

The Property Management Exposition & Conference – December 2, 2009

“Waste Management Program
Changes, Fees, and New
Diversion Programs”



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City of Toronto Waste Statistics

- Serve over 1 million units
 - 500,000 single family homes
 - 510,000 multi-unit homes
 - 20,000 small commercial
 - 5,000 litter/recycle bins (soon to be 12,000)
 - City Agencies, Boards, Commissions & Divisions
 - Private commercial and industrial waste accepted at transfer stations

Current Situation

- Residual waste to Michigan Landfill
 - approximately 80 trucks/day currently
 - down from peak of 142 trucks/day in 2001

- Stop Shipments to Michigan December 31, 2010
 - All residual waste to Green Lane Landfill

- Projected Green Lane Landfill lifespan
 - 2024 at current diversion
 - 2034 with Target 70

- 2008 overall diversion rate 44%
 - 59% single unit residential
 - 15% multi-unit residential

Target 70 Plan

- Integrated approach
 - Source reduction
 - Reuse
 - Recycle and compost
 - Treat mixed waste prior to landfill

- 70% target = 250,000 new tonnes of diversion

Getting from 44% to 70% diversion goal...



Source Separation Initiative (Diversion Gain)

1. Source Reduction Initiatives (10,000 t / +1.2%)
2. Green Bin Organics in Apartments/Condos (30,000 t / +3.5%)
3. Enforcement Mandatory Diversion By-law (10,000 t / +1.2%)
4. Behavioural Change (43,000 t / +5.0%)
5. New Materials for Recycling (6,000 t / +0.7%)
6. Improved Recycling Capacity (15,000 t / +1.7%)
7. Reuse/Disassembly of Durable Goods for Recycling (44,000 t / +5.1%)
8. Townhouse Collection (16,000 t / +1.9%)

Mixed Waste Processing

9. Biological/Physical Processing of Mixed Waste (75,000 t / +8.0%)

Target 70 Plan



- Implement volume-based solid waste rate structure
 - Bill directly through new joint “Utility Bill” (Water/Solid Waste Bill)
 - Provide a grant to rebate current costs to residential customers
- Promotes behaviour change and generates revenue for new diversion programs
 - Average increase per unit \$46
- Rate supports existing services and new diversion initiatives
 - Generate additional **\$54 million/year** to achieve 70% goal
- 0% in 2010

New Services for City Customers

- Free In-Suite Recycling Containers
 - 60% container
 - 40% bag



In-house container



Soft Shell Blue Bag

- Green Bin Service Rollout (2009-2011)
 - 500,000 units
 - Free In-Unit Kitchen Containers
 - Outdoor containers (carts, bulk bins) provided by property owner



Free In-Unit Kitchen Container

- Leaf and Yard Waste Service
- HazMobile (Pilot)
- ElectroVan (Pilot)
- Bulky Item Recycling

3Rs Ambassador Volunteer Program

Program Description

- Residents volunteer in their own building to teach their neighbours about the 3Rs: **Reduce, Reuse, Recycle**

Program focus, multi-residential buildings

- Target residents living in apartment buildings, cooperatives and condominiums to divert more waste and increase traditionally low waste diversion rates

Highlights

- Customizable to suit your building's needs and it's residents
- City staff will train the volunteers, provide appropriate resources and support at no cost

Outreach/Communication

- Multi-Unit Waste Diversion Working Group
- Letters to property owners in May 2008
- 11 Information Sessions across the City in Spring 2008
- Dedicated customer service email and telephone line for multi-unit
- Fee calculator and Q&A's on website
- Sample articles for newsletters
- Ads in public space
- Insert in water/waste bills

Getting to 70%...

Townhouse Collection

- 30,000 townhomes serviced with “pile collection”
- Very low diversion
- Extend curbside services for Blue Box/Green Bin/Leaf & Yard

Impact
16,000 t/ +1.9%

Top 4 Questions

1. Why is the bill so high?

- Bills are based on volumes of waste.
 - Free, unlimited diversion.
- We are seeing many buildings experiencing rapid drop in monthly fee.
 - e.g., \$1200 m (July/August)
 - \$900 m (September/October)
 - \$600 m (November/December)

Top 4 Questions

2. Am I paying for Green Bin material in the waste rate?

- No, the rate you are paying assumes Green Bin material is in your waste.
- We were planning to raise rate/lower allowable waste as each customer came onto Green Bin.
 - We will now not do this.

Top 4 Questions

3. I don't understand the S/M/L/XL Structure?

- We currently express capacity in a similar manner in Single Family/Multi-Unit buildings.
- This seems to cause some confusion.
- We can consider a straight cubic yard measure.

Top 4 Questions

4. Who do I call? Can I have someone look at my individual situation?

■ 311

- “One easy-to-remember telephone number provides residents and businesses with access to non-emergency City services, programs and information 24 hours a day, seven days a week. Initially, residents can contact 311 by phone, e-mail or mail. In the coming months, the 311 service will expand on the web (toronto.ca/311) and allow residents to make many service requests and track the status of requests online.”

Summary

Program Objectives:

- **Target 70**
 - 250,000 new tonnes of diversion
- Extending life of Green Lane Landfill to 2034
- Value added job creation in Toronto
- Improvements in Employee Health & Safety
- **Environmental benefits**
 - Reduce greenhouse gas emissions by an additional 25%, equal to taking over 100,000 cars off the road.
 - Recycle enough materials to save 900 million kilowatt hours of energy annually enough to supply all the electrical needs for 170,000 homes.