



TO: GENERAL COMMITTEE

SUBJECT: UPDATED WASTE COLLECTION SERVICING GUIDELINES FOR IC&I AND MULTI-RESIDENTIAL PROPERTIES

WARDS: ALL

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GENERAL MANAGER / EXECUTIVE DIRECTOR APPROVAL: B. ARANIYASUNDARAN, P.ENG., PMP, GENERAL MANAGER OF INFRASTRUCTURE AND GROWTH MANAGEMENT

CHIEF ADMINISTRATIVE OFFICER APPROVAL: M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RECOMMENDED MOTION

1. That the waste collection servicing guidelines for Industrial, Commercial and Institutional (IC&I), residential properties with two (2) to five (5) units, and multi-residential properties outlined in the General Committee report WMES002-24, titled "Updated Waste Collection Servicing Guidelines for IC&I and Multi-residential Properties", be approved.
2. That staff align the implementation of the updated waste collection servicing guidelines for IC&I, residential properties with two (2) to five (5) units, and multi-residential properties with the preparation and roll-out of automated cart waste collection set to commence on September 8, 2025; and
3. That the relevant by-laws, including the Waste Management By-law 2024-044 (Waste By-law), be updated to reflect the servicing guidelines as outlined in Staff Report WMES002-24.

PURPOSE & BACKGROUND

4. In preparation for automated cart waste collection and based on a review of industry best management practices, municipal benchmarking, and economic impacts of potential options, the purpose of this staff report is to obtain Council direction on a set of guidelines outlining recommended future waste collection services and waste limits for the following property/building types:
 - a) IC&I (businesses, institutions, etc.);
 - b) Residential properties/buildings with two (2) to five (5) dwelling units (including those with second suites); and

- c) Multi-residential (properties/buildings with six (6) or more dwelling units).
5. Direction on these proposed guidelines will inform a substantial cart purchase this fall, communication plans, provision of carts set to begin in spring 2025, and an update to relevant by-laws (including the Waste By-law).

Regulatory Context

6. Under the Municipal Act, 2001, (S.O. 2001, Ch. 25), municipalities are responsible for the provision of solid waste management services to the residential sector. This has historically been considered residential properties with up to five (5) dwelling units.
7. Ontario's "3Rs Regulations" (Ontario Regulations 101/94, 102/94, 103/94 and 104/94) govern non-hazardous solid waste managed by municipalities (101/94) and generated from IC&I sources (102/94, 103/94 and 104/94). Under these regulations, residential, IC&I and multi-residential properties are obligated to source-separate their recyclables to help Ontario meet its diversion goals.
8. Ontario Regulation 103/94: Source Separation Programs places the responsibility for IC&I and multi-residential (properties with six (6) or more units) waste programs on the property owner – meaning municipalities have no statutory role in waste collection and disposal for IC&I or multi-residential properties.
9. Waste servicing for IC&I and multi-residential properties has historically been at the discretion of municipal Councils – including permitting them to participate in municipal diversion programs to meet their regulatory obligations under the Environmental Protection Act (EPA). For municipalities opting to provide service, this has been to advance environmental/sustainability goals and to keep divertible materials out of provincial landfills.
10. In 2025, there will be additional obligation on certain IC&I and multi-residential properties to divert food and organic waste under the Food and Organic Waste Policy Statement, which was issued in 2018 under the Resource Recovery and Circular Economy Act, 2016.
11. The Blue Box regulation, Ontario Regulation 391/21: Blue Box (Blue Box Regulation), only requires Producers to manage residential and multi-residential Blue Box materials. Producers are not obligated to collect from most IC&I properties (the exception being schools and not-for-profit long term care facilities).

Historical Context and Municipal Comparators

12. Direction on IC&I and multi-residential service provision was provided previously in the following staff reports:
- ENV003-13 – Award of FIN 2013-055P Collection of Garbage, Recyclable Material, Source Separated Organics and Yard Waste and Processing of Source Separate Organics and Processing and Marketing of Recyclable Material (September 23, 2013)
 - ENV004-15 – Residential Multi-Unit Waste Diversion Strategy (November 2, 2015)
 - ENV003-16 – Multi-unit Front End Bin Garbage Collection Service Update (September 12, 2016)

13. For reference, additional background on historical direction and the recommended Waste Collection Servicing Guidelines (outlined further within this report) are provided in the following appendices:
- **Appendix A** – a brief history of City waste collection and a scan of waste servicing in other municipalities for the IC&I sector;
 - **Appendix B** – a brief history of City waste servicing and Council direction related to waste collection for multi-residential properties; and
 - **Appendix C** – a summary of the recommended Waste Collection Servicing Guidelines for IC&I, residential properties with two (2) to five (5) units, and multi-residential properties.

Current Service Provision – IC&I Properties

14. The City currently provides curbside collection of recycling, garbage, and yard waste to IC&I within the BIA and registered units outside of the BIA.
15. An IC&I registration program was established in early 2024 to prepare for the new curbside collection contract, which began on May 1, 2024. Registration for service was necessary given the change from a tonnage-based curbside contract to a “payment per unit serviced” pricing model. With the registration program, the City compensates the collection contractor for the IC&I units that are registered versus all IC&I units within the City.
16. Currently, 695 units/businesses (on 400 properties) outside of the Business Improvement Area (BIA) and 156 businesses (on 116 properties) within the BIA have registered for curbside collection service. According to Municipal Property Assessment Corporation (MPAC) information, this equates to approximately 20% of the City’s IC&I units.
17. The type of registered businesses differs whether outside or within the BIA. Generally, registered units outside of the BIA are larger, multi-unit complexes designated as industrial malls or larger commercial retail complexes. Inside the BIA, registered units are generally mixed use (residential/office space), office use converted from residential, one (1) storey retail, and small office buildings.
18. Under the Waste By-law, each registered business “establishment” is permitted to set out 12 bags of garbage every other week (or six (6) bags per week within the BIA) and four (4) blue boxes, one (1) grey box and five (5) bundles of cardboard weekly. Blue Box recycling collection for most IC&I properties is not considered “eligible material” under the Blue Box Regulation but collection continues to be offered by the City.
19. “Per establishment” has historically been applied as “per unit” not “per property”. As such, 82 properties outside of the BIA (primarily retail plazas and multi-unit retail/office space designated by MPAC as industrial use) and 20 properties within the BIA have more than one (1) registered “establishment” (unit) requesting waste collection services. Of note, there are nine (9) properties with 10 or more units registered – and are permitted between 120 and 264 bags of curbside garbage per property every other week under the existing by-law.
20. Generally, loose black bag garbage and recycling is set out at the curb along public roads at driveways/entries to parking lots with “common collection points” permitted to service multiple units within retail and commercial/industrial complexes. These common collection points continue to be exceptionally problematic – large piles of garbage which encourage illegal dumping and are prone to wildlife ripping bags and litter issues. These common collection points have limited diversion with

little to no ownership of waste. Material that has been set out incorrectly is often not collected and left at the curb, with no ability to identify who it belongs to.

Current Service Provision – Residential Properties with Two (2) to Five (5) Units

21. Under the Waste By-law, properties up to five (5) units are considered “residential properties” (not “multi-residential”) and are provided curbside waste collection services. This includes properties such as duplexes, triplexes, etc. and properties with up to four (4) additional suites. Provision of residential service for properties up to five (5) units is set purposefully to align with provincial waste regulation and municipal waste systems throughout the province.
22. Based on MPAC data, there are approximately 3,700 properties (75 within the BIA) with two (2) to five (5) dwelling units currently eligible for curbside waste collection. This includes properties identified as having second suites.
23. Garbage, organics, and yard waste are set out at driveways or at “common collection points” along public roads for City waste collection. Garbage limits are applied for each residential dwelling unit at the property/building, etc. noting up to 10 bags (two (2) bags multiplied by five (5) units) of garbage every other week (outside of the BIA), may be set out curbside for collection.
24. The curbside contractor is provided information on properties with multiple units and compensated accordingly based on MPAC information (i.e. only units registered with MPAC are provided with City service).
25. As per the Blue Box Regulation, recycling for residential properties was transitioned to Producers of the materials on May 1, 2024, and is collected and managed by an organization called Circular Materials.
26. As with IC&I servicing, curbside common collection points for residential properties with multiple units can be challenging as both the City and the collection contractor have difficulty discerning “ownership of waste” (which property placed the material to the curb) and who ultimately is accountable/responsible for material left behind or messes. This also often encourages anonymous dumping of large items and/or ineligible materials and litter.

Current Service Provision – Multi-residential Properties

27. Multi-residential (six (6) or more units) waste collection service is provided to the property if the property owner/manager requests to be onboarded to City waste collection and can meet the service requirements (i.e. safe site access, required containers can be accommodated, etc.). The type of collection services for multi-residential properties varies based on the type of property/building, configuration of the development and/or access via public or private roadways. The program includes:
 - curbside collection of garbage, organics, and yard waste for multi-residential townhouse complexes with access to public roads. Approximately 800 multi-residential units have this form of waste collection;
 - centralized waste collection (i.e. in a communal location on private property verses curbside at a driveway) for 181 multi-residential buildings/properties (approximately 10,270 units) utilizing on-property front-end containers (dumpsters) for garbage collection and semi-automated carts for collection of organics. These properties are generally multi-residential townhouse complexes with private, internal roadways and multi-storey buildings (currently up to approximately 220 residential units in size); and

- some provision of organics collection (curbside and centralized semi-automated cart collection) for approximately 430 multi-residential townhouse units on private, internal roadways that currently manage their own garbage collection.
28. Requirements for waste storage for residential developments containing greater than six (6) residential units are outlined in the Zoning By-law 2009-141, Section 5.3.5.5 – Waste Management for Multi-unit Residential Development. Effective 2016, storage of waste is required to be within the main building or an accessory building for any new developments.
 29. Under the new waste collection contract that began on May 1, 2024, the curbside collection program is set to be expanded to include servicing on private roads and laneways. This is a significant change to multi-residential servicing and, combined with automated cart collection, will assist in providing a more standardized and structured municipal service.
 30. With the expansion of curbside collection to private roads and laneways, staff are working to discontinue the tipping fee exemption program and fully onboard properties to the municipal curbside program. The tipping fee exemption program, outlined in staff report ENV003-106 (September 12, 2016), currently provides waste contractors no charge disposal at the landfill in exchange for privately servicing 17 properties.
 31. As per the Blue Box Regulation and as discussed in Paragraph 11, recycling for multi-residential properties is collected and managed by Circular Materials. Properties that were historically serviced by the City were transitioned to the new program on May 1, 2024. Staff continue to work with Circular Materials and their contractors on a process for on-boarding new properties to the program given the intricacies of the regulation during the transition period which extends to December 31, 2025.
 32. Following the transition period on January 1, 2026, multi-residential properties and buildings not receiving recycling collection services will be able to register for collection. Staff are waiting (along with our municipal counterparts) for more information from the Resource Productivity and Recovery Authority (RPR) on the registration process – and will provide more information once it is released.
 33. Of the estimated 14,000 multi-residential units within the City, there remains approximately 3,000 units not currently receiving the full complement of service by the City for garbage, organics and/or yard waste. Many of these units have historically not qualified for City services as access was limited (private roads/laneways were not travelled as outlined in Paragraph 29) or there was inadequate space for a waste enclosure.

ANALYSIS

34. As outlined in the 2012 Sustainable Waste Management Strategy (Waste Strategy), “socially acceptable, financially responsible and environmentally sound waste management planning is an important part of Barrie’s long term sustainable growth”. As such, the assessment of service level, waste collection options and limits for IC&I, residential properties with two (2) to five (5) units, and multi-residential properties has considered the following:
 - legislation and best practices – aligns with Ministry of the Environment, Conservation and Parks’ (MECP) regulations and guidelines, Guiding Principles outlined in the Waste Strategy, Council’s 2022-2026 Strategic Plan, and municipal best practices;
 - Blue Box program – aligns with direction from Circular Materials and ensures that residential and multi-residential units are provided servicing as per the Blue Box Regulation;

- diversion and preserving landfill capacity – provides opportunity for diversion, reduces the tonnage of garbage to the City’s landfill and reduces risk of contaminated waste streams;
 - sustainability – is a sustainable level of servicing (environmentally, financially, etc.) that aligns with both existing and new developments and accommodates more restrictive property configurations;
 - service level – is convenient, standardized, and accessible for residents and businesses; and
 - cost of service – considers both short and long-term costs of servicing, budget pressures and increasing cost of contracted waste collection services.
35. A summary of the recommended Waste Collection Servicing Guidelines as outlined below for IC&I, residential properties with two (2) to five (5) units, and multi-residential properties is provided in **Appendix C**.

Recommended Waste Collection Servicing Guideline – IC&I Properties

36. It is recommended that starting September 8, 2025, the IC&I curbside garbage limit be set to align with the residential limit of two (2) bags of garbage every other week, be applied on a “per property” basis (as opposed to “per unit”), and require mandatory diversion of recycling and organics. Registration for service would be required both outside and within the BIA.
37. Registered IC&I properties would be provided one set of automated carts – 240 L garbage, 120 L organics, 360 L recycling, to be placed at a public road/laneway for collection. A smaller garbage cart (120 L) would be provided as an option.
38. Changes to IC&I waste servicing are recommended based on the following rationale:
- intent of the program – generally, where municipal service is provided to the IC&I sector, it is offered to small businesses, BIA areas, and institutions that have small quantities of waste that can be collected on residential routes at residential waste limits. These businesses generally do not require on-property, front-end dumpsters for the quantity of waste that is generated and can place their material curbside in a contained manner.
 - practicality of setting out carts – with automated cart collection, IC&I properties with multiple units would have a significant number of carts if waste limits/servicing by unit stayed “status quo”. This would be challenging to ensure tidy/contained storage, require extensive space for set-out along roadways, require individual businesses to wheel a number of carts through large parking lots, and significant management/oversight to ensure that carts are collected off streets (including some major thoroughfares) in a timely manner, as per the requirements in the Waste By-law. Operationally, it is not viable for curbside collection.
 - impact on landfill capacity – current audit data indicates that if all IC&I units eligible for collection were to set-out materials as-audited, this would equate to approximately 2,200 tonnes of commercial garbage landfilled annually (over 10% of the total garbage landfilled). In comparison, by providing service to eligible properties versus units, the potential impact to the landfill is reduced by approximately half.
 - expansion of organics program – audit data also indicates that IC&I curbside garbage contains a significant amount of divertible waste (15% recycling and 34% food and organic waste). With expansion of the organics program to the IC&I sector in 2025, a significant amount of waste

- will be able to be diverted in the green bin – supporting the recommendation for reduced garbage allotments for IC&I that align with the residential program.
- cost of collection per unit – the per unit cost for waste collection and organics/recycling processing for a registered business outside of the BIA is estimated to be \$460/year, \$1,490/year within the BIA (2025 rates/units). If all IC&I units were eligible to register for curbside collection, the annual budget required to service IC&I units would be approximately \$2.3M. Servicing IC&I by property would reduce risk of significant increases/variances to the waste collection budget as the cost for every eligible property to receive service would be at maximum \$1.1M (2025 rates/units), a potential savings of approximately \$1.2M annually.
 - aligning the City's service level with other municipalities – as outlined in Appendix A, municipal curbside service for IC&I properties in Ontario varies greatly from no municipal service, some service/materials collected, to service comparable to curbside collection for residential properties. Of the municipalities surveyed, most provide some form of waste collection to the IC&I sector by property and, generally, service is provided only to BIA(s) and small, non-industrial businesses with waste limits aligned to the residential program.
 - changes to recycling program – Circular Materials is not obligated to collect any “non-residential” Blue Box material on their routes. Given the dedicated routes and loss of the “economies of scale”, the cost of providing recycling services for an IC&I unit is significant. Of note, municipalities are discontinuing their IC&I curbside recycling programs as they require expensive dedicated curbside routes for collection.
39. Of the 851 businesses registered, it is estimated that this change from “unit” to “property” would impact 102 properties that have more than one (1) registered unit. Of these, there are 22 properties that have six (6) or more units registered. Businesses on these properties (primarily designated as industrial malls or neighbourhood shopping centres) would be required to share the cart set-out provided, drop off material at the City's Environmental Centre, and/or supplement with private servicing. It is noted that for many businesses within large multi-unit complexes, the centralized collection of waste, such as from private front-end dumpsters, is the preferred method of garbage collection given the large volumes of commercial garbage generated and for convenience. It is noted that within the BIA, special provision is provided as garbage collection is twice weekly.
40. At the request of the Simcoe County District School Board and with advancement of automated cart collection, staff will begin planning to align provision of organics collection in City schools with the programs currently provided in the County of Simcoe and City of Orillia. More information will be provided to Council on this important initiative but it is anticipated that this will be planned to commence in fall 2025 on a fee-for-service basis.

Recommended Waste Collection Servicing Guideline – Residential Properties with Two (2) to Five (5) Units

41. It is recommended that carts be provided to residential properties with two (2) to five (5) units (including those with second suites) based on the following principles:
- standard cart sizes – residential properties with five (5) or less units would be provided standard cart sizes (240 L or 120L for garbage, 120 L for organics);
 - multi-residential waste limit – the number of carts would be provided based on the current multi-residential garbage limit of one (1) yd³ for 10 dwelling units weekly (noting that a 240 L cart equates to approximately 0.3 yd³ of garbage). MPAC information will be used to confirm number of dwelling units;

- space for storage – properties would require a general storage footprint for the City carts and recycling containers – estimated to be a minimum width of three (3) m with a minimum depth of one (1) m per set-out (120 L organics, 240 L garbage). Generally, this will be inside storage (such as garages) but outdoor storage of the carts may be permitted; and
- curbside set-out frontage – set-out space would be required at the curb to accommodate the number of carts provided. With allowance for space between the carts to allow for the automated truck to manage the cart, a one (1) m by three (3) m frontage space at the curb would be required per set out (not including recycling containers).

42. Applying the principles outlined above, it is recommended that the following allotment of carts be offered to residential properties with two (2) to five (5) units as follows:

Number of Residential Dwelling Units (from MPAC Information)	Maximum Number of Cart Set-Outs Provided (1 – 240 L garbage, 1 – 120 L organics)	Estimated Number of Properties Within the City
2 units (single family with a second suite, duplex, etc.)	2	3,359
3 units (single family with 2 second suites, triplex, etc.)	2	253
4 units (triplex with a second suite, fourplex, etc.)	3	70
5 units (fiveplex, etc.)	3	28

43. It is recommended that properties with two (2) to five (5) units receive one (1) set of carts by default as the standard delivery – and additional sets of carts will require registration via a request form. The purpose of having properties request additional carts is to ensure that only properties that wish additional capacity receive the carts, that there is a commitment to provide adequate and appropriate storage space, and to ensure that the City is compensating the curbside contractor only for service provided.
44. With direction from Council on the recommended servicing guideline, starting early 2025, notice will be sent to all properties with two (2) to five (5) units in MPAC (including those with second suites) with information on requesting multiple set-outs of carts to the upper limit for their property. Staff will also be consulting with Enforcement Services to determine any required amendment(s) to Yard Maintenance By-law 2011-107 related to waste cart storage with some provision made to permit storage of carts outside.
45. Complexes requesting three (3) cart set-outs or that are located within the BIA (including mixed used properties), may be subject to a City review/inspection to ensure adequate storage and/or set-out space.

Recommended Waste Collection Servicing Guideline – Multi-residential Properties

46. Determining and implementing multi-residential waste collection service is a collaboration between the City, the waste collection contractor, property owner/manager and, for new developments, begins with the developer during the Planning process. Given the complexities of the service – which considers a number of factors – determining servicing can't be a “one size fits all” approach.

47. Generally, however, it is recommended that servicing be applied as follows:
- prioritize curbside collection where feasible – multi-residential townhouse complexes with dedicated driveways for each dwelling unit on municipal or private roads may be serviced by curbside collection at the driveway allowing for ownership of waste, diversion, etc. If there are space constraints, a smaller, 120 L garbage cart may be recommended to better accommodate municipal servicing and storage and, where there is limited space for set-outs, carts could be placed on internal private roads for collection (noting that on municipal roads, this would require City approval). For curbside collection on private roads, a Waste Collection Servicing Agreement will be required.
 - strategic use of centralized cart collection – for multi-residential properties where dwelling units have no dedicated driveways, the property will be evaluated for potential automated cart servicing via a centralized location for cart storage with collection at the curb or on-property. Generally, multi-residential cart servicing will be considered for properties/buildings with six (6) to 20 units with the number of garbage/organics carts supplied based on the approved multi-residential waste volumes. Collection may be weekly or bi-weekly with 360 L carts provided in some cases for garbage if storage or collection space is an issue. It is estimated that this would be between eight (8) and 16 waste carts and require a footprint for storage of between five (5) m² and 10 m² (including recycling should Circular Materials opt to provide carts).
 - centralized front-end collection – if automated cart collection is not viable due to the number of dwelling units, volume of waste, property configuration, etc. the use of centralized front-end containers (dumpsters) will be assessed for both garbage and/or organics. Containers will be “right sized” based on the approved multi-residential volume to ensure that diversion is being encouraged and dumping of large items monitored. Semi-underground containment may be permitted should the containers be able to be collected by a front-end collection truck. Where municipalities provide front-end multi-residential service, this is currently the standard method of collection and at this time, aligns with the recycling program offered by Circular Materials.
48. For properties that had historically not been serviceable due to private roads/laneways and/or space constraints for waste enclosures, staff will review on a case-by-case basis to determine if City servicing may now be provided under the new waste contract and/or servicing guidelines described herein. If a property is not deemed eligible for the City’s collection service, they will be required to continue providing private waste collection service.

ENVIRONMENTAL AND CLIMATE CHANGE IMPACT MATTERS

49. The following environmental and climate change impact matters have been considered in the development of the recommendation:
- a) Proper waste management ensures protection of the environment and contributes to addressing climate change through reduction of landfill-related greenhouse gas emissions. Changes to waste collection outlined within this report are designed to align with federal and provincial policy, minimize garbage/increase diversion from landfill, and advance a circular economy approach to waste.

ALTERNATIVES

50. There are four (4) alternatives available for consideration by General Committee (Alternatives #1 to #3 are specific to IC&I only):

Alternative #1
IC&I General Committee could choose to maintain the existing waste collection service level/waste limits for all IC&I units both outside and within the BIA (i.e. status quo).

As outlined within the report, with automated collection, this alternative is not operationally feasible and therefore not recommended given the number of large, multi-unit IC&I properties in the City. Provision of waste collection to IC&I properties rather than “by unit” will provide some service in consideration of the rising costs of waste collection and the practicality of curbside collection once the City switches to automated cart collection. Further, aligning garbage limits with residential limits will reduce the amount of divertible waste in the garbage and extend the lifespan of the City’s landfill.

Alternative #2
IC&I General Committee could alter the proposed recommendation by ceasing provision of IC&I curbside waste collection services outside of the BIA.

Although this alternative is viable operationally and would align with many municipalities throughout the province, it would create a significant imbalance in servicing for businesses outside of the BIA.

Alternative #3
IC&I General Committee could alter the proposed recommendation by providing IC&I servicing by unit but placing a maximum number on the number of units per property (i.e. to a maximum of five (5) units).

Although this alternative may reduce challenges with having a number of carts curbside, it is not recommended given the increasing need to preserve municipal landfill capacity for residential waste, it would add complexity to the program and require additional administrative resources to manage, and add to the increasing costs of waste collection. Provision of some service to all IC&I properties (including industrial and large retail) extends beyond the service level of many municipalities.

Alternative #4
IC&I, Residential (two (2) to five (5) units) General Committee could alter the proposed recommendation by amending the proposed number of carts distributed to IC&I and residential properties with two (2) to (5) units.

This alternative is not recommended as the proposed number of waste carts for IC&I and residential properties with two (2) to (5) has been assessed and aligns with the approved residential and multi-residential waste limits. The intent of the guidelines described in this report is to standardize service provision.

FINANCIAL

51. The operating costs associated with contracted waste collection servicing and processing for divertible materials for IC&I, residential properties (two (2) to five (5) units), and multi-residential units/properties have been included in the 2025 Business Plan as follows:

Description	Projected Operating Costs in 2025 Business Plan (collection and processing)
IC&I registered units	\$705,372
Residential properties (2 to 5 units)	\$1,571,926
Multi-residential	\$1,325,306

52. Cost of servicing the IC&I sector has significantly increased with the Blue Box transition noting that approximately 50% of the servicing cost is related to recycling. Without residential recycling collection, the economies of scale are lost and collection trucks are travelling the City to collect little material.
53. The future operating costs associated with the proposed servicing plan for IC&I, residential properties (two (2) to five (5) units) and multi-residential units/properties with full implementation of the automated cart program, reduced frequency within the BIA, and projected new units are estimated as follows:

Description	Projected Operating Costs in 2026 (collection and processing, consideration for growth)
IC&I registered property	\$530,000
Residential properties (2 to 5 units)	\$1,690,000
Multi-residential	\$1,340,000

LINKAGE TO 2022-2026 STRATEGIC PLAN

54. The recommendation(s) included in this Report support the following goals identified in the 2022-2026 Strategic Plan:
- Infrastructure Investments
 - Responsible Governance
55. With implementation of automated waste collection, waste collection service levels have been reviewed to better align the City’s waste system with provision of core services, to ensure servicing is sustainable from both a cost and diversion perspective, and to prepare for growth. Changes outlined within this report are anticipated to preserve capacity at the City’s landfill.



Appendix A
Background Information –
Waste Servicing for IC&I Sector

Historical Service Provision – IC&I Sector

1. IC&I garbage collection was originally established as a pilot in 1997 through Motion 97-G-202. On February 9, 1998, Council confirmed through Resolution 98-A-70 continuation of a 10 bags of garbage per week limit for the IC&I sector.
2. As outlined in staff report ENV003-13, at the time of the pilot, the City historically had a large proportion of mid-sized industries with several hundred employees each and they typically managed their own waste. Municipal curbside servicing, however, was provided for some cafeteria/office waste.
3. The 2012 Waste Strategy noted there may be a challenge to manage waste and recyclables from the City's IC&I sector given the high level of economic growth (including major office and institutional development). It recommended as a first priority initiative that the IC&I garbage bag limit be reduced from 10 bags to six (6) bags of garbage per week to adapt to less mid-size industry within the City and to incentivize participation in recycling.
4. With award of the new curbside collection contract in 2013, the IC&I limit was reduced to 12 garbage bags collected every other week on April 7, 2014. As outlined in historic Waste Management By-laws 2016-108 and 2021-003, IC&I servicing and the bi-weekly garbage bag limit was applied by "establishment". Historically, waste limits and servicing by "establishment" has been considered "by unit" as opposed to "by property". Retail complexes and office buildings, for example, have been/are provided garbage allotments for each business operating within the complex.
5. Although services were expanded to the multi-residential sector in 2015 to include on-property front-end collection for garbage (discussed in Appendix B), this type of service for the IC&I sector was not recommended. It was noted by staff at the time that this would negatively impact landfill capacity, result in loss of tipping fee revenue at the landfill, and not align with current/common practice in which only a small portion of IC&I waste is disposed of at a municipal landfill.

TABLE A.1: MUNICIPAL COMPARATORS – IC&I WASTE SERVICES

Municipality	Servicing Provided to IC&I Sector?	Servicing, Waste Limits (i.e. unit or property)	Materials Collected	Comments
County of Simcoe	yes – aligns with residential program	by property, one set of carts only, same limits as residential program	garbage organics recycling (no recycling as of January 1, 2026)	automated cart collection
York Region Markham Richmond Hill Vaughan Newmarket	some – BIA, small businesses	most service BIA only, same as residential program but double the frequency, some “grandfathered” IC&I outside BIA to be serviced until redeveloped and removed from service	garbage organics recycling	manual collection
Peel Region	some – small businesses located within BIA areas, small non-profit enterprises that exist within residential neighbourhoods, institutional/schools	by unit, same limits as residential program	garbage recycling	collection must be on established residential waste collection routes, mandatory diversion
City of Kingston	some – BIA, some additional streets	fee-for-service per business on the property	garbage	registration required, \$310.96 per business on the property (up to six (6) bags of garbage per business)

TABLE A.1: MUNICIPAL COMPARATORS – IC&I WASTE SERVICES

Municipality	Servicing Provided to IC&I Sector?	Servicing, Waste Limits (i.e. unit or property)	Materials Collected	Comments
City of Guelph	some – small mixed-use buildings, institutions (schools – organics only)	by property, same limits as residential program	garbage organics recycling	automated cart collection, must be located on a residential collection route
City of Toronto	some – small commercial businesses, charities, institutions and religious organizations, schools	fee-for-service garbage, no fee for recycling/ organics, some waiving of fees for schools, charitable organizations	garbage organics recycling	all IC&I must apply/register for servicing, waiving of fees, schools and City facilities provided front-end service
Halton Region	yes – with limits (2 garbage carts, 2 recycling carts)	by property, six (6) units maximum	garbage organics (institutions only) recycling	automated collection for some commercial locations/BIA, different programs for industrial/ commercial and institutional
Dufferin County	yes – aligns with residential program	by property, same limits as residential program	garbage organics recycling	curbside/semi-automated collection



Appendix B
Background Information –
Waste Servicing for Multi-residential Properties

Historical Service Provision – Multi-residential Properties

1. Historically, the City provided curbside collection of garbage and semi-automated cart collection of recycling to multi-residential properties. These services were part of the residential curbside collection contract.
2. The 2012 Waste Strategy recommended that services to the multi-residential sector be expanded to increase diversion. Implementation of multi-residential collection of organics considered property configuration, existing contracts and willingness to participate in diversion programs.
3. In 2015, Council directed that multi-residential waste services be expanded to include centralized front-end container (dumpster) garbage and semi-automated cart organics collection (Council Direction 15-G-049, outlined in staff report ENV004-15). Compliance with a new two (2) bag garbage limit per multi-residential unit was implemented through an approved front-end container size.
4. Expanding waste services for multi-residential properties addressed the service level difference between residential properties and multi-residential properties, promoted and increased diversion of waste from landfill, provided cost savings for multi-residential property owners and encouraged better management of waste improving curbside aesthetics.
5. A rebate program was not recommended as it would not advance the objectives of the 2012 Waste Strategy, it was estimated to potentially cost the City \$3.85M over a ten-year period (from 2015 to 2025), and it would create a disincentive to divert waste/have a negative impact on landfill life.
6. As outlined within the Waste Management By-law 2024-044, multi-residential properties wishing City waste servicing must participate in diversion programs (Blue Box recycling and organics), comply with a multi-residential garbage volume estimated based on the current curbside residential garbage limit (2 bags of garbage every other week per unit). Properties are also required to have a waste enclosure.



Appendix C
Summary of Recommended
Waste Collection Servicing Guidelines

Table C.1 – Summary of Recommended Waste Collection Servicing Guidelines – IC&I and Multi-Residential

Description of Property	Examples of Applicable MPAC Codes	Description of Waste Collection Service Provision	Garbage Collection Frequency	Number and Size of Garbage Cart(s)	Number and Size of Organics Cart(s)	Factors for Determining Service Level	Comments
Industrial, Commercial and Institutional (IC&I)	400 – Small Office building (generally single tenant or owner occupied under 7,500 s.f.) 402 – Large office building (generally multi - tenanted, over 7,500 s.f.) 405 – Office use converted from house 580 – Industrial mall	curbside collection (with registration)	outside BIA – every other week inside BIA – twice per week	1 – 240 L cart per property option – replace 240 L cart for 120 L	1 – 120 L cart per property	better aligns with residential waste limits with some special provision provided to the BIA practicality of setting out carts consideration of landfill capacity program will be expanded to included organics – diverting more from garbage cost of service municipal benchmarking	outlined in Paragraphs 36 to 40 in report IC&I properties would also be provided 1 – 360 L recycling cart (most IC&I not eligible for Circular Materials program) carts are to be shared by all IC&I units on the registered property generally, for mixed use properties, one (1) set of carts for the IC&I unit(s) would be provided in addition to the residential carts, with some flexibility to share carts where space is limited
Residential – two (2) or three (3) units	332 – Typically a Duplex – residential structure with two self-contained units 333 – Residential property with three self-contained units	curbside collection	outside BIA – every other week inside BIA – twice per week	up to 2 – 240 L carts per property option – replace 240 L cart(s) for 120 L	up to 2 – 120 L carts per property	aligns with residential/multi-residential waste limits, with some special provision provided to the BIA cart sizes align with residential single family program definition of residential property – up to five (5) units aligns with provincial waste regulation	outlined in Paragraphs 41 to 45 in report 1 set of carts will be standard for all properties (both outside and within the BIA), additional carts upon request unit counts from MPAC carts are to be shared by all units on the property
Residential – four (4) or five (5) units	335 – Residential property with five self-contained units 350 – Row housing, with three to six units under single ownership	curbside collection	outside BIA – every other week inside BIA – twice per week	up to 3 – 240 L carts per property option – replace 240 L cart(s) for 120 L	up to 3 – 120 L carts per property	aligns with residential/multi-residential waste limits, with some special provision provided to the BIA cart sizes align with residential single family program definition of residential property – up to five (5) units aligns with provincial waste regulation	outlined in Paragraphs 41 to 45 in report 1 set of carts will be standard for all properties (both outside and within the BIA), additional carts upon request unit counts from MPAC carts are to be shared by all units on the property

Table C.1 – Summary of Recommended Waste Collection Servicing Guidelines – IC&I and Multi-Residential

Description of Property	Examples of Applicable MPAC Codes	Description of Waste Collection Service Provision	Garbage Collection Frequency	Number and Size of Garbage Cart(s)	Number and Size of Organics Cart(s)	Factors for Determining Service Level	Comments
Multi-residential – properties with 6+ units townhouses with driveways, accessed by a public road	309 – Freehold Townhouse/Row house – more than two units in a row with separate ownership 370 – Residential Condominium Unit	curbside collection	outside BIA – every other week inside BIA – twice per week	1 – 240 L cart per unit option – replace 240 L cart for 120 L	1 – 120 L cart per unit	although 6+ units are considered multi-residential, many townhouses on public roads can be serviced like residential properties aligns with residential waste limits, cart sizes ownership of waste, encourages diversion	outlined in Paragraphs 46 to 48 in report one (1) set of carts per individual unit townhouses must have individual driveways, ownership of waste any additional units (i.e. second suites as per MPAC) would be provided an option for additional carts as outlined above
Multi-residential – properties with 6+ units townhouses with driveways, accessed by a private road/laneway	352 – Row housing, with seven or more units under single ownership 370 – Residential Condominium Unit	curbside collection (if eligible)	outside BIA – every other week inside BIA – twice per week	1 – 240 L cart per unit option – replace 240 L cart for 120 L	1 – 120 L cart per unit	although 6+ units are considered multi-residential, many townhouses on private roads can be serviced like residential properties aligns with residential waste limits, cart sizes ownership of waste, encourages diversion	outlined in Paragraphs 46 to 48 in report one (1) set of carts per individual unit townhouses must have individual driveways, ownership of waste will require a site visit/approval from City, waste contractor and a Waste Collection Servicing Agreement as per Waste By-law any additional units (i.e. second suites as per MPAC) would be provided an option for additional carts as outlined above
Multi-residential – properties with 6+ units six (6) to 20 unit buildings (generally)	336 – Residential property with six self-contained units 340 – Multi-residential, with 7 or more self-contained units (excludes row-housing)	curbside collection, centralized collection automated or semi-automated cart collection for garbage, organics	weekly or every other week	based on number of units and multi-residential weekly volume range (for example) for weekly collection – six (6) units – 3 – 360 L carts 20 units – 8 – 360 L carts	1 to 2 – 120 L carts per property	some multi-residential properties without driveways may still qualify for automated curbside collection aligns with residential waste limits, cart sizes allows for flexibility where front-end collection can't occur on-site	outlined in Paragraphs 46 to 48 in report standardizing service for multi-residential sector carts are to be shared by all units on the property and may require an enclosure carts must be able to be contained in an accessible, central location to be shared by all units will require a site visit/approval from City, waste contractor and a Waste Collection Servicing Agreement as per Waste By-law

Table C.1 – Summary of Recommended Waste Collection Servicing Guidelines – IC&I and Multi-Residential							
Description of Property	Examples of Applicable MPAC Codes	Description of Waste Collection Service Provision	Garbage Collection Frequency	Number and Size of Garbage Cart(s)	Number and Size of Organics Cart(s)	Factors for Determining Service Level	Comments
Multi-residential – properties with 6+ units 20+ unit buildings	340 – Multi-residential, with 7 or more self-contained units (excludes row-housing) 370 – Residential Condominium Unit	centralized collection front-end garbage and/or organics collection, semi-automated cart collection for organics	one (1) yd ³ of garbage for every 10 units weekly frequency of collection may be twice a week, weekly or every other week	front-end dumpster size based on multi-residential approved volume	number of required carts or front-end dumpster size based on number of units within building	inclusion of a chute system (i.e. 3 separate chutes, bi- or tri- sorter, etc.) access and storage facility(ies) for waste	outlined in Paragraphs 46 to 48 in report standardizing service for multi-residential sector will require a site visit/approval from City, waste contractor and a Waste Collection Servicing Agreement as per Waste By-law semi-underground containers for garbage and organics may be permitted provided they can be collected on a City front-end collection route

Notes:

1. Property owner/manager is responsible for all carts and any registration of service (i.e. IC&I service registration, choosing of carts sizes for all property types, cart maintenance, By-law violations, etc.).