

Commission de services
régionaux de Kent



Kent Regional
Service Commission

2017 ANNUAL REPORT



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1. INTRODUCTION

The purpose of this report is to present the activities carried out by the Kent Regional Service Commission (KRSC) in 2017. The report also contains the Commission's financial statements for the year in question. An electronic copy of the report is available on our website at www.krsc.ca.

2. MESSAGE FROM THE CHAIRMAN

Joint Initiatives

Regional collaboration has been one of the pillars of Regional Service Commissions (RSCs) since their creation in 2013. Moreover, the mandate of RSCs is to provide services of greater quality and efficiency and ensure more rigorous regional planning.

Leadership in our communities has led to a series of collaborative efforts aimed at promoting economic and social development in the Kent and Rogersville regions. The commitment shown by KRSC communities is remarkable and productive in many ways. The year 2017 was no exception.

The year began with the approval and implementation of the KRSC's first strategic plan. The five-year plan, which covers 2017 to 2021, was approved by the Board in January 2017 and will guide the Commission's activities in the areas of development, cooperation, and services.

An emergency measures committee was struck to study how the region and its communities can be better prepared for times of crisis. The ice storm that hit in January 2017 made it clear that urgent action was needed on that front. In June 2017, our RSC shared its 13 recommendations with the ice storm review group. The recommendations were well received and some were adopted by the group. Concrete examples of the willingness to work together in 2017 include the creation of an emergency information sheet and more effective communications with the public in the event of an emergency. With additional government resources, we could implement a number of other recommendations.

Working together increases our political weight. Over the past year, the municipalities, the rural community, and the LSDs agreed, through the RSC, on the following five regional priorities for sustained development: enhanced services at the Stella-Maris-de-Kent Hospital; development of Route 11 and the road network; climate change; agricultural development; and forest spraying. We will approach the provincial government and the political parties to present our requests and expectations.

I would be remiss not to mention the active regional and sub-regional cooperation currently taking place in the area of recreation. The implementation of the Recreation Master Plan led to the launch of several initiatives, the gathering of community and industry stakeholders, and the development of action plans. There is a clear desire for new services, including major infrastructure projects, with a view to developing as a region. Examples include the Kent North Centre and the coordination of recreation services in some municipalities and LSDs.

We have been lobbying the provincial government for many years to get additional community economic development resources. Our RSC has been very active in this area. Through partnership agreements, the government decided to deploy an individual dedicated to community economic development in the province's RSCs. Thanks to that partnership, our communities, entrepreneurs, and community leaders will have access to regional support for planning and implementing projects. The tourism sector plays a vital role in the region's economy. The RSC foresees greater cooperation with the tourism industry to maximize the sector's potential.

The people of Rogersville and three neighbouring LSDs have begun a process of analysis and planning aimed at creating a new local governance entity. They envision more effective cooperation so that they can equip themselves with locally delivered, high-quality, and cost-effective services.

Thanks to cooperation at the regional level, planning and solid waste management services are being offered efficiently. Optimized collection in the most of the region, and the 3 Stream program, are providing greater cost stability in solid waste management. The development of rural and municipal plans continued in 2017, with support from KRSC staff.

The KRSC has also been seeking opportunities to collaborate beyond our region. The policing costs file is one example; work continues with the Restigouche RSC and the AFMNB (association of francophone municipalities of New Brunswick).

To develop as a region and improve the lives of our citizens, we must be bold and consider alternate methods of service delivery in our small communities. Regional and sub-regional cooperation may play an even greater role in the future.

In closing, I wish to thank each and every one of you, elected officials and staff members alike, for your exemplary support and your commitment to ensuring that the citizens of the Kent and Rogersville regions receive services of the highest quality and effectiveness.

Maurice Maillet
Chairman | Kent Regional Service Commission

3. EXECUTIVE DIRECTOR'S REPORT

The KRSC is celebrating its five-year anniversary. When it was created in 2013, some people were sceptical about the legitimacy of the new regional governance body. The KRSC has since proven its effectiveness and worth to the region. The region's residents are well served by the organization, and the addition of services enhances their quality of life. Our staff are passionate about the region and play an important role in its development. The KRSC is also fortunate to have a Board of Directors (the "Board") that is dedicated to and interested in moving the region forward. This year the Board welcomed two new directors. Paul Lirette from the Saint-Charles Local Service District (LSD) and Kris Morey from the Weldford LSD replaced Maurice Vautour and Armin Arend, who did not re-offer during the elections in their LSDs. We thank them for their contribution to the KRSC. After five years, the staff and Board can be proud of the organization that they have created. The Commission is regularly cited as one of the best in the province when it comes to working together and developing projects and initiatives for its residents.

Projects in 2017

In the KRSC's first four years, the Board focused primarily on solid waste and developed projects that are now highly successful. In 2017, with solid waste services operating smoothly and programs being delivered effectively, the organization shifted its focus to regional cooperation. The initiatives undertaken in 2017 are listed below.

Strategic Plan | The KRSC adopted its first strategic plan in January 2017. The five-year plan identifies nine key issues. Priority in 2017 was given specifically to economic development, tourism, emergency measures, local governance, and communications. Though the other issues are as important, they were not the focus of efforts this year.

With regard to economic development, the Board continued lobbying various provincial departments for funding to hire staff to carry out development initiatives. The government announced the creation of a position in the Kent region in June 2017, and a memorandum of understanding was signed with Opportunities New Brunswick in October 2017. The incumbent will begin working in January 2018. The strategic plan recommends two positions to close the gap in community economic development, but the Board wants to see what the new employee is able to accomplish before determining whether two people are actually needed.

With respect to tourism, the Board agreed to become the main intermediary of the regional tourism association, New Brunswick's Cultural Coast. In addition, with the passing of the 2018 budget, the LSDs and municipalities will now contribute 1/10 of a cent for every \$100 in assessed value for tourism development. The KRSC's intention is not to take over the tourism association but rather to work closely with it to improve tourism products and marketing. Further discussions will take place in 2018 to formalize the partnership.

Emergency measures were discussed at great length in 2017. A committee was struck to develop recommendations aimed at improving the safety of Kent region residents. Initiatives will be launched in 2018, including the printing of a document to inform the public about the importance of having enough supplies to last 72 hours in the event of an emergency. The Board also studied the 51 recommendations of the 2017 Ice Storm Review led by Judy Wagner, Clerk of the Executive Council, and asked the Minister of Justice and Public Safety to implement the recommendations immediately.

Local governance is a somewhat contentious issue but that did not keep the Board from identifying it as a priority. The RSC's role in governance is one of supporting communities that wish to consider merging or becoming rural communities. The Rogersville, Acadieville, and Collette region called on the expertise of KRSC staff to conduct a preliminary feasibility study on becoming a rural community. The study was sent to the Minister of Environment and Local Government, and the region is hoping for a favourable response so it can proceed with a full feasibility study and eventually hold a plebiscite.

The last area of focus in 2017 was communications. The KRSC wanted to improve communications with the public, particularly through media, and we were very successful. The KRSC appeared in the written press and on radio at least once every two weeks and often every week. The KRSC also sends its press releases through

various municipal information channels so that municipalities throughout Canada are aware of the amazing things being done in the region.

Recreation Master Plan | In 2017, the KRSC hired a Recreation Master Plan Implementation Coordinator, Julie Payer Lafrance, who is responsible for ensuring that the Plan's 20 recommendations get implemented. The position is partly funded by the KRSC and the Department of Tourism, Heritage and Culture. Since the Coordinator began in June 2017, a number of initiatives are already underway and almost half of the 20 recommendations are being implemented. A more detailed report on the initiatives in progress is presented further in this report.

Immigration | In July 2017, the KRSC was asked by the Department of Post-Secondary Education, Training and Labour whether it would be interested in hosting a newcomer integration service in its Richibucto offices. The Board immediately accepted the offer of additional services in the region. Two employees, hired by the Multicultural Association of the Greater Moncton Area, have been working in the KRSC office since November 2017. Faced with a shortage of workers, our businesses are now having to go abroad to fill positions. The new service will facilitate the integration of newcomers into the region's communities.

History Project | A toponymy project was submitted to the Board in the summer. It is a unique New Brunswick project that involves explaining the origin of community names in the Kent region. Since the KRSC does not have historians on staff, it appealed to the University of Moncton's Institut d'études acadiennes for assistance. The Institute immediately agreed to the project and is very committed to carrying it out. The KRSC received a grant from Tourism, Heritage and Culture to pay the salaries and other project expenses. The study will take roughly three years to complete and the goal is to publish the findings in a book and online, and possibly develop educational materials so that the information can be taught in schools. The initiative was officially announced on November 20 in Saint-Charles, with many people from around the region in attendance.

Policing | The cost of police services is a point of contention for many in the Kent region. Elected officials have difficulty understanding why, and accepting that, their neighbours to the south and southwest pay substantially less for what is essentially the same service provided by the RCMP. The KRSC has been very proactive, preparing analyses, organizing meetings with a variety of public safety stakeholders, and communicating its dissatisfaction to various government bodies. Knowing that it is impossible to tackle such a complex issue alone, the KRSC joined forces with the Restigouche RSC and the AFMNB (association of francophone municipalities of NB), with the ultimate goal of lowering policing costs for the region's communities.

Matapédia | The KRSC is constantly looking for ways to improve and add services to enhance the quality of life in the region. Part of that search includes looking at what other provinces are doing, particularly Quebec. One Quebec region that stands out with respect to service development and delivery is the regional municipal county (RMC) of La Matapédia. The RMC, located in the Lower St. Lawrence, has a very innovative service delivery model. The KRSC chairman wanted to establish a partnership with the RMC to learn more about the model and also look at creating economic opportunities between the two regions. A partnership was struck in October 2017 with both regions officially announcing their intention to work together. Concrete initiatives are in the works for 2018.

Kent North Centre | The KRSC is now acting as an intermediary between the town of Richibucto and the LSDs and municipalities of the Kent North region, who are contributing financially to the operating costs of the new Kent North Centre. The highly anticipated sports and recreation facility is currently under construction and is expected to open in late fall 2018. The KRSC is proud to participate in the facility's development. Its role as an intermediary is considerable, since the participating communities will be contributing roughly \$125,000 annually to Richibucto through the KRSC.

Funding

One of this year's highlights was the adoption of the KRSC's sixth budget (the 2018 budget). The Board is to be congratulated for preparing and passing a budget that respects the communities' ability to pay while also leaving enough flexibility to develop and support projects that will benefit the Kent region. The 2018 budget was challenging to prepare, particularly with respect to solid waste collection. Waste production is declining sharply, which is having a negative impact on KRSC revenues. To compensate for the loss of income, the Board approved a \$12/ton increase in residential collection fees. The additional money will go a long way to helping the RSC continue to offer solid waste management services to its communities.

Acknowledgments

I would like to close by thanking the KRSC staff and Board for their support this year. Once again you have demonstrated leadership and a strong willingness to work together as a region. It is not surprising that other regions in the province follow us closely given our collective approach to moving our region forward. The Board and staff's exemplary cooperation and open-mindedness make it easier for me as Executive Director to make progress on issues affecting the citizens of our region. On that note, I would like to wish best success to the staff and board of directors. I look forward working with you in 2018.

Paul Lang

Executive Director | Kent Regional Service Commission

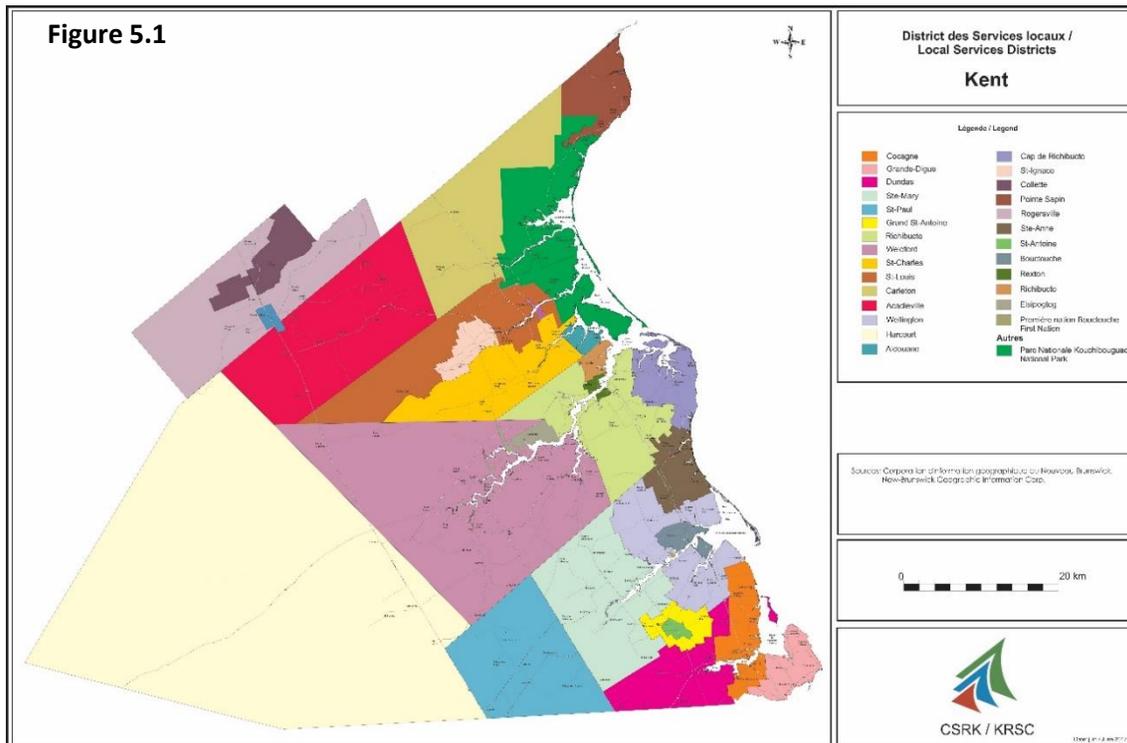
4. COMMISSION'S MANDATE AND BACKGROUND

The KRSC began operations on January 1, 2013. The *Regional Service Delivery Act* sets out the roles and responsibilities of all of the province's regional service commissions (RSCs). RSCs have six mandated responsibilities: two that they exercise on their own (local planning and solid waste management) and four that are shared (regional planning, policing, emergency measures planning, the planning and funding of leisure, culture, and sports infrastructure).

Owing to a dynamic Board and the leadership of its administrative team, the KRSC's work goes beyond the scope of its six legislated responsibilities. The KRSC is perceived by residents as a body that defends its citizens' interests and acts as a vehicle through which non-governmental, municipal, and local organizations communicate with elected officials and members of the LSD advisory committees about what is happening across the region. The KRSC is also recognized as the most successful among the province's 12 RSCs. The respect that Board members have for one another is paramount and has created a climate of trust. The Board's willingness to work together translates into ongoing efforts to improve relations both within the organization and with partners and funders.

5. REGIONAL PROFILE

The KRSC is located in eastern New Brunswick and covers all of Kent County, as well as the Rogersville communities, the Rogersville LSD, and the Collette LSD in Northumberland County (see Table 5.1). The territory has a total land area of 4,886.2 km² and a population of 32,743. The region boasts 6 municipalities (2 towns and 4 villages), one rural community, 20 LSDs, 6 taxation authorities, and 3 First Nation communities (Table 5.2). Of the 20 LSDs, 17 have an advisory committee, 12 of which are represented on the KRSC Board, either by a regular or substitute member.



None of the region's communities has more than 2,700 inhabitants, making it the most rural RSC in New Brunswick. With three distinct cultures and two linguistic communities, the KRSC is also multicultural. It must comply with the *Official Languages Act* in its day-to-day operations given the presence of both official languages within its borders.

In many ways, the Kent region is a single entity in terms of service delivery. The entire area is served by the RCMP, and the planning and solid waste departments provide services throughout the region. However, the same Emergency Measures Coordinator serves both the Southeast Regional Service Commission (SERSC) and the KRSC, and with respect to solid waste services, most of the region's waste is sent to the SERSC landfill. The KRSC has an excellent relationship with the local service manager, based in Richibucto, and with all mandated community service agents, such as municipalities, various government departments, and local fire departments.

Municipalities / Rural Community	Local Service Districts	Taxation Authorities	First Nations
Rogersville Saint-Louis-de-Kent Richibucto Rexton Bouctouche Saint-Antoine Cocagne	Collette Rogersville Acadieville Saint-Louis Carleton Pointe-Sapin Saint-Ignace Aldouane Saint-Charles Richibucto Weldford Harcourt Cap-de-Richibucto Sainte-Anne-de-Kent Wellington Sainte-Marie-de-Kent Saint-Paul Grand-Saint-Antoine Notre-Dame Grande-Digue	Acadie Siding Saint-Louis – Canisto Road Bouctouche Cove Saint-Grégoire Wellington-Desroches Wellington-Dixon Point-Route 134	Elsipogtog Indian Island Buctouche

6. FIVE-YEAR STRATEGIC OBJECTIVES

The KRSC Board adopted a five-year strategic plan in January 2017. The recommended initiatives are listed below:

Based on ideas put forward during meetings with staff, municipalities, and elected Commission officials, as well as extensive reading, nine key issues were identified as having to be addressed by the Commission in the next five years:

1. How do we address the absence of joint initiatives in community and economic development?

Since the abrupt closing of Kent Enterprise in 2012, the region has lacked a community and economic development leader. The Commission has tried hard to fill the gap, particularly by attempting to facilitate regional cooperation. With the support of the region’s community and economic organizations, the Commission came very close to creating an economic development department in 2014. However, it failed to secure adequate funding from the Regional Development Corporation and the Minister of Economic Development and had to step back. Since then, the question has been whether the region’s communities have the capacity and desire to fund such a department themselves. The stakeholders consulted are aware of the issue’s importance but want to focus on sustainable and locally controlled development. Instead of trying to attract big corporations, who often are only interested in setting up shop temporarily in the region to exploit natural resources and cheap labour until the end of government grants and tax credits, the preference is to adopt a strategy and develop an action plan in partnership with local organizations. There is a desire to focus on sustainable development using locally available resources. Furthermore, given the

overwhelmingly rural nature of the region, the people consulted feel it is urgent to support the development of the social and rural economy.

Recommended Strategy | The Commission should begin approaching communities for the authorization needed to secure funding that will allow for the creation of an economic development department. The cost of the department is estimated at approximately \$200,000, or roughly a 1-cent increase in property tax. The money would be used to create two positions: 1) a community economic development officer who would support and guide community organizations that have an economic development mandate, like the chambers of commerce, but do not have the necessary staff; this person would also assist with creating and developing commercial and tourism initiatives; 2) the second employee would concentrate more on rural development, working especially with the LSDs to foster social, cultural, economic, and community projects and initiatives; this person would have facilitation and mobilization duties, and provide technical assistance to rural communities, in addition to promoting local initiatives.

The department could also examine issues vital to development like enhancing the promotion and marketing of local products, drawing youth and families back to the region, welcoming and supporting newcomers, literacy, employability, public transportation, and so on.

2. Should we consider a partnership with ‘New Brunswick’s Cultural Coast,’ a local organization dedicated to promoting and marketing “the various wonders of our region,” to enhance regional tourism offerings and promote the area as a tourism destination?

Many RSCs have recognized the importance of tourism from the very beginning. The ‘Cultural Coast’ is the designated tourism organization in the Kent and Southeast region. Since some of the RSCs want to focus on tourism within their own boundaries, the Cultural Coast will likely undergo changes. Instead of extending from the northern tip of the Kent region to the southeast tip of Westmorland County, the territory could be divided along RSC lines, so this may be an opportune time to consider a partnership with the Cultural Coast. Also, to build on the successes achieved in regionalization efforts, it might be better to refocus available resources and effort on a limited number of tourism products that will enjoy broad support and could be implemented quickly.

Recommended Strategy | The Commission should develop, in partnership with the Cultural Coast, tourism circuits based on specific themes and routes. Whether it be exploring one of the three cultures present in the region, a stay on a Rogersville-area farm, an excursion to one of the county’s many beautiful rivers, a visit to an oyster farm, or picking apples in Cocagne, the region has so much to offer that several circuits could be created to meet the interests and needs of many tourists. The project could be assigned to the new community economic development department, developed with a minimum of resources, and even involve the private sector.

3. Should some municipal services be regionalized to enhance the sharing of municipal resources?

How do we avoid duplication and maximize cost effectiveness in the purchase and use of heavy equipment and fire trucks? How do we reduce the cost of preliminary estimates, the preparation of specifications, and the supervision of major municipal projects? How do we extend this service to the rest of the region? These are questions that stakeholders are asking.

Recommended Strategy | A mechanism that allows for the sharing of services between municipalities and LSDs should be implemented. At first glance, it might be possible to create such a mechanism without the Commission having to invest additional financial resources. Municipalities and LSDs are already spending considerable sums of money on equipment purchases and service delivery. A feasibility study could be conducted under the supervision of our Executive Director with help from the municipalities. If the results are conclusive, the Commission could then mandate the Executive Director to proceed.

4. How do we meet the demand for greater cooperation and coordination with respect to emergency measures?

Many stakeholders have expressed concern about the lack of cooperation and coordination of efforts when it comes to protection services. People are as concerned about purchasing firefighting equipment and vehicles as they are about the speed and effectiveness of joint efforts and coordination, especially since a number of emergency measures plans are out of date. Many also wonder whether their community is prepared to deal with the potentially hazardous effects of climate change, and it was mentioned that current legislation does not allow municipalities to pass by-laws to mitigate those effects. As for updating emergency plans, the Regional Coordinator is working to improve the situation.

Current joint efforts are focused on developing regional emergency protocols, supporting the establishment and updating of local emergency measures plans, and facilitating training sessions on regional and interregional emergency intervention. A partnership has been in place with the Emergency Measures Organization since the Commission's creation. It was determined that two emergency measures training sessions would be offered every year in the region. It should also be noted that there are six regional Emergency Management Coordinators responsible for the 12 RSCs. The Public Safety Committee can address any concerns about the proposed improvements.

Despite all these measures and given the potential tragic consequences of inadequate emergency planning, the Commission must work to identify potential gaps in cooperation and coordination.

Recommended Strategy | The Commission should establish an ad hoc committee early next year to shed light on the situation. The committee would be mandated to explore ways to enhance cooperation on emergency measures and develop a corresponding action plan.

5. How do we increase the region's political influence?

The success of the Commission's intervention on the shale gas file opened many people's eyes to the fact that the Commission has real political weight. The intervention was successful largely due to the quality of the file that had been developed. Other situations that warrant political lobbying were raised during meetings. Examples include healthcare (particularly the precarious status of the Stella-Maris-de-Kent hospital), road quality, and the management of natural resources. The presence of garbage along shorelines requires action on the part of Fisheries and Oceans Canada and the Canadian Coast Guard. It is worth noting that the minister responsible for both those portfolios is also our region's Member of Parliament (MP).

Recommended Strategy | The Commission should identify, prioritize, and document the issues that could benefit from political lobbying, then schedule regular meetings with the appropriate ministers, MPs and MLAs to discuss the issues.

6. How do we move forward on identifying a governance model for the region?

The forums held in recent years have greatly improved communication between the various communities. Cooperation and a willingness to act together do not just happen spontaneously, but require work. Despite progress made in reducing misunderstandings and in the desire to work together regionally and among communities, a clear vision of a regional governance structure is lacking. There is no shortage of options. Some people favour a gradual move towards regionalization through joint initiatives while others want a quick transition to full municipalization. Regardless of the options, it is the communities themselves that must take the initiative. Several people have pointed out that the Province must create conditions that favour merging. Meanwhile, the Commission's role is to partner with communities that want a stronger governance mechanism.

Recommended Strategy | The Commission should continue to provide facilitation and support services to those communities wanting to change their governance structure.

7. How do we meet our waste reduction targets and how can we expand the recycling program?

The Commission's initial priority was solid waste services. Management is very proud of its accomplishments and success in this area, and justifiably so. Significant savings have been achieved and the quality of services has increased substantially. Owing to a communications strategy aimed at promoting services and to awareness campaigns and education programs, residents are cooperating with waste collection efforts. Recycling is compulsory only for family residences, however. Businesses generate a significant volume of solid waste, too, but are not required to recycle. Despite the effectiveness of awareness campaigns and education programs and the substantial progress made in reducing solid waste production, the question is can we do more? Residents may want to compost more, for example, but need support to get there.

Recommended Strategy | A pilot project should be initiated to encourage commercial clients to recycle on a voluntary basis. With help from a working group, facilitated by the Solid Waste Department and made up of representatives from various chambers of commerce, it will be possible to identify the advantages and challenges of such a project and find ways to get as many businesses as possible participating voluntarily. As for encouraging more people to compost, tools would need to be developed to make composting easier. Access to those tools would also serve as motivation and encourage the practice. Options could include composting workshops and discounts on composters.

8. How do we respond to the increasing demand for planning?

The Commission is equally proud of its Planning Department. Interest in planning is growing steadily and requests to develop rural plans and update municipal plans are increasing to the point where we are unable to meet the demand.

At meetings with municipalities and staff, we identified a few situations that need to be addressed:

- A lot of planning data is still in paper format.
- Clients at the Richibucto office can only pay for services by cheque, cash or debit.
- When applying for building permits and subdivision approvals, discrepancies can arise between the way that municipalities and the Commission see projects. That can create problems for municipalities, who are responsible for overseeing approved projects.

Recommended Strategies

- Review HR procedures to better understand how work is assigned and organized and determine if any changes are needed so as to be able to respond more quickly to requests from communities.
- Computerize services as much as possible.
- Formalize, in writing, the procedures and responsibilities of the Commission and municipalities with respect to applications for building permits and subdivision approvals.

9. How do we improve communication with the general public?

It is often said that there is no such thing as too much communication. Public campaigns, like the one dealing with the three-bag recycling program, have been successful. But should we be doing more to inform the public about the general services we provide, new services being considered, and discussions about governance models? It would seem so. Using existing local media, such as L'Acadie Nouvelle or L'Étoile, is one option. Our website is another option. However, there is doubt about the effectiveness of these channels for reaching all residents.

Recommended Strategy | A newsletter should be created, with a few issues a year and distributed throughout the region. The newsletter could be funded through advertising from Kent region businesses. The project could even be entrusted to a communications firm. KRSC's social media presence should also be stepped up.

7. GOVERNANCE AND ADMINISTRATION: ABOUT OUR CLIENTS AND US

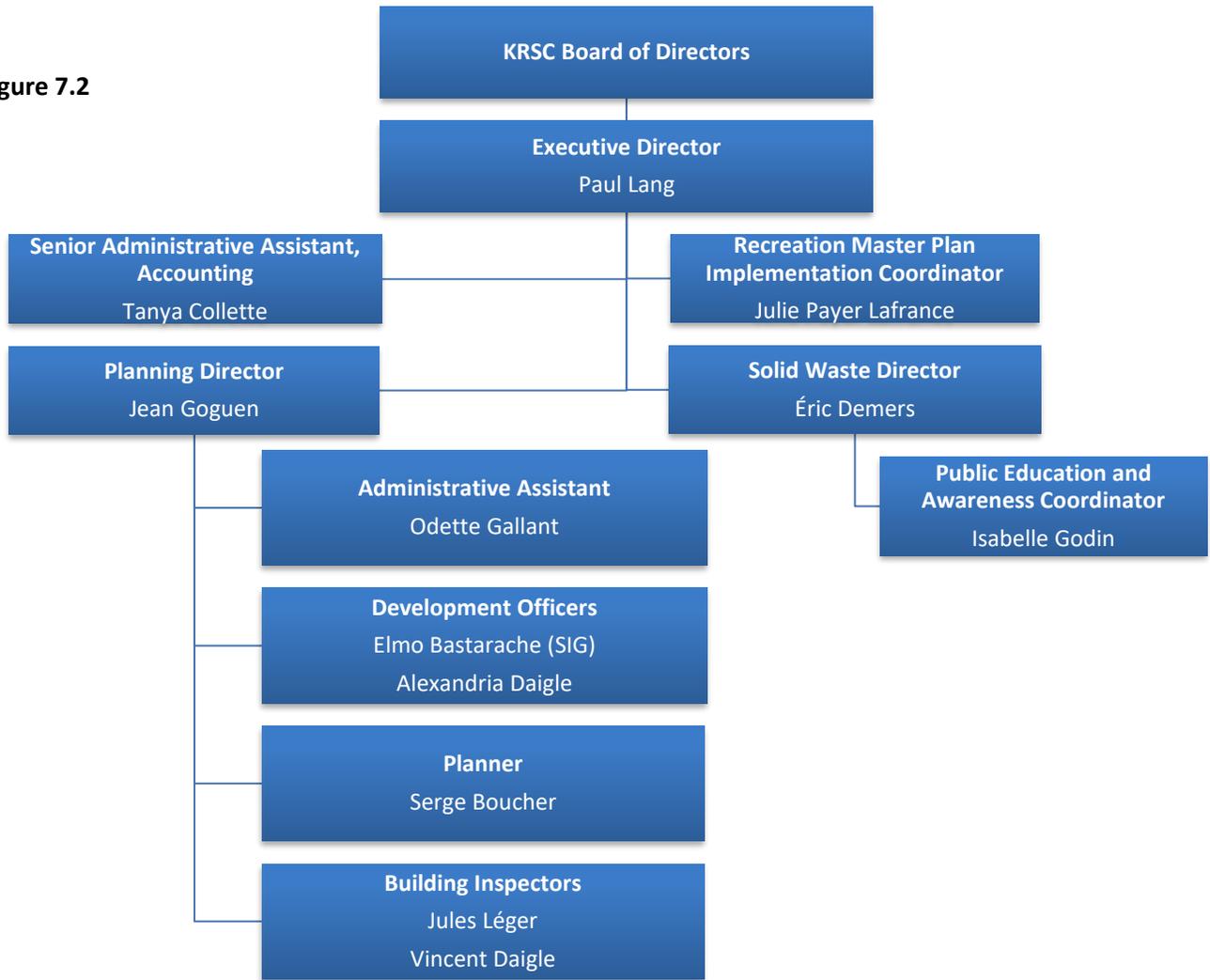
Organizational Structure, Committees, and Meetings

The KRSC has two structures. The first one flows from the Board of Directors (Board) and includes the committees and their members (see Figure 7.1). The second structure is operational in nature and includes the KRSC and its staff (Figure 7.2). The committees that answer to the Board include five standing committees and ad hoc committees established to address specific issues.

Figure 7.1



Figure 7.2



8. SERVICE DELIVERY

Information on the Services Provided by the Commission

The KRSC is committed to providing a number of services to its communities. Planning and solid waste services are presented in the sections identified elsewhere in the report.

Various community stakeholders also made presentations to the Board to give members a clearer picture of what is happening in the region from economic, community, social, and environmental perspectives. Table 8.1 lists the presenters.

TABLE 8.1 PRESENTERS	
ORGANIZATIONS	REPRESENTATIVES
Kent Crimestoppers	Arnold Vautour
Opportunities NB	Roger Melanson, Nora Lacey
Our Food Southeast New Brunswick	Aaron Shantz
<i>Institut de leadership</i> , University of Moncton	Mario Doucet, Marc LeBlanc, Hubert Roussel
Board of Directors of the Stella-Maris-de-Kent Hospital Foundation	Adélaré Cormier, Joey Caissie, Jean-François Baril

9. THE YEAR'S ACCOMPLISHMENTS AND CHALLENGES

2017 was a year of many accomplishments. The Board was kept busy reviewing and approving a variety of projects and initiatives. The Board's 17 members are enthusiastic supporters of the KRSC, which is reflected in their regular attendance, despite the high number of meetings held during the year.

Solid Waste

Following the rollout of the 3 Stream program in 2016, the Solid Waste Department had to keep the lines of communication open with the public. To do that, it created a newsletter to promote the Commission's services and provide tips on solid waste management. The inaugural newsletter was sent to all residences in the region in April 2017 and was an instant success among readers. We received positive feedback in the months that followed. The Commission will continue with the newsletter to ensure ongoing communication with Kent-area residents. This will enable us not only to enhance the effectiveness of our services, but also increase the number of service users.

A second important initiative in 2017 was the implementation of tours of the Eco360 landfill in September and October. The tours were based on the theme 'your garbage at work' and allowed participants to view the process of sorting recyclable materials and turning organic matter into compost. A total of 10 visits took place with roughly 200 people participating. The visits were an opportunity for people to learn more about solid waste management, from roadside pickup to the sale of recyclable materials to various markets. Two additional visits were organized for the KRSC Board, municipal councils, and LSD chairs. Feedback gathered through a short survey conducted among participants was unanimously positive.

Local Planning

The Planning Department is finalizing two new rural plans. The Harcourt and Grande-Digue LSDs are placing controls on land use for the first time to ensure sound development in their communities.

The Department is working with Garago Software Inc. to develop an electronic records management system. A system has been developed for subdivision and building permit files, among other things. It will help us manage our activities in real time.

Regional Collaboration, Corporate Services, and Voluntary Services

As mentioned previously, regional collaboration and the addition of voluntary services will definitely play an increasingly significant role in the future. The year 2017 gives just a glimpse of the collaborative initiatives and projects that could be carried out in the region. One of the main achievements in this area is the adoption of the strategic plan and the implementation of initiatives to respond to the nine key issues identified in the plan. The plan addresses several aspects of the Commission's operations and the improvements that can be made. There is also the KRSC's role in redistributing funding for the operating expenses of the new Kent North Centre. Without the Commission, Richibucto would likely not have received contributions from neighbouring communities.

With respect to partnerships, there is the one with the University of Moncton's *Institut d'études acadiennes* involving the Kent region toponymy project. This is a project that interests people in the region and will bring communities together. Then there is the partnership with the Multicultural Association of the Greater Moncton Area to establish services for newcomers, which is also unique in New Brunswick, and especially for

an RSC. None of the other RSCs can say it houses immigrant services in its offices. Finally, the other partnership of note is the one with the RMC of La Matapédia. This unique partnership between Quebec and New Brunswick could lead to substantial, long-term spin-offs for our region. There is a real openness to cooperation and sharing.

10. ATTENDANCE

BOD members 2018	(11) Regular meetings; including AGM and special meetings
AREND, ARMIN	3
ARSENAULT-SIROIS, MÉLANIE	4
ARSENEAU, KEVIN	5
BABINEAU, NOELLA	1
BEERS, TINA	11
CORMIER, DOCILE	9
DELORME, PHIL	3
DESPRÉS, ROGER	3
DOIRON, ROGER	10
DUGAS, DANIELLE	8
FOUGÈRE, ROLAND	9
GAUTREAU, RICKY	6
HÉBERT, JEAN	9
HÉBERT, PAULINE	1
HENRIE, MARC	8
JOHNSON, CHRISTINE	2
LEBLANC, CLAUDE	8
LIRETTE, PAUL	5
MAILLET, MAURICE	10
MOREY, KRIS	6
RICHARD, RICHARD	10
RICHARD, ROLAND	8
RICHARD, VICTOR	2
ROBICHAUD, PIERRETTE	9
WARMAN, RANDY	11

Adhoc Emergency Measures committee members	(4) meetings
BEERS, TINA	4
DELORME, PHIL	1
DUGAS, DANIELLE	0
GAUTREAU, RICKY	2
RICHARD, ROGER	3

Finance committee members	(4) meetings
BEERS, TINA	4
DOIRON, ROGER	4
DUGAS, DANIELLE	3
MOREY, KRIS	3
ROBICHAUD, PIERRETTE	4
WARMAN, RANDY	3
ROLAND FOUGÈRE	2

Audit committee members	(1) meeting
ARSENEAU, KEVIN	1
CORMIER, DOCILE	0
GAUTREAU, RICKY	0
LEBLANC, CLAUDE	1
LIRETTE, PAUL	1
RICHARD, ROGER	1

Adhoc Recreation Master plan committee members	(0) meeting
DUGAS, DANIELLE	0
ROBICHAUD, PIERRETTE	0

Public Safety committee members	(4) meetings
BEERS, TINA	4
DELORME, PHIL	1
FOUGÈRE, ROLAND	2
GAUTREAU, RICKY	4
LEBLANC, CLAUDE	3
LIRETTE, PAUL	2
WARMAN, RANDY	4

BOD and committee members	HONORARIUMS	EXPENSES
AREND, ARMIN	0	0
ARSENAULT-SIROIS, MÉLANIE	600.00	137.35
ARSENEAU, KEVIN	825.00	208.28
BABINEAU, NOELLA	150.00	41.00
BEERS, TINA	4650.00	1495.54
CORMIER, DOCILE	1725.00	429.28
DELORME, PHIL	0	0
DESPRÉS, ROGER	375.00	140.22
DOIRON, ROGER	1800.00	250.92
DUGAS, DANIELLE	1650.00	316.32
FOUGÈRE, ROLAND	1950.00	489.54
GAUTREAU, RICKY	2175.00	636.68
HÉBERT, JEAN	1350.00	564.16
HÉBERT, PAULINE	150.00	24.60
HENRIE, MARC	1350.00	564.16
JOHNSON, CHRISTINE	300.00	23.78
LEBLANC, CLAUDE	1650.00	426.64
LIRETTE, PAUL	975.00	108.24
MAILLET, MAURICE	6192.00	2336.03
MOREY, KRIS	900.00	205.41
RICHARD, RICHARD	1800.00	505.12
RICHARD, ROLAND	1200.00	307.50
RICHARD, VICTOR	300.00	24.60
ROBICHAUD, PIERRETTE	2425.00	939.31
WARMAN, RANDY	2100.00	68.06

11. Planning Department Report

The Kent Regional Services Commission (KRSC), which is comprised of the region's municipalities, the Kent local service districts (LSDs), and the parish of Rogersville, offers land use planning services.

I am pleased to present this report on the Planning Department's activities for 2017.

A great deal of land use planning is underway in our region, with staff working on plans for the communities of Harcourt, Cocagne, Aldouane, Richibucto, and Grande-Digue.

The **Planning Department** engages in numerous consultations with partners and clients/developers to ensure appropriate development. Several by-law amendments were introduced to allow projects that occasionally did not meet the requirements of by-laws in effect. Our administrative mandate obligates us to ensure that all development complies with legislation and regulations while also meeting our long- and medium-term goals.

We've had another successful year in 2017, with over **\$34 million** in permits. Once again, we maintained a professional level of service throughout the region. Our **inspectors** remain on the cutting edge of their profession.

They attended a number of training sessions to keep abreast of changes in their field and new building-related products so as to be better equipped to work with clients.

Our **planning officers** continue to provide outstanding service. Owing to our personalized, friendly, and professional approach, clients feel confident in discussing their projects and concerns. Our officers play a crucial role with development stakeholders, including lawyers, surveyors, government officials, politicians, developers, service providers, neighbours, and Department staff. They provide information on legislation, regulations, and by-laws before undertaking analyses or verifications, and making decisions.

Our **cartographer** serves several internal departments and effectively manages multiple requests from the Commission, employees, and clients. Mapping plays a fundamental role in regional development. It is crucial that the public has an accurate understanding of issues and opportunities, and visual presentations are the preferred means of communicating information.

Our **secretariat** is the glue that holds our organization together and enables/facilitates the delivery of our services.

In compliance with the *Community Planning Act*, the KRSC Board of Directors appoints a Planning Review and Adjustment Committee (PRAC). The PRAC continues to play a vital role in our organization. It exercises a decision-making (quasi-judicial) and advisory function on behalf of communities, which is crucial to the ongoing review and administration of land use plans, zoning by-laws, subdivisions, and building projects. The Committee’s decisions can have a huge impact on the shape and implementation of services in a community, and without PRAC approval, many projects would remain in the design phase. The Committee’s duties are described in various provisions of the *Community Planning Act*, whose ultimate aim is to promote land use planning and encourage rational, strategic development that benefits the entire community.

Monthly Meetings

The PRAC met 12 times and reviewed 100 cases requiring variances or recommendations. The Committee holds public meetings on the third Monday of each month unless there are not enough cases to review or the meeting date falls on a statutory holiday. The meetings start at 6:30 p.m. at the KRSC office in Richibucto. People can make presentations and ask questions about items on the agenda. Parties wishing to address the Committee are strongly encouraged to submit their request prior to the meeting.

The cases reviewed were as follows:

- Five (5) cases requiring a recommendation to municipal councils
- Forty (40) subdivision plans
- Fifty-five (55) building variances

ATTENDANCE

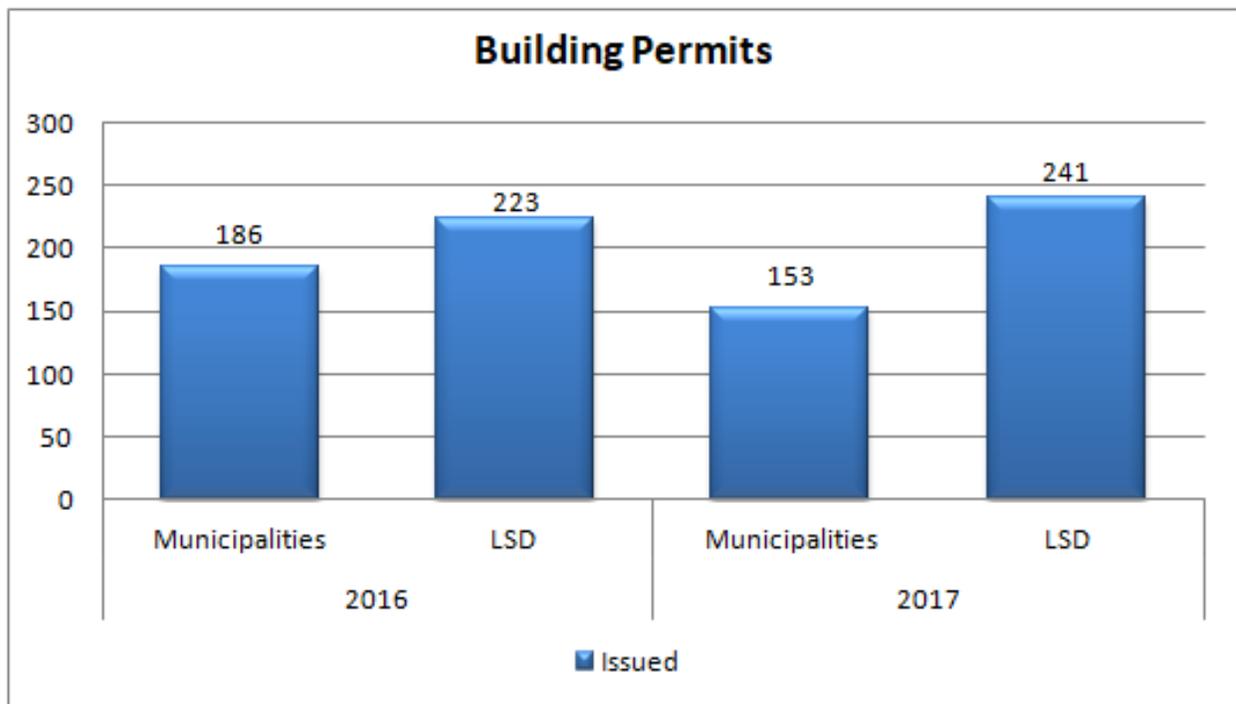
2017 PRAC Members	Meetings
Rhéal LeBlanc	11
Norman Bourque	9
Pauline Hébert	10
Richard Thébeau	8
Rodney Girvan	1
Gérard Thébeau	11
Laurent Brideau	9

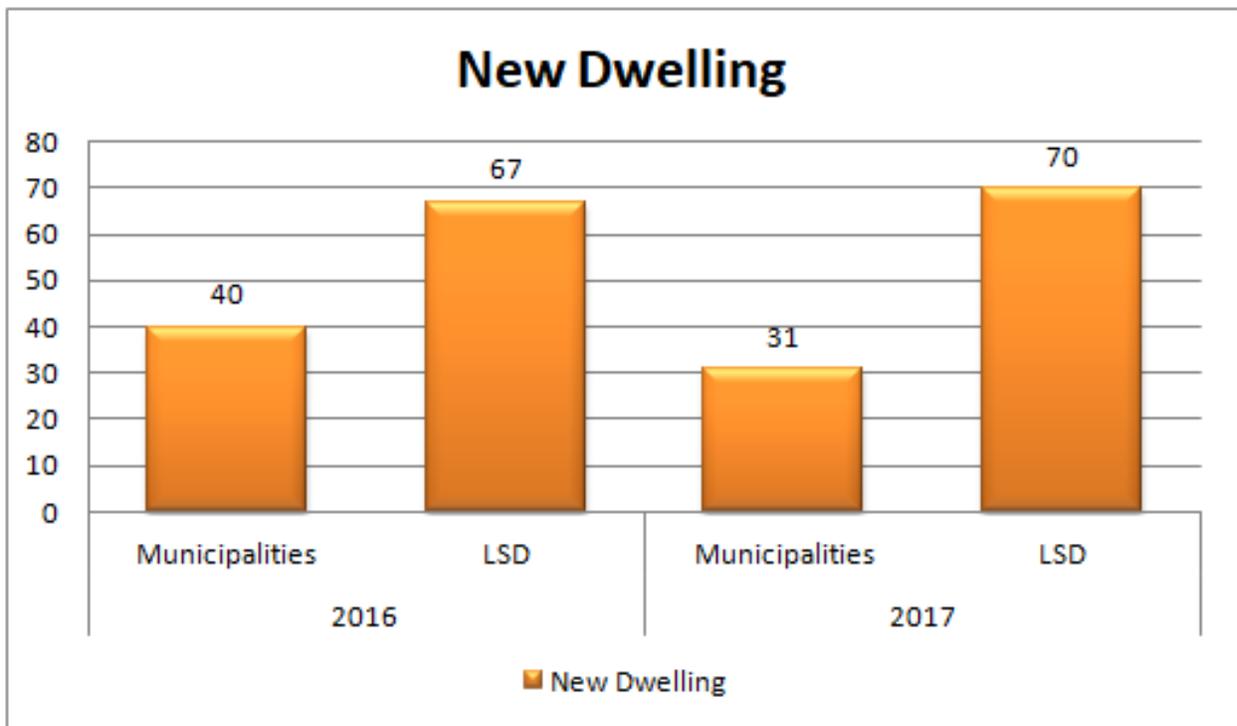
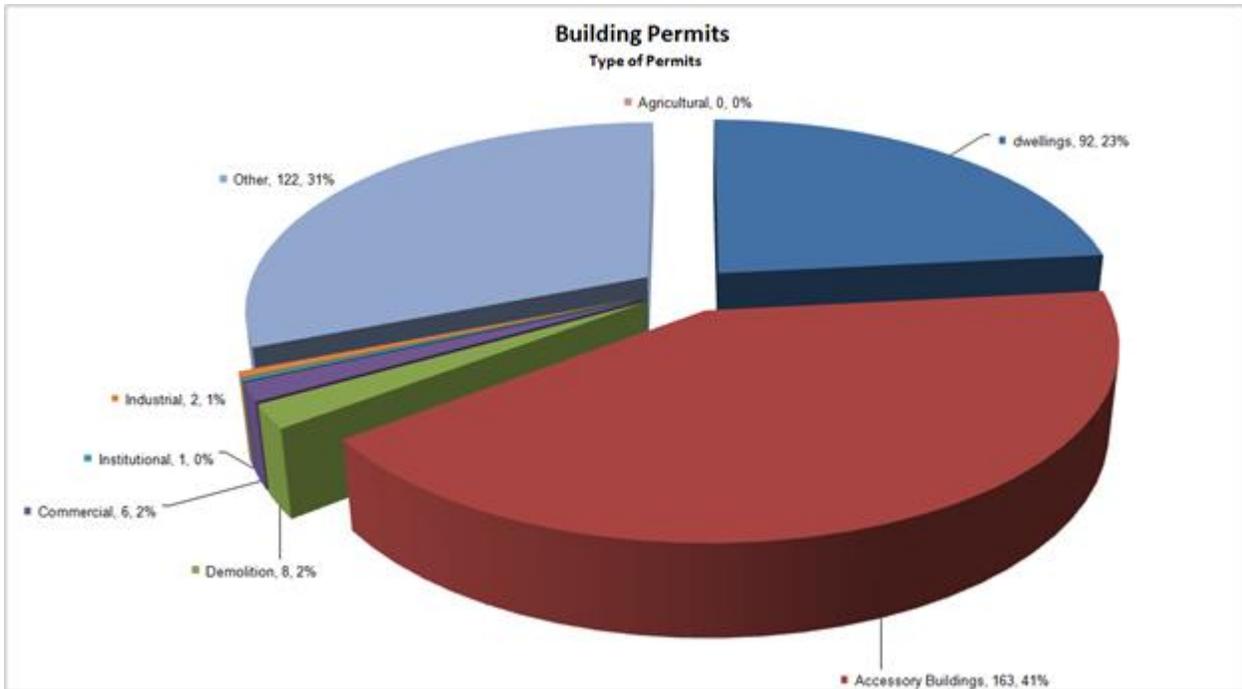
PRAC EXPENSE REPORT

2017 PRAC Members	Honorariums	Expenses
Rhéal LeBlanc	1100.00	360.80
Norman Bourque	675.00	405.90
Pauline Hébert	750.00	246.00
Richard Thébeau	600.00	164.00
Rodney Girvan	75.00	4.10
Gérard Thébeau	825.00	3.69
Laurent Brideau	675.00	0.00

In 2017, the Commission issued 394 building permits, worth a total of \$34,130,242 (2017 Construction Report).

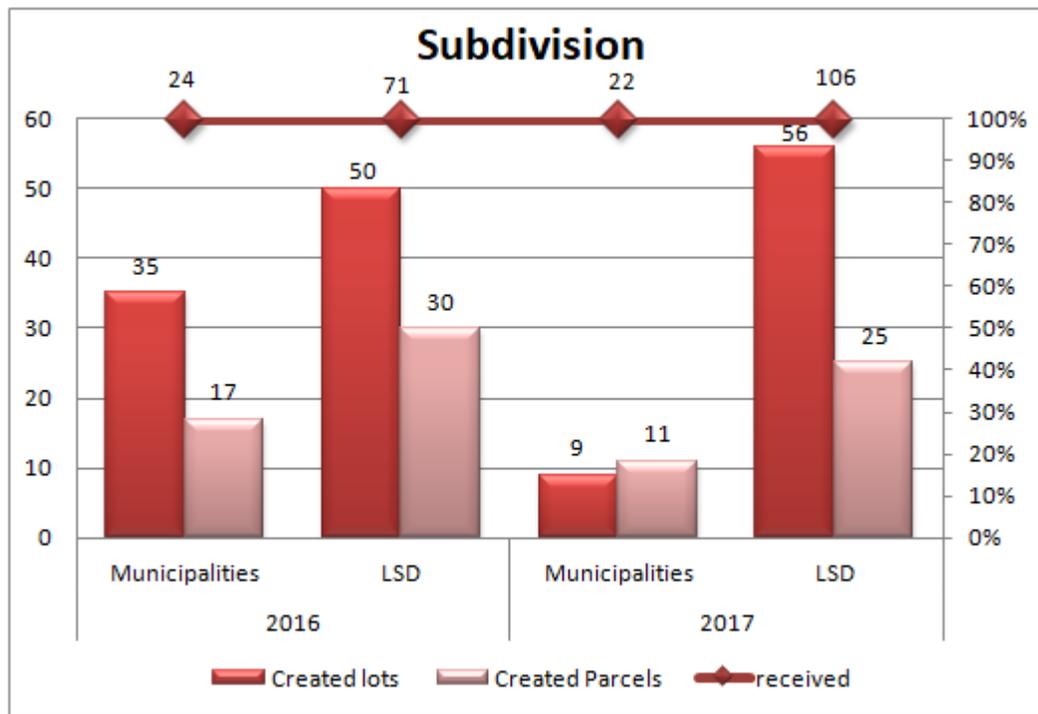
- The building permit figures for the municipal areas and rural areas (LSDs) were 153 (\$21,210,342) and 241 (\$12,919,900), respectively (2016-2017 Table).
- The region's municipalities gained 40 residential buildings, for a total value of \$15,000,000, and the unincorporated areas gained 67, for a total of \$9,629,000.





- In addition, 251 development permits were issued in the municipalities and rural areas.

In total, 128 subdivision plans were reviewed and 87 were approved, leading to the development of 9 new lots and 11 new parcels in the municipal sector, and 56 new lots and 25 new parcels in the unincorporated sector (2016-2017 Table).



In total, 8 survey plans and 79 transfers were approved.

Financing and Budget

The total planning services budget in 2017 was \$786,176.00. This amount comes from the KRSC’s global budget. The municipalities and LSDs contribute to the budget through property assessments.

Training and Conferences

One of our planners attended the annual Canadian Institute of Planners conference in June, and the other one attended the Atlantic Conference in September. Our inspectors took part in the New Brunswick Building Officials Association Conference in February and one certification training session in January. Our development officers attended two one-day provincial training sessions related to their profession.

Municipal and Rural Plans

Grande-Digue’s plan was completed and endorsed by the Minister, and became a ministerial regulation during this budget period. Work continues on the plans for Cocagne, Aldouane, and Richibucto. Several working committee meetings were held among the various councils and LSDs to gather the information required by the *Community Planning Act*. Work also continues in earnest to prepare for the open house sessions and public hearings in the respective regions.

No zoning confirmation reports were identified this year. These reports are needed before projects that do not comply with zoning regulations can proceed.

I want to thank the members of our RSC, the PRAC, the various boards of directors, and especially the staff, for their support this past year. The staff and members worked tirelessly in performing their land planning duties. I am proud of the exemplary planning services that the KRSC offers not only to its citizens, but also to the summer vacationers who often contact us from outside the region.

Jean Y. Goguen, MCIP, API, RPP
Planning Director | Kent Regional Service Commission

12. RECREATION MASTER PLAN REPORT

The Recreation Master Plan Off to a Great Start. I began my duties as Recreation Master Plan (RMP) Implementation Coordinator on June 19, 2017. The year was spent setting things up and initiating contacts. The RMP contains **20 recommendations** aimed at guiding the enhancement and development of activities and facilities in the areas of sports, community living, culture, arts, and tourism. Regional recreation planning involves community cooperation to maintain existing assets and develop new initiatives in the Kent region. The RMP supports the revitalization of equipment and facilities to meet the growing demand for specific activities. The first step in implementing the recommendations involved meeting with the communities and assessing their needs, which is why I spent my first few weeks visiting most of the communities.

The RMP was **officially launched** on September 14 at the baseball diamond in Saint-Antoine, during the Fall Colours Festival. A dozen elected officials, recreation staff, and county leaders, as well as representatives from various leisure groups and associations, were in attendance. We used the opportunity to recognize the first two recreation ambassadors: Mariette Demers and Paul Demers. Both are involved in local leisure activities but also promote recreation at the provincial and national levels.

Communication and diffusion

A website and Facebook page were launched to improve communications and better promote leisure activities. A partnership was established with the local francophone community radio station to broadcast a weekly feature on recreational activities. Public response to these tools has been excellent, and we have seen greater attendance at some of the events, as well as sharing of information.

Finally, various **partners** met in 2017 to discuss new initiatives, many of which will be implemented or enhanced in the coming year, such as a shared registration day for leisure activities. This first step towards working together and the desire to adopt a long-term approach to leisure activities in the region opened up an important door in 2017, with the start of meetings aimed at creating jobs in the recreation sector. To summarize, during my first few months in 2017, I was able to build bridges and establish ties with the region's main stakeholders and potential partners, which paves the way for clear and steady progress in the coming years.

Julie Payer Lafrance
Recreational Master Plan Implementation Coordinator | Kent Regional Service Commission

13. Solid Waste Director's Report

As Solid Waste Director, I am pleased to present my Department's Annual Report. As you will see in the Report, 2017 was a year of decisions, projects, and achievements. You may also be aware that it was the first full year since the rollout of the 3 Stream program in October 2016. Department staff continually strive to tailor and improve the services provided to residents. We also continue to diversify the way we communicate information about our services to the public.

ATTENDANCE

Solid Waste Committee Members 2017	(5) Meetings
Mike LeBlanc	5 + AGM (KRSC)
Barry Spencer	5 + AGM (KRSC)
Eugère Cormier	5
Douglas MacDonald	5 + AGM (KRSC)
Achille Bastarache	5
Jocelyne Bourque	4

COMMITTEE EXPENSES

2017 Solid Waste Committee Members	Honorariums	Expenses
Mike LeBlanc	375.00	86.10
Barry Spencer	500.00	143.91
Eugère Cormier	375.00	110.29
Douglas MacDonald	375.00	196.80
Achille Bastarache	375.00	50.84
Jocelyne Bourque	300.00	239.44

The KRSC relies on various partners to help it deliver services to residents. Those partners are as follows:

- Province of New Brunswick
- Recycle NB
- Southeast Regional Service Commission
- Acadian Peninsula Regional Service Commission
- Regional Service Commission 8
- The other RSCs
- Network of New Brunswick RSC project coordinators
- Product Care
- Kent County municipalities
- Kent County LSDs
- Co-op stores (Richibucto, Pointe-Sapin and Saint-Paul)
- Kent Recycling
- Cocagne bottle redemption centre
- Rogersville bottle redemption centre
- Acadieville Community Centre
- DP Tech
- Home Hardware (Rogersville, Richibucto, and Saint-Antoine)

Below is an overview of the Department's accomplishments in 2017.

Management of Collection Contracts

This is the Department's second report on the management of collection contracts for the communities covered by the optimized collection system. After taking over management of the contracts in February 2016, we noticed a lack of clear rules and began developing a policy that we hope to apply in 2018. The lack of clarity creates confusion about weekly pickups and the collection of bulky waste. Managing the contracts adds to our staff's workload and reduces their productivity. Nevertheless, collection services are being well managed by the Department and a good working relationship has been established with the waste collection companies. In addition, some RSCs have contacted us asking for information so that they can set up similar collection systems elsewhere in the province. The Solid Waste Department is always open to discussing the successes and shortcomings of the optimized collection system.

3 Stream Waste Recovery Program

As mentioned at the beginning of my report, 2017 marked the first full year of operation for the 3 Stream program. Needless to say, managing the program requires a great deal of logistical coordination and various methods for communicating with residents and educating them. More detail is provided in the Awareness and Education section of this report.

The general public seems to have adopted the program but we still need to continue to educate residents about sorting waste into three streams. The Department would like to implement an evaluation system to ensure public compliance with the program and increase the amount of waste diverted from the landfill. This could reduce contamination levels and bolster the market value of recyclables. It may also have a positive impact on the production of organic compost.

It goes without saying that the Commission will need to continue its education efforts and develop partnerships with various community groups to make the program even easier for residents to understand and use. The Commission is grateful for the support of its many partners in delivering the 3 Stream program.

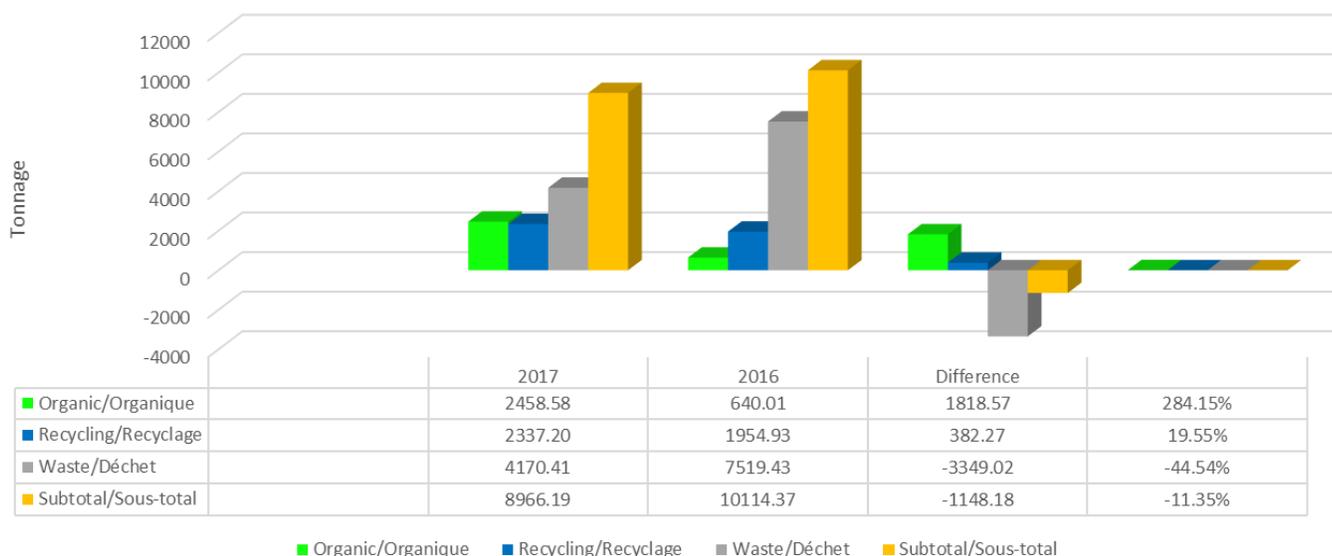
Analysis of Waste Volumes

With all the changes that have taken place in recent years with the management of contracts and the introduction of the 3 Stream program, 2017 was a year of stability in terms of waste volumes.

Compared with 2016, residential volumes were down 1,148.18 tons for Kent County as a whole. The decrease came as a bit of surprise to the Department and is difficult to explain. We have a few theories about what is happening but without data, they are just guesses. It is worth noting that the situation is not unique to the Kent region. Other regions in the province are also seeing unexplained decreases in residential volumes. Possible explanations include:

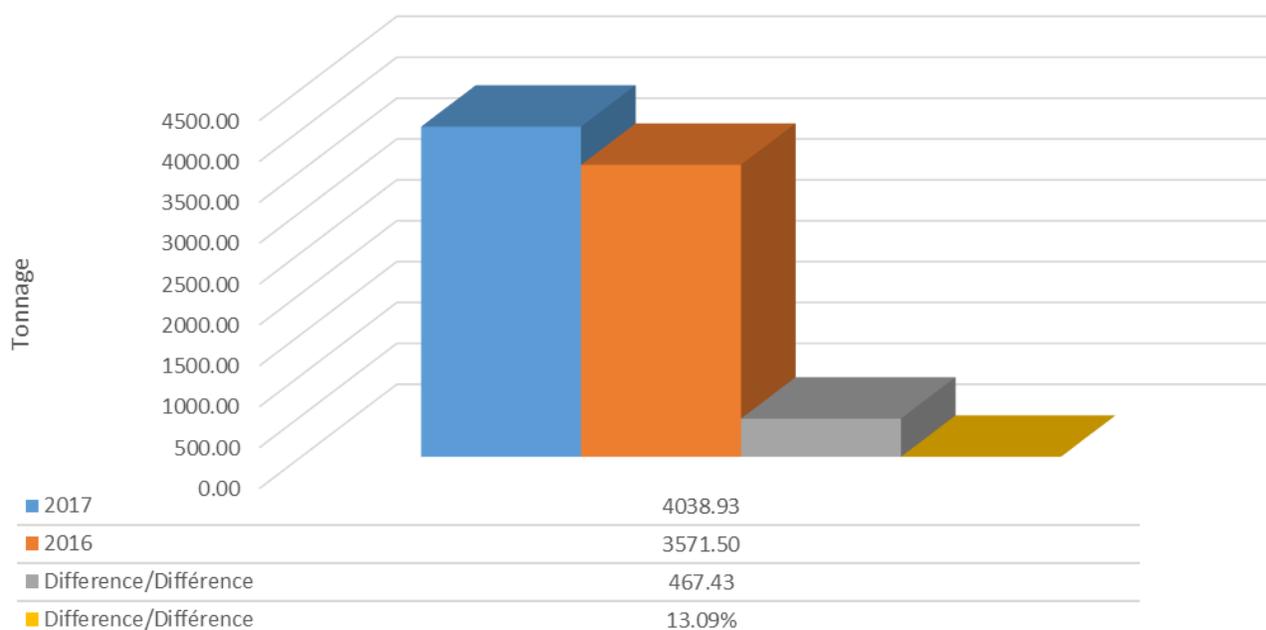
- More private contracts for apartments
- An increase in illegal dumping
- Changes in residential consumption practises
- An aging population
- Burning of material like cardboard, newspapers, magazines, flyers, etc.

Residential tonnage/Tonnage résidentiel

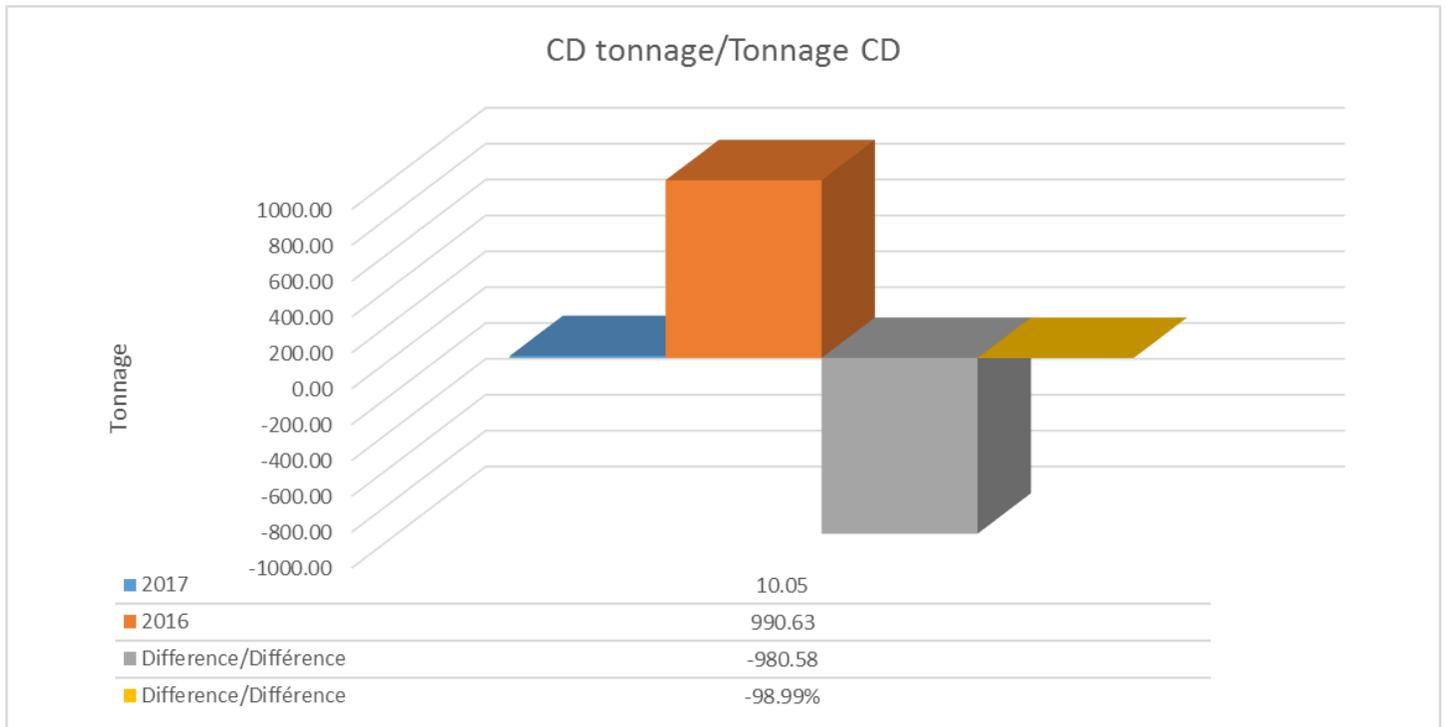


In the industrial, commercial, and industrial (ICI) sector, things seem to have stabilized since 2016. There was an increase of 467.43 tons in 2017 compared with 2016. That said, in 2 years, waste production in this sector has climbed by 963.17 tons, whereas the increase in 2016 was 495.74 tons. The higher volumes could be partly due to better identification of loads coming from the Kent region to the landfill. They could also be caused by a number of apartments opting for private waste collection.

ICI tonnage/Tonnage ICI



Construction and demolition (CD) waste dropped significantly compared with 2016. There was a total reduction of 980.58 tons in 2017, a substantial decrease that meant that the sector generated only 10.05 tons of waste. Again, private sites may be having an impact on tonnage since their costs per ton are considerably lower than at the Eco360 site. There are three private sites taking CD waste in the Southeast region, in addition to the Eco360 site. Another explanation for the decline could be poor identification of CD waste arriving at the landfill.



2017 Waste Production by Month

Kent Waste Report/Rapport de déchets pour Kent For 2017/Pour 2017																	
Non optimized communities/Communautés non optimisées	Jan	Fév	Mars	Avril	Mai	Juin	Juillet	Août	Sept	Oct	Nov	Déc	Dec-16	YTD/CAJ	YTD/CAJ	YTD/CAJ	
	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sept	Oct	Nov	Dec	Dec-16	2016	2017	Difference	
Elsipogtog First Nation Band	46.04	36.70	35.64	47.56	46.14	35.19	42.55	41.87	44.73	35.03	29.75	28.44	40.27	500.92	469.64	-31.28	-6.24%
Municipality of Bouctouche	48.96	38.68	49.82	46.20	108.34	51.63	46.39	61.15	47.20	81.51	52.66	42.90	61.66	721.02	675.44	-45.58	-6.32%
Municipality of St-Antoine	34.83	23.81	24.63	26.65	61.93	30.40	30.04	29.41	28.55	54.94	29.62	27.24	26.15	462.91	402.05	-60.86	-13.15%
Indian Island First Nation Band	4.33	4.39	4.05	3.17	19.99	10.50	4.79	0.00	5.51	13.48	10.61	4.08	2.78	70.01	84.90	14.89	21.27%
Subtotal	134.16	103.58	114.14	123.58	236.40	127.72	123.77	132.43	125.99	184.96	122.64	102.66	130.86	1754.86	1632.03	-122.83	-7.00%
Optimized collection/Collecte optimisée																	
K1 (Miller Waste)	151.57	123.10	131.21	135.87	191.43	395.70	183.07	300.81	166.69	280.59	160.06	127.07	131.41	NA	2347.17	NA	NA
Gladeside/Dundas/St-Damien/Pelerin																	
Haut St-Antoine/St-Antoine Nord/McKees Mill																	
St-Joseph-de-Kent/St-Grégoire/Bouctouche-Sud																	
Dixon-Point/St-Thomas-de-Kent/Cocagne																	
Renauds Mills/St-Antoine-Sud/Notre-Dame																	
Grande-Digue																	
K2 (Fero)	58.72	45.57	45.15	45.64	155.89	52.45	74.03	81.90	58.12	93.71	141.52	47.96	45.99	NA	900.66	NA	NA
Ste-Marie-de-Kent/St-Paul/Hébert/Birch Ridge																	
Coal Branch/Adamsville/Clairville/Beersville																	
Cails Mills/Smith's Corner/Fords Mills/Browns Yard																	
Pine Ridge/Ford Bank/West Branch/St-Norbert/Balla Philip																	
K3 (Fero)	123.05	97.37	108.44	120.50	345.07	132.60	146.25	241.26	119.82	167.57	225.90	99.98	106.58	NA	1927.81	NA	NA
Bouctouche Cove/Bouctouche First Nation/St-Maurice																	
McIntosh Hill/Baie de Bouctouche																	
St-Edouard-de-Kent/Ste-Anne-de-Kent/East Branch																	
South Branch/Richibouctou-Village/Galloway																	
Jardineville/Mundeville/Childs Creek/Upper Rexton																	
Bass River/Targetville/Main River																	
Municipality of Rexton/Municipality of Richibucto																	
K4 (Miller Waste)	59.69	36.38	44.13	42.05	128.58	45.76	45.43	57.99	45.05	105.24	46.67	43.10	41.90	NA	700.07	NA	NA
Murray Settlement/Collette/Rosaireville																	
Rogersville-Est/Rogersville-Ouest/Acadieville																	
Acadie Siding/Noirville/Kent Junction/Harcourt																	
Municipality of Rogersville																	
K5 (Fero)	95.21	93.06	103.95	93.82	264.55	87.19	86.56	154.26	90.90	138.02	177.38	71.82	92.97	NA	1456.72	NA	NA
St-Charles/St-Ignace/Canisto/St-Louis(LSD)																	
Portage St-Louis/Aldouane/Kouchibouguac/Laketon																	
Pointe-Sapin/Municipality of Saint-Louis-de-Kent																	
Subtotal optimized collection/Sous-total collecte optimisée	488.24	395.48	432.88	437.88	1085.52	713.70	535.34	836.22	480.58	785.13	751.53	389.93	418.85	8359.51	7332.43	-1027.08	-12.29%
Total Residential Waste/Déchets résidentiels total	622.40	499.06	547.02	561.46	1323.65	841.42	659.11	968.65	606.57	970.09	874.17	492.59	549.71	10114.37	8966.19	-1148.18	-11.35%
ICI Waste/Déchets ICI	273.08	218.67	289.89	343.77	416.35	406.68	349.96	380.73	383.02	350.50	324.24	302.04	283.39	3571.50	4038.93	467.43	13.09%
CD Waste/Déchets CD	0.00	0.00	0.00	0.00	2.38	0.00	0.00	0.00	0.00	3.53	2.08	2.06	0.00	990.63	10.05	-980.58	-98.99%
Grand Total	895.48	717.73	836.91	905.23	1742.38	1248.10	1009.07	1349.38	989.59	1324.12	1200.49	796.69	833.10	14676.50	13015.17	-1661.33	-11.32%

Solid Waste Association of North America: Atlantic Chapter (SWANA)

I gave my SWANA seat to another representative from New Brunswick. Participating in SWANA has allowed me to establish working ties with other Atlantic region members. I plan to maintain contact with the organization and its members.

Household Hazardous Waste (HHW) Program

Since 2016, Kent region residents have access to four annual HHW collections. The initiative, launched in 2016, allows the Commission to better serve its residents. The following sites were visited by the Eco360 mobile unit in 2017:

- Saint-Antoine, May 6
- Richibucto, June 17
- Rogersville, September 16
- Saint-Paul, November 4

As has been the case every year, HHW collection is very popular among Kent County residents. Greater public awareness about the appropriate handling of HHW has led to bigger turnouts on collection days. Services like HHW days allow residents to dispose of these products properly.

A total of 1,451 vehicles were counted at the collection days this year, an increase of 624 compared with 2016. It is very encouraging to see how popular these days have become among residents.

Materials dropped off on the four collection days included:

	2016	2017
<i>Waste oil</i>	1,535 litres	2,605 litres
<i>Gas</i>	325 litres	320 litres
<i>Propane cylinder (20 lb and +)</i>	96 cylinders	143 cylinders
<i>Propane cylinder (1 lb)</i>	231 cylinders	530 cylinders
<i>Car battery</i>	69 batteries	141 batteries

HHW collection allowed us to divert 17.45 tons of hazardous materials from the landfill and the environment. With regard to used batteries, a change in the way data was compiled in 2016 makes it difficult to provide concrete numbers. There are always 5 to 7 collections of used batteries, producing roughly 2 to 4 tons of batteries that are kept out of the landfill.

Projects for 2018

The year 2018 will see an emphasis on collaborative initiatives and the exploration of opportunities to improve services to the general public. The Department will focus on working with the region's institutions to look at opportunities to introduce recycling programs that will increase waste diversion. This will allow us to work with schools, municipal buildings, libraries, and provincial and federal offices. The Department will also work to build ongoing awareness among residents. Although residents have embraced the 3 Stream program, we must continue to educate the public about all the services available to them in order to increase the amount of residential waste diverted from the landfill. The contents of residential garbage bags will also be analyzed, with a view to further enhancing public participation.

In Closing

As this report demonstrates, 2017 was a very successful year for our Department and its partners. We hope that 2018 will be as successful for all the services managed by the Commission.

I would like to take this opportunity to acknowledge and thank the Board members for their dedication to, and support in, offering high-quality solid waste management services. I would also like to thank our partners for their work in 2017, and acknowledge the support received from the Solid Waste Committee.

Owing to everyone's efforts, the KRSC can be proud of its accomplishments in providing quality service to the residents of Kent County. Your participation plays a huge role in protecting our environment and sets an example for others.

Respectfully yours,

Éric Demers
Director of Solid Waste | Kent Regional Service Commission

14. Public 2017

Awareness and Education

The year 2017 brought many opportunities for the Solid Waste Department to be seen and heard by residents. The 3 Stream program, launched in fall 2016, is running smoothly but ongoing education is needed to ensure better sorting by residents. During the year, our employees enhanced existing, and developed new, ways of communicating with the public, delivered composting workshops (we have started selling discounted composters again), and offered guided tours of the Southeast Eco360 landfill thanks to funding received from the Environmental Trust Fund (ETF).

Promotional Tools and Publications

To further enhance the effectiveness of our communications with the public, the Solid Waste Department published its very first **newsletter** in spring 2017. This colourful, attractive booklet boosted our visibility considerably and provided information on all our programs rather than just dates for bulky waste pickup as we had done in 2016. At the same time, we launched a digital campaign to announce the newsletter's arrival and received a great deal of positive feedback. The newsletter will continue in the future.



We decided to continue printing the hazardous waste **pickup calendar** in 2018. The graphic design work was again done by Falstaff Media, and we tried to improve things by making the statutory holidays section clearer and eliminating any red squares that were not applicable, like Canada Day and Remembrance Day, which both fall on a Sunday and do not affect pickup the following Monday. The calendars were mailed out in November 2017.

The KRSC Project Coordinator continued to keep the Commission's **website** up to date. This was very useful for promoting our new programs, like composting and the guided tours. In addition, the Public Notices section continues to provide details on all the events that we are involved in, as well as notices of pickup delays and cancellations.

Install our mobile app
KENT RECYCLE
available for free on the
App Store and Google Play.



@Kentrsc

Visit our website at

WWW.KRSC.CA

Our **Facebook** page and the **Kent Recycle** mobile application continue to provide us with new opportunities to reach the public. The number of subscribers to our two communications services keeps increasing. We had almost 900 likes on our Facebook page by the end of 2017, and the mobile app was downloaded over 2,000 times. We will continue to promote these tools in 2018 to get more subscribers and raise our profile even more.

YOUR TRASH at work

Join the Kent Regional Service Commission in a guided tour of the Eco360 sorting facilities in Berry Mills, completely free of charge. The tour includes transportation to and from the site, an in-bus meal, a chance to see how all three streams are handled, and a few small surprises.

To reserve your seat, visit our website and fill out the online application or give us a call.

Departure	Tour date	Language
Rogersville	September 13	French
Notre-Dame	September 14	English
St-Louis-de-Kent	September 20	French
St-Antoine	September 21	French
Reston	September 27	English
Grand-Digues	September 28	French
Bouchouche	October 4	French
Harcourt	October 5	English
Richibucto	October 11	French
Cocagne	October 12	French

All buses leave at 5pm from a collective meeting point. For the specific list of these points, visit our website or give us call. 1 800 568-1126 | 1 206 743-1490 | www.krsc.ca

Commission de services régionaux de Kent | Kent Regional Service Commission | **BRUNSWICK** NEW BRUNSWICK

Environmental Trust Fund (ETF)

The Commission received \$50,000 to offer **guided tours** of the Southeast Eco360 sorting facility in Berry Mills. The ETF funding allowed us to conduct a first round of visits in fall 2017. Ten pickup points were offered to the public, and most of the events enjoyed full or almost-full attendance. The program included transportation by bus, a light meal, a tour of the facility, and a few gifts to promote sound environmental practices. Given the success of the first round, a second one is in the works for winter 2018.

Our Project Coordinator continues to sit on a **provincial public-relations committee** made up of representatives of the province’s 12 RSCs. In 2017, a joint funding application was submitted to the ETF, this time by the Fundy region. The goal was to relaunch our provincial HHW campaign and launch a new campaign to educate the public about materials that can be recycled province-wide. The committee was granted \$80,000 for the work. Our employee, though not in charge of the project for the 2017-2018 fiscal year, was part of the five-member advisory committee set up to streamline the decision-making process.

Community Events and Composting Presentations

As is the case every year, Department staff travel to meet with residents throughout the region. The events that we participate in allow us to reach a broad range of people who would not necessarily contact us or be able to attend one of our more formal gatherings.

With respect to our composting workshops (in bold in the table below), participation rates were low. There are several possible explanations. Our promotional efforts may not have been focused in the right areas. We have noticed that the public does turn out in large numbers when we promote events via mail or radio. Since the costs associated with these promotional methods are quite high, we did not use them for these presentations. In 2018, we will offer workshops only when invited to do.

Date	Location	Type	Event	Number of participants
06-02-2017	Grande-Digue	Supper/presentation	3 Stream program	138 pers.
25-02-2017	Grande-Digue	Booth	Community meal	71 pers.
10-05-2017	St-Louis-de-Kent	Workshop	Compost	5 pers.
17-05-2017	Pointe-Sapin	Workshop	Compost	4 pers.
18-05-2017	Grande-Digue	Workshop	Compost	10 pers.
24-05-2017	Saint-Antoine	Workshop	Compost	2 pers.
25-05-2017	Kouchibouguac	Workshop	Compost	5 pers.
31-05-2017	Rexton	Workshop	Compost	5 pers.
01-06-2017	Rogersville	Workshop	Compost	6 pers.
07-06-2017	St-Paul	Workshop	Compost	8 pers.
08-06-2017	Richibucto	Workshop	Compost	2 pers.
10-06-2017	Cocagne	Booth	Acadien-Mi'kmaw Pow wow	146 pers.
21-06-2017	Cocagne	Workshop	Compost	3 pers.
24-06-2017	Bass River	Booth	Farmers' market	25 pers.
08-07-2017	St-Louis-de-Kent	Booth	Garage sale	18 pers.
[21-23]-07-2017	Richibucto	Booth	Scallop Festival	158 pers.
02-08-2017	Rogersville	Booth	<i>P'tit Frolic</i>	60 pers.
05-08-2017	Cocagne	Booth	Farmers' market	58 pers.
12-08-2017	Bouctouche	Booth	Farmers' market	62 pers.
19-08-2017	Kouchibouguac	Booth	Farmers' market	64 pers.
[24-27]-08-2017	Sainte-Marie	Booth	Expo Kent	459 pers.
16-09-2017	Bouctouche	Booth	Farmers' market	78 pers.
17-09-2017	St-Antoine	Booth	Farmers' market	43 pers.
22-11-2017	Acadieville	Wellness training / presentation	Recycling in depth	23 pers.
Total				1453 pers.

Coming in 2018

In terms of communications, the Department will be busy in 2018. Two funding applications were submitted to the ETF: the first to communicate major changes to the collection of bulky waste beginning in 2019; the second to allow the provincial committee to continue efforts to raise awareness about the proper handling of recyclable and hazardous materials. The newsletter will again be used to communicate with the public but on a much larger scale, with two newsletters a year instead of one, and by promoting all KRSC services, not just solid waste services. *Let's Talk Trash!* will become *Let's Talk Kent!*. We will try to increase our digital service offerings by organizing a contest to encourage people to download the Kent Recycle app, a very effective communications tool in our Department. Finally, as always, staff will be heading out to meet the public at various community events and also offering public information sessions on major changes to our programs.

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