

E&E Project Summary Report

Project Name and Number: Quinte Waste Solutions Depot Review / PN 45

Priority Area: Benchmarking & Waste Audits

Lead Sponsor: Quinte Waste Solutions

Completed By: Rick Clow

Total project value (including in-kind): \$43,300

E&E fund contribution: \$31,650

Project Overview:

I. Goals

Phase 1: Carry out province-wide research on best practices at rural depot (collection systems, recovery etc.)

Phase 2: - Assess Quinte's existing rural depot system to determine if best practices are being applied and to suggest improvements.

- Pilot test the best practices, monitor impacts

II. Accomplishments

- Identified top 9 performing depot programs in the province and factors contributing to their success
- Assessed QWS's rural depot system through site visits, interviews and observation.
- Developed recommendations and pilot tested 4 specific recommendations (all pilot tests had positive outcomes, except for the Poster Pilot Test)
- Developed a training manual for depot attendants.

III. Lessons Learned/Best Practice implications

Cost Related Issues

- Municipalities should require their contractor to itemize their cost according to lift fees, hauling fees, and processing fees.
- Co-mingling material reduces the frequency of collection from the depot site.
- On site-compaction is not the solution to the lack of space for storing recyclables at depots in the Quinte area.

Importance of the Depot Attendant's Role and User Friendliness of Site

- Depot attendants need more training, support, and resources
- A responsible depot attendant is the best defense against contamination
- The attendant's monitoring efforts should be supported by a mandatory recycling by-law.
- The wasp issue at depots should be tackled
- The concept of reuse should be promoted at depots

Promotion and Education

- Avoid a piecemeal approach to promotion and education. An employee should be assigned responsibility of overseeing the depot's P&E.
- Use both graphic and text to identify recycling carts. This minimizes contamination.
- The main customer education needs are: how and why it is important to properly separate recyclables, and the importance of rinsing containers.
- The depot attendant education manual proved to be an effective education tool.

Safe and Healthy Environment

- A non-smoking policy should be enforced at the depots (for safety and public health).
- An anti-idling policy should be created and enforced at the depots.

IV. Limitations

- The pilot tests occurred in the winter, which is not optimal as the weather conditions may deter people from attending the depot.
- The project required more resources than anticipated. Phase 2 could have been divided into 2 separate projects (assessment of QWS depots and pilot testing).

Impacts (including tonnes diverted and cost impacts)

The implementation of an additional depot attendant led to an 8% increase in tonnes recovered over the previous year.

