



# INFORMATION REPORT

<b>TO:</b> Chair and Members Public Works Committee	<b>WARD(S) AFFECTED:</b> CITY WIDE
<b>COMMITTEE DATE:</b> March 18, 2013	
<b>SUBJECT/REPORT NO:</b> Multi-Residential and Corporate Waste Diversion Program Update (PW11096c) (City Wide) (Outstanding Business List Item)	
<b>SUBMITTED BY:</b> Gerry Davis, CMA General Manager Public Works Department	<b>PREPARED BY:</b> Adam Watson (905) 546-2424, Extension 5522  Raffaella Morello
<b>SIGNATURE:</b>	(905) 546-2424, Extension 3445

## Council Direction:

At the June 18, 2012, Public Works Committee meeting staff was directed to report back by March 31, 2013, regarding implementation, enforcement and compliance of the Multi-Residential Waste Diversion Plan and Green Cart Program for City Buildings.

## Information:

This Information Report will provide an overview of the progress made on the Multi-Residential Waste Diversion Plan and the Waste Diversion Program for City Buildings.

### Multi-Residential Waste Diversion Plan

Throughout Q3 and Q4 of 2012 staff focused on the data collection phase of the multi-residential program to gain insight on the program performance. Data collected includes building participation in the waste diversion programs, and identification of barriers to successful operation of these programs. Staff utilized superintendent phone surveys, in-building tenant surveys and on-site meetings to collect the information.

As of January 2013 staff has attempted to contact and survey over 750 (approximately 75%) of the multi-residential properties and have completed 387 building surveys (approximately 40%).

Of the properties staff has attempted to survey, approximately 25% do not have current contact information and were not available during on-site visits. The majority of these buildings are small properties with less than 15 units that do not have a superintendent or owner living on-site, or the owner resides in another City. Also, of the properties staff

has contacted approximately 5% are not willing to participate in the survey or arrange a site visit to review the status of the diversion programs.

A preliminary review of the survey results reveals several demographic, behavioural and physical factors that influence the building's participation in the City's waste diversion programs. The success of the program is correlated to the superintendent's level of involvement and tenants' willingness to participate in the program. Based on these findings staff is reviewing current program operations and communication materials to determine if operational changes are required to improve the program.

The data collected from 40% of the multi-residential properties provides a substantial amount of data to recommend improvements for the Multi-Residential Waste Diversion Plan and to move forward with the subsequent components of the Multi Residential Action Plan. For example, staff is planning to update the multi-residential public education materials to make information easier to understand for residents.

Staff will continue to pursue an effective means of engaging properties that they have been unable to contact, such as acquiring owner information through the property assessment tax rolls. This additional contact information will be utilized once the Strategy Implementation component of the multi-residential program commences later in 2013.

#### Enforcement and Compliance

Amendments to the City's Solid Waste Management By-law 09-067 (PW09021a) were approved by Council on November 14, 2012. Amendments include changes to the weekly allowable garbage limits for multi-residential properties allowing for one container per dwelling unit per week. These new limits are intended to be the first step in improving participation in waste diversion programs at multi-residential buildings and to ensure equitable service with other types of residential properties.

The By-law amendments also allows staff to suspend waste collection services in the event that the property owner does not comply with the City's waste management programs, under the authority of the General Manager of Public Works. As part of the Multi-Residential Waste Diversion Plan, staff will develop the enforcement measures which will use a phased-approach to allow the property to adapt to the City's program requirements. This phased enforcement process includes consultation with the Ward Councillor in the event that there are challenges with properties not being in compliance with the City's waste collection programs. Staff will offer assistance to all multi-residential properties to improve their participation and performance in the diversion programs before enforcement is enacted. Removing properties from the City's waste collection services will be taken as a last resort after using the City's proactive approach.

Further information on the Multi-Residential Waste Diversion Program and enforcement policies will be presented to the new Waste Management Advisory Committee once the Committee has been established.

Next Steps

Table 1 outlines the revised timeline to address the Multi-Residential Action Plan. Staff plans to focus on the following four priority areas in the implementation of the Multi-residential Waste Diversion Program:

- Complete the superintendent surveys at 150 buildings that have not been visited;
- Determine an effective method for contacting the buildings with no current contact information;
- Complete the development and production of new communication materials (currently underway); and
- Return to each building with a tenant survey and lobby open house.

<b>Table 1. Multi Residential Action Plan (Timeline)</b>										
	2012		2013				2014			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>1. Stakeholder Consultation &amp; Program Monitoring</b>										
a) Superintendent Interviews	X	X								
b) Set-out/Participation Monitoring	X	X	X							
c) Site Visits		X	X							
<b>2. Outreach Material Review</b>										
a) Stakeholder Interviews	X									
b) Review of Existing Materials	X	X								
<b>3. Waste Management By-Law Revisions</b>										
a) By-law Revisions	X									
b) Owner/PM Consultation	X									
c) Passage of By-Law		X								
<b>4. Strategy Implementation</b>										
a) Site Visits			X	X	X	X				
b) Continue Program Monitoring							X	X	X	X
c) Proactive enforcement of container limits								X	X	X
<b>5. Community Engagement</b>										
a) Multi-Residential Website			X	X						
b) Review of Potential Engagement Strategies	X									
c) Development & Implementation of Engagement Strategies			X	X						

Waste Diversion Program for City Buildings

Staff has initiated a review of the City's corporate waste diversion program as a follow-up on Council's direction. Staff reviewed the corporate building inventory to determine the current waste collection programs in place including collection of recyclables, organics and garbage through the City's curbside collection services.

The green cart program is currently available at twenty-five (25) municipal buildings. The 2013 rollout of the green cart program is proposed for approximately seventy (70) locations that generate a sizable amount of organic waste which can be serviced through the City's curbside waste collection routes. These locations include municipal

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buildings such as arenas with food service areas, administrative buildings with staff lunch rooms, and buildings with banquet facilities. The second phase of the rollout is planned in late 2013 for other City facilities on a case-by-case basis where they can be serviced through the curbside waste collection routes. These locations include sites that generate a moderate amount of organic waste such as small administrative offices. The green cart program is not planned for locations which are solely used for storage purposes or buildings with minimal staff activity.

As part of the corporate waste diversion program review, staff plan to improve the diversion program in existing buildings through new signage and placement of additional diversion containers where required. Work is underway on container options for municipal buildings. It is planned that municipal facilities will continue to use similar type of green carts currently available for the residential program.

The rollout of the municipal waste diversion program will coincide with the implementation of the multi-residential program. The same staff resources will be used to coordinate these two programs.

Next Steps

Table 2 outlines the schedule for the expansion of the municipal facility waste diversion program. Staff plans to focus on the following three priority areas in the implementation of the municipal facility waste diversion program:

- Complete the facility site reviews;
- Prepare new signage; and
- Finalize the container requirements for the various facilities and complete the deliveries to the buildings.

<b>Table 2. Municipal Building Waste Diversion Program Action Plan (Timeline)</b>										
	2012		2013				2014			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>1. Project Initiation</b>										
a) Consult with Building Operators	X	X	X	X						
b) Site Inspection – collect data, identify program requirements	X	X	X	X						
c) Identify Capital and Operating Considerations (i.e. collection containers, collection methods, communication materials)	X	X	X	X						
<b>2. Program Rollout</b>										
a) Coordinate program delivery to Municipal Buildings				X	X	X				
b) Develop staff training requirements				X	X	X				
c) Monitor distribution and facility set-up				X	X	X				
<b>3. Program Evaluation</b>										
a) Evaluate performance					X	X	X	X		
b) Identify improvement options					X	X	X	X		

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Staff will continue to report back to the Public Works Committee with progress updates for both the Multi-residential and Corporate Waste Diversion Programs as implementation continues.