

Multi Unit Residential Implementation Plan Information Sessions May - June, 2008

Gerry Martell
Collection Operations
Solid Waste Management Services
City of Toronto
416-396-5451
martell@toronto.ca

Norman Lee
Policy & Planning
Solid Waste Management Services
City of Toronto
416-397-0207
nlee@toronto.ca



Background

Target 70

- In 2007 Council approved a Plan to reach 70% waste diversion by 2010
- The approved plan includes:
 - a number of new waste diversion initiatives
 - a volume based rate structure to replace tax based funding for SWMS
- Under the volume based rate structure,
 - the cost of Solid Waste Services will be billed directly to owners through a new Utility Bill (Water/Solid Waste)
 - fees will be tied to the volume of waste produced - more waste equals higher fees
 - residents will receive unlimited free recycling (blue bin, green bin, bulky items/durable goods, etc.) as programs come on stream
- The fees collected under the volume based rate structure are to cover the cost of existing services (\$183.5 million per year) plus the cost of the new diversion initiatives (\$54 million per year)
 - \$30 of the \$54 million from the residential customers
 - \$24 of the \$54 million from multi-unit residential customers
- Transition to new fee structure to occur on:
 - July 1 for multi-unit residential customers
 - Nov 1 for residential customers



Today's Presentation

- ◆ Deals exclusively with 'bulk collection' customers (i.e. centralized collection)
- ◆ Who is a bulk collection customer
- ◆ Pilot project results
- ◆ Diversion initiative update
- ◆ Rate structure implementation plan
- ◆ Communications plan

Who's Included

- ◆ Residential bulk collection customers are:
 - buildings or complexes with centralized, communal style set out and collection
- ◆ They include:
 - Apartments, condos and co-ops
 - hi-rises, lo-rises and some town home complexes
 - front end, rear bin, flower pot and pile customers
- ◆ They will typically be buildings or complexes with more than 8 units but may include some that are smaller.
- ◆ Some town home complexes with more than 8 units may receive curb side collection service where unit owners choose bins and get billed individually



Who's Included



Pilot Projects

Green Bin pilot involving 30 buildings

Tested various collection systems

Monitored quantity and quality

Received tenant and owner feedback



Pilot Projects

Recycling Container pilot involving 30 buildings

Tested various in-suite containers

Monitored quantity and quality

Received tenant and owner feedback



Pilot Projects

◆ Blue Bin Recyclables

- 35% of total waste is Blue Bin material
- Actual diversion from pilots was 15%
- Residents identified inconvenience and bin capacity as issues

◆ Green Bin Organics

- 36% of total waste is Green Bin material
- Actual diversion from pilots was 9%
- Residents identified inconvenience as an issue

Pilot Projects Results

- ◆ City will provide a rigid in-unit organics container
- ◆ City will provide choice of bag or rigid in-unit recycling container
- ◆ Money is included in approved capital budget



Diversion Initiative Update

◆ Blue Bin Recycling

- recycling is available city wide
- in-suite container distribution will begin in late 2008
- new materials will be added as markets are secured

◆ Green Bin Organics

- Implementation in 2008 is unlikely due to lack of processing capacity
- In-suite container distribution will begin once processing capacity is available

◆ Bulky/Durable Goods

- Bulky goods collection is available city wide
- Re-use pilot facility is expected to open this summer
- List of durable goods will expand as markets are secured

Volume-Based Rate Structure

As indicated earlier....

- Fees for bulk collection customers will begin July 1st
- Fees will be tied to the volume of waste produced
 - More waste equals higher fees
- There are fees for four equivalent bin sizes
 - Small, Medium, Large, Extra Large
- There is a volume-based fee for excess waste

Volume-Based Rate Structure

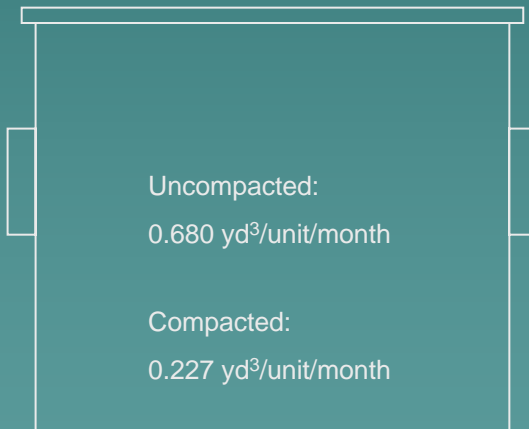
Bulk Collection Customers

2008 Fees

\$235/unit/yr

(\$157/unit/yr)

\$78/unit/yr



\$205/unit/yr

(\$157/unit/yr)

\$48/unit/yr



\$175/unit/yr

(\$157/unit/yr)

\$18/unit/yr



\$150/unit/yr

(\$157/unit/yr)

(\$7)/unit/yr



Fee for each cubic yard (for the building) above XL size:

- \$9.56/cubic yard - uncompacted
- \$28.67/cubic yard - compacted

Fees for 100 Unit Building

Size	Uncompacted Yd ³ /month	Compacted Yd ³ /month	Net Monthly Fee
S	14.2	4.7	-\$68
M	22.7	7.6	\$150
L	45.3	15.1	\$400
XL	68.0	22.7	\$650

Excess Waste	Uncompacted	Compacted
Fee Per Yd ³	\$9.56	\$28.67

Volume-Based Rate Structure

- Fees will be calculated monthly as follows:
 - volume of waste will be measured in yd^3
 - volume will be divided by the number of units to determine yd^3 per unit
 - equivalent bins size (S, M, L, XL) will be determined
 - monthly fee for that bin size will be multiplied by the number of units
 - if waste exceeds the XL size, buildings will be charged the XL fee plus a fee per yd^3 for all excess waste
- A fee calculator is available on the City web site



Multi-Unit Fee Calculator

(Example)

# units	100
Compacted?	y
total yd3/month	8
yd3/unit/month	0.08
equivalent bin size	L
Total fee/month	\$1,708.33
Tax rebate/month	\$1,308.33
<u>Total Monthly Bill</u>	<u>\$400.00</u>

Volume-Based Rate Structure

- Initial data shows a higher percentage of extra large bins than expected due to low density (i.e. less waste in each bin than expected)
- Possible reasons for low density include:
 - Partly filled bins
 - Improperly tuned compactors
 - Bulky waste in bins
 - Recyclables in waste
 - Non-residential waste in bins
- Some buildings are taking steps to resolve these issues.
- Staff will continue to monitor the volume data, including data from July 2008, and, if necessary, will recommend a 2008 density adjustment, retroactive to July 1, to allow buildings time to resolve these issues and bring actual revenue in line with expected revenue.



Tips for Reducing Fees

- Only set out full bins
- Tune compactors to achieve 3:1 compaction ratio
- Provide adequate space for bulky waste
- Provide adequate bin space for recyclables
- Watch for non-residential waste in bins
- Post recycling literature in building
- Encourage recycling among staff and residents



Communications Plan Audiences

- ◆ Multi-Family Waste Diversion Working Group
 - Includes condo and apartment owner associations, tenant associations and large property managers
- ◆ Owners:
 - Includes owners, property managers, superintendents
- ◆ Residents:
 - Includes residents of apartments, co-ops and condominiums that receive 'bulk' collection

Communication Goals

- ◆ Ensure Owners are adequately informed that the volume-based rate structure begins July 1, 2008
- ◆ Help Owners understand the volume-based rate structure by providing information and answering their questions
- ◆ Support Owners efforts to improve diversion and reduce their fees by providing diversion information and tips
- ◆ Help Owners promote recycling to residents in multi-unit buildings by providing posters, etc.

Promotion and Education Tools

- Targeting Owners -

◆ Letter to Owners delivered by Canada Post

- Describing the volume-based rate structure
- confirming the July 1, 2008 start date
- informing them of tools available on the City web site
- planned for early May.

◆ Information Meetings

- two information meetings in each SWM collection district
- for Owners, Property Managers and Superintendents.
- planned late May to mid June.

◆ Website

- www.toronto.ca/garbage/multi/index
- FAQs
- online fee calculator
- presentations
- text that can be distributed to residents on building letterhead.

◆ Dedicated info line and e-mail address

- Telephone: 416-392-2467
- e-mail address: multires@toronto.ca
- trained Customer Service staff to handle inquiries.



Promotion and Education Tools - Targeting Residents -

- ◆ Available Literature:
 - *Toronto Recycles* information cards (available in 23 languages)
 - *Toronto Recycles* information posters
 - Recycling bin stickers
 - *Recycling Handbook for Owners, Property Managers, Superintendents*
- ◆ Community Outreach:
 - *Waste Watch* – spring 2008 issue delivered by Canada Post to all units
 - articles in Councillor newsletters and websites.
- ◆ Advertising:
 - lobby posters, flyers, etc.
 - To be made available to owners.
 - Possible public space/media ads



Questions

