

## Appendix I

### Level of Service – Diversion Rate Backgrounder

#### Municipal/Regional Diversion Rates & Services by Waste Collection Option

Municipality/Region	Diversion Rate (as reported for WDO or as provided by Municipality)	Waste Collection Frequency	Recycling Frequency	Organics	Lead and Yard Waste	Data Sources
<b>1. Every Other Week Waste Collection</b>						
Durham Region - Area 2 (Ajax, Oshawa, Pickering, Whitby)	<b>56%</b> by mid 2006 to mid 2007	4 container (bag/can) limit every other week	Weekly two stream	Weekly green bin	Every other week from April to early December (max of 3 bundles of brush included per collection)	Town of Whitby & Durham websites, Durham staff
Whitby	<b>61%</b> in 2007					
Toronto	<b>59%</b> in 2007 for single family residential 42% in 2007 for multi-family and single family	Full-user pay, range of wheeled cart sizes every other week, (ranges equivalent from 1 to 4.5 bags/cans)	Every other week one stream (cart)	Weekly green cart	Every other week from April to mid December (bundled brush included)	City of Toronto website
York Region	<b>40.3%</b> Jan 2007-Sept 2007	Container limit varies slightly by local municipality	Weekly one stream	Fall 2007 – organics collection introduced in 6 municipalities (Markham, Richmond Hill & Vaughan already had program)	Every other week from April to Nov./Dec. (bundled brush included, grass is banned)	York Region, Richmond Hill and Vaughan websites
Markham	<b>70%</b> in 2007	3 container limit (not enforced) every other week				Town of Markham website

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<b>2. Implementing Every Other Week Waste Collection</b>						
Halton	<b>60%</b> April-Sept 2008  <b>41.1%</b> in 2006	Began every other week waste collection in 2008 with 6 container limit	Weekly one stream	Weekly green bin	Every other week from April to mid December in urban areas only (bundled brush included)	Halton website and staff
Durham Region Area 1 (Brock, Scugog, Uxbridge, Clarington)	<b>43%</b> in 2006	3 container limit weekly – moving to 4 container limit every other week in 2009)	Every other week two stream	Weekly green bin	Every other week and/or monthly depending on municipality April to November (max of 3 bundles of brush included per collection)	
<b>3. Weekly Waste with One Container (Bag/Can) Limit (or similar programs)</b>						
Barrie	<b>47%</b> in 2007 (being confirmed by staff)	1 container limit	Weekly two stream	Weekly green bin	Weekly 7 months, biweekly 2 months, no service 3 months (bundled brush included)	Barrie website
Orillia	<b>53%</b> in 2006	Each unit receives 40 garbage tags annually. Bag tags 5 for \$8.25 (\$1.65 each). Diapers placed in clear bag and are excluded from limit	Weekly two stream	Weekly green bin	Weekly (bundled brush included)	Orillia website

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<b>4. Implementing Weekly Waste with One Container (Bag/Can) Limit</b>						
Hamilton	42% in 2007	1 container limit beginning 2010, currently 3 container limit	Weekly two stream	Weekly green bin	Two containers, bags or bundles may be placed at the curb for collection each week in addition to green cart. There is <b>no quantity limit during specific collection weeks</b> in the spring and fall (for leaf and yard waste).	Hamilton website
<b>5. Other Examples</b>						
Peel Region	44% in 2007	2 container limit beginning Oct 2007 (from 3 container limit) with comprehensive organics launch in April 2007	Weekly one stream	Weekly green bin	Brampton & Mississauga – weekly 5 months, biweekly 3 months ; Caledon biweekly April – November (bundled brush included)	Peel website

## **Appendix II**

### **Stakeholder Consultation**

Based on responses from various stakeholder groups to date, there is general support or neutral response to the issue of every other week waste collection with reduced waste limits.

The two main exceptions included the Town of West Lincoln who was not in support of waste collection changes or rural Green Bin collection and the City of Niagara Falls who was not in support of every-other-week waste collection, unless a public meeting was held and various costs saving measures are considered.

A summary of input/comments is described below.

### **1.0 Standing Committees of Council**

#### **1.1 Waste Management Advisory Committee (WMAC)**

- Consensus Position Paper was issued on September 11, 2007 supporting the Level of Service recommendations.
- Further to the consensus position, WMAC has passed two resolutions requesting that the clear bag pilot be implemented as part of the Level of Service options. The pilot was recommended based on the ease of enforcement at the curb and the high potential diversion impact.
- WMAC members also completed a comprehensive survey. The members were asked if they supported, did not support, or were undecided/no conclusion regarding each of the recommended options for immediate implementation and the options that required further investigation/research. There was overwhelming support for the majority of recommendations.

#### **1.2 Landfill Site Public/Citizens' Liaison Committees**

A response was received from a member of the Glenridge Landfill Citizens' Committee. One suggestion was to assess resident satisfaction as part of the Level of Service review and secondly to better educate homeowners and school children about the importance of diverting household hazardous wastes from landfills.

### **2.0 Area Municipal Councils**

Six Area Municipalities provided formal comments:

- Thorold provided suggestions to facilitate implementation of the proposed changes, and were in agreement with the financial recommendations;
- Port Colborne requested more information on the Rate Study;
- Lincoln and Pelham supported the Study;
- Niagara Falls passed resolutions that they were not in support of every-other-week waste collection, unless a public meeting was held and costs saving measures are considered; and
- West Lincoln did not support any changes to waste collection service/limits and Green Bin organics collection in the rural area.

### **3.0 WMPSC/Regional Council**

WMPSC members and Regional Councillors requested more supporting information/research related to the Level of Service recommendations. In addition,

WMPSC requested that the report recommendations be changed to reflect an increase in increments of .25 cents per container, rather than an increase for inflation of 2% per year, applied every three years. Further public consultation, in the form of public open houses in each municipality, was requested by WMPSC to obtain input on the various options under consideration.

#### **4.0 Environmental Groups**

The WMAC had asked that the Consensus Position and Level of Service information be circulated to environmental groups for comments and/or endorsement. Five of the six groups that provided comments were in support of the LOS/RS recommendations. The one that did not provide specific comment on the waste collection changes, offered suggestions for improvement to waste management programs.

#### **5.0 General Public (unsolicited comments)**

Approximately twenty-six phone call, emails and letters on the Level of Service were received from January 2007 to May 1, 2008. Over half were supportive of every other week waste collection and/or the Level of Service recommendations generally. Initially, sixteen comments (of the twenty six comments) were not supportive of every-other-week waste collection. When staff had the opportunity to clarify why this option was being implemented, the success of other municipalities and that organics and recycling would still be collected weekly, six of the sixteen residents became supportive. Additionally, concerns over a two waste bag/can limits for large families were noted.

#### **6.0 Media Articles**

Letters to the editor and articles in local newspapers were also recorded. Thirty-one Level of Service related comments were noted from July 2007 to May 1, 2008:

- Two-thirds were supportive or neutral regarding the recommendations, which included every other week waste collection.
- Remaining one-third, which included letters to the editor and a viewpoint article, did not support every other week waste collection. However, certain concerns mentioned can be addressed through the Illegal Dumping Management Strategy, targeting messaging and the Social Marketing and Public Education Strategy (Appendix A). For example, to deal with the odour concern, it will be communicated that with the use of the weekly Green Bin program, odourous material will be removed from the waste stream.

#### **7.0 Focus Groups on Proposed Changes to Waste Collection Service**

Focus groups were carried out in April 2008 to obtain input on the proposed behaviour change incentives, in the form of changes to waste collection service. The focus groups had representation from all twelve area municipalities and from a range of demographics with an urban/rural mix. The key results include the following:

- Strong support for the target of 65% by 2012. Most felt it was not aggressive enough and could be either higher or achieved faster.
- The most acceptable waste collection combination was a three bag/can limit with every other week waste collection. Combined with this was a strong view that weekly two stream Blue/Grey Box (container/fibre) collection should be provided.

- Individually the waste collection options that were reviewed had the following support:
  - every other week waste collection 62% supportive or neutral,
  - waste bag/can limits 63% supportive or neutral,
  - full user pay 47% supportive or neutral,
  - clear bag for waste 40% supportive or neutral.

### 8.0 Telephone and Public Open House Results

Twelve public open houses were held across the Region – one in each area municipality. There were 97 participants and 82 feedback surveys that were completed. In order to supplement the open houses, a telephone survey was undertaken to ensure statistically representative results. Approximately 800 telephone interviews were completed, and the results were generally consistent with the input received from the open houses. The extent of support for each Level of Service options is listed in the below chart:

Survey/Feedback Form Question	% Support	
	Telephone Survey	Feedback Survey
Support for 65% Diversion Goal	94%	97%
Diversion Options:		
West Lincoln/Wainfleet Weekly Green Bin Program	84%	99%
Three New Reuse Centres	88%	96%
Two New Household Hazardous Waste Facilities	82%	94%
Recycling in Public Spaces	91%	91%
Increased Education for Diversion Programs	92%	89%
Waste Collection Changes:		
Weekly Garbage Collection, 1 container (bag/can) limit	53%	58%
Every Other Week Collection, 3 container limit	30%	42%
Every Other Week, 2 container limit	23%	33%
Test Clear Bag System	52%	53%
Collect Blue & Grey Recycling Box Weekly	70%	66%
Collection Exemptions (Diapers/Medical Conditions)	75%	78%

In summary, the key outcomes are as follows:

- Very high support for achieving the 65% diversion goal,
- Very high support for implementing diversion options,
- Medium to low support for various waste collection changes, with greater support for continued weekly waste collection with 1-container limit followed closely by implementing a clear bag pilot.

## Appendix III

### Summary of Supporting Research

Additional research was carried out in response to WMPSC, Regional Council and City of Niagara Falls requests. In other cases, more detailed study was initiated by staff to supplement the Draft Level of Service and Rate Study. The following chart summarizes the research and how it relates to the Level of Service recommendations.

Table A – Additional Level of Service & Rate Study Supporting Research

Study/Report	Purpose	Summary of Findings
<b>Rural Waste Audit Project (West Lincoln and Wainfleet Household Waste Audit)</b> WMPSC Oct. 30, 2007	Compares 2006 Region wide curbside waste audit to audit results for rural properties in Wainfleet and West Lincoln	<ul style="list-style-type: none"> <li>▪ In the rural areas of West Lincoln and Wainfleet ~1/3 of what is still in the curbside waste bag/can is Green Bin organics</li> <li>▪ Supports extending curbside organics collection to Wainfleet and West Lincoln</li> </ul>
<b>Collection Efficiencies and System Costs for Niagara Region</b> WMPSC Dec, 2007 (see also PPWC PWP-21-2008 April 16, 2008)	Examines different collection frequencies, curbside containers and collection methods in order to maximize efficiencies and diversion	<ul style="list-style-type: none"> <li>▪ Supports same side collection in <u>rural</u> areas (not in urban due to</li> <li>▪ Supports implementing waste collection every other week (and evaluating diversion impact before choosing to go to clear bag for waste)</li> <li>▪ Did not support double-up setouts (not practical in rural areas where the distance between houses is too high; difficulties in enforcement, education and possible public complaints)</li> <li>▪ Due to costs, did not support                             <ul style="list-style-type: none"> <li>– a separate diaper collection</li> <li>– wheeled carts for waste and recycling</li> </ul> </li> </ul>
<b>Waste Collection Options Research and Impact on Waste Diversion</b> WMPSC March 4, 2008	Updated research on impact of clear bag, biweekly waste, full user pay, bag limits and best combinations that yield highest diversion	<ul style="list-style-type: none"> <li>▪ Supported implementation of a clear bag pilot program and study of resulting diversion impacts</li> </ul>
<b>Draft Container Limit Exceptions</b> WMPSC May 27, 2008	Policy recommendations for residential container limit exemptions	As part of every other week waste collection, allow residential container limit exceptions