

E&E Project Summary Report

Project Name: Analysis of User Pay Programs in Ontario

Project Number: 126

Priority Area: Innovative Financing and Program Compliance

Lead Sponsor: County of Oxford

Completed By: October 2005 to February 2006

Total project cost: \$45,700

E&E fund contribution: \$31,200

Project Overview:

I. Goals

1. Update and analyze data on the current status and best practices of user pay in Ontario;
2. Based on these findings, organize a workshop to present best practices for the design, implementation and administration of user pay collection;
3. Update and distribute User Pay Implementation Manual.

II. Accomplishments

- Current data on user pay waste systems in Ontario collected and compiled
- User Pay Implementation Manual updated and made available to all municipalities electronically on AMRC website and hard copy by request through the AMRC office.
- Workshop on User Pay (September 2005) organized and carried out

III. Lessons Learned/Best Practice implications

- It may have been more productive to administer a detailed version of the survey (the primary research tool for this project) only to those programs who had implemented User Pay relatively recently (i.e., within the last 5 years). Older programs (i.e., 6-15 years old) should have received an abridged version of the survey only.

IV. Limitations

- The financial information gathered through the project was not of consistent quality, and thus contributed less to the overall understanding of the financial aspects related to user pay programs than had been anticipated.
- To address this limitation, Project 191 (Analysis of User Pay Systems Costs) aims to determine the financial cost/benefits of implementing user pay waste systems through a detailed review and analysis of user pay programs. An examination of all aspects of a waste program before and after the implementation of user pay to determine possible cause and effect relationships will thus be carried out.

Impacts (including tonnes diverted and cost impacts)

While the project provide evidence that User Pay programs generally lead to increase capture of Blue Box tonnes, such increase seems to vary widely across programs. Moreover, the composition of these additional tonnes (and therefore net revenue contributions) is not clear.

Resources & Tools

- The updated User Pay Guide will be promoted at the upcoming AMRC conference (Feb. 15-17th 2006), and will be also made available on AMRC's web site.
- The Guidebook, along with other User Pay tools that are being developed through Project # 190 (including a package for politicians and a top-ten questions FAQ as well as information on program management, P&E, multi-family user pay, etc), will be posted on Stewardship Ontario's Knowledge Network in late March.

