

E&E Fund Project #215

Administrative Support and Travel Expenses for Multi-residential Working Group

Background

The Multi-residential (MR) Working Group was formed in 2004 to address issues specific to multi-residential recycling, and to coordinate proposed projects and pilots designed to increase the marketable tonnage recovered from multi-tenant buildings. The MR Working Group has received funding under E&E #215 for coordination of these projects, ongoing monitoring of other developments and activities in Ontario's multi-residential sector, and assisting with coordinating E&E applications.

E&E Funding covered the Working Group's administrative and meeting costs. Members of the Working Group volunteered their time and expertise to oversee multi-residential projects and direct future multi-residential activities. The MR Working Group has held six in person meetings and regular teleconferences (weekly to monthly).

The original group has expanded and now includes membership from 13 municipalities representing all geographic areas of the province including eastern, northern, southwest and central Ontario, including municipalities with urban and rural constituencies. Refer to Attachment 1 for a list of current Working Group members.

Projects

The MR Working Group initially completed the *Multi-residential Baseline Study* (E&E #18) to develop baseline information on the larger multi-residential programs in Ontario. Subsequent projects completed by the MR Working Group are:

1) *E&E #199, Determination of multi-residential recycling system improvements through focus groups for tenants, building superintendents and property manager interviews,*

Key findings:

- Improving MR recycling capture and reducing contamination needs to be approached from a system perspective. System improvements need to address more efficient consolidation and collection of materials.
- Tenant and superintendent education and motivation needs to be combined with more convenient access to recycling. For this to occur, all stakeholders need to understand the current system limitations and work collaboratively on solutions, rather than segregating a particular program component and trying to fix it in isolation.
- Findings from the focus groups and interviews are being used to inform the design and introduction of projects tailored to mitigate the issues cited by tenants, superintendents and property managers.

2) *E&E #201, Improving consistency of multi-residential diversion and cost analysis reporting.*

Key accomplishments:

- Developed and tested a standard template for reporting and recording multi-residential program costs
- Identified and verified 'default' mechanisms for deriving and reporting certain less 'direct' program costs, such as contract administration, promotion and education.
- Compared and verified reported diversion data with derived values (from waste audit results).
- Standardised cost and diversion data have been verified for a range of MR programs and default mechanisms now exist for the potential extrapolation of costs by MR programs that do not currently segregate multi-residential from curbside recycling costs.

3) *E&E #301, Analysis of Multi-family Audit Results*

- Specific building and recycling program factors are being assessed to determine which factors correlate to recycling performance, i.e., diversion, capture, and contamination. E&E MF audit results are being used to determine individual building performance.
- Those factors or program characteristics that correlate with recycling performance can then be used to target specific MR recycling program modifications.

Project Development

In the first quarter of 2007, a series of pilot and project options was developed and the MR Working Group held a one-day session to further flesh out and assign priority to these options. From this, group members are developing E&E applications, either in partnership with other programs or on their own.

Also in 2007, the Working Group undertook outreach to property managers and building owners. A one page information sheet (see Attachment 2) was developed for two conferences: 1) The 2007 Condominium Conference (Building Better Communities – Going Green), and 2) The 2007 Property Management Exhibition and Conference.

Recognizing that there is a pressing and ongoing need for continued focus on multi-residential issues across the province, the MR Working Group has proposed and supported the creation of the position of Ontario Multi-residential Implementation Support Person under the Continuous Improvement Fund.

Recommendation: The Multi-residential Working Group has provided an effective forum for municipalities to further develop more efficient and effective recycling programs in this challenging sector. As such, the MR Working Group recommends that its members continue to meet and work in close contact with the Multi-residential Implementation Support Person, providing support, input, and program experience.

Attachment 1

Current Multi-residential Working Group members

1. Cameron Wright, Essex Windsor Solid Waste Authority
2. Anne Boyd, City of London
3. Adam Watson, City of Hamilton
4. Kim Kidd Kitagawa, Region of Waterloo
5. Lydia Torbicki, Niagara Region
6. John Watson, Halton Region
7. Peter Kalogerakos, Region of Peel
8. Renee Dello, City of Toronto
9. Albert Koke, Toronto Housing
10. Denise Bélanger, City of Greater Sudbury
11. Glenn Phenix, Town of Richmond Hill
12. Lisamaria Akeson, York Region
13. Rick Clow/John Squair/Jackie Brown, Quinte Waste Solutions

On the Road to the Ultimate Green Building: Getting to 60% Waste Diversion

Do you know?

- ♻️ Ontario Regulation 103/94 requires all multi-unit residential buildings of 6 units or more to provide recycling programs for residents.
- ♻️ In many cases inefficient recycling can add significantly to the bottom line. A relatively modest investment (more carts for instance) can have a quick payback, depending on the municipality and who is providing the garbage collection service. Extra garbage pick-ups, necessitated by poorly performing recycling programs, add to regular costs.
- ♻️ Recycling in the multi-residential sector is ‘underdeveloped’ and falls well short of single family curbside recycling in performance.
- ♻️ The better the recycling performance at a building, the greener the building will be, and the more it will be contributing to a sustainable community.
- ♻️ Almost a quarter of Ontario’s households reside in multi-residential buildings. This is the next “big frontier” for recycling across the province.
- ♻️ Recycling saves energy and reduces greenhouse gas production.

Our studies have shown the following:

- ♻️ Residents **want** to recycle – it’s the mark of a quality property.
- ♻️ Residents **expect** an efficient, accessible and convenient recycling service in their buildings, just like people who receive curbside recycling.
- ♻️ Building managers can make recycling work by making it convenient and easy for residents.
- ♻️ Residents **need** education on what to recycle, feedback and motivation.
- ♻️ Superintendents and property managers need support and training that will help them operate a green recycling building.
- ♻️ Overall property **quality** and lack of litter is linked with effective recycling programs.

There are resources available to help you get your building recycling programs “on track”



Three Easy Steps:

1

Go to the source.

Your municipality may be able to help. They have educational materials for residents and supers. And they can guide you on the following steps.

2

Examine your waste and recycling program.

- Look at the total annual cost of waste management per building - compare building by building - is one costing much more than others? Why the differences?
- Invite feedback from residents, superintendents and property managers - what is working and where are the problems? How many recycling carts are available? Is it easier to dispose of garbage than to recycle? Is your recycling area clean, well lit, accessible 24/7 and properly maintained?
- Rate your recycling program using the simple 'cart to unit ratio' test. A good rule of thumb is to have one cart for every ten building units (or 6 cubic yards for every 120 units). A quick way to recycle more is to add recycling carts.

3

Provide training.

Help superintendents to operate and troubleshoot effective waste diversion programs. Is it in their job description? Are they rewarded for their efforts?

We're your municipal recycling contacts. We're here to help...
Info on recycling contacts and programs in your municipality can be found at
www.blueboxmore.ca

Essex Windsor Solid Waste Authority

(includes Windsor, Leamington, Kingsville, Essex, Amherstburg, LaSalle, Lakeshore)

www.ewswa.org

In the City of Windsor, call 311

In the County, call 1-800-563-3377

City of Greater Sudbury

www.greatersudbury.ca

Coordinator of Waste Diversion: 705-671-2489

Regional Municipality of Halton

(includes Burlington, Oakville, Milton, Halton Hills)

www.halton.ca

Access Halton: 905-825-6000

Toll free at 1-866-4HALTON (1-866-422-5866)

TTY: 905-827-9833

City of Hamilton

(includes Stoney Creek, Dundas, Ancaster, Flamborough, Glanbrook)

www.hamilton.ca/waste

905-546-CITY (2489)

wastemanagement@hamilton.ca

City of London

www.london.ca

Anne Boyd, Coordinator of Waste Diversion Programs 519-661-2500 x 6464

abozyd@london.ca

Niagara Region

www.regional.niagara.on.ca

Multi-residential services can be provided based on certain criteria and approval by the local municipality; for information and assistance please contact the Waste Management Information Line at 905-356-4141 or 1-800-594-5542.

Regional Municipality of Peel

(includes Mississauga, Brampton, Caledon)

www.peelregion.ca/waste

Customer Contact Line: 905-791-9499

Quinte Waste Solutions

(includes Belleville and Trenton)

www.quinterecycling.org/index.htm

Rick Clow, General Manager 613-394-6266

Town of Richmond Hill

www.richmondhill.ca

Glenn Phenix, Curbside Advisor,
905-884-8013 x 4413

City of Toronto

www.toronto.ca/garbage/multi/index.htm

In the former Cities of Toronto, East York, York and Etobicoke - 416-392-7738

In the former City of Scarborough

- 416-396-5205

In the former City of North York - 416-396-7366.

Regional Municipality of Waterloo

(includes Cambridge, Kitchener, Waterloo, North Dumfries, Wellesley, Wilmot, Woolwich)

www.region.waterloo.on.ca

519-883-5100 x 8437; email:

customer-service@region.waterloo.on.ca

Presented by the Multi-residential Task Group of the Association of Municipal Recycling Coordinators (AMRC). The Task Force includes representation from City of Toronto, Region of Peel, Town of Richmond Hill, City of Hamilton, Regional Municipality of Halton, Niagara Region, Region of Waterloo, City of London, Essex Windsor Solid Waste Authority, City of Greater Sudbury, Quinte Waste Solutions, and Stewardship Ontario.