

**TO:** Mayor J. Lehman and Members of General Committee

**FROM:** J. F. Thompson, P.Eng., CMM, PMP, Director of Environmental Services

**NOTED:** Richard Forward, MBA, M.Sc., P.Eng.  
General Manager of Infrastructure & Growth Management

C. Ladd, Chief Administrative Officer

**RE:** Multi-Residential Organics Pilot Program Report

**DATE:** February 27<sup>th</sup>, 2017

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The purpose of this Memo is to provide members of General Committee with a report on Barrie's Multi-Residential Organics Pilot Program.

In January of 2016, the commencement of a Multi-Unit Residential Organics Pilot Program began with an allocated budget of \$96,000. The total cost of the Program including promotion and education materials, organics carts and collection of materials was approximately \$48,000. The contractor originally estimated that the total hourly rate to service all buildings would be approximately 9 hours per day; however the collection time required was much less than what was originally estimated. For this reason, the total Program cost was less than what was budgeted. This created a positive variance in the 2016 budget.

The pilot consisted of 11 townhouse/condo buildings as well as 1 townhouse complex, which represents 1,532 multi-residential units in total. In January, 2016 each building was provided with large organics collection carts and information kits that contained small in-unit bins as well as educational materials on how to participate in the Program.

Staff distributed Green Bin Kits and attended all (but one) property (the townhouse complex) to provide information sessions for the residents. Staff spent approximately 80 hours in total at the participating properties providing information and education sessions to residents. This step in the Program will occur in 2017 as staff intend to transition, educate and monitor approximately 70 additional properties (or 3,300 units).

A total of 67 tonnes of organic material was diverted throughout the pilot. These results indicate that residents are diverting an average of 0.9 kg of food per unit (the weight of a pineapple), per week. Based on the results of the Pilot, staff are projecting an additional 120 tonnes of diverted organic material in 2017.

### Challenges

The biggest challenge throughout the Pilot was the use of plastic bags as bin liners. Staff reinforced the importance of using certified compostable liners through hosting on-site education events as necessary. Plastic bags are unacceptable for use in the Program and are also unacceptable in Barrie's long standing curbside organics program.

Additionally, there were operational and participation challenges with respect to the townhouse complex. This property was provided with curbside collection of organics bins within the private complex. Only 20 of 82 units consistently participated in the Program throughout the Pilot. The Property Management Company was presented with three options for moving forward with an Organics Program and a Front End Bin Program in 2017 and has yet to decide how they would like to proceed. Organics collection for this location ended the week of December 26<sup>th</sup>, 2016 and residents were notified of this service level change.

Lessons Learned

Lessons learned from the Pilot that will need to be considered while transitioning these new buildings include:

- a) The speed at which a full scale Organics Program can be implemented will be limited to 5-10 Multi-Residential properties per month depending on the building sizes and geographic collection area;
- b) Each building joining the Program will require staff to attend and provide information sessions and distribute the Green Bin Kits. It is estimated that education sessions alone could take up to 6 hours per building, per employee (with two employees) for a total of 360 hours for 60 buildings;
- c) Each property would need to be monitored regularly for Program compliance to ensure properties are meeting the eligibility requirements for Front End Bin Garbage Collection;
- d) Additional resources will be required to coordinate and manage the delivery of the organics carts, as well as assemble the Green Bin Kits. Delivery of carts and green bin kits averaged at 2 hours per building including travel time;
- e) A successful program requires significant effort and support from the superintendent and property management. It is essential for these two components to be interested and engaged in new programs in order to be successful; and
- f) There is no "one size fits all" solution to new program implementation in multi-residential buildings. Variations in building size, layout, resident characteristics garbage disposal systems and uptake enthusiasm require unique arrangements to suit specific sites.

Overall, the Program was received well by residents, which can be contributed to the support of Site Superintendents and Property Managers.

Should members of General Committee have any questions please do not hesitate to contact Ms. Sandra Brunet, Manager of Environmental Operations at extension 6140.