

## **Appendix 3: Public Consultation & Engagement Feedback**

This Appendix documents the feedback heard from the Stakeholder Advisory Group, key stakeholders, Survey #3, and the Public Information Centres on the Vision Statement, Guiding Principles, evaluation criteria, and options during the consultation and engagement process.

### **Vision**

The following section highlights the feedback received on the Long Term Waste Management Strategy Vision from the Stakeholder Advisory Group, Survey #2 and Public Information Centres.

#### *Stakeholder Advisory Group (SAG)*

The SAG was asked to about the vision they would like to see in 30 years' time. The following highlights the visions SAG members developed, which were used in the development of the Vision Themes presented in Survey #2:

- Organics are separated very well with water being taken out and treated as grey-water on-site. The residual (about 25%) is transported to a nearby facility for treatment. All other streams are co-mingled, and taken to a facility for separation.
- Waste diversion and recovery rate would be up to 90% (including the Industrial Commercial & Institutional sector), perhaps using a dirty MRF (materials recycling facility that separates out materials for recycling from unsorted waste). The residuals would be treated in the region (rather than shipping to Michigan).
- National leadership on harmonization which would result in streamlining and provide efficiency. Incineration would not be a taboo subject, and perhaps the Ring of Fire would be discussed as a place to take residual waste and put it in mine shafts. Challenges with what to do with new materials would continue as they would continue to develop.
- A move towards a circular economy where waste is a resource. This could include changes in ownership structures for materials, more deposit-return systems and a move toward a sharing economy. This would be a multi-stakeholder effort with municipalities, community groups, local businesses and others. In the vision, the City uses a great green procurement policy that considers waste, has great recycling requirements for its vendors and good downstream monitoring of where all materials go in the long-term.
- A zero waste society, a circular economy. Packaging and products would be labeled for their carbon footprint so consumers could make more informed choices. Waste would be dealt with locally as much as possible (for example, with community composting) to avoid transportation issues. Integration of energy generation so that waste would be collected by electric trucks. There would be full extended producer responsibility (EPR) for everything. Less waste because there would be an extended lifecycle on goods, things would last longer and be repairable.
- Resources were valued so much, and there had been enough technological advances, that old landfills that had been capped would be mined for old materials.
- Toronto is a leader in waste management again.

## Survey #2

Survey #2 allowed respondents to provide their responses to questions aimed at understanding their perspective on proposed draft Vision Statement themes. Respondents were asked to identify their top three most important and their one least important Vision Statement themes. Figure 1 below shows the results of the ranking of the top three Vision Statement themes.

**Figure 1: Survey #2 – Results on Most Important Vision Statement Themes**

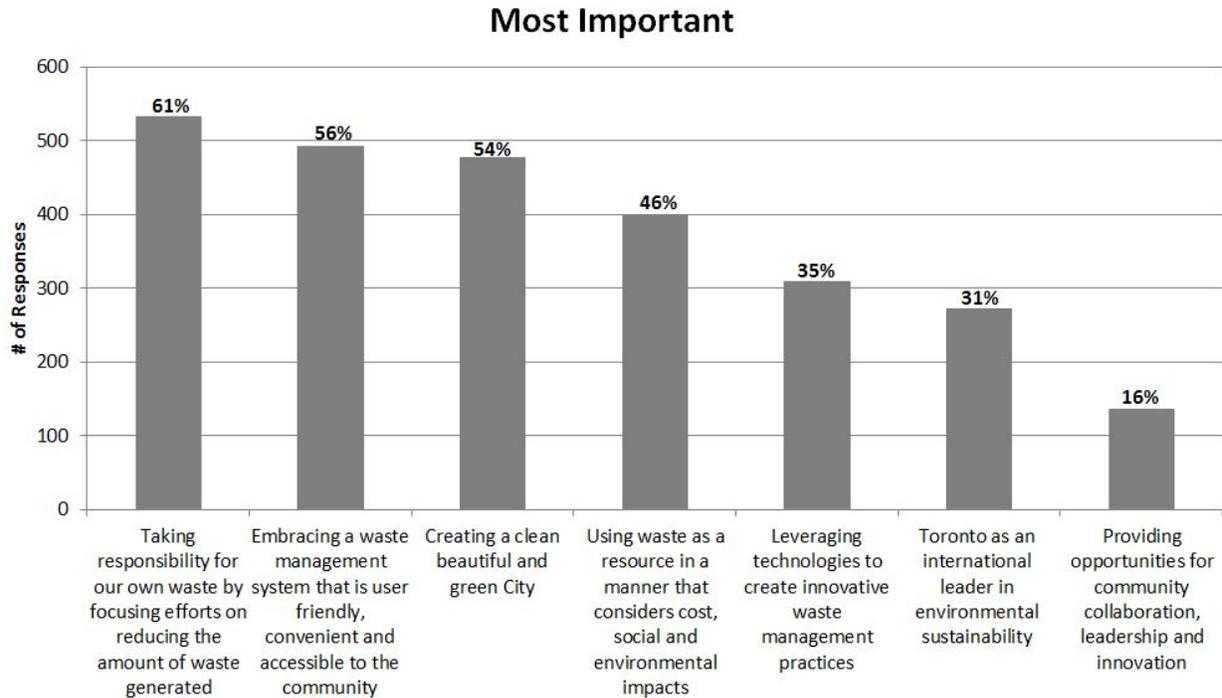
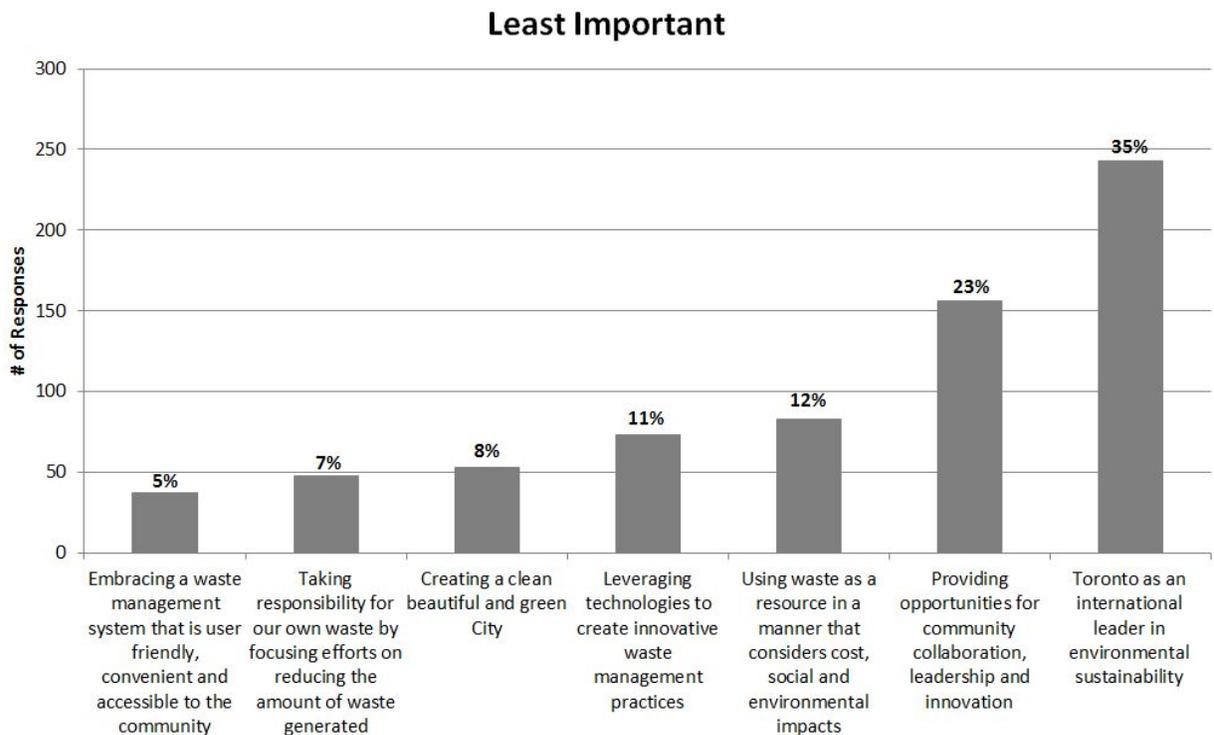


Figure 2 shows the results of the ranking of the least important Vision Statement theme.

**Figure 22: Survey #2 – Results on Least Important Vision Statement Themes**



### *Public Information Centres*

The draft Vision Statement was presented and respondents were asked to provide their comments. Generally respondents expressed that the vision effectively reflects the right direction for the Waste Strategy. It was suggested that adjustments should be made to reflect the circular economy. Respondents also noted that it was important to keep the vision aspirational. Wording suggestions were also provided for consideration to simplify and clarify the message.

### **Guiding Principles**

The following section highlights the feedback received on the Long Term Waste Management Strategy Vision from the Stakeholder Advisory Group and Survey #2 on the draft Guiding Principles.

#### *Stakeholder Advisory Group (SAG)*

SAG members provided the following suggestions for Guiding Principles:

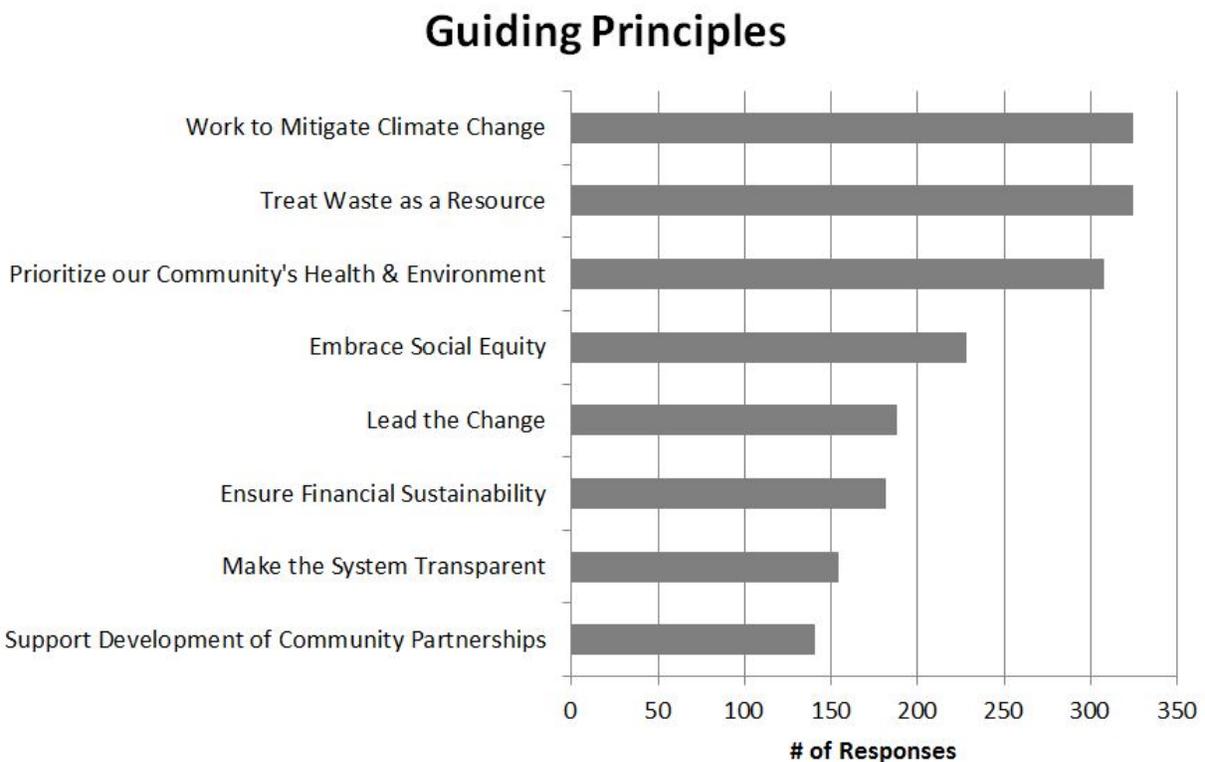
- Minimize environmental impacts of waste management through triple bottom line analysis.
- Maximize benefit and minimizing risk for environmental, economic and social.
- Strategy should be based on evidence, accurate information, and awareness of that information.
- Principle of waste as a resource going to its highest and best use first.
- Transparency, accuracy and accessibility of data.

- Under the principle of environmental impacts, apply lifecycle considerations.
- Incorporate the full waste stream (including IC&I). This does not necessarily mean that the City should take it over but the stream should at least be tracked it is better understood.
- Localize waste management as much as possible.
- Potential for waste management to offer new economic opportunities, perhaps with a principle to maximize the economic benefits of managing waste.
- The Waste Strategy should consciously try to be fair and contribute to economic and social equality.
- Consider health impacts of recycling hazardous items.

*Survey #2*

Survey #2 allowed respondents to provide their responses to questions aimed at understanding their perspective on proposed Guiding Principles. Respondents were asked what Guiding Principles were most important to them. Figure 3 below shows the results of how principles were viewed by survey respondents.

**Figure 3: Survey #2 - Feedback on Important Guiding Principals**



**Evaluation Criteria**

The following section documents what we heard from respondents on the draft Evaluation Criteria broken out by Environmental, Social and Financial Criteria and Other Criteria Considerations.

Table 1 to Table 4 includes input from: Public Information Centres (PIC); Survey #3; Stakeholder Advisory Group (SAG); and Key Stakeholder Meetings (KSM).

**Table 1: Feedback Received on Environmental Criteria**

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
PIC	<p><i>General</i></p> <ul style="list-style-type: none"> <li>• Add separate criteria for energy conservation, water consumption, conserving resources, and keeping materials in use.</li> <li>• Seems like there is overlap between energy generation/consumption, fossil fuel consumption/displacement, and greenhouse gas contributions.</li> <li>• Move Waste Hierarchy from social to environmental.</li> <li>• There should be more environmental and social criteria than financial criteria.</li> <li>• Environmental should have the most criteria.</li> </ul>
Survey #3	<p><i>Environmental Impact</i></p> <ul style="list-style-type: none"> <li>• No burning of trash. Burning puts toxins in the air we all breathe. Recover methane from all dumps.</li> <li>• Harmful chemicals should be regulated and "transition phases" should be shorter. Do a better job of publicizing how people can dispose of paints, batteries, prescription drugs safely.</li> <li>• This should also include the conservation of natural resources that results from recycling rather than using raw materials.</li> <li>• Zero landfills should be the target. All products must be produced to be reused, recycled or incinerated that improves global air quality.</li> </ul> <p><i>Produce Less Waste</i></p> <ul style="list-style-type: none"> <li>• Reusing and donating items seems to reduce my garbage. The more recycling stations the better especially for batteries.</li> <li>• Make it a requirement for apartment and condo buildings to sort all waste.</li> <li>• I want to reduce waste but not burn garbage. Waste needs to be diverted first.</li> <li>• Provincial / Federal policy is required to drive companies to reduce packaging waste. Manufacturers should be legislated to make recyclable packaging.</li> <li>• Why isn't this city pushing for laws that make sure all packaging sold in Ontario is 100% recyclable?</li> <li>• Trendy retail clothing and goods stores should not be allowed to hand out wasteful one-use tote bags.</li> <li>• The City can exercise its power as one of the largest governments in Canada to force change amongst manufacturers.</li> </ul>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<ul style="list-style-type: none"> <li>• Prohibit companies from using the plastic containers for food and for miscellaneous products.</li> <li>• Education/incentives for producers of products to reduce volume of packaging.</li> <li>• Advertise communities doing successful recycling on the news.</li> <li>• Publicize performance metrics and compare to cities of similar size, population, etc.</li> <li>• Encourage composting by making available vermin-safe containers.</li> <li>• Put the greatest emphasis on the 3Rs system with the goal of a zero waste society.</li> </ul>
SAG	<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Environmental impacts should be broken down more, even at the criteria level. One way to do that would be identifying local versus global environmental impacts, and perhaps regional impacts too.</li> <li>• Break out the criteria more clearly, especially for environmental impact, which doesn't have much value on its own. This will be important for the public consultation as the public is going to need criteria to be explained more clearly.</li> <li>• Waste hierarchy is in social and should be in environmental criteria.</li> <li>• For the criterion “potential to increase diversion” it is unclear how the indicator presented for this would give a higher score to something that is higher on the waste hierarchy.</li> </ul> <p><b>Facility</b></p> <ul style="list-style-type: none"> <li>• Metrics for local, regional and global environmental impacts.</li> <li>• Regarding global environmental impacts, there was a suggestion to look at nutrient recycling, and where nutrient management and long-term nutrient longevity fits into the criteria for different types of processing technologies and infrastructure.</li> <li>• There was a suggestion to include impact on energy in the criteria (including capital impact and operating cost).</li> </ul>
KSM	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Not enough criteria for Environment.</li> <li>• For Air Pollution criteria, use the amount of GHGs (particularly methane) created from the options as an indicator.</li> <li>• Consider lifecycle analysis.</li> <li>• Account for fuel usage and emissions from transporting waste.</li> </ul>
Other (emails and letters)	<ul style="list-style-type: none"> <li>• No comments on the criteria were received.</li> </ul>

**Table 2: Feedback Received on Social Criteria**

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
PIC	<p><i>General</i></p> <ul style="list-style-type: none"> <li>• Add criteria on health and social equity.</li> <li>• Complexity associated with approvals and permitting should be under Financial criteria.</li> <li>• The criteria should be qualitative (e.g. perception of city cleanliness, quality of life), not quantitative.</li> <li>• Commitment and ownership of community is important.</li> </ul>
Survey #3	<p><i>User friendly</i></p> <ul style="list-style-type: none"> <li>• Consider user friendly bins in condos and apartment buildings.</li> <li>• Too many bins or sorting requirements just doesn't function in a busy home.</li> <li>• Currently it's almost impossible to understand what goes in what bin and what gets picked up when.</li> <li>• Needs to be easy and safe for seniors and disabled.</li> <li>• Easy disposal of hazardous waste, more accessible locations, easy disposal of small construction materials, i.e., wood, metal, wire, etc.</li> <li>• Toronto's current programs are complex and confusing and could use restructuring.</li> <li>• Access is important especially good education in all languages.</li> <li>• Good participation is needed to minimizing contamination of the waste streams. Confusing systems will not garner the success desired (or measurable outcomes desired).</li> <li>• We already have a user friendly system. People are selfish and ignore what has been done for them.</li> <li>• Offer monetary incentive (e.g., beer bottles) or rebate (e.g., small residential garbage bin).</li> <li>• Put animal proof green bins in all public places, including parks.</li> <li>• Create a curb side pick-up program for reusable items, bringing them to furniture banks, shelters, etc.</li> <li>• Work with Second Harvest, and Not far From the Tree, to pick-up and distribute extra food, thus reducing food waste. Have all restaurants and grocery stores develop a food waste reduction strategy.</li> <li>• City-wide education is important.</li> <li>• Make bins look more colorful and attractive to people.</li> <li>• We need more garbage containers in popular areas like Yonge and Eglinton.</li> </ul>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<ul style="list-style-type: none"> <li>• Standardize - there needs to be ONE diversion system for the consumer. If everybody diverts differently proper diversion will never be archived.</li> <li>• Use clear plastic bags so unsorted or improperly sorted waste can be easily rejected.</li> </ul> <p><b>Community Impact</b></p> <ul style="list-style-type: none"> <li>• Schedule earlier (or later) pick-up times so garbage trucks don't block streets during a.m. rush hour.</li> <li>• Reduce odour and collect within a three hour window.</li> <li>• On a lot of the smaller streets is there a way of setting it up that bins get placed on one side of the street to make pick-up less time consuming?</li> <li>• The metal wheels on large waste bins are noisy when dragged into position by a tractor. Recycled rubbers tires on bins for garbage in condominiums would reduce noise.</li> <li>• Management/superintendents don't always care. Bins should be refused pick-up if not sorted properly.</li> <li>• Additional funding should be available for solutions to waste that are creative and support other aspects of the community such as the arts and education.</li> <li>• Community impact should include local jobs, impact of pollution on local health, and other benefits by working with community groups.</li> <li>• This should include community health and ensure that it works towards social equity.</li> <li>• NO BURNING of trash. Burning releases toxins we all end up breathing.</li> <li>• Containers are excessively large. It's not clear at all where these bins will be stored on people's properties without being eyesores.</li> <li>• More refuse should be processed locally. Modern incinerators should be built in Toronto.</li> </ul>
SAG	<p><b>Program</b></p> <ul style="list-style-type: none"> <li>• Suggested additions included both quantity and quality of employment, as well as health and safety.</li> <li>• It was noted that risk criteria were all under financial, but there should also be social risk criteria.</li> <li>• Add potential for behavioural change under “Social”, as well as the long-term buy-in and effectiveness of a program (look towards proven programs).</li> <li>• Some of the criteria could be combined, like “program complexity” and “convenience to user”, which refer to the same things.</li> <li>• Additional criteria should include whether a program is universally accessible and equitable.</li> <li>• There was a suggestion to look for a way to put a social justice lens on economic growth by, for example, elevating certain criteria (like</li> </ul>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<p>social justice) that might be ignored by the general public or decision-makers during prioritization. This would also mean the indicators would identify where the money would go for economic growth (off-shore corporations vs. local benefits.</p> <ul style="list-style-type: none"> <li>• There was a question whether collaboration is a value in and of itself, or only if it improves convenience or operating cost. Similarly innovation is also not valuable for its own sake and a program should not be considered valuable just because it is innovative.</li> <li>• Add the 3Rs from the waste hierarchy as a criterion.</li> <li>• “Convenience to user” and “complexity” should be broken down by type of user – for example multi-residential vs. single family users. For programmatic changes, this would apply to many of the cases, but also to some extent for facilities and infrastructure. <ul style="list-style-type: none"> <li>○ Health should be mentioned somewhere within the criteria.</li> <li>○ Add a criterion to ensure that options do not unfairly impact those with lower income, the elderly, etc.</li> <li>○ Want to understand how innovation from outside of North America would be integrated.</li> </ul> </li> </ul> <p><b>Facility</b></p> <ul style="list-style-type: none"> <li>• If the waste hierarchy should be under social and whether the 5Rs could be broken out as their own criteria.</li> <li>• Social acceptability and social equity. For facilities and infrastructure, a lot of issues come down to siting.</li> </ul>
KSM	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Should Innovation be moved to the financial grouping?</li> <li>• Consider adding an indicator for employment for disadvantage populations under Community Impact/Benefit or Economic Growth.</li> <li>• Consider adding a criteria on equity.</li> <li>• Add impact to natural ecosystem.</li> <li>• Support poverty reduction.</li> <li>• Social criteria should not be underestimated/neglected.</li> <li>• Social options (grassroots) is a shift from the previous “operational” mentality.</li> </ul>
Other (emails and letters)	<ul style="list-style-type: none"> <li>• No comments on the criteria were received.</li> </ul>

**Table 3: Feedback Received on Financial Criteria**

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
PIC	<p><b>Economic Growth</b></p> <ul style="list-style-type: none"> <li>• Create new green jobs. Focus on the growth of green businesses.</li> </ul>
Survey #3	<p><b>Economic Impact</b></p>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<ul style="list-style-type: none"> <li>• If it costs too much it will deter people from getting involved.</li> <li>• Charge people for what they dispose.</li> <li>• Use competitive bid process to obtain lowest cost services.</li> <li>• Return kiosks - Citizens collect, clean and return bundles to a kiosk for cash return.</li> <li>• Projects like Zoo Poo and other programs to reduce waste and help environment create jobs.</li> <li>• I don't like "economic growth" and "jobs" being in the same category. Jobs are important to me, economic growth isn't.</li> <li>• More integration is needed between City divisions on promoting and communicating about waste management.</li> <li>• A taxes reduction incentive is the most beneficial way to encourage recycling.</li> </ul> <p><b><i>Risk and Reliability</i></b></p> <ul style="list-style-type: none"> <li>• Consider system implemented in the city of Songdo, South Korea. A waste system that sucks rubbish to processing centres through tunnels.</li> <li>• Explore waste to energy technologies.</li> <li>• Risk must be minimized and reliability maximized.</li> <li>• The hierarchy of disposal is landfill then incineration. Incineration is both bury and burn. Incineration is a high risk method of disposal. Energy from waste cannot compete with the energy saved through reliable strategies like the implementation of the Rs...Reduce, redesign, repair, and remove toxics, reuse and recycle.</li> <li>• More recycle options. The City should support new recycling initiatives and help them grow.</li> </ul>
SAG	<p><b><i>Program</i></b></p> <ul style="list-style-type: none"> <li>• There were suggestions to add criteria such as the cost of disposing of a product and any liability associated with disposal (which could be another risk criterion).</li> <li>• Contractual and schedule risk does not mean a lot to the general public so that should be fleshed out better.</li> </ul> <p><b><i>Facility</i></b></p> <ul style="list-style-type: none"> <li>• With regard to employment and economic growth, there was a suggestion to look into whether the cost of infrastructure could be offset by the direct and indirect induced labour benefits that come with it.</li> <li>• It was suggested that innovation be removed as a criterion in its own right, but dealt with from a risk perspective, by looking at how to measure innovation and the potential risk of incorporating that innovation.</li> <li>• The evaluation should consider the scale of economic growth and how it fits into the community.</li> </ul>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<ul style="list-style-type: none"> <li>• Suggested ensuring a lifecycle approach to the facility as a whole, including the outputs. If an energy product is being produced, this would mean understanding where that product would go.</li> <li>• There was also a suggestion to do bench-marking, which is similar to the “Do Nothing” alternative used in an Environmental Assessment. It means understanding what the changes mean compared to the current situation.</li> <li>• Consider the construction cost and the maintenance cost, and look at the impact not just of operation but of construction of the facility (including traffic, location, and creation of local jobs).</li> <li>• System finance options are controversial and information sources need to be stated.</li> <li>•</li> </ul>
KSM	<p><i>General</i></p> <ul style="list-style-type: none"> <li>• Financial considerations are skewed.</li> <li>• External costs, such as health care, need to be factored in the financial analysis.</li> <li>• A full lifecycle analysis needs to be completed.</li> <li>• If too much weight is placed on Technology Risk, it can act as a barrier to innovation.</li> <li>• Ensure that contractual risk applies to both initial and operating.</li> <li>• Local hiring and training are important. Extend this into the City procurement policies.</li> </ul>
Other (emails and letters)	<ul style="list-style-type: none"> <li>• No comments on the criteria were received.</li> </ul>

**Table 4: Feedback Received on Other Criteria Considerations**

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
PIC	<p><i>General</i></p> <p>Use key performance indicators to measure diversion activities.</p>
Survey #3	<p>Respondents were able to suggest additional priorities that were not listed in the ranking. Common suggestions for additional priorities included:</p> <ul style="list-style-type: none"> <li>• Accessibility &amp; convenience;</li> <li>• Accountability;</li> <li>• Adaptability;</li> <li>• Collection &amp; drop-off;</li> <li>• Community programs/services;</li> <li>• Compliance and enforcement;</li> <li>• Cost/budget;</li> <li>• Energy from waste;</li> </ul>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<ul style="list-style-type: none"> <li>• Government action;</li> <li>• Health;</li> <li>• Incentive;</li> <li>• Innovation/technology;</li> <li>• Manufacturing/quality;</li> <li>• Promotion and education;</li> <li>• Receptacles;</li> <li>• Safety;</li> <li>• Sustainability;</li> <li>• Waste transport;</li> <li>• Waste &amp; recycling facilities;</li> <li>• Waste &amp; recycling programs; and</li> <li>• Zero waste.</li> </ul>
SAG	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Consult with sub-contractors such as cleaners who work with City-related agencies and assets like Exhibition Place, police stations, and BMO Field.</li> <li>• Important that all City divisions and agencies are committed to this Waste Strategy.</li> <li>• Education needs to go beyond just teaching students, but reaching out to affected stakeholders. Involve other such as Toronto District School Board (TDSB), non-profits in promotion and education.</li> </ul> <p><b>Evaluation process</b></p> <ul style="list-style-type: none"> <li>• Jobs could be addressed. Consultation with the Labour Council may help to assess whether waste management processes/technologies provide quality jobs.</li> <li>• Evaluation processes are complex and the presentation of results can sometimes obscure the magnitude of the differences between alternatives. Clear process and effective communication of results is important.</li> <li>• Make sure there is data reliability, especially for new and emerging technologies where there is some uncertainty.</li> <li>• Consider another category beyond environmental, social and economic such as “political”.</li> <li>• Additional clarity is needed on how the criteria will be applied. <ul style="list-style-type: none"> <li>○ In instances where the City will likely choose more than one option the purpose of the evaluation is unclear.</li> <li>○ It is unclear how the criteria will be ranked and whether weights will be applied.</li> <li>○ Information on indicators is needed to help understand the criteria.</li> <li>○ Hard to see how options will be compared given that they are so different.</li> </ul> </li> </ul>

CONSULTATION ACTIVITY	SUMMARY OF INPUT RECEIVED
	<ul style="list-style-type: none"> <li>• Additional criterion should be consideration of effect on infrastructure.</li> <li>• Consider a screening criterion to remove options that are inoperable (e.g., don't meet provincial law, etc.).</li> <li>• Suggested a screening criterion to decide if there is a place where a facility could be sited in the City.</li> </ul>
KSM	<p><b>General</b></p> <ul style="list-style-type: none"> <li>• Suggested that health and safety be added.</li> <li>• Sustainability of each option needs to be considered.</li> <li>• Concerns about the weighting of individual criterion and the overall evaluation process.</li> <li>• Risk needs to be considered in the selecting of options. We need to be prepared and quantify the risks. How does risk transfer fit into criteria/options?</li> <li>• Past City projects combined health and social and others kept the two separate.</li> <li>• Consider conducting a health assessment after the environmental, social and financial criteria have been applied.</li> <li>• Affordability is a concern for residents.</li> </ul>
Other (emails and letters)	<ul style="list-style-type: none"> <li>• No comments on the criteria were received.</li> </ul>

**Priorities**

The following section documents what we heard from respondents on priorities through Survey #3, Public Information Centres and the Key Stakeholder Meeting on priorities.

*Survey #3*

In Survey #3, participants were presented with the following six priorities in random order and were asked to select their top five priorities for the Waste Strategy:

- Environmental impact;
- Produce less waste;
- Community impact;
- User friendly;
- Economic impact; and
- Risk and reliability.

Data from Survey #3 captures the results in two ways: Average Ranking and the Times Ranked. The Average Ranking shows how many times a priority was selected and calculates the average position (i.e., from first to fifth) from a score of 1 to 5. Results of the survey indicate that, on

average, environmental impact was the highest ranked priority. In contrast, risk and reliability was the lowest ranked priority on a scale of 1 to 5. The Average Ranking of all six priorities, from highest to lowest, is as follows:

1. Environmental impact
2. Produce less waste
3. User friendly
4. Economic impact
5. Community impact
6. Risk and reliability

The Times Ranked shows the number of times a priority was selected, regardless of the order it was placed (i.e., from 1 to 5). The results are slightly different than the Average Ranking in that Community Impact and Economic Impact are switched. The Times Ranking results of priorities are presented in Table 5 below.

**Table 5: Times Ranking of Priorities**

Number of Times Ranked	1	2	3	4	5	Grand Total
<b>Environmental Impact</b>	384	282	132	70	46	914
<b>Produce Less Waste</b>	332	309	136	79	45	901
<b>User Friendly</b>	135	144	214	152	121	766
<b>Community Impact</b>	35	92	185	158	158	628
<b>Economic Impact</b>	74	85	126	166	135	586
<b>Risk and Reliability</b>	35	55	128	155	162	535

*Public Information Centres and Key Stakeholder Meeting*

Table 6 and Table 7 below report the number of times criteria were identified as priority for program and facility options during the Public Information Centres and Key Stakeholder Meeting.

**Table 6: Priorities for Program Evaluation Criteria**

PROGRAM EVALUATION CRITERIA			
	Criteria	Public Information Centre	Key Stakeholder Meeting
Environmental	Environmental Impact	51	10
	Potential to Increase Diversion from Disposal	37	1
Social	Approvals Complexity	1	0
	Collaboration Opportunities	3	3
	Community Impact/Benefit	12	1
	Convenience of User	25	5

PROGRAM EVALUATION CRITERIA			
	Criteria	Public Information Centre	Key Stakeholder Meeting
	Innovation	15	1
	Program Complexity	0	0
	Waste Hierarchy	4	0
Financial	Contractual Risk	4	0
	Economic Growth	19	1
	Flexibility	13	3
	Net Capital Cost	1	0
	Net Operating Cost	6	2
	Schedule Risk	2	0
	Technology Risk	1	0

**Table 7: Priorities for Facility Evaluation Criteria**

FACILITY EVALUATION CRITERIA			
	Criteria	Public Information Centre	Key Stakeholder Meeting
Environmental	Local Environmental Impact	30	5
	Potential to Increase Diversion from Disposal	22	2
	Regional/Global Environmental Impact	27	2
Social	Approvals Complexity	1	0
	Community Impact/Benefit	13	1
	Convenience of User	12	1
	Potential for Land Use Conflicts/Community Interruption	13	2
	Program Complexity	2	1
	Waste Hierarchy	5	7
Financial	Contractual Risk	5	0
	Economic Growth	15	1
	Flexibility	12	4
	Net Capital Cost	4	0
	Net Operating Cost	9	1
	Schedule Risk	1	0
	Technology Risk	5	0

## Options

Tables 8 – 17 below document what we heard on the preliminary list of options from participants in the Stakeholder Advisory Group (SAG), Key Stakeholder Meetings (KSM), Survey #3, and Public Information Centres (PIC). Comments are grouped into the following option categories: Promotions and Education; Reduce and Reuse; Recycling; Multi-Residential Homes; Industrial, Commercial and Institutional (IC&I); System Considerations; Collection and Drop-Off; Energy from Waste; Landfill; and System Finance. Comments that were frequently heard are marked with an asterisk (\*).

**Table 8: Summary of Input Received on Promotion and Education Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Make Information More Discoverable, Easy to Understand and Increase Convenience</b>				
<ul style="list-style-type: none"> <li>• *To increase participation, make waste management as simple as possible. Some ideas provided include:               <ul style="list-style-type: none"> <li>○ Stop asking people to sort and separate. Accept all garbage and recycling (separate compost) in one bin. People don't recycle because they can't remember the 25 rules. If the City separates, we could double the amount that is being diverted.</li> <li>○ Craft a waste handling system that is so simple and intuitive that promotion and education are not necessary.</li> <li>○ Make the directions for what is recyclable more clear as they are not easily understood. Keep it simple.</li> <li>○ Provide easily accessible lists of locations and operating hours for hazardous/electronic waste depots.</li> </ul> </li> </ul>	√	√		
<ul style="list-style-type: none"> <li>○ Stop asking people to sort and separate. Accept all garbage and recycling (separate compost) in one bin. People don't recycle because they can't remember the 25 rules. If the City separates, we could double the amount that is being diverted.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Craft a waste handling system that is so simple and intuitive that promotion and education are not necessary.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Make the directions for what is recyclable more clear as they are not easily understood. Keep it simple.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>○ Provide easily accessible lists of locations and operating hours for hazardous/electronic waste depots.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Promotional/educational material should be accessible to non-internet users and people with learning or hearing challenges.</li> </ul>	√		√	√
<ul style="list-style-type: none"> <li>• Make facilities more accessible to citizens. Facilitate tours so citizens get to learn how waste is dealt with, give citizens a chance to realize the issues that come from households and industries.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>• Educate manufacturers and stores so they don't sell non-recyclable goods.               <ul style="list-style-type: none"> <li>○ Provide updates at grocery store check-outs.</li> <li>○ Provide education on food waste and plastic bags at the source of purchase (e.g., grocery stores).</li> </ul> </li> </ul>	√	√		
<ul style="list-style-type: none"> <li>○ Provide updates at grocery store check-outs.</li> </ul>	√			
<ul style="list-style-type: none"> <li>○ Provide education on food waste and plastic bags at the source of purchase (e.g., grocery stores).</li> </ul>	√			
<ul style="list-style-type: none"> <li>• More exposure, awareness, and training for City and Solid Waste Management Services (SWMS) staff so they can become more empowered, better ambassadors, and create</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
more reliable touch points through engagement within their own social circles, become subject experts and opinion leaders in their own domains, and throughout their interaction with the public.				
<ul style="list-style-type: none"> <li>• Create a better program for testing SWMS initiatives with members of the public (the end users), engage their feedback, and report on it to generate more interest as well as to empower the public.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Educational programs must be simple, ongoing and intuitive and educational materials need to be catchy, more specific and clear with pictures.</li> </ul>	√	√		√
Complete More Proactive Community Outreach and Education				
<ul style="list-style-type: none"> <li>• Include pictures inside bins to identify where items should be disposed.</li> </ul>	√			
<ul style="list-style-type: none"> <li>• Provide education on reduction – the City focuses on recycling and garbage collection instead of reduction.</li> </ul>	√			
<ul style="list-style-type: none"> <li>• Use a celebrity to emphasize importance and appeal to different demographics.</li> </ul>	√			
<ul style="list-style-type: none"> <li>• Waste costs are too hidden; people need to see the connection between cost and waste generation.</li> </ul>				√
<ul style="list-style-type: none"> <li>• Need to reach out to diverse communities and materials should be translated. Recruit multi-lingual volunteers.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>• Train staff and supervisors of multi-residential buildings.</li> </ul>	√			
<ul style="list-style-type: none"> <li>• Support honourariums for Ambassadors/Volunteers. Coordinate volunteers to develop and deliver waste reduction curriculum in schools.</li> </ul>				√
<ul style="list-style-type: none"> <li>• Recognize the benefit of people’s efforts by providing feedback. Use the website or other means to tell us about things like the number of trees saved from recycling, participation rates over time, funds generated from recyclables, cost of litter pick-up, comparison in costs of recycling versus not recycling, show where existing waste is going and how participation in diversion programs results in change, etc.</li> </ul>		√		√
<ul style="list-style-type: none"> <li>• *Proactive outreach to target audiences such as community groups, community centres, Toronto Community Housing, colleges, businesses &amp; offices, senior’s centres, libraries, schools, and apartments and condos. This could be through community centres and cultural hubs. Some ideas include:</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Use segmented media to direct messages appropriately (e.g., advertise food waste on the</li> </ul> </li> </ul>			√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
cooking channel, recycling construction waste on home renovation shows).				
o Educate new immigrants on how Toronto's recycling and waste programs work when they arrive, why they are important, maybe in a welcome package in their native language or hold new immigrant orientation sessions. Work with English as a Second Language programs and settlement agencies.	√	√	√	√
o Consistent communication messaging across all City ABCDs.				√
o Target members of the population who do not speak English as their first language. For example, try to tap in social media commonly used by Chinese citizens in Toronto. Facebook is not the main one.		√		
o Hold recycling week with education programs and blitzes.	√			
o Get on university campuses during frosh week, set up a booth or connect with a campus environmental group on campus to help promote good recycling and environmental habits within residences.	√	√		
o Work with environmental non-profit organizations to give feedback and education to respondents.		√		√
o More events like the Wast(ED) talks.		√		√
o Have reuse classes free at all community centres or creative reuse centres.		√		
o Booths at the Home Show or Cottage Life Show where you can have one on one discussions and get information.		√		
o Post messages at large venues.	√			
• Increase support in communities and outreach, helps to bring awareness, foster new habits in people, enact changes and get the whole community motivated to recycle, reuse and reduce waste.		√		
• Better advertisement of Community Environment Days, they are great! Perhaps through connecting with various neighbourhood groups on Facebook and posting a notice within these neighbourhood groups when environment days are happening in the area. Use these events for education purposes.		√	√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>Increase the number of waste (3Rs) ambassadors across the city, especially in apartments and condos but also including ICI and single family houses.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Keep up the current use of subway advertising</li> </ul>		√		
<b>Find Ways to Provide Incentives or Enforcement</b>				
<ul style="list-style-type: none"> <li>*There need to be incentives and fines for compliance.</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li>o Most people do not participate until they are forced to, especially in apartments and condos. Fines to building managers (regardless if on City or private collection) would incentivize them to ensure their tenants are separating and disposing of waste properly.</li> </ul>		√		√
<ul style="list-style-type: none"> <li>o Develop a recognition program for properties and ABCDs successfully diverting waste.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>o Enforce the by-laws. Fine people.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>o Provide financial incentives for waste reduction (rebates, tax breaks, etc.).</li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>o Offer cash for more recyclables than alcohol bottles at the transfer stations or Community Environment Days.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Inform residents about non-profits and benefits (e.g., receiving tax receipt from not for profit organizations).</li> </ul>	√			
<ul style="list-style-type: none"> <li>Involvement participants, volunteers, out of work university students. Create jobs to keep the environment clean.</li> </ul>		√		
<b>Improve Promotional/ Advertising Tools</b>				
<ul style="list-style-type: none"> <li>*Increase promotion and advertising.</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li>o Use the Commissioners Stack (400 foot tall landmark) similar to CN tower as an information tool/beacon to convey success of the City's targets. E.g., have the stack display a dynamic diversion target by lighting up the stack a different colour.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Improve household handouts.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Focus on the positives and bust the myths.</li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>o Expand website education.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Maintain an email list where an update is sent when there are changes to what is/is not recyclable.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Create a marketing and communications strategy and use social media.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Include better pictures on waste bins.</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ We need a campaign to educate people about waste and to develop pride in this city.		√		
○ Host Educational Tours / Virtual Tours at recycling plants.	√	√		
○ Simple consistent messages like "every piece of plastic you've ever touched is still on this planet".		√		
● Only 2% of the solid waste budget is budgeted for education and enforcement – we need to devote more.	√			
● *Advertise on TV, newspapers, bus shelter, subway, recycling bins, billboards, radio, YouTube. Ads should be humorous and promote benefits of diversion and social acceptability.		√	√	√
○ Have more presence in print media, not just social media, to target all ages.		√		
<b>Partner with Others to Increase Outreach</b>				
● Partner with existing community members for greater outreach (e.g., Toronto Public Libraries, hospitals, community organizations).		√	√	
● Greater coordination of Promotion & Education campaigns with other City divisions will make communications more effective for all involved.			√	√
● Connect with/outreach to groupings of people such as schools of all types, sport events, religious affiliations and medical/dental practitioners.		√		
● Collaborate and synchronize with other educational initiatives (e.g., Recycling Council of Ontario, Sierra Club, Federation of Metro Tenants' Association, Toronto Region Conservation Authority).		√	√	√
● Involve industry in their in-store and ICI programs to reach citizens at home, in public and at places of work.		√		
<b>Encourage the Next Generation</b>				
● *Work with schools.	√	√	√	√
○ Have waste management included in the curriculum. Include food waste education.	√	√	√	√
○ Partner with post-secondary education sector to collaborate for research.			√	√
○ Educate beyond students to include affected stakeholders such as the school boards.			√	
○ A consistent message to future generations may also help kids pass the message on to those at home.		√		
○ Offer students field trips to waste facilities to help educate our citizens of tomorrow.		√	√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Hold workshops/ presentations in schools e.g., mini Environment days.	√	√		
○ Get ideas and motivation into schools either via curriculum, extracurricular activities, visiting presenters, displays, field trips, etc. In other words, promote to kids as well as adults. Especially in homes where English is not the first language or parents have little time or interest to read about changes in waste management, have kids bring home the message.	√	√		
○ Target kids with play based learning.	√			
● Information suggested for inclusion in school curriculums includes: product lifecycle, littering, general environmental cleanliness, waste management awareness, recycling, flexible packaging, reducing waste, get kids excited about the 3Rs, food production and its relationship with waste.		√		
<b>Consider New or Enhanced Online Tools</b>				
● Enhance the Waste Wizard tool by adding more items (e.g., food waste) and publicizing more.		√	√	√
● Enhance the City's SWMS website.	√	√		
○ Adopt WasteNothing.ca as the city's waste sorting tool.		√		
○ Product lifecycle calculator should be available via the City's website.		√		
○ Provide promotional and educational tools in multiple languages.		√		
○ Offer a very mobile friendly website to deal with issues like where to send e-waste, if something is recyclable, the day of the week for garbage versus recycling, etc.		√		
○ Record webinars/seminars of workshop and educational events so people who can't attend are able to watch online.		√		
○ Improve the City website because it can be difficult to navigate and to bookmark certain pages.	√			
● *Support the use of a mobile phone app.	√	√	√	√
○ Would be useful to have a universal app as a quick reference for waste separation policies (i.e., what can or can't be recycled). The app should use images and be offered in multiple languages. It should also list various depots and local organizations based on location where items can	√	√	√	√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
be taken for reuse or recycling. Equivalent information should be available on the website and social media.				
○ Develop a clever name for the waste app (e.g., “Wasted”).	√			
○ The app should allow one to scan a product and the app will show what the lifecycle is and impacts on the environment.	√		√	
● Create a community social media page to encourage local exchange of items.	√			
● More two-way communication with City customers.				√
● E-mail reminders on waste collection days.	√			
● Continue using 311 for those who like to speak to a real person. Consider training staff specifically on solid waste management issues.			√	√

**Table 9: Summary of Input Received on Reduce and Reuse Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Make Reduction and Reuse Convenient and Accessible</b>				
● Provide more accessible drop-off locations (accessible by walking or public transportation) for reuse in the City that are a one stop collection point for all non-curb-side collected waste (e.g., community centres).	√	√	√	√
● Develop a reuse strategy to build a culture of conservation and sharing			√	
● *There should be more services that collect reusable items from households and take them to suitable charities. This could be run by the City or non-profit organizations.	√	√	√	√
<b>Place Accountability for Waste on Producers</b>				
● *Accountability for waste needs to be put back onto the producer.	√	√	√	√
○ *Advocate for extended producer responsibility to all levels of government. Manufacturers should be responsible for their own waste and pay for it (the whole lifecycle).	√	√	√	√
○ Products need to be produced with less waste and eliminate unnecessary packaging.	√	√	√	
○ Producers need to take back their own waste and recycle it.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ There are not enough manufacturers that provide no-packaging/minimum packaging options other than bulk-food stores, expensive boutique-style outlets for various products and second-hand stores. Manufacturers need to take responsibility for the end-of-life of their packaging.		√		
○ 3D glasses are used then sent back to the supplier to be repackaged for reuse. It's a good start but at Disneyland they are reused without being repackaged, so there's already a model for reducing that waste.		√		
○ Standardize glass jars to improve reusability and refilling (e.g., similar to beer bottles).	√	√		
○ Target food packaging as much as food waste.	√	√		
○ Beverage containers in Alberta must be recyclable and manufacturers require approval to sell.	√			
● *Hold producers accountable for their waste through laws, fines and/or bans.	√	√	√	√
○ Establish guidelines and/or laws for packaging and enforce them.	√	√	√	
○ Ban plastic water bottles	√			
○ Create policies that force businesses to reduce waste and actually enforce them.		√		
○ Provide incentives for manufacturers to be accountable for their waste(s), e.g., prevent them from selling over packaged products.		√		
○ Take action at the design stage of packaging and products.	√			
○ Charge fees for producers of excess packaging. Demand higher costs for large waste producers. Fees will cover the costs of managing waste from their packaging (e.g., fast food chains).		√		
○ Use biodegradable packaging instead of plastic bags, water bottles and single serving food containers, which enter our waste stream.	√			
○ The City should introduce by-laws and policies to reduce waste and take out containers from restaurants.	√			
○ Fine manufacturers/stores that provide non-recyclable packaging. This includes grocery stores and restaurants.	√	√		
○ Publicly shame corporations that use too much packaging in their products.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Move toward lifecycle costing (it is also a mindset and attitude) when manufacturing and purchasing goods. Should be explicitly part of Request for Proposals for as much business the City does (e.g., catering - what happens to the left-over food? Was the food sourced from Ontario?).		√	√	
○ Collaborate with other municipalities/cities to influence manufacturers to produce eco-friendly products.	√		√	√
○ Aim for 100% producer cost for Blue Bin.	√			
○ Council needs to stop the introduction of new plastics.	√		√	
● Embrace concept of circular economy.				√
● Encourage the manufacturing of goods that have lifetime warranties and that do not wear out easily.		√		
● Assist producers through the provision of education about alternatives for packaging.		√		
Encourage Ways to Donate / Repurpose or Repair Reusable Items				
● Ways to repair broken reusable items should be encouraged and supported.		√		
○ Street fairs could connect people who want to reuse old items.		√		
○ There should be more repair events. Support should be provided for existing events (e.g., repair café to provide staff who know how to repair items).	√	√		
○ Programs to train people to fix more broken items would be helpful.		√		
○ People should be taught creative ways to reuse potential waste.	√	√		
○ Develop Creative Reuse Centres. Combine teaching, workroom and shop/gallery space with a warehouse style store for reusable/repurposable objects - including everything from industrial offcuts to pop can tabs, art materials to scrap lumber, clean rags, yarn and way more. Make it fun, make it "cool" while educating. Most people still see repurposing as for poor people, whereas it should cross all economic and skill and language and age barriers.		√		
● *Provide more support for donating reusable items.	√	√	√	√
○ The City should provide information on agencies/organizations that accept items for reuse.	√		√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ More community-run garage sales should be organized.		√		
○ A community swap day(s) could be organized. This could be in one central location, or everyone could participate by placing items out at their curb for anyone to take.		√		
○ Ensure giveaway events are not happening in parks without a permit. Need to watch illegal dumping from these events.				√
○ In multi-family buildings a “swap spot” could be created.		√		
○ Households that put items out at the curb for reuse aren’t always in the neighbourhoods that could benefit from those items. Should be a system to bring these products to communities that would benefit.		√	√	
○ Support maker-spaces, book exchange boxes on the sidewalk, Artscape and the Tool Library to set up exchanges of reusable materials for arts, crafts, woodworking, electronics, etc. Initialize more reuse centres where people can donate and pick-up stuff to reuse.		√	√	√
○ For recycling clothing, a better and more consistent network is needed. Perhaps on the website show locations for this and make it easy for residents to know where these are and which are reputable charities.	√	√		
○ Collect used cooking oil from businesses.	√			
○ Use Community Environment Day as an opportunity to reuse, swap, sell, etc.	√			
○ Drop off secondary materials to businesses.	√			
● Focus on clearer resource streams instead of waste streams.	√		√	
● More support for non-profits to find ways to upcycle.				√
Facilitate Ways to Use Less				
● Propose initiatives encouraging residents and businesses to use less.		√	√	
○ Encourage standards where different brands must use the same packaging, device (e.g., all electronic devices must use the same recharger).		√		
○ Develop a system that utilizes reusable containers for take-out food.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Support buy-less programs (e.g., Buy Nothing Day).		√		
○ Initiatives so that businesses, large and small, use less waste at all areas of the waste stream including but not limited to packaging. Procurement policies should be implemented that favour sustainable supply chains.		√	√	
○ Promote a culture of and educate customers on reuse. Share stories of how other residents reuse their items.		√		
○ Encourage purchasing unpackaged foods.		√		
○ Facilitate ways to use waste to replace purchasing/using something else (e.g., used coffee grinds for mushroom production).		√		
● Planning and permit approval is an opportunity for City to ask developers for their waste reduction plan.			√	
<b>Encourage a Reduction in Food Waste</b>				
● *Encourage the donation of food, specifically grocery stores.	√	√	√	√
○ Legislation should be put in place to force grocery businesses to give away surplus food.		√		
○ Provide financial incentives for businesses to donate unused food products.		√		
○ Encourage buildings relationships between grocery stores and food banks.	√	√	√	
● Promote purchasing of 'ugly' fruits and vegetables.		√		√
● Provide incentives for households to reduce food waste.				√
● Collaboration to expand food diversion programs to include farmer's markets.		√		√
● Provide more education on what food labels actually indicate. A lot of waste is caused by mislabelling (e.g., the Film "Just Eat It" A Food Waste Story" highlights this).	√	√		√
● Educate restaurants on food waste disposal so that it does not enter waste stream.	√			
● Improve the quality of city water to decrease the consumption of bottled water.	√			
● Research France's food waste legislation.	√			
<b>Provide a Financial Incentive for People to Reduce and Reuse</b>				
● Bring the plastic bag fee back.	√	√	√	
○ Make the fee mandatory with the revenue going to the City for waste management.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Banning plastic bags was good legislation that the City should have stuck with. People are motivated by personal financial incentives and penalties.	√	√		
● Discourage the use of single use items through fees/taxing (e.g., tax bottled water)		√		√
● Increase charges for garbage as an economic incentive to reduce waste.		√		
Provide Reward and Recognition as an Incentive to Reduce and Reuse More				
● Provide recognition and rewards to individuals, groups and businesses who reduce their waste.		√	√	
○ Give incentives to individuals participating in reuse programs (e.g., coupons, recreational centre passes).		√		
Increase Reduce/ Reuse Education and Initiatives				
● Hold more group events instead of single person programs.	√			
● Change the language used in promotion (it is outdated).	√			
● Emulate Singapore where they campaign for waste management and foster ownership in the city's cleanliness.	√			
● Use a mascot.	√			
● Show rate of reuse/reduce and use performance metrics at capturing waste.	√		√	
● Reality TV shows about families in different situations reducing their waste footprint.			√	
● Use volunteers and community organizations to help (e.g., support and fund groups to collect litter).	√			
● Hold "How To Recycle and Reduce" events.	√			
● Hold school contests for green initiatives, similar to Toronto District School Board's "Eco-Schools".	√			
Encourage People to Use Quality Items that Can be Reused				
● Implement a system for customers to bring their own containers, or a system of reusable containers.		√		
○ Find innovative ways for customers to be able to buy food or bulk food without always resorting to plastic.		√		
● Encourage more innovative, sustainable packaging (e.g., milk bags have no handles so they have to be put into a bag with handles).		√		
● Discourage production of dominant products that end up as garbage by finding safer and reusable alternatives.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>Use social marketing techniques to frame disposal and stress importance of reduce and reuse.</li> </ul>				√
<b>Partner with Others to Reduce and Reuse</b>				
<ul style="list-style-type: none"> <li>*Create innovative partnerships.</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li>o Work with local neighbourhood associations.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Support food rescue programs.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>o Work with organizations focused on healthy food, food justice and environmental groups.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Partnerships and promotion of businesses/non-profits that repurpose/restore/resell unwanted goods and materials.</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li>o Work with non-profits to start and manage social enterprises that generate income and employment in local communities.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Donate to non-profit organizations that collect items for reuse.</li> </ul>				√
<ul style="list-style-type: none"> <li>Partner with retail stores to allow for tool sharing.</li> </ul>			√	√

**Table 10: Summary of Input Received on Recycling Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Deposit Return</b>				
<ul style="list-style-type: none"> <li>*We need more/expanded deposit return programs. Many jurisdictions (e.g., Nova Scotia, Alberta) are extremely successful when deposit/return systems are implemented. They emphasize quality control for reuse and recycling and would cut down on littering as many people pick up items that can be returned for deposit even when another person has thrown it away as litter. Deposit/return depots also provide employment, in many cases for the under-employed/hard-to-employ.</li> </ul>	√	√	√	
<ul style="list-style-type: none"> <li>Need higher deposits. The amount of deposits has not kept up with inflation and higher rates would result in more returns.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>Advocating deposits is not the best use of City resources and should not replace expanded recycling.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Time for sorting is not worth effort – just expand recycling.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Inconvenient and environmentally unfriendly - you have to drive to return.</li> </ul>		√		
<b>Environmentally Friendly Packaging</b>				

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>*Ensure that producers are responsible for their products at the end of their lifecycle and ban packaging that is unnecessary and cannot be recycled/upcycled (e.g. grocery chains to use less plastic and more paper bags). Legislate or use incentives/fines to encourage producers to make their products and packaging more environmentally friendly and to manufacture products to last.</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li>Advocate to provincial and federal levels of government to regulate packaging content. Communicate with other cities on this.</li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>Require disposable coffee cups be recyclable in City's program.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Encourage different sizes of containers (i.e. smaller containers instead of large bulk purchasing options).</li> </ul>		√		
<ul style="list-style-type: none"> <li>Take a serious look at charging for plastic bags/garbage bags.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Need to encourage reusable/refillable packaging. Could include incentive for more stores to carry options such as bulk bins and reusable/returnable containers, encourage producers of some cosmetics to sell refill packs for shampoo, conditioner and soaps.</li> </ul>		√		
Composting				
<ul style="list-style-type: none"> <li>*Get the Green Bin program into the downtown core and condos or create composting opportunities for these residents.</li> </ul>		√		
<ul style="list-style-type: none"> <li>*Not in favour of/concerned about backyard composting and/or onsite aerobic composting at multi-residential buildings in the City with key reasons being rats, raccoons, skunks and small spaces.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>Create community composting opportunities and provide financial support. Local community gardens and roof top gardens would benefit from a local source of compost.</li> </ul>	√		√	
<ul style="list-style-type: none"> <li>Provide tips on how to handle vermin.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Look for different ways to manage organic waste. Portland Maine has bins outside restaurants labeled 'animal feed'. A pig farmer in Las Vegas takes table scraps from buffets to feed pigs. Animal feed is a higher value than compost.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Provide people with Red Wiggler worms for vermicomposting.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Make the composters bigger. They fill too quickly.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Europe advocates for composting facilities over landfills.</li> </ul>	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Expanded Recycling Program</b>				
<ul style="list-style-type: none"> <li>*Make it easier to dispose of hazardous garbage like paint, batteries, medicine. Use a "purple box" to collect these and put them out once a month was suggested. Expand and publicize the Toxic Taxi.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Source separate paper from City-owned office buildings and sell separately to paper mills.</li> </ul>				√
<ul style="list-style-type: none"> <li>Dramatically increase the number and locations of Community Environment Days and offer recycling depots there.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Expand the reach of recycling in condos and apartments, in public spaces like parks and plazas, schools, other commercial, industrial and institutional spaces, by buses and subways.</li> </ul>		√		
<ul style="list-style-type: none"> <li>A number of things were identified that people would like to recycle: <ul style="list-style-type: none"> <li>Construction and demolition waste, mainly wood and drywall.</li> <li>Scrap metal; consider pick up or community bins.</li> <li>Packaging that is not currently recyclable like toothpaste tubes and deodorant containers.</li> <li>More options for eWaste recycling.</li> <li>Clothing, linen and other fibers that cannot be reused.</li> <li>The City should manage dog waste in parks and provide bins and bags in busy dog parks.</li> <li>Appliances and large household items.</li> <li>Expand program to handle more plastics, hard and soft.</li> <li>Porcelain products (e.g., toilets and sinks).</li> <li>Upholstered furniture and mattresses.</li> </ul> </li> </ul>	√	√		
<ul style="list-style-type: none"> <li>Yard waste should be picked up weekly.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Give compost out for free.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Create depots within local neighbourhoods that you can walk to or other places people frequent for the collection and processing of items that can't go into recycling. Having donation bins and/or opportunities for residents to 'swap' were suggested as ways to "recycle" e.g., work with Canada Post to handle materials such as batteries or electronics beside community mailboxes.</li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>Connecting with venues that host events to encourage specific items to be brought in for recycling such as batteries, cameras, shoes, etc.</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Accessibility/ Convenience</b>				
• Make recycling bins for high rise buildings more user-friendly.		√		
• Make it easy for seniors or those with disabilities to return items.		√		√
• Make sure it is easy and economical for businesses to participate in waste reduction and recycling.		√		
• Conduct waste audits to buildings of different ages to see if newer buildings (i.e., with trisorters, three chutes) are performing better.				√
• Consider some kind of labelling or logo to show that item is recyclable in City's system.			√	
• Rules are too complicated and change often (e.g., coloured plastic).	√		√	√
<b>Lessen the Need for Recycling</b>				
• City could set up thrift shops/depots where items in good condition can be donated instead of thrown away - the City could pick them up and they could be sold for reasonable prices.		√		
• Advocate for stores that accept used items from the public to be recycled.		√		
• Promote less need for recycling by encouraging sharing, borrowing and repurposing. Encourage a change to the "throw-away" mentality.		√		√
• What can Toronto do to make the share and repair network accessible and staffed with volunteers, so that neighbours can help neighbours avoid waste? What about supporting or growing networks to share (and maybe store) usable goods?		√		
• More free reuse centres for art supplies and other stuff (e.g., like food banks).		√		
• Use recycled tires in playgrounds to keep children safe, at a reduced cost or offer it free.		√		
• Encourage the sale of food "seconds", such as blemished produce.		√		
<b>Partnership Opportunities</b>				
• Food waste should be greatly reduced by having the City partner with grocery stores and organizations such as Not Far From the Tree and Second Harvest.		√		√
• Create stronger partnerships.	√			
• Support non-profits in recycling rather than expanding City programs.	√			√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• Partner with TTC for collection of smaller items like batteries and ewaste.			√	
• Communicate with private sector (e.g., Business Improvement Areas) and partner with private companies that take recyclables (i.e., Best Buy, H&M).	√	√	√	
• Support organizations and artists that are repurposing materials to give them a second life.		√		
• Collect renovation materials for Habitat for Humanity.	√	√		
• The City should find ways to recycle new materials or at least set up collection points (maybe in community centers or at Community Environment Days).		√		
• Look at developing other lines of revenue from the garbage stream (e.g., could you re-purpose furniture through a youth work program and then use the furniture at the furniture bank, shelters, or sell it).		√		
<b>Enforcement</b>				
• Better monitoring, spot check contents of bins to verify that they are being used properly and then educate the owner.		√		√
• Toronto should start penalizing those who use their blue bins as garbage cans.		√		
<b>Incentives, Encouragement and Deterrents</b>				
• *Use taxes and fines as a way to encourage recycling.		√		
○ Make commercial operations and government (e.g., TTC) pay extra for not separating.		√		
○ Tax plastic bottles as way to discourage single use items.		√		
○ No tax for reused items and a higher tax for new.		√		
○ Tax breaks or other benefits for companies using recycled materials.		√		
○ Preferential purchasing of items with higher recycled content by the City. Update the green procurement policy.		√	√	
○ Increase litter fines.		√		√
• Cost-benefit of recycling.	√	√	√	
○ Would like to see a reassessment of what it costs and the environmental effectiveness to actually reuse/recycle. For example, glass. It is benign, we spend too much money trying to recycle it and it should be going into landfill instead of plastics we haven't figured out how to recycle yet.		√	√	
○ On the surface, recycling might seem like a good idea, but not at any price; it makes no sense, for		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
instance, to keep throwing money at something which results in little or no benefit.				
• Increase the cost of waste disposal.		√		
• Better fiscal tracking of "plastic bag" taxes toward recycling programs.		√		
• Look at incentives, retrofit old buildings not suited for current recycling (old tower neighbourhoods).		√		√
• Provide cost-savings to those that participate in programs.	√			√
• Provide economic incentives for companies to reduce the amount of packaging they use.		√		
• Provide subsidies/grants for scalable innovative approaches to recycling and processing.		√		
• Use government power to control the industries that generate the most waste. That's more effective than advertising to consumers, who usually care more about price and convenience than the environment.		√		
<b>Promotion and Education for Recycling</b>				
• *Increase the capture rate of the recyclable items by advertising through YouTube and TV commercials, improving signage, and providing clear and simple instructions.		√	√	√
• Develop a strategy to change behavior, similar to what was done for drinking and driving and cigarettes.		√	√	√
• The public needs to know <u>why</u> they should waste divert, not just how to. Give people the chance to know they have to purchase goods made with recycled materials to complete the 4R cycle.	√	√		
• Have more information on Waste Wizard of how or where to dispose of items the City does not collect.		√		√
• Photos on Waste Wizard would help me and those who speak other languages. Would like to be able to send a picture of an item and find out if it is recyclable.		√	√	
• Condominium properties do not do a good job with recycling. Find out what the barriers are and develop solutions from condos that do make the effort!		√		
• Making sure our recycling gets recycled. People get demoralized and stop recycling when they hear stories of stuff going to landfill.		√		√
• Update and/or standardize recycling posters and use pictures.	√		√	√
• Send a reminder sticker to all residents each year.	√			
• Focus education on high value recyclables.	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Other Approaches/Technologies to Consider</b>				
• Collect all garbage and recycling in one bin and have the City sort and separate to improve diversion (e.g. In Munich they no longer sort waste (except paper packaging) and use technology to sort materials).		√	√	√
• The end of the line for garden waste and Green Bins should be generating electricity via biogas or that gas should be being collected and sold for heating (e.g., ZooShare).		√	√	
• Build a generator/incinerator and look to Scandinavian countries how this can be done.		√		
• Contact "Diaper Genie" to see if they could make a similar product for an organic bin to help with the smell.		√		
• Use vacuum collection system in new parks and large scale new buildings for collection of waste.				√
• Invest in waste management technology enabling the creation of recycled material for construction and furniture that is cheaper than non-recycled products.		√		
• Need more information about the new plastic bag program: do you have to separate types of bags? More explanations about the benefits (e.g., amount of waste diversion this could produce, how it will be reused etc.).		√		
• Exchange ideas from other countries how they deal with the waste and how to manage the recycling at an affordable cost.		√		
• If garbage is put out in clear bags instead of hidden in dark containers people are shamed into being good.		√		
• Considering different recycling approaches for different residential typologies. More innovative ways to compost and recycle in multi-residential buildings.		√		
• Use mechanical-biological sorting for everything (e.g., City of Edmonton).	√		√	
• Use tri-sorter systems in condos.	√			

**Table 11: Summary of Input Received on Multi-Residential Homes Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>More Accessibility/Convenience for Multi-Residential</b>				
• *Convenience is critical to increasing diversion.	√	√	√	√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Taking garbage down the elevator is not convenient; however, garbage chutes don't always fit larger items.		√		
○ Convenience should not be too costly.		√		
○ It needs to be easy for residents to recycle.	√	√	√	
● Diversion is more difficult for multi-family homes and for seniors.		√		
● Items to be composted and recycled should be simplified.		√		
● Make the recycling room more usable. This includes hand sanitizer on the wall, some stats about how important recycling is and how little is diverted in condos, proper signage, etc.		√		
● Condo owners pay their taxes and yet don't seem to have the same rights in terms of waste pick up as single homes.		√		
● There should be 100% availability of recycling and composting facilities in all condos and apartment buildings.	√	√		
Accountability of Managing your Waste should be Encouraged				
● Lower diversion rates could be attributed to tenants not having a personal investment in waste diversion. It can be 'anonymous' when it comes to taking out the waste.	√	√	√	
● Suggestions to encourage more accountability could include:		√	√	
○ Use Radio Frequency Identification (RFID) or similar unique tokens that open the garbage chute room on each floor. On a monthly basis a list could be published in the building (without names, just unit numbers) about how often the garbage room was accessed by each tenant. (Assuming all organics and recycling has to be brought down separately). Transparency is missing and while all home-owners are accountable to their neighbours and there is a level of transparency that can't be avoided curbside, this has never been established in multi-residential buildings.		√		
○ A billing system for individual tenants would help similar to a data fee on your phone bill. If it's just rolled into the monthly rent, it becomes hidden.		√	√	
○ Incentivize building owners / managers / individual residents. There could be fees for garbage removal and no fees for compost and recycling.		√	√	
New Approaches to Collection/Drop-Off				

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• *Update existing chutes or how chutes are used.	√	√	√	√
○ Provide/revamp chutes or provide drop-off locations for all materials on all floors to take garbage, recycling or organic.		√		
○ Find easier methods of waste diverting, color coded bags for older buildings that don't have tri sorters, that way everything can go in one chute tube.		√		
○ Close all garbage chutes and organize one central location for all trash, recyclables, and organics.		√		
○ Garbage chutes should be used for organics and not garbage.		√		
• Encourage on-site composting	√	√		
○ Use small scale digesters (similar to the one at Air Canada Centre).		√		
○ Limited space in multi-family buildings for compost; however, perhaps apartment buildings could have compost systems on their rooftops and make their own soil to be used in the apartment building's landscape.		√		
○ On-site composting won't work as people may throw anything of everything anyways. If there is a hygienic way to collect compostable waste (compost elsewhere) that would be ideal.		√		
• Usage of in-sink disposal units.				
○ In-sink disposal units are appreciated by some as a way to manage compostable materials.	√	√		√
○ Most jurisdictions are moving away from these. Why would Toronto want to increase the need for water treatment by throwing organics in the sewage system?	√	√		√
○ Ban in-sink disposal units.		√		
• Suggestions for City-provided servicing included:				
○ Support landlords that have space limited sites by allowing the use of City property for collection, focus all on sizes of residential unit.		√		
○ Reduce fees for collection of multi-residences.		√		
○ Provide more frequent pick-ups.		√		
○ New developments should not be able to opt out of City collection services.				√
○ Include option to develop mid-rise development guidelines.				√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Provide incentives for buildings to install better facilities.		√		
○ Promote city-only pick-up up and no private collection/diversion.		√		
○ Green Bin pick-up should be available for apartment buildings.		√		
• Older buildings may benefit from a hallway recycling program, where maintenance staff (or a service) collects recycling from the hallways once a week, similar to curbside service for homes.		√		
• Programs to divert more materials should be encouraged.	√	√		
○ There needs to be a minimum level of collection infrastructure (baseline) in all buildings.	√		√	
○ Provide neighborhood drop-off depots in the building. This could include batteries and electronics drop-off.		√		
○ Have a designated ‘swap’ area where residents can deposit items they no longer want and other residents can pick up. These can be donated to charities periodically or thrown out. An online directory can be used to alert other residents when items are dropped off. There could also be resident-focused wanted/offered bulletin boards.		√		
○ A large item pickup and separation program for different types of waste is needed.		√		
○ Collect hazardous waste (e.g., paints, car oils) and larger items every six months to prevent environmental pollution. Then residents are reminded that they do not have toss those toxins in the environment and learn about the risk from them.		√		
• Considerations of where the recycling bins are placed.	√	√		
○ Place the recycling bins close to the parking lot in a convenient location to encourage use.		√		
○ Recycling bins in the garbage room might help reduce the amount that goes into garbage chute.		√		
• Consider alternative sorting systems.	√	√		
○ Stop asking people to sort waste and put all waste in one bag. Use optical sorting to increase the recycling rate for a very low investment cost.	√	√		√
○ Using a system where residents sort their waste in differently coloured bags and put all bags mixed in one bin. Have the bags sorted by colour at the processing facility.		√		√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>Use smart bins that communicate when they are full, or a better tracking system for when they are full.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>Pick-up services should be notified of moving days and when a lot of waste will need to be picked up.</li> </ul>	√			
<ul style="list-style-type: none"> <li>Green lids should stay closed. The current model is not secure and raccoons and other vermin are a constant problem. Provide smaller green bins that hold odours for apartments. In winter months it is a problem and makes snow removal more difficult.</li> </ul>		√		
<b>Compliance and Enforcement Measures</b>				
<ul style="list-style-type: none"> <li>*Enhance use of regulatory mechanisms. <ul style="list-style-type: none"> <li>Adapt building codes to require easier recycling options for residents of apartments and condos. Suggestions include required separate chutes, mandatory requirement to retrofit older buildings, imposing space requirements for waste management and requiring a Green Bin.</li> <li>Consider requiring all landlords to meet mandatory new systems (including things like a free pickup of reusable items, green bins to all residents).</li> <li>Require landlords to have more recycling capability.</li> <li>Limits that apply to single-family dwellings should apply to condos and apartments.</li> <li>Consider mandatory training/licensing for multi-family buildings on what is waste, recycling and repurposed.</li> <li>Do not accommodate contamination (e.g., Germany does not collect unless it is sorted correctly).</li> </ul> </li> </ul>	√	√	√	
<ul style="list-style-type: none"> <li>*Use incentives. <ul style="list-style-type: none"> <li>Provide a financial incentive for compliance and/or increase penalties (taxes) for excess garbage.</li> <li>Have the City require certain buildings to pay a person to sort building waste.</li> <li>Give incentives (tax credits, rebates) when certain targets are met, including job creation.</li> </ul> </li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li>Provide recognition on what is done well and feedback on contamination. <ul style="list-style-type: none"> <li>Release a public list of the best buildings and worst buildings in the City. Encourage the worst</li> </ul> </li> </ul>		√	√	√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
buildings to get themselves off that list. Encourage fun and healthy competition.				
• Enforce non-compliance.		√		√
○ Enforce by-laws with fines, for illegal dumping, not participating in diversion programs and for landlords that do not provide adequate recycling.		√	√	
○ Site specific audits should be completed. Audit buildings based on age and type of sorting system in place.		√		√
• Concerns about mandatory recycling by-laws.		√		
○ City never has enough officers to enforce by-laws.		√		
○ Feels heavy handed.		√		
○ Difficult and/or costly to enforce.		√		
• In LEED certified buildings, waste management criteria is included (e.g., ‘garbage lounge’ with no chutes).	√			
Promotion and Education				
• *Communication with/from property manager.		√		
○ Have property managers meet with tenants on a bi-weekly basis to ensure tenants are properly recycling, Education material for new residents to Toronto. Outreach to immigration support organizations with material in different languages		√		
○ Make use of the captive audience in elevators. Encourage landlords to communicate building recycling/diversion initiatives through posted signs in elevators as well as in the waste disposal rooms.		√		
○ Providing easy-to-post charts of what can / cannot be recycled (e.g. in hallways, next to the garbage area) could also help because there are so many materials that can / cannot be diverted and this has changed over time.		√		
○ Orientation should be provided to each new tenant or condo owner once they move in. Surveillance of the recycling area could give the feeling that they must sort appropriately.		√		
• Communication from the City.	√	√		
○ Include everyone in outreach, whether serviced by City collectors or not.		√		
○ Develop a campaign and encourage less waste production on moving days.	√			
• Encourage building champions.	√	√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>○ "Champions" that are the same ethnicity of apartment dwellers and can explain, in their own language, why it is important to recycle. Recycling may have not been a priority in the countries where they originated from.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Incentivize the ambassadors.</li> </ul>				√
<ul style="list-style-type: none"> <li>○ Expand the 3Rs ambassador program.</li> </ul>	√			
<ul style="list-style-type: none"> <li>● Education of tenants is key!</li> </ul>		√		√
<ul style="list-style-type: none"> <li>● Marketing materials should be clear.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>○ Better signage. Better education.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Better communication. Many tenants do not understand waste diversion rules. There is little guidance and a lot of rules, seemingly more all of the time.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ More comprehensive list of recyclables.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Provide recycling instructions to occupants of buildings with private-sector waste collection. The City would partner with each private collection company to describe their rules.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Support green animation programs that help with outreach and education in multi-residential buildings.</li> </ul>				√
<ul style="list-style-type: none"> <li>● Share success stories involving savings.</li> </ul>	√			√
<b>Encourage Community Partnerships</b>				
<ul style="list-style-type: none"> <li>● More promotion by the City for community composting facilities.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ e.g., community composting facility run by the Oak Street Cooperative community near Dundas Street East and River Street.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Landscapers provided with composted green waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Charity drop-off bins should be available in buildings.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Set standards, provide resources (knowledge, some funding) and require that building residents form commissions to resolve how best to meet them according to local contexts. This would also build sociability and ties.</li> </ul>		√		
<b>Provision of Performance Metrics</b>				
<ul style="list-style-type: none"> <li>● Collect data on garbage bins and impact of diversion and use information to educate and promote diversion.</li> </ul>	√		√	
<ul style="list-style-type: none"> <li>● Online apartment listing database with recycling data should be available for all public to see.</li> </ul>		√		
<b>Training</b>				

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>• *Training should be provided for landlords/property managers.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>○ Property managers can ban together to get bids for contract to give better prices, tendering services, etc. (this approach works well for ICI). Also, there are certifications for Multi-Unit Residential Buildings through BOMA.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Mandatory program (also accessible to tenants) should educate them about triage and waste diversion.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Educate condo boards so that they take on "shared responsibility". Importance of each citizen understanding that he/she is important in cutting waste and knowing how to recycle.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Show examples of buildings that are handling their waste/recycling well and have open houses to show landlords how it is done. Presentations don't always sink in.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Have workshops and education events once per year onsite to accommodate the high turn around in residents. Many newer residents are not familiar with Toronto's waste reduction programs and find it confusing.</li> </ul>		√		
<b>Waste/Recycling Facilities</b>				
<ul style="list-style-type: none"> <li>• Look at large scale recycling depots that are in neighbourhoods (look at the Netherlands and their underground recycling storage units - that are picked up by large trucks).</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Multi-residential organics should be processed differently because they are highly contaminated and the compost quality would be lower.</li> </ul>	√			
<b>Deposit Returns</b>				
<ul style="list-style-type: none"> <li>• Eliminate deposit/returns from all products. Condos and apartments have no room to store them and few have vehicles to return them.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Provide return deposit kiosks nearby.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Put deposits onto containers. Stop treating waste like garbage. If there is a value attached to them, many will be returned.</li> </ul>		√		

**Table 12: Summary of Input Received on Industrial, Commercial and Institutional (IC&I) Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
Continue to Provide Some Collection but Encourage Use of Private Sector Collection				
<ul style="list-style-type: none"> <li>• *Support providing some collection but encouraging use of private sector collection.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ But provide a tax credit to those commercial businesses that divert and reduce waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Privatize waste collection.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>○ If private collection saves the city money, then why not use it.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Private companies should hire private sector collection but the collection should have strict community oversight and enforcement so that the process remains clean and green and not necessarily all profit driven. The best operators who have a green conscious and concerned about future generations should be given incentives and recognition in a meaningful way that gives them further impetus to do better time after time.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Work with the private sector to deliver services.</li> </ul>		√		√
<ul style="list-style-type: none"> <li>○ Maintain control of core waste management public services. Partner with private sector to encourage operational optimization and efficiencies.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Don't stop providing waste management services to this sector, as this will make business less attractive in the city. Perhaps privatize half of the waste management service as was done for the residential waste collection.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Private sector collection should be partnerships that give City ultimate control and ability to implement visionary waste reuse without years of fighting.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• The City should service particular types of customers (e.g., City buildings, small buildings).</li> </ul>		√		
<ul style="list-style-type: none"> <li>• If a law requires private sector waste managers to use consistent separation rules, then the City can provide education and enforcement without having to expand collection services. Focus efforts on the industries that produce the most waste, and the most environmentally-harmful waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Consider how the private sector fits into the Waste Strategy. This includes the options, where it's compared against the services that are delivered publically.</li> </ul>				√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ This includes full lifecycle assessment, operational costs vs. environmental costs/impacts, short term and long term goals.				√
● Support servicing small businesses. Their volume can be very small - not suitable for private contracts.		√		
<b>Expand Collection Services to Gain More Control and Influence over Waste Diversion</b>				
● *Agree with expanding collection services to gain more control and influence over waste diversion	√	√		√
○ *Charge IC&I sector the true cost of providing the service and/or with increased fines for those that do not divert.		√		
○ Government is better at protecting the environment and serving public interest not leaving this to others to manage.		√		
○ The City should only provide collection of recycling and organics.	√			
○ Should not stop providing unless private options are more environmentally friendly than public ones.		√		
○ Perhaps the City should consider expanding services as a revenue generating opportunity?		√		
● Many industries have quality standards for their products and suppliers because their customers demand it. The customers could incorporate waste management into their standards.		√		
● Provide and expand services for smaller ICI sector organizations for which economies of scale make public collection services less costly than private collection.		√		
● Set conditions so if a private waste management company wants a business license to operate in Toronto, they must do x, y, and z. This way Toronto sets the outcomes, but gets the benefit of private sector competition. Create a by-law that says you cannot pick up garbage, recycling, etc. unless you have a plan to meet our outcomes and implement it, and if you don't, then you lose your licence to operate.		√		
● Private collection is not the best option as there is a risk they will dump organic waste into the garbage.	√			
● It is more convenient to have one collector as opposed to multi-service providers.	√			
● There is concern that there are separate bins in office buildings, but in the end, the materials are all dumped in the same place.	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>If you stop providing waste management to these sectors the problem won't go away, it will just be hidden. It is an invitation to break the law, not help find a solution.</li> </ul>		√		
<ul style="list-style-type: none"> <li>There's too much at stake to be parcelling it up and farming it out to others. A holistic, efficiently and effectively managed approach is what we need. No doubt it will cost more initially, but in the long run it will cost less.</li> </ul>		√		
Implement New Policies to Improve Waste Diversion without Providing Additional Services				
<ul style="list-style-type: none"> <li>*Support implementing new policies to improve waste diversion without providing additional services.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>o Change the laws so that Industry has to conform to the same laws as a residential customer who has his garbage picked up by public or private means.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>o Implement an accountability system so that this sector complies. Issue penalties for non-compliance.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Reducing waste across the board is so important considering the volume of industry. Waste handled by the private sector is still piling up somewhere. New policies are better to improve waste reduction.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o You have to have policies that make sense and that allow people to make a living. Homeowners and consumers have to know that there is a cost to making stuff disappear.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Don't cut them off completely, because it will be a nightmare managing, containing quality control.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Make source separation of recyclables and compostable mandatory for the IC&amp;I sector.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o Incorporate a fine structure for violators who do not practice environmentally friendly waste management practices (in particular target businesses (including small business)).</li> </ul>		√		
<ul style="list-style-type: none"> <li>Require IC&amp;I sector to have onsite composting, or to separate garbage from recycled or reusable goods. It is important to maintain control in where the waste goes, in order to reduce the carbon footprint in transportation and the affect that dumps are having on ecosystems.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Any Waste Strategy has to begin with a firm commitment to reducing the amount of waste produced. If need be, this may have to be done by legislation.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Levies and fines could negatively impact waste diversion.</li> </ul>	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• Need to make it simple to get participation.				√
• IC&I should be made part of the Strategy, regardless of the City's role in servicing it.			√	
<b>Stop Providing Waste Management Services to this Sector</b>				
• *Agree with stopping provision of services to the IC&I sector.		√		
○ As long as you enforce their need to participate in some way without hurting business opportunity in the City.		√		
○ Monitor waste diversion and offers incentives to companies that are green.		√		
○ Agree with stopping collection to large companies but not to the small mom and pop shops.		√		
• Make for-profit companies pay for their own waste disposal.		√		
• Not enough information/background provided to comment.		√		
○ The choice(s) might be different depending on the specific section of the sector. However, the choice(s) have to be efficient, have an eye on the long-term, and create motivation in the said sector to improve on their 3Rs.		√		
<b>Increase Enforcement</b>				
• *The City needs to monitor and enforce participation in diversion programs.	√	√		√
○ There's a lot of waste that could easily be recycled and that should be mandatory for this large sector.		√		
○ Monitor this sector and make it public if companies are not recycling/reusing everything that can be, possibly public/employee pressure will encourage them to divert more of their waste.		√		
• We need stronger by-laws and investigations to discourage bad habits. Make individuals accountable. Create an incremental fine system. By-law officers should be checking City and non-City collected loads to ensure that all commercial customers comply.		√		
• Increase enforcement of Ontario Waste Diversion Act	√			
• Create an agency to audit waste practices of companies that have the ability to penalize those who do not engage in due diligence and best practices.		√		
• Encourage IC&I employers to employ waste management specialists to reduce their waste.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>Don't allow IC&amp;I customers that are not collected by the City to use City transfer stations.</li> </ul>				√
<ul style="list-style-type: none"> <li>Enforce provincial regulation aimed at IC&amp;I sector to report on their waste diversion.</li> </ul>	√			
<b>Increase Enforcement Consistency with Residential and Non-Residential Sectors Programs</b>				
<ul style="list-style-type: none"> <li>*Have the same programs for both residential and non-residential sectors. <ul style="list-style-type: none"> <li>Systems, such as underground waste collection, can be designed to handle both types with separate payment structure. With more buildings and areas becoming 'mixed-use', being able to handle all types of waste with the same system will become increasingly important.</li> <li>More people will be confused about the diversion programs since private collection companies have different diversion programs and in general they do not really encourage diversion.</li> <li>This process needs to be streamlined and consistent across the board from cities to other provinces.</li> </ul> </li> </ul>	√	√	√	
<ul style="list-style-type: none"> <li>Create higher benchmarks/standards/by-laws for all of us, residential, IC&amp;I sectors, and it be streamlined with all organizations for efficiency.</li> </ul>		√		
<b>Increase Disincentives, Fees or Fines</b>				
<ul style="list-style-type: none"> <li>*Impose fines/penalties to those not complying. <ul style="list-style-type: none"> <li>Services (City collecting from IC&amp;I customers) should be reduced. Audit current IC&amp;I customers and cut off those (or fine those) that don't comply.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>Charge more or tax this sector. <ul style="list-style-type: none"> <li>Large/chain businesses should pay more to the city, whether or not they have some private collection. The amount of garbage and recycling created by these places should be taxed, whether or not the collection/disposal is actually handled by the city.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>The sector should pay the full cost for waste management. <ul style="list-style-type: none"> <li>Companies should be encouraged to incur less waste and pay for what they do dispose of.</li> <li>If businesses have to pay, they will reconsider how much gets thrown out. Why can't we change how they do business!</li> </ul> </li> </ul>		√		
<b>Provide Incentives to Reduce Waste and Increase Diversion</b>				

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>● *Provide incentives to those that reduce and/or divert waste.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>○ Charge for garbage, reduce fees/free for diversion programs.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Provide incentives for organizations that are certified to ISO 14001.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Offer incentives to companies that reach a diversion goal (e.g., discounted property taxes for zero waste, go paperless).</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Recognition program, similar to top 50 employers, top 50 greenest employers.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Tax incentives for industries that come up with innovative ways to reduce their waste</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Mandate IC&amp;I sector to maximize reusing and recycling of materials by showing them that it will clearly result in lower expenses in managing wastes and real corporate social responsibility towards the communities they serve or work in.</li> </ul>		√		
Waste Collection Should be Public				
<ul style="list-style-type: none"> <li>● *Keep public sector waste collection.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Privatizing it leaves to less accountability from private companies.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ We need to start seeing waste as a resource that will make the City significant money in the long run.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Key utilities and facilities should be owned by public.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Garbage disposal should remain public, so that regulations remain under the jurisdiction of the City.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Toronto cannot escape its duty to deal with the trash its businesses produce.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Don't we get an income stream from them for picking up their garbage? Money coming in sounds good, and then we can help them reduce their waste by increasing the fees? (but not so much that they'll dump.)</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Continue to service the IC&amp;I, ensuring cost recovery/profit from sale of their recyclables. Toronto's trucks are in the neighbourhoods for schools and hospitals already. We don't need another series of trucks on the roads duplicating routes. Ensure harmony between the IC&amp;I recyclable stream and the local residential stream.</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>Consider collecting recycling and SSOs more frequently than garbage and allowing the sector to make arrangements above and beyond that schedule through private collection (which would be more expensive than the City's, and maybe charged higher tipping fees that would be passed on to customers that choose to create more waste).</li> </ul>		√		
<ul style="list-style-type: none"> <li>The City should not stop providing services to this sector if it is being responsible in the 3Rs.</li> </ul>		√		
<b>Collaboration Opportunities</b>				
<ul style="list-style-type: none"> <li>Allow this sector to find users of their waste and partner with non-profit organizations.</li> </ul>		√		√
<ul style="list-style-type: none"> <li>Work with the IC&amp;I sector to identify solutions to waste management.</li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>Transfer stations need to be ready to accept IC&amp;I waste.</li> </ul>				√
<ul style="list-style-type: none"> <li>Work with other City departments to look at the City-wide impacts of waste management (e.g., traffic, transportation).</li> </ul>		√		
<ul style="list-style-type: none"> <li>Business Improvement Areas around the city would be good organizations to consult on this.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Continue to provide service to non-profit organizations.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Create an IC&amp;I exchange similar to online exchange/commerce networks.</li> </ul>	√			
<ul style="list-style-type: none"> <li>Encourage businesses (e.g., butchers) to allow customers to bring reusable containers to pick-up their purchases.</li> </ul>	√			
<b>Technologies</b>				
<ul style="list-style-type: none"> <li>Use Energy from Waste technology(ies) to manage IC&amp;I waste.</li> </ul>	√	√	√	
<ul style="list-style-type: none"> <li>o All waste should be diverted to a "centre of excellence" for resource recovery from waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li>o The City should make money from waste by generating clean energy.</li> </ul>	√			
<ul style="list-style-type: none"> <li>You should consider not building an incinerator.</li> </ul>		√		
<ul style="list-style-type: none"> <li>No sorting is required for a gasification plant.</li> </ul>	√			
<ul style="list-style-type: none"> <li>Have an IC&amp;I sorting operation at the transfer station to sort wood waste, mattresses, metal and skids.</li> </ul>				√
<b>Provincial and/or Federal Support</b>				
<ul style="list-style-type: none"> <li>*Province needs to set IC&amp;I diversion goals.</li> </ul>	√	√	√	
<ul style="list-style-type: none"> <li>o The province and City should work together with industry to encourage the use of 4Rs to manage this waste stream more effectively. It is 2/3 of the waste stream so it needs to be dealt with.</li> </ul>		√	√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>○ The IC&amp;I sectors together generate more waste than the residential sector yet have had a free pass on waste diversion. It's time that Ontario sets some regulatory framework in place; it should not be left up to individual municipalities/regions.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>● IC&amp;I waste is a regional and provincial government matter that could also involve federal regulation and strategies which may be implemented through private waste companies at the City level.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● There should be collaboration between provincial and municipal governments.</li> </ul>	√			
<b>Education</b>				
<ul style="list-style-type: none"> <li>● Educate the sector about proper waste management.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>○ Consider Ambassadors for IC&amp;I.</li> </ul>			√	
<ul style="list-style-type: none"> <li>○ Aim education on the amount of waste produced at business and industry and to all sectors of the community - in many languages and on many platforms (social media, television, transit, etc.).</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Businesses should make their recycling containers more visible and easier to understand.</li> </ul>	√			
<b>Illegal Dumping</b>				
<ul style="list-style-type: none"> <li>● Concerns with illegal dumping.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>○ Do we trust the private operation to not dump illegally?</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>○ If regulations became too strict, illegal dumping could be a problem.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Monitor this sector to ensure that illegal dumping is not happening.</li> </ul>		√	√	
<b>Construction and Demolition Waste</b>				
<ul style="list-style-type: none"> <li>● Research Metro Vancouver (e.g., deconstruction permits).</li> </ul>	√			
<ul style="list-style-type: none"> <li>● Obtain data from waste generated in the IC&amp;I sector, including construction and demolition waste, from the province or Recycling Council of Ontario.</li> </ul>	√			√
<ul style="list-style-type: none"> <li>● Develop legislation on building materials (e.g., toxic adhesives) to ensure that toxins are not released during their lifecycle or disposal.</li> </ul>	√			
<ul style="list-style-type: none"> <li>● There is an issue with construction waste not being sorted.</li> </ul>	√			
<ul style="list-style-type: none"> <li>● The City is responsible for waste because it provides permits for buildings and demolishing.</li> </ul>	√			
<ul style="list-style-type: none"> <li>● Tie recycling construction waste to building code.</li> </ul>				√

**Table 13: Summary of Input Received on System Considerations Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Alternative Collection Arrangements for Multi-Residential Buildings</b>				
<ul style="list-style-type: none"> <li>• *Multi-family buildings are a huge, inefficiently operated sector. There should be focus on them as they are currently underperforming and not reaching City-wide targets.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• *City should be responsible for collection in multi-residential buildings.</li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Private sector adds to the cost of waste management. This is a governmental responsibility to ensure the City has an accurate picture of how much waste is being generated.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Hire more waste collection workers and have the city do it properly itself.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>• Multi-residential collection should be conducted by private sector.</li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Privatization should be connected with recycling so that haulers collect both recycling and garbage.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Privatize ALL the waste management system of the City. The City should only have an overseeing role. Only that way the system will be much more efficient and less expensive and more reliable.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>• There are currently limited and inconvenient options for recycling. Expanded options that are easy to use should be a priority.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• All buildings should be required to have organics and recycling collection programs.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Rebates should be a consideration when buildings are retrofitted to enhance recycling (e.g., retrofitting garbage shoots to accommodate recycling and organics).</li> </ul>		√		
<ul style="list-style-type: none"> <li>• A focus on older apartments is necessary as newer condos are built that can accommodate recycling and organics streams.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>• Conduct waste audits to understand where problems are (e.g., on multi-residential buildings).</li> </ul>		√		√
<b>Explore use of Bans, Levies or Fines to Ensure Proper Disposal</b>				
<ul style="list-style-type: none"> <li>• *Bans, levies or fines to ensure proper disposal should be explored.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Charge per unit of waste production to encourage businesses to reduce their waste while recovering</li> </ul> </li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
the cost of removal. Fines are harder to apply consistently.				
○ There should be levies on the producers of the garbage.		√		
○ Ban plastic bags or bring back plastic bag fee.		√		
○ Fine those who do not recycle.		√		
• Prior to fines, the first step should be education and enforcement. The use of warnings prior to a fine should also be considered.		√		
• All addresses within the City should abide by the solid waste by-laws regardless of if they are with the city or on private collection.		√		
• Bans or fines may not be effective as you would need evidence that the individual(s) responsible completed the infraction.		√		
<b>Review of Regulatory Options</b>				
• Review regulatory options through City of Toronto Act, new provincial waste legislation or by-law enforcement to encourage diversion.		√		
<b>Comments on All Proposed Options</b>				
• *These all sound like important things to implement. It's good to know the city is considering this.		√		
• Don't understand what the option means		√		
<b>Promotion of Partnerships and Collaboration</b>				
• *Partnerships at all levels should be encouraged.	√	√	√	√
○ Neighboring municipalities to see if joint efforts can provide a better waste management system.		√	√	√
▪ Avoid waste simply being diverted and dumped next door.		√		
○ Recyclers for hard-to-recycle materials or City-wide systems to end markets to benefit from economies of scale.		√		
○ Partner with Toronto Public Health to encourage the province to move quicker on new waste legislation and to ensure health is considered properly in the Strategy.				√
○ Partner with entrepreneurial individuals, local providers, grassroots organizations and support social innovation.				√
○ Advocate for clearer labels on packaging whether it is recyclable. This requires collaboration with industries and municipalities.	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Work with not-for-profit organizations to support community composting.		√		√
○ Provide space for non-profit organizations to operate.				√
• Continue collaboration with City departments, industry and governmental organizations to advocate for change and reduced waste.	√	√	√	√
• Bans are harsh and often not done for the right reasons. Collaboration is key as this is everyone's problem, not just bans. This is a great start and kudos to the committee that is looking at this seriously.		√		
• Share tenders and purchasing agreements between smaller, similar organizations (e.g., school boards, universities, divisions etc.)			√	√
• Synergy between the Waste Strategy and other city initiatives is needed to make it easy for businesses and streamline/coordinate so they do not have to report to multiple entities (e.g., City of Toronto initiative to get large buildings to track energy).			√	
<b>Advocate Producers to be More Responsible for the Cost to Manage the Waste they Produce</b>				
• *Ensure that laws and regulations are created that make producers/stores/packagegers more responsible for packaging (Extended Producer Responsibility programs).	√	√		
• Make a distribution chain to collect the material (e.g., purchase bottled water in store, store has to accept empty bottles back for proper recycling).		√		
• Encourage manufacturers to use only environmentally friendly products. Watch what comes into Canada from other countries.		√		
○ Encourage retailers to offer discounts for products without packaging or reduced/green packaging.		√		
○ If you are looking for a 30-50 year plan you need to have an answer for flexible packaging because in 30-50 years from now there will not be glass jars and heavy aluminum cans.		√		
<b>Greater Enforcement</b>				
• *There must be enforcement of by-laws and appropriate staffing levels.		√		√
• By-law enforcement and education should be hand-in-hand.		√		
○ If the intent is to actually beef-up regulatory options and actually be committed to use of bans		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
etc., then do explore and review. Otherwise, don't even start that process.				
○ Use revenues from fines to improve programs.		√		
○ Better enforcement of non-recycling and contamination of products.		√		
● *Put by-laws/regulation in place at all levels of government that state that the private sector must participate in waste management. Laws could limit how much unrecyclable material is allowed to be produced to begin with or they must meet a diversion rate (e.g. minimize waste from large construction projects).	√	√		
<b>Reward Those who Reduce Waste and/or Consistently Participate in Diversion Programs</b>				
● *Determine what incentive / rewards programs could be put in place for recyclers.		√		
○ Prefer incentives over bans/levies (e.g., points/rewards program for bringing in your own cutlery/plates to fast food places).		√	√	
○ Provide incentives and create programs in partnership with groups/stakeholders so they want to/benefit from participating.		√		
○ Create a program where exchanging waste materials (e.g., high value recyclables) provides incentives such as TTC coupons.		√		
○ Explore financial tools and incentives, such as making it more expensive to produce waste.		√		
○ Profit share with those who participate in the program.		√		
○ Establish some sort of award system to ensure compliance, participation and best practices among multi-unit residential landlords, businesses, Business Improvement Areas and companies.		√		
● Consider pay as you throw.		√		
○ A credit-based system not unlike the Kyoto accord — each household/business/company is given X credits. If they need more, they must purchase them. But if they use less, those can be exchanged for rebates. Easiest way to do this would be to get rid of the bins and use garbage tags instead. Extra garbage tags could be returned for money or other incentives.		√		
● Consider performance-based incentives as a program-based option.			√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>The City may reduce the incentive to divert if it removes the current rebate.</li> </ul>			√	
Focus on Education				
<ul style="list-style-type: none"> <li>*Put more of an emphasis on education. Use campaigns and visual reminders throughout the City to normalize the 3Rs in public opinion and educate on what is actually ending up in the garbage.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Provide education in elementary schools so that youth are taught at a young age.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Show how businesses and industry can save money by better managing their waste.</li> </ul>		√		
Waste Management Program Focus				
<ul style="list-style-type: none"> <li>*Make system that is easy and cost-effective for all users. <ul style="list-style-type: none"> <li>Focus on encouraging people to use the existing system more effectively. People are still throwing too much divertible waste into garbage.</li> <li>Proper disposal is essential regardless of who does it or who pays for it.</li> <li>Any system must be flexible enough to work with other systems.</li> <li>Need to make programs and services consistent across the City (and ideally province) whether public or private collection.</li> </ul> </li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>Everyone needs to be accountable. <ul style="list-style-type: none"> <li>Set outcome, set targets and hold yourself accountable. Report to residents on progress annually. Real progress such as implementation effects and outcomes achieved, not reporting on studies.</li> </ul> </li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Set goals for various sectors.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>All waste diversion programs should be provided to all customers.</li> </ul>			√	
<ul style="list-style-type: none"> <li>Look for high-tech innovations.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Align the waste management strategy with Toronto's development goals. How would we like the City to look and function in the future?</li> </ul>		√		
<ul style="list-style-type: none"> <li>Whatever is chosen, make sure the garbage stays in Toronto.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Consider social responsibility. Focus on managing waste from cradle to grave, and where waste is a resource.</li> </ul>			√	√
<ul style="list-style-type: none"> <li>Consider continuing the servicing of City-owned corporate sites and facilities as this is a service that is now being carried out by SWMS.</li> </ul>				√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• Have a repository for new ideas (e.g., through an annual forum).				√
• Keep options "in-house"/in the City to ensure that we're exercising due diligence in monitoring work and providing safe working conditions				√
• Consciously try to be fair and contribute to economic and social equality.			√	
Use of Alternative Technologies				
• Investigate using incineration and waste to make energy. This includes at transfer stations.		√		
Develop a Public Spaces Waste Management Program				
• Implement Green Bin in community spaces (i.e., for dog waste) or consider dog-waste composting bins.		√		
• Add more receptacles on the street and retail recycling/composting bins.		√		
• Improve waste management planning at large events/festivals. Consider fees to ensure proper management of waste.			√	
• Hold fast food producers accountable as there is a significant amount of fast food waste.		√		
• Look into innovative options such as solar compactors.		√		
• Make Green Bins accessible on the streets bins. Recycle, Compost and Garbage should be the options in all new city garbage bins on street corners. We need to push and advocate for separating garbage and home, work, in institutions, and while you are out running errands. A consistent message needs to be sent everywhere!		√		
Continue to Seek Ways to Encourage and Support Waste Diversion Activities				
• *Encourage and support a variety of waste diversion and reduction initiatives.	√	√	√	√
o Encourage the use of backyard composting.		√		
o Have condos compost their green waste and use material for a roof garden.		√		
o Promote gardening and edible gardens.		√		
o Support food rescue.		√		
o Initiate large-item pick up days (encouraging non-profits to collect materials first).		√		
o Encourage exchange options/drives for clothing.				√
o Advocate green procurement policy at the City		√	√	√
• Support employment strategies (e.g. skills training) that also facilitate waste reduction, reuse and recycling.				
Continue to Learn from Other Jurisdictions				

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>*Continuously monitor best practices around the world, import the good ideas, and avoid repeating mistakes found by other cities. Look to other jurisdictions to see if there is anything that we can learn and incorporate from other systems of waste management (including new technologies).</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Bring in international experts, look at what other cities/countries are doing (don't reinvent the wheel).</li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>San Francisco / California, Portland, Germany, Sweden.</li> </ul> </li> </ul>		√	√	√
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Guelph (automated bin system), BC (deposit-return).</li> </ul> </li> </ul>		√		

**Table 14: Summary of Input Received on Collection and Drop-Off Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>Convenience and Accessibility is Important</b>				
<ul style="list-style-type: none"> <li>* Many residents living downtown do not have cars. People without vehicles do not feel welcome at transfer stations.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>*Make it convenient – Don't make it harder on me to recycle/get rid of my waste. Concerns were raised about having to wait for a certain day, store material or drive somewhere.</li> </ul>		√	√	√
<ul style="list-style-type: none"> <li>Need to consider different needs, such as senior's condos. There is often insufficient room in the units to store materials and challenges with mobility.</li> </ul>		√		
<ul style="list-style-type: none"> <li>There needs to be more information on where to find places to take things back. Post a list of companies to drop things off at and what they will accept for recycling on Toronto.ca.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>Have collection containers that are more visible, colour-coded for different materials, or run a contest to design the best container.</li> </ul>	√			
<ul style="list-style-type: none"> <li>The more difficult it is, the less people will do it, which could result in illegal dumping.</li> </ul>	√			
<ul style="list-style-type: none"> <li>All drop-off depots should have consistent and convenient hours and accept the same materials.</li> </ul>		√		
<b>Ideas for Drop-Off Depots</b>				
<ul style="list-style-type: none"> <li>*Have multiple drop-offs in convenient locations.</li> </ul>	√	√	√	√
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Use colour coded bins that are easy to access, in locations where people buy these items in the first</li> </ul> </li> </ul>		√	√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
place (e.g., electronics at the electronic retailers; old meds at the pharmacies). Give retailers an incentive to have these bins in an easy-to-access location. This could be a win-win, as the stores could merchandise sales at the drop-off areas.				
○ Every city-run place (e.g., civic centres) should have drop-off with clear signage and communication.		√		
○ Locate with other services / places that people frequently visit (e.g., post-office, mail boxes, TTC bus and subway stops, grocery stores, sports complexes, apartments and condos, community centres, libraries, major stores, Councillor's offices, churches/places of worship).	√	√	√	√
○ Collect special items on-site at festivals and special events.	√		√	
○ Create community collection sites where people go to one central location to donate and share items.				√
○ Locations could be added to the mobile app idea so people can find the closest ones easily.		√		√
○ Design drop-off locations in new condos/developments (add to requirements in New Development Guidelines).	√			
○ Concern that permanent, unsupervised sites will become huge unsightly garbage dumps. Consider video monitoring.		√		
○ Battery recycling bins and education about not putting batteries in landfill.		√		
● Drop-offs should be transit friendly and allow people to walk in.	√	√	√	
● Support and appreciation for Community Environment Days and a desire to see them more often. More visibility and promotion was suggested.	√	√		
○ Arrange a special drop-off at multi-residential buildings once a year where all materials possible at Environmental Days should be collected.	√			
● Condense number of Community Environment Days, focus more on the drop-off of materials instead of education and reallocate funding to better event promotion.				√
● Provide one-stop options for all recyclables.		√		
● Support for mobile drop-offs.	√	√		√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Have mobile drop-off locations at multi-residential buildings, high traffic areas (e.g., busy intersections, malls, the PATH, subway stops, public libraries, parks, schools, festivals, special events). Europe has these in high traffic areas.	√	√		√
○ Collection blitzes within building clusters.				√
○ Mobile depots may be better options than permanent ones as they are more likely to be staffed and less likely to get contaminated.	√			
○ *More frequent/expanded Toxic Taxi visits or other ways to pick-up HHW (e.g., provide special box for HHW). Expand promotion of this service. Special pick-ups for biohazard or pest laden waste (bedbugs, feces or dead animal, contaminated waste) was suggested.	√	√		
○ Have special curbside pick-up days for big items (e.g., furniture).		√		
<b>Need for More Curbside Collection Services</b>				
• *Expand curbside pick-up materials as it is most convenient. An aging population was noted in support of expanded curbside pick-up of materials.		√	√	√
• There should be a reuse pick-up. Reusable materials could be donated to suitable charities.		√	√	
• Provide homeowners with more convenient pick-up options to dispose of construction waste, and to make it easier for excess construction material to be reused or traded.		√		
• Stick to the schedule - yard waste can sit on the curb for up to two weeks.		√		
<b>Producer Should Participate in Collection</b>				
• *Support the return of products and their packaging materials back to the retail point of purchase. Producers should pay for the amount of waste they are creating and take on some of the infrastructure costs and collection fees (e.g. manufacturers of large appliances).		√		
<b>Incentives/Disincentives are Needed to Encourage Drop-Off</b>				
• *Open to the concept of reverse vending machines because they provide an incentive to divert material.	√	√	√	√
○ Could be expensive and would need to be in many convenient locations or people still may not use them. School and university campuses, grocery stores and multi-residential buildings were suggested.		√	√	√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Need to be emptied regularly. Important that it does not create more waste.		√		
○ Work with Canada Post to incorporate machines next to or built into community mailboxes for items like batteries or electronics.			√	
○ Many retailers of electronic products, e.g., Best Buy and Staples, are already providing this service.		√		
○ Malmö, Sweden has some interesting 'reverse vending machines' at retailers, gas stations, etc. around the city. Most grocery stores in Sweden have machines to return bottles.		√		
○ Perhaps a person, rather than a machine, could give out the incentive.		√		
○ Expand partnerships and incentives, such as providing discounts for returned goods (e.g., H&M).	√			
○ Rather than offering vouchers or discounts on new products (thus creating more waste), offer discounts (or develop an app for a credit point system) on services (e.g. snow shoveling, lawn cutting, haircut) or necessities (e.g., groceries).		√		
○ Develop reverse vending machines that collect bottles.	√			
● Reverse vending machines are not necessary. You just need to make it convenient and educate people on where they can conveniently drop things off for proper disposal.		√		
● Resist incentivizing 'good' actions, rather, make them a community standard. People tend to mimic what is defined as actions that are 'good' for the community.		√		
● Offer a small financial reward like the deposit on bottles or a coupon for 'good' citizens to collect items and take them to depots. Partner with a big corporation to provide the incentive.		√		
<b>Form Partnerships with Not-for-Profit and Others</b>				
● *Support partnering with both for profit and not for profit organizations to make it easy for people to divert wastes.	√	√	√	√
○ Connect with non-profits and provide incentives to encourage this.	√			
○ Electronics can be dropped off at some charities but this is not well known.		√		
○ Connect with for-profit groups or with City facilities such as libraries or the TTC.		√	√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Pilot projects/partnerships with innovative companies, repair cafes, businesses, etc.	√	√		
○ Inter-school competitions for kids to collect electronic waste for recycling. Could be worked into a curriculum.		√		
○ City should visit non-profit facilities to understand and discuss options for collaboration and support.				√
○ Collect old batteries at the library.	√			
• Create a funding stream through Waste Management for non-profits who support waste reduction, reuse and recycling.		√		√
• Provide drop-off location(s) for Parks to drop-off items that are not part of the regular Blue Bin recycling program and items that can be reused.				√
• More local community composting bins with good signage about what is acceptable. Knowledge that the results of those bins feed trees, shrubs, and flowers in local parks!		√		
• Whenever people leave used articles out for garbage collection, City could leave information about alternative disposal methods.		√		
<b>Collection Bins</b>				
• Improve aesthetics of disposal bins.		√		
• Use non plastic bins for collection.	√			
• In-ground containers to facilitate smaller localized collection points.			√	
• All waste can be put in plastic bags. These can be processed with some technologies.		√		
<b>Other Considerations</b>				
• Introduce mobile library/book borrowing programs.	√			
• Implement a gum tree (a place to deposit chewing gum).	√			
• Allow grocery stores to bring their organics to transfer stations.				√
• Change waste collection to every three or four weeks with a bag limit.	√			
• Implement cigarette disposal programs.	√			
• Charge users by the weight of waste.	√		√	
• Offer more transparency about where waste goes.	√			
• Develop a regional approach to collection to help reduce confusion.	√			
• Decentralize organic waste facilities so there is less to transport.	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• Mechanical biologically recovery treatment should be listed (or another non-thermal option).	√			
• Research programs and facilities in other jurisdictions such as Saskatchewan (e.g., return programs, drop-off depots provide employment, etc.), Manitoba and Nova Scotia.	√		√	
• Incorporate employment opportunities for unemployed/underemployed.	√			
• Natural gas waste collection vehicles to reduce GHG emissions.			√	
• Use technology to notify when public space bins are full so that bins do not overflow.				√

**Table 15: Summary of Input Received on Energy from Waste Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>General Opinion About Energy From Waste (EFW)</b>				
• *Support consideration of Energy from Waste.	√	√	√	√
○ This is a good idea since modern facilities can be environmentally safe and efficient.	√	√		√
○ EFW should be considered over landfills for residual waste management.		√		√
○ Should be explored. Others around the world, including Durham Region, are doing it. Some European countries and Japan have nice incinerator buildings inside the city core and are not affecting city operation.	√	√		
○ Facilities take a relatively small footprint and can be located in urban areas.		√		
○ It is a good way to recover energy if clean and green technology can be used with minimal impact to air quality.	√	√		√
○ Good in concept as long as recyclables and/or hazardous materials are removed first and reduction and reuse opportunities have been fully explored.	√	√	√	√
• *Not supportive of the idea of Energy from Waste.	√	√	√	√
○ Causes pollution of the atmosphere and/or toxic residuals requiring special handling and disposal.	√	√		√
○ Too expensive and should not be an option. Incineration is expensive and not sustainable.		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Discourages reduction, reuse and other forms of recycling.		√	√	
○ Not an efficient way to generate energy. Burns potential resources.	√	√		
○ EFW does not fit in with society's current goals, such as clean air and water, and mitigating climate change.	√			
○ EFW may change existing programs.				√
○ There is a concern about fly ash that needs to go to hazardous waste landfills.	√			
● Incinerating facilities should be flexible when waste diversion is increased.	√			
● Incineration technology is fine, but might not make sense socially and economically because the remaining waste is low calorific (divert high calorific waste through recycling and organic collection programs) - diversion programs and incineration are competing interests and incineration would be quite costly.			√	√
<b>Reliability and Sustainability of New and Emerging Technologies</b>				
● Must be a sustainable technology.				√
● Research liquid based depolymerization methods that do not emit particulate pollution into the air.		√		
● Pyrolysis is new so the risks are unknown and not familiar to the general public.	√			
● Consider newer technologies e.g., mechanical biological treatment and refused derived fuel.		√		
● Dehydration using the same technology as vacuum packing aided by mechanical pressure.	√	√		
● New and emerging technologies (e.g., gasification and waste pelletization) are excellent initiatives, more so if they are implemented in small and medium scale (rather than creating large processing plants).		√		√
● Capture the energy and start laying an underground heating system under bike lanes and sidewalks and areas that hard to plow in the winter or use to heat buildings	√	√		
● Biochar is a great method of removing all of the bad gases (in an oxygen-free process) that produces biochar as a revenue stream that can dramatically assist food-growing, green roofs, gardening, etc.		√		
● Technologies such as pyrolysis and plasma-arc gasification are less dirty than incineration technologies from the 90s. The city needs to communicate that to the public.	√	√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• Extract fuel from garbage and organics.	√			
• The biomass plant in the UK has high carbon dioxide emissions and does not have enough wood to fill burners so now they are receiving it from the US (requires a sustainable supply of feedstock).	√			
• Consider using wood waste as a feedstock (e.g., company in Guelph, Refuse Derived Fuel) to create energy.	√			√
• Implement a program for animal waste and/or lower value organics similar to the ZooShare program.	√		√	√
• Be open to new, distributed/local technologies, e.g., mini incinerator for dog waste that powers street lamps.				√
• Focus on proven technologies. Don't waste time developing technologies or completing research. Leave that to scientists.				√
• Do not rule out new and emerging technologies. Reduce and reuse are good, but can only achieve so much with this up front.				√
• Hold competitions between private companies on new waste technologies.				√
• EFW facility should come with some incentive, such as lower hydro bills for customers both residential and commercial.			√	√
<b>Undecided about Energy from Waste</b>				
• More information is needed related to risks, costs and/or technical aspects of the process.	√	√	√	√
○ Would need more information to have coherent reactions/opinions.		√		
○ Not well enough informed about the options but certainly believe this avenue should be explored.		√		
○ A bit scared of this option. We need to consider entire lifecycle assessment of the remaining waste composition and do our due diligence prior to EFW to make sure they are wise investments.		√	√	
○ Concern about environmental impacts, an Environmental Assessment would be needed.		√		
○ Sounds like a good idea, but would need to know more about the costs and environmental impact.		√	√	√
○ Clarify how end products (i.e., energy/fuel) will be used.			√	√
<b>Other Ideas and Comments</b>				
• The province needs to help municipalities work together since greenhouse gases spread to neighbouring	√			√

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
municipalities. Province should legislate/centralize where facilities are to be located.				
• Any facility in the Greater Toronto Area needs to go above and beyond environmental regulations.		√		
• Transport waste to the Durham York facility.	√			
• Reduce the need for facilities by reducing the use of resources.	√			
• Stop creating new plastics that require new recycling processing requirements.	√			
• Siting an EFW facility may be challenging in Toronto.		√	√	

**Table 16: Summary of Input Received on Landfill Options**

SUMMARY OF INPUT RECEIVED	PCE	SURVEY #3	SAG	KSM
<b>Public/Private Landfills</b>				
• *Keep landfills under the City's control.		√		
○ Whatever option should remain public; since this is a public concern and the oversight of private initiatives to ensure accountability are as onerous as doing it publicly.		√		
○ Need public accountability to ensure safety of water supply.		√		
• Landfill used by the City should be owned by the city so that the City can exert some control over the costs of tipping fees.		√		
• Look at landfill option opportunities that bring net benefit, i.e., naturalization of surrounding buffer lands, create local employment opportunities for youth/low income in building/ planting naturalized areas, building boardwalks, delivering tours, etc.				√
• *Not in favour of using private sector landfills.		√		√
○ Lack of trust in private sector and difficulty monitoring private sector operations.		√		√
• *In favour of private sector landfills.		√		
○ Expand by using a private sector landfill only if an impact assessment is done first and it is monitored closely.		√		
<b>Expand or Mine Existing City Landfills</b>				
• *Support expansion of existing City landfills.	√	√		√
○ Expansion makes the most logical sense. Use what the City already owns (e.g. Green Lane Landfill) since this is cost effective and the least	√	√		√

SUMMARY OF INPUT RECEIVED	PCE	SURVEY #3	SAG	KSM
risky. This also avoids using the private sector, which is difficult to monitor. Enforce reduction of waste that goes to landfills in the first place.				
○ Learn more about bioreactor and maximizing airspace.	√			
○ Look at using closed landfills for disposal in conjunction with remediating these sites.		√		
○ Recover landfill gas instead of flaring.	√			
● *Mine existing landfills to reclaim recyclable or compostable materials and/or create disposal capacity.	√	√	√	√
○ While disposal is bad, landfilling stuff at least keeps open the possibility of "mining" materials in the future (i.e., stuff we're throwing out today but could be used tomorrow).		√		
○ Re-open closed landfills, extract recyclables, and reuse that landfill.		√		√
○ Use Keele Valley instead of buying a new landfill.	√			
○ Excavate existing closed landfills and reclaim materials that otherwise should have been diverted.		√		
● Health and air quality concerns with mining of old landfills.			√	√
● Not in favour of expanding City landfills or using landfills at all.	√	√	√	
○ Landfills are a dead end and are not a solution to the problem.		√		
○ Too much energy is wasted taking garbage to a landfill and nothing should go to landfill.		√		
○ Other ways of managing waste are better than landfills like high tech incinerators.	√	√		
○ Making Green Lane last longer doesn't make the system sustainable; it just defers the date of doing something different with City-collected waste.			√	
○ Burying waste is an old concept and should not be the way we manage waste, instead we should recycling and reusing materials at a target (e.g., Toronto to reuse 80% of waste).		√		
○ Community situated near GLL has done enough and the City should take responsibility.		√		
○ Reduced land availability and public acceptance will mean fewer landfills and less capacity.	√		√	
Purchase Landfills				

SUMMARY OF INPUT RECEIVED	PCE	SURVEY #3	SAG	KSM
• *Purchasing landfill sites is a good option.		√		
○ Canada is a large country and we should be purchasing new landfills.		√		
○ New landfills should be in close proximity to the city so people are more aware of how we generate waste, but this only applies to non-hazardous waste materials.		√		
○ Mandate burying waste under future development lands (e.g., big parking facilities or factories).		√		
○ Toronto needs another landfill but this should be a joint venture or shared responsibility with other municipalities.		√		
• Oppose purchasing other landfills.	√	√		
<b>Considerations for All Landfill Options</b>				
• *Consider all proposed options.		√		√
○ A scorecard or rating system, clarity around the decisions will help people understand better.		√		
○ All options should be on the table and it may be they need to be used in combination with each other.		√		
○ A necessary evil - do what need to be done (along with all the reduction work).		√		
• Look at opportunities that bring net benefit, i.e., naturalization of surrounding buffer lands, create local employment opportunities for youth/low income in building/planting naturalized areas, building boardwalks, delivering tours, etc.				√
• *Not sure or not enough information provided to comment/make informed opinion.		√		
○ You need to provide the cost of each approach in order for these options to be assessed.		√		
○ Don't know enough about the costs (both financial and environmental) to comment on these.		√		
• Choose the option with the least environmental and financial impacts.		√		√
○ Pick an economically and environmentally sustainable solution that will last long-term.		√		
○ Minimizing carbon emissions to transport waste should be considered in addition to all-in costs to acquire and operate potential additional landfill sites.		√	√	

SUMMARY OF INPUT RECEIVED	PCE	SURVEY #3	SAG	KSM
• The amount of greenhouse gas (particularly methane) created from the options should be evaluated.			√	√
• Choose the cheapest option.		√		
• Choose the option with the least environmental impacts.		√		
○ Choose the option that has the least impact on nearby communities.		√		
○ Safety and longevity should be key decision points.		√		
<b>Focus on Waste Reduction and Diversion Before Disposal to Landfill</b>				
• *More efforts required to push people to reduce waste that is generated.		√		
○ Use less. Buy less. Make less. Hopefully this will result in making less to dispose.		√		
○ If we had reuse it centres where people could go through junk and find resources for their building or art projects it would divert a surprising amount of waste.		√		
• More recycling needed.	√	√		√
○ The City needs to put money towards educating the public about how to divert waste properly.		√		
○ Programs must be developed to recycle construction waste. More reuse of waste is needed.		√		
○ Landfilling should be the last resort	√			√
• Communicate that the amount of material being landfilled is going down and that an increased diversion rate may be able to offset population growth and result in reduced landfill.			√	
<b>Disincentives for Landfilling</b>				
• Charge people more.		√		
• Increase bans and levies to extend the landfill's lifespan (e.g., organics).	√	√	√	√
• Increase fines and penalties.	√			
• Refuse waste from Industrial, Commercial and Institutional sector at landfills and transfer stations or consider increased tipping fees.	√		√	
• Tax payers should not be paying for waste generated from businesses.	√			
<b>Potential Location of Landfill</b>				
• *Site landfill within Toronto.		√		

SUMMARY OF INPUT RECEIVED	PCE	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>○ Out of sight, out of mind. People need to know that their thoughtless waste ending up in landfill affects us all.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ This would reduce fuel consumption and GHG emissions generated by trucks hauling waste away to distant locations; it would also force us to be far more aggressive in reducing waste, as nobody wants waste in their own backyard. Let us also get Torontonians to think about what they would do if waste were required to be landfilled within each ward boundary where it was generated.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ If Toronto really wants to be visionary, then Toronto's vision should be to manage 100% of its waste and accept 100% of its consequences locally, instead of shipping it off to others.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Site landfill close to Toronto.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Trucking just adds to the carbon footprint and can be expensive.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Toronto's landfill(s) should be in or as near to Toronto as possible - less bad publicity, less transport costs.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ People may be more inclined to participate and change their behaviour when the threat of more garbage landfilled in the GTA is the only option.</li> </ul>		√		
<ul style="list-style-type: none"> <li>● Site landfill in a remote area.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ A landfill in a remote area would be best where there is no run-off, perhaps on top of the Canadian Shield in a depression. Purchase a 1000 square mile plot of Crown land near a railway line, or were a rail spur can be built and develop a City owned and operated super waste management site. Don't waste agricultural land that's still needed for agricultural purposes in southern Ontario.</li> </ul>		√		
Decompose Waste in Landfills Faster				
<ul style="list-style-type: none"> <li>● Suggestions to find ways to speed the rate of decomposition of garbage in landfills.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Consider a bioreactor for multi-residential waste where there are more organics.</li> </ul>			√	
<ul style="list-style-type: none"> <li>○ The problem needs to be re-conceptualized; it isn't where do we put our garbage, it's how can we speed its decomposition. Fund research to help create the right conditions for quicker</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PCE	SURVEY #3	SAG	KSM
decomposition by biological and/or microbiological methods.				
○ Anaerobic digestion from composting should not be listed under disposal.			√	
<b>Alternative Ideas for Disposal</b>				
• *In favour of using Energy from Waste technologies to reduce volume of residual waste sent to landfill, create energy and/or recover additional recyclables.		√		
○ Incinerate what cannot be economically recycled and use the ash to extend the lake shore in the docklands area or build new ski slopes in our parks.		√		
○ Volume for disposal and risk from leachate would be minimized with incineration (except for disposal of hazardous air emission control waste).		√		
○ The City should pioneer a best practices resource recovery centre that could potentially reduce waste destined for landfill to 90%+.		√		
• Sell the waste to private industries that produce energy weather in or outside Canada. Use old mines or abandoned gravel pits.		√		
• Extend the City's less developed waterfront with landfill.		√		
• Partner with other jurisdictions.		√		
• Use some of the waste like the rock garden in Chandigarh and inspire people to do creative things with waste.		√		
• Consider the implications for methane production if the policy on organics going to landfill were to change in Ontario.			√	
• Send waste to landfills in the US.		√		
• Use a moveable metal plate to cover landfill instead of using soil for daily cover.	√			
• Landfilling is not efficient – use of fossil fuels and emissions generated from transportation.				√
<b>Alternative Uses for Closed Landfills</b>				
• Secure a parcel of land large enough to create a multi-use hill for winter sports (e.g., skiing, snowboarding, mountain biking). Long term build to take future waste and create a legacy resort.		√		
• Find create ways to use existing spaces (e.g., Leslie Street Spit, skateboard parks and Hills).		√		
• Put solar panels or wind turbines on the landfills once they are filled.		√	√	√

**Table 17: Summary of Input Received on System Finance Options**

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<b>City's Role for Producers to be More Responsible for the Cost to Manage the Waste they Produce</b>				
<ul style="list-style-type: none"> <li>• *Producers should be responsible for the costs to manage the materials they produce. Have incentives for those producers that reduce waste or use recyclable/compostable materials and disincentives for producers that create unnecessary waste or use unrecyclable products. This will make them be more innovative and find solutions to make their products less wasteful and more environmentally friendly.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>• The City should do more than advocate – they have the purchasing power to influence corporations to adhere to new and minimal packaging requirements, including the use of recyclable/compostable materials.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Collaborate with others to achieve goals.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>○ If higher levels of government do not get involved, then advocating to packaging producers is difficult. Province needs to be involved.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>○ Collaborate with other cities to put pressure on producers of packaging: Toronto is not unique; many cities are facing the same challenges. Work with producers to understand their unique challenges.</li> </ul>	√	√		√
<ul style="list-style-type: none"> <li>○ The City should pair universities and colleges with producers/first importers to come up with new designs that avoid wasting of energy use and finite resource use.</li> </ul>		√		
<ul style="list-style-type: none"> <li>○ Create partnerships with private sector.</li> </ul>	√			
<ul style="list-style-type: none"> <li>• The emphasis needs to focus on the places/products that produce the waste. Fast food restaurants should be mandated to use reusable dishes for its dine-in customers.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• Include consumer education in school curricula on selecting products based on, among other criteria, responsible packaging.</li> </ul>		√		
<ul style="list-style-type: none"> <li>• We need to invest more advancing the 3Rs, not expensive disposal technology that locks us in to dealing with the waste created by irresponsible producers.</li> </ul>		√		
<b>Product Packaging</b>				
<ul style="list-style-type: none"> <li>• *Place taxes or surcharges on non-recyclable waste and use collected fees for waste management.</li> </ul>	√	√	√	

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
○ Manufacturers should be paying for the materials they put on the market that are hard to recover.	√			
• Ban unrecyclable/unnecessary wastes (e.g., products made with composite materials, plastic bags, Styrofoam, etc.).		√		
• Leave packaging at point of purchase.		√		
• Give people reusable containers for common household products and advocate getting brands to ship large containers to retailers. You can still get the brands you like, (pay for) but the packaging issue is over.		√		
• Follow Germany's lead from 20 years ago and force manufactures to produce less packaging and/or more environmentally friendly packaging. Social pressure played a huge roll, penalizing at the curb made consumers leave extraneous packaging at the retail which flowed up to manufacturers.		√		
<b>Borrow Money to Pay for New Programs</b>				
• *Opposed to this idea.		√		
• The City should have a combination of charging fees and borrowing.		√		
<b>Solid Waste Utility Fees</b>				
• *Charge fees to recover the full cost of waste management provided there is strong oversight. This will help to reduce waste.	√	√		√
○ Consumer and generator responsibility is as important as producer responsibility. Ensure accountability mechanisms that results in people/businesses paying the full costs of their choices - whether they are generators or producers.		√		
○ Revise cost structure so that waste bins are more expensive than Blue and Green bins or do not charge for recycling.	√			
○ Research other jurisdictions such as San Francisco (e.g., charge for all waste streams).	√		√	
○ Use property taxes as revenue.		√		√
• Do not charge more fees or taxes for garbage. This will increase illegal dumping activities. Households should be given large bins at no extra cost with instruction to only put the bin out when it is full.	√	√		
• What is wrong with our current system of fees for bins?		√		
• Include an option on tax bills to donate extra money to the City.	√			

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>Traditionally, higher tipping fees always resulted in increased recycling rates; Green Bin rates will go up too. Even if this means there will be illegal dumping, it's important to charge more for landfill fees to discourage so much recycling going into landfill.</li> </ul>				√
<b>Public/Private Partnerships (P3s)</b>				
<ul style="list-style-type: none"> <li>*Oppose P3s.</li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>The private companies are looking to make a profit and will have that in mind.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Public/private partnerships for facilities should not be pursued, as this has a higher net cost to the City to cover higher costs of capital and business risk.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Public/private partnerships invite deterioration of services, accountability to the electorate and fee increases. Infrastructure is a government responsibility that needs to be funded by the manufacturers.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>Privatize the waste management system.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Look at elements of public/private partnerships. How can businesses benefit from using these same facilities? What's the economic opportunity in by-products?</li> </ul>		√		
<b>Show Separate Fees for All Waste Streams</b>				
<ul style="list-style-type: none"> <li>*Supportive of paying based on the size of the garbage can but not for paying for the Blue and Green Bins.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Charge more for garbage collection and less for Blue and Green Bin collection with strong enforcement.</li> </ul>	√	√		
<ul style="list-style-type: none"> <li>Separate the fees for waste collected so that users see how much waste they are generating and what it costs to manage the different streams.</li> </ul>	√	√	√	
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Do a study or a pilot area to flush out if there is a positive or negative impact on Key Performance Indicators.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>Pay based on the weight of waste set out for collection.</li> </ul>		√	√	
<ul style="list-style-type: none"> <li>Charging not-for-profit association and companies for recycling will discourage them from recycling and produce more waste. This will be a cost for the city in another way.</li> </ul>		√		
<ul style="list-style-type: none"> <li>To encourage environmental stewardship, the City may need to subsidize waste management. Residents and businesses should have a financial incentive to recycle and compost.</li> </ul>		√		
<ul style="list-style-type: none"> <li>There should be a charge for people who litter.</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
<ul style="list-style-type: none"> <li>If the City starts charging for everything there could be muddled messaging.</li> </ul>			√	
Comments on Proposed Options				
<ul style="list-style-type: none"> <li>Support all the above and probably a number of others. The important thing is that the full cost for waste management is paid for by Torontonians. Ideally, the system should be designed to encourage recycling.</li> </ul>		√		
<ul style="list-style-type: none"> <li>All options should be explored by the city and yes producers have a role in managing their products.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Don't understand what the options means (provided as a general comment, for solid waste fees/utility and alternative revenue generation opportunities).</li> </ul>		√		
Greater Enforcement to Reduce Waste				
<ul style="list-style-type: none"> <li>*Distribute fines for those that set out excessive quantities of waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Make multi-residential buildings more accountable for not diverting waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li>Support any option that forces reduction in garbage and waste.</li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Charge companies and consumers for making/buying packaged products. There has to be a complete shift in consumer purchasing behaviour which would only be accepted if people had to pay for all the packaging they purchased just to throw it out after arriving at home. The incentive would be not to pay any fees by buying only products that do not produce waste at the end-consumer.</li> </ul> </li> </ul>		√		√
Reward those who Reduce Waste and/or Consistently Participate in Diversion Programs				
<ul style="list-style-type: none"> <li>*Reward those who reduce waste or set out less garbage.</li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Reward households and neighbourhoods that reduce their waste with new public amenities -- gardens, parks, car-free streets, lower fees, etc.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Give incentives to landlords that set up proper waste management system in their building.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Reward those who backyard compost or have vermicomposters since less organics to the Green Bin.</li> </ul> </li> </ul>		√		
<ul style="list-style-type: none"> <li>Give tax credits to companies that do have sustainable practices in each sector - to encourage innovation.</li> </ul>		√		
Other Ways to Reduce Costs or Generate Revenue				
<ul style="list-style-type: none"> <li>*Use Energy from Waste to generate revenue from the sale of electricity.</li> </ul>		√		

SUMMARY OF INPUT RECEIVED	PIC	SURVEY #3	SAG	KSM
• Increase taxes on corporations.		√		
○ Tax industries that do not use sustainable practices in order to pay for Research & Development and innovation.		√		
• Get funding from provincial and/or federal governments.		√		
• Set up an extensive deposit-return system.		√		
• Encourage and fund local solutions to reduce the amount accumulating at the city-region level.		√		
• Look at carbon tax credits.	√			√
• Invest by processing other cities' organics in facilities.	√			
• Focus on reduction so there is no increase in tax.	√			
• Facilities could be built in co-operation with other municipalities.		√		
• Advocate for provincial and federal subsidies.				√
• Most European countries have a landfill tax, while in North America landfills are still the cheapest option.	√			
Find Efficiencies with Current System				
• Determine if the current level of City staffing is required.		√		
• A \$350 million budget is sufficient to run the system.		√		
• Look for efficiencies with current infrastructure (e.g., fleet, office space, facilities).		√		
• Consider full lifecycle costing.			√	√
• Consider local improvement changes.			√	
Support Innovation				
• Create an innovation fund to develop technology and fund costs of implementation (partner with a university).	√			
• Technologies to help sort waste remove job opportunities.	√			
• Support local entrepreneurs to develop innovative ideas to reduce waste.	√			