

Appendix B - Multi-Residential Waste Diversion Outreach Summary

Multi-Residential Outreach in 2013

General update on multi-residential Green Bin Program:

3,000 multi-residential buildings are participating in the program or are in the process of receiving their bins to start the program.

Site Visits:

Staff conduct site visits for locations seeking assistance on resolving issues related to their waste collection systems such as proper placement of collection bins or recommendations on how to improve overall diversion. Staff conduct a walkthrough to identify areas of improvement and provide suggestions on how to make recycling more accessible, how to engage tenants or advise the location on recycling capacity needs. After an Organic Bin Order Form is received, staff contact the location to conduct a site inspection to verify the appropriate method of collection, type and number of organic collection containers.

Presentations/Lobby Displays:

Green Bin Program Introduction presentations are provided to all locations that request them. Since February 2013, a total of 152 presentations/lobby displays have been delivered, 111 of which were for multi-residential curbside customers and 41 at multi-residential front-end locations. Staff will also accommodate requests from locations looking for a refresher presentation to remind residents how to recycle properly or how to sort their organic waste.

Locations implementing the Green Bin Program are also advised to call Solid Waste Management Services if they are experiencing issues with the program after implementation. Staff returns to locations that are having problems with the Green Bin Program and deliver another presentation if necessary.

Communication with Toronto Community Housing Corporation:

Solid Waste Management Services has had several meetings with senior staff at Toronto Community Housing Corporation to engage their locations to implement the Green Bin Program. Toronto Community Housing Corporation buildings have been notified by head office to cooperate with City staff that are on site to conduct site inspections and to complete the Organic Bin Order Form. Solid Waste Management Services has allocated \$750,000.00 in the 2014 and 2015 Capital to assist Toronto Community Housing corporation in developing a robust organics program.

Communication to Councillors

Councillors are notified via e-mail of all the multi-residential Green Bin Program presentations scheduled in their Ward.

Promotion and Education Efforts:

- Intro newsletter;
- Green Bin Guide;
- Put Waste in its place poster;
- Organics stickers for bins;
- Green Bin recruitment card for residents with message to landlords;
- Leave Behind Sticker for buildings with either no green bins, or not setting green bins out – on how to get on the program;
- Additionally staff held two open houses sessions June 12 and 13, 2013 to promote the green bin program specifically, along with providing information on other diversion programs;
- Communications staff have contacted Toronto Environmental Alliance to determine what kind of ethno-cultural outreach they do and possible opportunities to work together.

Waste Audit and Composition Studies:

Solid Waste Management Services will be undertaking multi-residential waste composition studies this October of 2013. Solid Waste Management Services has undertaken 2 stream waste composition studies in the past, but will now analyze waste, recycling and organic streams. The audits will be done seasonally to capture a full picture of multi-residential waste composition over a one year period. A wide range of building types will be selected to participate in the study ranging from condominiums, rental buildings, low-rises, high-rises and buildings with different collection containers and systems such as the curbside cart or front end collection, and buildings newly added to the green bin program, or longer term participants. This will provide information on volumes of green bin material and changes in volume of waste after green bin implementation and thereby will allow for measurement of success.