



Multi-Residential Working Group – February 21, 2019

Topic	Working Group Kick-Off and Identification of Challenges/Barriers to Participating in Green Bin Program
Date & Time	February 21, 2019, 10:00 AM – 12:00 PM
Location	Trail Road Landfill
Agenda	<ol style="list-style-type: none"> 1. Welcome and Opening Remarks 2. Overview of working group 3. Breakout discussions: challenges with implementing a green bin program 4. Presentation of key challenges from each table 5. Questions, wrap up, and next steps

No.	Details
1.	<p><i>Presented by N. Hoover- Bienasz, Program Manager, Long-Term Planning – City of Ottawa</i></p> <p>All attendees were thanked for joining the working group and attending this meeting. All city staff in attendance were introduced.</p> <p>The role of the City’s solid waste long term planning team was explained:</p> <ul style="list-style-type: none"> ➤ The long-term planning team is a new team in solid waste services, and is responsible for developing priorities, projects, and initiatives for waste reduction and diversion. The team hopes that the partnership with the multi-residential working group will allow for collaboration on improving waste diversion in the multi-residential sector. This is the start of a great partnership, and the hope is that the working group will be engaged on an ongoing basis, past 2019, to provide feedback on diversion in the multi-residential sector.
2.	<p><i>Presented by L. Webley, Project Manager, Environmental Programs – City of Ottawa</i></p> <p>An overview of what was presented at the information session in November.</p> <ul style="list-style-type: none"> ➤ The Province of Ontario released its Food and Organic Waste Policy Statement, providing direction on waste reduction and resource recovery of food and organic waste. This includes: <ul style="list-style-type: none"> ○ Multi-unit residential buildings shall provide collection of food and organic waste to their residents ○ Target - 50 per cent waste reduction and resource recovery of food and organic waste generated at each building by 2025 ○ Multi-unit residential buildings shall provide promotion and education materials to residents that support resource recovery efforts

- A potential landfill ban on food and organic waste as early as 2022.
- The City provides free resources to properties, including free green bin collection, a site visit from a City inspector, in-unit kitchen containers for tenants, and promotional and educational material.

The working group was formed as a partnership between the City and property owners to increase waste diversion in the multi-residential sector. It will serve as a platform for brainstorming and idea sharing.

All feedback will contribute to any multi-residential waste diversion initiatives considered in the City's forthcoming solid waste master plan. The City will also review all available resources to property owners and incorporate feedback, as required.

Working group meetings:

- 4 meetings will be held in 2019
- Discuss challenges and opportunities to increase waste diversion (specifically with green bin program)
- Tenants will be engaged through an online questionnaire. Results will be presented to group
- This is a proposed plan; direction may change as needed to ensure that the meetings are beneficial for all attendees

Terms of Reference (ToR) for the working group were drafted and presented to property owners. A copy will be e-mailed out to all working group members for comment, with the intention of finalizing before the next meeting.

Each table was presented with the following questions and asked to discuss as a group.

What challenges do you foresee facing by participating in the green bin program with respect to:

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| <ul style="list-style-type: none"> ➤ <i>Property layout/configuration</i> ➤ <i>Residents</i> | <ul style="list-style-type: none"> ➤ <i>Collection day logistics</i> ➤ <i>Available information and resources to property owners</i> |
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3. 15 minutes was given for each question. Below is a consolidated summary of all responses. A complete list of challenges will be provided in a final report.

Property layout/configuration

- *Space.* Many properties were not designed with diversion in mind; challenge in meeting fire code; expensive to retrofit space to fit bins and have proper ventilation
- *High-rise bin location.* Garbage is accessible via chutes, whereas recycling/organics are at a lower level or outside; no organics in tri-sorters because of City's separated recycling program

- *Townhome bin location:* Bins cannot be stored in front of townhomes, so many residents put them in the backyard. Hard to get bin to front of house in the snow.
- *Bin location: outdoors.* Not convenient for tenants to participate; poses weather issues (frozen organics; tenant safety with ice); some tenants not happy with bin location (too close to their unit or parking space)
- *Sanitation:* Green bin poses issues with smell, cleanliness, maggots, fruit flies, raccoons, and other pests.

Residents

- *Tenant education:* Tenants need education on the benefits of diverting waste, and negative impacts of not diverting waste; there are a lot of misconceptions about waste diversion; residents need constant reinforcement (using the right liner; education about contamination); limited property staff to educate tenants
- *Tenant engagement:* Some tenants will champion the program and others will avoid participating; demographic challenges (language and socio-economic barriers; age demographics; different personalities - hard to find a “one size fits all” approach); some tenants are not empowered and feel helpless
- *Tenant compliance:* Cannot track who is not complying when all waste is in communal bins; influx of tenant complaints to property owners; no accountability
- *Tenant turnover:* Airbnb and rental units with high turnover make it difficult
- *The “ick” factor:* Don’t want to see other people’s waste; No plastic is a strong deterrent; communal bins are hard to keep clean; tenants may put waste bags on top of bin to avoid touching and opening bin
- *Inconvenience:* garbage chutes on each floor are easier to use; extra work to clean in-unit kitchen container; liners is an added expense; this can reduce enthusiasm about program

Collection day/logistics

- *Green bin set-out:* curbside and common pad collection is a challenge (some sites are not staffed; supers don’t start until 7AM – worry about missed collection; inconvenient for tenants in townhouses to set out bins; poor curb appeal if bins are left out; bins go missing); contents freezing in the winter can result in no collection; snowbanks cause an issue for curb set out
- *Green Bins:* challenge to keep bins clean; latch is tricky to use (issue that 240L don’t have latch); potential to be damaged by snow plows if left at curb
- *Bin contamination:* health and safety concerns if property is responsible for removing contaminants
- *Collection calendar:* No specific calendar for multi-residential properties (some sites follow residential, some get information from Tomlinson) – hard for property managers and tenants to keep track

Available information and resources to property owners

- *Contacting City:* Time consuming to call 3-1-1, and wait for someone to call you back; education resources can be difficult to access and get replenished
- *In-unit kitchen containers:* containers take up a lot of space; some find them small

	<ul style="list-style-type: none"> ➤ <i>Tenant resources</i>: Need a welcome package for new tenants; no information for tenants on reducing “ick” factor ➤ <i>Property owner resources</i>: no financial assistance available to manage program
4	<p>The room was divided into four discussion groups. The scribe from each table presented challenges that were brought up at each table that stood out to them:</p> <p>Table 1</p> <ul style="list-style-type: none"> ➤ Cost to retrofit buildings and redesign garbage space to accommodate green bin program ➤ Concerns with organic material freezing in the green bin during winter ➤ Plastic bags in the green bin: mixed messaging to the tenants that we are trying to reduce plastic bags, but encouraging tenants to use plastic bags in green bin <p>Table 2</p> <ul style="list-style-type: none"> ➤ Challenges to retrofit buildings to accommodate green bins ➤ Plastic liners may be helpful and encourage participation ➤ Education material in English and French is good, however more languages would be helpful <p>Table 3</p> <ul style="list-style-type: none"> ➤ Properties have space limitations and cannot fit of the bins ➤ Potential increase in workload for superintendents and site maintenance staff ➤ Language barriers for communicating with tenants <p>Table 4</p> <ul style="list-style-type: none"> ➤ Some property owners have one superintendent for multiple buildings. It is a big request to ask them to move bins ➤ Issues with pest control in units
5.	<p><i>Next steps:</i></p> <ul style="list-style-type: none"> ➤ City staff will send out meeting minutes ➤ City staff will e-mail out drafted Terms of Reference, and solicit feedback ➤ Next meeting will be in the Spring, and is tentatively scheduled for May 23