



**BUSINESS PERFORMANCE AND
ENVIRONMENTAL SUSTAINABILITY
MEMORANDUM**

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TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

**FROM: S. BRUNET, B.SC.
MANAGER OF BUSINESS PERFORMANCE AND ENVIRONMENTAL
SUSTAINABILITY**

**NOTED: A. MILLER, RPP
GENERAL MANAGER OF INFRASTRUCTURE AND GROWTH MANAGEMENT**

M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: MULTI-RESIDENTIAL FRONT END BIN AND ORGANICS PROGRAM UPDATE

DATE: NOVEMBER 16, 2020

The purpose of this Memorandum is to provide Members of Council with an update concerning the implementation of the municipally provided Front End Bin (FEB) Garbage Collection Service for the multi-residential sector with the transitioning of existing buildings commencing in 2017. A Multi-residential property is defined in the City of Barrie's Waste Management By-law as any building that contains six (6) or more residential dwelling units and does not include buildings that provide central dining facilities.

BACKGROUND

In conjunction with the City of Barrie's Sustainable Waste Management Strategy (2012), Council Motion 15-G-223 the Residential Multi-Unit Waste Diversion Strategy (November 9th, 2015), authorized staff to implement the provision of a FEB Service for the Multi-Unit Residential Sector commencing January 1st, 2017.

The full FEB Program was designed to create service level parity between eligible multi-residential properties and single-family waste collection services.

For eligibility in the FEB Program, multi-residential properties are required to meet the following requirements:

- Mandatory participation in the Multi-Unit Residential Source Separated Organics (SSO) Program;
- Mandatory participation in the Multi-Unit Residential Recycling Program;
- Compliance with a two (2) bag garbage limit every other week per residential unit as specified through an approved front-end bin size;
- For mixed-use properties, mandatory physical separation of residential waste and commercial waste;
- The use of the curbside collection service in addition to the FEB Service be prohibited;
- Leaf and yard waste not permitted in front end bins;
- Household hazardous waste not permitted in front end bins; and
- Bulky items and white goods (appliances) not permitted in front end bins.

To accommodate the large number of eligible multi-residential properties to be transitioned to the FEB Program, and to ensure interested properties were successful in meeting Program requirements, a phased-in approach was developed spanning three years; Phase 1 (2017), Phase 2 (2018) and Phase 3 (2019).

PROGRAM DETAILS

A service framework was established along with promotion and education materials. One temporary Waste Reduction Coordinator was hired for the 3-year phase in, to assist with the implementation, and the Waste Management By-law (2016-108) was amended to include multi-residential waste collection requirements.

In order to create parity with single family curbside collection services, garbage collection limits were reduced to one (1) cubic yard of waste for every ten (10) residential units (equal to roughly two (2) bags of garbage per unit every other week). Additionally, a Source Separated Organics (SSO) Program was introduced to each building as part of the mandatory criteria for FEB Service, as well as a Recycling Program for those buildings not already on a program.

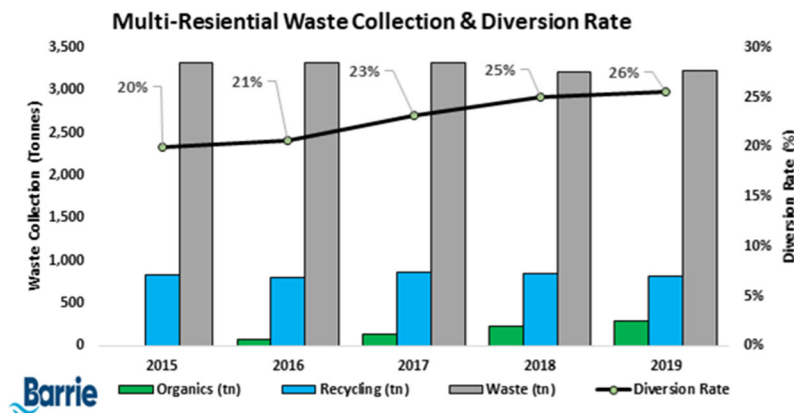
From 2017 to 2019 the City of Barrie (City) implemented the FEB Program to all 163 eligible multi-residential properties. Where possible, an information session was conducted at each property and participation was monitored.

PROGRAM RESULTS

The transition of 163 eligible multi-residential properties (involving approximately 9000 units) onto the FEB Program was successful in that only 3 of the eligible properties opted out of the Program. Twenty-two (22) were locked into contracts resulting in the postponement of their transition until such contracts expire. Service level parity between single family and multi-residential waste collection services (2 bags garbage every other week/unit with organics and recycling services) resulted in approximately 9000 multi-residential units now with City waste collection services.

Multi-residential properties experience barriers to waste diversion not seen in single family homes. Inconvenient waste disposal areas and a sense of anonymity creates a lack of accountability when disposing of waste. Direct communication with residents was challenging, leaving site managers and superintendents with the responsibility of educating tenants. In most cases, high turnover of tenants and building staff create knowledge gaps, which in turn, resulted in reduced participation and increased contamination in waste streams. On-site events, tailored building specific education materials, a catalogue of available educational materials, and a 'Site Super Handbook', were all means used to influence participation rates.

Despite these barriers and the challenges that growth brings, a 6% increase in diversion rate from the multi-residential section was realized. The increase in diversion resulted from a decrease in garbage disposal tonnage despite growth, an increase in the volume of recyclable material and consistent year over year growth in the tonnage of material diverted through the Multi-Residential Organics Program. By the end of 2019 over 730 tonnes of organics waste was diverted from the City's Landfill, comparable to the weight of approximately 400 cars.





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NEXT STEPS

Efforts will be made in establishing services with those properties currently locked into contracts with private waste haulers. Using the service framework and tools developed by staff, monitoring building performance and the development of tailored plans to reduce waste bin size and/or collection frequency at each site exceeding collection limits will continue.

According to a 2020 Report "Municipal Comprehensive Review Long-Term Urban Needs Study – City of Barrie", The City is expected to add an estimated 26,730 high density housing (low rise and high rise apartments) and 11,770 medium density housing (townhomes and apartments in duplexes) between 2016 and 2041. Forecasts indicate that a minimum of 56% of total growth will be in the form of high density multi-residential units, this percentage does not include medium density growth, a portion of which will also fall under multi-residential services (townhouse developments).

Multi-residential requirements for new builds are addressed at the site plan development process where staff are able to drive requirements prior to build. To ensure standardization and clarity of expectations and process, design guidelines for waste collection and waste storage systems are being developed. These Design Guidelines will complement the revised Zoning By-Law and Waste Management By-law by clearly presenting mandatory waste collection service requirements and establishing a clear procedure for applying for waste collection services.

Education will remain crucial to the continued success of the FEB Program. A 2019 City of Toronto Report for the establishment of best practices for multi-residential promotional and education engagement concluded **"there is a need for sustained and targeted education efforts to help address waste diversion in the multi-residential sector"** and that multi-residential tenants prefer to receive information on waste collection policy directly from building management and municipal employees as opposed to print and social media.

In the future, the Program will need to be adapted to the changes posed by the Resource Recovery and Circular Economy Act, Blue Box transition requirements. Under this legislation, producers may be responsible for the collection and management of blue box materials leaving garbage and organics to be managed by the City. With Barrie set to tentatively transition in 2024, staff will work towards the procurement of a new collection contract for garbage and organics collection within the limits of the legislation. Although still uncertain, the individual building owners may need to engage with producers individually for recycling services. With this split in service provision, the Program may need to be revisited to re-enforce waste reduction and recycling behaviours.