

# PW14.2 - Attachment 2

## Attachment 2 – Phase 3 Public Consultation & Engagement Overview & Record

This attachment provides an overview of the Phase 3 public consultation and engagement activities undertaken on the draft Waste Strategy. This attachment also documents the feedback heard from the Stakeholder Advisory Group, key stakeholders, Survey #4, and the Public Consultation Events on the draft Waste Strategy.

### *City Council Engagement*

On March 7 and 8, 2016, Solid Waste Management Services staff hosted Councillor Briefing Sessions to provide Councillors and their staff with an overview of the Phase 3 public and stakeholder consultation and engagement content and details, including ways for the public to provide their feedback and get/stay involved in the project.

On March 11, 2016, the Mayor and Members of City Council received prepared “matte” stories to assist them in communicating the consultation events to their constituents. They also received Project Update #6, which provided the details of the March 2016 and April 2016 consultation events, the steps taken to get to the Draft Waste Strategy, and the key recommendations of the Draft Waste Strategy.

### *Stakeholder Advisory Group*

In 2014, a Stakeholder Advisory Group was established to provide input and feedback to the Project Team at key points in the development of the Waste Strategy. The group consists of key stakeholders from various organizations with expertise and an interest in the waste that is managed by the City. Members represent the following sectors: local business improvement areas, environment, education and academia, multi-residential, social planning, waste industry representatives, and retail. All Stakeholder Advisory Group meetings are open to the public and the meeting minutes are posted on the project website.

The Stakeholder Advisory Group has met twice since January 2016 on the topic of the draft Waste Strategy. Table 1 below outlines the meeting goals for these meetings.

**Table 1: Stakeholder Advisory Group Meeting Objectives  
(February 2016 & March 2016)**

<b>Meeting Date</b>	<b>Meeting Goal &amp; Objective</b>
February 25, 2016	To provide Stakeholder Advisory Group members with a walk through of the draft Waste Strategy and content of the Staff Report to be considered by Public Works and Infrastructure Committee at their March 1, 2016 meeting. The main goal was to present the content and answer questions.
March 14, 2016	To provide attendees with an overview of the Draft Waste Strategy, receive feedback, and to discuss the overall approach for Public Consultation Event #3. Specific objectives include: <ul style="list-style-type: none"> <li>• Discuss outcome of Public Works and Infrastructure Committee meeting (March 1, 2016).</li> <li>• Present the draft Waste Strategy and receive feedback,</li> <li>• Present the overall approach to Public Consultant Event #3.</li> <li>• Present the proposed comment form/survey content and request feedback on content.</li> </ul>

The Stakeholder Advisory Group will meet twice before their mandate is complete: once to receive an overview of the Final Waste Strategy in June 2016 and a wrap-up/thank you meeting after Council has considered the document in July 2016.

*Public Consultation Events*

As part of the Phase 3 consultation plan, four public consultation events were held in March and April 2016 with a total of 275 participants. The level of public interest in this phase of the Waste Strategy was significantly higher than in previous phases where fewer people attended events (Phase 1 had a total of 90 attendees; Phase 2 had a total of 70 attendees). Table 2 provides a summary of the Phase 3 event details.

**Table 2: Public Consultation Events Summary**

<b>Meeting Content</b>	<b>Date</b>	<b>Location</b>	<b>Attendees</b>
<b>Draft Waste Strategy Overview</b> <ul style="list-style-type: none"> <li>• Open house with display panels</li> <li>• Presentation, Q&amp;A</li> </ul>	Tuesday March 29, 2016	St. Paul's Bloor Street Church, 227 Bloor St E	43
<b>Reduce, Reuse, and Recycle: Waste Diversion in Houses, Apartments, and Condos</b> <ul style="list-style-type: none"> <li>• Open house with display panels</li> <li>• Presentation, Q&amp;A</li> <li>• Facilitated workshop</li> </ul>	Monday April 4, 2016	Central YMCA, 20 Grosvenor St	65

Meeting Content	Date	Location	Attendees
<b>Diversion Opportunities: Businesses and Home Renovators</b> <ul style="list-style-type: none"> <li>• Presentation, Q&amp;A</li> </ul>	Thursday April 7, 2016	Webinar	27
<b>Waste Recovery and Residual: How to Handle Remaining Materials</b> <ul style="list-style-type: none"> <li>• Open house with display panels</li> <li>• Presentation, Q&amp;A</li> </ul>	Tuesday April 12, 2016	City Hall, 100 Queen St W & Webinar	140

Due to the large amount of information contained within the draft Waste Strategy, the project team hosted meetings that focused on specific components of the document. This allowed for deeper exploration and discussion of key areas of interest. In addition, for those that were interested in a high level overview of all recommendations, an overview event launched the consultation process.

The events were held during the evening hours, with the exception of the Business and Home Renovators meeting, which was held during the day. All events were open to the public with invitations also going to relevant key stakeholders identified throughout the development of the project.

Each meeting (except the webinar event on April 7, 2016) began with an open house for participants to view the display panels and speak with the project team. When the open house concluded, a formal presentation was provided with an overview of the draft Waste Strategy and details on the recommendations specific to the meeting topic. While each meeting provided an opportunity for questions and answers, the "Reduce, Reuse, and Recycle: Waste Diversion in Houses, Apartments, and Condos" meeting had a workshop element. All feedback received from the four meetings was documented, reviewed by the project team, and is part of the project's consultation record. Participants at the Public events were very engaged and the input provided was thoughtful and valuable.

The meetings were promoted using a variety of communications tactics, including advertising through the following methods:

- Print media: METRO and Metroland Community Newspapers;
- Online media: Inside Toronto, CP24, NOW, The Weather Network, Facebook;
- Out-of-home: TTC information screens;
- Digital engagement: social media, project website, the Waste Strategy e-mail subscribers list;
- Stakeholder Advisory Group and key stakeholder networks;
- Outreach events: waste screenings, Community Environment Days (information available at events held in early April 2016)

### *Online Engagement*

All event presentations and surveys were posted to the project website to ensure access for those that were unable to attend an event. In addition, two of the four consultation events were available via webinar.

For those interested in digging deeper into the results of the evaluated options, all evaluation tables were posted on the project website for review and comment.

### *Key Stakeholder Meetings*

As part of the Phase 3 consultation, key stakeholders were invited to attend the public consultation events to provide input on the draft Waste Strategy. The same key stakeholders that were engaged during the Phase 2 consultations were engaged during the Phase 3 consultation. However, stakeholders from the Industrial, Commercial & Institutional (IC&I) and Construction, Renovation & Demolition (CRD) sectors were also invited to this phase of consultation.

A meeting to review the draft Waste Strategy was held with the Ministry of the Environment and Climate Change in Winter 2016. In addition, Solid Waste Management Services staff engaged and consulted with members of the Executive Environment Team, which consists of senior management representatives from City Divisions, Agencies and Corporations.

Furthermore, staff continue to bring forward project information to the Green Lane Landfill First Nations communities.

### *Community Outreach Events*

Information on the Waste Strategy is available during the 2016 Community Environment Days held from April through to July 2016. This provides members of the public with an opportunity to speak with Solid Waste Management Services staff to learn more about the project and the various ways in which to become engaged.

Staff organized two free waste screenings to generate interest in waste management and the public consultation events for the draft Waste Strategy. On March 15, 2016 *Just Eat It* was screened and on March 22, 2016 *Waste Land* was screened at the Ontario Institute for Studies in Education at the University of Toronto. The screenings were very well attended with 165 people attending *Just Eat It* and 73 people attending *Waste Land*. At the beginning of each screening, staff provided a brief overview of the Waste Strategy and consultation events and an information table was staffed to answer questions after the viewing.

On March 19, 2016, Solid Waste Management Services staff engaged a group of engineering students from the University of Toronto on a Case Competition. The students were charged with finding an engineered solution to the problem of Green Lane Landfill reaching capacity in the coming years, with a specific focus on multi-residential customers. Ahead of the event, staff worked closely with the event organizers on the content for the competition as well as how the proposals would be evaluated. The event provided an opportunity to educate the students on Toronto's waste management system, as well as the Long Term Waste Management Strategy. The winning team's proposal consisted of incorporating personal and property-based metrics

(weight or volume based) for the waste generated and diverted in multi-residential building. This on-demand access to information and data could increase waste diversion through "gamification", by which information sharing could encourage healthy competition between buildings.

On April 8<sup>th</sup>, 2016, Solid Waste Management Services staff engaged a group of second year Ontario College of Art & Design students on a design challenge event. The students developed an innovative design solution to reducing the amount of coffee cups that end up as litter and in the waste stream. The design educated the consumer on how to properly separate the different cup components and re-stack them in a specially designed collection centre to reduce contamination and improve recyclability.

### *Communication and Engagement Tools*

Project Update #6 was issued in mid-March, prior to the launch of the consultation process. The content for this Update focused on the consultation event details and opportunities for the public and stakeholder engagement. The update also highlighted the completion of the draft Waste Strategy document and next steps. Project Update #6 was communicated to the public and stakeholders through a variety of internal and external communication tactics including: the project website, social media, Waste Strategy e-mail subscribers list, posters at Civic Centres, prepared "matte" stories for the Mayor and Members of City Council, leveraging Stakeholder Advisory Group and key stakeholder member networks, and internal staff communications.

The project website ([www.toronto.ca/wastestrategy](http://www.toronto.ca/wastestrategy)) continues to be updated with new information, as it becomes available. All communication and outreach materials direct participants to the website for more detailed information. Since January 2016, nearly 16,600 people have visited the site.

Staff utilized social media (e.g. Twitter) to assist with promoting the Phase 3 consultations for the draft Waste Strategy. For Phase 3 consultations, 40 tweets were sent via the Strategic Communications (@TorontoComms) or Get Involved (@GetInvolvedTO) Twitter accounts to promote the consultation events, the release of Project Update #6 and survey #4, and to initiate thought and discussion on waste-related topics. The project also used a dedicated hashtag (#TOwastestrategy) to further encourage social media engagement.

Currently, there are 1,175 subscribers to the Waste Strategy email listserv, which is a very high number for a municipal project of this scope. In addition, staff have maintained a log of comments received through the project e-mail address ([wastestrategy@toronto.ca](mailto:wastestrategy@toronto.ca)), phone, mail, and fax. Between January 15, 2016 and May 2, 2016, the City received 79 comments via e-mail from the public, five phone calls and one letter.

Comments and questions received during the Phase 3 consultation process related to increasing diversion rates in multi-residential buildings, general questions about the project process, and suggestions for changes to labelling of collection bins and bin types. Comments also discussed waste diversion technologies and controls to ban divertible materials from the waste stream. Stakeholders shared information on successful programs they have participated in, waste reduction products, and organizations to consider for partnership in program delivery. Several compliments were received on the Phase 3 consultation process, in addition to questions from

students and researchers regarding data on Toronto's Solid Waste Management programs. No faxes were received since mid-January 2016.

#### Survey #4

Survey #4, which sought feedback on the draft Waste Strategy and implementation plan, was released to the public on March 29, 2016 and closed on April 27, 2016. The Survey was promoted using the same tactics as Project Update #6, noted above. In total, 1,219 surveys were completed.

#### Consultation Record

Tables 3 – 12 below document what was heard on the draft Waste Strategy from participants in the Public Consultation Events (PCE), Survey #4, Stakeholder Advisory Group (SAG), and other sources.

Comments are grouped into the following option categories: Zero Waste Goal; All 3Rs Programs; Exchange & Sharing; Reduction & Food Waste; Diverting Waste in Apartments & Condos; Waste Diversion for Businesses & Outside the Home; Recovery & Residual; Promotion & Education; Partnerships; and Enforcement.

Comments that were frequently heard are marked with an asterisk (\*) and the questions asked in Survey #4 are *italicized*. "Other Sources" of feedback channels includes e-mails, phone calls and messages, tweets and mail.

**Table 3: Summary of Input Received on Zero Waste Goal**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>Do you support including the visionary goal, "to work towards a Circular Economy and Zero Waste future", in Toronto's Long Term Waste Management Strategy to align with the Provincial goal?</i>				
• *Yes, support for including the visionary goal		X	X	X
• Survey #4 Results		X		
o Strongly Disagree – 4%		X		
o Disagree – 2%		X		
o Neutral – 4%		X		
o Agree – 11%		X		
o Strongly Agree – 79%		X		
<b>Comments on Strategy</b>				
• The language in the Strategy should better coordinate with the City's zero waste signage in some facilities			X	
<b>Partnerships to Work Towards Zero Waste Goal</b>				
• Bring different industries to the table to kick-start this discussion and work towards the Zero Waste Goal	X			

Note: The primary sources of data for this summary table were Survey #4 and Other Sources. Secondary sources of data were also generated through PCEs and the SAG.

**Table 4: Summary of Input Received on All 3Rs Programs**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>The Draft Waste Strategy recommends six new programs that would be developed within the first 10 years to support the 3R's (reduce, reuse, recycle) across Toronto. Select the top 3 programs that you would like to see implemented and are most likely to participate in.</i>				
<b>Pick Up and Drop Off Services</b>				
<ul style="list-style-type: none"> <li>• *Mobile drop-off vehicles that travel to high traffic/high density areas to pick up reusable materials, or materials needing safe disposal like paint and batteries</li> </ul>	X	X	X	X
<ul style="list-style-type: none"> <li>○ *Mobile drop-off vehicles to circulate after a swap event or yard sale to collect the remaining items</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Rotating drop-offs in school yards, frequenting each school at least twice a year</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Mobile service that travels to communities to both take and give away items</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ The City could provide bags to put used clothing in and schedule a day to pick up the clothing</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Curbside pick-up of donations and reusable items</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ If implemented, how frequently would you use a Mobile Drop-off service?</li> </ul>				
<ul style="list-style-type: none"> <li>▪ Never – 5%</li> </ul>		X		
<ul style="list-style-type: none"> <li>▪ Once a year – 15%</li> </ul>		X		
<ul style="list-style-type: none"> <li>▪ Every 6 months – 38%</li> </ul>		X		
<ul style="list-style-type: none"> <li>▪ Every 2-3 months – 30%</li> </ul>		X		
<ul style="list-style-type: none"> <li>▪ Monthly – 12%</li> </ul>		X		
<ul style="list-style-type: none"> <li>• Mini recycling facilities accessible to densely populated areas, specifically for people without transportation</li> </ul>				X
<ul style="list-style-type: none"> <li>• Public libraries could be used as drop off locations for hazardous materials (e.g. batteries)</li> </ul>				X
<ul style="list-style-type: none"> <li>• Fire stations could be used as drop off locations for used clothing</li> </ul>				X
<b>Exchange and Sharing</b>				
<ul style="list-style-type: none"> <li>• Waste Exchange opportunities for communities through curbside events or supporting online exchanges</li> </ul>		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<ul style="list-style-type: none"> <li>Sharing Libraries to borrow materials that are infrequently used like instruments, toys, tools and equipment</li> </ul>	X	X		
<b>Other Programs and Strategies</b>				
<ul style="list-style-type: none"> <li>*Textile Reuse Strategy to support reuse and recycling of used clothing and fabric</li> </ul>		X		X
<ul style="list-style-type: none"> <li>*Food Waste Reduction Strategy to reduce food waste at home</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>Reverse Vending Machines where products are traded in to receive rewards</li> </ul>		X		
<ul style="list-style-type: none"> <li>Eliminate printed documents as much as possible (e.g. receipts)</li> </ul>				X
<ul style="list-style-type: none"> <li>Offer subsidies to companies who will retrieve furniture to refinish</li> </ul>				X
<ul style="list-style-type: none"> <li>Students can collect and sort the recycling bins in their schools (“recycling experts”)</li> </ul>				X

Note: The primary sources of data for this summary table were Survey #4 and Other Sources. Secondary sources of data were also generated through PCEs and the SAG.

**Table 5: Summary of Input Received on Exchange & Sharing**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>What materials would you be willing to share or borrow?</i>				
<b>Apparel</b>				
<ul style="list-style-type: none"> <li>*Clothes (general and special occasion)</li> </ul>	X	X		
<b>Electronics</b>				
<ul style="list-style-type: none"> <li>*Electronics (e.g. cameras, projectors, amps, computer gear, 3D printers, printers, scanners, etc.)</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>Computer software (Adobe Creative Suite, AutoCAD, etc.)</li> </ul>				
<b>Automotive</b>				
<ul style="list-style-type: none"> <li>*Cars</li> </ul>		X		
<b>Home</b>				
<ul style="list-style-type: none"> <li>*Home care items (e.g., vacuum, snow blower, lawnmower, carpet cleaner, power washer, etc.)</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>o Communities can purchase one to share</li> </ul>	X			
<ul style="list-style-type: none"> <li>*Kitchen appliances, tools, and cookware</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>*Construction and renovation materials (e.g. paint, ladders, pliers etc.)</li> </ul>		X		X
<ul style="list-style-type: none"> <li>*Moving equipment (e.g. large plastic bins)</li> </ul>		X		
<ul style="list-style-type: none"> <li>*Textiles</li> </ul>		X		
<ul style="list-style-type: none"> <li>*Decorations, party supplies, gift wrap</li> </ul>	X	X		



<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
• Baby supplies	X			
• Pet supplies (e.g. cones, gates, etc.)	X			
• Tree sharing (e.g. apples, currents, zucchini, etc.) and recipe swap	X			
• Furniture		X		
<b>Outdoor</b>				
• *Outdoor furniture (e.g. folding chairs, marquee tents, etc.)	X			
• BBQ (especially in multi-residential, etc.)	X			
<b>Sports and Leisure</b>				
• *Fitness/sports equipment and leisure items (e.g. rackets, skis, camping gear, camping trailers, pedometer, kayaks, etc.)	X	X		
• *Bicycles and bicycle repair tools	X	X		
○ Advertise bike share at Brickworks, repair cafes, farmers markets	X			
• *Arts and craft supplies (e.g. paint brushes, sewing machines, etc.)	X	X		
• *Musical instruments	X	X		
• *Toys, games and puzzles	X	X		
• Books and videos		X		
<b>Tools and Hardware</b>				
• *Power Tools	X	X		
• *Gardening tools	X	X		
<b>Other</b>				
• Rented spaces (e.g. In Korea there are community spaces such as community kitchens and amenities)	X			
• Expertise		X		
<b><i>What would motivate you and make it easy to participate in sharing, exchange and drop-off programs?</i></b>				
<b>City Involvement</b>				
• *City to host an exchange/swap event (e.g. Clean Up Day)	X			
○ *Organize a curb swap day and advertise in the collection calendar	X			X
○ Progressive movement of materials – apartment → community → reuse centre	X			
• Create an easy, City-facilitated online portal	X			
○ Set up a culture of web-based system to develop communities/cultures (e.g. recipe swap, cooking classes with many generations)	X			
<b>Collaboration within the Community</b>				
• *Connect groups with each other to build social fabric	X			

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Create a twitter account for buildings/apartments and post what is available and/or needed	X			
○ Set up a page online or through social media	X			
○ Target parent and tot programs	X			
○ Make it fun and bring the community together	X			
<b>Accessibility and Convenience</b>				
• Easily accessible area in buildings where residents can drop off usable stuff for others to take		X		
• Waste/battery drop offs are in obscure locations - make them as abundant as clothing donation bins		X		
<b>Incentives</b>				
• Financial incentive - create a space where a community can sign up to consign their gently used items and be paid out at the end		X		
<i>Are there circumstances that would cause you not to share/exchange gently used items?</i>				
<b>Cleanliness and Hygiene</b>				
• *Concerns about hygiene, sanitation with toys, bed bugs, smoke, etc.	X			
<b>Value</b>				
• Less likely to share/exchange high value items (e.g. bikes, musical instruments, etc.)	X			
<i>Are there local reuse and recycling activities in your neighbourhood (swaps, yard sale days, etc.)?</i>				
<b>Seasonal/Temporary Initiatives and Events</b>				
• *During summer/warmer months there are lots of yard sales/garage sales		X		
• Yearly street sales in collaboration with community centre		X		
• Annual Guildwood Yard Sale		X		
• Pillage in the Village - events at the school/community centre where people resell their used children's items		X		
• Church rummage sales		X		
• Kitchen gadget swap days		X		
• Environment Days at Wychwood Park		X		
• Evergreen swap events		X		
• Neighbourhood clothing swap		X		
• Really Really Free Market in Campbell Park		X		
• Annual Habitat for Humanity fundraiser street sale on Palmerston Blvd		X		
• Annual giant yard sale in Trinity Bellwoods		X		
<b>Ongoing Initiatives</b>				
• *Repair Cafe	X	X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
• *Curb side freebies - people put out things they no longer need with a sign "free" on them	X	X		X
• *Local school collecting used textiles and recyclables for class projects		X		X
• *Sharing Depot		X		X
• Ward 21 Second Hand Sunday		X		
• Toronto Tool Library		X		
• Swapsity		X		
• Social media driven programs		X		
o Bunz Trading Zone		X		
o Neighbourhood Facebook page where people post things that they don't need anymore (e.g. Liberty Village Buy Sell)		X		
• Trashnothing.ca		X		
• Musical instrument library		X		
• Swap Shop at University of Toronto		X		
• Little Free Libraries		X		
• 'Free' section of Craig's list		X		
• Neighbourhood list serv where items for reuse are often listed		X		
• The Freecycle Network		X		
• Community Garden		X		
• Salvation Army		X		
• Unspoken practice in condo building to leave items/products/magazines/etc. on a display shelf for other residents to take freely	X	X		
• TerraCycle		X		
• Book exchange		X		
• Active community listservs where people post the need for ladder, wheelbarrow etc., and others will respond		X		
• Co-operative housing with a tool share collection in the building		X		
• 'Free' table at local community centre		X		
• Creative Reuse Centre		X		
• Sale for the Cure		X		
• Building superintendent collects all electronics, paint and other hazardous materials, LED lights, batteries and all plastic bags. Additionally building has a bin for clothing and bin for bottles to the Beer Store. Building also has a lending library for books.		X		
• Kitchen Library		X		
<b><i>How can the City support exchange and sharing programs initiated by others?</i></b>				

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<b>City Facilitation and Intervention</b>				
• *Invest in key items that have high traction of being borrowed	X			
○ Rotate second hand equipment, specifically hockey equipment	X			
• *More Community Environment Days (and better notification); combine swaps with Community Environment Days		X		
○ Community clean up days throughout the year and additional days that focus on collecting recycling, picking up the garbage on the grasses and or any types of landscapes, i.e. alleys, sidewalks outside buildings, etc.		X		
○ Greater frequency of program. By the time I learn about the event, I already have plans in place and can't attend		X		
• *Social/community events	X	X		
○ *Community BBQ and item swap days to create safe spaces to meet people to exchange goods		X		
○ Close traffic to an area hosting a community yard sale for a period on that day		X		
○ Toy lending library – peer to peer/parent networking	X			
○ Host play dates for parents and children to share/hand down toys and books	X			
○ Connect during classes such as parent and tot, or through religious or other institutions	X			
• *Designate city-supported yard-sales in public places like City parks, schools, community centres		X		
○ Provide space for such events when it is too cold outside		X		
• *More exchange/sharing locations throughout the city, not just downtown.		X		
○ *Offer venues (libraries, community centres, and school yards) to local neighbourhood swapping activities		X		
○ Due to accessibility, consider hosting rotating drop-offs/swaps in school yards as there is a school near everybody		X		
○ Tools could be borrowed through the library and delivered to the nearest branch for pick up		X		
○ Designated swap areas in city owned locations such as community center parking		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
lots where people can drop off usable goods for pickup by community members				
o Tool and music libraries in public libraries	X	X		
o Organize and promote specific days in neighbourhoods where people put items for the curb to pick up. If not picked up, City to collect by next day		X		
• *Curbside Pickups		X		X
o *A separate pickup of reusable items once per month from curbside as it is difficult for those without cars to drop off dangerous goods, tires, batteries		X		
o City could provide bags to put used clothing in		X		
o Provide bags and boxes for reusable objects and divert them from the dump		X		
o More frequent hazardous waste pick up		X		
• *Providing transportation or human resources to move things		X		
o A platform for volunteers using bikes with carts matched with donors for transport to neighbourhood reuse centers or directly to receivers would help. Or separate pickup of these items so that they are not left out on the curb, to be ruined by bad weather.		X		
• *Operate re-use centres where residents could drop off usable items or meet with other residents to partake in safe community exchanges		X		
• Mobile vehicle helps in downtown apartment settings		X		
o Offer free pick-up for swap leftovers		X		
• Well cared for and responsible donations bins; Local bins for specific items such as material waste or toys		X		
o Monitor illegal clothing bins		X		
• Support reverse vending machines, sharing libraries		X		
<b>Incentives</b>				
• *Offer incentives and support for organizers of swapping events	X	X		
o Provide residents with training materials about setting up local recycling activities (how-to's, things to consider, sample flyers)		X		
o Funding for pre-existing initiatives. Subsidizing efforts, like the Tool Library, would make it more affordable and accessible		X		
o Change by-law where it states only 2 yard sales per person yearly		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ Allow residents to get permits locally – for example at the library local branch. Remove permits for yard sales		X		
○ Partner swap events with other community events (e.g. Mayfair on the Green apartment building)		X		
○ Reduce red tape		X		
○ Allow for additional on-street parking near events		X		
○ Discounted pick-up services or cheaper rates for carsharing if you are dropping off goods		X		
● Offer rewards/incentives to residents for participating	X			
<b>Rules and Regulations</b>				
● *Implement requirement for buildings to have a designated space for sharing/exchanging items	X	X		
○ Provide more support for individuals and superintendents	X			
○ Have waste management staff recommend how apartment buildings could set up swaps in their building		X		
● Permit more neighbourhood postering		X		
<b>Partnerships to Support Exchange and Sharing Programs</b>				
● *Support and partner with existing community groups	X			
○ The City could help set up the structure and framework, but organizations should run the programs	X			
<b>No Support Required</b>				
● The less City involvement, the better	X			
● The City shouldn't be doing this; it's a waste of tax resources		X		

Note: The primary sources of data for this summary table were PCEs and Survey #4. Secondary sources of data were also generated through Other Sources.

**Table 6: Summary of Input Received on Reduction & Food Waste**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>What would motivate you and other Torontonians to reduce waste at home, in the work place or on the go?</i>				
<b>Incentives and Disincentives</b>				
● *Financial	X			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ *Putting a dollar value on waste by providing examples of how much you could save by reducing	X			
○ Higher food pricing	X			
○ Charge to use takeaway cups	X			
● Acknowledgement of those who donate to charitable organizations	X			
● Social proof	X			
<b>Understanding and Awareness</b>				
● *Understanding why it is important and the impact on the community	X			
○ Understanding consequences - include statistics on impact	X			
○ Understanding contributing to the solution, not the problem	X			
● Consumer trends	X			
● Future generations (saving the environment)	X			
● Motivate people to help contribute to charity (connection to food and charities)	X			
● Setting yourself as an example - set personal goals and targets	X			
● Understanding human behavior	X			
● Understanding the process of food (how it got to your plate)	X			
● Transparency in waste management system; there is a lack of confidence	X			
<b>Accessibility and Convenience</b>				
● Convenience	X			
<b><i>Where do you find food waste to be generated most and why?</i></b>				
● *Grocery stores	X			X
○ Overstocking vs. shelf life (e.g. Buying food you don't need because it's on sale)	X			X
● *Homes	X			
○ Loss of cooking skills related to extending the life of food (e.g. making soup)	X			
○ Understanding and education of expiration dates	X			
○ Portion sizes	X			
● *Office/business buildings	X			
○ Waste is not diverted in office buildings				
○ Insufficient diversion in food courts				
● *Restaurants	X			X
○ People eat at restaurants as opposed to cooking	X			

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Restaurants claim it's too expensive to use the Yellow Bag Program	X			
● Catered events	X			
● Hospitals	X			
○ Insufficient diversion in food courts	X			
● Manufacturers	X			
○ Insufficient diversion in food courts	X			
● Nurseries	X			
● Schools	X			
○ Insufficient diversion in food courts	X			
<b><i>What would motivate or help you generate less wasted food?</i></b>				
<b>Sociocultural Evolution</b>				
● *Create a culture that doesn't want to waste food	X			X
○ Education starting at a young age (e.g. speakers at schools)	X			
○ Sharing food	X			
○ Growing own food	X			
○ Target cultural practices	X			
○ Enforceable laws	X			
○ Provocative questions that evoke values	X			
○ Buying your own food gives you a sense of appreciation	X			
○ Change peoples' perception about food (e.g. encourage buying the 50% off items and ugly fruit)	X			
● Donation streams for food	X			X
○ Overcome the stigma of serving surplus food to those in need; give people options of the surplus food they get (e.g. Quest Food Exchange and Just Foods in Vancouver)	X			
<b>Incentives and Disincentives</b>				
● Reward programs for restaurants	X			
● Rising food costs	X			X
<b>Accessibility and Convenience</b>				
● Make organics collection as convenient as garbage (e.g. colour-coded receptacles in Markham)	X			
<b><i>What opportunities would you want to see to reduce food waste in your community and how could the City support these?</i></b>				
<b>City Facilitation and Partnerships to Reduce Food Waste</b>				
● *Open "ugly fruit" stores; sell imperfect foods	X			X
● Build capacity for receiving surplus food from processors/retailers	X			



Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ Work with grocery stores to preserve food and change how they package foods	X			
○ Community fridge	X			
○ Food sharing programs to connect those with excess with those in need	X			
○ City-facilitated food gleaners	X			
● Directly support existing agencies to scale up	X			
● Learn from the City of Markham's food waste reduction strategy	X			
● Partner with non-profit organizations	X			
○ The City should provide workshops	X			
○ Partner with Not Far From the Tree	X			
● Provide grant-funding/resources to food security groups	X			
● Support community gardens	X			
● Try to reduce the amount of food waste in daycares as food is prepared based on registration and not attendance	X			
<b>Sociocultural Evolution</b>				
● Keep sustainable food system change in mind and work towards this	X			
● Accessibility of diversion opportunities	X			
○ Convenience of products makes it easy to create waste	X			
<b>Community Events</b>				
● Community pot lucks are good for building the community	X			
○ Requires a community kitchen (e.g. churches, schools, etc.)	X			

Note: The primary sources of data for this summary table were PCEs. Secondary sources of data were also generated through Other Sources.

**Table 7: Summary of Input Received on Diverting Waste in Apartments & Condos**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>What factors do you think prevent apartment and condominium residents from sorting their waste into the diversion streams currently available?</i>				
<b>Physical and Spatial Limitations</b>				
● *No storage space in units	X	X		
● *Sometimes facilities in the garbage chute aren't functioning properly (e.g. Recyclables like pizza boxes clog chutes constantly)		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
<ul style="list-style-type: none"> <li>*Bins are often full, not enough bins; people misuse it (e.g. don't fold their cartons down so they take up space; throw non-recyclables into the bin (e.g. clothing))</li> </ul>		X		
<ul style="list-style-type: none"> <li>*Garbage chute discourages recycling; design of chute too small, etc.</li> </ul>		X		
<ul style="list-style-type: none"> <li>*Need bins that fit the space; Need enough bins</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>Some buildings only have 1 chute for garbage (no separation)</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>People contaminating recycling with waste- these are not only the residents but people who access them from the street or local areas</li> </ul>		X		
<ul style="list-style-type: none"> <li>So much recyclable packaging is generated that my blue bag fills up within 2 days, but pick-up is only once a week</li> </ul>		X		
<ul style="list-style-type: none"> <li>Most buildings continue to respond to waste management requirements of 30 years ago</li> </ul>			X	
<ul style="list-style-type: none"> <li>95% of the problem is existing buildings</li> </ul>			X	
<b>Accountability</b>				
<ul style="list-style-type: none"> <li>*No accountability within the condo. No peer pressure compared to houses ("curbside" is not visible). Apartment residents do not see what they are producing. Waste goes down the "magic hole".</li> </ul>	X			
<b>Property Management</b>				
<ul style="list-style-type: none"> <li>*Property Management challenges: <ul style="list-style-type: none"> <li>*Maintenance does not sort waste or maintain area when bins are stored; programs available do not sufficiently divert all that they should</li> <li>*Residents do not trust that the programs are being properly managed by the building (e.g. "They just combine the garbage and recycling anyway")</li> <li>*Some apartments and condos are reluctant to sort organics due to the smell and attraction to rodents</li> <li>Management does not seem to actually understand what is actually accepted or not accepted</li> <li>The community is not a priority to property management</li> <li>Buy in from the superintendents, property management and condo board</li> </ul> </li> </ul>	X	X		X
<ul style="list-style-type: none"> <li>*Difference between condos and apartments <ul style="list-style-type: none"> <li>Condo board more likely to listen to owners</li> </ul> </li> </ul>	X			
	X			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<ul style="list-style-type: none"> <li>Off-site apartment building owners are not as engaged</li> </ul>	X			
<b>Cost</b>				
<ul style="list-style-type: none"> <li>Retrofits are very expensive</li> </ul>	X	X		
<ul style="list-style-type: none"> <li>Cost is a big deterrent for some buildings; Cheaper for property managers to put everything in the garbage</li> </ul>	X	X		
<b>Accessibility and Convenience</b>				
<ul style="list-style-type: none"> <li>*Lack of convenience: accessibility, human behavior/laziness, poor motivation and disinterest</li> </ul>	X			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Distance (e.g., organics bin on far edge of parking lot, located in corner of basement, etc.)</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Programs are not available at my building</li> </ul> </li> </ul>	X	X		X
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>No facility for electronics or hazardous waste</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Make it easy by colour coding bins/labeling bins</li> </ul> </li> </ul>	X	X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Language needs to be clear and simple with ESL options</li> </ul> </li> </ul>	X	X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Signage is important</li> </ul> </li> </ul>	X	X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>I do not feel safe in the spaces where programs are located</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Smell</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Recycling and compost areas often locked</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Consistency across “industry” – not all private bins are the same</li> </ul> </li> </ul>	X			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Complexity (e.g. black plastic is confusing)</li> </ul> </li> </ul>	X			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Renters in apartments are not as invested</li> </ul> </li> </ul>	X			
<ul style="list-style-type: none"> <li>Apartments and condos do not have programs to divert waste electronic and electrical equipment (WEEE)</li> </ul>	X			
<b>Lack of Education and Awareness</b>				
<ul style="list-style-type: none"> <li>*Ineffective waste management education. Lack of awareness and information:</li> </ul>	X			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*What goes where? Where are the bins?</li> </ul> </li> </ul>	X			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>People do not know where to find information</li> </ul> </li> </ul>	X			
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Waste calendar delivered to the units doesn't have garbage pickup dates</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Not everyone has internet access</li> </ul> </li> </ul>	X			
<ul style="list-style-type: none"> <li>Too little education and awareness; poor communication of programs</li> </ul>		X		
<b>Lack of Enforcement Preventing Proper Sorting of Waste</b>				

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
• *Lack of Enforcement:	X			
o City has to enforce	X			
o No option of opting out	X			
o Roll out is good but in the long-term there is a drop in participation	X			
o Follow up regularly (annually or bi-annually)	X			
• *No incentive for residents and condos	X			
o Need enforcement	X			
o Use garbage bags with unit numbers	X			
o Apartments have no heavy penalties, they need to take more responsibility and should be taught how to separate waste and need to be more involved; Landlords and property managers are money backing businesses; They need to be held accountable	X			
<b>Individual and Social Barriers</b>				
• *Behaviour is more of a barrier than language	X			
o *No/little use of bins		X		
o *Lack of social proof/Cultural differences	X			
o *Newcomers may not be used to recycling	X	X		
o Residents do not follow simple rules on using the existing waste facilities and will likely not follow rules for composting.		X		
• Link to community spaces	X			
• Green Bin going missing – someone stealing it in building		X		
<b>Other</b>				
• City does not support condo use of waste collection		X		
• Wasteful plastic bag requirement for Green Bins		X		
• Shutdown of Grassroots on Danforth prevents reuse of detergent, shampoo, etc. bottles		X		
<b><i>How could the City of Toronto help with these challenges?</i></b>				
<b>Incentives and Disincentives</b>				
• Incentives and disincentives to divert waste	X	X		
o *Frequent recycling pickups - weekly etc. and less garbage pick up		X		
o *City should audit actual building waste diversion performance and penalize condo corporations and landlords when diversion in their buildings is not up to standard		X		
o *Assist in the costs of retro-fitting condo and apartment buildings to use recycling / green bin programs		X		
o *Fines for misuse		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Charge more money for dumping/garbage collection		X		
○ Increase the cost of packaging	X			
○ The programs should not be fine-based, because when faced with the possibility of a fine, residents will recycle/compost contaminated materials to avoid a fine instead of correctly dumping the contaminated material in the trash		X		
○ Offer property management incentives to put out better recycling programs in their buildings by reducing fees to utility bill and pass savings onto program participants. Savings could include air miles, grocery coupons, etc.		X		
○ Celebrations, awards, gift cards acknowledging diversion “champions” in the city		X		
○ Tax break for sales of bulk detergent, shampoo, etc. when buyer supplies a container		X		
○ Option for building managers to call in for an emergency collection when collection gets to be too large		X		
○ Offer incentives to add chutes to the outside of buildings to accommodate recycling, and at the same time, increase insulation of the building, adding technologies to enhance internet, cable TV, phones and security		X		
<b>Accessibility and Convenience</b>				
● *Convenience		X		
○ The more convenient it is, more residents will recycle		X		
○ Open a recycling place that people without cars can reach easily, a place/space that a person could walk to with something quite heavy (e.g. furniture, electronics, etc.)		X		
○ Design a sorting system for inside units. If you help me organize my waste, i am more likely to separate it properly in a SMALL SPACE		X		
○ Provide green bins and blue bins for each condo unit, so it can be used as carriers to the chute		X		
<b>Activism and Advocacy</b>				
● * More resident activism/advocacy needed:	X	X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ *Designate community ambassadors; use kids as ambassadors	X			
○ Disconnect between residents and property managers	X			
○ Provide subsidy to buildings to help them get a 3Rs ambassador; Not necessarily monetary, can be a gym membership; Pay ambassadors to make these things happen in the lower income residential/community housing areas	X	X		
○ Have a designated representative per building to put on workshops, answer questions and help residents who may need it		X		
○ Motivate residents to participate - arrange a challenge for residents to see if they can improve		X		
○ Provide bins for each floor and solicit volunteers to bring them to street level		X		
○ Create community gardens within direct access to community housing sites where composting and growing food is encouraged		X		
<b>City Facilitation and Intervention</b>				
● * The City should be involved with buildings and property management	X	X	X	
○ *Work with existing condos/apartments/property managers (funding or training) to help figure out the specific diversion program needs for a given building and how to communicate diversion programs to residents		X	X	
○ *Distinctive bins (large enough for building needs), each for a specific use: recycling, organic compost, and household hazardous waste		X		
○ *Increase accessibility of diversion programs by requiring buildings to have bins in convenient and accessible locations (e.g. better lighting at night-time, bins outside doors rather than along the sides of the building, bins on every floor, etc.)		X		
○ *Tri-sorter machinery on every floor/waste room in every building		X		
○ *Training, on-site consultations, and support documents that list the best practices on how to manage and maintain these programs		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
(cleaning best practices, location, raising awareness among residents of the programs that exist)				
○ *Offer scheduled dates for hazardous waste and electronic waste pick-ups at buildings		X		
○ *Apply the same program in apartments and condos as in houses; separate paper and organic waste collection on each apartment floor once per week		X		
○ Develop standards for the availability of waste diversion facilities (e.g. designed with accessibility in mind, well lit for safety, near elevator, etc.)		X		
○ Develop a Green Bin condo & apartment building pickup		X		
○ Make the traditional chute exclusive to compost		X		
○ Condo management and apartment superintendents should have waste disposal information printed on leases/contracts; Residents will be asked to read and sign fine for non-compliance		X		
○ Introduce a system of garbage pick-up in apartment buildings where waste is tagged or it is not collected.		X		
○ Uniform bins across the City		X		
○ More progressive use of food waste besides bio digesters and composters to inspire people; An example is the conversion of food waste to animal feed through black soldier fly larvae		X		
○ Code tri-sorters chutes so that it won't open unless residents are using the right chute for that day; Specific waste collection on specific days		X		
○ Multi-residential diversion could be improved a lot, now that you have 3 waste streams, you would have to put it in the chute and it could be difficult to install, or to put them in the back end, which is not a good location; Property managers need to find a central location in the hallway to put in the bins for the 3 streams. It needs to be more accessible for tenants	X			
● Encourage programs like H&M's clothing trade in program (\$5 credit) and IKEA's light bulb recycling	X			

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
program – the City should support such programs (reward for participating)				
• Connecting Community Environmental Days (or hive off smaller events) at the Buildings		X		
○ Make compost more readily available to all apartments and condos, even older ones		X		
• Design clever bins for small spaces		X		
○ Provide bin houses for apartments and condos that are scalable but that keep smells, insects, rats, raccoons etc. out		X		
○ Redesign of bins to include integrated 'prop' that can be used to hold open lids until full		X		
○ Make a bin that is totally resistant to animals and overflowing by residents		X		
• Do a better job of picking up the litter that blows all over the street every collection day; This is a turn off for many people		X		
• If residents and business cannot properly sort their waste then this should be done at the receiving end		X		
• More landfills		X		
• Hotline where apartment dwellers could call if there was a problem with their chute or drop off area		X		
• Involve social development as the City consistently misses situations where there are multiple families living in a unit, which affects expectations for diversion			X	
• A program like Japan where you are accountable to keeping your garbage clean so messy people are kept in check		X		
<b>Provincial/Federal Facilitation and Intervention</b>				
• Help from other levels of Government		X		
○ Lobby federal government to force manufacturers to sharply reduce packaging		X		
○ Ask province to reverse decision for deposit return on liquor bottles - these should go into recycle stream so condo/apartment dwellers not unfairly taxed		X		
○ Provincial assistance for the municipalities to enforce property owners not complying with programs		X	X	
○ Influence the legislative process and make it illegal to collect compost, but then send it to landfill		X		
<b><i>We would like to know if there are other lifestyle factors that influence your diversion behaviour?</i></b>				



Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<b>Accessibility, Convenience and Ease of Use</b>				
• *Ease of use/convenience	X			
○ *Complexity of blue bin rules; Needs to be consistency across GTA - difficult for people when they work in a number of different systems	X	X		
○ *Physical mobility challenges – some building facilities are not accessible; physical ability may limit participation (people in wheelchairs or walkers)	X			
○ Not all streams are available in all buildings	X		X	
○ Garbage chute is the most convenient	X			
○ Green Bins are located far away	X		X	
○ Garbage rooms are not well lit, dirty, and unsafe	X			
○ Space in unit is very limited for bins	X			
• No enough personal time, busy life. If more time was available more personal time would be allotted to waste management	X			
<b>Accountability</b>				
• * No accountability and no personal incentive	X			
○ No emphasis that it is a group effort	X			
○ The younger generation eats more take out/convenience foods and do not put in the effort to separate waste	X			
<b>Understanding and Awareness</b>				
• *There is a disconnect and people don't understand what the significance is/why it matters	X			
○ Throw away economy	X			
○ Perception that everything gets mixed together	X			
○ People are used to buying products with more packaging	X			
• *Myth-busting education to remove stigma:	X			
○ Newcomers may not be aware of diversion programs – language barriers and cultural differences	X			
○ Waste management education should start at a young age	X			
○ Universities could lead the change	X			
• Show the effects of waste on Greenhouse Gas and climate change (use visuals)	X			
<b>Property Management</b>				
• Management/property owners are not active in promoting waste reduction	X			

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Difficult to convince property managers to use green bins because of raccoons and rodents	X			
<b><i>What information, data or statistics do you think would influence apartment and condominium residents to improve their/your waste diversion?</i></b>				
<b>Information, Data and Statistics</b>				
● *Waste diversion statistics	X		X	X
○ * Compare detailed diversion statistics between apartments and condos per stream; - track how much waste a building generates and illustrate it to residents, correlating it to a dollar amount	X		X	
○ *Use real-life case studies to understand what is achievable	X		X	
○ *Show what diversion means for the individual (e.g. savings, cleaner water, gas capture, how many soccer fields this equates to and then show what the building could have saved if they had been participating (\$ top way to change behaviour), etc.)	X			
○ Distinction between demographic of condo and multi-res rental	X			
○ Updated dashboard, web access or web portal	X			
○ Visuals relating to diversion performance – provide examples	X			
○ Generation rates	X			X
○ Public/open data	X			X
○ How much is going to landfill (weight and volume of organics and recyclables)?	X			X
○ Using statistics, show a person’s waste diversion compared to the average	X			
○ Transport processing costs should be broken out by waste stream			X	
○ Include a diversion rate for the non-residential sector			X	
○ Target more in depth data collection			X	X
● Plastic does not degrade	X			
○ Consumers need to think about this before/when they buy products	X			
<b>Comments and Suggestions</b>				
● Concern about purity of organics	X			
● Discontinue use of black garbage bags (use clear bags instead)	X			
● Raise awareness through media	X			

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
• Focus on the positive instead of shaming	X			
○ Competition and recognition (track and report); look at “green” in private industry (Example: Eco schools for apartment buildings (recognition))	X			
○ Demonstrate successes and celebrate	X			
• Marketing tool for property managers	X			
○ Provide clarity on how to use programs	X			
<b><i>What would motivate you to participate in a community composting program in your neighbourhood?</i></b>				
<b>Accessibility and Convenience</b>				
• Make it easy, convenient and accessible (10 minute walk is too far)	X			
○ Willing to take the food waste to the pile, but don’t want to do “work” (requires maintenance)	X			
• Accessibility	X			
○ Distance is a problem	X			
○ Needs to be centralized in the community	X			
○ Needs to have more than one compost	X			
○ Less green space – Suggestion of using a roof system	X			
○ People won't make the effort if you add anything less convenient and it will not improve participation and it may distract from overall success rate of green bin program	X			
<b>Community Collaboration</b>				
• Add a community feel to the compost	X			
• Promote as social gathering to bring residents together	X			
<b>Incentives</b>				
• Collection of food waste	X			
• Cost savings	X			
○ Subsidize the 3Rs Ambassadors to encourage more of them – not necessarily monetary – but could work with partners in the community, i.e., gym membership to local gym, etc.	X			
<b>Opportunities and Partnerships to Motivate Participation in Composting Programs</b>				
• Education	X			
• Employment	X			
• Need to link to community gardens	X			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ Farming project – urban composting program	X			
● Landscaping is not in support of composting	X			
● Toronto Conservation Authority	X			

Note: The primary sources of data for this summary table were PCEs and Survey #4. Secondary sources of data were also generated through the SAG and Other Sources.

**Table 8: Summary of Input Received on Waste Diversion for Businesses and Outside the Home**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>What challenges do you experience with garbage, recycling, or organics programs outside of your home?</i>				
<b>Accessibility and Convenience</b>				
● *There are not enough recycling and organics bins available in public spaces		X		
○ *Better signage needed, especially when rules differ as not always clear what should go into public bins		X		
○ *Colours/shapes/branding/images on waste segregation receptacles should be consistent		X		
○ *Bins are often not in the places where you need them		X		
○ *Public bins are too large, step bar functions often broken (bin doors do not open), and plastic exteriors are very dirty		X		
○ Public bins should distinguish between organics and other recyclables (as at home)		X		
● *There is nowhere to divert my organics (compost)		X		
○ Apartment doesn't even have green bins, only "recycling" and garbage		X		
● *Businesses, Plazas and Malls have none or poor recycling programs		X		
○ *Not composting organics		X		
○ *Businesses and non-residential buildings don't abide by the same by-laws as residential units		X		
○ Recycling standards in workplaces/office buildings are different than for residential; I end up bringing home recyclables because there is no place to discard them		X		
○ Garbage, Recycling and Organics is mixed together in malls		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ We make garments; Have to throw out a lot of fabric scraps in the garbage		X		
● *Restaurants/fast food places do not recycle		X		
○ *Lots (e.g. cafes) don't actually offer a choice; They usually have just one bin		X		
○ Usually no way to separate organics, garbage and recycling		X		
○ Often there's confusion in malls, food courts about what can be recycled, etc. as it's different than the city program (i.e. private contractor)		X		
○ Customized location-dependent signage would be helpful (e.g. in a food court, identify the specific packaging currently used by vendors and indicate where it goes)		X		
○ "Fake" recycling systems at some vendors where coffee cups are claimed to be recyclable but in practice are not as they are waxed - provide confusing and contradicting information		X		
○ Restaurants use black bags for recyclables (I don't believe this is actually being diverted)		X		
● *Parks and other Public Spaces		X		
○ *Separate bins for dogs waste in parks (e.g. Prague) and alternative ways of dealing with dog waste (i.e. vermicomposting)		X		
○ *The recycling in available public spaces is mixed with garbage when City of Toronto picks it up		X		
○ *Garbage and recycling bins are not emptied often enough and then people dispose incorrectly		X		
○ No Green Bin in many City of Toronto buildings and parks; Green Bins need to be in parks for those who have picnics, dog waste, etc		X		
○ Many public events/buildings do not provide recycling opportunities (e.g. bins)		X		
○ Cigarette butts everywhere; insufficient disposal places		X		
● *Collection practices		X		
○ *Public bins are often already full		X		
○ *Employees who do the collecting often dump everything together even if the public has carefully used recycling bins (seen in		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
private businesses and retailers, subway stations, curbside pickups, parks, hotels, etc.)				
○ Some places don't have bins anymore (e.g. local rink)		X		
○ Organic composting smells if not disposed of in 2 days		X		
○ No easy options for household items such as appliances, electronics and hazardous waste		X		X
● Lack of reverse vending machines for recyclable/reusable beverage containers		X		
<b>Understanding and Awareness</b>				
● *Communication barriers		X		
○ *Many people are uninformed and discard their recycling and waste into the wrong bins		X		
○ *Lack of clear signage and what can and can't go into each bin; Better visuals needed for what goes into recycling and what goes into garbage (e.g. not everyone is from Toronto and therefore do not know the rules; establishing a universal colour-code could help)		X		
○ *Custodial staff have not been trained to handle diverted waste products, training/enforcement needed for waste managers		X		
○ Need info-dissemination on recycling-locations for various household items (batteries, electronics, wire & cords, etc.)		X		
○ Although city guidelines are comprehensive, there are materials we need to get rid of but find no clear direction on how we can do that (i.e. glass)		X		
○ Rules for plastics are complicated		X		
○ Inconsistent looking bins - litter vs. parks vs. home		X		
○ Many children do not use Blue Bins and Green Bins at home and do not know how to use them at school				X
<b>Rules, Regulations and Enforcement</b>				
● *Regulatory challenges		X		
○ *Little if any enforcement		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ Ontario is Canada's only province with no deposit legislation on plastics and aluminum cans		X		
○ Lack of regulation toward making sure individuals properly dispose of their waste		X		
● The programs and acceptable materials are different than what I have at home		X		
○ Divergent bin systems throughout the city (city bins vs. TTC vs. private businesses)		X		
● Agree with crates at groceries – lots of produce comes in boxes with wax (which is normally not recyclable, at least in the private sector); Perhaps a bylaw opportunity	X			
● Perhaps the conversation about energy reporting and benchmarking should be rolled into for waste reporting for buildings	X			
● Make the producers of plastic take on the waste from packaging, etc.	X			
<b>Non-Recyclables and Unnecessary Waste</b>				
● *Coffee cups are a huge issue since most are not recyclable		X		
○ Misinformation at some retailers regarding what can be recycled in our community; Coffee cups - can't be recycled, despite some cafes encouraging 'recycling' of their coffee cups		X		
○ Separate compartment for coffee cups which clutter up the recyclable/waste compartments, as there is great confusion what to do with this item		X		
○ The City does not recycle common hot beverage cups; Corporations should have to pay for the recycling practice		X		
● *Too much packaging		X		
○ City too relaxed about enforcement of large waste producers		X		
○ Wasteful one-time bags frequently given out		X		
<b>Individual and Social Barriers</b>				
● *Cultural acceptance		X		
○ *General skepticism about the efficiency of recycling bins and waste collection		X		
○ Secondary schools (though not a City responsibility) need to have such bins to encourage good habits for youth		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<ul style="list-style-type: none"> <li>○ The TDSB snack program should be forbidden from using cheese sticks and yoghurt pouches which generate thousands of plastic garbage items every day, and teach children to reach for colored plastic when they go to buy something</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ I'm bullied and laughed at work when I try to help promote something as simple as putting paper in the recycling bin, instead of the trash</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ People ignore the "rules" or signage and put anything in any bin</li> </ul>		X		
<ul style="list-style-type: none"> <li>● No incentives to divert waste</li> </ul>		X		
<b>External Organizations and Businesses</b>				
<ul style="list-style-type: none"> <li>● My office building does not recycle effectively or not at all</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ The bins are scattered around the kitchen; All 3 bin options (garbage, recycle, compost) need to be together in one unit so it's a no-brainer</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ No comprehensive plan or process for waste reduction</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Because of a lack of compost or organic waste bins in my office building and the City's public waste bins I have to save my garbage for a more appropriate place; This is cumbersome</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Older office buildings don't have mandatory recycling or Green Bins</li> </ul>		X		
<ul style="list-style-type: none"> <li>● Hospitals waste a large amount</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Hospitals as places of health should be obligated to have a state of the art composting and recycling program</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ So much plastic is thrown out unnecessarily</li> </ul>		X		
<ul style="list-style-type: none"> <li>● Public Transportation</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ On the TTC subway system, the recycling bags and garbage bags have the wrong items thrown into them</li> </ul>		X		
<ul style="list-style-type: none"> <li>● Commercial waste challenges</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Commercial waste often lumped together in garbage, items that could be recycled</li> </ul>		X		
<ul style="list-style-type: none"> <li>○ Generators of waste are not motivated to reduce, (i.e. quick service restaurants and coffee shops)</li> </ul>		X		



Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<b>Comments and Suggestions</b>				
• *Collection opportunities	X			
○ Add collection opportunities for construction waste and junk metals to Environment Days	X			
○ Disposal of small amounts of bricks and soil is difficult for small renovators	X			
○ Look at where construction waste is going in the private sector to determine if they can partner with the City	X			
○ Focus on collection of mercury-based products: thermometers, light bulbs, batteries	X			
○ Capture waste coffee cups with office paper as part of shredding service to recover fiber				X
• *Circular Economy	X			X
○ Bring different industries to the table to kick-start the discussion about working towards a waste-free Ontario	X			
○ Consider "swap zones" whereby pallets can be dropped off and picked up by others (for repurposing, combustion in wood-burning stoves, etc.)	X			
• Low cost option is sending waste to US landfills right now	X			
• Technological opportunities				
○ Capture the methane generated at the anaerobic composters for beneficial reuse (e.g., cogeneration, system heating, etc.)	X			
○ Use construction, renovation and demolition waste as cleanfill (i.e. for shoreline protection)	X			

Note: The primary sources of data for this summary table were Survey #4 and PCEs. Secondary sources of data were also generated through Other Sources.

**Table 9: Summary of Input Received on Recovery & Residual**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<b>Rules, Regulations and Enforcement</b>				
• Waste recovery would create toxic materials and I think it's better to do nothing and not create harmful waste; Businesses create the most waste and they	X			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
should pay for it; We should look at the City ending the collection of garbage within 5 years				
<b>Options to Reduce Landfill Waste</b>				
• *Focus on options that have proven to reduce landfill waste	X			X
○ *Egg shaped digesters are the most effective for biogas generation; I would recommend looking into this for the City	X			X
○ *Mixed waste processing	X		X	X
○ One potential value of Option 6 (Mixed Waste Processing Facility with Organics Recovery) is the data of what is coming in through the stream; You can use the data to leverage that for normative feedback; You can communicate the data back to the sources of waste	X			
○ There are services that will bring fresh produce to your door and that produce no waste, they provide bins and reduce use of cardboard packaging	X			
• Desire for businesses to access waste from transfer stations; Desire for business access to use recyclable materials	X			

Note: The primary sources of data for this summary table were PCEs. Secondary sources of data were also generated through the SAG and Other Sources.

**Table 10: Summary of Input Received on Promotion & Education**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>How do you currently learn about diversion programs, such as Blue Bin (recycling), Green Bin organics (compost), and Yard Waste in Toronto?</i>				
<b>City Promotion</b>				
• *3Rs Green Bin Pledge ambassador program		X		
• *Toronto Environmental Alliance (TEA)		X		
• *Signage in buildings (commercial, institutional, government)		X		
• *Information letters and flyers received through the mail		X		
• City of Toronto Newsletter		X		
• City of Toronto Recycling calendar		X		
• Trade Publications		X		
• Live Green program		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
• City of Toronto do's and don't poster		X		
<b>Community Influence</b>				
• *Landlords educating tenants on programs		X		
• *Residents associations		X		
• *TTC signage and posters		X		
• *Community "Green" organizations		X		
• Following the actions of neighbors in the surrounding neighborhood		X		
• Information boards posted at Church		X		
• Building concierge		X		
<b>Information Technology</b>				
• *Waste Wizard		X		
• *311		X		
• *Internet searches and independent research on how to best divert waste from going to a landfill		X		
• Emails received from various "green" organizations		X		
• Trade publications		X		
• City of Toronto SWMS web pages		X		
• Television news broadcastings		X		
<b>School Campaigns/Programs</b>				
• *Eco School Programs		X		
• Children learning through school and educating parents at home		X		X
• University professor		X		
• Attending classroom information sessions		X		
• Additional diversion programs learned through school		X		X
<b>Workplace Promotion and Education</b>		X		
• *Working for a "green" company that educates employees on these topics		X		
• *Working for the City of Toronto		X		
• *Working in Solid Waste provides all of the information on diversion programs		X		
• Attending conferences, trade and business associations		X		
<b><i>Which of the following education activities would help you participate in Blue Bin (recycling) and Green Bin organics (compost) programs?</i></b>				
<b>Accessibility and Convenience</b>				
• *Make participation in program as easy as possible		X		
○ Create colour-coded packaging information correlating with bin colours	X	X		
○ Provide more precise definitions of specific plastics -- "black plastic" and "stretchy" are far too vague		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Provide consistency, the creation of a simple set of rules that don't change every few months		X		
○ Add information on the bins themselves about what can/cannot go in		X		
○ Create an annual, recyclable, updated sticker that comes with the calendar		X		
○ Create a simple categorization of waste into streams, not changing too often, and provide descriptions and illustrations on the calendar		X		
○ Create programs in multi languages to facilitate understanding by all		X		
<b>Understanding and Awareness</b>				
● *Provide more information on how the system works		X		
○ *Create an inventory feature with a search option and more details on types of waste and what specifics can and can't be recycled in waste wizard/city website		X		
○ Provide both online and in person tours of the recycling plants to provide increased knowledge		X		
○ Distribute the "Put Waste in Its Place" brochure to all Torontonians		X		
○ Distribute a comprehensive mailer designed to be "posted" somewhere in the home for easy access to dos and don'ts		X		
○ Create and distribute an annual info sheet, with clear information, both pictures and words, listing in categories the acceptable and unacceptable items for recycling and composting		X		
○ Create and add newspaper inserts to all papers		X		
○ Provide every Torontonian with an indexed printed handbook		X		
● Create an Increase in Promotional Activities		X		
○ Public service campaigns		X		
○ Special features with the Mayor on morning news encouraging Torontonians to participate		X		
○ Tours of recycling stations		X		
○ Door-to-door campaigns		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ More city-wide participation events, like Earth Day's 20 minute clean up in schools and businesses		X		
○ Send out emails directly from Ward Council		X		
○ Facilitate Citywide workshops including videos on "how to's" and provide explanations and information on the results to ensure awareness of the importance to participate		X		
○ Run a high profile fun campaign that people would be excited to attend and participate in		X		
○ Hold annual presentations to city staff in the workplace		X		
<b>Technology</b>				
● Increase social media presence		X		
○ *More information on general media i.e. radio, tv news, metro newspaper, etc		X		
○ *Create an interactive mobile application that provides information on what is recyclable and what is not with instructions on disposal options for non-recyclables		X		
○ Create YouTube video instructions		X		
○ Create Ads on local websites		X		
○ Increased prominence of waste wizard		X		
<b>Improvements to Current Programs</b>				
● *Bin Improvements required to facilitate better use		X		
○ *Animal proof containers required		X		X
○ *Provide clearly outlined labels to ensure proper use of recycling receptacles to prevent littering;		X		X
○ Provide free bins		X		
○ Create better household compost/recycle bins for bathrooms		X		
○ Ensure bins are appropriate for housing area, i.e stacked townhouses should have collective bins instead of individual		X		
○ Provide different sizes of Green Bins based on household size		X		
● *Apartment/Condo Recycling programs require updates		X		
○ Post clear instructions in garbage/recycling room		X		
○ No current Green Bin program		X		
○ Discuss program at all condo board meetings		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Increased presentations/workshops at multi-residential buildings		X		
● Educate residents about sharing, exchange and drop-off programs available	X			
<b>Rules and Regulations</b>				
● Make by-laws for Condominiums and other non-City serviced residences to have Green & Blue Bins, and/or follow similar recyclable lists		X		
● Legislate affordable access for multiple bins		X		
● Harmonization of waste diversion programs managed by City and by private firms that eliminate confusion about what items can be recycled		X		
● Better legislation about using biodegradable/ fully recyclable materials (especially in takeout products)		X		
● Mandating property owners to display necessary information provided by the City		X		
● Mandatory recycling education sessions and testing for building superintendents, property managers and landlords		X		
<b>Community Outreach</b>				
● Provide further waste strategy education in schools to children and parents		X		
● Provide meaningful activities for developmentally disabled adults who want to be involved in their community		X		
● Hold community sorting exercises, recycling day, specialty recycling days		X		
● Provide communities with monthly flyers about specific businesses (i.e. coffee shops, take-out restaurants etc) indicating what is and isn't recyclable in Toronto		X		
● Hold community events with other sustainable organizations		X		
● Maintain the Green Bin Organics program in homes and restaurants, supermarkets		X		
● Post regular (once a week) educational and inspirational posters in apartment buildings and condo's		X		
● Create neighborhood recycling groups to help keep everyone up-to-date		X		
● Hold Community Challenges to do certain 3Rs-related behavior-mods		X		
● Provide specialized training with the incentive to share information in the community		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<ul style="list-style-type: none"> <li>Post detailed information in bus shelters, other public places</li> </ul>		X		
<ul style="list-style-type: none"> <li>Create incentive programs (i.e. rewards for less garbage, better diversion and cheaper access to appropriate waste bags)</li> </ul>		X		
<ul style="list-style-type: none"> <li>Provide a trained designated City educator to share information and respond to questions within neighborhoods</li> </ul>		X		
<ul style="list-style-type: none"> <li>Give the opportunity to people to get compost for their own use in their garden if they contribute to the Green Bin</li> </ul>		X		
<b><i>Other Comments and Suggestions on Promotion and Education</i></b>				
<b>How can the City support exchange and sharing programs initiated by others?</b>				
<ul style="list-style-type: none"> <li>*Promotion/advertising on the City website and other City channels</li> </ul>	X	X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Education campaigns and awareness raising that these local sharing and exchange centres exist (e.g. Toronto Tool Library)</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Provide a central information site for community swaps and curb alerts via a City webpage</li> </ul> </li> </ul>	X	X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>*Councillors to notify Ward members via newsletters/email blasts about local yard sales, swaps, etc.</li> </ul> </li> </ul>	X	X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Develop an app or interactive map of items, by neighbourhood, for pick-up of free items - a Waste Exchange website whereby members could advertise their material online for reuse to other members across the City.</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>There should be an easy website where you type in what you have (ie. an old Printer), and then options come up for where to donate them: immigration settlement groups, schools, waste management facilities, etc</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Television and local newspaper advertisements</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Community billboards for event information posting</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Add annual events to Waste pick-up calendars</li> </ul> </li> </ul>		X		
<ul style="list-style-type: none"> <li>*Councillors are a great community resource and communication channel</li> </ul>		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
○ Share information about sharing programs through Ward Councillor's newsletter		X		
● Outreach through social media	X	X		
○ Help with community swap event notifications via City Twitter accounts		X		
● TTC advertisements	X			
● Distribution of knowledge via the 3Rs Ambassadors networks		X		X
● Lack of such programming in the suburbs and in TCHC buildings. The City could use the Environment and Energy Office and the Green Living Volunteer team to engage underrepresented areas of the city		X		
<b>What would motivate you and other Torontonians to reduce waste at home, in the work place or on the go?</b>				
● *Make waste reduction a part of our community culture through education and awareness:	X			
○ *Add visuals and show impacts of decisions	X			
○ Show films of what happens to their waste (e.g. landfills) in schools and/or previews in movie theatres to make people understand the impact of their actions	X			
○ Include proper labeling on products	X			
○ Ensure consistent messaging	X			
○ Information at time of disposal or consumption	X			
<b>What would motivate or help you generate less wasted food?</b>				
● *Communicate/show people food security impacts (e.g. photos of hungry people)	X			
○ *Education and awareness around food waste	X			
○ Education, marketing and outreach about contamination and packaged food	X			
● *Promotion and education from the City	X			
○ Understanding portion control – buy less more often	X			X
○ Advertise right on the food	X			
○ Provide resources for food planning (single person vs. family)	X			
○ Advertisements and education to inform people	X			





Summary of Input Received	PCE	Survey #4	SAG	Other Sources
which could go down chute and bags would need to be separated by building staff; "no junk mail stickers" in the mail to cut down on wasteful advertising				
○ *Use a best practices apartment/condo buildings case study as an example and promote the ideas that have made those programs work for their residents/owners (e.g. Mayfair on the Green in Scarborough)	X	X		
○ Educate children. Children will learn and educate parents in their parents' language		X		
○ Convert garbage to landfill on all signage		X		
○ Publish more stats often and conspicuously on how well we're doing as a city in recycling, composting, etc. Also, highlight the neighbourhoods that are succeeding most (or failing) by publishing those statistics as well to encourage competition		X		
○ Encourage and education of diversion and waste management processes and benefits through the media, posters, videos etc		X		
○ Explain what "diverted" means. All the blue box material is "diverted" from landfill. OK. So, what % of this is recycled? What happens to the stuff that is not recyclable? I think we need a bit more transparency.		X		
○ Improve the online experience of finding items		X		
● *Increase diversion through education and promotion and behavior modification	X	X		
○ *Show costs to renters - short-term residents don't necessarily buy into program	X			
○ *Provide a move-in package for new tenants to raise awareness	X			
○ *Provide information to property managers for distribution	X			
○ *Provide information (print and digital) about proper waste management; use pictures and colour-coding as well as multiple languages	X	X		
○ *Provide concrete evidence of how recycling works e.g. statistics, videos, pictures of landfills and the consequences of poor waste management		X		
○ Provide workshops and/or a cultural educator to work with newcomers	X			

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ Personal Support Worker training	X			
○ Use summer students to help with promotion and education	X			
○ Use ads and social media to reach younger generation		X		
<b>What suggestions do you have to help with the challenges you experience with garbage, recycling, or organics programs outside of your home?</b>				
● *Organize an information session and advise small businesses on the opportunities for small businesses to divert waste and organics	X			
● Outreach from the beginning towards builders and developers to encourage them to use materials that these programs can process (in order to minimize potential problems with incompatibility after the fact, i.e. materials we cannot process, if this has been a problem	X			
<b>Which of the following measures do you think would be most effective to improve participation in waste diversion programs (e.g. Blue Bin recycling, Green Bin compost) in Toronto?</b>				
● *Educate on how to sort waste		X		X
○ *Inform on what can and cannot be recycled		X		X
○ *Personal home visits		X		
○ *Schools		X		
○ *Use visuals and graphics near bins to provide clear examples of what goes where		X		X
○ Divert food and organic waste from garbage		X		
● *Promote waste diversion		X		X
○ *Media advertising (e.g. print, TV, web)		X		X
○ *Schools		X		
○ *Material in different languages		X		X
○ Signage at point of purchase		X		
○ References on apartment and condo bulletin boards		X		X
○ Social media campaign		X		
○ Door-to-door campaign		X		
○ Publish waste calendar twice a year		X		
● *Educate on how to reduce waste and make educated purchasing decisions as consumers		X		
● Use champions and mascots	X	X		

Note: The primary sources of data for this summary table were Survey #4 and PCEs. Secondary sources of data were also generated through Other Sources.

**Table 11: Summary of Input Received on Partnerships**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>Do you know of an organization that the City should consider partnering with to deliver waste reduction or reuse programs?</i>				
<b>Partnerships with Organizations</b>				
• *TEA (Toronto Environmental Alliance)		X		
• *Community Centres		X		
• *Library		X		
• *Diabetes Org		X		
• *Furniture Bank		X		X
• *Cerebral Palsy Foundation		X		
• *FoodShare		X		
• *Food Banks		X		
• *Community Centers		X		
• *Evergreen Brickworks		X		
• *Toronto Parks & Recreation		X		
• *Non-Profit Organizations		X		
• *Habitat for Humanity		X		
• *Terracycle		X		
• *Local Residents Association PARA		X		
• *Churches and Religion Institutions		X		
• *OFCP		X		
• *Bunz Trading Zone		X		
• *The United Way		X		
• *Enviromentum, a Project of Tides Canada		X		
• *Condo Complexes		X		
• *The Kitchen Library		X		
• *Repair Cafe		X		
• Oasis		X		
• Gopher Leads		X		
• Hospitals		X		
• Ontario Go Green		X		
• United Way		X		
• Red Cross		X		
• UNICEF		X		
• Urban Street Organics		X		
• Toronto Waterfront		X		
• TTC		X		
• Toronto Urban Growers		X		
• Project Green		X		
• Swapsity		X		
• Local charities		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
• Textile Waste Division Inc.		X		
• Canadian Textile Recycling Ltd.		X		
• The Really Really Free Market Toronto		X		
• Cooperative housing federation of toronto		X		
• Get Reel		X		
• YMCA		X		
• ZooShare		X		
• Green 13		X		
• Horticultural Societies		X		
• AGO (Music Instrument Share)		X		
• Kind Exchange		X		
• Project Get Reel		X		
• TRCA	X	X		
• Summerhill		X		
• The Christian Resource Centre		X		
• Immigrants Sponsorship Groups		X		
• Orange Drops		X		
• LiveGreen		X		
• Ring Around The Bin		X		
• TCHC		X		
• Waste Reduction Group		X		
• Change.org		X		
• Viking Recycling		X		
• Christian Horizon		X		
• Association for Community Living		X		
• Meta Services		X		
• Frogbox.com		X		
• City of San Francisco		X		
• Live Zero Waste		X		
• Greenneighbour21		X		
• Project Neutral, Toronto 2030 District		X		
• Montgomery's Inn		X		
• Textile Museum		X		
• The Circular Economy		X		
• Cradle to Cradle		X		
• Blue-Green		X		
• Animal shelters and wildlife centre		X		
• Ecovert Sustainability Consultants		X		
• Kijiji		X		
• Compost Council		X		
• Farmers markets		X		
• irbe.org, enviromentum.org		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
• The Scott Mission		X		
• Toronto Botanical Garden		X		
• Institute for a Resource-Based Economy		X		
• Ontario Ministry of Environment and Climate Change		X		
• Parkdale Project Read		X		
• The Sharing Depot		X		
<b>Partnerships with Stores</b>				
• *Goodwill		X		
• *Salvation Army		X		
• *Value Village		X		
• *H & M Conscious for recycling clothes		X		
• *Grocery Stores		X		
• *IKEA		X		
• Long & McQuade		X		
• Canadian Tire		X		
• Rona		X		
• Staples		X		
• Mall Shopping Centers		X		
<b>Partnerships with Community Centres</b>				
• Aangen Community Centre		X		
• St. Lawrence Community Recreation Centre		X		
• Jewish Russian Community Centre		X		
• The South Riverdale Community Health Centre		X		
• The Jane/Finch Community and Family Centre		X		
• 519 Community Centre		X		
<b>Partnerships with Educational Centres</b>				
• *Schools		X		
• Universities		X		
• Swap Shop at University of Toronto		X		
• BCS, colleges		X		
• TDSB & Catholic Board of Schools		X		
• Ecoschools		X		
<b>Other Partnership Programs and Ideas</b>				
• *Partner with food stores and manufacturers to incentive food suppliers to pass on the packaging		X		
• Bring back Stewardship Ontario's hazardous waste program in which we could take all kinds of hazardous waste to Home Depot, Canadian Tire, etc.		X		
• The Clothing Drive: initiated to support Syrian refugees coming to Canada		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
• ALL BUSINESSES! Starbucks/Tim Horton/Second Cup should charge for paper cup as opposed as offering a discount if you bring your own cup		X		
• A coordinated and City sponsored 'swap-day' or 'yard-sale,' that residents can sign-up for in various public locations (schools, parks, and community centres) is desired to streamline yard sales/swap days and attract more people to a large, singular event		X		
• Work with grocery stores to preserve food and change how they package foods		X		
• Partner with non-profit organizations: The City should provide workshops; partner with Not Far From the Tree	X			
• Encourage programs like H&M's clothing trade in program (\$5 credit) and IKEA's light bulb recycling program – the City should support such programs (reward for participating)		X		
• Furniture Bank is interested in support from the City to tie messaging to Earth Day, to promote the work of Furniture Bank and the angle of Reuse; We need help quantifying the social and environmental impact of what we do	X			
• Canadian Diabetes Association – the Clothesline Program Urban Bin Strategy, interested in future partnerships with the City on this project and others	X			
• Sharing Libraries to borrow materials that are infrequently used like instruments, toys, tools and equipment		X		
• Partner swap events with other community events		X		
• TTC advertisements		X		
• Schools can partner with electronic recycling companies and collect neighbourhood electronics for a small profit				X

Note: The primary source of data for this summary table was Survey #4. Secondary sources of data were also generated through PCEs and Other Sources.

**Table 12: Summary of Input Received on Enforcement**

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<i>Which of the following measures do you think would be most effective to improve participation in waste diversion programs (e.g. Blue Bin recycling, Green Bin compost) in Toronto?</i>				

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<b>Accountability and Intervention from the City</b>				
• *Hire staff or volunteers		X		
○ *To enforce by-laws		X		
○ *To act as a resource in each ward		X		X
○ To sort waste		X		
○ Ensure garbage collectors care about their jobs and do not throw the bins in the street		X		
• *The City should take responsibility for the collection and recycling of the products sold and used within city limits		X		
○ City-run organization to pick up (not non-profit)		X		
• *Perform waste audits		X		X
○ Focus on high density buildings (e.g. condos and apartment buildings)		X		
• *Work with other municipalities to streamline accepted items		X		
• Perform regular inspections of waste facilities in apartment and condo buildings		X		
• Support local efforts		X		
• The City should no longer subsidize landfill waste collection		X		
• Push products and construction materials that are petrochemical-free and biodegradable		X		
• Ensure systems operated by the City work seamlessly and are regularly modernized		X		
• Help buildings with proper set up of bins		X		
• The City needs to base decisions on cost effectiveness		X		
• Integrate proven methods in behavior change literature		X		
• Implement a zero waste program		X		
• Stop junk mail and flyers from being distributed		X		
• There is no one-size-fits-all solution as there are many underlying factors that need to be considered			X	
• Garbage collection should remain public				X
<b>Accountability and Intervention from the Province</b>				
• Waste management fees are the responsibility of the Provincial government		X		



Summary of Input Received	PCE	Survey #4	SAG	Other Sources
<b>Rules, Regulations and By-laws</b>				
• *Make participation in waste diversion programs mandatory	X	X		X
○ *Require all buildings (residential, business, retail) to have the same access to waste diversion services as houses		X		X
○ *Require new buildings to include proper facilities in the design before they can obtain approval		X		
○ *Mandate that all apartment and condo buildings have adequate, safe spaces and lighting for the facilities in a standard convenient location with proper signage		X		
• *Ban unrecyclable products (e.g. styrofoam)	X	X		X
○ Ban packaging that renders recyclable materials unrecyclable (e.g. sealing flyers in plastic bags)		X		
• *Concern about enforcement		X	X	X
○ *May result in illegal dumping	X	X		X
▪ Particular concern about construction, renovation and demolition waste	X			
○ Punitive action may cause backlash			X	
• *Enforce the current rules	X	X		
• *Ban plastic bags and promote reusable bags	X	X		X
• *Ban single use water bottles		X		X
• *Municipal and/or Provincial legislation	X	X	X	X
• *Legal enforcement of labeling packaging for all mass-market consumer goods (e.g. colour coding)	X	X		
• *Do not pick up any waste that is not sorted properly		X		
○ Provide a slip to identify how the excluded item should be disposed		X		
• *Mandate recyclable coffee cups		X		
• *Mandate proper sorting/diversion of waste that is enforced by the City or building management	X	X		
• *Enforce green standards for buildings	X	X	X	X
• *Make a policy that no bin stands alone in public places as well as in private organizations (waste, blue bin and green bin always available together)		X		X
• Legislative options to reduce food waste	X			
• By-laws to colour code best before/sell by dates on food	X			
• Enforce illegal dumping		X	X	

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
• Control cigarette butt litter		X		
• Require fresh foods (produce, meat, cheese, etc.) to be sold in recyclable packaging (eliminate styrofoam and plastic packaging)		X		X
• Mandate return of containers (e.g. Beer Store)		X		
• *Make a policy that no bin stands alone in public places as well as in private organizations (waste, blue bin and green bin always available together)		X		X
• Ban organic waste from landfill	X			
o Mandate that all spoiled food goes to green bin program	X			
<b>Accountability of Producers and Manufacturers</b>				
• *Force producers to reduce packaging	X	X		X
• *Charge producers and manufacturers additional fees for non-recyclable packaging		X		X
• Require businesses to inform customers how to dispose of their packaging (e.g. coffee cups)		X		
• Limit businesses to a certain amount of single serve packages, including napkins		X		
• Require manufacturers to be responsible for recycling packages of large items, such as appliance boxes		X		
• Producers and manufacturers need to focus on creating compostable materials for packaged goods		X		
• Advocate for Extended Producer Responsibility (EPR)			X	
<b>Fees and Fines</b>				
• *Re-establish plastic bag fee		X		X
• *Increase the garbage disposal fees to encourage use of blue and green bins		X		
o Increase fees for condos, apartment and commercial buildings		X		
o Increase fees for fast food restaurants		X		
o Increase fees for private waste haulers who bring mixed waste to transfer stations		X		
• *Increase cost of larger garbage bins		X		
• *Issue warnings and fines for noncompliance, including littering		X		
o Provide residents recourse to alter their actions before penalizing them		X		
o Penalties for building management to force them to check bins frequently to ensure proper use and follow up with tenants who are noncompliant		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
○ Allow videos of offenders to be sent in to fine them		X		
● *Deposit return on reusable containers		X	X	X
● *Charge by weight for garbage		X		
● *Introduce a tax based on packaging to encourage more options for consumers	X	X		
● *Impose a fee to stores with unrecyclable packaging (e.g. grocery stores)		X		
● *Change fees at transfer stations		X	X	
○ *Decrease fees		X		X
○ Increase fees			X	
● *Place a surcharge on disposable coffee cups and coffee pods	X	X		
● Impose a levy on the IC&I sector		X		
● Decrease cost of recycling for businesses so they are more willing to participate		X		
● Eliminate fee for disposing renovation waste at transfer stations		X		
● All bin sizes should be free		X		X
● Charge at point of sale; people will illegally dump to avoid paying fees		X		
● Reduce municipal charges for infrequent use of bins (e.g. once a month or less)				X
<b>Incentives and Reinforcement</b>				
● *Use incentives	X	X		X
○ *Encourage with financial incentives	X	X		
○ *Use rewards/credits for waste diversion (e.g. property tax credit)		X		
○ *Create incentives for manufacturers to use less packaging		X		
○ *Cash incentives for recycling at depots		X		
○ Waste diversion should be directly profitable for people to encourage them to participate (e.g. Edmonton's recycling program)		X		
○ Benefits to condo management for implementing and promoting use of Blue Bins and Green Bins		X		X
○ Pay people to collect illegally dumped items		X		
○ Use apps and games		X		
○ For every ton of landfill reduction annually for the City, the dollar amount should be directly added to the recreational budget for playgrounds, parks, etc		X		
○ Provide rebates on garbage collection fees		X		

Summary of Input Received	PCE	Survey #4	SAG	Other Sources
• *Use positive reinforcement instead of negative reinforcement		V		
○ Recognize “local heroes”		X		
○ Street competitions		X		
• *Create peer pressure	X	X		
○ Neighbours should draw attention to offenders		X		
<b>Accessibility, Convenience and Ease of Use</b>				
• *Create a more simplified system for waste diversion; the current system is confusing and time-consuming		X		
• *Increase accessibility and availability of waste diversion programs		X		
• *Pick up of waste that should not be disposed of in the garbage, blue or green bins (e.g. batteries, light bulbs, construction waste, electronic waste, medical waste)		X		
○ *Needs to be easy and accessible, especially for residents with transport and physical challenges		X		
○ Special pick up days every couple of months		X		
○ Create a phone line (e.g. 311) to schedule pick up		X		
• *Centralize and increase number of drop off and donation locations		X		
○ *More convenient drop off hours		X		
• *Clearly label all consumer goods to show whether they can go in the blue or green bin		X		
• *Increase number of public garbage, blue and green bins		X		
○ *Introduce community animal waste boxes		X		
○ Introduce a bin to separate waste in washrooms		X		X
• *Introduce smaller bins and more frequent pick ups		X		
• *Accept more items in the recycling program (e.g. mattresses)		X		X
• Improve the design of the green bins for the kitchen		X		X
• Change the collection time to later in the day		X		
• Alter garbage chutes in buildings for organic waste instead		X		
<b>Reduce, Reuse, Recycle</b>				
• *Reduce plastic bags and plastic packaging		X		
• *Encourage reuse program for furniture, mattresses and construction waste (e.g. furniture bank)		X		

<b>Summary of Input Received</b>	<b>PCE</b>	<b>Survey #4</b>	<b>SAG</b>	<b>Other Sources</b>
• *Sell products in bulk instead of individual containers		X		
• Replace styrofoam with popcorn (non GMO)		X		
• *Promote the switch from disposable to reusable		X		
○ Reusable containers for liquid products, such as shampoo, soap, beverages, etc		X		
• Increasing the size of the green bin will cause people to waste more; encourage people to reduce food waste		X		
• Reduce and eliminate materials from use; there are too many disposable items to keep track of and dispose of properly		X		
• Focus on quality of products to minimize replacements		X		
<b>Improvements to Current Waste Diversion Programs</b>				
• *Collect mixed stream and sort waste after pick up		X		
○ Use robots to sort waste		X		
• *Encourage use of outdoor composting bins		X		
• *Use non-recyclable waste and organic waste to produce electricity		X		X
○ *Use incineration		X		X
○ Watts for waste program		X		
○ Biogas from sewage and green bin		X		X
• Find a solution to raccoon-proof green bins		X		
• Introduce locks on personal Blue Bins to prevent people from throwing garbage in		X		
• Require use of transparent bags to encourage ownership		X		

Note: The primary sources of data for this summary table were Survey #4 and Other Sources. Secondary sources of data were also generated through PCEs and the SAG.