



Multi-Residential Waste Diversion

Item 7.6

Multi-Residential Waste Diversion

- Multi-residential buildings (apartments and condominiums) have historically had low diversion rates
- Staff have been requested by Council to improve waste diversion from this sector
- Current support program for multi-residential buildings is reactive with education material provided only when building staff request information

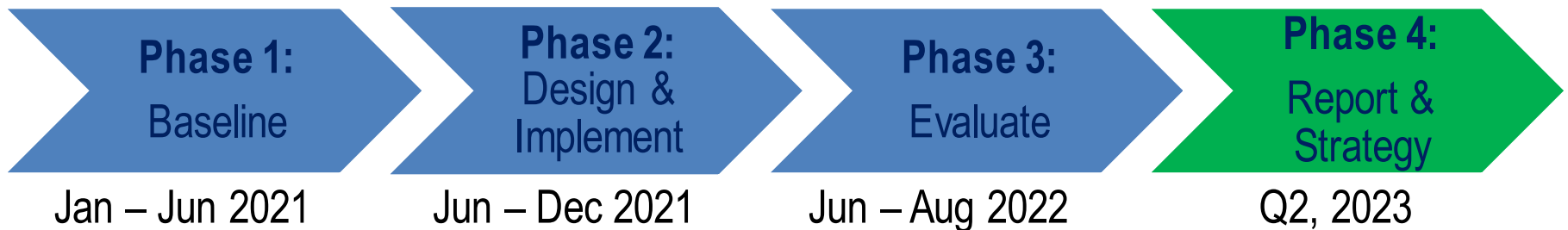


Multi-Residential Waste Diversion

Staff began a project in 2021 to better understand:

- Resident behaviour; and
- Opportunities for improvement

The multi-residential waste diversion project is a four phase project that is now in its last phase with staff prepared to move forward with a new support program for multi-residential buildings.



Multi-Residential Waste Diversion

Baseline waste composition study results from 27 buildings:

	Waste Category	KGs	Percentage of Garbage Stream
1	Food Waste	1868.29	24.32%
2	Other Waste*	908.37	11.83%
3	Pet Waste	593.33	7.72%
4	Diapers	589.34	7.67%
5	Paper Towels	283.66	3.69%
6	Cardboard	175.59	2.29%
7	Boxboard	161.61	2.10%
8	Flexible Film Plastic	151.60	1.97%
9	Textiles	129.76	1.69%
10	Plastic Laminates	115.16	1.50%
	Total Garbage Audited	7680.81	

* - “Other Waste” included construction material, cookware, PPE, rubber car mats, vinyl tarps, etc.

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Organic Capture Rates in Pilot Buildings:

Test Building	2021 Baseline	2022 Post-Pilot	Performance Change	Green Carts Provided
Building 1	2%	39%	+37%	0
Building 2	12%	34%	+22%	1
Building 3	0%	21%	+21%	1
Building 4	0%	18%	+18%	2
Building 5	36%	52%	+16%	0
Building 6	29%	39%	+10%	0
Building 7	16%	26%	+10%	0
Building 8	9%	15%	+6%	0
Building 9	0%	0%	0%	0
Building 10	11%	11%	0%	0
Building 11	25%	13%	-12%	0
Building 12	16%	1%	-15%	0
Building 13	16%	0%	-16%	0
Building 14	52%	0%	-52%	0

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Organic Capture Rates in Pilot Buildings:

Test Building	2021 Baseline	2022 Post-Pilot	Performance Change	Superintendent / Property Management Status	Communication with City during pilot
Building 10	0%	0%	0%	2 Supers on rotating schedule	Yes
Building 11	25%	13%	-12%	Super manages multiple sites	No
Building 12	16%	1%	-15%	On-site property management	Yes
Building 13	16%	0%	-16%	Super manages multiple sites	Yes
Building 14	52%	0%	-52%	Unknown	No

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Non-Pilot Building Comparison of Organics Capture Rate:

Building	2021 Baseline	2022	Performance Change	Green Carts Provided
Building 15	18%	38%	+20%	2
Building 16	10%	27%	+17%	0
Building 17	18%	24%	+6%	0
Building 18	32%	38%	+6%	0
Building 19	0%	0%	0%	1
Building 20	0%	0%	0%	0
Building 21	0%	0%	0%	1
Building 22	0%	0%	0%	2
Building 23	0%	0%	0%	1
Building 24	3%	0%	-3%	0
Building 25	67%	62%	-5%	0
Building 26	23%	15%	-7%	0
Building 27	54%	36%	-18%	0

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Resident Survey

82 residents responded with following results:

- 59% responded the City's updated tenant guide was helpful
- 51% responded the lobby display was helpful
- 51% of respondents said their preferred method to receive information was mail
- 4% of respondents indicated they had visited the City's "Apartment Waste" webpage
- 0% of respondents said they had downloaded the "Recycle Coach" app



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Pilot Findings and Recommendations

1. Pilot program resulted in an overall increase in the capture rate of organics in participating buildings
2. Residents found the education material helpful
3. Residents in multi-residential buildings either need to be made more aware of the waste app or need a different support tool
4. More engagement with property managers / superintendents is required

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Moving Forward

- Staff will proceed with making the pilot program the standard support program for all multi-residential buildings starting in Q4 2023 / Q1 2024
- Resourcing for new program will be from current staff and redistributing work – i.e. gold box program ending
- Goal to have each multi-residential building receive education once every 18 to 24 months
- Staff developing an outreach program for building superintendents and will implement when the new program starts in Q4 2023 / Q1 2024