115	74,704
06 - Business & Other	631	275,396	112,618,099	245,621	521,017
07 - Managed Forest Land	209	91,217	37,662,180	82,142	173,358
08 - Rec/Non Profit	27	11,784	925,950	2,020	13,803
09 - Farm	126	54,992	152,411	332	55,324
Total	12,831	5,600,000	917,006,657	2,000,000	7,600,000



To: Alberni Valley and Bamfield Services Committee
From: Brenda Sauve, Solid Waste Coordinator
Meeting Date: October 16, 2024
Subject: Update on Sort'nGo Education Program

Recommendation:

THAT the Alberni-Clayoquot Regional District Board of Directors receive the report regarding the Sort'nGo Waste Education Program for information.

Purpose:

The purpose of this report is to provide the Board with an update on the Sortn'Go education program.

Summary:

In February 2024, the ACRD Solid Waste department awarded a contract to Let's Talk Trash (LTT) <https://letstalktrash.ca/> to implement communication services for the Sort'nGo Education Program. They are an award-winning team of solid waste management consultants who specialize in delivering effective education and communications approaches to encourage behavior change that support waste diversion. LTT has supported the Solid Waste Department over the past year and has worked with staff on achieving a number of important deliverables that are captured in the attached presentation. LTT, along with ACRD staff, have developed the attached report "Sort'nGo Education & Communications: Recommendations" that looks ahead to 2024/25 and outlines the key areas to be addressed from an educational perspective. This report also addresses the work underway around the Solid Waste Management Plan and leaves room to incorporate the fundamental strategies around education.

Background:

The Sort'nGo program was first implemented in Port Alberni, in September 2021 followed by the West Coast in December 2022. The onboarding of the new program, specifically the introduction of organics, is having a positive effect increasing residential diversion. However, it is clear that consistent waste education is a key component to achieve our disposal and diversion targets. In order to keep the communities active and engaged in waste diversion, below is the summary of the scope of work included in the education program for 2024:

- Develop education programming for SD70 schools that align with SD70's strategic plan.
- Increase presence in schools, i.e., school contests/enviro clubs.

- Increase community awareness. Establish new & better ways to educate and engage community members on how to access waste diversion information.
- Improve Recollect database and develop campaigns.
- Communications through social media, radio ads, etc.
- Tourist/Visitor Campaigns on the West Coast
- Mentorship for Community Champions
- Support diversion programs barriers and challenges for vacation rentals.
- Increase waste reduction, reuse, share, repair, and salvage opportunities at share sheds.

Building on the successes in 2024 with the Sortn'Go Education program, the Solid Waste Team will continue to work with Let's Talk Trash to educate and provide support to communities in order to reach the goals and targets within the Solid Waste Management Plan.

Submitted by: *Paulo Eichelberger*
Paulo Eichelberger, Solid Waste Manager

Reviewed by: *Cynthia Dick*
Cynthia Dick, General Manager of Administrative Services

Approved by: *Daniel Sailland*
Daniel Sailland, MBA, Chief Administrative Officer

SORT'N GO

EDUCATION & COMMUNICATIONS :

RECOMMENDATIONS

LET'S TALK *trash*

what is waste?

SEPTEMBER 2024

Overview

In the first 6 months of delivering Sort'nGo education and communications for the ACRD, Let's Talk Trash has observed what forms of outreach appear most effective. In this report, we aim to highlight those and offer recommendations for going forward. Please refer to the Semi-Annual Review for a detailed summary of services provided February – August 2024. LTT recognizes that the ACRD are updating their SWMP and that we may be directed to focus on particular sectors not addressed specifically in the recommendations below.

Vacation & Short Term Rentals (West Coast)

At the end of October, there will be an engagement session for owners of small vacation rentals & property managers. This event will bring together the ACRD, Surfrider and the Chamber of Commerce. The goal is to highlight a few rentals that are making strides in waste reduction and offer best practices for waste management for this sector. The timing of the engagement is synergistic for the ACRD, who will present both on Sort'nGo for businesses as well as cover SWMP outreach. The in-person event will also be recorded for those unable to attend, who can then tune in later at their convenience. ACRD staff will be present and Let's Talk Trash (LTT) available for support, if needed.

For this engagement session, we recommend staff set up an example of a home recycling system for vacation rentals, complete with stickers of accepted materials on each bin. Previously developed graphics can be slightly altered and printed for this purpose. Fridge magnets of Sort'nGo accepted materials for organics and recycling, already created by ACRD Sort'nGo, will be a useful resource to offer in person attendees, as well.

Further recommended outreach for the tourism sector:

- Publications in the Tofino Times. We have reached out several times to the magazine and not had a response.
- Revisiting creating a display area for Sort'nGo brochures at the WC tourism centres.
- Revisiting creating a Sort'nGo wall decal for the Tofino airport to set the tone for respecting the place visitors are coming to enjoy.
- Tagging the chamber/tourism offices on relevant Sort'nGo posts.

Tuff Radio

Monthly interviews (highlighting people involved in waste management from all angles) and occasional ads should be continued. Tuff's audience is wide reaching and Sort'nGo spot topics/guests can cater to WC concerns. Station managers are inevitably becoming more informed about Sort'nGo and as such, community champions.

Using children's voices to share Sort'nGo messaging (ads) kept them fresh and ideally had listeners consider the generations they are affecting by their choices now. This tactic could be repeated.

If budget allows, we recommend placement of ads on the Peak as well, to reach the Alberni Valley audience.

SD 70

LTT plans to present in person at the November 18th ProD day in the ACRD. The previous presentation to SD70 was online earlier this year and did not have the hoped-for reach or active engagement. Resources offered will include: Sort'nGo services for schools, waste-related field trips, classroom lesson resources, and school-wide waste reduction campaign ideas.

That said, the most effective access to SD 70 could be through students in the Work Experience program. LTT recommends reaching out to the teacher responsible for WE placements and offering training for students to allow them to:

- support/replace community champions for tabling for Sort'nGo at events
- visit elementary schools with the bean bag game and other educational tools.
- Distribute educational Sort'nGo posters (already created) and conduct school waste audits.

Because organics are a significant portion of SD70's waste stream, LTT recommends promoting the West Coast haulers for organics that have already been identified. Haulers for AV organics from schools could also be identified.

Community Awareness

LTT recommends focused outreach to:

- Landfill / Depot staff – ACRD has directed LTT to arrange for an in-person refresher on Recycle BC materials and FAQs for AV Sort'nGo Centre/Landfill and 3rd Avenue Sort'nGo depot staff in November.
- First Nations
 - LTT is working with an Opitsaht resident passionate about waste education. We intend to be a continuing support for their new program going forward.
 - Continuing to produce monthly content for the Tla-o-qui-aht newsletter.
 - Hash tagging nations on social media posts.
 - Updating brochures to include dialect of remaining language groups who would appreciate this.
 - Short video reels to support education. 'Aunty, chip bags don't go in the garbage.' Ideally, these would be made by a nation for the nation with the guidance of LTT.
 - In person visits / training up of champions through IZWTAG & LTT.
- Newcomers could be reached through the Neighbourhood Welcome package. Either by adding the newly updated ACRD Sort'nGo Welcome Guides and/or placing a pamphlet with the Sort'nGo app information would, no doubt, be appreciated by those moving to the ACRD.
- Households identified by Prairie Robotics as creating contamination. The postcard system is an efficient way to correct misunderstandings and keep residents accountable. PR will be expanding to recycling soon and LTT recommends education campaigns based on findings.
 - Depending on PR's success, LTT recommends its expansion into the AV when practical.

Other educational tools include:

- Sort'nGo App
 - This has wide uptake and should continue to be promoted. The Sort It function is less known than the notification for pick up and could be highlighted more.

Community Awareness (cont...)

- Recollect Campaigns
 - LTT is not aware how often Recollect (aka Sort'nGo App) is used for campaigns. This does need to be used with caution, so that residents do not tire of notifications or turn them off. Nevertheless, it is far-reaching.
- Information Tables
 - Sort'nGo's presence has expanded at events in the ACRD with the addition of LTT (Whale Fest & Fall Fair) and community champions (Ukee Days, Farmer's Markets, World Ocean's Day, Port Day, Summer Kick Off). These event offer the public the opportunity to ask questions, offer feedback on services and receive key updates.
 - We recommend each event have a specific engagement focus, ie: setting up a home recycling system, signing up for the app, learning the difference between curbside and depot recycling for Recycle BC materials.
 - It is important to have booth hosts report back on number of engagements, questions asked, comments made, and their recommendations.
 - Some events are not well suited for engagement and could be skipped, leaving more Community Champion budget for other forms of engagement, such as classroom/community group presentations and postering. LTT can discuss with staff which events are best for Sort'nGo presence. and which events are best attended by LTT or delegated out to community champions.
 - Expanding into new locations and event types is recommended, eg: hockey game, shopping mall, First Nations community gatherings as appropriate. This will allow ACRD to reach a different segment of the population.

Educational Resources

Sort'nGo has a well-developed educational toolkit including brochures, info graphics, tabling materials, and pamphlets. Distributing these to relevant audiences would make better use of them. Though some resources are outdated, many can be updated.

That said, a few additional resources would be helpful, including:

- Poster for tabling - items accepted in curbside vs at depots (Recycle BC)
- Stickers for recycling / organics bins for:
 - indoor household set ups
 - indoor at a small vacation rental
 - outdoor on multi-family (over 4 units) opting to have private collection (this will assist strata with directing residents to the correct bin for different material types)
- Short educational videos/reels. LTT could search for pre-existing materials that would be relevant to ACRD residents.

Zero Waste Event Resources

The ACRD does not currently have resources for supporting residents to host Zero Waste events (big or small). LTT recommends creating some guidelines and basic signage to assist event coordinators with reducing waste. Suggested resources:

- Signage for collection bins
- Signs announcing the event is aiming for waste reduction
- Mentoring of coordinators
- Guidelines for event vendors (single use packaging compliant with ACRD system)
- Assisting ACRD in acquiring more Refundables collection bins (available free of charge from ReturnIt).